eRedBag Business Continuity Plan in a Trust: example of downtime procedure in a hospital trust

Background
Digital red bag documentation (eRedBag) is transmitted to the trust electronically via an HL7 interface. This documentation is triggered by the patient's care home transmitting the document to the Trust in the event of the patient being sent to the Trust's services. The document is automatically added to a red bag category in the trust's document management system upon receipt to its interface.

This downtime procedure is designed to cover only the immediate components of the red bag interface not the wider ICT infrastructure.

Potential failure areas
The process can fail at three junctures: the procedure addresses each of these.
- The external interface: care home to trust
- The internal interface at the trust
- The document management system

Overarching process
The overarching procedure steps will likely be very similar.
1. Patient arrives at Trust with physical red bag, but no digital red bag procedure is received.
2. Trust user contacts ICT helpdesk and logs a call to investigate absence of document.
3. ICT identifies where in the process the failure has occurred.
4. ICT advices user on course of action in the event that failure cannot be immediately rectified, and downtime procedure needs to be instigated.

Failure specific processes
Care Home to Trust (external interface)
1. Trust contacts the care home directly and requests a copy of the red bag documentation be sent via alternative method, potentially NHSmail, directly to the service and copying in an ICT representative.
2. Trust ICT contacts service where they believe the failure to have occurred and instigates standard support arrangements to correct the fault.
3. Trust receives red bag information from care home.
4. ICT representative captures document against the patient record in the document management system.

Internal Interface at Trust
1. Trust is alerted to interface failure.
2. Trust contacts the care home directly and requests a copy of the red bag documentation be sent via alternative method, potentially NHSmail, directly to the service and copying in an ICT representative.
3. Trust undertakes repair of internal interface
4. Trust receives red bag information from care home.
5. ICT representative captures document against the patient record in the document management system.

Document Management System

1. Trust is alerted to document management system failure where it is unavailable to users
2. ICT alerts organisation to unavailability of system
3. ICT accesses interface to see if document can be retrieved from there, failing this move to step 4
4. Trust contacts the care home directly and requests a copy of the red bag documentation be sent via alternative method, potentially NHSmail, directly to the service and copying in an ICT representative
5. Trust undertakes repairs of system
6. HL7 interface will hold on to documents it has received
7. Trust receives red bag information from care home
8. Documents stored for upload to system when available
9. Patients for whom we have received red bag documents tracked through patient administration system to ensure copies of documents follow patient's journey through the organisation.
10. Re-establishment of EDM, ICT checks interface to confirm documents resent or uploads copy manually.

Post Downtime

ICT would contact relevant parties to inform them service is now available and up to date.

Sustainability of downtime

These downtime procedures are sustainable for short terms of outage 24 to 48 hours maximum. Prolonged periods of downtime may facilitate the need for more complex managed processes where business continuity needs to be instigated.

For more information on the eRedBag Pathway, please contact
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