



Ministry of Health Malaysia



PhIS & CPS

Business Continuity Plan (BCP)

Introduction of BCP

Business Continuity Plan (BCP) describes activities to be carried out in the event of PhIS & CPS system downtime at facility in a duration of time during which the PhIS & CPS system functionalities are not available for users.

As a result the users are required to revert to manual method or procedures to carry the medication processes and activities.

Introduction of BCP

The downtime in PhIS & CPS could be due to:

a. Inability to use the system in Partial / Total due to system failures:

- Software / Application failure
- Hardware failure
- Network failure
- Other type of failure i.e. power supply etc.

b. Natural disasters

- Flood
- Fire
- Other type of disasters/ crisis

BCP Introduction

PhIS SERVER



Application



Power Failure
Network Down
System Failure

BCP ACTIVATION



PHARMACY OP/IP



PHARMACY SATELLITE



OTHER LOCATION

Unable to access PhIS & CPS

BCP Team's Roles & Responsibility

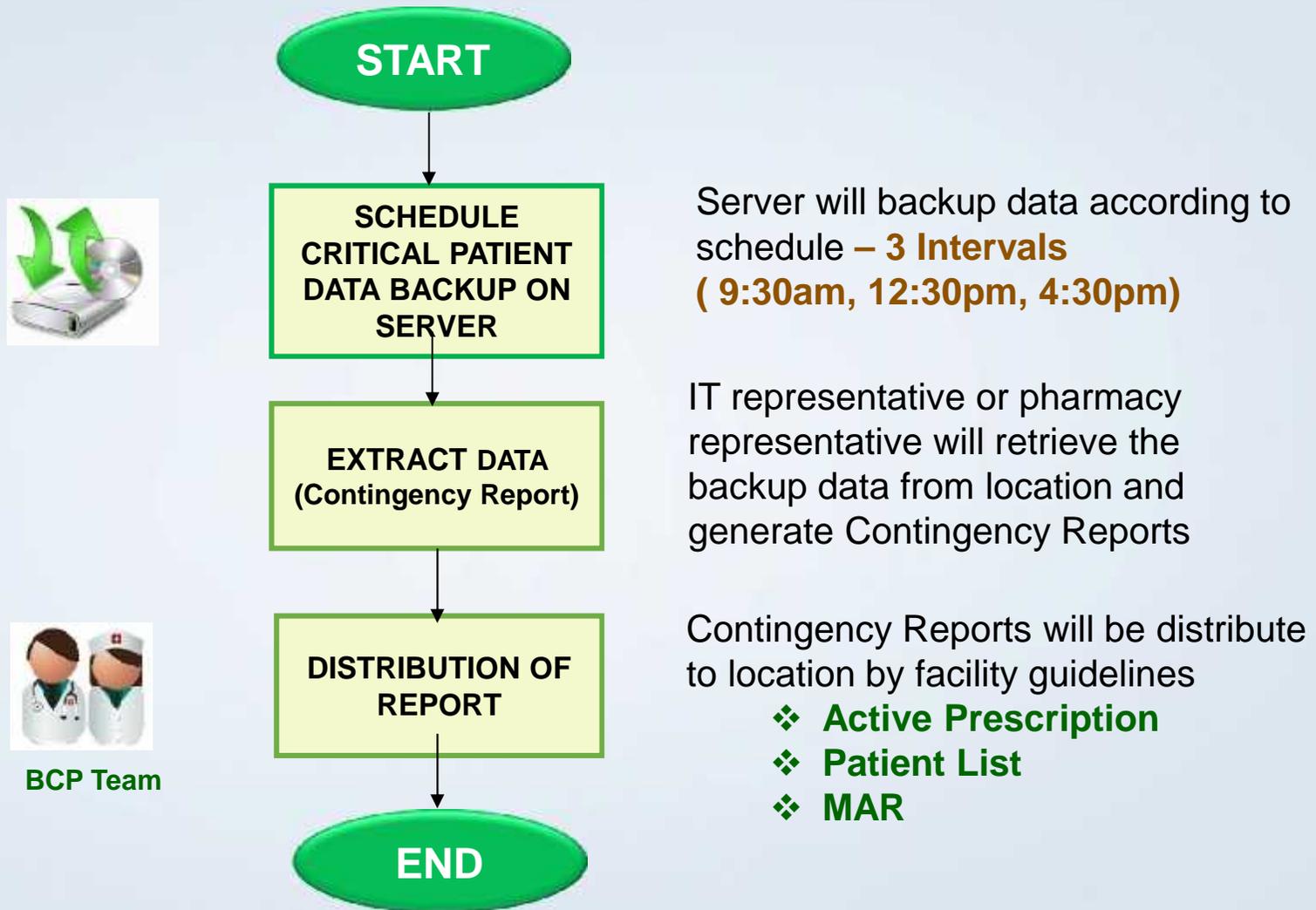
BCP Team

Roles	Job Specification
Contingency Recovery Team (CRT)	
<ul style="list-style-type: none"> - Pharmacists - Assistant Pharmacist 	<ul style="list-style-type: none"> • To ensure all transactions are recorded in proper documentation • To ensure all transactions recorded in the manual documentation are entered into the system when system is back to normal.
	<ul style="list-style-type: none"> • He/she must identify one or more CRT in the department to carry out the contingency data entry and recovery

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BCP APPROACH

Data Extraction & Report Generation



Contingency Report

During downtime, to retrieve and print (option) Contingency Reports in PDF/CSV Format from contingency workstation: Pharmacist to continue dispensing of medication order for active prescription

No	BCP Reports (Distributed for reference)	Users
1	Active Patients List (Encountered)	Pharmacist
2	Active Prescriptions	Pharmacist/Doctor
3	Medication Administration Recording (MAR)	Nurses/ Doctor

ACTIVE PATIENTS (ENCOUNTERED)



KEMENTERIAN KESIHATAN MALAYSIA

Hospital Pakar Sultanah Fatimah, Muar

ACTIVE PATIENTS (ENCOUNTERED)

Department : Medical Department:

Location : WAD 10 (MED - P)

Visit Type	Visit Date	Visit No	Patient MRN	Patient ID	Patient Name	Height (Cm)	Weight (Kg)	BSA	BMI	Gender	Age	D.O.B
Inpatient	12/12/2013	0010	HPSF00000017	870904051448	NG JENG GUAN	158.0	56.00	1.83	22.43	Female		04/09/1987
Inpatient	18/12/2013	0014	HPSF00001426	980202056622	KRESSNA RAJAH			0.00	0.00	Female		02/02/1998

This list will show all active patients with Patient MRN & Encountered No / Visit No created in PhIS

ACTIVE PRESCRIPTION

KEMENTERIAN KESIHATAN MALAYSIA
Hospital Pakar Sultanah Fatimah, Muar
ACTIVE PRESCRIPTION

Department Name : Medical Department
Location Name : WAD 9 (MED - P)

Tarikh Preskripsi :

Patient Name : HAMIHAH REJAB MRN No. : HPSF00001362 No K/P : 620909145530

No	Maklumat Preskripsi											Maklumat Pendispensan			
	Jenis Order	Nama Ubat	Cara Pengambilan	DOS	Kekerapan	Tempoh Preskripsi	Kuantiti Ubat	Unit	Tarikh Mula	Tarikh Akhir	Cara Pungutan	Tarikh : Kuantiti	Baki	Didispen	TCA
1	CDR	Carboplatin 450mg Inj	Intravenous Infusion	300 mg	OD	1 Days	0	vial	10-01-2014	10-01-2014		0			
2	CDR	Fluorouracil 250mg/5ml Inj	Intravenous Slow Bolus	500 mg	OD	2 Days	8	vial	09-01-2014	10-01-2014		0			
3	Normal	Allopurinol 300 mg Tablet	Oral	300 mg	OD	2 Days	2	tab	12-12-2013	14-12-2013		0	2		
4	Normal	Topiramate 25 mg Tablet	Oral	25 mg	ON	2 Days	2	tab	12-12-2013	14-12-2013		0	2		

Patient Name : NORSILA MAHRAM MRN No. : HPSF00001320 No K/P : 781201146656

No	Maklumat Preskripsi											Maklumat Pendispensan			
	Jenis Order	Nama Ubat	Cara Pengambilan	DOS	Kekerapan	Tempoh Preskripsi	Kuantiti Ubat	Unit	Tarikh Mula	Tarikh Akhir	Cara Pungutan	Tarikh : Kuantiti	Baki	Didispen	TCA
1	CDR	Carboplatin 450mg Inj	Intravenous Infusion	300 mg	OD	1 Days	0	vial	07-01-2014	07-01-2014		0			

This list will show all active prescription for all outpatient, inpatient & SPUB patient.

Printed : 10/01/2014
Printed By : Pharmacist BCP
Source : PhIS

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Medication Administration Recording



KEMENTERIAN KESIHATAN MALAYSIA
Hospital Pakar Sultanah Fatimah, Muar
MEDICATION ADMINISTRATION RECORDING (MAR)

Department : Obstetrics & Gynaecology Department

Location : WAD 13 (O&G)

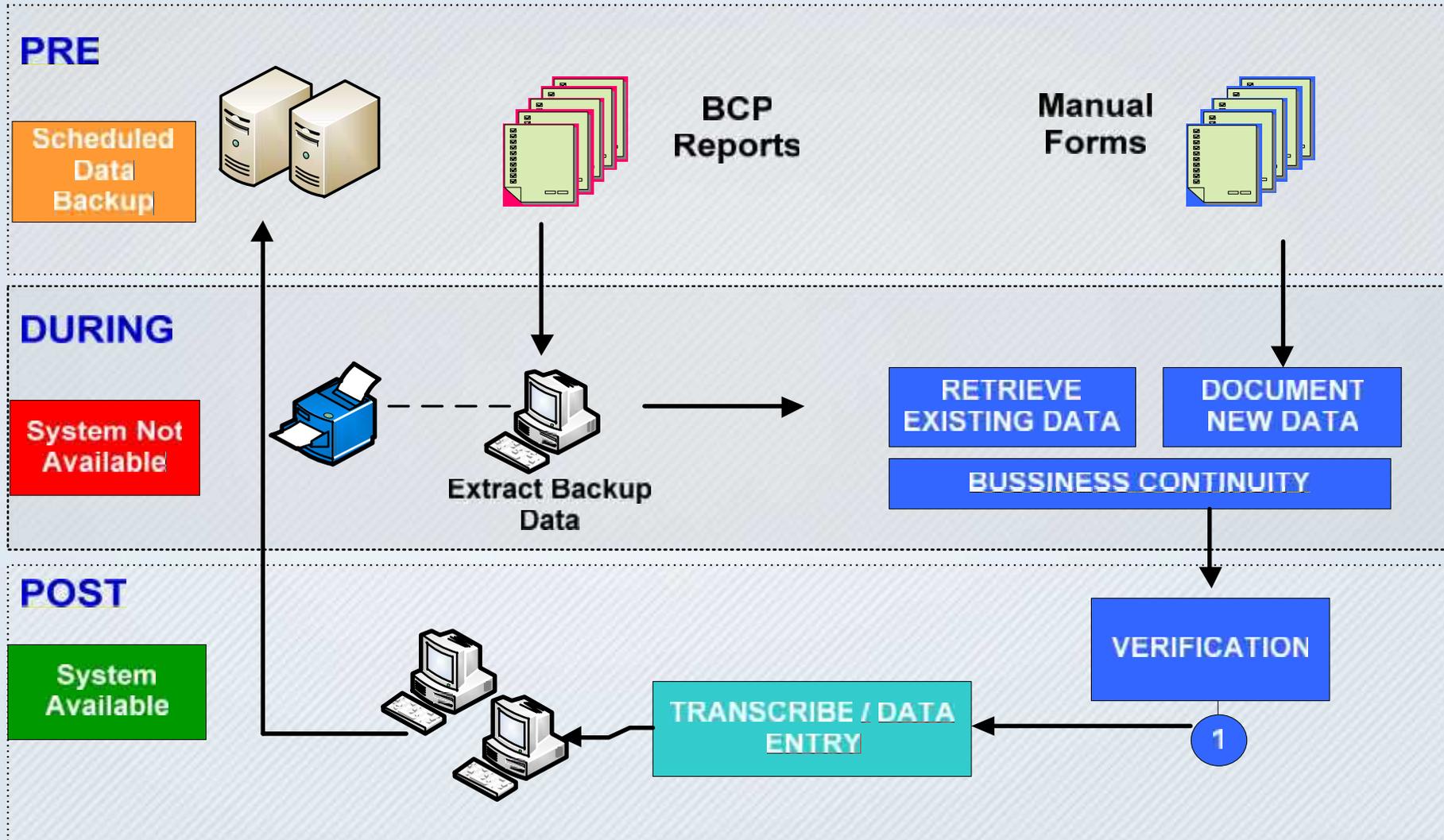
Patient MRN	Patient ID	Patient Name	Sex	Room	Bed No	Drug Name	Dose	Route	Freq.	Admin Time	Start Date	End Date	Remarks
HPSF00000006	860506014554	NUR RISTEENA BINTI AHMAD IDRIS	Female		125	Nutriflex Lipid Peri 955kcal, 1.25L	1250 ml	Intravenous Infusion	OD	08:01 AM	08/01/2014	10/01/2014	
						Nutriflex Lipid Peri 955kcal, 1.25L	1250 ml	Intravenous Infusion	OD	08:01 AM	09/01/2014	11/01/2014	

Printed Date : 10/01/2014
Printed By : Pharmacist BCP
Source : PhIS

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Flow - Data Extraction & Report Generation

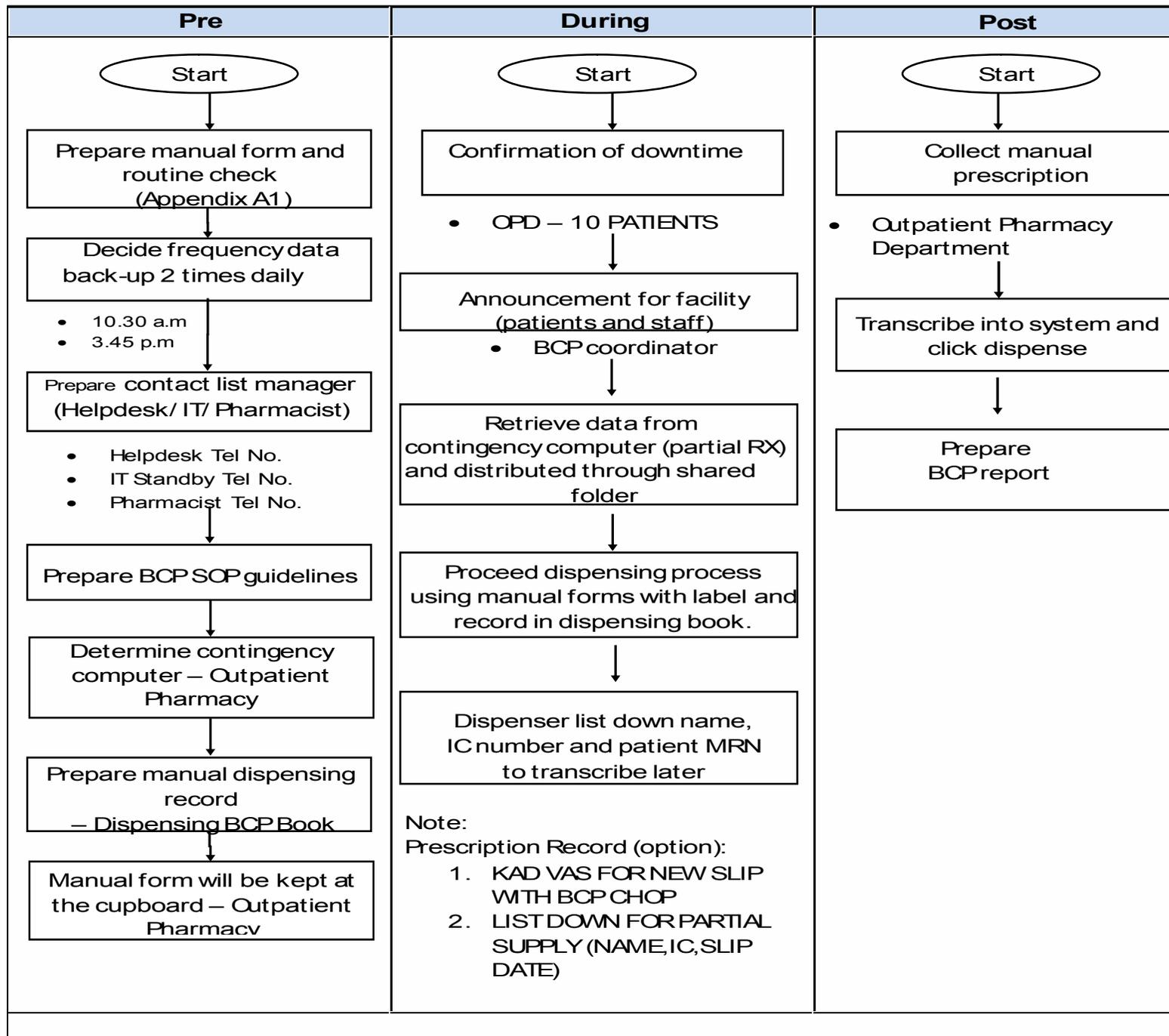


Contingency Workstation

- One dedicated unit of Contingency Workstation to be placed at selective location, BCP data (2 BCP Reports) backup from PhIS Server will be retrieve from this Contingency Workstation at schedule interval.
- This Contingency Workstation pre-requisition:
 - ❖ need to be attached with printer and to the facility essential power supply.
 - ❖ To be running 24x7

***** To determine the location of Contingency Workstation***

BCP SOP (Carta Aliran Kerja)



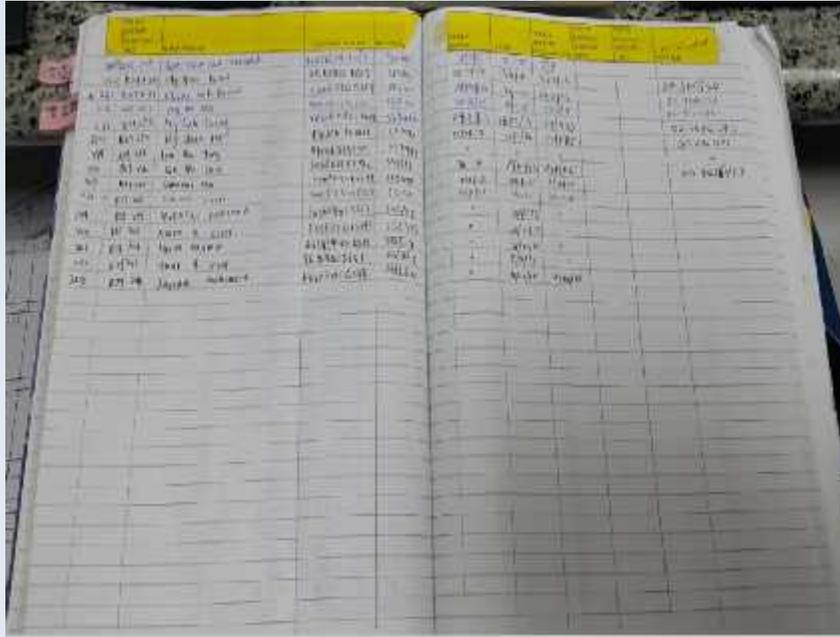
Downtime Activities

Drug Preparation – Manual Drug Label



Record Drug Dispensing – Manual Log Book

New Prescription

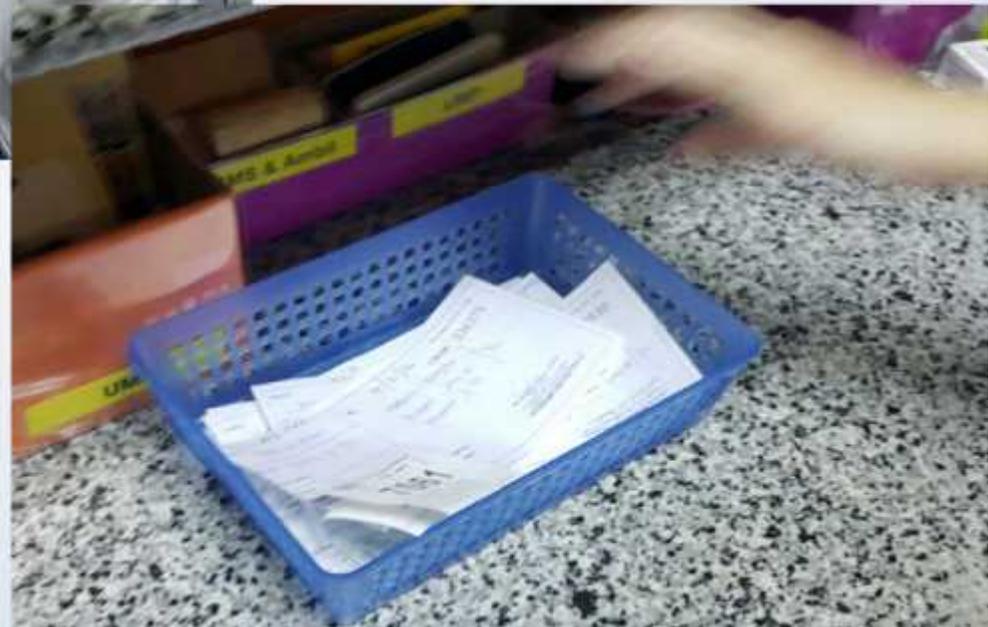


Partial Supply



Rekod Pendispensan Ubat Scara Manual Semasa BCP

Dispensing – Manual Activities



After PhIS Available

Transcribing by Contingency Recovery Team (CRT)





Thank You !