

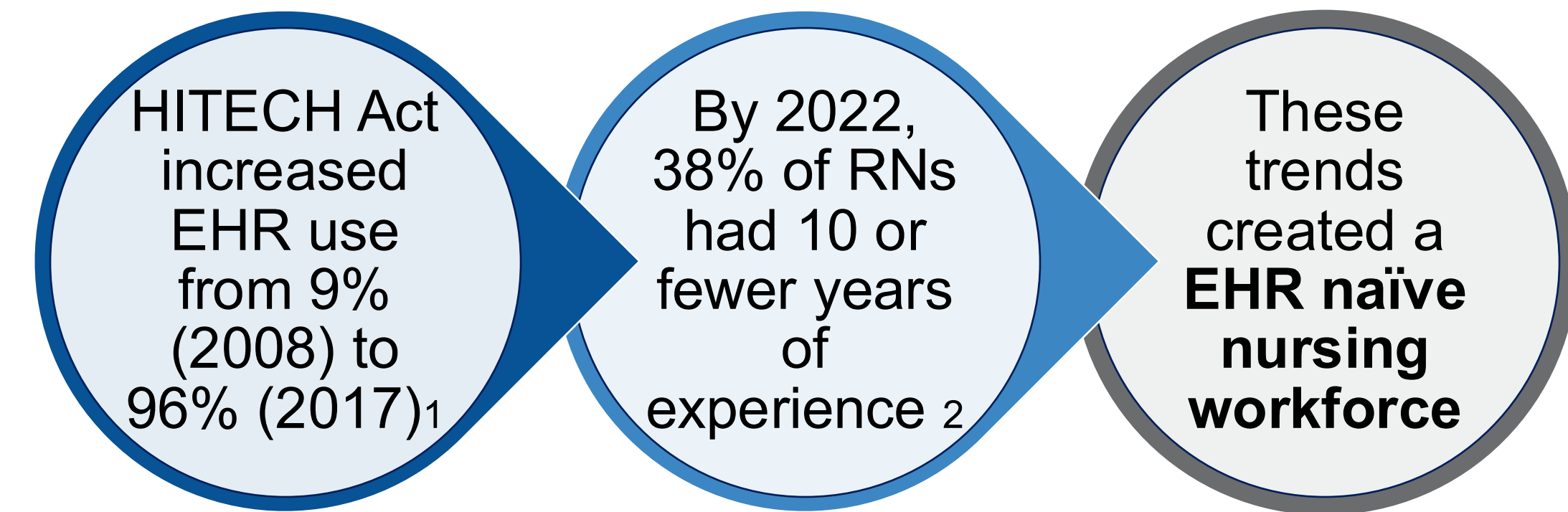
Preparing PeriOperative Teams for Downtime In a Digital Healthcare Era

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Background



Problem



The July 2024 CrowdStrike outage disrupted perioperative business continuity; only 5 of 56 scheduled cases were completed, all with inaccurate or incomplete paper documentation.

Description of Team

Director of Nursing Clinical Systems, OR and Prep/Recovery Leads, and Clinical Implementation Specialist helped advance perioperative business continuity during downtime at both system and hospital levels

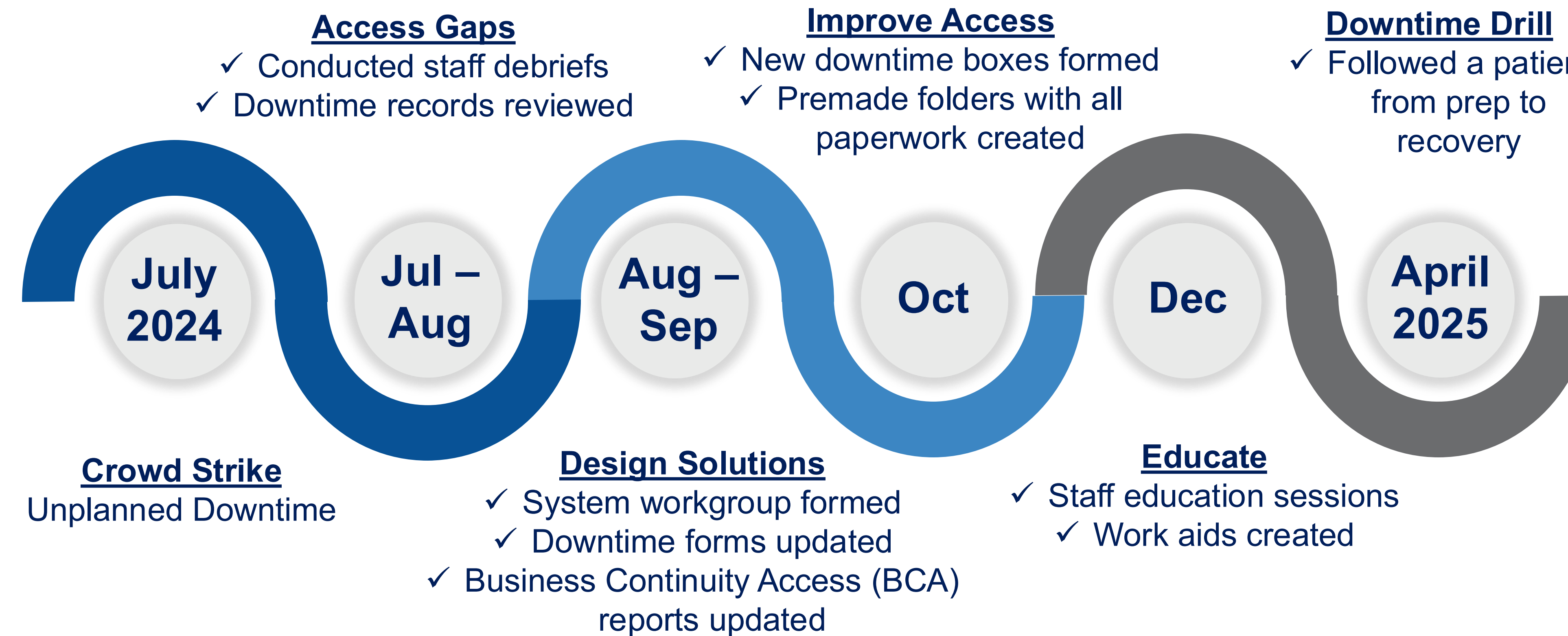


References



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Implementation



Nursing Feedback

“Having the premade folders made everything so much easier. All the forms I needed were in one place,” said Rachel K., RN, Preop

“The new forms were easy to follow because they matched our normal workflow,” said Jenna M., RN, Intraop

“The downtime drill made downtime documentation feel much less stressful,” said Shem J., RN, Postop

Outcomes

Promoted perioperative business continuity during downtime by:

At a system level

- Updated 7 perioperative downtime forms
- Incorporated 5 inpatient forms into perioperative workflow to improve continuity and reduce duplicate documentation
- Standardized downtime reports on BCA computers

At a hospital level

- Created perioperative downtime boxes and premade folders
- Provided staff education and perioperative downtime drills
- Started monthly checks of BCA computers and downtime boxes.

Implications

- Positions downtime preparedness as essential to safe perioperative nursing practice
- Strengthens team confidence and workflow reliability across the perioperative continuum
- Provides a scalable framework other perioperative settings can adapt and sustain

Acknowledgements

We would like to thank **Dr. Nicole Hoke**, Chief Nursing Officer; **Elise Turnbach**, Director of Nursing Education; **Kirsten Anderson**, Clinical Director of Perioperative Services, at **Penn Presbyterian Medical Center**, for their support