



# Community General Hospital

## Daily ASMM & ONCC report

5/1/2014 - 5/2/2014 (Overnight)

### ASMM

Active Systems Monitoring and Maintenance

**Number of errors encountered:** 8 NMI, LPR-ICU Printer, Flow-Sheet, PHA Rec Locks, D.R. Conn. Error, Lab Telecom

**Number of errors corrected:** 7

**Number of errors still open:** 1 Philips remote server (called in)

### ONCC

Over-Night Call Center

**Calls received:** 4 1: E.R. Doc pwd issues 2: Locked NUR Assessmt. record 3: Phones 4: Power outage in E.D.

**Calls resolved:** 3

**Open tickets:** 1 Telecom issues reported to Support- operator now using Bypass phones

### Meditech OPS Summary:

	OK	Problem
IST	X	
LPR		X PHA.PR19 jobs stuck
Disk status	X	
Disk space	X	
CPU		X L-segment at 98%
Alarms		X Powerscribe error - cleared
Network chk	X	

### Interface Summary:

	OK	Problem
NMI-Outbound		X -P-Scribe
NMI -Inbound	X	
JAG	X	
Mirth Connect	X	
Clover-Leaf	X	

### Navisphere/Unisphere:

	OK	Problem
IDR Clones	X	
Tape Fract	X	
CX disk space	X	

### Bridgehead backups:

	OK	Problem
MAGIC	X	
SCA	X	
DR	X	
Bridgehead		X

### Meditech Maintenance Performed:

	Running	Completed
DBA		5/1/2014
Compaction	5/2/2014	
Purge Lg. Spool		5/1/2014
Daylight Savings		3/9/2014
B/AR Purge		2/10/2014
D.R. Reconcile	5/2/2014	
Downtime		2/16/2014
Forms		
B.C./D.R. Validation		1/14/2014

### Apps Checked:

	OK	Problem
ADM Locks	X	
DR feed	X	
EDM Background	X	
EPS Background	X	
LAB/Telecom	X	
MIS Sched Rpt		X
MRM/SCA x2		
NMI		X
NUR x2	X	
OE Interfaces	X	
PHA x2		X PHA.PR1 job
PCM Bkgd	X	
PWM x2	X	
RXM x2	X	
SCH x2	X	
RAD Print Queue	X	
ADM Bkgnd	X	
latric SB/FS Chk		X Flow Sheet

# Systems Checks

### Activity:

Ticket #	Date/Time	Status	Location	Subject
C98576	5/2/2014 6:37	Open	ICU	ASMM - 6:35AM Phillips Intelliview not communicating (restarted services, rebooted, and contacted vendor)
C98573	5/2/2014 4:07	Open	Operator	ONCC - 4:05AM Operator cannot receive calls- advised use of backup system and paged Telecom support
C98575	5/2/2014 5:31	Closed	RAD	ASMM - 5:30AM NMI -Outbound to Powerscribe could not connect - Temporary error - CLEARED
C98574	5/2/2014 4:59	Closed	E.D.	ONCC- 04:57AM ER - ED Reg. - all printers - no power - paged Engineering and advised use of "RED" outlets
C98572	5/2/2014 2:17	Closed	E.D.	ONCC - 2:17AM E.R. Doc password issues - Self Manage pwd reset not working
C98571	5/2/2014 0:55	Closed	PHA	ASMM - 12:52AM Locked Pharmacy/RXM record - CLEARED
C98570	5/1/2014 23:47	Closed	RAD	ASMM - 11:47PM RAD print queue - 138 jobs stuck, CLEARED queue and resent jobs
C98569	5/1/2014 23:43	Closed	ICU	ASMM - 11:43PM Flow Sheet Interface behind for 6 hrs. - restarted and OK now
C98568	5/1/2014 22:31	Closed	1-West	ONCC - 10:31PM Locked NUR Assessment on 1-West - Located and CLEARED
C98567	5/1/2014 22:13	Closed	LAB	ASMM - 10:13PM Lab Telecom was HALTED - Restarted and contacted LIS Coordinator
C98566	5/1/2014 21:00	Closed	I.S.	ASMM - 9:00PM Bridgehead Backups Failure on Archive Segment- Restarted - OK now
C98565	5/1/2014 20:23	Closed	I.S.	ASMM - 8:23PM D.R. Connection Errors - Tried restarting services, then rebooted D.R. server - OK now