

BUSINESS CONTINUITY AN INTRODUCTION

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Purpose

The sole purpose of Business Continuity is to maintain a minimum level of service

While

Restoring your health clinic to business as usual

What is an Emergency?



Occurrence of a natural catastrophe, technological accident or human caused event resulting in severe property damage, multiple injury and death.



What We Know about Emergencies and Disasters

**Can occur at any time and be
of any size.**

*“Those who do not learn from history are
doomed to repeat it.”*

-George Santayana, philosopher

Who needs it

Basically everyone

- Commerce and Industry
- Health Services
- Charities
- Government Agencies
- All Businesses

The Difference

- Business Continuity
 - Proactive – focus to avoid or mitigate the impact of a risk
- Disaster Recovery
 - Reactive – focus to pick up the pieces and restore your health clinic as usual after a risk occurs

Disaster Recovery is an integral part of a Business Continuity Plan

Why Business Continuity

A clinic which fails to provide a minimal level of service to its patients following a disaster event may not have a clinic to recover

- Patients may obtain services from another clinic
- Possible requirements from regulatory agencies

What to protect

- Business functions
 - Functions that provide patient services
- Critical support functions
 - Functions without which your clinic can't survive (i.e. Facilities and IT)
- Corporate level functions
 - Functions required for effective operations (i.e. HR and Accounting)

Most important resource

PERSONNEL

Why people

Although there are other critical resources, the actual services in your clinic depends on actions performed by and decisions made by, PEOPLE

Who needs to be involved

- Executive management
- Clinicians and support staff
- Medical staff
- Vendors and suppliers
- Local Emergency Management

In brief – EVERYONE THAT NEEDS TO BE

Management involvement

EXECUTIVE MANAGEMENT

- ◆ Support if required for successful plan
- ◆ Provides high level overview of clinic operation
- ◆ Provides long range planning to assure the business continuity plan compliments the clinic's business plan

Clinicians, Support and Medical staff

- Provide operational details
- Offer suggestions on how to enhance the critical business process
- Identify risks

Listen to your staff – they also know your clinic's business very well

Clinic – Incident Command Structure

In a disaster situation implement the
“Incident Command Structure” (ICS)

Basic ICS Positions

Logistics Section

- Getters

Finance Section

- Payers

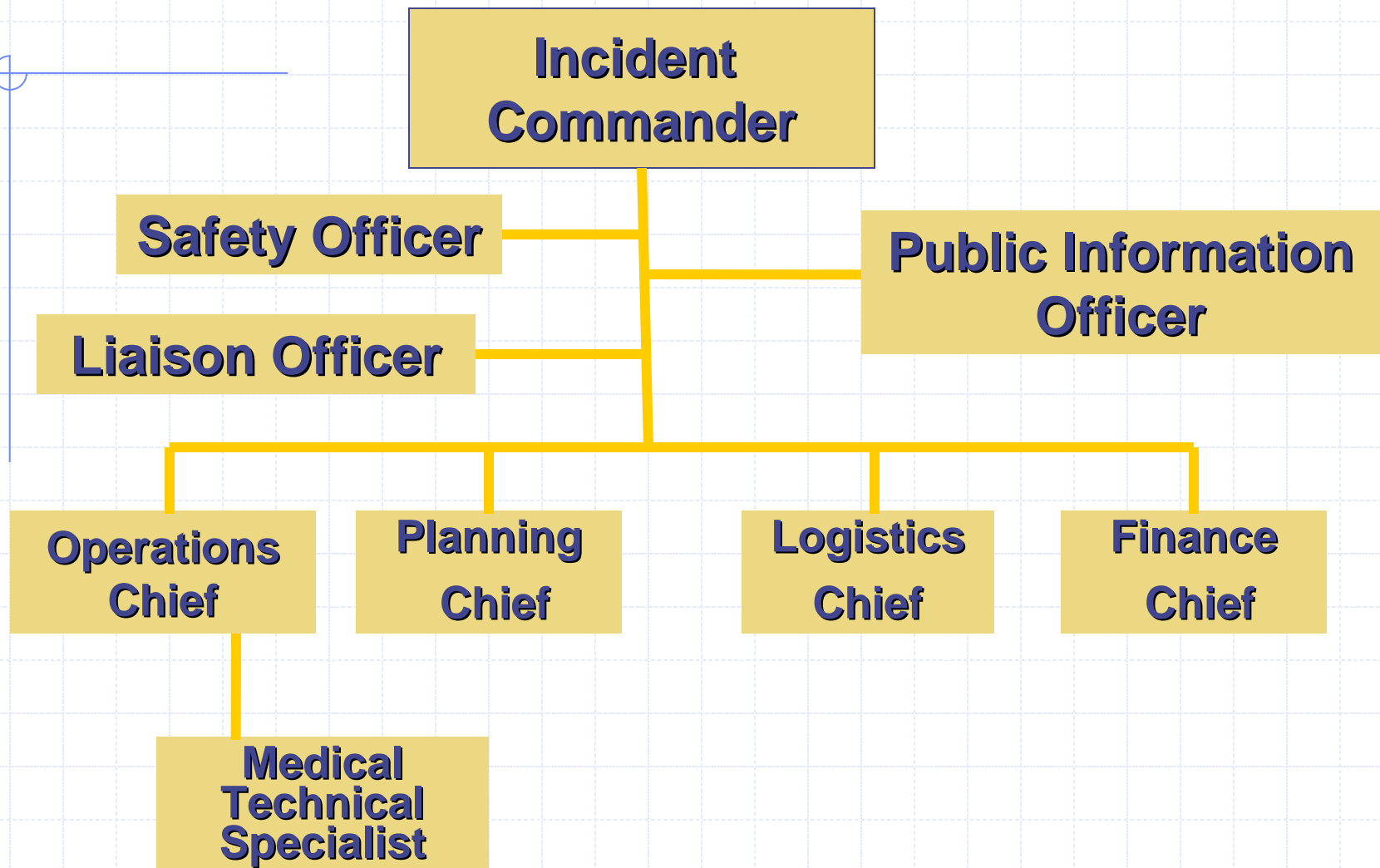
Planning Section

- Thinkers

Operations

- Doers

Sample ICS Chart



Emergency Preparedness Toolkit for Community Health Centers

Intended to help Center Leadership:

- Assess vulnerability.
- Create an emergency and business continuity plans.
- Train & drill staff..



**Emergency Preparedness Toolkit for
Community Health Centers
& Community Practice Sites**

A How-To Guide for:

Connecting with the Local Health Department or Hospital

Creating an Emergency Response Plan

Training Your Staff

Exercising with Local Partners



**CENTER FOR
HEALTH POLICY
COLUMBIA UNIVERSITY
SCHOOL OF NURSING**

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PROTECT ALL TO PROTECT ONE

In order to protect any single clinic function, the entire clinic must be protected

There are too many easily identifiable dependencies to create successful “function only or resource only” plans

A few risks

- Hacked database
- IT failure – intranet, internet
- Legal actions
- Reputation
- Loss of key personnel
- Weather
- Power failure

ETC -ETC -ETC

Your clinic is an integral part of the local community!

Risk & Hazard Vulnerability

What do we need to plan for?

- **A hazard** is anything that has the potential to do harm to property, the environment and/or people.
 - Natural, human made, accidental, intentional, internal, external, controllable, uncontrollable , predicable, unpredictable.
- **A risk** is the probability of that hazard potential actually occurring. You need to be aware of and consider both as you develop your plan.

Risk & Hazard Vulnerability

A Risk and Hazard Vulnerability Analysis is an analysis of the risk of a hazard occurring in relation to its impact on the center and the community.

Clinic Management should stress and encourage Personal preparedness

- Prepare a "Go Bag".
- Understand and practice NIMS/ICS.
- Review Emergency Preparedness Toolkit; develop an Emergency Response Plan; train, practice, revise, train....
- Decide what role your Clinic will take during an emergency and how you recovery from an emergency

Go Bag: Suggested Items

- Emergency Communication Plan
- Bottled Water
- Non-Perishable Food (granola bar, energy bar)
- Battery Operated Flashlight/Radio
- Medication List & Extra Meds
- ID (driver's license, passport)
- Important Papers (copies of insurance policies, banking information)
- Small Amount of Cash
- Toiletries, Hand Sanitizer
- First-aid Kit, Tissues
- Whistle
- Regional Map

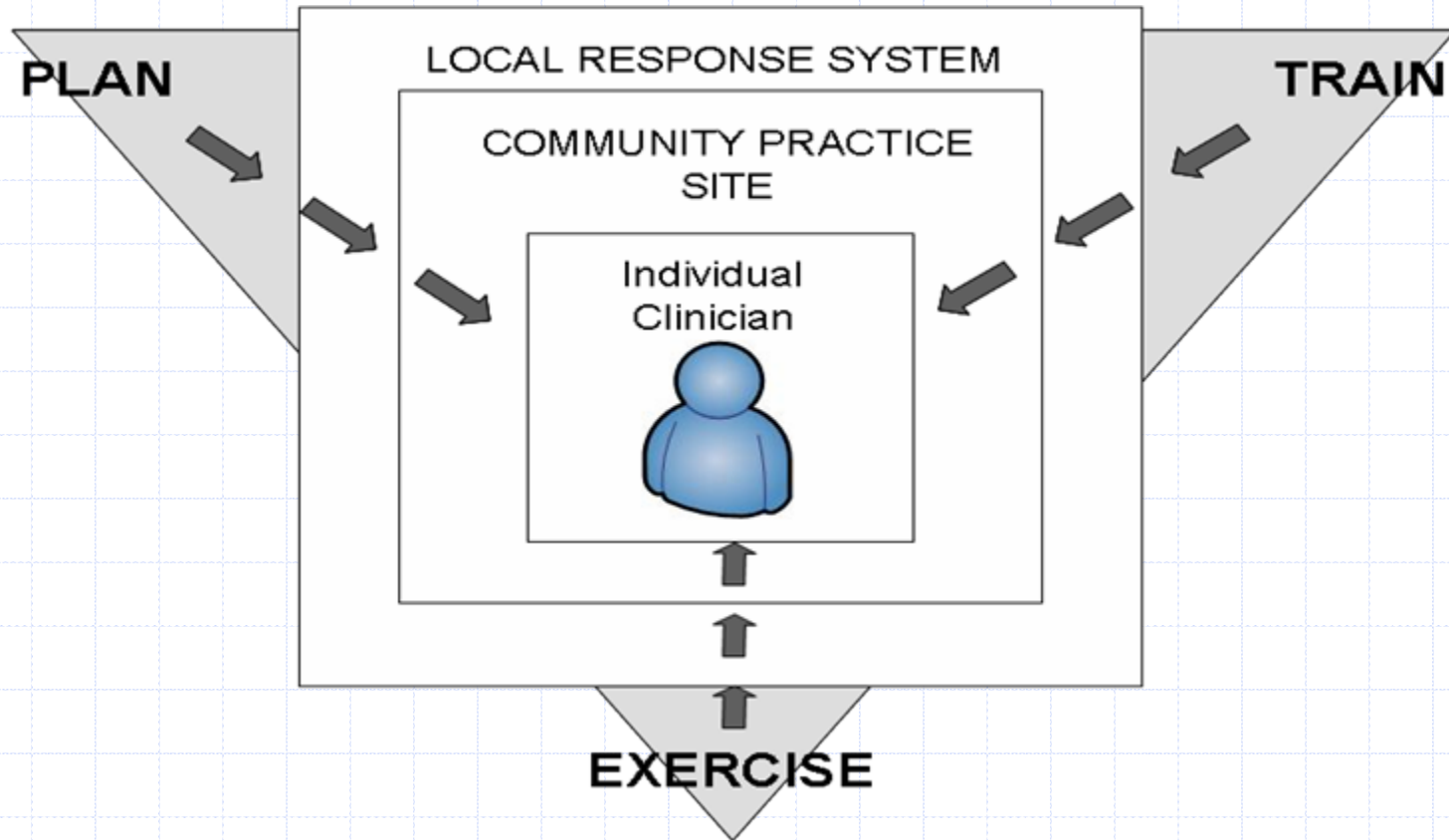


Staff Training

All staff must be oriented and educated about your business continuity plans:

- Personal and family preparedness
- Personnel will be able to efficiently respond to an event
- Likely emergency role and responsibility
- Develop self confidence in personnel's ability to perform to the plan
- Notification, implementation and communication

National Strategy Model



Types of Exercises

- **Orientation / Seminars / Lectures**

Basic familiarization, focus on single function with clear roles and responsibilities.

- **Tabletop Exercise**

Low stress, emphasis on training not testing, constructive problem-solving.

- **Drills**

Instruct through repetition, orientation previously provided, staff familiar with agency's policy.

Types of Exercises

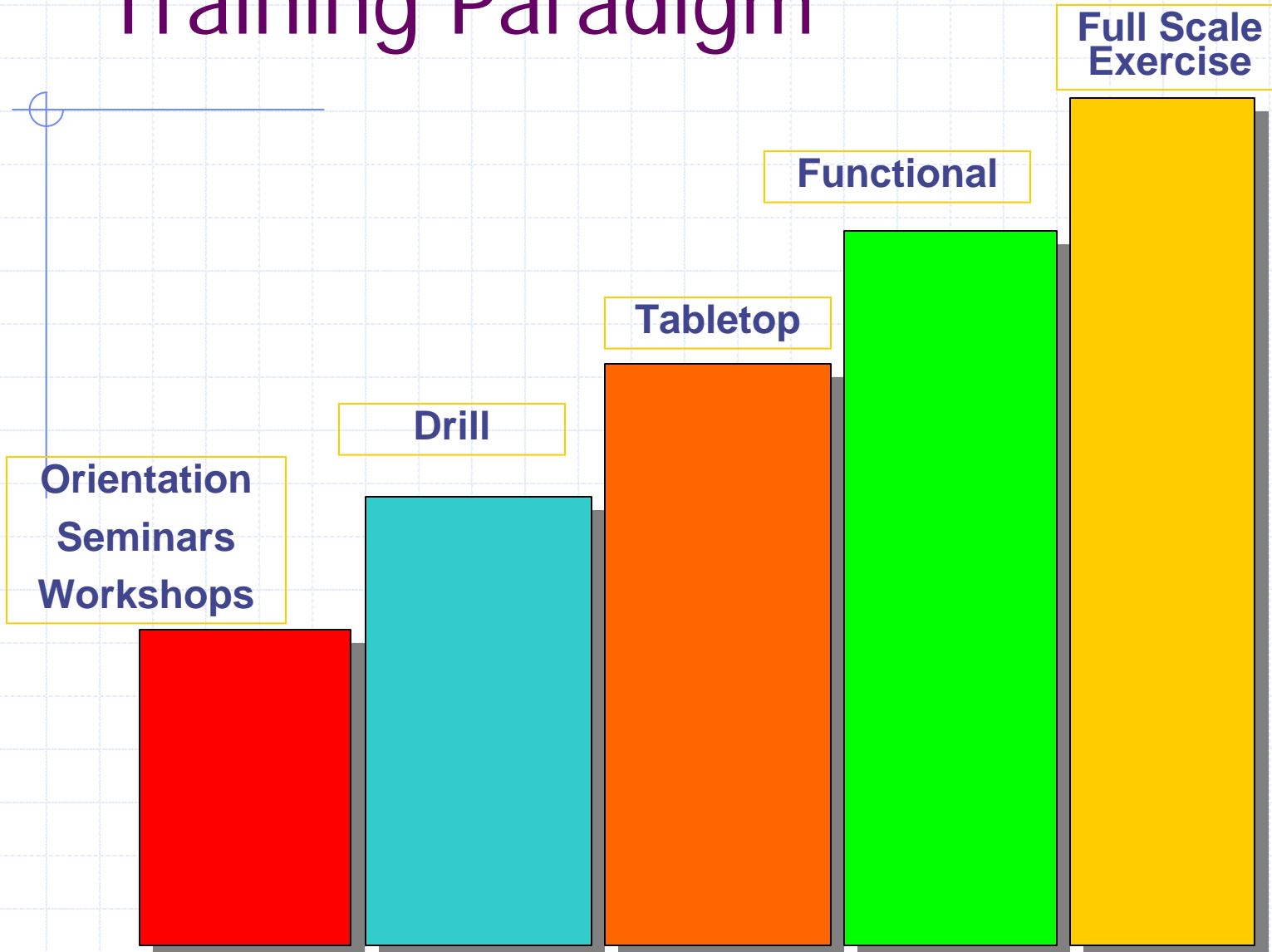
- **Functional Exercise**

Test and evaluate certain capabilities of your emergency response system.

- **Full Scale**

Test and evaluate major portion of your emergency response plan over an extended period, usually involves more than one agency, actual performance in real time.

Training Paradigm



Risk Options

- Avoid the risk
 - usually most expensive option
 - may be required by regulatory agencies
- Mitigate the risk
 - less expensive
 - reduces impact of inevitable
- Absorb the risk
 - may prove fatal to clinic

Evaluating Where You Are, Where You Need to Be

- Create business continuation processes
- Create business recovery processes
- Create training programs
- Establish a plan maintenance procedure
- Train, train and train some more

Clinic's continuation

Clinic's continuation processes are designed so the clinic maintains at least a minimum of services to assure there will be a clinic to recover

Each clinic's support and business functions must have a continuation plan

Clinic recovery

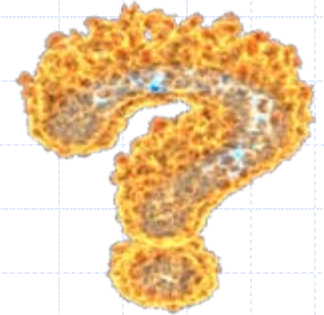
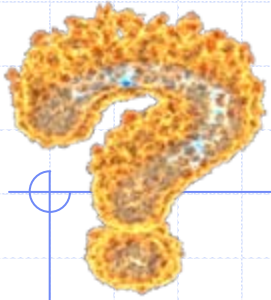
This maybe in multiple stages

- Recover to a minimal level
- Recovery to business as usual

Summary

WE ALL NEED.....

- to be prepared, and the time is now!
- to learn what to prepare for and how to prepare.
- to learn and practice the plan.
- to prepare ourselves and our clinic.



Thank You!

Check out our online courses at
www.nycepce.org



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