





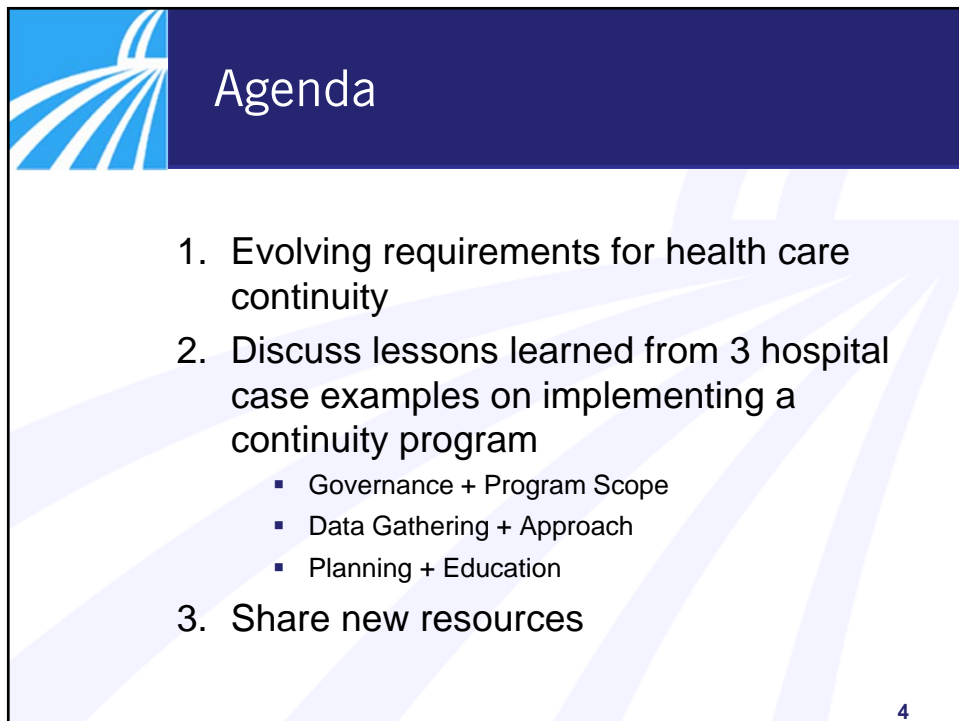
driving readiness in  
dynamic times

Disaster Planning for  
California Hospitals

## The Evolution of Health Care Business Continuity — A Panel Discussion

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## Introductions

**Tracy Robles**  
Sutter Health

**Ryan Tuchmayer**  
Cedars-Sinai Medical Center

**Dave McGraw**  
Spanish Peaks Regional Health Center

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## Governance + Program Scope

### **Governance Criteria**

- ✓ Program Policy
- ✓ Executive Sponsor
- ✓ Awareness Resources
- ✓ Leadership Engagement
- ✓ Leadership Approval

**For any business continuity program (BCP) to be effective, a governance structure needs to be in place**



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## Governance + Program Scope (cont.)

The individual responsible for business continuity asked his supervisor if he could reach out to the Chief Risk Officer and share with her what they were envisioning for their program. During the meeting, **she not only felt she'd be best suited to be the sponsor, but suggested they present to one of the board subcommittees she coordinated.**

### *Governance Case Example*



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## Governance + Program Scope (cont.)

### Evolving requirements for health care continuity

- Office of the Assistant Secretary for Preparedness and Response (ASPR)
- Joint Commission
- Centers for Medicare and Medicaid Services (CMS)
- Health Information Portability and Accountability Act (HIPAA)
- National Fire Protection Association (NFPA) 1600



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## Governance + Program Scope (cont.)

### Panel Discussion

- Who “owns” business continuity at your organization?
- How did you achieve executive buy-in?
- Describe the reporting structure and executive oversight committee model

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VIDEO



## Data Gathering + Approach



- 1 If your primary workspace (offices, patient care area, research area, etc.) were unavailable for 5 days, what services and processes would need to be resumed at an alternate location? In 4 hours? In 24 hours?
- 2 What IT applications, supplies and equipment would you need to resume those services and processes at an alternative location?
- 3 Do you have any pre-existing policies, procedures or other documents that should be incorporated into our planning efforts (e.g., downtime procedures, department-specific emergency procedures)?

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## Data Gathering + Approach (cont.)

### Panel Discussion

- Describe the scope of your program
- Did you do a pilot first? Why or why not?
- How did you gather the information needed to develop your plans?

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<b>Emergency Operations</b>	<b>Business Continuity</b>	<b>Disaster Recovery</b>
Actions taken to respond to the emergency	Actions taken to maintain important hospital, LTC and departmental services	Actions taken to continue and/or recover IT infrastructure and applications
<ul style="list-style-type: none"><li>• Actively managing an emergency event</li><li>• Incident command activated</li><li>• Emergency operations plan activated</li><li>• Planning for evacuation</li></ul>	<ul style="list-style-type: none"><li>• Planning for continuing operations – focus on ancillary departments, emergency services and assessing alternate care facility</li><li>• Planning for pre-staging, procuring, transporting, fuel and set-up of supplies</li></ul>	<ul style="list-style-type: none"><li>• Planning for relocation of desktop computers and servers</li></ul>

Photo: Jennifer Hohn



## Planning + Education

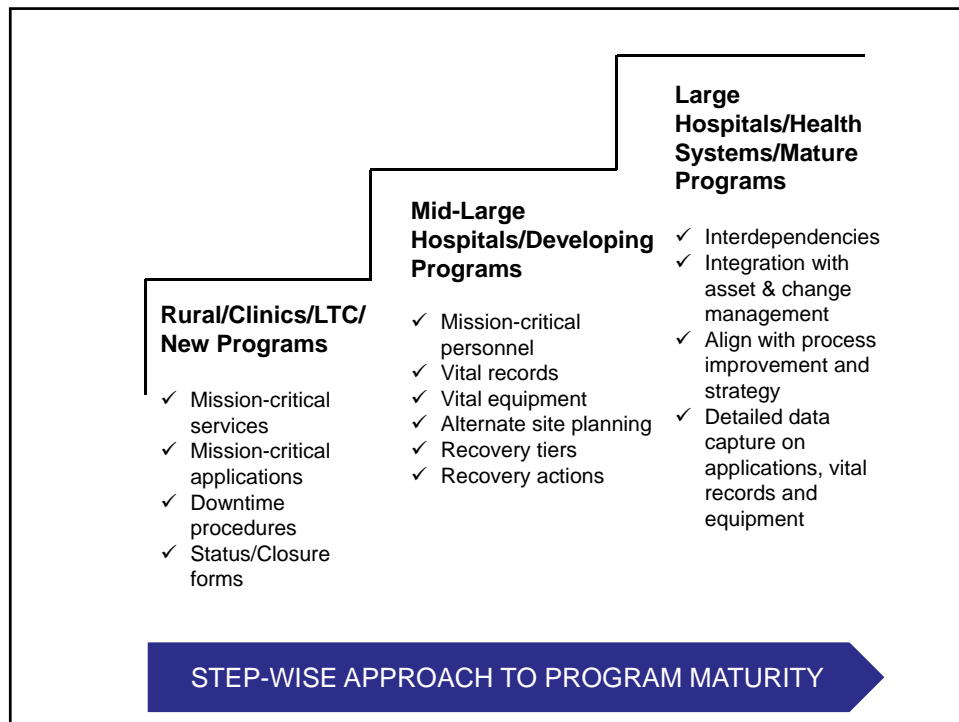
- ✓ Information Technology
- ✓ Facilities
- ✓ Supply Chain
- ✓ Human Resources
- ✓ Finance

**Document business continuity procedures for key enterprise-wide services**



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## Planning + Education (cont.)

- ✓ Safety Fairs
- ✓ HealthStream/eLearning
- ✓ Tabletops
- ✓ Management Team Meeting Briefings
- ✓ Integrate with Full-Scale Drills

**Use multiple methods to reach staff and leadership**



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## Planning + Education (cont.)

### Panel Discussion


- Explain the style and format of your plans
- What is the scope of your plan (facility-wide, department-level, etc.)?
- How are you educating leadership and staff on the plans?

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BCP Profile Demo


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## Resources

- ✓ CHA BCP Checklist
- ✓ Spanish Peaks Rural Hospital Template
- ✓ Sutter Health Workbook
- ✓ LA County Templates  
<http://dhs.lacounty.gov/wps/portal/dhs/ems/disastermedicalservices>
- ✓ Tabletop Template


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# Questions?



CALIFORNIA  
HOSPITAL  
ASSOCIATION



## Thank You!

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