

## **Business Continuity for Small Hospitals**

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## **This is not ...**

- A 90-minute lecture
- Death by PowerPoint
- The answer to all your prayers
- An opportunity to sleep

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## **This session IS ...**

- A fresh look at Continuity Planning
- Focused on the unique needs of small hospitals
- A workshop format
- An opportunity to network

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## **Our agenda today**

- To briefly review:
  - The purpose of a Continuity of Operations Plan (COOP)
  - The parts of a COOP
- To participate in small group discussions on the unique needs of small hospitals
- To determine plan and best use of a COOP

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## Purpose/goal of a COOP

- To ensure the hospital is prepared to respond to emergencies, recover from them and minimize their impact
- Provide critical business services
- Provide timely direction, control and coordination to staff and other critical partners
- Return to normal operations as soon as practical

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## Purpose of a COOP

To establish a policy and guidance to ensure the essential business functions of your hospital are continued in the event that a man-made, natural or technological emergency disrupts (or threatens to disrupt) normal business operations.

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## Getting started

What is your hospital's Mission Statement?

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## Examples

**UNMC VISION:** *To be a world-renowned health sciences center, continuing the commitment to community health, providing state-of-the art health care.*

*To rank as a leading research center.*

*To deliver the best-educated health professionals and scientists into the practice world.*

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## Examples

### **Good Samaritan Hospital, Kearney NE**

#### **Our Mission**

The mission of Good Samaritan Hospital is to nurture the healing ministry of the Church by bringing it new life, energy and viability in the 21st Century. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we move toward the creation of healthier communities.

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## Examples

### **Providence Medical Center**

**Our mission is to provide quality healthcare in the Spirit of Christ.**

The mission of Providence Medical Center is to promote Christ's ministry of healing by extending compassionate care in an environment consistent with the values and principles of our facility.

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## Examples

### **Nemaha County Hospital**

Our leadership strives to improve patient care and satisfaction every day.

“Quality Care Every time” call 402-274-4366

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Mission statements are important because they are the guts of what you stand for, who you are and where you intend to return.

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## **A COOP will:**

Enable the hospital to operate with:

- A significantly reduced workforce
- Diminished resources
- Diminished building capacity/capability

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## **A COOP should include:**

- Risk assessment
- Essential functions\*
- Information technology
- Authorities and references
- Concept of operations
- Activation and relocation

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## **A COOP should include (cont.):**

- Decision process\*
- Alert, notification and implementation processes
- Leadership\*
- Delegation of authority
- Devolution
- Alternate facility operations

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## **Of those topics, today we will look at:**

- Essential functions
- Unique needs
- Leadership

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## Resources for templates

- [www.calhospitalprepare.org/cha-tools](http://www.calhospitalprepare.org/cha-tools)
- [www.training-hippa.net/template\\_suite](http://www.training-hippa.net/template_suite)
- [www.fema.gov/planning-templates](http://www.fema.gov/planning-templates)
- [www.hrsa.gov/emergency](http://www.hrsa.gov/emergency)
- [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

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## Discussion

In both small and large groups discuss:

- What are your essential services?
- Who are your essential partners?
- What are the unique **needs** of small hospitals?
- What are the unique **strengths** of small hospitals?

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## Leadership

What part does Leadership play?

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## Leadership

Group discussion:

- What are the personality traits of someone you LIKE?

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## Leadership

- What are the personality traits of someone you DON'T like?

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## Summary

- Early in the process of writing your continuity of operations plan, it is important to consider the special needs, strengths and resources of your hospitals
- Save time and energy by making use of templates that are available
- Remember to include an exercise plan

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**Thank You**

Feel free to contact me at:  
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