

Profession

Healthcare Business Continuity and
Emergency Management Consultant

Current Position

Copper Harbor Consulting, Inc.
Managing Consultant

Wakefield Brunswick, Inc.
Managing Partner

Mahila Partnership
President

Professional History

Wakefield Brunswick	2009-Present
Mahila Partnership	2007-Present
Caritas Christi Healthcare	2005-2008
Partners HealthCare	2001-2005
Evergreen Data Continuity	2000-2001
Gitter, Anapol & Glazer	1996-1999
City Hotels	1994-1996
Emergency Services	1991-1994

Qualifications

- Master Business Continuity Professional (MBCP) Certification, DRI International
- Healthcare Leadership Development Institute, Studer Group
- The Principles and Qualities of Genuine Leadership, Achieve Global
- HAZMAT Level C, Delvalle Institute Boston
- IS 100, 200, 700, 800 Certifications, FEMA
- HICS Instructor Certification, Delvalle Institute Boston
- Effective Leadership and Communication, Dale Carnegie Training

Professional Associations & Committees

- Emergency Management Academy, Disaster Science Fellowship, Adjunct Faculty (2010-present)
- US Gender and Disaster Resilience Association, Steering Committee (2010-present)
- Association of Contingency Planners (ACP), Member (2010-present)
- National Association of Female Executives, Member (2009-present)

- Disaster Recovery International- Standards and Professional Practices Advisory Council/Healthcare Curriculum Development (2009-present)
- EMPOWER Board of Directors (2008-present)
- BC Management International Benchmarking Advisory Board (2008-present)
- Gender and Disaster Network, Member (2006-present)
- International Association of Emergency Managers - Member (2002-present)
- Business Continuity Planning Workgroup for Healthcare Organizations, Co-founder & Director, Board of Directors (2003-2009)
- Metro Boston Homeland Security Committee – Member (2005-2008)
- Council of Boston Teaching Hospitals Disaster Committee (2005-2008)
- MA Dept. of Public Health, Regional Preparedness Committees (2005-2008)
- Yale New Haven Center for Emergency Preparedness, New England Partnership for Healthcare Emergency Response, Education and Training - Advisory Board Member (2005-2007)
- Metropolitan College, Boston University - Advisory Board Member and Liaison (2002-2006)
- New England Disaster Recovery Information Xchange (NEDRIX) - Member (1999-present) and past Board Member (2001-2003)
- Canadian and American Red Cross - Disaster Action Team (1990-2001)

Awards

- Named to list of Top 300 Women Leaders in New England 2005
- Partners In Excellence Award for work in Emergency Preparedness at Partners Healthcare
- Project Impact Award-FEMA (co-recipient)
- James Watson Award for contributions to emergency services

Key Data

Angela has 20 years of professional experience domestically and internationally. Currently, she is working with several clients on educational, strategic and programmatic needs related to organizational strategy, and healthcare disaster management and business continuity. She has been an advisor to various organizations during crisis events including the 2005 Gulf Coast disaster following Hurricane's Katrina and Rita, the catastrophic earthquake in Haiti, the public health response across the US during the H1N1 Pandemic and more recently during the active US tornado season and the floods in India and Thailand.

Background

Angela has advised and worked with United Nations agencies, USAID, FEMA, Partners Healthcare, Boston University, UMass Boston, Ascension Health, and US Department of Health & Human Services. She was selected as an international healthcare disaster preparedness expert reviewer for ProVention Consortium and has participated in the development of an indicator matrix for the Hyogo Framework for Action (HFA) led by the Global Network of Civil Society Organisations for Disaster Reduction. She is an invited member of the World Health Organization's Community of Practice for Public Health and the DHS First Responder Community of Practice. Angela has developed and led several projects and authored emergency operations plans that address public health emergencies, pandemic planning, mass fatality protocols, continuity of operations, and alternate care/triage site operations. She speaks regularly at national conferences and was an invited speaker on pandemic preparedness at a session for over 200 companies. In addition, through her non-profit organization Mahila Partnership, she has established projects in Nepal, India, Costa Rica and Haiti designed to support partnerships and sustainable development addressing healthcare, gender issues, economic development and disaster risk reduction.

Current and Recent Projects

Emergency Management and Business Continuity Advisor to National Health System

- Annual system-wide assessment on emergency management and pandemic preparedness
- National guidance document for 70 hospitals on Alternate Care Sites for disaster surge and pandemic planning
- Business Continuity Planning for hospital and business departments

Emergency Management and Business Continuity Curriculum Development, Research and Instruction

- Partner of the Center for Rebuilding Sustainable Communities after Disasters
- Guest Lecturer, Cambridge College and MIT (scheduled)
- Developing Healthcare Business Continuity curriculum and certification for DRI International
- Previously worked with Boston University on their Emergency Management and Organizational Continuity and Managing Disasters and Complex Humanitarian Emergencies programs

Pandemic/Public Health Preparedness Projects

- Establishment of Influenza Specialty Care Units
- Preparedness planning for 23 hospitals and public health agencies across 96 cities and state and federal agencies
- Advisor to organizations nationally during the H1N1 Pandemic

Hospital-Based Disaster Preparedness and Response

- Multi-hospital Hospital Incident Command System Implementation
- Pandemic/Public Health Preparedness
- HAZMAT/WMD Response Plan
- Full Scale and Tabletop Exercise Design and Execution

Business Continuity Program for World Renowned Cancer Center

- Program framework and design
- Conduct a Business Impact Analysis and develop a Business Continuity Program across 40 clinical, research and business departments

Selected Presentations & Publications

The Power Principle, What We Can Learn about Resilience & Recovery from the Haiti Earthquake, Continuity Insights Online, September 2010

Empowering Preparedness: An in-depth discussion on the relationship between healthcare preparedness and community resilience, EMPOWER National Conference, Washington, DC, September 2010

Haiti: After the Cameras Have Gone, University of Massachusetts, Boston, MA, April 10, 2010

Comprehensive Healthcare Business Continuity Planning, DRJ Conference, San Diego 2010, Orlando 2009

Devlen, A., How to Build a Comprehensive Business Continuity Programme for a Healthcare Organization, Journal of Business Continuity and Emergency Planning 4:47-61 2009

Evolution of Incident Command in Healthcare: An Implementation of HICS IV in a Multi-Hospital Healthcare System, World Conference on Disaster Management, Toronto, ON, Canada, July 2007

Pandemic Planning: Cutting Through the Clutter, National Strohl Conference, Phoenix, AZ, April 2007

Emergency Operations Centers and the Incident Command System, Continuity Insights Conference, New Orleans, April 2007

DR Planning at Healthcare Organizations: Internal vs External Solutions, Continuity Insights Conference, New Orleans, May 2006

Devlen, A., Contributor, Crisis Management-The Human Factor, for Gerald Lewis, PhD, Auerbach Publications, 2006

The Role of Surgeons During Disasters, Grand Rounds, St. Elizabeth's Medical Center, Boston, MA, 2006

Devlen, A., Dana-Farber Cancer Institute and BCP: The Cure for Disruption, Continuity Insights Magazine, May/June 2005

Best Practices for Building a Communications Enabled Business Continuity Plan, Continuity Insights, New Orleans, May 2004

Business Continuity in Times of Viral Outbreaks and Bio Terrorism, New England Business and Technology Association, Boston, MA, February 2004

Devlen, A., 12 Key Elements of an Enterprise-Wide Disaster Recovery Program (Better Management, IT Management News, Computerworld) November 2002

Making Decisions: Five Issues IT Management Needs to Know About DRP, Better Management, November 2002