

September 10-11, 2014
Recovery Planning: Trainer Workshop
(for Fall 2014 Training Program)

Minnesota
Healthcare System Preparedness Program
Continuity of Operations

MDPH Healthcare System Recovery Planning Toolkit Training Program

Sept. 10th a.m.: Introduction and Program Overview (All Attendees)

Sept. 10th p.m. thru Sept 11th: Recovery Planning Toolkit - Instructor Training (RHPCs):

- Module 1: BCM Overview
- Module 2: Governance
- Module 3: Data I
- Module 4: Data II
- Module 5: Strategy
- Module 6: Planning & Management

October – December:

- 8 Regional Recovery Planning Toolkit Training Workshops
- Follow-Up Support & Guidance Webinar for Hospitals
- Follow-Up Support & Guidance Webinar for Long Term Care Facilities

Business Continuity Management

An Introduction

At the end of today's session you will know....



- 1 The principles of business continuity
- 2 Key drivers of business continuity
- 3 The essential components of a business continuity program

Exercise

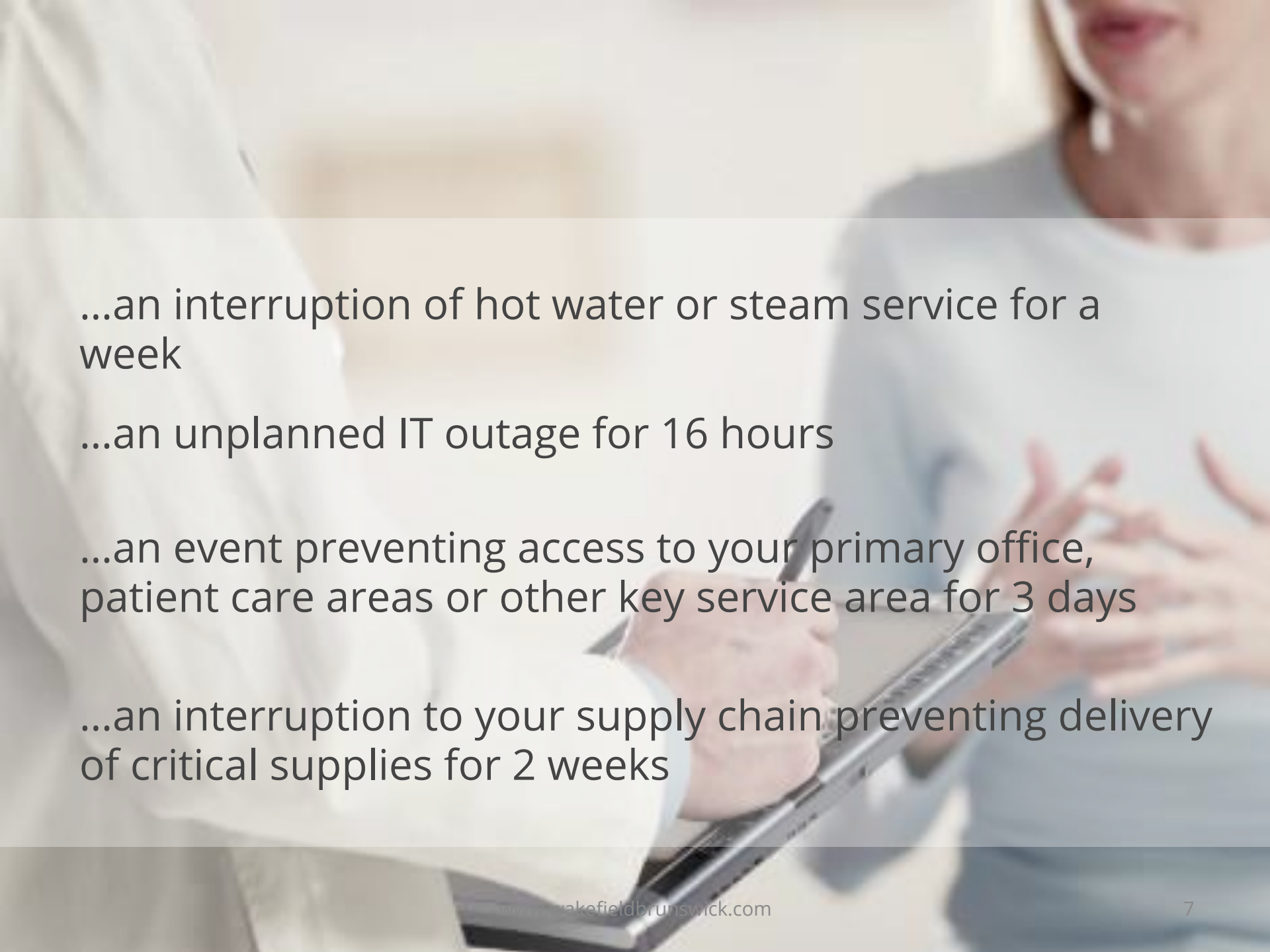
List 5 scenarios describing a disruption to operations (a service area or department)

- Can be a past event or likely scenario.
- There are no injuries, fatalities or mass casualties.
- “Mutual Aid” from other/outside organizations is not needed.
- Scenario involves event affecting only the one location (e.g. is not a community-wide or regional incident/event).

Exercise

Consider scenarios with impacts to operations and the activities that would need to occur to maintain or resume essential functions and services.

Does your current plan include procedures if there is...



...an interruption of hot water or steam service for a week

...an unplanned IT outage for 16 hours

...an event preventing access to your primary office, patient care areas or other key service area for 3 days

...an interruption to your supply chain preventing delivery of critical supplies for 2 weeks

Principles



What is Business Continuity?

The same as IT disaster recovery planning



Our internal disaster plan



What is Business Continuity?



Plans, procedures and resources established to maintain and/or recover essential services and functions impacted by **an event causing an interruption of normal operations** and integrated with emergency operations plans.

DRII 10 Professional Practices

1. Project Initiation and Management
2. Risk Evaluation & Control
3. Business Impact Analysis
4. Developing Business Continuity Strategies
5. Emergency Response & Operations
6. Plan Implementation & Documentation
7. Awareness & Training Programs
8. Plan Exercise, Audit & Maintenance
9. Crisis Communication
10. Coordination with External Agencies

Continuity programs aligned with strategic priorities provides a holistic approach to organizational resilience

Strategic Alignment
Strong Governance
Direct Report to Leadership
Multi-Disciplinary Team

- ✓ **Establishes the priority of and sequencing of services** that must be continued to maintain essential operations (supply chain, payroll, research) and services delivery
- ✓ Provides strategies to **develop effective plans**
- ✓ **Understanding of risk and measures the impact** to Operations during interruption events and disasters
- ✓ Builds **financial resilience**, mitigates economic impact of interruptions and controls recovery costs and increases market share
- ✓ Improves **patient safety, improves efficiency, availability of critical supplies** and protects assets
- ✓ **Exceeds compliance** with the increasing cross-section of emergency management and business continuity standards

Integrated continuity programs protect technology investments and organizational assets

Integration of Emergency Management, Business Continuity, Information Technology/Disaster Recovery and Operations

- ✓ Supports **continuity of operations** and maintains custody of data during downtime
- ✓ **Protects privacy, security, and the custody of data** during downtime when returning to paper-based systems during interruption events and disasters
- ✓ Integration with EM/BCP during risk and business impact analysis **allows efforts to extend beyond IT functions** to the facility, processes and personnel further protecting investments including but not limited to the technology, organizational assets and critical supplies.

Drivers

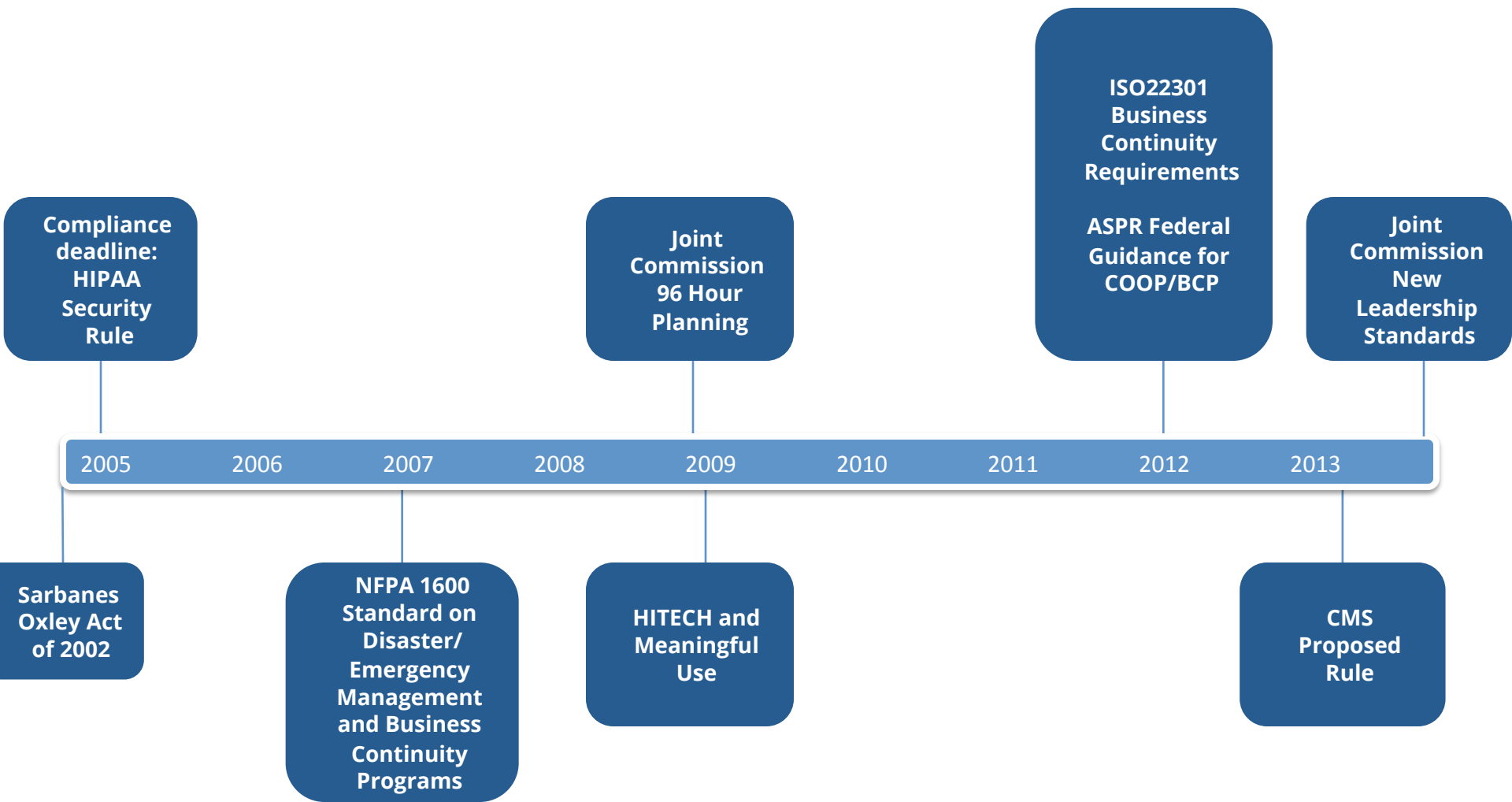




Photo: Jennifer Hohn

Lessons learned from recent events adversely impacting operations reinforce the need for more extensive business continuity planning/COOP

The Cross-section of regulatory requirements and establishment of new COOP and recovery guidelines underscores need for business continuity efforts nationwide



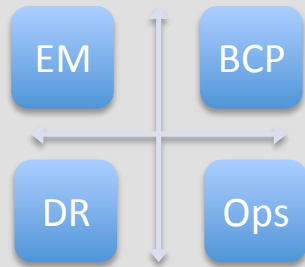
Essential Program Components



Integrated Resiliency Model

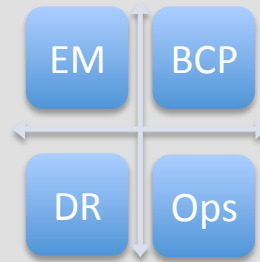
There is precedent for **a more holistic approach** that goes beyond traditional emergency planning or compliance.

An integrated program helps achieve true organizational resilience.



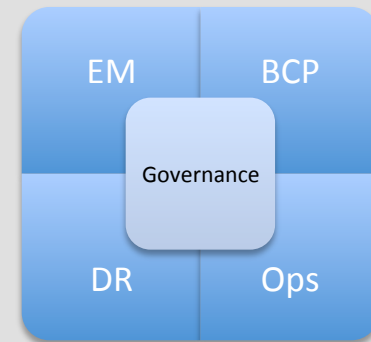
Enhance operations and capabilities.

Strong Core.



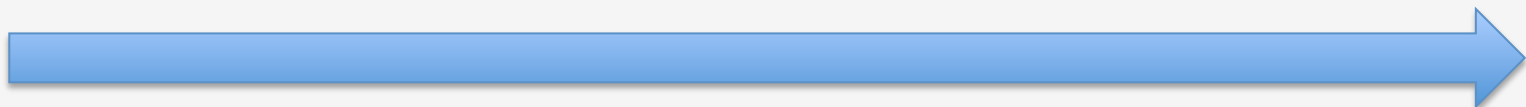
Ability to change and adapt.

Proactive Response.



Reshape environment as needed.

Resilience achieved.






Is there an effective governance structure for business continuity at your facility?



Which services and functions must be resumed within the first 8 hours after an event disrupts normal operations?



What strategies have you established for continuity, relocation and resumption of essential services?

A close-up photograph of a man with a short beard and mustache, wearing a white lab coat over a light blue striped shirt and a blue tie. He has a stethoscope around his neck and is looking slightly to the right with a thoughtful expression. The background is a plain, light-colored wall.

Have you established procedures and plans for supply chain interruptions, vital equipment, telecommuting and continuing operations during loss of utilities?



Have your departments participated in an exercise that included a scenario with operational impacts?



Exercise

Set Your Goals

1. Review the goals provided
2. Edit examples and create 4 – 6 additional program goals that cover the short, mid-, and long-range (1, 3 and 5+ years)
3. Consider what people, resources and actions are needed to help achieve your goals

Goals

1 To identify the services and functions that are most essential to our organization

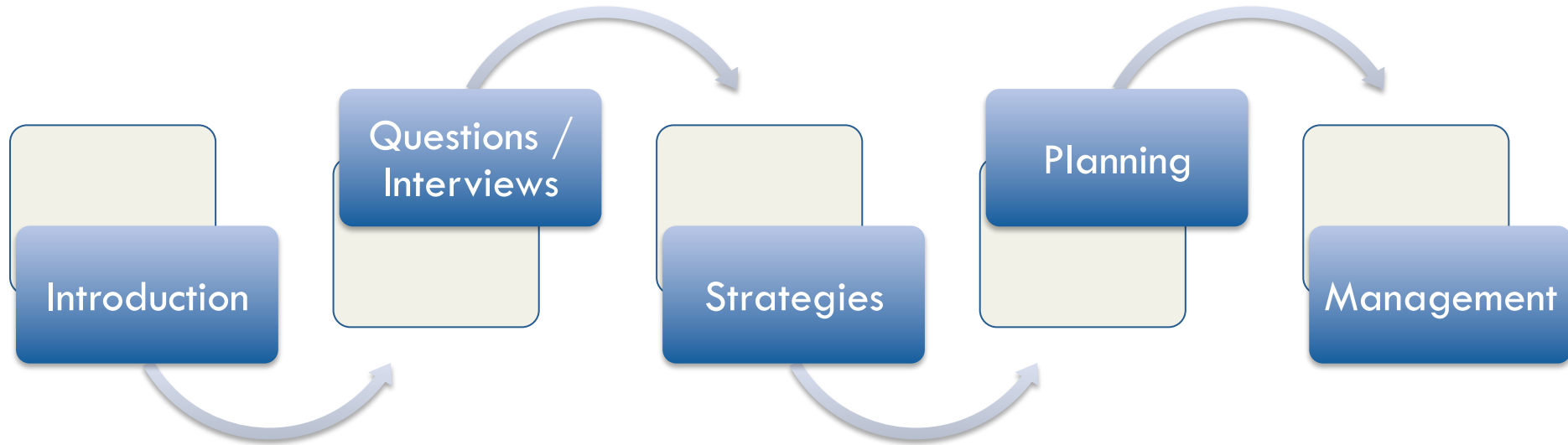
2 To prioritize our IT applications for disaster recovery planning

3

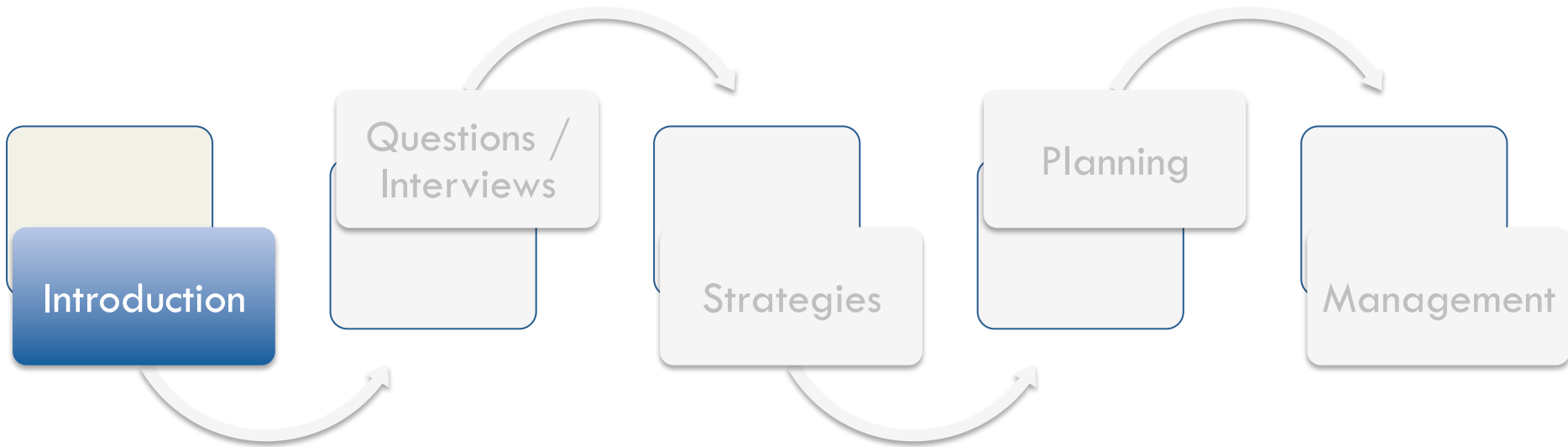
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5

Next Steps



An outcome driven process that is scalable

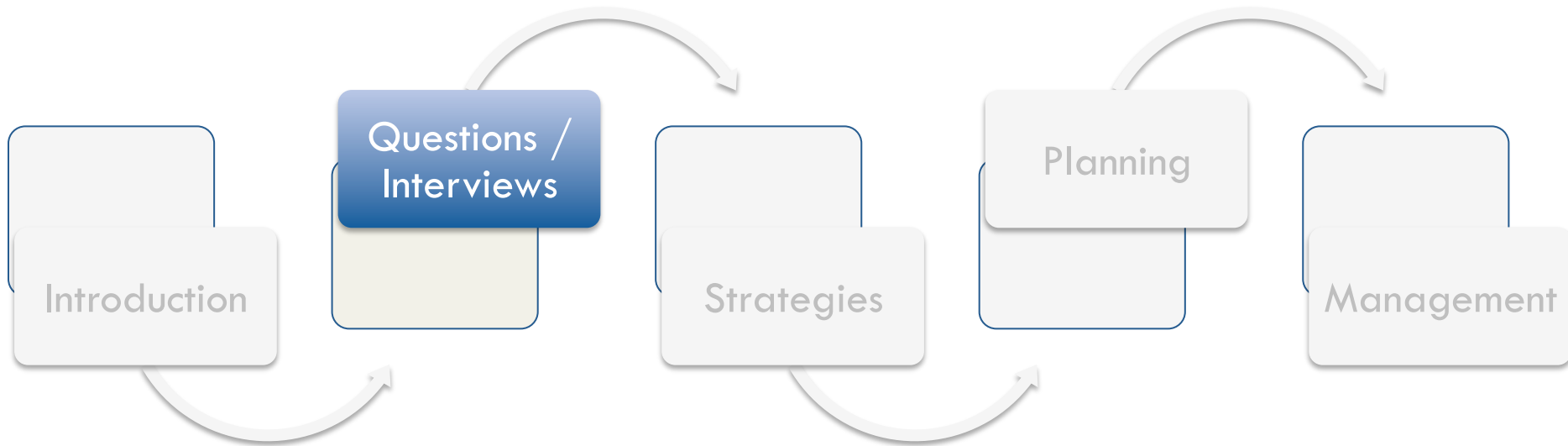


Project Initiation

- ✓ Timelines
- ✓ Expectations
- ✓ Deliverables

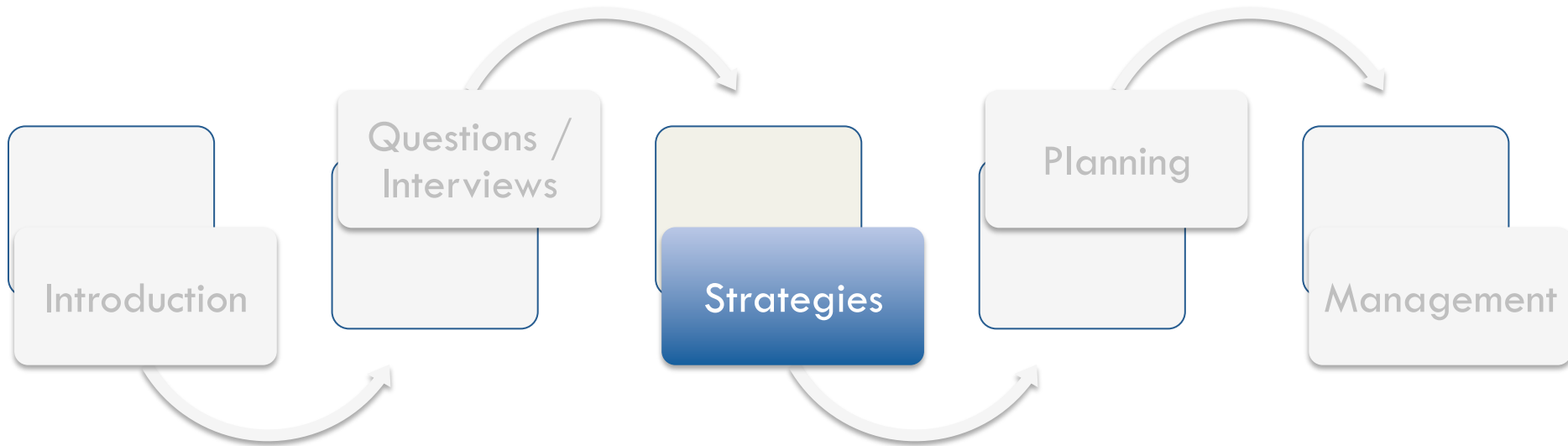
Governance

- ✓ Identify executive sponsor
 - ✓ Establish program framework
 - ✓ Form steering committee
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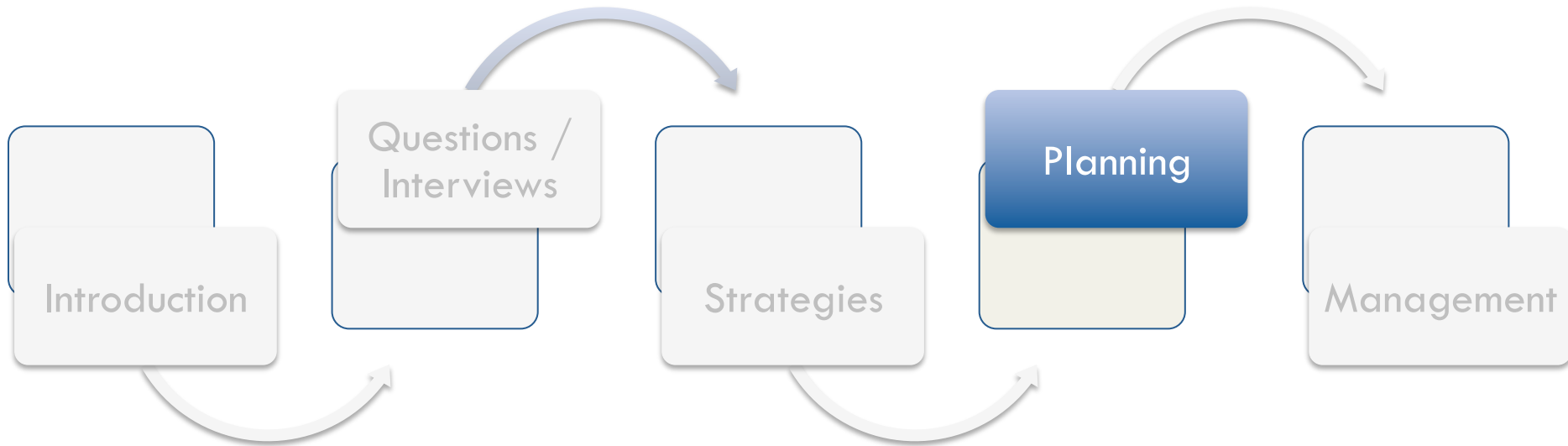
Conduct a Business Impact Analysis (BIA)

- ✓ Identify essential functions and services
- ✓ Identify enabling systems / applications
- ✓ Identify critical supporting resources required



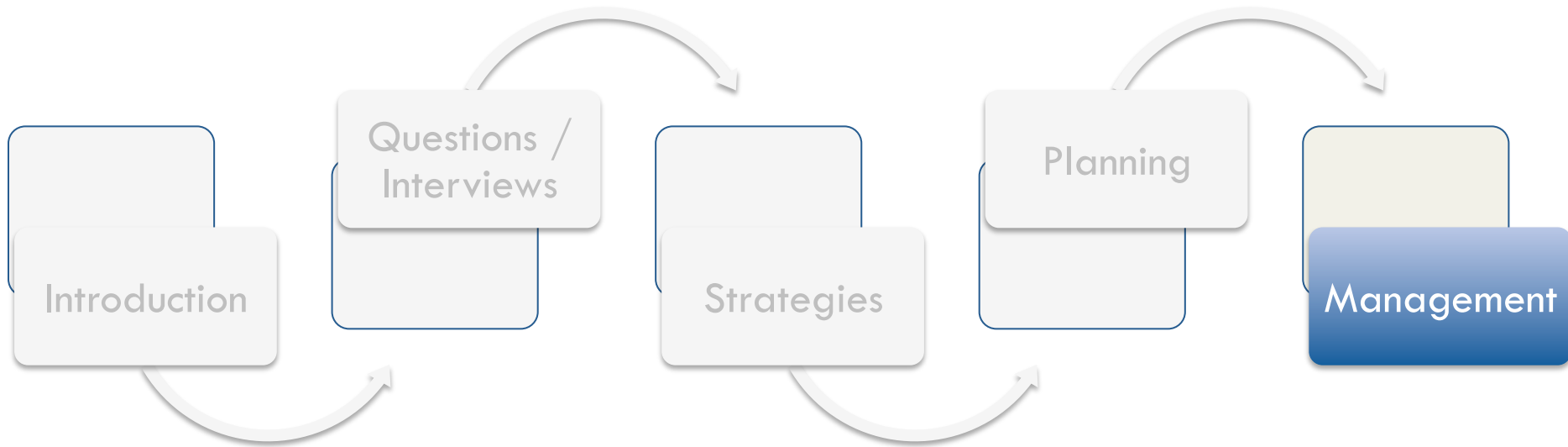
Develop continuity and recovery strategies

- ✓ For each action (i.e. imperative) ask: "What do I need to get this done?"
-



Integrate with emergency operations planning

- ✓ Assume both need and no-need to relocate
 - ✓ Use imperatives only, begin each sentence with a verb
-



Ongoing Program Maintenance and Tracking

- ✓ Establish metrics
- ✓ Identify opportunities for improvement
- ✓ Report findings and results to steering committee

Summary



- 1 The principles of business continuity
- 2 Key drivers of business continuity
- 3 The essential components of a business continuity program

Thank You

Questions? Contact Angela at
adevlen@wakefieldbrunswick.com
