Example A

Good Samaritan Hospital: Business Continuity Guide for Critical Business Areas

BUSINESS CONTINUITY GUIDE
FOR CRITICAL BUSINESS AREAS

[D e p a r t m e n t   N a m e]

[Date]

CONFIDENTIAL

© Good Samaritan Hospital
1225 Wilshire Blvd. • LA CA 90017
Phone 213.977.2201 • Fax 213.977.2262

Chapter 1: Introduction

Purpose
- This plan, mandated by HIPAA and TJC, will include identification of critical business functions and recovery timeframes, vital records/data, and critical computer applications.
- First response and recovery strategies for likely scenarios will be documented and staff trained. This plan shall be tested and updated annually.
- The [insert department] at Good Samaritan Hospital should plan and be prepared for a major disaster occurring in the Los Angeles area which would significantly damage and disrupt essential [insert department] operations at the hospital for an extended period of time.

Assumptions
- GSH is planning for the worst case scenario in Los Angeles – a large magnitude earthquake. This scenario assumes internal damage as well as a mass casualty influx.
- GSH must be prepared to operate without information systems for an extended period after a large earthquake – assume one month.
- The emergency response and triage will be directed by the Hospital Command Center (HCC) using the Hospital Emergency Incident Command System (HICS).
- The recovery timeframes to be used in planning are (a) 0-48 Hours; (b) 3-9 Days; and (c) 10-30 Days. Any function which does not need to be performed for 30 days is not considered critical.
- [insert department] performs essential functions [?] hours a day.

Chapter 2: Overview

Critical Business Functions
Identify the critical business functions in your area, i.e. functions needing to be performed within 30 days.

[insert description]

Recovery Time Objective (RTO)
How fast does each business function need to be up and running?

Critical Business Function	RTO

Recovery Point Objective (RPO)
*Identify the RPO for either the critical business function or the department as a whole. The RPO is the amount of **data** that can be lost, or to what point in time do you need to restore data to? How much data could you lose and still remain operational and reconstruct your vital records, 24 hours worth? 48 hours worth? Less? More?*

[insert description]

Critical Business Function	RPO

Vital Records
*What are the **vital records**/data for the critical business functions? The records could be **electronic, paper**, or in other forms.*

[insert description]

Critical Computer Applications
What are the critical computer applications used by your department or the critical business functions?

[insert description]

Chapter 3: Disaster Scenarios

Regional Disaster - External Only
Plan for a regional disaster that causes a mass casualty influx or other external impact to GSH without affecting information or internal systems.

[insert description of response actions]

Regional Disaster - External and Internal
Plan for a regional disaster, such as a large magnitude earthquake that causes internal damage and a mass casualty influx at the same time.

[insert description of response actions]

Loss of Information Systems
Plan for loss of information systems for an extended period of time. See Downtime Procedures chapters.

Scenario	Plan
Computer equipment damaged or destroyed (fell on floor, crushed)	
All computer access to patient records not functional.	
Other	

Loss of Medical Gas
Plan for loss of medical gas for an extended period of time.

Scenario	Plan
Liquid gas tank damaged or destroyed	
No estimated time for repair	

Loss Of Utilities
Plan for loss of any or all utilities, i.e. power, water, gas, etc.

Scenario	Plan
No electricity (backup generator not working). No lights. No elevators.	
No water. No gas.	
Telephone lines down. Pager system down (including overhead).	
ADMs (automatic dispensing machines) not functioning.	

Loss of Primary Work Area
Plan for loss of primary work area due to whatever reason.

Scenario	Plan
Structural damage and flooding to department area and/or satellite areas.	
Broken glass and supplies spilled on floor.	

Other Scenarios
Plan for any other scenarios that would affect your department and/or critical business functions directly.

Scenario	Plan

Chapter 4: First Response

Contact List
Enter contact information for the department staff. May be included as an appendix.

MANAGEMENT STAFF						
Name	**Title**	**Primary #**		**Alternate #**	**Ext.**	**Beeper**

Less than 12 miles from hospital – White				>12 and < 30 miles from hospital – Blue		
Name	Team	###-###-####		Name	Team	###-###-####

More than 30 miles from hospital – Red						
Name	Team	###-###-####				

Recovery Team Members and Roles
Document the membership of the recovery team for the department. Determine the roles and responsibilities for the recovery team.

[insert description]

Disaster Activation and Notification
Develop disaster activation and notification procedures for a disaster during working and non working hours. Should the recovery team report to work in the middle of the night? What about the rest of the staff? Consider staff safety.

[insert description]

Retrieve Downtime Kits
Retrieve downtime kits stored in the _____ in the department. List the contents of the downtime kits. Design downtime procedures so that someone from outside your work area could perform the function. Develop detailed steps that document all necessary details, i.e. phone numbers, codes, etc. Document the downtime procedures for each critical business function in a different chapter for clarity.

[insert description]

Chapter 5: Critical Business Function 1 Downtime Procedures

0 - 24 HOURS

Describe the process by which the department will handle Critical Business Functions during the first 24 hours. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable).

[insert description]

24 - 48 HOURS

Delayed Problems emerging within 48 hours
1.   *List expected problems that will arise within 48 hours – run out of supplies, staff egress, etc.*

Describe the process by which the department will handle Critical Business Functions for 24-48 hours. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable).

[insert description]

3 - 9 DAYS

Delayed Problems emerging within 3-9 days
1.   *List expected problems that will arise within 3-9 days – run out of supplies, staff egress, etc.*

Describe the process by which the department will handle Critical Business Functions for 3-9 days. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable).

[insert description]

10 - 30 DAYS

Delayed Problems emerging within 10-30 days
1.   *List expected problems that will arise within 10-30 days – run out of supplies, staff egress, etc.*

Describe the process by which the department will handle Critical Business Functions for 10-30 days. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable)

[insert description]

Chapter 6: Critical Business Function 2 Downtime Procedures

0 - 24 HOURS

Describe the process by which the department will handle Critical Business Functions during the first 24 hours. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable).

[insert description]

24 - 48 HOURS

Delayed Problems emerging within 48 hours
1. *List expected problems that will arise within 48 hours – run out of supplies, staff egress, etc.*

Describe the process by which the department will handle Critical Business Functions for 24-48 hours. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable).

[insert description]

3 - 9 DAYS

Delayed Problems emerging within 3-9 days
1. *List expected problems that will arise within 3-9 days – run out of supplies, staff egress, etc.*

Describe the process by which the department will handle Critical Business Functions for 3-9 days. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable).

[insert description]

10 - 30 DAYS

Delayed Problems emerging within 10-30 days
1. *List expected problems that will arise within 10-30 days – run out of supplies, staff egress, etc.*

Describe the process by which the department will handle Critical Business Functions for 10-30 days. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable)

[insert description]

Chapter 7: Critical Business Function 3 Downtime Procedures

0 - 24 HOURS

Describe the process by which the department will handle Critical Business Functions during the first 24 hours. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable).

[insert description]

24 - 48 HOURS

Delayed Problems emerging within 48 hours
1. *List expected problems that will arise within 48 hours – run out of supplies, staff egress, etc.*

Describe the process by which the department will handle Critical Business Functions for 24-48 hours. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable).

[insert description]

3 - 9 DAYS

Delayed Problems emerging within 3-9 days
1. *List expected problems that will arise within 3-9 days – run out of supplies, staff egress, etc.*

Describe the process by which the department will handle Critical Business Functions for 3-9 days. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable).

[insert description]

10 - 30 DAYS

Delayed Problems emerging within 10-30 days
1. *List expected problems that will arise within 10-30 days – run out of supplies, staff egress, etc.*

Describe the process by which the department will handle Critical Business Functions for 10-30 days. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable)

[insert description]

Chapter 8: Critical Business Function 4 Downtime Procedures

Describe the process by which the department will handle Critical Business Functions during the first 24 hours. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable).

[insert description]

Delayed Problems emerging within 48 hours
1. *List expected problems that will arise within 48 hours – run out of supplies, staff egress, etc.*

Describe the process by which the department will handle Critical Business Functions for 24-48 hours. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable).

[insert description]

Delayed Problems emerging within 3-9 days
1. *List expected problems that will arise within 3-9 days – run out of supplies, staff egress, etc.*

Describe the process by which the department will handle Critical Business Functions for 3-9 days. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable).

[insert description]

Delayed Problems emerging within 10-30 days
1. *List expected problems that will arise within 10-30 days – run out of supplies, staff egress, etc.*

Describe the process by which the department will handle Critical Business Functions for 10-30 days. If clinical, describe how the department will perform Critical Business Function for current inpatients, newly arriving patients, and the triage area (if applicable)

[insert description]

Chapter 9: Recovery Strategies

Strategy Overview
Document any concerns that might impact recovery. These could include infrastructural problems, vendor agreements, possible hazards, or other factors that should be noted. For example, the Pharmacy should be concerned with delays in delivery of medications following a major earthquake, which could affect the ability to deliver adequate patient care.
Include plan for operational readiness on all shifts.

These should be different than Response Strategies. Response is how the department accommodates disruption; Recovery is how it returns to normal operations.

[insert description]

Recovery Strategy for Regional – External Only Disaster

[insert description]

Recovery Strategy for Regional – Internal/External Disaster

[insert description]

Recovery Strategy for Loss of IS for Extended Period (One Month)

[insert description]

Recovery Strategy for Loss of Medical Gas

[insert description]

Recovery Strategy for Loss of Utilities

[insert description]

Recovery Strategy for Loss of Primary Work Area

[insert description]

Recovery Strategy for Other

[insert description]

Recovering Vital Records

Detail how you would recover/restore vital records, i.e. electronic or paper. How would you deal with water damage or complete loss of paper or electronic records? How would you recover lost transactions? How would you recover work in progress? Detail steps.