



CONTINUITY OF OPERATIONS PLANNING FOR HOSPITALS & HEALTHCARE ORGANIZATIONS

IMPORTANCE OF EXECUTIVE-LEVEL SUPPORT

Presentation for Hospital & Healthcare Organization Executives

Developed By: Central New York Health Emergency Preparedness
Coalition Continuity Of Operations Work Group

OBJECTIVES



Understand
what a
COOP plan is



Define
COOP
objectives



Understand
COOP
ROI



Define the
benefits of a
COOP plan



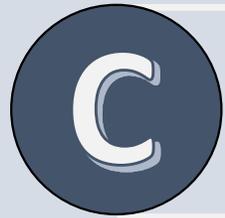
Understand
importance of
Executive
support



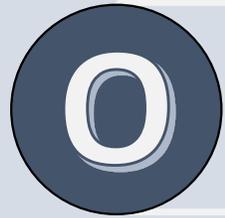
Define the
resources
needed to
start



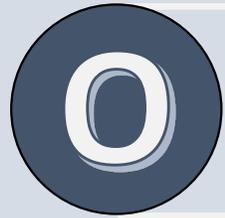
WHAT IS CONTINUITY OF OPERATIONS PLANNING?



Ensuring the continued operation of the organization's essential functions and resuming business functions to a normal state following an emergency event.



The plan is used in the event of substantial, localized damage to direct patient care departments or facility wide loss of structural integrity and services

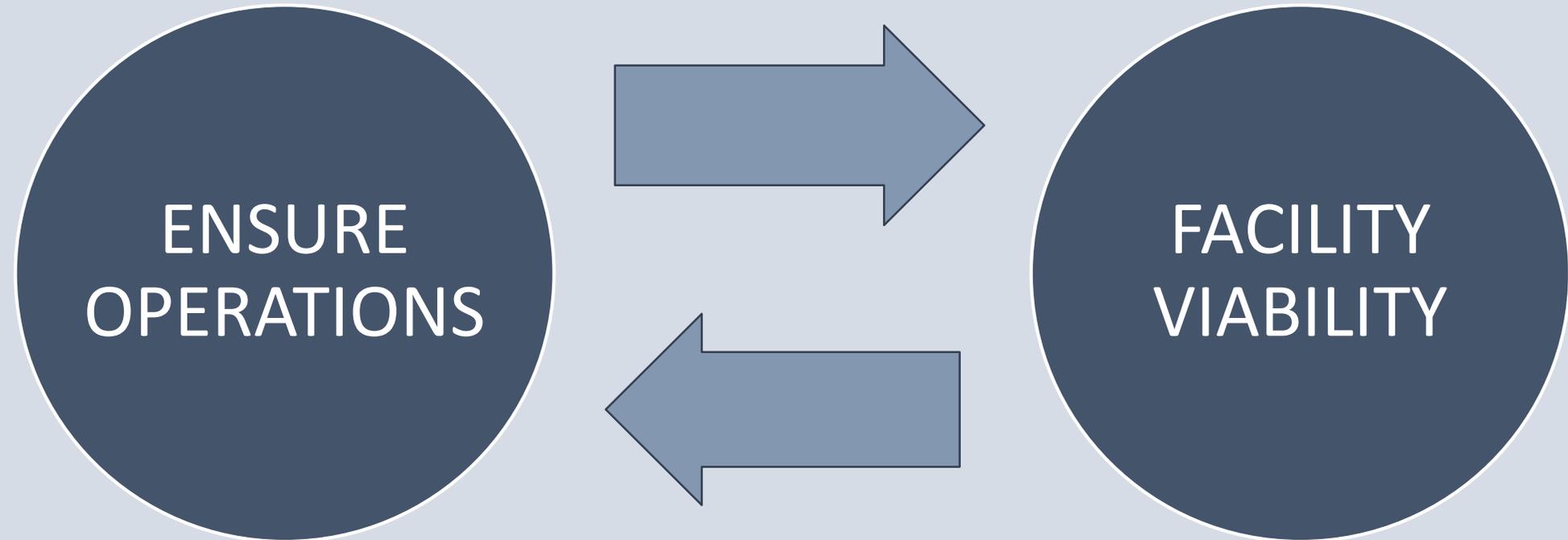


Where loss of service poses significant physical, operational and business challenges and risks



Continuity of the service somewhere within the facility or relocation of services externally is integral to ongoing facility viability and community support.

WHAT ARE THE COOP PLAN OBJECTIVES?



WHAT ARE THE COOP PLAN OBJECTIVES?

Facilitate decision making

Reduce injuries and loss of life

Designate staff to carry out essential functions

Achieve timely recovery and resumption of services

Ensure continuous performance; reduce or mitigate disruptions

Protect essential facilities, assets, records; minimize damage, losses

EMERGENCY OPERATIONS PLANS

Emergency Operations Plans focus on mitigation, preparedness, response, and recovery for hazards most likely to impact our facility.

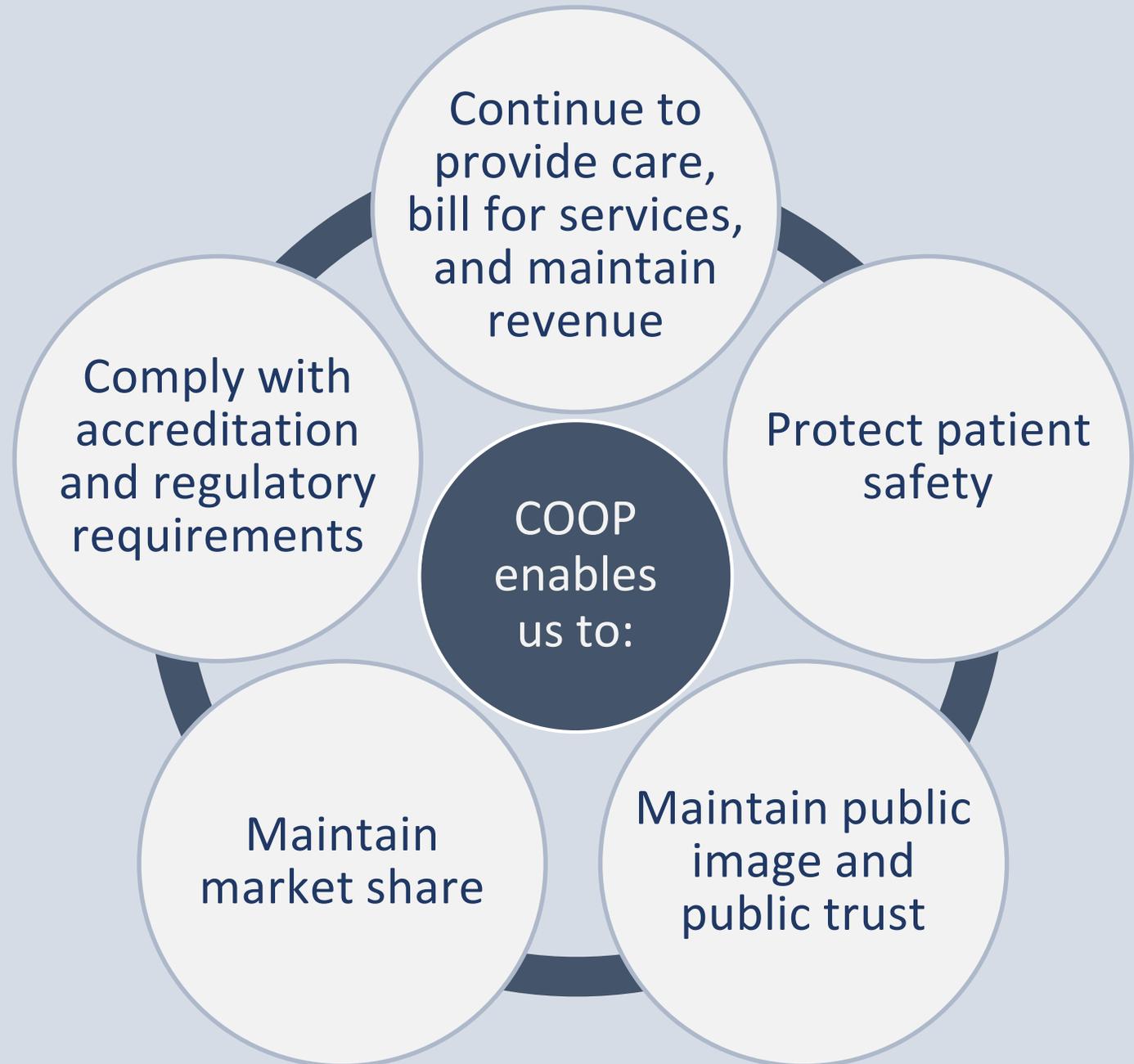
These are about meeting incident objectives such as:
Incident Command;
Communication;
Medical Surge;
Evacuation.

CONTINUITY PLANS

Focus on meeting
organizational strategies,
ensuring organizational
viability and functionality,
and minimizing
lost revenue

WHAT IS THE ROI?

Developing capabilities to resume business functions to a normal state



A COOP PLAN IS DYNAMIC!

Provides information on critical:

- Business Processes
- Equipment and resources
- IT and records
- Staff Positions
- Dependencies

COOP plan is a collection of resources, actions, procedures and information developed and pretested

Used in conjunction with the EOP to resume/return business functions to a normal state post-disaster

Lists departmental processes, essential applications, recovery time objectives, and resource needs

A COOP PLAN DOCUMENTS:

- What will happen in a COOP situation
- How and how quickly actions must occur
- Priorities of the COOP actions
- Who will participate in COOP operations
- Where continuity actions will occur

HOW DO WE DEVELOP A STRONG COOP PLAN?

You can't build a successful COOP program without substantive support from leadership



EXECUTIVE SUPPORT

- Ensures the capability of continuing agency essential functions during a wide range of potential emergencies
- Ensures critical planning gaps, budgetary, and management challenges are identified and addressed

The Executive is NOT the Program/Project Leader

The Executive is NOT required to be an expert in the topic

EXECUTIVE SUPPORT

Executive support and commitment should include:

- Clear direction to ensure linkages with organization's overall strategy;
- Secure resources and accountability throughout the organization;
- Serve as a champion to educate and secure buy-in;
- Authority to troubleshoot accountability issues; remove organizational roadblocks.

DEVELOPMENT OF A COOP PLAN

Collaborative
process

Leadership
empowers
the program

Project has
an end date
– COOP is
ongoing

Must be
reviewed,
updated &
tested
annually

Leadership
must know
how to put it
into practice

COOP plan will take a year to develop and
an ongoing commitment to maintain!

WHAT ARE THE NEXT STEPS?

- **Identify key personnel and assess time and resource demands**
 - Examples: EM, IT, Nursing, Dietary, ER, Plant Operations, Lab, etc.
- **Ensure budgetary support**
 - Recognizing that NOT having a COOP can be financially devastating
 - Consider the cost of losing just one day of Ambulatory Surgery
- **Ensure COOP is focus of executive level committee/agendas**
 - Help staff understand it has executive backing and is a priority for the facility

QUESTIONS?

Thank you for your time and commitment to Continuity Planning

