



# 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



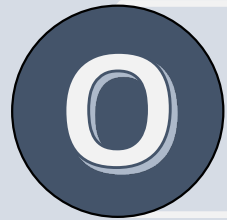
Define the  
resources  
needed to  
start



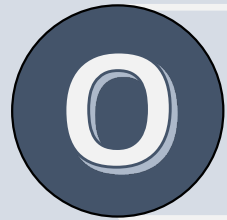
# WHAT IS CONTINUITY OF OPERATIONS PLANNING?



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

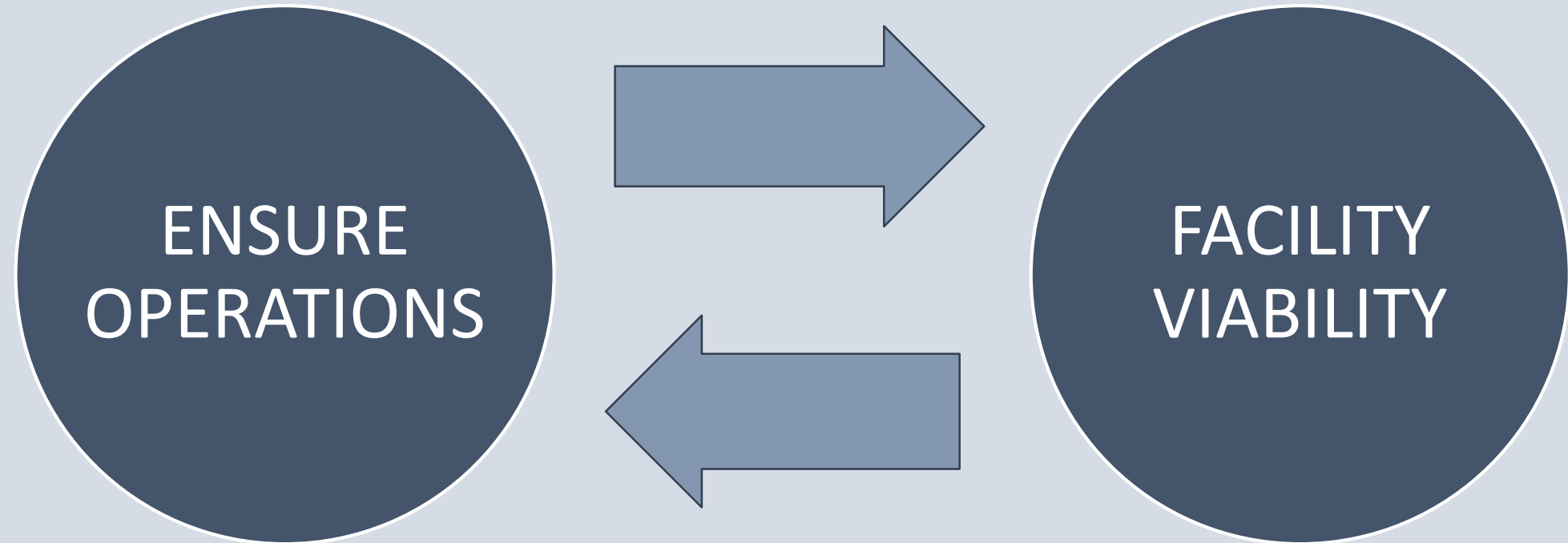


Where loss of service poses significant physical, operational and business challenges and risks



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?



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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

# WHAT ABOUT OUR EMERGENCY OPERATIONS PLAN?

- Continuity plan strategies will be integrated with emergency planning;
- The COOP plan will be used in addition to the Emergency Operations Plan (EOP) to resume/return business functions to a normal state.



# 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.

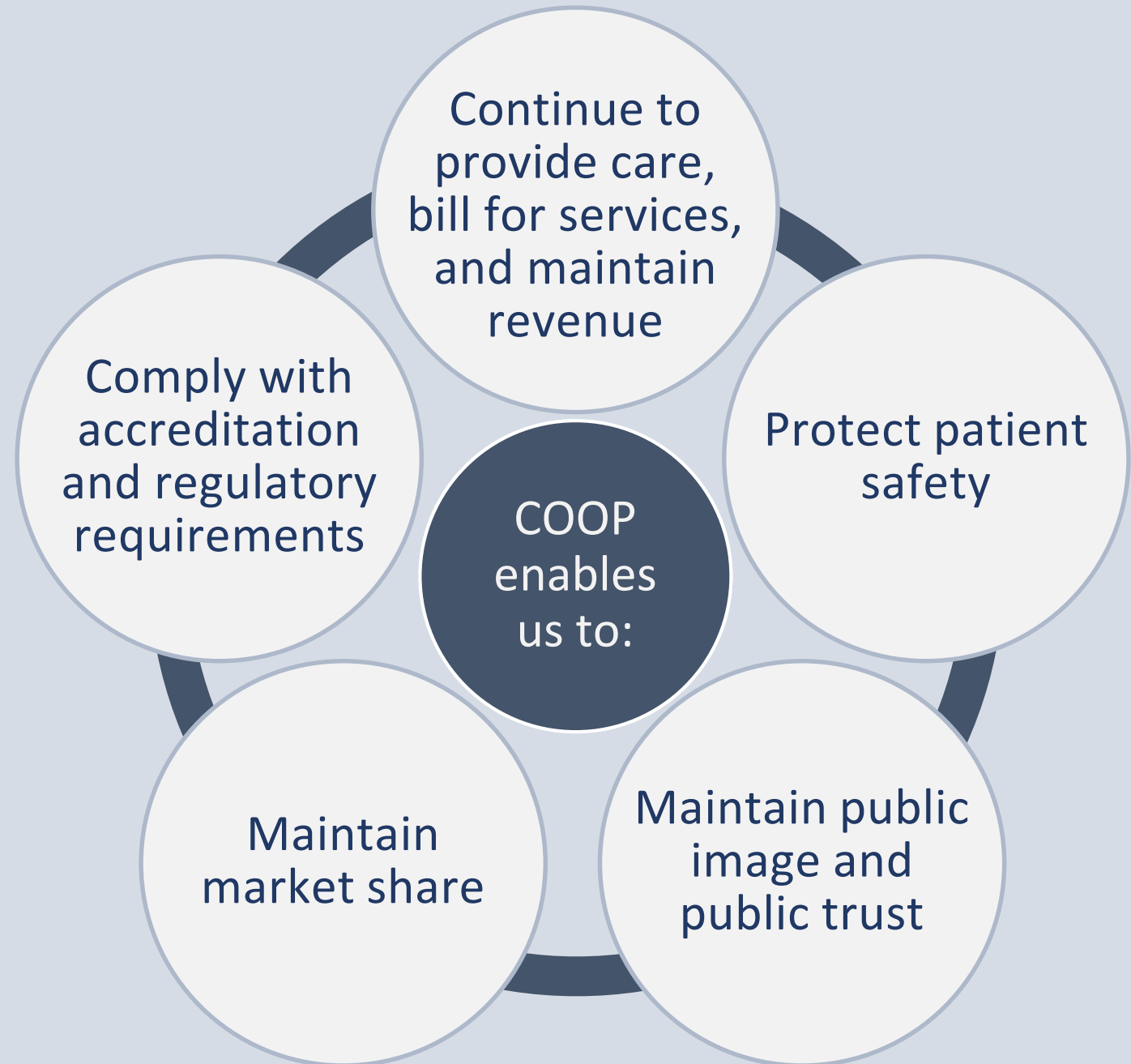
# CONTINUITY PLANS

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

