

Los County EMS Agency - HCR Workshop: Developing Business Continuity Plans, June 27, 2016
Table Discussion Activity #1 – Compiled Responses

TIP:

The following series of tables identify service interruptions that will have the most impact.

It is a good activity for the Business Continuity Planning Team to complete these tables during a draft version of the facility-wide BCP, and then revisit the tables after the departmental BCPs are complete to validate the early assumptions.

Most Impact on Overall Operations

A BIA and essential function analysis have been conducted, and interruption of these services may have the most impact on overall operations. Each disaster will have different impacts on the facility, however focusing initial response and recovery actions on the following areas may expedite overall continuity activities.

Rank	Service	Department	Comments
1	Inpatient care	Inpatient Nursing	
1	Patient care		
1	Staffing	ED / All Units	
1	Staffing	HR	
1	Environmental	EVS	Shortage of staff
1	Plant operations	Facilities Management	Utility systems
1	Infrastructure		
1	Electricity		Security, EHR, email, IT
2	Emergency care	Emergency Department	
2	Pharmacy	Pharmacy	
2	Patient care	ED / All Units	
2	Food	Dietary	
2	Telecomm	PBX	
2	Loading dock	Materials management	Waste, supply chain, storage
2	IS / IT		
2	Water		Lab, sanitation

Los County EMS Agency - HCR Workshop: Developing Business Continuity Plans, June 27, 2016
Table Discussion Activity #1 – Compiled Responses

Rank	Service	Department	Comments
3	Outpatient care	Outpatient Nursing	
3	Retail Pharmacy	Retail Pharmacy	
3	Materials supply	Materials Management / Linen / SPD	
3	Patient		
3	PCS	IS	
3	Cleaning	EVS	
3	Finance		
3	Behavioral health		
3	Eligibility		
4	Diagnostics	Lab	
4	Diagnostics	Radiology / Nuclear Med	
4	Cafeteria	Cafeteria	
4	Ancillary	Administration	
4	Ancillary	Pharmacy	
4	Power	Facilities	
4	IT	IT	
4	Clinical patient care		
4	Staffing		
4	Imaging		
5	Support Services	Engineering	
5	Support Services	Biomed	
5	Support Services	EVS	
5	PBX	PBX	
5	OR	Surgery / Nursing Units	
5	Payroll	Finance	
5	Labor relations	Human Resources	
5	Ancillary patient care		
5	Counseling services		

Los County EMS Agency - HCR Workshop: Developing Business Continuity Plans, June 27, 2016
Table Discussion Activity #1 – Compiled Responses

Rank	Service	Department	Comments
6	Nutrition	Nutrition	
7	Emergency patient care	Emergency	

Most Impact on Patient Care

A BIA and essential function analysis have been conducted, and interruption of these services may have the most impact on patient care.

Rank	Service	Department	Comments
1	Life threatening surgeries	Surgery	
1	Nursing functions	Nursing	No nursing, no patients
1	Staffing	Human Resources/ ER Fan Out / ANO	Multiple ways
1	Clinical Staff	ED / Nursing Office	
1	Emergency patient care	ED	Keep main ED open if possible, if not, create alternate ED site, like tent
1	EVS	EVS	2 hours tolerable time
1	Internet	IT	
1	Nursing		
1	Power		
2	Patient care	Emergency Department	
2	Patient care	Patient Care areas	
2	Power	Engineering	
2	Medications	Pharmacy	
2	Supplies	Materials Management	
2	Clinical labs	Lab	needed
2	Blood Bank	Lab	
2	Communications	IT / Facilities / Command Center	
2	Dietary	Dietary	

**Los County EMS Agency - HCR Workshop: Developing Business Continuity Plans, June 27, 2016
Table Discussion Activity #1 – Compiled Responses**

Rank	Service	Department	Comments
2	Network phones	IT	
2	Water		
3	Staffing	Human Resources	
3	Respiratory	Respiratory	
3	Patient care overflow	Med/Surg	
3	Water	Engineering	
3	Water	Dietary	
3	Xray / CT	Imaging	
3	Medications	Pharmacy	
3	Supplies	Pharmacy	
3	Supplies	Materials Management	
3	Supplies	Central Supply	
3	Charting / Documentation / EMR		
3	Power	Facilities	
3	ED	ED	
3	HVAC		
3	Vaccines	Clinical	
3	Physical location	Facilities	
4	Sterilization	Central Supply	
4	Generators	Facilities	
4	HVAC	Engineering	
4	Imaging	Radiology	Cannot happen w/o radio
4	Pharmacy	Pharmacy	
4	Labs	Lab	
4	Nutrition	Nutrition	
4	Lighting		
4	Medication	Pharmacy	

**Los County EMS Agency - HCR Workshop: Developing Business Continuity Plans, June 27, 2016
Table Discussion Activity #1 – Compiled Responses**

Rank	Service	Department	Comments
5	Surgery equipment	Materials Management	
5	Food	Dietary	
5	Equipment	Biomed	
5	Emergency surgery	Surgery	
5	EVS	EVS	
5	Staffing	HR / Nursing Supervisor / Medical Staffing	
5	Radiology	Radiology	
5	Diagnostic studies		
5	Sewer		
5	EMR / EHR	IT	
6	Pharmacy		
6	Labor		
7	Supplies		
8	Medical staff		
9	Dietary		

Most Impact on Financial Functions that Drive Revenue

A BIA and essential function analysis have been conducted, and interruption of these services may have the most impact on financial functions that drive revenue.

Rank	Service	Department	Comments
1	Accounts receivable	Business Office	
1	Billing		
1	Ancillary testing		
1	Payroll		
1	ER	Nursing	
1	EVS	EVS, Contractors	Cost of outside

Los County EMS Agency - HCR Workshop: Developing Business Continuity Plans, June 27, 2016
Table Discussion Activity #1 – Compiled Responses

Rank	Service	Department	Comments
			contractor
1	Electronic software system		
2	Billing		
2	Accounts payable	Accounts Payable	
2	Paying employees		
2	OR	Nursing	
2	Patient satisfaction		
2	Surgery		
2	Internet		
3	Accounts receivable		
3	Payroll	Payroll	
3	Patient business / admitting	Nursing	Patient tracking, registration
3	Accounts payable		
3	Nursing		
3	OP Procedures - ER		
4	Accounts receivable		
4	Paying vendors		
4	EHR		
4	Inpatient		
5	Documentation		
5	Diagnostic	Radiology / Lab	
5	Clinic		

TIP:

The following tables are optional based your facility's functions or topics that are important to your facility. You may delete or add more Impact areas.

Los County EMS Agency - HCR Workshop: Developing Business Continuity Plans, June 27, 2016
Table Discussion Activity #1 – Compiled Responses

Most Impact on Education / Residency / Research

A BIA and essential function analysis have been conducted, and interruption of these services may have the most impact on our ability to continue to conduct education and residency programs, and perform ongoing research.

Rank	Service	Department	Comments
1	Just in time training	In-house Expert	
1	EVS	EVS, Volunteers	Orient education to volunteers
2			
3			
4			
5			

Most Impact on Patient Satisfaction

A BIA and essential function analysis have been conducted, and interruption of these services may have the most impact on our ability to ensure patient satisfaction.

Rank	Service	Department	Comments
1	Medication management	Pharmacy	Self-administered meds
1	Environment	Facilities	
2	Patient care	Nursing / Medical Staff	Delay in care
2	Supplies	Pharmacy	
2	Supplies	Materials	
2	Supplies	Dietary	
3	Foodservices	Dietary / IT / Cafeteria	Diet restrictions not being met Bad food Disruption of food delivery
3	Quality care	Regulatory	
4	Cleanliness	EVS	
4	Cleanliness	Infection Control	

Los County EMS Agency - HCR Workshop: Developing Business Continuity Plans, June 27, 2016
Table Discussion Activity #1 – Compiled Responses

Rank	Service	Department	Comments
4	Temperature / HVAC	Engineering	
4	Basic utilities in patient rooms	Engineering	
4	Competent staff		
5	Internal communications	Public Relations	Consistent / clear messages to patients, families, media
5	Communication	All: PBX, verbal	