

Los County EMS Agency - HCR Workshop: Developing Business Continuity Plans, June 27, 2016
Table Discussion Activity #2 – Compiled Responses

Mission-Essential Services Assessment

Mission-essential services and functions are important and urgent. Essential functions are the activities that cannot be deferred during an emergency. These activities must be performed continuously or resumed quickly following a disruption.

The recovery timeframe of all services, departments and functions are assessed and prioritized to assist in planning and recovery implementation. They serve as key continuity planning factors necessary to determine appropriate staffing, communications, essential records, facilities, training, and other requirements.

Each department maintains a plan that identifies their essential functions, staffing, vital records, and key applications, equipment, and supplies. Implementation of a department’s continuity plan will be based on the needs and considerations of the actual incident and resources available, and may be implemented in a different schedule than identified below.

Any function which does not need to be performed for 3 days is not considered essential.

The reason the organization defers activities until later is to free up resources that allow it to focus on those things that cannot be deferred. Thus, it is just as important to identify non-essential functions (which can be deferred) as it is to identify essential functions (which cannot be deferred).

The Maximum Tolerable Downtime is the maximum length of time (in hours or days) that the service or function can be discontinued without causing irreparable harm to people (staff, patients, visitors) or operations.

Tier 0	<u>Recovery Time Objective</u> Immediate	<u>Criticality</u> Immediately needed; presents life threatening or catastrophic impact if interrupted	Maximum Tolerable Downtime
Tier 0	Department	Essential Service / Function	Timeframe
Tier 0	Emergency Management	Disaster Coordinator availability	ASAP
Tier 0	Engineering	Electricity	ASAP
Tier 0	Engineering	Oxygen	ASAP
Tier 0	Safety	Safety Officer availability	ASAP
Tier 0	Nursing	Bedside patient care	0

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Tier 0	Department	Essential Service / Function	Timeframe
Tier 0	Security	Security	0-2
Tier 0	Engineering	Facility Safety and Life Safety	0-4
Tier 0	Cardio Pulmonary	Respiratory therapy	1
Tier 0	Engineering	All utility operations	1
Tier 0	Engineering	Plumbing – water, sewer	1
Tier 0	Engineering	Power	1
Tier 0	Security	Security (needed to secure essentials)	1-2
Tier 0	Emergency	Mass casualty care	1-6
Tier 0	Engineering	Fire suppression / fire watch	4
Tier 0	Patient care	Getting prescriptions to chronic care patients	72
Tier 0	Critical Care		
Tier 0	Engineering	Emergency power (generators, red plugs)	
Tier 0	Engineering	Medical Gases – oxygen, suction	
Tier 0	Engineering	Communications	
Tier 0	Engineering	HVAC	
Tier 0	Engineering	Work Orders for emergent needs	
Tier 0	Engineering	Water	
Tier 0	Engineering	Power	
Tier 0	Engineering	Temperature control for blood bank fridges	
Tier 0	Engineering	Temperature control for research	
Tier 0	Nursing	Bag patients that are on vents / no generator	
Tier 0	Respiratory	Respiratory therapy	

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Tier 1	<u>Recovery Time Objective</u> 4 hours or less	<u>Criticality</u> Needed in less than 4 hrs, or it may present threat to life safety if downtime extends beyond	Maximum Tolerable Downtime
Tier 1	Department	Essential Service / Function	Timeframe
Tier 1	Telecom	Phones	1
Tier 1	Biomed		1
Tier 1	EVS	Trash bags	1
Tier 1	EVS	Waste management	1
Tier 1	Facilities	Fans, tents	1
Tier 1	Triage	Urgent care triage	1
Tier 1	Engineering	Medical Gases	2
Tier 1	Telecomm	Phones	2
Tier 1	EVS		2
Tier 1	Lab	Blood bank	2
Tier 1	Lab	Testing	2-4
Tier 1	Radiology	CT, Imaging	3-4
Tier 1	Engineering	Fire suppression	4
Tier 1	Engineering	Water	4
Tier 1	Pharmacy		4
Tier 1	Blood Bank	Transfusions	
Tier 1	Blood Bank		
Tier 1	Human Resources	Staff needed for response	
Tier 1	Information Tech	Operations support for all services	
Tier 1	Materials Management	Sterilization process	
Tier 1	Materials Management	Patient care supplies	
Tier 1	Operating Room	Surgeries	
Tier 1	Pharmacy	Inpatient	
Tier 1	Respiratory	Ventilator support / oxygen / mechanical ventilation	

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Tier 2	<u>Recovery Time Objective</u> 12 hours or less	<u>Criticality</u> Needed in same shift or < 12 hrs, or likely to impact operations and/or patient satisfaction	Maximum Tolerable Downtime
Tier 2	Department	Essential Service / Function	Timeframe
Tier 2	Communication	Contact outside source for staffing & supplies	6
Tier 2	Radiology		6
Tier 2	Food & Nutrition	Foodservice for patients and staff	6-8
Tier 2	Engineering	Repairs	8
Tier 2	EVS	Cleaning	8
Tier 2	Human Resources	Get staff needed for response	8
Tier 2	Human Resources	Staff notification	8
Tier 2	IT		12
Tier 2	Pharmacy		96
Tier 2	Materials Management	Loading dock operations	96
Tier 2	Behavioral Health	Crisis mental health	
Tier 2	Finance	Payroll	
Tier 2	Engineering	Rounding all essential utility equipment, e.g., plant, chiller, boiler	
Tier 2	HIM	Electronic medical records	
Tier 2	Housekeeping		
Tier 2	IT	Internal communication	
Tier 2	Lab	General lab	
Tier 2	Lab	Order processing	
Tier 2	Materials Management	Supplies for staff	
Tier 2	Nursing		
Tier 2	Public Relations		
Tier 2	Public Relations	Communication to staff, patients, public	
Tier 2	Radiology	Imaging, CT	
Tier 2	Respiratory	Respiratory therapy	

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Tier 2	Department	Essential Service / Function	Timeframe
Tier 2	Social Services	Patient location assistance	
Tier 2	Telecomm	In-house phones	

Tier 3	<u>Recovery Time Objective</u> 3 days or less	<u>Criticality</u> Minimal impact or risk; needed in 1 to 3 days	Maximum Tolerable Downtime
Tier 3	Department	Essential Service / Function	Timeframe
Tier 3	Outpatient Clinics	Referrals to decrease patient load on hospital	1 day
Tier 3	Administration	Regulatory compliance & reporting	3 days
Tier 3	Outpatient Services		3 days
Tier 3	Administration	Patient satisfaction	
Tier 3	Behavioral Health	Case management	
Tier 3	Case Management / Social Service	Discharge patients	
Tier 3	Dialysis	Dialysis	
Tier 3	Engineering	HVAC	
Tier 3	Engineering	Work Orders: non-emergent	
Tier 3	Finance	Billing	
Tier 3	Finance	Payroll	
Tier 3	Patient Care	Operating Room	
Tier 3	Risk / Finance	Insurance claim	
Tier 3	Social Services	Patient resources	

Tier 4	<u>Recovery Time Objective</u> 3 days or more	<u>Criticality</u> Need in long term, beyond 3 days	Maximum Tolerable Downtime
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Tier 4	Department	Essential Service / Function	Timeframe
Tier 4	Education	Health education	1 week
Tier 4	HIM	Transcription	1 week
Tier 4	Dental	Dental	
Tier 4	Morgue		
Tier 4	Finance	Billing	