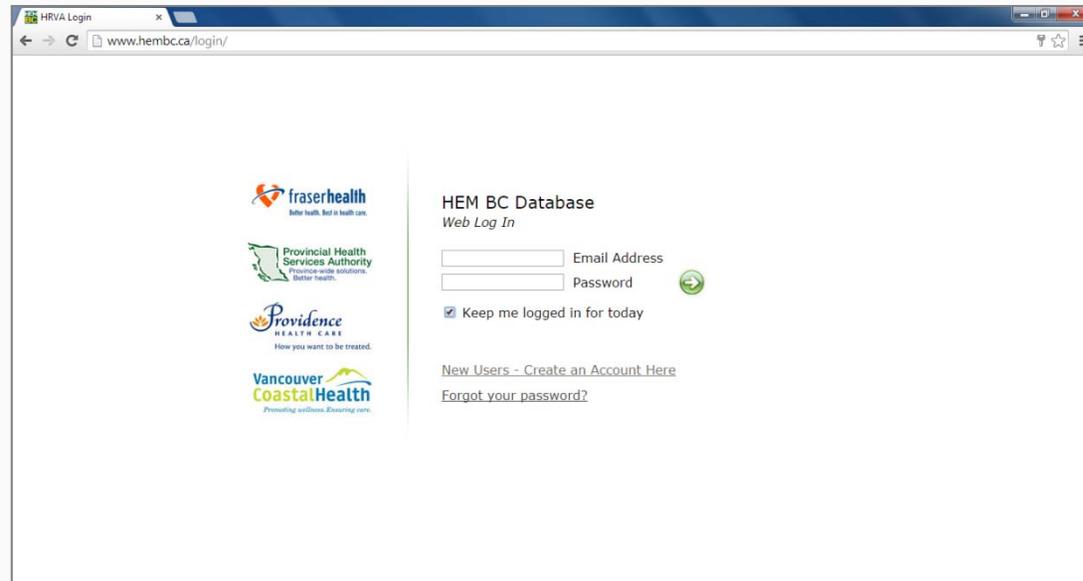


# BENEFITS AND CONSIDERATIONS OF IMPLEMENTING A BUSINESS CONTINUITY ON-LINE DATABASE TOOL



*Emergency Preparedness + Business Continuity Conference  
Vancouver, BC, Canada  
November 17<sup>th</sup>, 2015*

Susanne Mackinnon, CEM, CBCP, MBCI  
Manager, Business Continuity  
Health Emergency Management BC (HEMBC), Provincial Health Services Authority  
Email: [smackinnon@phsa.ca](mailto:smackinnon@phsa.ca)

**HEMBC**

## Objectives:

- Learn about the strengths and weaknesses of implementing a customized system
- Determine the resources and considerations for the design of a database tool
- View an example of a customized online tool

The screenshot displays the HEMBC Health Emergency Management system interface. At the top left is the HEMBC logo. To the right, there are navigation links: 'Return to your account' (yellow), 'HOME PAGE' (green), and 'Log Out' (red). Below these is the user information: 'Emulating User : Susi Mackinnon' with links for '[Manage Your Account]' and '[Edit Your Demographics]'. The main content area is titled 'Home Page' and is divided into two columns. The left column is for 'HRVA' (Hazard, Risk, Vulnerability Assessment) and includes a description and two buttons: 'Create New Assessment' and 'View reports for your Facilities'. The right column is for 'BIA' (Business Impact Analysis) and includes a description and three buttons: 'Create New Assessment', 'Continue Paused Assessment', and 'View Your Reports'. At the bottom, it states 'Developed by Substratum Consultants 2013 ©'.

**HEMBC**  
Health Emergency Management

Return to your account HOME PAGE Log Out

Emulating User : Susi Mackinnon  
[Manage Your Account] [Edit Your Demographics]

Home Page

**HRVA**  
**Hazard, Risk, Vulnerability Assessment**  
A hazard, risk and vulnerability assessment (HRVA) will allow your agency to gather data on the most significant risks confronting program activities.

- + Create New Assessment
- 🔍 View reports for your Facilities

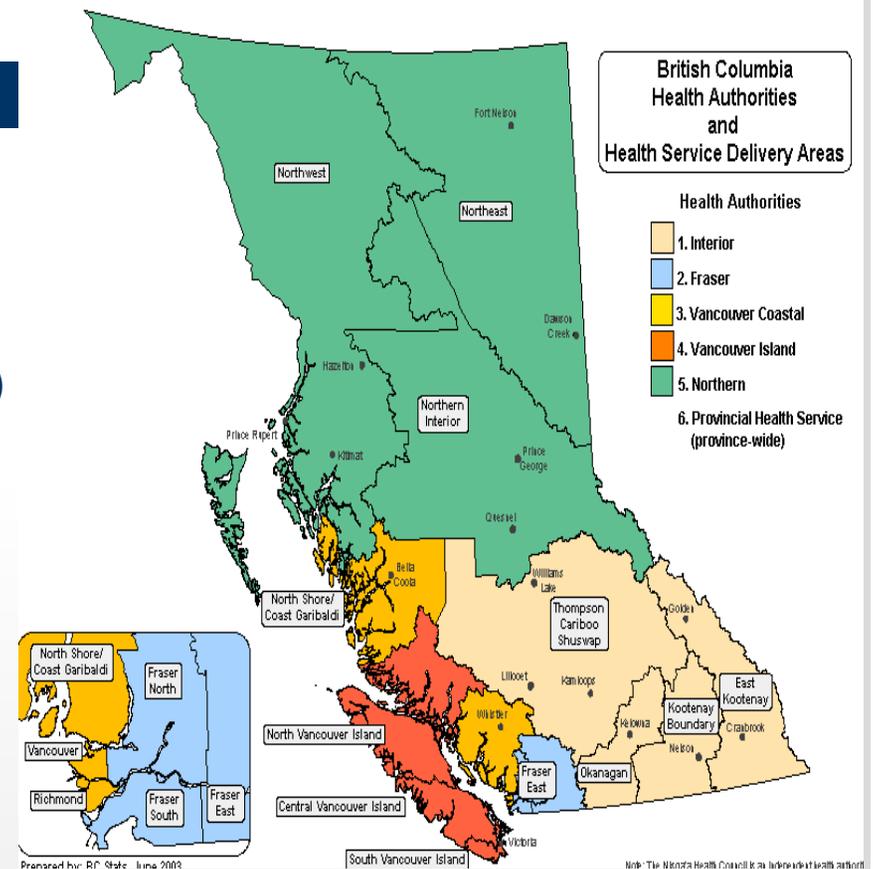
**BIA**  
**Business Impact Analysis**  
The purpose of a Business Impact Assessment (BIA) is to identify and analyze business impacts of a loss, interruption or disruption of business processes affecting an organization. Once department or program processes are identified a systematic approach is utilized to determine overall critical objectives, priority of services, maximum allowable outage, dependencies and resources required.

- + Create New Assessment
- ⏸ Continue Paused Assessment
- 🔍 View Your Reports

Developed by Substratum Consultants 2013 ©

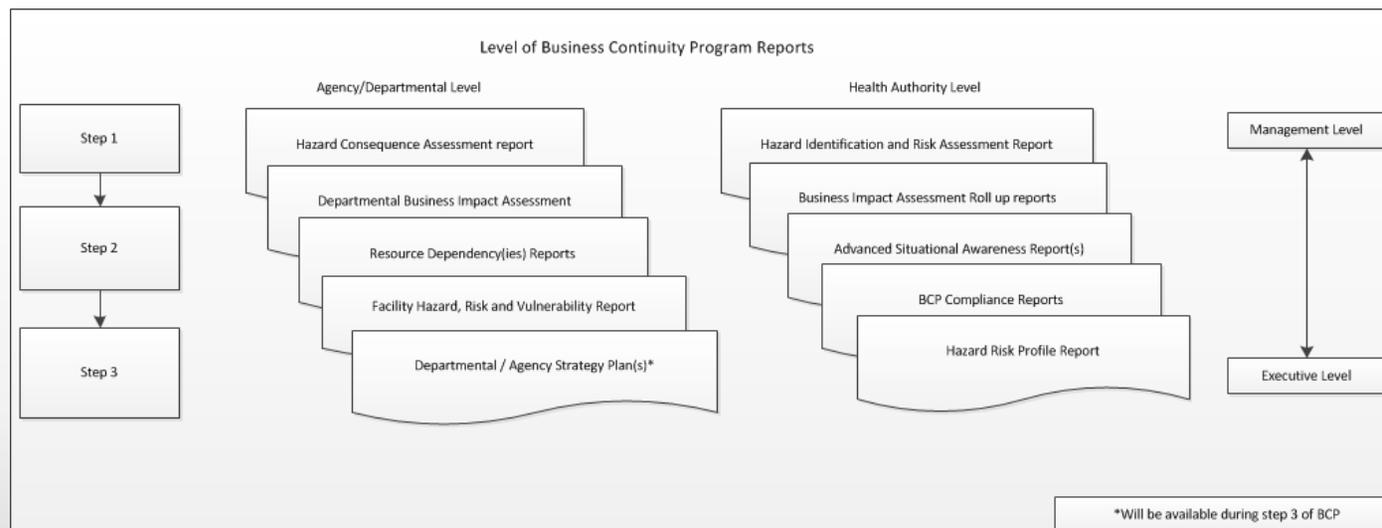
## Background:

- Health Authorities
- Lower Mainland Consolidation (LMC)
- Provincial Consolidation
- Health Emergency Management BC

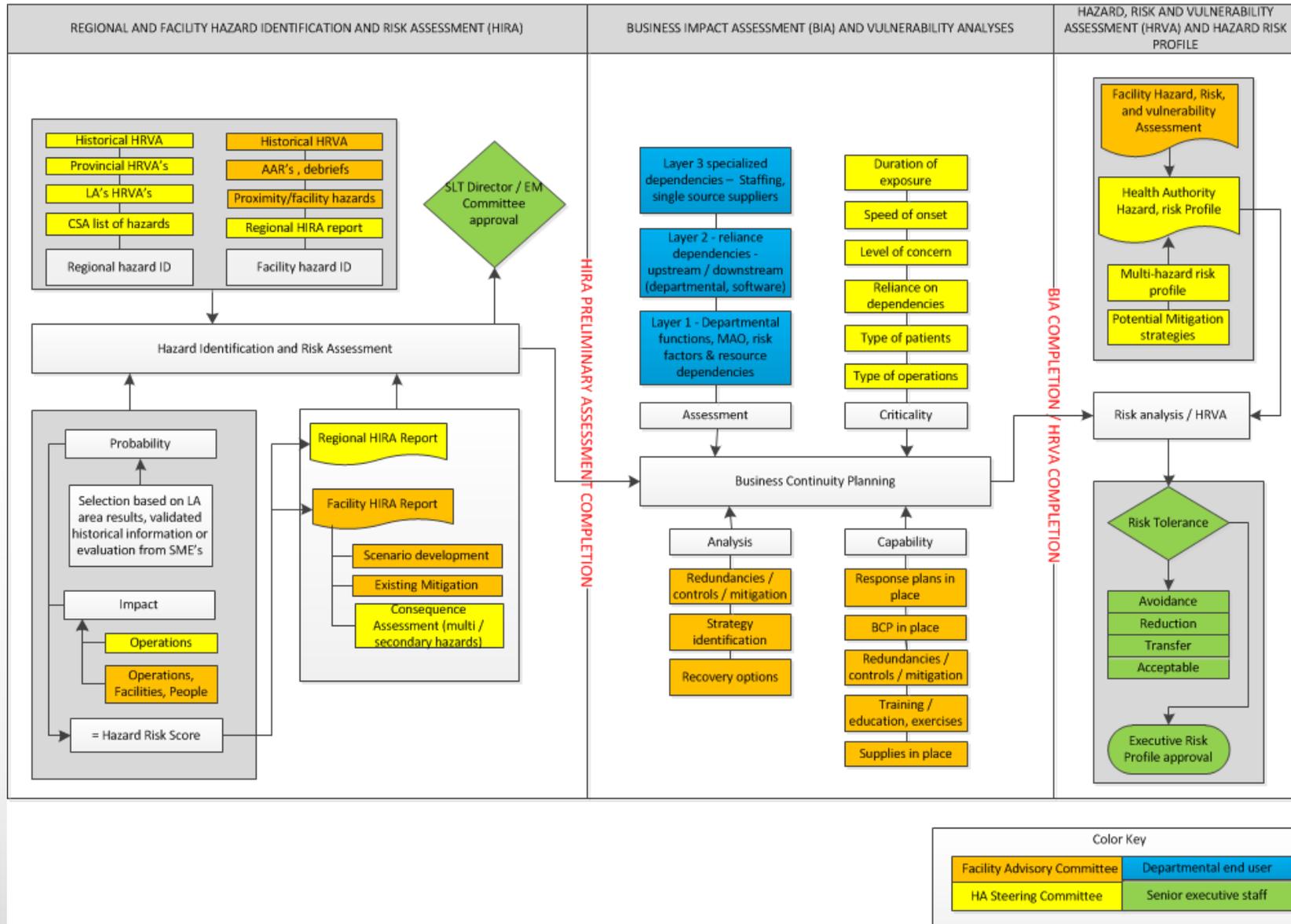


## Initiation:

- Define reason for undertaking
- Developed project charters, timelines for construction and submit for approval
- Clearly outline benefits to leadership and end users

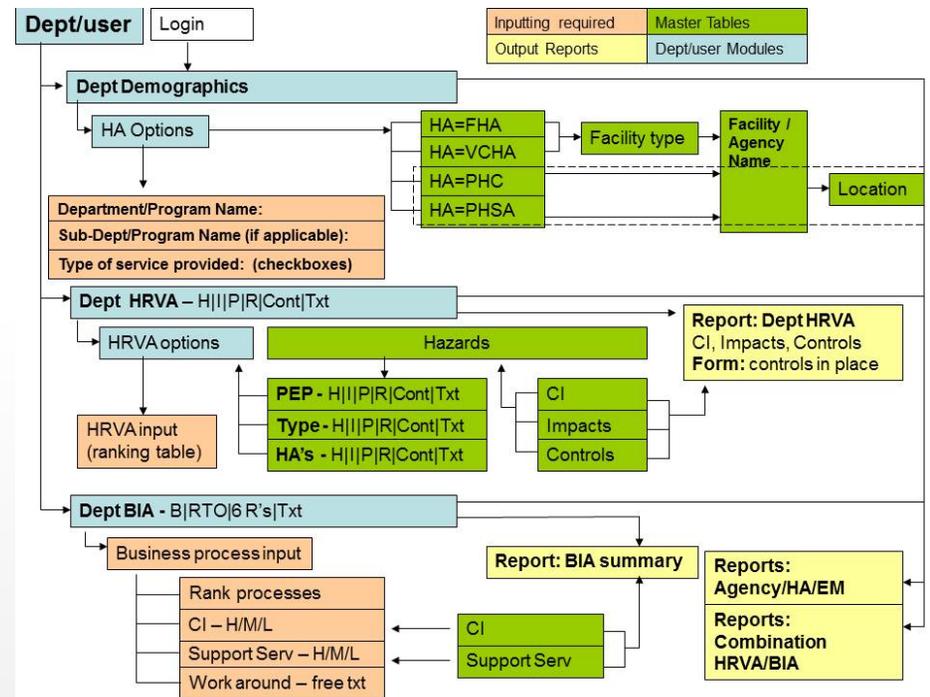


# Developing Provincial BCM Program



# Determine database usability and capacity

- Know your end product & end users
- Keep architect as simple as possible
- What data do you need versus what you want to collect? How large will the database grow? How many users will use the system at once?
- Determine how much time end users need for entering information
- Think about layering information collection over time
- Provide end users with flexibility
- Automate as much as possible



# Health Emergency Management Assessment Tool (HEMAT)

**HEMBC**  
Health Emergency Management

[Return to your account](#) [HOME PAGE](#) [Log Out](#)

Emulating User : **Susi Mackinnon**  
[\[Manage Your Account\]](#) [\[Edit Your Demographics\]](#)

Home Page

**HRVA**  
*Hazard, Risk, Vulnerability Assessment*  
A hazard, risk and vulnerability assessment (HRVA) will allow your agency to gather data on the most significant risks confronting program activities.

- [+ Create New Assessment](#)
- [View reports for your Facilities](#)

**BIA**  
*Business Impact Analysis*  
The purpose of a Business Impact Assessment (BIA) is to identify and analyze business impacts of a loss, interruption or disruption of business processes affecting an organization. Once department or program processes are identified a systematic approach is utilized to determine overall critical objectives, priority of services, maximum allowable outage, dependencies and resources required.

- [+ Create New Assessment](#)
- [Continue Paused Assessment](#)
- [View Your Reports](#)

Module 3 – analysis & strategy development

Module 4 – plans, reports and procedure development

# Phase 1: Database construction and functionality

## Demographic Hierarchy

- Provides health authority autonomy and vertical / horizontal hierarchy
- Two separate methods for selecting information
- Mandatory prior to initiating HRVA and BIA portions

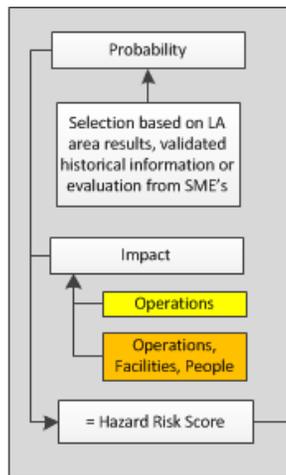
The screenshot displays the HEMBC Health Emergency Management web application interface. At the top left is the logo 'HEMBC Health Emergency Management'. At the top right, there are links for 'HOME PAGE' and 'Log Out', and a user identification section showing 'Site Administrator : Susanne Mackinnon' with links for '[Manage Your Account]' and '[Edit Your Demographics]'. The main content area is titled 'Demographics' and features a progress bar with five steps: Step 1 (Health Authority Servicing), Step 2 (Department/Program Name), Step 3 (Program Information), Step 4 (Overview and Location of Services), and Step 5 (Save Data). The current step is Step 1, which contains the following text: 'Health Authority Servicing', 'Do you provide services for more than one health authority?' with radio buttons for 'Yes' and 'No', and 'Do you belong to a clinical program?' with radio buttons for 'Yes' and 'No'. At the bottom of the form area, it says 'Page 1 of 5' and a 'Next' button. At the very bottom of the page, it says 'Developed by Substratum Consultants 2013 ©'.

## Considerations:

- What components of the healthcare system could potentially change
- Administrative controls, such as 'change owner' of an assessment

# Phase 1: Database construction and functionality

## Hazard, Risk and Vulnerability Analysis (HRVA)



- Module built in two layers with the first layer capturing operational impacts

- Output reports are designed to be managed by each health authority, and therefore can be viewable or hidden to select end users at the discretion of senior health authority staff

### HRVA REPORT #1: SUMMARY OF [FACILITY/AGENCY] Hazards, Risk, Vulnerability Assessment (HRVA)

Date Generated

- Below is a summary of the high risk hazards that should be considered when evaluating your Business Impact Assessment (BIA).
- This is a preliminary report. If you would like further information, please contact the Business Continuity Program at HEMBC

Hazards	Hazard Risk Score	Preparedness Level	Controls in Place
Central computer, mainframe failure, server failure	20	Medium	b/u generator stored in 4 loops, tape back q24h
Hazardous material	16	Medium	WHMIS documentation available in First Aid Room, rinse bowl installed for eye irrigation, practiced procedures
Building/structure collapse	15	Low	Seismic reinforcement, new structure post 1976, evacuation routes practiced and established
Earthquake	10	Low	shakeout drills done annually with staff, personal preparedness and awareness sessions available on line
Sabotage	10	High	Firewall system installed, tracking of staff on system done, random investigations conducted by IPS
Snow, ice, hail, sleet, avalanche	10	High	specialized equipment available for snow removal, de-icer installed on rooftops to avoid collapse

### CONSEQUENCES AND POTENTIAL SECONDARY IMPACTS:

•Based on your facility summary of hazards here is a list of possible secondary consequences that may or could result. During your BIA these consequences should be considered to identify what resources and supports might be needed to ensure continuity or quick resumption of the services

•In addition, facility type considerations for (ie., codes, mass casualty, etc) are indicated here as well.

Critical Infrastructure / Equipment Consequences	Secondary or Internal Consequences	Potential Code Activation (for acute care Facilities ONLY)	Control or Mitigation suggestions
--	------------------------------------	--	-----------------------------------

Results listed from consequence table



## Phase 2: Pilots and Testing

- Evaluate ease of use
- Ensure data integrity
- 'Normalize' the database
  
- Undertaken within two health authorities
- In total, 49 BIAs were completed and 11 HRVAs were conducted
- Eleven participants evaluated end user experience



## Phase 2: Pilot Outcomes

### Results:

- End users able to easily navigate through the system and found it to be quite effortless when the concepts of business continuity were pre-understood. If business continuity concepts were not familiar navigating the tool was still easy but end users had a difficult time understanding or justifying the value of the process.



### Recommendation:

- Only departments that are familiar with business continuity are part of the pilot projects.
- Retrospective data advantage is ability to populate many BIA's to test database integrity, produce relevant reports and end users can move their business continuity program to a new maturity level



# USER CREATION

[www.hembc.ca](http://www.hembc.ca)

Create New User account

fraserhealth  
Better health. Best in health care.

Provincial Health Services Authority  
Province-wide solutions. Better health.

Providence  
HEALTH CARE  
How you want to be treated.

Vancouver Coastal Health  
Promoting wellness. Ensuring care.

HEM BC Database  
Web Log In

Email Address

Password

Keep me logged in for today

[New Users - Create an Account Here](#)

[Forgot your password?](#)

fraserhealth  
Better health. Best in health care.

Provincial Health Services Authority  
Province-wide solutions. Better health.

Providence  
HEALTH CARE  
How you want to be treated.

Vancouver Coastal Health  
Promoting wellness. Ensuring care.

HEM BC Database  
New User Creation

**Welcome!**  
Please enter your email address to begin:

A verification email has been sent to your email address (mackinno@hotmail.com). Please check your email and click on the link in the message to verify your email address. You may close this page at this time.

Verification

## HOME PAGE

### Home Page

#### HRVA

##### **Hazard, Risk, Vulnerability Assessment**

*A hazard, risk and vulnerability assessment (HRVA) will allow your agency to gather data on the most significant risks confronting program activities.*

-  [Create New Assessment](#)
-  [View reports for your Facilities](#)

#### BIA

##### **Business Impact Analysis**

*The purpose of a Business Impact Assessment (BIA) is to identify and analyze business impacts of a loss, interruption or disruption of business processes affecting an organization. Once department or program processes are identified a systematic approach is utilized to determine overall critical objectives, priority of services, maximum allowable outage, dependencies and resources required.*

-  [Create New Assessment](#)
-  [Continue Paused Assessment](#)
-  [View Your Reports](#)

# DEMOGRAPHICS



Demographics

**Step 1** Health Authority Servicing  
**Step 2** Department/Program Name  
**Step 3** Program Information  
**Step 4** Overview and Location of Services  
**Step 5** Save Data

**Health Authority Servicing**

Do you provide services for more than one health authority?  Yes  No

Do you belong to a clinical program?  Yes  No

Page 1 of 5

**Next**

**Step 1** Health Authority Servicing  
**Step 2** Department/Program Name  
**Step 3** Program Information  
**Step 4** Overview and Location of Services  
**Step 5** Save Data

**Health Authority Servicing**

Do you provide services for more than one health authority?  Yes  No

Do you belong to a clinical program?  Yes  No

- Aboriginal Health Services
- Addiction Services
- Adult and Older Adult Services
- Advance Care Planning
- Complex Pain and Addictions Services (CPAS)
- Condomania
- HIV/AIDS Program
- Home Support
- Housing services in Vancouver Community
- iCARE and Ideal Transition Home
- Infant Child & Youth Services
- Mental Health Services
- Primary Care Clinics
- Residential Care
- SAFER counselling services

**Step 1** Health Authority Servicing  
**Step 2** Department/Program Name  
**Step 3** Program Information  
**Step 4** Overview and Location of Services  
**Step 5** Save Data

**Health Authority Servicing**

Do you provide services for more than one health authority?  Yes  No

What type of program do you provide services for?

- Regionally Consolidated Program
- Provincial Program
- None of the Above

Page 1 of 5

## Step 1

Health Authority  
Servicing

## Step 2

Department/Program  
Name

## Step 3

Program Information

## Step 4

Overview and  
Location of Services

## Step 5

Save Data

### Facility Type (Select the type of facilities that your services directly support)

- Select/Unselect All*
- Assisted Living [VCHA]*
- Clinic [VCHA]*
- Community Health Centre [VCHA]*
- Corporate Office [VCHA]*
- Hospice [VCHA]*
- Hospital [VCHA]*
- Other [VCHA]*
- Residential Care [VCHA]*

Select type of service

### Facility/Agency (Select the facilities/agencies that your services directly support)

- Select/Unselect All*
- Amherst Private Hospital*
- Bella Coola General Hospital*
- Holy Family Hospital*
- Lions Gate Hospital*
- Mount Saint Joseph Hospital*
- Powell River General Hospital*
- Richmond Hospital*
- Richmond Hospital - Child Health Centre*
- Squamish General Hospital*
- St. Mary's Hospital*
- St. Paul's Hospital*
- St. Paul's Hospital - Burrard Building*
- St. Paul's Hospital - Providence Building*
- St. Paul's Hospital - Providence II Building*
- My Facility is not Listed*

If listed, select name of  
facility/agency

If not listed, select "facility  
not listed"

## HEMBC Website Admin Tools

Become user & change owner of BIA

Health Authority(ies) and their agencies, fluid and evolving

The screenshot displays the HEMBC Health Emergency Management website admin interface. At the top right, there is a navigation bar with 'HOME PAGE' and 'Log Out' buttons, and a user profile for 'Susanne Mackinnon'. The main content area is divided into several sections:

- Database Administration Menu:** A list of links for database management, including 'Site Administrators', 'Become User', 'New User Email Manager', 'Health Authority Admins', 'Health Authority Authorizations', 'Health Authorities', 'Programs', and 'Manage Ha / Ft / Fn / Fl'. The 'Become User' link is circled in red, and an arrow points to it from the text 'Become user & change owner of BIA'.
- HRVA (Hazard, Risk, Vulnerability Assessment):** A section currently hidden from general users, containing links for 'Create New Assessment', 'Continue Existing Assessment', and 'View reports for your Facilities'. It also includes 'Administrative Tools' like 'Edit an Assessment' and 'Manage Hazards'.
- BIA (Business Impact Analysis):** A section for Business Impact Analysis, containing links for 'Create New Assessment', 'Continue Paused Assessment', and 'View Your Reports'. It also includes 'Administrative Tools' like 'Edit an Assessment', 'Manage Dependencies', 'Manage Process Suggestions', and two administrative reports under construction.

# HOME PAGE



[Return to your account](#)

[HOME PAGE](#)

[Log Out](#)

Emulating User : **Susi Mackinnon**

[\[Manage Your Account\]](#) [\[Edit Your Demographics\]](#)

## Home Page

### HRVA

#### **Hazard, Risk, Vulnerability Assessment**

*A hazard, risk and vulnerability assessment (HRVA) will allow your agency to gather data on the most significant risks confronting program activities.*

-  [Create New Assessment](#)
-  [View reports for your Facilities](#)

### BIA

#### **Business Impact Analysis**

*The purpose of a Business Impact Assessment (BIA) is to identify and analyze business impacts of a loss, interruption or disruption of business processes affecting an organization. Once department or program processes are identified a systematic approach is utilized to determine overall critical objectives, priority of services, maximum allowable outage, dependencies and resources required.*

-  [Create New Assessment](#)
-  [Continue Paused Assessment](#)
-  [View Your Reports](#)

# HRVA:

## HRVA: Step 1 - Facility Selection

STEP 1

STEP 2

STEP 3

STEP 4

You are currently working on an HRVA for:

### Demographic Profile

#### Health Authority

Vancouver Coastal Health Authority ▼

#### Facility Type

Hospital ▼

#### Facility Name

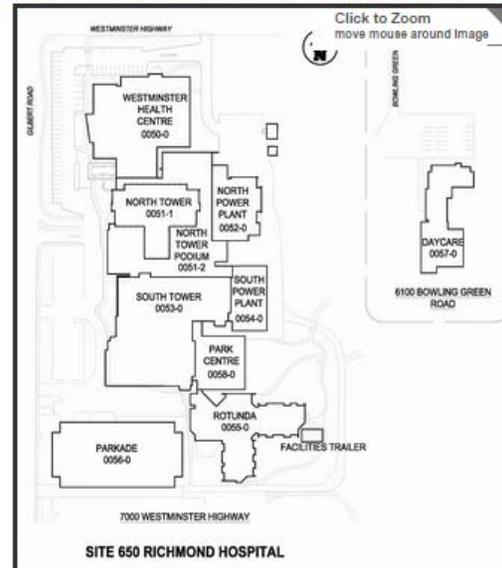
Richmond Hospital ▼

#### Facility Location / Building

Richmond ▼

#### Facility Map Found

Please select specific facility locations from the supplied map. Click on map to zoom in.



- (0057-0) Daycare
- (0052-0) North Power Plant
- (0051-1) North Tower
- (0051-2) North Tower Podium
- (0058-0) Park Centre
- (0056-0) Parkade
- (0055-0) Rotunda
- (0054-0) South Power Plant
- (0053-0) South Tower
- (0050-0) Westminster Health Centre

CONTINUE

# Hazards:

Ability to add new hazard

HRVA: Step 2 - Identification of Hazards

STEP 1 | **STEP 2** | STEP 3 | STEP 4

You are currently working on an HRVA for:

**Identification of Hazards**

From the following table, select any hazards you think are applicable to your program and/or facility/location. Please add any hazards not listed in this section to ensure they are not excluded from future analysis.

Missing a Hazard? [Add New Hazard](#)

- A test item for Youville Residence
- active shooter
- Air quality episode (ie.severe prolonged smog) / water pollution, contamination
- Ancillary support equipment failure
- Animal or insect infestation
- Armed conflict
- Building/structure collapse
- Central computer, mainframe failure, server failure
- Civil disturbance
- Communications system interruptions/failures - Regional
- Criminal activity
- Disinformation
- Drought
- Earthquake
- Eletromagnetic pulse
- Emerging disease/Epidemic/Infectious Disease
- Enemy attack, war
- Energy/power/utility failure
- Explosion
- Extreme Temperatures - COLD
- Extreme Temperatures - HEAT
- Famine
- Financial issues (economic depression, inflation, sytem collapse)
- Fire (forest, range, urban, wildland, and urban interface)
- Flood, flash flood, tidal surge
- Fuel/resource shortage
- Geomagnetic storm

STEP 1 | STEP 2 | **STEP 3** | STEP 4

You are currently working on an HRVA for:

**Probability and impacts of Hazards**

Based on your selection of hazards, please identify the probability and impact on a scale of 1-5.

**Probability scale:**

5	Almost Certain	The event occurs on an annual basis	Once a year or more frequently
4	Likely	The event has occurred several times or more in your career	Once every three years
3	Moderate	The event could occur once in your career or could occur at any time	Once every ten years
2	Unlikely	The event has not yet occurred but could occur at some time	Once every 30 years
1	Rare	Heard of something like this occurring elsewhere	Once every 100 years

**Impact Scale:**

5	Catastrophic	The impacts would threaten the survival of the operations, program, services, as well as the agency or service, or possibly cause major problems for clients, patients and customers or a large part of the provincial public sector.
4	Major	The impacts would threaten the survival or continued effective function of the operations, program, services, or require the intervention of executive management, or the Minister.
3	Moderate	The impacts would not threaten the operations, programs, and services, but would mean that the conduct of these activities would be subject to significant review or changed ways of operating.
2	Minor	The impacts would threaten the efficiency or effectiveness of some aspects of the operations, programs, and services, but would be dealt with internally.
1	Insignificant	The impacts are dealt with by routine operations.

NOTE: If there are hazards missing, you can RETURN TO STEP 2 to add them.

Probability					Impact					Name of Hazard
1	2	3	4	5	1	2	3	4	5	
•	•	•	•	•	•	•	•	•	•	Air quality episode (ie.severe prolonged smog) / water pollution, contamination
•	•	•	•	•	•	•	•	•	•	Ancillary support equipment failure
•	•	•	•	•	•	•	•	•	•	Animal or insect infestation
•	•	•	•	•	•	•	•	•	•	Central computer, mainframe failure, server failure
•	•	•	•	•	•	•	•	•	•	Communications system interruptions/failures - Regional
•	•	•	•	•	•	•	•	•	•	Criminal activity
•	•	•	•	•	•	•	•	•	•	Drought
•	•	•	•	•	•	•	•	•	•	Earthquake
•	•	•	•	•	•	•	•	•	•	Electromagnetic pulse
•	•	•	•	•	•	•	•	•	•	Emerging disease/Epidemic/Infectious Disease

- Probability: Based on local, regional or provincial results when possible (remains static)
- Impacts: 3 types (currently evaluating operational impacts)

# Preparedness

- Preparedness versus vulnerability
- Criticality versus capability

HRVA: Step 4 - Hazard Controls

STEP 1 | STEP 2 | STEP 3 | **STEP 4**

You are currently working on an HRVA for:

**Hazard Controls**

Based on your assessment, the probability and impact have been calculated for each hazard to determine your level of risk. (See legend for details regarding level of risk)

Legend		
E	20-25	Extreme risk; immediate action required.
H	12-16	High risk; senior management attention required.
M	6-10	Moderate risk; management responsibility must be specified
L	0-5	Low risk; manage by routine procedures.

Please review the hazards and if available, describe any existing control(s) in place under the section entitled "list controls in place". If you are aware of any potential solutions identify those under "List possible additional controls".

Note - If you cannot finish all of the answers right now, make sure to still click the "Pause Assessment" button below to save your current status. You can continue it at a later time or have someone else with access to this facility complete it for you.

Hazard	Risk Score	Preparedness level	List Controls In Place	List Possible Additional Controls
Central computer, mainframe failure, server failure	16	Medium	- PIN to PIN via blackberry is available - Redundant systems - Personal email available	List possible additional controls for 'Central computer, mainframe failure, server failure' here
Communications system interruptions/failures - Regional	16	Medium	- some analog phones in place - human messenger system available - back up PA system available - Portable radios available	List possible additional controls for 'Communications system interruptions/failures - Regional' here
Emerging disease/Epidemic/Infectious Disease	16	High	- Pandemic plan in place, non-traditional locations for provision of care identified	

**Pause Assessment** You can use this button to save your current data & finish it later.

**Save HRVA and Mark as Completed** \* Clicking this will mark the HRVA as completed. You will not be able to edit again after this point without having it set to "Non Complete" by an administrator.

# HOME PAGE



## Home Page

### HRVA

#### **Hazard, Risk, Vulnerability Assessment**

*A hazard, risk and vulnerability assessment (HRVA) will allow your agency to gather data on the most significant risks confronting program activities.*

-  [Create New Assessment](#)
-  [View reports for your Facilities](#)

### BIA

#### **Business Impact Analysis**

*The purpose of a Business Impact Assessment (BIA) is to identify and analyze business impacts of a loss, interruption or disruption of business processes affecting an organization. Once department or program processes are identified a systematic approach is utilized to determine overall critical objectives, priority of services, maximum allowable outage, dependencies and resources required.*

-  [Create New Assessment](#)
-  [Continue Paused Assessment](#)
-  [View Your Reports](#)

# Business Impact Assessment



BIA Step 1 : Business Functions

STEP 1 | STEP 2 | STEP 3 | STEP 4

Department/Program : database pilot

**Overview:** HIDE DESCRIPTION

The purpose of a Business Impact Assessment (BIA) is to identify and analyze business impacts due to a loss, interruption or disruption of departmental services by:

- Prioritizing services
- Determining recovery time objectives
- Identifying dependencies and/or required resources

**Definition:** SHOW DESCRIPTION

Perform a Business Impact Assessment by :

Department/Program :

Facility :

Health Authority

Vancouver Coastal Health Authority

Facility Type

Hospital

Facility Name

Richmond Hospital

Facility Location / Building

Richmond

Facility Map Found

Please select specific facility locations from the supplied map. Click on map to zoom in.

Click to Zoom  
move mouse around image

- (0057-0) Daycare
- (0052-0) North Power Plant
- (0051-1) North Tower
- (0051-2) North Tower Podium
- (0058-0) Park Centre
- (0056-0) Parkade
- (0055-0) Rotunda
- (0054-0) South Power Plant
- (0053-0) South Tower
- (0050-0) Westminster Health Centre

WESTMINSTER HIGHWAY  
6100 BOWLING GREEN ROAD  
7000 WESTMINSTER HIGHWAY  
SITE 650 RICHMOND HOSPITAL

Determine location of service

Determine location of service within facility

STEP 1 | STEP 2 | STEP 3 | STEP 4

List each Department/Program function on a separate line :

**Add New Line**

Admission / Transfer / Discharge planning
History / Progress charting
Patient assessment
Patient procedures
Staffing
Treatment

X  
X  
X  
X  
X  
X

**Suggest Functions**

Click on a function name to add it to your list.

**HOSPITAL FUNCTIONS**

- Admission / Transfer / Discharge planning
- Diagnostic
- History / Progress charting
- Patient / Family Teaching / Education
- Patient assessment
- Patient Charting
- Patient monitoring

Step 1 of 4

**Next**

Pause BIA & Continue Later

## BIA Step 2 : Business Process Details

STEP 1 | **STEP 2** | STEP 3 | STEP 4

### Overview: HIDE DESCRIPTION

Determine mission critical services and resumption priorities by evaluating the following:

- Maximum allowable outage (MAO)
- Volume / Time Considerations
- Existing mitigation, contingency or downtime procedures

This information will help to formulate the results of the Business Impact Assessment (BIA) by evaluating mission critical and/or resumption priorities for each department/program function.

### Definition: SHOW DESCRIPTION

**Determine maximum allowable outage, and where applicable indicate any volume/time considerations or alternative strategies in place.**

Department/Program Function	Maximum Allowable Outage (?)	Volume/Time Considerations (?)	Existing Mitigation, Contingency or Downtime Procedures (?)
Admission / Transfer / Discharge planning	> 4 Hours to < 8 Hours		
History / Progress charting	0 Hours		
	> 0.01 Hours to < 4 Hours		
Patient assessment	> 4 Hours to < 8 Hours		
	8-24 Hours		
	1-3 Days		
Patient procedures	4-7 Days		
	1-2 Weeks		
	2-4 Weeks		
Staffing	> 4 Weeks		
Staffing	8-24 Hours		
Treatment	> 0.01 Hours to < 4 Hours		

How long can this function be unavailable

**Back**

Step 2 of 4

**Next**

Pause BIA & Continue Later

## BIA Step 3 : Impact Assessment

STEP 1

STEP 2

STEP 3

STEP 4

**Overview:** HIDE DESCRIPTION

The purpose of evaluating the following risk factors is to determine a general loss expectancy that demonstrates what is at risk and when necessary to guide measures that mitigate the effects of a disruptive event on a particular business/program function.

**Definition:** SHOW DESCRIPTION

**Rank the risk factor associated with each function.**  
*(see "define scale" under each category for specific information)*

Department/ Program Function	Maximum Allowable Outage	Health and Safety <small>DEFINE SCALE</small>	Legal/ Regulatory <small>DEFINE SCALE</small>	Service Delivery <small>DEFINE SCALE</small>	Financial/ Assets Loss <small>DEFINE SCALE</small>	Image/ Credibility <small>DEFINE SCALE</small>	Environmental <small>DEFINE SCALE</small>
Patient assessment	> 0.01 Hours to < 4 Hours	5 ▼	5 ▼	3 ▼	4 ▼	4 ▼	4 ▼
Patient procedures	> 0.01 Hours to < 4 Hours	5 ▼	5 ▼	4 ▼	3 ▼	5 ▼	4 ▼
Treatment	> 0.01 Hours to < 4 Hours	5 ▼	4 ▼	5 ▼	4 ▼	5 ▼	3 ▼
Admission / Transfer / Discharge planning	> 4 Hours to < 8 Hours	4 ▼	3 ▼	2 ▼	2 ▼	4 ▼	3 ▼
History / Progress charting	8-24 Hours	2 ▼	2 ▼	2 ▼	2 ▼	2 ▼	2 ▼
Staffing	8-24 Hours	3 ▼	3 ▼	1 ▼	2 ▼	1 ▼	1 ▼

**Back**

Step 3 of 4

**Next**

Pause BIA & Continue Later

BIA Step 4 : Resource Requirements

STEP 1 | STEP 2 | STEP 3 | **STEP 4**

**Overview:** view description

The purpose of the resource requirements section is to identify activities, supporting infrastructure, equipment or resources that are associated with each department/program function and must be maintained continuously to support these functions.

Identify required resources or dependencies for each function by selecting the Resources/Dependencies for each function.

Department/Program Function	Maximum Allowable Outage	Program Priority	Required Resources/Dependencies
Patient procedures	0-01 Hours to < 4 Hours	Critical	Resources/Dependencies
Treatment	0-01 Hours to < 4 Hours	Critical	Resources/Dependencies
Patient assessment	0-01 Hours to < 4 Hours	Critical	Resources/Dependencies
Admission / Transfer / Discharge planning	0-4 Hours to < 8 Hours	Preferred	Resources/Dependencies
History / Progress charting	8-24 Hours	Optional	Resources/Dependencies
Staffing	8-24 Hours	Optional	Resources/Dependencies

**Back**

Step 4 of 4

Pause BIA & Continue Later

Complete this BIA

BIA Step 4.1 : Resources / Dependencies

**Return to Resource Requirements**

Current Department/Program Process/Function :

**Ward equipment & supplies restocking**

Maximum Allowable Outage : 8-24 Hours

Priority : Preferred

Prepopulate choices from a previous process? (This will overwrite any current choices.)

Clinical data processes **Prepopulate**

Select requirements for the above function from the following categories and if known indicate any workarounds in place:

**Critical Infrastructure** Click to Show

**Technology** Click to Show

**Patient Equipment** Click to Show

**Non-Patient Equipment** Click to Show

**External Services** Click to Show

**Return to Resource Requirements**

BIA Step 4.1 : Resources / Dependencies

**Return to Resource Requirements**

Current Department/Program Process/Function :

**Ward equipment & supplies restocking**

Maximum Allowable Outage : 8-24 Hours

Priority : Preferred

Prepopulate choices from a previous process? (This will overwrite any current choices.)

Clinical data processes **Prepopulate**

Select requirements for the above function from the following categories and if known indicate any workarounds in place:

**Critical Infrastructure** Click to Hide

Critical Infrastructure	Required?	Any workarounds in place?
Air exchange / positive pressure / negative pressure	<input type="checkbox"/>	
Duress/Panic button	<input type="checkbox"/>	
Electrical Power	<input checked="" type="checkbox"/>	
Elevators	<input type="checkbox"/>	
Fire Suppression equipment	<input type="checkbox"/>	
Hazardous Waste Disposal	<input type="checkbox"/>	
HVAC	<input type="checkbox"/>	
Lighting	<input checked="" type="checkbox"/>	
Medical Gases (bulk delivery via internal system)	<input type="checkbox"/>	
Paging (ie. long range pagers)	<input type="checkbox"/>	
Panic / duress alarms	<input type="checkbox"/>	
Physical Security	<input type="checkbox"/>	
Physical space	<input type="checkbox"/>	
Sewage	<input type="checkbox"/>	
Telecommunications	<input type="checkbox"/>	
Water (potable)	<input type="checkbox"/>	

**Add More**

**Technology** Click to Show



# Phase 3: Strategy Evaluation and Report Plan Development

Health Emergency Management

**HEMBC**

[HOME PAGE](#)

[Log Out](#)

User : **Susi Mackinnon**

[\[Manage Your Account\]](#) [\[Edit Your Demographics\]](#)

Home Page

## STRATEGY EVALUATION

- Physical space
- Staffing
- Resource(s):
- Response
- Recovery/Restoration

## REPORTS

- Administrative Reports
- Departmental Reports
- Situational Awareness Reports

**BUILD YOUR OWN BUSINESS CONTINUITY PLAN**

# Phase 3: Strategy Evaluation and Report Plan Development

## BUILD YOUR OWN BUSINESS CONTINUITY PLAN

- Based on strategy evaluation
- Automated population with data collected in HRVA/BIA
- Other components downloaded as fillable pdf Form
- Date stamped
- (Prompt sent to EM Coordinator)

The image shows two overlapping forms. The top form is titled "CRITICAL FUNCTION(S) STRATEGIES" and is a checklist for evaluating various strategies. It is divided into several sections, each with a yellow header:

- Physical Space (Mark "x" to all that apply):** Includes checkboxes for "Always Worksite", "Work Home", "Transfer of Service", and "Share in public".
- Staffing Strategy (Mark "x" to all that apply):** Includes checkboxes for "Redirection/Transfer of Service", "Succession/Replacement Authority", and "Part of Call back procedure".
- Resource Strategy (Mark "x" to all that apply):** Includes checkboxes for "Contract infrastructure", "Non-patient equipment", "Technology", "External services", and "Supplies".
- Critical Infrastructure Strategy:** Includes checkboxes for "Back up systems", "Alternate workspace", "Back up supplies", and "Emergency procedures".
- Equipment (patient & non-patient):** Includes checkboxes for "Back up equipment", "Alternate equipment", "Back up supplies", and "Emergency procedures".
- Technical:** Includes a checkbox for "Back up equipment".

The bottom form is titled "DEPARTMENTAL BUSINESS CONTINUITY PLAN". It features a central circular flow diagram with several colored boxes (yellow, purple, orange, green, blue) connected by arrows, representing a process flow. Below the diagram is a large grey box labeled "[DEPARTMENT NAME]". At the bottom right, there is a "LAST UPDATE:" field. The footer contains logos for "Truist Health", "Residence", "Department of Health", and "Connecticut".

## Conclusion

- End user friendly with significantly reduced input time
- Less ongoing resources required and cost effective
- Meets our accreditation standards
- Provides instant snapshot data for situational awareness
- Reports can be sorted, filtered and accessed at various levels
- Addendum plan automated and content controlled
- Major step for integration of EM&BC Programs
- Ability to substantiate future planning
- Data can be trended and inputs measured over time
- BCP program can be sustained over large, complex organization(s)



<End>



**KEEP  
CALM  
HAVE A  
BUSINESS  
CONTINUITY PLAN**