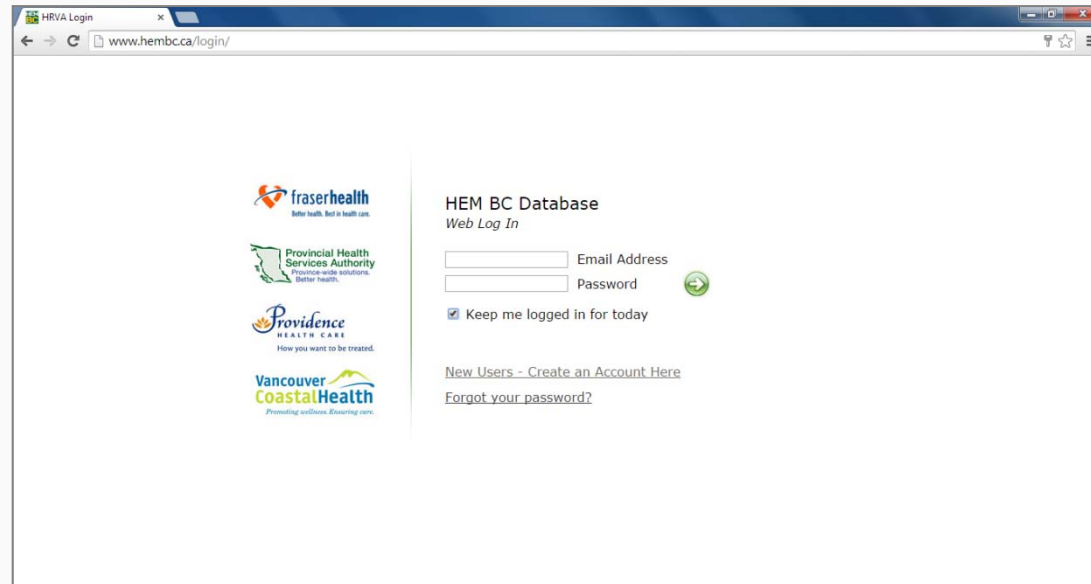


BENEFITS AND CONSIDERATIONS OF IMPLEMENTING A BUSINESS CONTINUITY ON-LINE DATABASE TOOL



*Emergency Preparedness + Business Continuity Conference
Vancouver, BC, Canada
November 17th, 2015*

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Health Emergency Management BC (HEMBC), Provincial Health Services Authority
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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 web application. At the top, the HEMBC logo is on the left, and navigation links 'Return to your account', 'HOME PAGE', and 'Log Out' are on the right. Below the navigation, the user is identified as 'Emulating User : Susi Mackinnon' with links to '[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, a 'Create New Assessment' button with a plus icon, and a 'View reports for your Facilities' button with a magnifying glass icon. The right column is for 'BIA' (Business Impact Analysis) and includes a description, a 'Create New Assessment' button with a plus icon, a 'Continue Paused Assessment' button with a play icon, and a 'View Your Reports' button with a magnifying glass icon. At the bottom, a footer states 'Developed by Substratum Consultants 2013 ©'.

HEMBC
Health Emergency
Management

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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](#)

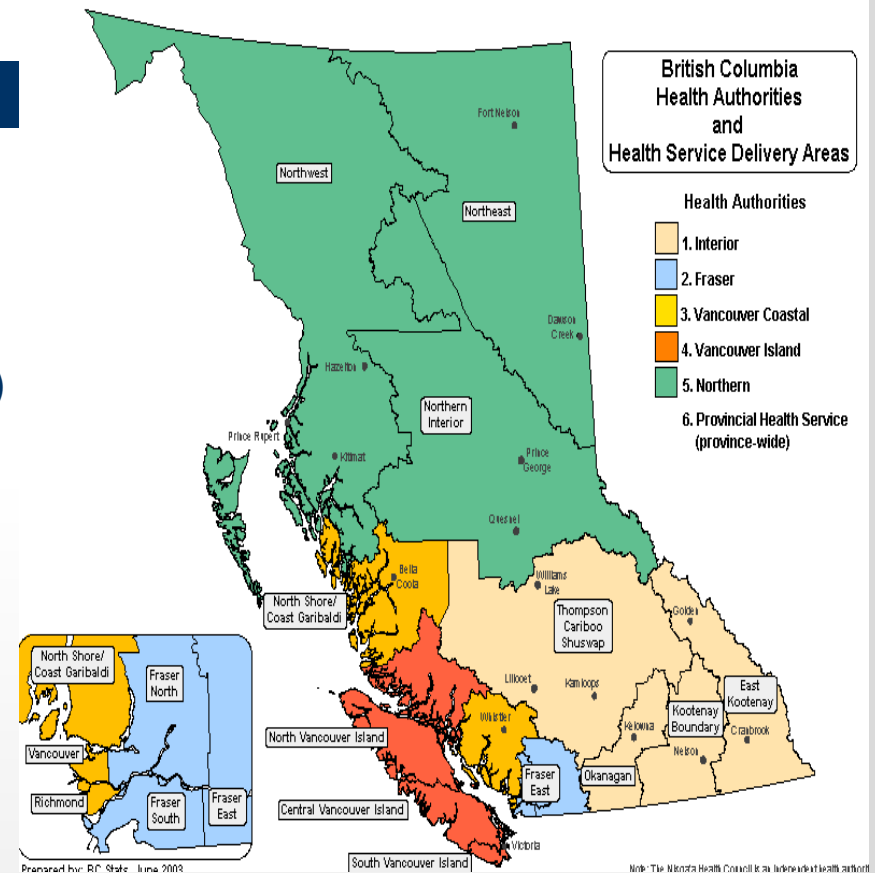
BIA
Business Impact Analysis
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[+ Create New Assessment](#)
[Continue Paused Assessment](#)
[View Your Reports](#)

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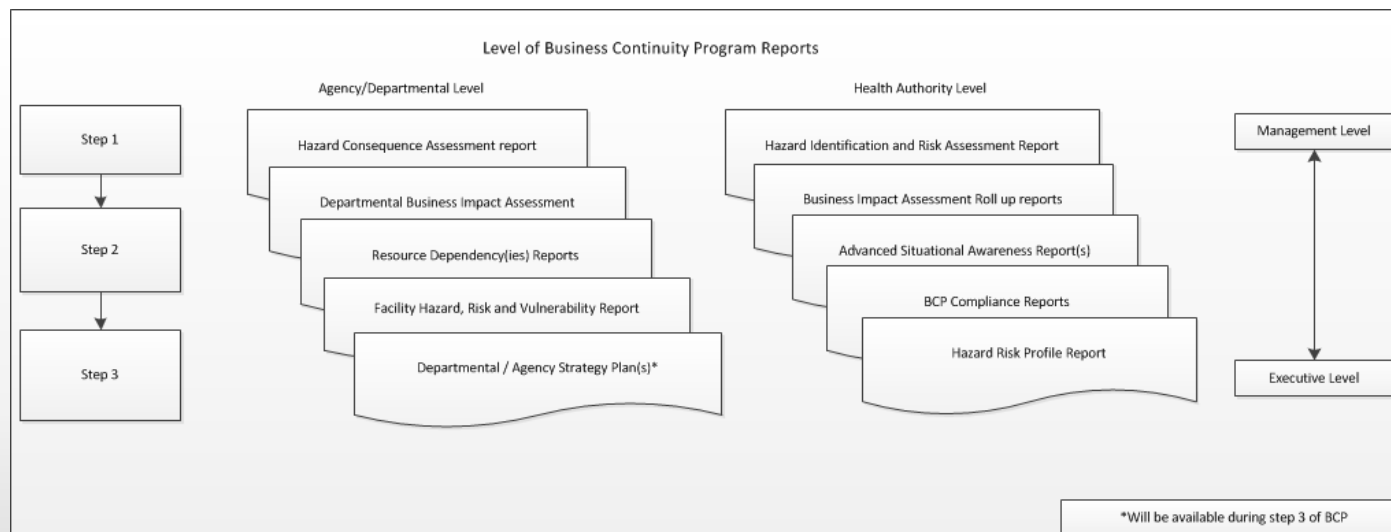
Background:

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

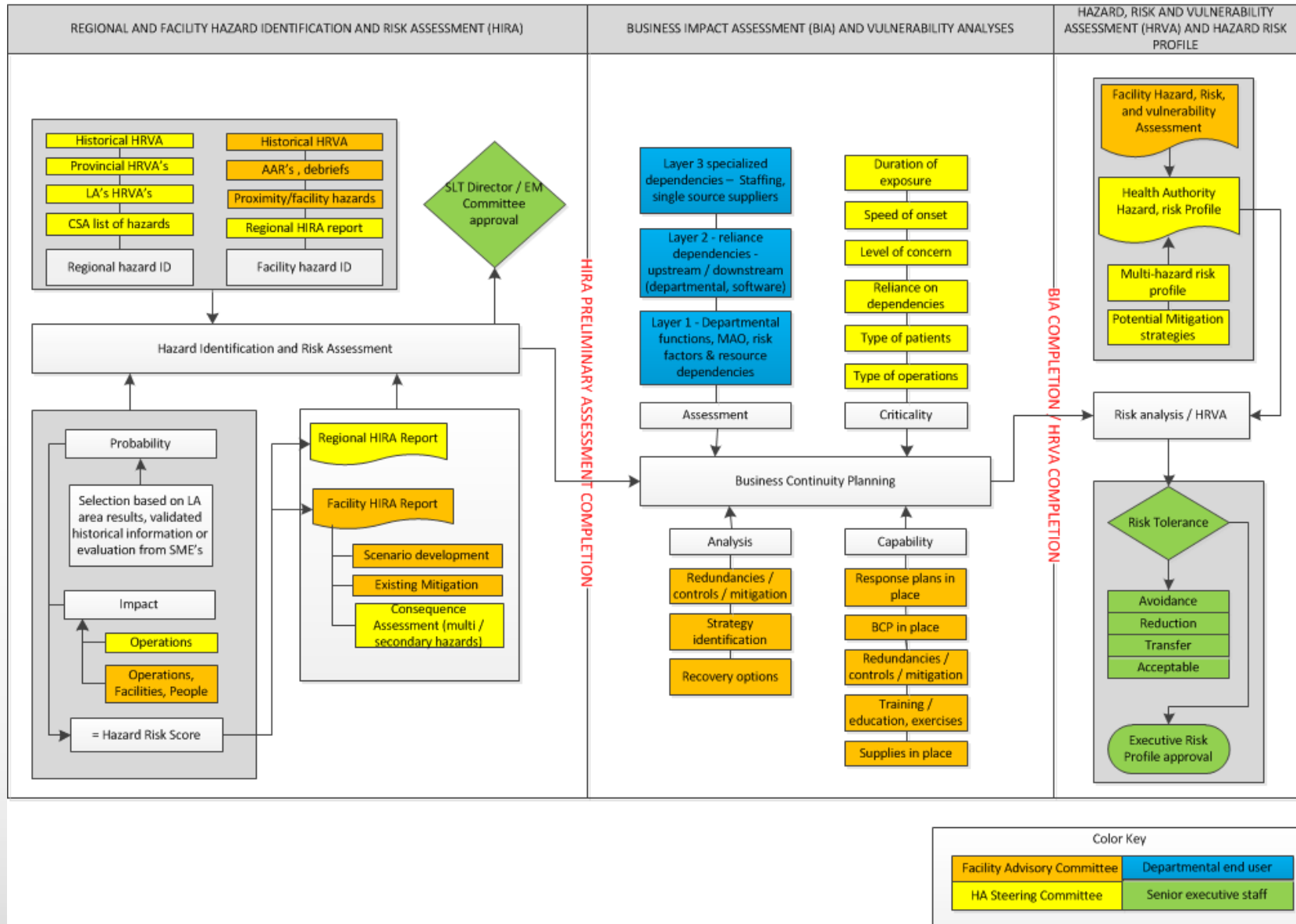


Initiation:

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

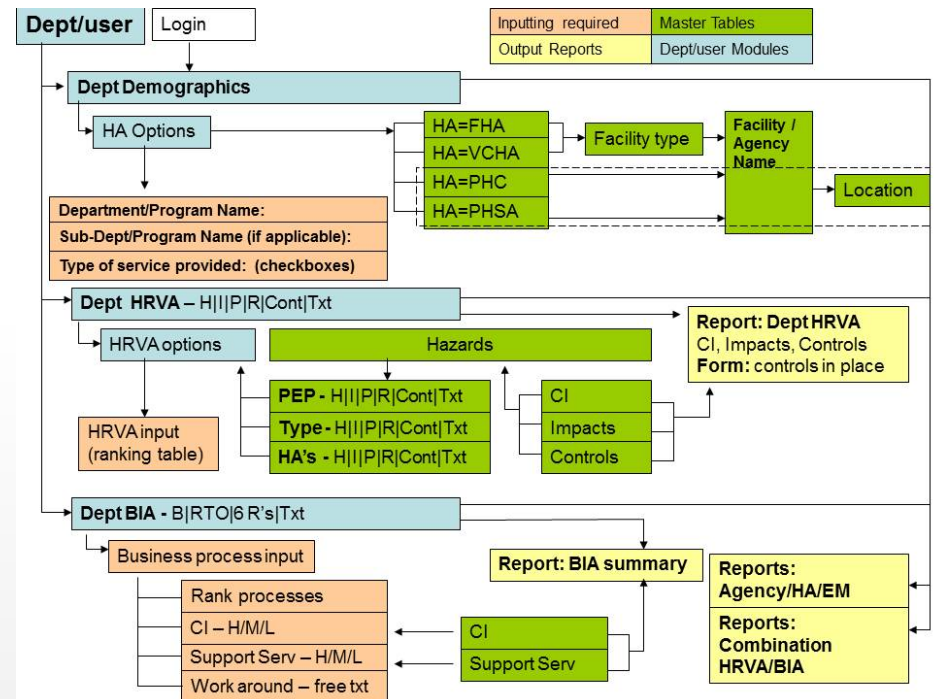


Developing Provincial BCM Program



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)

The screenshot displays the HEMBC Health Emergency Management web application. At the top left is the HEMBC logo. To the right are navigation links: 'Return to your account' (yellow), 'HOME PAGE' (green), and 'Log Out' (red). Below these, it says '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, a '+ Create New Assessment' button, and a 'View reports for your Facilities' button. The right column is for 'BIA' (Business Impact Analysis) and includes a description, a '+ Create New Assessment' button, a 'Continue Paused Assessment' button, and a 'View Your Reports' button.

HEMBC
Health Emergency Management

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

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Home Page

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- [+ 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

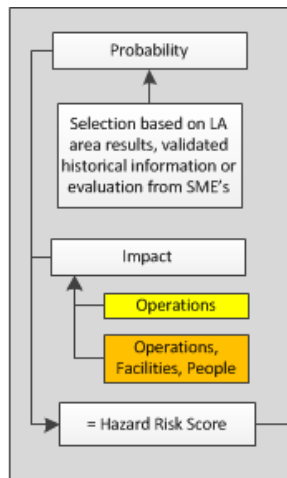
The screenshot displays the HEMBC Health Emergency Management web application. The header includes the HEMBC logo, a 'HOME PAGE' link, and a 'Log Out' button. The user is identified as 'Site Administrator : Susanne Mackinnon' with links to '[Manage Your Account]' and '[Edit Your Demographics]'. The main content area is titled 'Demographics' and shows a multi-step process: 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, Step 1, is titled 'Health Authority Servicing' and contains two questions: 'Do you provide services for more than one health authority?' and 'Do you belong to a clinical program?'. Both questions have radio button options for 'Yes' and 'No'. The page is labeled 'Page 1 of 5' and has a 'Next' button in the bottom right corner. The footer indicates the system was '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

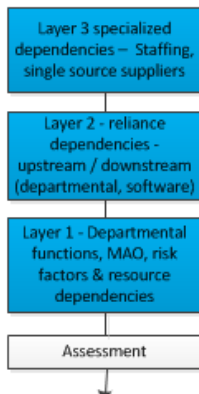
Potential Code Activation (for acute care Facilities ONLY)

Control or Mitigation suggestions

Results listed from consequence table

Phase 1: Database construction and functionality

Business Impact Assessment (BIA)



- First layer of the BIA process needed to capture the most beneficial data for creating situational awareness
- Information was pre-populated for ease of use by output end users
- An “add function” was also developed allowing the end user to add to this list if the desired reliance or resource is unavailable
- Collect information in five categories

The screenshot shows the 'BIA Step 3: Business Process Details' interface. It includes a progress bar at the top with steps 1 through 4. The main content area is titled 'Overview: new processes' and contains instructions for determining mission-critical services and resumption priorities. It lists key considerations: Maximum allowable outage (MAO), Volume / Time Considerations, and Existing mitigation, contingency or downtime procedures. A 'Determination' section asks for the maximum allowable outage and where applicable, any volume/time considerations or alternative strategies in place. Below this, there are dropdown menus for 'Department/Program Function', 'Mission - Purpose / Strategic priority', and 'Owner - Program director'. A 'Determine maximum allowable outage' section has a dropdown menu with options: '> 4 Hours to < 6 Hours', '6 Hours', '< 0.01 Hours to < 4 Hours', '4 Hours to < 6 Hours', '0.01 Hours', '< 4 Hours', and '0.01 Hours to < 4 Hours'. A 'Step 2 of 4' indicator is visible. At the bottom, there is a 'Prepopulate choices from a previous process? (This will overwrite any current choices.)' section with a dropdown menu set to 'Clinical data processes' and a 'Prepopulate' button. Below this, there is a section for 'Select requirements for the above function from the following categories and if known indicate any workarounds in place:' with five categories: 'Critical Infrastructure', 'Technology', 'Patient Equipment', 'Non-Patient Equipment', and 'External Services', each with a 'Click to Show' link. A 'Return to Resource Requirements' button is at the bottom.

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

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

[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](#)

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

HEMBC
Health Emergency
Management

HOME PAGE Log Out

Site Administrator : **Susanne Mackinnon**
[Manage Your Account] [Edit Your Demographics]

Home Page

Database Administration Menu

Access to these links is only granted to accounts with DB Admin access.

- Site Administrators
- "Become" User
- New User Email Manager
- Health Authority Admins
- Health Authority Authorizations
- Health Authorities
- Programs
- Manage Ha / Ft / Fn / FI

HRVA currently hidden from general users

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
- + Continue Existing Assessment
- + View reports for your Facilities

Administrative Tools

- + Edit an Assessment
- + Manage Hazards

BIA

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

Administrative Tools

- + Edit an Assessment
- + Manage Dependencies
- + Manage Process Suggestions
- + Administrative Report #1 (By Demographics) * - Under Construction
- + Administrative Report #2 (By Required Resources) * - Under Construction

HOME PAGE

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Home Page

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Create New Assessment



View reports for your Facilities

BIA

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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

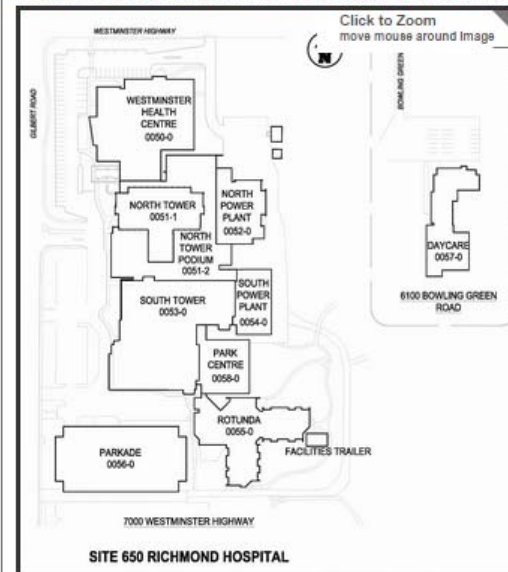
Richmond Hospital ▼

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) Westminister 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](#)

1.

☒

A test item for Youville Residence

2.

☐

active shooter

3.

☐

Air quality episode (ie.severe prolonged smog) / water pollution, contamination

4.

☐

Ancillary support equipment failure

5.

☐

Animal or insect infestation

6.

☐

Armed conflict

7.

☐

Building/structure collapse

8.

☐

Central computer, mainframe failure, server failure

9.

☐

Civil disturbance

10.

☐

Communications system interruptions/failures - Regional

11.

☐

Criminal activity

12.

☐

Disinformation

13.

☐

Drought

14.

☐

Earthquake

15.

☐

Eletromagnetic pulse

16.

☐

Emerging disease/Epidemic/Infectious Disease

17.

☐

Enemy attack, war

18.

☐

Energy/power/utility failure

19.

☐

Explosion

20.

☐

Extreme Temperatures - COLD

21.

☐

Extreme Temperatures - HEAT

22.

☐

Famine

23.

☐

Financial issues (economic depression, inflation, sytem collapse)

24.

☐

Fire (forest, range, urban, wildland, and urban interface)

25.

☐

Flood, flash flood, tidal surge

26.

☐

Fuel/resource shortage

27.

☐

Geomagnetic storm

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

HRVA: Step 3 - Probability and Impacts of Hazards

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

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	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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

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

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

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

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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

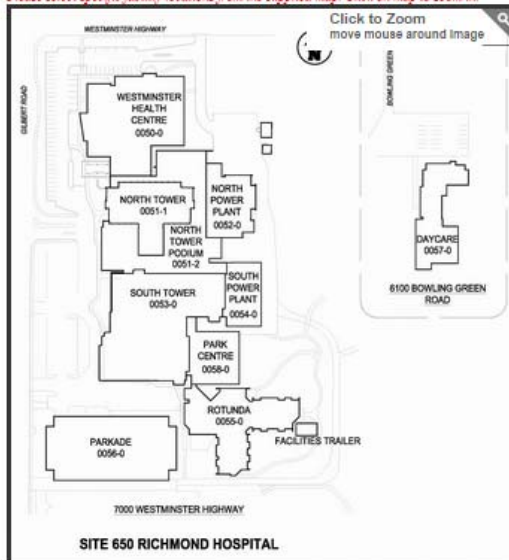
Richmond Hospital

Facility Location / Building

Richmond

Facility Map Found

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- ☒ (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) Westminister Health Centre

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

Pause BIA & Continue Later

Next

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		
	0 Hours		
History / Progress charting	> 0.01 Hours to < 4 Hours		
	> 4 Hours to < 8 Hours		
Patient assessment	8-24 Hours		
	1-3 Days		
	4-7 Days		
Patient procedures	1-2 Weeks		
	2-4 Weeks		
	> 4 Weeks		
Staffing	8-24 Hours		
Treatment	> 0.01 Hours to < 4 Hours		

How long can this function be unavailable

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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 ▼

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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

BIA Reports

Resource Requirements by Continuity Priorities

Resource Requirements by Continuity of Operations			
For Critical functions (recovery time objective <8 hours)			Maximum Allowable Outage
Priority	Process Name		
Critical	For presentation purposes only: Contents intentionally grey shaded		0 Hours
Critical			0 Hours
Critical			0 Hours
Critical			0 Hours
Critical			0 Hours
Critical			0 Hours
Critical			0 Hours
Required Resources			
Critical Infrastructure		Technology	
Air exchange / positive pressure / negative pressure		Desktop Computer/Laptop	
Electrical Power		Email	
Fire Suppression equipment		Fax Machine	
HVAC		Network (WAN/LAN)	
Lighting		Photocopiers	
Medical Gases (bulk delivery via internal system)		Printer	
Physical Security		Scanner	
Physical space		Software - Clinical	
Sewage		Software - Office (Microsoft Office)	
Communications		Software - customized / specialized	
		Telephone	
		Videoconferencing	

For presentation purposes only: Contents intentionally grey shaded

BIA REPORT #1 Resumption Priorities

Priority	Process Name	Maximum Allowable Outage	Volume/Time Considerations
Critical		0 Hours	
Critical		0 Hours	
Critical		0 Hours	
Mandatory			
Mandatory			
Optional			
Optional			
Optional		0 Hours	
Mandatory		> 0.01 Hours to < 4 Hours	
Mandatory		> 0.01 Hours to < 4 Hours	
Mandatory		> 0.01 Hours to < 4 Hours	
Preferred		8-24 Hours	

For presentation purposes only: Contents intentionally grey shaded

BIA ADMIN REPORT #2 By Required Resources

Health Authority	Facility Type	Facility Name	Department	Business Continuity Function	MAO	Risk Priority
Program-Wide					0 Hours	Critical
Program-Wide					0 Hours	Mandatory
Program-Wide					0 Hours	Mandatory
Program-Wide					0 Hours	Mandatory
Program-Wide					> 0.01 Hours to < 4 Hours	Mandatory
Program-Wide					> 0.01 Hours to < 4 Hours	Mandatory
Program-Wide						
Program-Wide						
Program-Wide						

For presentation purposes only: Contents intentionally grey shaded

BIA ADMIN REPORT #1 By Demographics

Health Authority	Facility Type	Facility Name	Department	Business Continuity Function	MAO	Risk Priority	Mitigation, etc...
PHSA	AGENCY				0 Hours	Critical	
PHSA	AGENCY				0 Hours	Critical	
PHSA	AGENCY				0 Hours	Critical	
VCHA	Hospital				0 Hours	Critical	
PHSA	AGENCY				0 Hours	Critical	
PHSA	AGENCY				0 Hours	Critical	

For presentation purposes only: Contents intentionally grey shaded

Phase 3: Strategy Evaluation and Report Plan Development

Health Emergency Management

HEMBC

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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 PDF forms. The top form is titled 'CRITICAL FUNCTION(S) STRATEGY' and contains several sections for planning, including 'Physical Space', 'Planning Strategy', 'Resource Strategy', and 'Critical Infrastructure Strategy'. The bottom form is titled 'DEPARTMENTAL BUSINESS CONTINUITY PLAN' and features a circular flow diagram, a field for '[DEPARTMENT NAME]', and logos for Fraser Health, Providence, and Vancouver Coastal Health.

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**