

## Soup to Nuts, OB to IT, Business Continuity for Small Hospitals

10:30 a.m. – Noon

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## Continuity of Operations for Small Hospitals

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Welcome!

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What we're here for...

And what we're not...

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## ❖ This is not....

- ❖ A 90-minute lecture
- ❖ Death by PowerPoint
- ❖ The answer to all your prayers
- ❖ An opportunity to sleep



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## This session IS...

- ❖ A fresh look at Continuity Planning
- ❖ Focused on the unique needs of small hospitals
- ❖ A workshop format
- ❖ An opportunity to network

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## Questions for you

### Who is here?

- ❖ Who attended the pre conference session?
- ❖ Who is from a critical access hospital?
- ❖ Those 25-100 beds?
- ❖ Over 100?

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## Our Agenda today

- ❖ To briefly review:
  - ❖ The purpose of a COOP
  - ❖ The parts of a COOP
- ❖ To participate in small group discussions on the unique needs of small hospitals
- ❖ To determine plan and best use of a COOP

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## Purpose/Goal of a COOP

- 1) To ensure the hospital is prepared to respond to emergencies, recover from them and minimize their impact
- 2) Provide critical business services
- 3) Provide timely direction, control and coordination to staff and other critical partners
- 4) Return to normal operations as soon as practical

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## Purpose of a Continuity of Operations Plan

To establish a policy and guidance to ensure the essential business functions of your hospital are continued in the event that a man-made, natural or technological emergency disrupts (or threatens to disrupt) normal business operations.

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## Getting Started

What is your hospital's Mission Statement?

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## Examples

**UNMC VISION:** *To be a world-renowned health sciences center, continuing the commitment to community health, providing state-of-the art health care.*

*To rank as a leading research center.*

*To deliver the best-educated health professionals and scientists into the practice world*

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## Examples

### **Good Samaritan Hospital, Kearney NE**

#### **Our Mission**

The mission of Good Samaritan Hospital is to nurture the healing ministry of the Church by bringing it new life, energy and viability in the 21<sup>st</sup> Century. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we move toward the creation of healthier communities.

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## Examples

### **Providence Medical Center**

**Our mission is to provide quality healthcare in the Spirit of Christ.**

The mission of Providence Medical Center is to promote Christ's ministry of healing by extending compassionate care in an environment consistent with the values and principles of our facility.

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## Examples

### Nemaha County Hospital

Our leadership strives to improve patient care and satisfaction every day.

“Quality Care Every time” call 402-274-4366

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Mission statements are important because they are the guts of what you stand for, who you are and where you intend to return.

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## A COOP will:

- ❖ Enable the hospital to operate with a significantly reduced workforce
- ❖ Diminished resources
- ❖ Diminished building capacity/capability

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## A COOP should include:

- ❖ Risk assessment
- ❖ Essential Functions\*
- ❖ Information Technology
- ❖ Authorities and References
- ❖ Concept of operations
- ❖ Activation and Relocation

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## A COOP should include (cont.):

- ❖ Decision Process\*
- ❖ Alert, notification and Implementation processes
- ❖ Leadership\*
- ❖ Delegation of Authority
- ❖ Devolution
- ❖ Alternate Facility Operations

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Whew!

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Of those topics, today we will look at:

- ❖ Essential Functions
- ❖ Unique needs
- ❖ Leadership

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## Resources for templates

- [www.calhospitalprepare.org/continuity-operations](http://www.calhospitalprepare.org/continuity-operations)
- [www.training-hippa.net/template\\_suite](http://www.training-hippa.net/template_suite)
  
- [www.fema.gov/planning-templates](http://www.fema.gov/planning-templates)
- [www.hrsa.gov/emergency](http://www.hrsa.gov/emergency)
- [www.mass.gov/eohhs](http://www.mass.gov/eohhs)

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## Discussions (That's where you talk, not me)

In both small and large groups discuss:

- What are your essential services?
- Who are your essential partners?
- What are the unique needs of small hospitals?
- What are the unique strengths of small hospitals?

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## Leadership

What part does Leadership play?

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## Leadership

Group discussion:

- 1) What are the personality traits of someone you LIKE?

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## Leadership

- 2) What are the personality traits of someone you DON'T like?

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## Summary

- ✓ Early in the process of writing your continuity of operations plan, it is important to consider the special needs, strengths and resources of your hospitals.
- ✓ Save time and energy by making use of templates that are available.
- ✓ Remember to include an exercise plan.

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## Next Steps

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_

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Thank You  
And Safe Travels

Come visit us in Nebraska any time!

Feel free to contact me at: [bdodge@unmc.edu](mailto:bdodge@unmc.edu)

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Disaster Planning for California Hospitals

Cultivating *Continuity*

Questions

