

Healthcare Business Continuity Planning Checklist



Identify **mission critical services and processes** to support patients during an emergency. An emergency is defined as any planned or unplanned situation that disrupts normal operations.



Prepare a list of **personnel deemed essential** to their specific clinic/ department's emergency operations and recovery.



Have a **Command Center plan** with pre-identified personnel that have the knowledge and authority to provide support to the emergency response and recovery activities. Ensure roles are defined including who will declare activation of the Business Continuity Plan (BCP).



Consider ways to **handle incoming patient calls**, patient visit types, and prescription management.



Document processes to ensure **clinic staff remains healthy**.



Create **IT and Communications Downtime Procedures**, including:

- Manual processes to follow such as provider notes and orders (lab, imaging),
- Disaster recovery process for downloading patient schedules and chart summaries for the next three days in the event of a loss of electricity, and
- Locations of vital records and how to access and use them.



Determine **alternate locations** to continue care in advance of activating the BCP.



Include **Evacuation Procedures** so staff will know, in advance, how to calmly exit.



Identify internal and external services and **steps to take if they are unavailable**. For instance, if your Radiology department is unavailable, refer to a local imaging center or the affiliated hospitals.



Identify mission critical **equipment and supplies**. Document your inventory including how long supplies will last and create a resupply list.



Identify **various emergencies** and develop checklists for addressing specific situations (fire, snow, pandemic).



Notify employees of BCP activation and processes to follow. Provide a link to on-line BCP processes for employees to access. Optimally, this is available separately from the organization's website and intranet in the event these are down. Also, develop Teleworking policies for employees working remotely.



Develop a **clinic closure checklist** addressing facilities, equipment and supplies, communications, alternate locations, and technology.



Develop processes for **recovery and resumption** of mission critical services.