

CONTINUITY OF OPERATIONS PLANS PROTECT BUSINESS

Is your organization prepared should a natural disaster strike? Natural disasters can cost businesses significant money, or worse, shut them down for good. The [National Centers for Environmental Information](#) has documented that since 1980, the United States has endured 178 weather- and climate-related disasters with a price tag topping \$1 billion each. The total cost of these events exceeds \$1 trillion.

Hospitals follow EM protocols to protect life and property should a natural, human-caused, or technological threat strike, but how do they safeguard their business operations and revenue? They establish a Continuity of Operations Plan (COOP).

Also referred to as a [business continuity plan](#), a COOP is an all-hazards roadmap to follow in case of a major interruption to operations. A COOP addresses maintaining or resuming business functions shortly after a disaster and reconstituting services at an alternate site, as well as business processes, human resources, and assets. According to FEMA, developing such a plan requires these [steps](#):

- Conduct a business impact analysis to identify time-sensitive or critical business functions and processes and the resources that support them.
- Identify, document, and implement to recover critical business functions and processes.
- Organize a business continuity team and compile a business continuity plan to manage a business disruption.
- Conduct training for the business continuity team and testing and exercises to evaluate recovery strategies and the plan.

The COOP should be periodically tested and reevaluated. The federal government offers [resources](#) for devising a healthcare COOP, or contact the EM Solutions™ team, which has expertise in writing, evaluating, and testing COOPs for healthcare and aviation customers. In September, EM Solutions Assistant Director Christopher Sonne presented on COOPs at the Indiana Hospital and Healthcare Preparedness Conference in Indianapolis.



INTERESTING LINKS

Infographic: Financial impact of natural disasters on business

Article: How five U.S. natural disasters affected hospitals

Article: Hospital CFOs discuss recovery efforts following natural disasters

DON'T LET ACTIVE SHOOTER TRAININGS BACKFIRE

Healthcare workers handle volatile situations on a daily basis—situations that are increasingly escalating to violence, including shootings in all types of hospitals. Hospital administrators are responding in part by enlisting outside resources to conduct trainings that empower staff to prevent and respond to shootings in their facility. However, active shooter trainings can backfire when implemented improperly, such as when exercises become too aggressive or staff members [mistake a drill for an actual shooting incident](#).

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100% COMPLIANCE AND MORE

EM Solutions has the expertise to assist healthcare organizations in fulfilling compliance requirements and preparing for any disaster—faster and with less expense than when these time-consuming responsibilities fall to hospital staff.

Every time EM Solutions has assisted healthcare organizations with emergency management compliance, their EM programs have met 100% of the standards surveyed. EM Solutions helps hospitals enhance their EM programs, improve access to grants, and gain perspective and efficiencies by offering:

- EM program administration and planning and compliance review
- Preparedness exercises
- Hospital Incident Command System (HICS) and decontamination and hazardous material training
- Evacuation and active shooter programs

The leadership team of Dr. Tracy Buchman, DHA, CHSP, CHPA, and Christopher Sonne, CHEC, ranks among the country's leading healthcare emergency management professionals. As nationally recognized subject-matter experts and speakers on all topics in the EM Solutions portfolio, they have worked with healthcare facilities coast to coast, from large medical centers to nursing homes and small critical-access hospitals. Their depth of industry knowledge and their experience with how healthcare community partners operate allow for realistic exercises that garner a higher quality of involvement from participants and deliver impeccable results for customers. Here's what some of their customers and colleagues have to say:

Barbara L. Dodge, Director of Hospital Preparedness Programs at The Center for Preparedness Education, University of Nebraska Medical Center, Omaha:

“Tracy can always be counted on to do her part and more on any project. You'll not find a more positive, focused, and intelligent person in the profession. Her skills and expertise are outstanding. And, she delivers training with charm, professionalism, and great integrity.”



Dr. Buchman

Mike Jordan, Emergency Management Director, Carolinas Medical Center, Charlotte, N.C.:

“Chris comes with an astounding amount of expertise in Emergency Management and Hospital Incident Management Structure, and shares that experience with his students in a manner that enforces knowledge retention and learning in a fun atmosphere. I have been an instructor for many years and own my own teaching company and I envy him for his priceless gift!”



Sonne

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When outsourcing active shooter education at your facility, make sure to hire an experienced professional specializing in healthcare-specific trainings. EM Solutions has trained more than 6,000 participants in active shooter prevention and response during the last several years. Unlike generic programs, our Comprehensive Hospital Active Shooter Program is designed especially for healthcare workers, including medical staff, professional support staff, and volunteers. Plus, it's cost-effective and fully compliant with numerous accrediting body guidelines.



Teresa Feidt, CNO/VP Patient Services at Stoughton Hospital, Stoughton, Wis., calls her collaboration with EM Solutions on her facility's first active shooter exercise “a wonderful experience. Everything was very positive.” She explains, “We decided to work with EM Solutions instead of doing these programs on our own because grant monies were available that enabled us to take advantage of their high level of expertise. Another benefit of working with EM Solutions is their knowledge of hospital Joint Commission training requirements. They provided the required after-action reports, which was an added bonus and a huge time and resource saver for us.”