



521 4th Street Havre, Montana 59501 • Phone: 406-395-4305 • Fax: 406-395-5643

POLICY

BUSINESS CONTINUITY PLAN

7015

The Bullhook Community Health Center Continuity of Operations Plan (COOP) or Business Continuity Plan (BCP) is a Supporting Annex to the Bullhook Community Health Center Emergency Operations Plan. It is the policy of Bullhook Community Health Center to maintain service delivery or restore services as rapidly as possible following an emergency that disrupts those services. As soon as the safety of patients, visitors, and staff has been assured, the clinic will give priority to providing or ensuring patient access to health care.

Purpose:

To increase the CHC's ability to maintain or rapidly restore essential services following a disaster.

Objective

1. Ensuring the continuous performance of Bullhook Community Health Center's essential functions.
2. Protecting essential functions, equipment, records, and other assets.
3. Reducing loss of life and minimizing damage and losses.
4. Achieving timely and orderly recovery from an emergency and resumption of full service to our customers.

Bullhook Community Health Center Business Continuity Planning Team:

This includes all members on the Emergency Preparedness Committee and is made up of a multi-departmental group.

Current Members for 2017-2018 are as follows:

CEO

COO

CFO

Pharmacy Manager

Front Desk Lead

Behavioral Health Coordinator

Dental Coordinator

Nurse

Order of Succession (for the assumption of leadership positions when the incumbent is unable to or unavailable)

1 st (CEO)	406-395-6903
2 nd (CFO)	406-395-6904
3 rd (COO)	406-395-6947

Delegation of Authority To ensure the continued operation of departments and their essential functions the following individuals are authorized to make decisions affecting Bullhook Community Health Center

1 st (CEO)	406-395-6903
2 nd (Finance)	406-395-6904
3 rd (Operations)	406-395-6947
4 th (Medical)	406-395-6951
5 th (Dental)	406-395-6929
6 th (Pharmacy)	406-395-6906
7 th (Lab)	406-395-6922
8 th (Behavioral Health)	406-395-6907

Activation Triggers

A situation, or combination thereof, in which a staffing or communications or severe damage occurs to Bullhook Community Health Center.

Communications

See the EOP Annex C, Communications.

Mission Essential Services List Each element requires support; be that staff, work space, utilities, etc. Identify the support mechanisms for each.

Departments:	Describe Needed Activities (EOP SOP?):
Medical	<u>Utilize SOPs written for Department</u>
Front Staff	<u>Utilize SOPs written for Department</u>
Laboratory Services (Lab):	<u>Utilize SOPs written for Department</u>
Information Technology (IT):	<u>Contract with First Call</u>
Billing Department:	<u>Utilize SOPs written for Department</u>
Dental:	<u>Utilize SOPs for Department</u>
Behavioral Health:	<u>Utilize SOPs for Department</u>
Pharmacy:	<u>Utilize SOPs for Department</u>
MHIP:	<u>Utilize SOPs for Department</u>
Pharmacy Services:	<u>Utilize the SOPs for Department Specifics</u>
Public Relations:	<u>Utilize the Pre-canned media releases and script</u>

In addition, all departments will follow Bullhook Community Health Center policies included in Emergency Operations Plan Folder for specifics related to emergency or events.

Alternate Care Site for the continuation of essential functions for no more than a couple of weeks. Have operational within 12 hours after the event. See EOP Annex E, Evacuation.

Primary:	<u>Bullhook Community Health Center</u> 521 4 th Street Havre MT 59501
Alternate:	<u>Van Orsdel Methodist Church</u>

410 5th Ave Havre MT 59501

NECESSARY SUPPLIES/EQUIPMENT/SUPPORT

Refer to attachment J for a list of supplies needed to manage essential functions of Bullhook Community Health Center.

Policy on Devolution

Transfer of authority and responsibility for mission essential functions from Bullhook Community Health Center to alternate location will be made by Incident Commander in order to have operations back up and running. Incident Command will be in the Executive Conference Room at Bullhook Community Health Center or at Van Orsdel Methodist Church if alternate site needed.

Reconstitution

Bullhook Community Health Center will follow an all-hazards approach in the event of an emergency, this continuity plan and emergency plan will be executed as instructed by Incident Commander. In order to ensure services, essential functions identified, including patient care, medical triage and treatment, mental health services, finance, medications, lab services, medical billing for procedures, patient tracking and dental care. Essential services should be restored within 12 hours of initial incident.

In the event the facility suffers severe damage to the structure or staffing, Bullhook Community Health Center will make all efforts to relocate and set up services at alternate site, Van Orsdel Methodist church to perform essential functions.

Training, Tests, and Exercises for staff on this Plan Annex will be included in the Multi-year Training and Exercise Plan (MyTEP).

Continuity of Operations
Bullhook Community Health Center

Procedure:

Bullhook Community Health Center will take the following actions to ensure:

1. Patient, visitor and personnel safety:

a. Develop, train on and practice a plan for responding to internal emergencies and evacuating clinic staff, patients and visitors when the facility is threatened. (See policy 7003 for emergency codes, procedures and clinic evacuation).

2. Continuous performance or rapid restoration of the clinic's essential services during an emergency:

a. Develop plans to obtain needed medical supplies, equipment and personnel. Backup location is Van Orsdel Methodist Church, if clinic unable to operate, will refer patients to Northern Montana Hospital or nearest operating medical facility.

3. Protection of medical records:

a. To the extent possible, protect medical records from fire, damage, theft and public exposure. If the clinic is evacuated, provide security to ensure privacy and safety of medical records.

4. Protection of vital records, data and sensitive information:

a. Ensure offsite back-up of financial and other data.

b. Store copies of critical legal and financial documents in offsite location

c. Protect financial records, passwords, credit cards, provider numbers and other sensitive financial information.

d. Update plans for addressing interruption of computer processing capability.

e. Maintain a list of contact vendors who can supply replacement equipment (see attachment K in Emergency Operations Plan).



CHIEF EXECUTIVE OFFICER

Date: 3-21-18



CHAIR, BOARD OF DIRECTORS

Date: 3/12/2018

Date first adopted	09/11/2017
Date Revised/QI Board approval	08/30/2017, 02/28/2018
New date adopted/Board of Directors approval	09/11/2017, 03/12/2018