

# BUSINESS CONTINUITY PLAN MEDICAL INFORMATION

[COMPANY NAME]

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## 1. AIM OF THE PLAN

The aim of this local business continuity plan is to ensure the [COMPANY NAME] Medical Information department is able to continue to deliver essential medical information services in the face of a disruptive incident.

## 2. OBJECTIVES OF THE PLAN

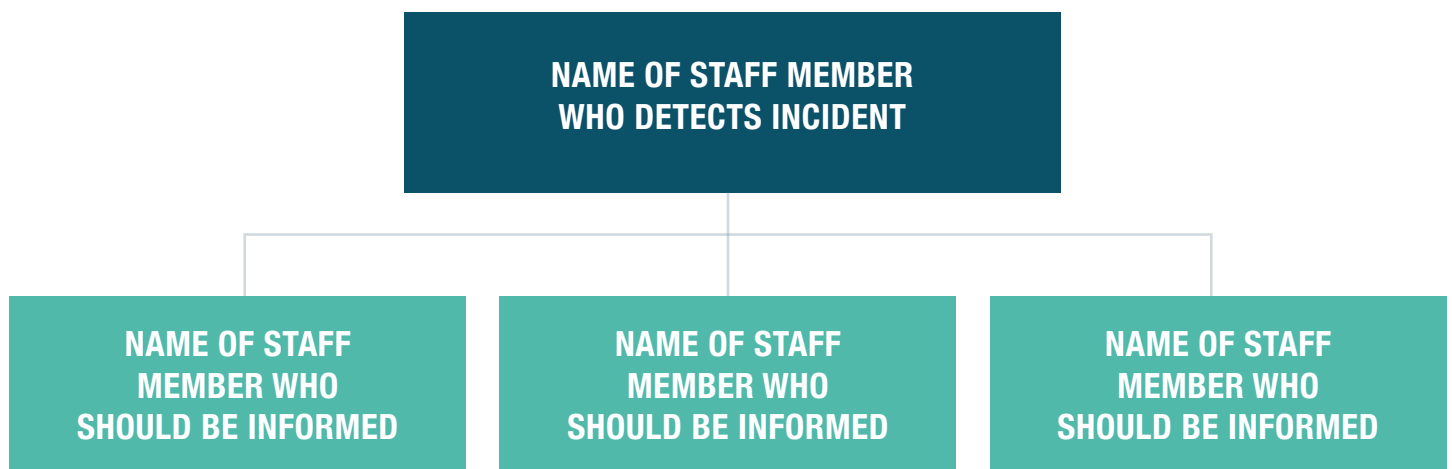
The key objectives of the plan are to:

- Provide basic information about the service, including staff and core supplier contact information
- Provide an overview and prioritisation of essential services delivered by the department to patients and healthcare professionals
- Outline and analyse known risks to delivery of these services, including reduction of risks where possible
- Provide a framework for responding to any disruptive incident the department may face
- Identify some of the key actions staff can take in a disruptive incident.

## 3. NOTIFICATION/DISTRIBUTION LIST

### 3.1 WHO NEEDS TO BE INFORMED

This section outlines who should be informed in the event of an incident. If this is complicated, a cascade diagram (such as the example below) may be appropriate. Contact details should be added to 3.2 rather than in the cascade diagram.



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### 3.2 CONTACT DETAILS OF STAFF INVOLVED IN BCP PROCESS

These should not be in the form of a cascade diagram. Up-to-date contact details should be added to a table such as the below.

NAME	ROLE	TEL

### 3.3 ROLES OF STAFF IN AN INCIDENT

This section should detail the roles of each staff member when notified of an incident. This includes who should be responsible for recovery after the incident, and/or whether anyone else needs to be informed of the incident.

POSITION	ROLE IN AN INCIDENT

## 4. YOUR BUSINESS PRIORITIES: CRITICAL FUNCTION CHECKLIST

### 4.1 LIST OF FUNCTIONS UNDERTAKEN BY THE MEDICAL INFORMATION DEPARTMENT

Indicate if the failure of the function would impact any of the wider business.

The risk assessment for each function is listed in section 5.1, and this table is a summary of those functions.

Use the following classifications to ascertain priority.

**Critical** – losing this function is critical and there is a high impact on the wider business. For example, patient safety issues. The function needs to be recovered in as short a time as possible.

**Important** – there would be a medium impact on the wider business, and the function needs to be recovered quickly, but this is not a critical function.

**Needed** – no impact, and the function needs to be recovered when possible.

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### 4.1 LIST OF FUNCTIONS UNDERTAKEN BY THE MEDICAL INFORMATION DEPARTMENT (CONTINUED)

REFERENCE	PRIORITY	FUNCTION	TIMEFRAME
Number of function, 1,2,3,4 etc	Critical/important/needed	[Name of function or activity e.g. Receiving queries]	[Recovery timeframe e.g. restore within 2 hours]
1			
2			
3			
4			
5			

### 4.2 DISRUPTION TO BUSINESS FUNCTIONS

This section asks you to describe the impact of not delivering each of the business functions you identified in section 4.1.

FUNCTION NUMBER	What is the maximum amount of time that this function could remain undelivered?	Impact over time: Indicate where and when you consider serious impact will occur					Comments/justification (where an impact over time has been identified)	
		VERY HIGH		HIGH	MEDIUM	LOW		VERY LOW
		0-6 HOURS	6-12 HOURS	12-24 HOURS	1-3 DAYS	4-7 DAYS		2-6 WEEKS

## 5. CRITICAL FUNCTION ANALYSIS AND RECOVERY PROCESS

### 5.1 RISK ASSESSMENT

Use the below table to ascertain risk.

IMPACT	Catastrophic (5)	LOW	HIGH	VERY HIGH	VERY HIGH	VERY HIGH
	Significant (4)	LOW	HIGH	VERY HIGH	VERY HIGH	VERY HIGH
	Moderate (3)	LOW	LOW	HIGH	HIGH	HIGH
	Minor (2)	LOW	LOW	MEDIUM	MEDIUM	MEDIUM
	Insignificant (1)	LOW	LOW	LOW	LOW	LOW
		Negligible (1)	Rare (2)	Unlikely (3)	Possible (4)	Probable (5)
		LIKELIHOOD				

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Each identified function in 4.1 should have its own table.

### FUNCTION 1

REFERENCE:	CRITICAL FUNCTION:	PRIORITY:
Responsibility:	Name of the person overseeing this activity	
Potential impact on organisation if interrupted:	Examples are patient safety, legal implications, financial implications etc	
Likelihood of interruption to organisation:	Use table above to classify risk of disruption	
Recovery timeframe:	(how quickly must this function be recovered to avoid lasting damage)	
RESOURCES REQUIRED FOR RECOVERY:		
Data / IT systems	What needs to happen to get IT systems back up and running in the event of an issue, and who is responsible? For example- are IT required to help facilitate recovery of the system?	
Premises	Can colleagues work from home in the event of an issue?	
Communications	Who needs to be contacted in the event of an issue?	
Equipment	What equipment (if any) is needed to resolve the issue?	

### FUNCTION 2

REFERENCE:	CRITICAL FUNCTION:	PRIORITY:
Responsibility:	Name of the person overseeing this activity	
Potential impact on organisation if interrupted:	Examples are patient safety, legal implications, financial implications etc	
Likelihood of interruption to organisation:	Use table above to classify risk of disruption	
Recovery timeframe:	(how quickly must this function be recovered to avoid lasting damage)	
RESOURCES REQUIRED FOR RECOVERY:		
Data / IT systems	What needs to happen to get IT systems back up and running in the event of an issue, and who is responsible? For example- are IT required to help facilitate recovery of the system?	
Premises	Can colleagues work from home in the event of an issue?	
Communications	Who needs to be contacted in the event of an issue?	
Equipment	What equipment (if any) is needed to resolve the issue?	

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## FUNCTION 3

REFERENCE:	CRITICAL FUNCTION:	PRIORITY:
Responsibility:	Name of the person overseeing this activity	
Potential impact on organisation if interrupted:	Examples are patient safety, legal implications, financial implications etc	
Likelihood of interruption to organisation:	Use table above to classify risk of disruption	
Recovery timeframe:	(how quickly must this function be recovered to avoid lasting damage)	
RESOURCES REQUIRED FOR RECOVERY:		
Data / IT systems	What needs to happen to get IT systems back up and running in the event of an issue, and who is responsible? For example- are IT required to help facilitate recovery of the system?	
Premises	Can colleagues work from home in the event of an issue?	
Communications	Who needs to be contacted in the event of an issue?	
Equipment	What equipment (if any) is needed to resolve the issue?	

**\*This table may be copied for further critical functions and activities\***

## 6. SERVICE LEVEL AGREEMENTS (VENDORS)

Are there any contractual arrangements i.e. SLA requirements to deliver the functions of the department?  
Details of these should be added below.

COMPANY NAME (WHO THE SLA IS WITH, OR VENDOR)	WHICH FUNCTION THE VENDOR IS RESPONSIBLE FOR PROVIDING (IN 5.1)	DAY AND TIME DUE	IMPACT AND PENALTY IF NOT DELIVERED
	What is the function, for example does the vendor provide medical information or translation services?	How often does the vendor provide the service?	(detail level of impact + rationale, such as non-compliance with processing of adverse events within relevant timelines or financial implications)

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### 7. EMERGENCY RESPONSE CHECKLIST

This page should be used as a checklist during the emergency.

TASK:	COMPLETED (DATE, TIME)
<b>ACTIONS WITHIN 24 HOURS:</b>	
Start of log of actions undertaken	
Contact those in section 3.1 (or start the cascade diagram)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc.	
Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc	
Identify which critical functions have been disrupted (use section 4.1)	
<b>DAILY ACTIONS DURING THE RECOVERY PROCESS:</b>	
Daily reports received from recovery team (those responsible for recovering the function, such as the IT team)	
Provide information to: <ul style="list-style-type: none"><li>• Staff</li><li>• Vendors (if applicable)</li><li>• Those in the cascade diagram (if applicable)</li></ul>	
<b>FOLLOWING THE RECOVERY PROCESS:</b>	
Arrange a debrief of all staff and identify any additional staff welfare needs	
Use information gained from the debrief to review and update this business continuity management plan	

### 8. BCP DOCUMENT CONTROLS

<b>DATE PUBLISHED</b>	
<b>VERSION NUMBER &amp; TYPE (E.G. DRAFT, FINAL ETC.)</b>	
<b>DATE OF BCP REVIEW DUE</b>	

### 9. AUTHORISATION

<b>SIGNATURE OF DEPARTMENT HEAD:</b>	Date:	Name:
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