

Business Continuity Management

AAPM e-seminar

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Session outline

- What is Business Continuity Management?
- The BCM process

Reference: Standards Australia HB 221:2004



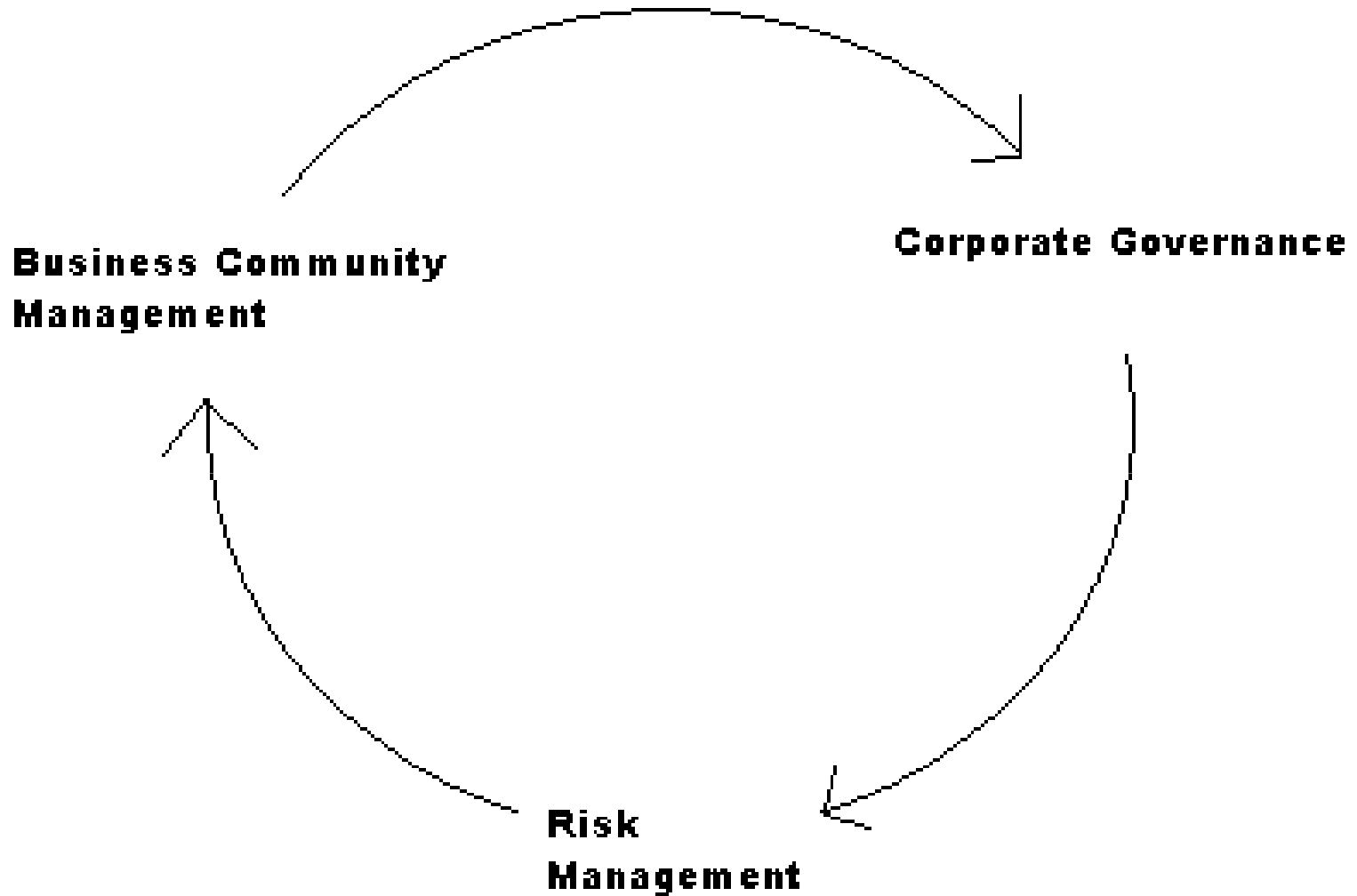
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Business Continuity Management

- Business continuity and disaster recovery are important elements to general management
- Recognised now to be essential to
 - Sound risk management
 - Corporate governance, and
 - Quality management





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Some Key elements of BCM

Understand:

- The overall context in which the practice works
- What absolutely must be achieved by the practice
- The barriers to achieving these critical objectives
- The outcomes of remaining residual risk



Further Key elements of BCM

Ensure

- Staff understand their roles when a major disruption occurs
- Individual accountabilities are understood during emergency, continuity and recovery phases
- Integration of BCM into the “way we do business”



BCM process

Abridged from Standards Australia:

1. Commencement
2. Risk analysis
3. Impact analysis
4. Response strategies
5. Documentation
6. Testing and training



1 – Commencement

- Recognising the need for BCM
- Identifying the champion, helpers and time line
- Establish reporting framework
- Business continuity policy



Example of Business Continuity policy

In the event of disaster, we aim to meet the following objectives:

- 1 Provide timely availability of all key resources to operate the clinical medical practice at a level of operation
- 2 Ensure staff welfare and confidence
- 3 Maintenance patient and referring practitioners contact and confidence



- 4 Fulfil regulatory requirements
- 5 Control expenditure of extraordinary costs caused by the event
- 6 Apply the risk management framework to the priority areas



2 – Risk analysis

- Determine the critical success factors for your practice
- What are the critical processes or assets?



Areas for analysis

- Financial
- Information technology
- People
- Operations
- Market
- Physical
- Knowledge management
- Governance
- Infrastructure and assets
- Fraud
- Medic-legal
- Politico-legal



Area	Risk	Critical success factor
Financial	<ol style="list-style-type: none"> 1. Cash flow 2. Increase in debtors 3. Change to health funding model 	<ol style="list-style-type: none"> 1. Cash flow budget 2. Billing policy Debt prevention policy Debt recovery policy 3. Maintain knowledge of trends
IT	<ol style="list-style-type: none"> 1. Loss of data 2. Breakdown of equipment 3. Theft of data 4. Breach of confidentiality 5. Breakdown of support – hardware 6. Breakdown of support – software 	<ol style="list-style-type: none"> 1. Back up system Back up storage Data restore 2. Maintenance program Reliable repair service Reliable spare parts service 3. Secure passwording system 4. Secure passwording system Firewall 5. Availability of multiple suppliers 6. Availability of multiple suppliers



<p>Physical</p>	<ol style="list-style-type: none"> 1. Building electricity supply 2. Fire risk 3. Break in 4. Theft 5. Flood 6. Storm damage 	<ol style="list-style-type: none"> 1. Circuits not overloaded Regular testing of RCD Regular visual examination of electrical leads & equipment 2. Regular checking of fire fighting equipment Regular checking of smoke detectors Regular fire safety training Secure back to base alarm 3. Secure back to base alarm Secure building 4. Secure back to base alarm Secure building Secure store of monies 5. Adequate drainage Evacuation plan for critical equipment 6. Adequate drainage Evacuation plan for critical equipment
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3 – Risk impact

BCP Escalation

Level	Description	One or more of the following apply:
1	Minor incident (normal operating procedures apply)	The incident is unlikely to affect critical business operations and can be dealt with at the operational level. BCP not required
2	Minor disruption to critical business process (normal operating procedures apply)	Critical business process interrupted. It is expected to be dealt with at the operational level. Business manager notified, BCP not required
3	Significant disruption	Denial of access to the business site, Key supporting technology failure for more than 24 hours Business manager notified, BCP required
4	Major disruption	Denial of access to the business site, Key supporting technology failure for unknown period Business manager notified, BCP required



4 – Response strategies

Following a major incident, response follows:

1. Emergency response
2. Continuity response
3. Recovery response



5 – Documentation

BCM plan

1. BCM policy
2. Area – Risks & Critical Success Factors
3. Area
 - i. Prevention
 - ii. Responses



6 – Testing and Training

1. Testing
2. Feedback
3. BCM specific training sessions



Conclusion



Despite the fact that it was nearly two weeks late, Dan was confident that Ms. Williams would be blown away by his disaster prevention plan.



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