Emergency Management and

Business Continuity Plan

Diagnostic Imaging

# <insert logo here>

Emergency Management and

Business Continuity Requirements

**Diagnostic Imaging is a mission critical department requiring the continuity or immediate recovery of services and processes.**

# Mission Critical Processes and Applications

**RECOVERY TIME [0-2 hours]**

|  |  |  |
| --- | --- | --- |
| **PROCESS** | **APPLICATION** | **DOWNTIME POLICY** |
| CT Scan  | * PACS
* Powerscribe
 |  |
| Xray |
| MRI  |
| Ultrasound |
|  |  |
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Key services for patient care and services critical to recovery from the disaster will be maintained. All available and appropriately licensed radiology personnel will assist in taking portable X-Rays of those needing this service in the ER or other identified triage area. All available and appropriately licensed nuclear medicine personnel will assist in monitoring and decontaminating any suspected radiation contamination. All other licensed personnel will be assigned as appropriate to either maintain existing imaging services or provide emergency imaging services as needed. Non- licensed personnel will assist in basic patient rescue, observation, or will provide courier service as assigned. If needed, mobile supplies of CT, MR, or other high tech equipment may be brought on site to provide these services.

* Call extension <insert extension here>, and if necessary, report to the Imaging Command Center located in <insert location here>. If the Command Center is impacted by the disaster, employees are to report to <insert location here>.
* Assess which modalities are operational.
* Determine if there is access to priors on either the modalities or on EPIC. If EPIC is available, use EPIC.
* Can you transmit images - either electronically or hard copy? If hard copy, print the image. If printing the image, the receiving department (ED, OR) requires a view box to read the printed image.
* Radiologist reads and dictates the study (electronically or hard copy). The transcribed dictation needs to be communicated electronically, by fax or by courier.
* The only patients that will take priority over the ED patients assigned a bed, are those experiencing life threatening emergencies elsewhere in the hospital and surgical cases in progress. NOTE: Relocation will be coordinated with the Hospital Command Center as appropriate.
* Arrange for patient transportation to alternate imaging location.
* Cancel Mammography, Nuclear Med, IR and Vascular Ultrasound if needed to allocate resources to critical services.
* Work with Facilities Services to prepare area for inbound mobile equipment and bring to ICUs and ED if needed.
* Cancel outpatient except emergency
* Triage inpatient based on severity w/Radiologist
* Place staff at door to greet and reschedule
* Request emergency variances
* Secure mobile services for CT. X-ray is portable and will continue services

**RECOVERY TIME [12-72 hours]**

|  |  |  |
| --- | --- | --- |
| **PROCESS** | **APPLICATION** | **DOWNTIME POLICY** |
| Nuclear Medicine/PET Scan | * QARG (Nuclear Med Only)
* M/MODAL (Mammography Only)
* PACS
* Powerscribe
 |  |
| Interventional Radiology |
| Mammogram |
| Vascular Ultrasound |
|  |  |

## Radiation Spills

In the event of a radiation spill, the following process will be employed to contain and control the spread of contamination:

* Clear the area.
* Notify all persons not involved in the spill to vacate the room. They should remain just outside the room until it is determined that they are free from contamination unless full building evacuation is necessary.
* Confine the movement of potentially contaminated personnel to prevent the spread.
* Close the room and lock the door.
* Call the Radiation Safety Office <insert extension here> immediately for assistance. They will supervise the cleanup of the spill and complete the contamination worksheet and decontamination report.

# Continuity Procedures

## Following an event that impacts your department and/or your operations, consider the following:

* Round on patients
* Facilitate physician’s orders
* Identify critical operation points, functions or skills necessary for continuity of operations (e.g., management staff; specific levels of expertise, training or experience; recording or documentation requirements; health and safety concerns)
* Assess need to close department and/or relocate services
* Update Hospital Command Center (HCC) regarding department status, including resource needs, closure requirements and staffing shortages
* Plan for service reduction based on need, critical nature of service and recovery times in plan
* Communicate with incident command, all interdependent departments and other affected services regarding status and strategies for continuity/recovery
* Provide written notification to employees regarding status and strategies for continuity/recovery for the duration of the event and compensation provisions, if feasible
* Document the duration of the event
* Track, record and report all expenses during and related to the event:
	+ Loss of revenue (i.e.: income the hospital will not receive due to interruption of care)
	+ Physical losses (i.e.: damage done to space and equipment)
	+ Fixed costs (i.e.: non-variable costs paid whether department is operating or not)
	+ Operating costs (i.e.: variable costs that may increase due to the event)
* Track, record and report all on-duty time for personnel who are working during the event.
	+ Establish and maintain documentation of all payroll activities
	+ Ensure records are accurate and complete.
	+ Keep time sheets on all staff (exempt or not)
	+ Provide instructions to all employees to ensure time sheets and travel expense claims are completed properly
	+ Ensure that time records, travel expense claims, and other related information are prepared and submitted to payroll
* Retain all invoices to ensure all costs are captured and attributable to the event
* Establish and maintain documentation of all purchasing activities
* Track costs for use of equipment purchased and leased during the event

# Personnel Procedures

Employee Checklist

* Report to your department
* Bring/Wear ID Badge at all times
* Receive assignment from Department/Unit Manager
* Report to Labor Pool at the direction of Department/Unit Manager
* Prepare to stay/sleep at the Medical Center and bring the following: Bottled Water
* Toiletries
* Flashlight
* Personal Medications
* Change of Clothing

## Following an event that impacts your department and/or your personnel, consider the following:

* Evaluate immediate and ongoing staff needs based on existing and predicted levels of human resources available
* Activate your call list
* Notify Employees: communicate event impact, estimated duration and location/time/frequency of updates
* Determine staff availability
* Notify human resources, managers, union representatives and other key personnel as to status and plan implementation
* Coordinate alternative staff resource options with human resources. If needed:
	+ Identify similar core competencies that exist
	+ Request staffing needs update from the labor pool to sustain essential functions
	+ Secure contract staff or borrow from another facility
	+ Cross train staff with similar competencies by educators
* Develop and implement contingency staffing schedules and Implement alternative staff resource options that may supplement staffing needs (i.e., runners)
* Use sign in and time reporting sheet to account for all staff and hours during incident

ALTERNATE WORK OPTIONS

* Identify alternate work options available through “telecommuting” or other off-site possibilities as determined in departmental BCPs
* Assess flexible leave options that would allow employees to address family needs while continuing to support the employing organization through a flexible work plan
* Collaborate with EIS for remote access for staff performing mission critical processes

HEALTH AND SAFETY

* Evaluate potential health and safety issues with Environmental Health and Safety that might arise through diversion of staff to new job roles

FAMILY CARE PLAN

It should be assumed during a disaster that all employees might be needed. If staff must perform role at the medical center and requires care for dependents during the response, confirm with the Hospital Command Center that the Family Care Plan has been activated.

* Work with Environmental Services to set up space for over night arrangements
* Communicate with food services needs to accommodate staff staying overnight and working extra shifts

# Interdependencies

To perform mission critical processes, the department depends on the following internal and external services.

Beyond support services, a primary dependency for the imaging departments is the need for specific skilled staffing.

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| --- | --- | --- |
| **INTERDEPENDENCY** | **SERVICE/PROCESS** | **ACTIONS IF SERVICE IS UNAVAILABLE** |
| Radiologist | Image receipt and interpretationCommunication of results to provider | * Contact extra emergency radiologists
 |
| Technologists |  |  |
| Imaging Nurses |  |  |
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# Mission Critical Equipment and Supplies

* Conduct Inventory and document status of equipment and supplies
* Check condition of storage or onsite stockpiles to determine the level of damage, if applicable
* Create a resupply list
* Assess how long department can operate with available equipment and supplies
* Request assistance from HCC for Mutual Aid Agreement, if needed
* Contact imaging equipment vendors/technicians to initiate assessment and repairs.

| **MISSION CRITICAL EQUIPMENT AND SUPPLIES**  |
| --- |
| **EQUIPMENT/SUPPLY ITEM** | **QUANTITY/PAR LEVEL** | **POST INCIDENT INVENTORY** | **GAP/AMTNEEDED** | **ACTIONS IF ITEM IS UNAVAILABLE** |
| Stationary and portable acquisition devices |  |  |  |  |
| Gurney/Wheelchairs |  |  |  |  |
| Patient Monitors |  |  |  |  |
| Workstation on Wheels |  |  |  |  |
| Lead Aprons |  |  |  |  |
| Crash Carts |  |  |  |  |
| Oxygen |  |  |  |  |
| Portable Defibrillator |  |  |  |  |
|  |  |  |  |  |

# Vendors/Resources Call List

| COMPANY | POINT OF CONTACT | PHONE NUMBER | EMERGENCY CONTRACT IN PLACE Y/N? |
| --- | --- | --- | --- |
| *Vendor Contacts for Major Equipment Centers* |
| Carestream: X-Ray |  |  |  |
| GE Service |  |  |  |
| OEC Service: C-Arms |  |  |  |
| Pharma Rx [www.pharma-rx.com](http://www.pharma-rx.com/) *Nuclear Medicine Lung Scan Supplies* & *Kits* |  |  |  |
| Philips Service |  |  |  |
| Siemens Service |  |  |  |
| Toshiba Service |  |  |  |

| lnvivo / Philips *MRI Safe Electrodes* Neonatal QuatrodeQuatrode 3Quatrode 4 |  |  |  |
| --- | --- | --- | --- |
| McKesson: *MRI* & *CT Contrast Agents* |  |  |  |
| Medline |  |   |  |
| Microtek Medical: Ultrasound Probe CoversIntraoperative prove cover with gel |   |  |  |
| Cardinal Health: *Nuclear Medicine Radiopharmaceuticals* |  |  |  |

# Mission Critical Vital Records

| **RECORD NAME** | **LOCATION** | **ALTERNATE BACK UP SOURCE** | **RECORD TYPE** **PAPER/ELECTRONIC** |
| --- | --- | --- | --- |
| Employee files | [Insert Record Location] |  | Paper |
| Procedure outline forms |  |  | Paper |
| Patient Records |  |  | Electronic |
| Waiver, transfer forms, and process |  |  | Paper |
| Alternate location outline |  |  | Paper |
| Call Tree |  |  | Paper |
| Vendor List |  |  | Paper |
| Temporary MRN system to identify patients |  |  |  |
|  |  |  |  |

# Staff Call List

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **FIRST****NAME** | **LAST****NAME** | **JOB** **TITLE** | **SHIFT** | **EXTENSION** | **PAGER** | **HOME** | **CELL** | **ETA [mins]** |
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Evacuation and Relocation Procedures

# Evacuation Procedures

* <Insert procedures for each building here>

# Relocation Procedures

* To continue critical services, patients can be relocated to alternate operating imaging locations.
* View all other appointments and reslot patients into available spot.

# Recovery Procedures

**Prior to recovery and resumption of services at the primary site, it is essential to determine the status of the facility and equipment. Once it is confirmed that essential infrastructure and supplies are available, efforts to recover at the primary patient care area can be initiated.**

* Identify missing or damaged medical equipment
* Assist Biomed team to return and reconfigure medical equipment that was moved or disconnected during the relocation Work with Biomed teams and vendors to ensure that any specialized medical equipment and systems are functioning correctly.
* Work with IT and Communications to identify missing or damaged computers or communications equipment.