Emergency Management and

Business Continuity Plan

Pharmacy

# <insert logo here>

Emergency Management and

Business Continuity Requirements

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

# Mission Critical Processes

* **Obtain a Fire/Disaster manual (located in each Pharmacy area).**
  + Life Safety: assess affected areas and identify need to evacuate.
  + Evacuate area as outlined in the Fire/Disaster Manual.
  + Call <insert extension> to report life safety event.
* **Perform Service Assessment:**
  + Call each area using disaster phone tree in the manual and obtain status

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|  | Can normal operations continue or limited? | Will current supplies and staff be able to maintain operation? | Can service be relocated to an alternate location? | Will service close? |
| IVRoom |  |  |  |  |
| Central Pharmacy |  |  |  |  |
| SCCTRx, |  |  |  |  |
| PedsRx |  |  |  |  |
| StatRx |  |  |  |  |
| OR Rx |  |  |  |  |
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* Notify Chief Pharmacy Officer (CPO) or Manager of above status using the disaster phone tree in the manual
  + CPO or Manager implements Pharmacy Disaster Plan.
  + Call tree to call staff scheduled for the next shift and next day to ensure they are able to report to work.
* **Contact the Hospital Command Center (HCC) at <insert phone number>, or by email at <insert email>, or in-person and provide the following information:**
* Designated department name and location.
* The contact person for department or area, phone and pager number (if applicable).
* Area status, damage, flooding, etc.
* Level of service, especially services no longer available.
* Level of staff; number needed to continue level of service, or staff available for release to Labor Pool.
* Report to the HCC if there is a change in status after initial report.
* **Set up Pharmacy Command Center in the Central Pharmacy** 
  + If Central pharmacy not accessible next available location below
    - <insert location here>
* **Refrigeration Loss:**
* Identify alternate refrigeration space-Dietary or other pharmacy satellite space
* Move medications
* **Provide disaster cart and 2 universal CPR trays to a triage area identified by HCC (if applicable).**
  + In case elevators are not functioning, the disaster cart may be transported via <insert location here>.
* **Disaster /Chemical Biological Antidotes Cart**
  + **Provide disaster cart and 2 universal CPR trays to a triage area identified by HCC (if applicable).**
    - Keys to access cart location are located in <insert location here>
    - The Cart is located in <insert location here>
    - In case elevators are not functioning, the disaster cart may be transported via <insert location here>.
  + **Retrieve a copy of the following references from <insert location here>:**
    - Terrorism Agent Information and Treatment Guidelines for Clinicians and Hospitals. An electronic copy is also available <insert location here>
    - Treatment of Infections and Syndromes caused by Biological and Chemical Weapons
* **Emergency/Disaster Cache:**
* This Cache should only be accessed if requested by either Federal or Local government agencies.
* Located in <insert location here>.
* A key is needed to access the Cache area
  + Keys are located in <insert location here>.
* The Emergency/Disaster cache is located in <insert location here>
  + All cabinets are locked. Keys are located in <insert location here>.
* Contents of each of the cabinets of the Emergency/Disaster cache can be found in <insert location here>.

# Mission Critical Equipment and Supplies

* **Dispensing Supplies:**
  + Supplies are located in the <insert location here>
  + Dispensing Gear are located in <insert location here>. Dispensing gear includes:
    - 10x boxes of white labels (4/box) and 22x boxes of white labels (2/box)
    - 2 log books, 2 left-handed counting trays, 6 right-handed counting trays, 24 blue pens, 24 red pens, and 24 black pens.
    - Labels, containers, waterproof pens, markers, and paper.
* **Conduct Inventory and document status of equipment and supplies below**
  + 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

| **MISSION CRITICAL EQUIPMENT AND SUPPLIES** | | | | |
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| **EQUIPMENT/SUPPLY ITEM** | **QUANTITY/PAR LEVEL** | **POST INCIDENT INVENTORY** | **GAP/AMTNEEDED** | **ACTIONS IF ITEM IS UNAVAILABLE** |
| Computers |  |  |  | * Hand written order to be picked up or deliver by pharmacy |
| Fax |  |  |  | * Tube paper orders to pharmacy |
| Phone |  |  |  | * Use cell phone |
| Printer to print medication labels |  |  |  | * Pharmacist to hand-write labels and orders |
| Freezer |  |  |  | * Use Dietary's freezer |
| IV Hood (Positive Air Flow) |  |  |  | * Prepare IV outside hood but with shorter stability |
| IV Hood (Negative Air Flow) |  |  |  | * Can't prepare chemo |
| Refrigerator |  |  |  | * Move medications to another functional refrigerator in the hospital |
| Pneumatic tube system |  |  |  | * Deliver by hand |
| Transfer Medication Cart |  |  |  | * Deliver in person |
| Rapid Sequence Intubation Kit |  |  |  | * Use Anesthesia cart |
| Anesthesia Trays |  |  |  | * Use Anesthesia cart |
| Pyxis |  |  |  | * Open Pyxis and use cassette system for routine meds |
| C2 Safe |  |  |  | * Open C2 Safe with key and dispense. Rotate stocks among Pyxis |
| Bar code scanning |  |  |  | * Bypass barcoding process |
| Pump integration |  |  |  | * Bypass integration and manually program pumps |
| Milt labelers |  |  |  | * Hand write labels (no BCMA) |
| Carousel |  |  |  | * Manually turn shelves |
| Swisslog |  |  |  | * Manual cartfill for all doses |
| IV room supplies |  |  |  |  |
| Compounding supplies |  |  |  |  |

# Mission Critical Applications

***Inpatient/THO/SOCCI Applications:***

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|  | **RECOVERY TIME [0-12 hours]** | **RECOVERY TIME [> 12 hours]** |
| **Pyxis Extended Downtime:** | **Pyxis Extended Downtime:**   1. **No power:**    * Medications should be dispensed from the <insert location here>. Only when supply is depleted in these locations, should the Pyxis inventory be accessed.    * Turn power switch to off (located on the right rear of the station).    * Obtain the two keys to open the Pyxis station.    * Remove the back access panel.    * Press the red release lever on the right side of the drawer and push the drawer out. Repeat for each drawer – only one drawer should be open at a time.    * Pry open the cubie – cubies accessed in this fashion will need to be replaced when the disaster has resolved. Move controlled medications to a locked drawer or cabinet.    * Work with Nursing AOD to ensure there is someone assigned to monitor medications while the machine is open. 2. Power on: contact the Pharmacy Pyxis support team and request the affected machine(s) be placed on critical override. Pyxis helpdesk: (800)-727-6102, account <insert acct # here> | |
| **MedCarousel Extended Downtime:** | 1. Call McKesson/Ascent (<insert acct number>) at 800-700-8737, option 5 and inform them of the current issue. 2. Retrieve medication map from <insert location here>. 3. Refill Pyxis and floorstock based on the floorstock list for each area. 4. Manually access medications (by crank or up & down panels when power is off – instructions are posted by the Carousel). 5. Medication inventory will be reconciled through cycle counts once systems are back on.   If more medications are needed, place emergency orders with McKesson/Amerisource Bergen. | |
| **SwissLog Extended Downtime:** | 1. If EHR is working: contact the Pharmacy EIS team and requests the fill list be reprinted. 2. If EHR is not working, the fill list cannot be reprinted and medication cassettes will be refilled on demand. 3. Manually fill medications (may need to pull available staff to assist). 4. Communicate anticipated delays to medical center staff. SwissLog Helpdesk: (800)-523-3409, account <insert acct # here>. | |
| **Pyxis CII Safe Extended Downtime WITHOUT power:** | 1. Retrieve safe keys from lock box to open safe. 2. Retrieve medication map from <insert location here>. 3. Manually dispense and label medications. 4. Log medications name, strength, dosage form, and quantity removed on inventory cards. 5. Disaster cache controlled substances are located in <insert location here>. Pyxis helpdesk: (800)-727-6102, <insert acct # here>. | |
| **Euclid, ATP, and MILT Downtime:** | 1. Using the MILT machine supplies, manually package and label repackaged medications.    * Avery labels used for oral liquid packaging and compounding are in <insert location here>.  Compounding Recipes are also located <insert location here>.    * In case the computers are down, the compounding recipes can be found on a thumb drive stored in <insert location here>. 2. **Helpdesk numbers:**    * Euclid helpdesk: 800-727-2543.    * ATP (contact Swisslog): 800-523-3409 MILT: 800-523-8966 | |
| **BAXA & ABACUS Downtime:** | 1. In case of power outage, the ABACUS computers, label printers (and other IVR printers) are down 🡪 manual compounding. 2. Server downtime: contact IS to restart BAXA. 3. BAXA computer breakdown: Use the replacement BAXA unit. ABACUS/Exactamix helpdesk: 800-678-2292, <insert acct # here>. | |

***Outpatient Pharmacy Downtime Procedure:***

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| **Pharmacy Access:** (Master key available in <insert location here>) | * + 1st scan your badge   + Disarm the alarm: <insert code here>   + Arm the alarm: <insert code here> |
| **Etreby Extended Downtime:** | 1. Outpatients:    * Refer new prescriptions to outside pharmacy.    * Refills: provide 3 to 7 day supply based on patient need and expected downtime duration. 2. Discharge medications:    * Obtain needed information from EHR /pMAR (if available).    * Do not charge patient since insurance information cannot be retrieved. 3. Manually label dispensed medications. Etreby helpdesk: 800-766-1010 |
| **Beacon WITHOUT power:** | 1. Unlock Beacon shelves, where applicable 2. Manually dispense and label medications. 3. For controlled medications, log medications name, strength, dosage form, and quantity removed on inventory cards. 4. Beacon helpdesk: 866-559-0968. |
| **MedCarousel Extended Downtime:** | 1. Call McKesson/Ascent (<insert acct # here>) at 800-700-8737, option 5 and inform them of the current issue. 2. Retrieve medication map from Disaster Manual. 3. Refill Pyxis and floorstock based on the floorstock list for each area. 4. Manually access medications (by crank or up & down panels when power is off – instructions are posted by <insert location here>). 5. Medication inventory will be reconciled through cycle counts once systems are back on. If more medications are needed, place emergency orders with McKesson/Amerisource Bergen |
| **Pyxis CII Safe Extended Downtime WITHOUT power:** | * Retrieve safe keys to open safe. * Retrieve medication map from disaster manual. * Manually dispense and label medications. * Log medications name, strength, dosage form, and quantity removed on inventory cards. * Pyxis helpdesk: (800)-727-6102, account <insert acct # here> |
| **ScriptPro:** | * Manually dispense medications * ScriptPro helpdesk: (800)-851-2364 |
| **Will-Call IntelliCab** | * In the event of a network failure, a patient report is used to locate patient bins in the will-call cabinets. The report can be found on a thumb drive located in <insert location here>.   a)     The thumb drive is removed and plugged into any computer with an attached printer  b)     The patient report on the thumb drive is then printed  c)     The patient  report lists all items currently located in the system alphabetically by the patient’s last name for easy retrieval  d)     The same report can also be saved directly to a file on the workstations   * In case of a catastrophic server failure, a secondary server is ready to take over the main server operations.  In this event, the above patient report is used to keep the pharmacy operational until the system can be brought back online. * Help desk at (866)-477-2682 |

# Interdependencies

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

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| **INTERDEPENDENCY** | **SERVICE/PROCESS** | **ACTIONS IF SERVICE IS UNAVAILABLE** |
| McKesson | Procurement of medications and deliver of medication | * Rotate medications from Pyxis to meet immediate needs, call other hospital to borrow * The wholesaler can autoship the most recent pharmacy order. (If no request within 24 hours, the wholesaler autoships most recent order.) |
| Carefusion | Pyxis Medication storage and access and ADT interface | * Deliver from Central Pharmacy if no power to Pyxis. * Alternatively, station pharmacy personal to one of the Pyxis machines to assist in dispensing meds from Pyxis, unlock all medstations with the double Pyxis keys. (see key roster above) |
| Security | Delivery of meds and security of pharmacy | * Lock pharmacy door and have 2 staff members deliver medication together |
| Inpatient Units | Delivery of medication, documentation of narcotics administered, and security of medication | * Use controlled substance drawer for dispensing controlled medications and see above Pyxis- use CMDR for tracking dispenses. * Use cassette system for routine medication |
| CAPS | Procurement of medications | * Prepare IV medications one at a time as needed |
| Materials Management | Obtain supplies and IV fluids | * Rotate stock in Medication room and possibly use their supply to prepare IV |
| Emergency Room | Coordinate emergency medications supply and delivery | * Set up runner system to assist Emergency Room |
| Operating Room | Coordinate emergency medications supply and delivery | * Set up runner to assist OR |

# Mission Critical Vital Records

| **RECORD NAME** | **LOCATION** | **ALTERNATE BACK UP SOURCE** | **RECORD TYPE**  **PAPER/ELECTRONIC** |
| --- | --- | --- | --- |
| Templates for Dispensing, Tracking, and Charging |  | Command Center | Paper |
| Downtime MAR |  | Command Center | Paper |
| Controlled Substance Records |  | Command Center | Paper |
| C2 Dispense Record |  | Command Center | Paper |
| Paper MAR |  | Command Center | Paper |
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# Staff Call List

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# Disaster – Pharmacy Key Distribution Form

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| --- | --- | --- | --- | --- | --- | --- |
| **Key #** | **Key Name** | **Distributed To** | **Distributed By** | **Date Distributed** | **Date Returned** | **Returned To** |
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Evacuation, Relocation and Recovery Procedures

# Evacuation Procedures

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| **Horizontal Evacuation Location** |  |
| **Vertical Evacuation Location** |  |
| **Assembly for full building evacuation** |  |
| **Nearest Elevator** |  |
| **Nearest Stairwell** |  |

The decision to evacuate, return to the facility and/or re-open the facility for partial or full operation depends on an assessment of the following:

* Extent of facility damage / operational status
* Status of utilities (e.g. water, sewer lines, gas and electricity)
* Presence and status of hazardous materials
* Condition of equipment and other resources
* Environmental hazards near the facility

# Relocation Procedures

**To continue services, mission critical processes can be relocated \_\_\_\_\_\_\_.**

* <insert procedures>

# 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 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.