

Healthcare Recovery Plan

Healthcare Preparedness Capability 2

<http://www.phe.gov/preparedness/planning/hpp/reports/documents/capabilities.pdf>

Definition: Healthcare system recovery involves the collaboration with Emergency Management and other community partners, (e.g., public health, business, and education) to develop efficient processes and advocate for the rebuilding of public health, medical, and mental/behavioral health system to at least a level of functioning comparable to pre-incident levels and improved levels where possible. The focus is an effective and efficient return to normalcy or a new standard of normalcy for the provision of healthcare delivery to the community.

Capability Alignment: Integration with public health aligns during the planning process and response/recovery operations. This is done in coordination with Emergency Management and ESF #8 planners and responders and is specifically addressed throughout both functions as a collaborative process. Public health and healthcare emergency planners should coordinate recovery plans that aim to revitalize and rebuild the public health and medical system of the community.

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I. Essential Services

A. Critical Medical Services

1. NPHCC has identified the healthcare essential services that must be continued to maintain healthcare delivery following a disaster:
 - a. Trauma / Emergency Services / Critical Care
 - b. Radiology
 - c. Surgery
 - d. Negative pressure capability
 - e. Pediatrics
 - f. Behavioral and mental health (see Annex I)
 - g. Emergency Medical Services (EMS)
 - h. Decontamination
 - i. Isolation

B. Critical Medical Support Services

1. NPHCC has identified the medical support services that must be continued to maintain healthcare delivery following a disaster:
 - a. Patient transport services
 - b. Pharmacy
 - c. Blood banks
 - d. Laboratory
 - e. Medical gas suppliers
 - f. Mobile Medical Assets (see Annex B)

C. Critical Facility Management Services

1. NPHCC has identified facility management services that must be continued to maintain healthcare delivery following a disaster:
 - a. Power
 - b. Water
 - c. Sanitation
 - d. Generators
 - e. Heating/ventilation/air conditioning (HVAC)
 - f. Elevators

D. Critical Healthcare Information Systems

1. NPHCC has identified critical healthcare information systems for information management and communications
 - a. Failover and back-up
 - b. Remote site hosting

E. Key Healthcare Resources

1. NPHCC has identified key healthcare resources that will assist and support hospitals during and after a disaster
 - a. Alternate Care Sites (ACS)
 - b. Staffing
 - c. Equipment

- d. Beds
- e. Medical supplies
- f. Personal Protective Equipment (PPE)
- g. Pharmaceuticals

II. COOP Planning

- A. NPHCC will partner with healthcare organizations, public health, emergency management, and others to participate in the development of coordinated plans to assist healthcare organizations with continuity of operations planning (COOP). These plans may include:
 - 1. Coordination with healthcare organizations to assess COOP capabilities
 - 2. Guidance to healthcare organizations for COOP planning
 - a. Risk Evaluation and Control
 - b. Business Impact Analysis
 - c. Developing BC strategies
 - d. Emergency response and operations
 - e. Developing and implementing BC plans
 - f. Training, maintaining, and exercising
 - g. Crisis communications
 - 3. Coordination with external agencies
 - 4. Assistance with development of COOP sites
 - 5. Process to request and obtain resources during COOP
 - 6. Communication protocols during COOP
- B. NPHCC will review annually with healthcare facilities COOP planning strategies and planning needs

III. COOP Implementation

- A. NPHCC will work with partners to develop, refine, and sustain processes to assist with the implementation of coordinated COOP strategies that assist activation, relocation and continuity of operations for healthcare organizations. These processes should include:
 - 1. Alert and notification procedures for COOP activation
 - 2. Monitoring of COOP operations
 - 3. Process to provide assistance during COOP operations
 - 4. A means to understand facility's COOP plans (sharing plans)
 - 5. Coordinated strategies during devolution operations

IV. Healthcare Recovery Assistance

- A. NPHCC will assist partners in the development of a plan to assist with recovery and reconstitution of healthcare essential services. COOP recovery plans should include:
 - 1. Identification of healthcare facility's recovery needs to move from COOP to normal operations
 - 2. Assistance with reimbursement, reconstitution, or resupply to move to normal operations