

Multnomah County Health Department
Business Continuity Business Analysis Tool

BC Business Analysis Tool

Origin Date:
Rev date 1: Oct 10, 05
Rev date 2: June 8, 2007
Name: Arlene Warren
Extension #: 24649

Program Area: Community Immunization Clinic/Program

Priority: Immediately Critical

<p>Activities/Services</p> <p>1. I & R</p>	<p style="text-align: center;"><u>CHAIN OF COMMAND</u></p> <p>Manager is responsible for the program. In the absence of the manager:</p> <ul style="list-style-type: none"> • For Management issues: <ul style="list-style-type: none"> ○ Immunization Program Supervisor ○ CD/OHO Clinical Nursing Supervisor ○ CD/OHO/TB Operations Supervisor • For nursing issues: <ul style="list-style-type: none"> ○ CD/OHO Clinical Nursing Supervisor ○ TB Clinical Nursing Supervisor • For vaccine inventory/handling issues: <ul style="list-style-type: none"> ○ Immz Program's Program Dev Tech (PDT) ○ CD/OHO/TB Operations Supervisor
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<u>People</u>			<u>Process</u>		
Current Practice	≤ 3 days Plan A	> 3 days Plan B	Current Practice	≤ 3days Plan A	> 3days Plan B
1. I & R					
1 Program Supervisor 1 PDT 1 HA	Program Supervisor, HA as needed	See Plan A	Staff respond to requests from walk-ins for immunization	Close services: Alert Central I&R; Leave Voice Mail message re: closure.	Same as Plan A

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8 on call CHNs ~ 3 on call HA			services; Gathers info re: immunization & medical history; Follow state guidelines for recommended immunizations; CHN assesses & finalizes plan; CHN gives Immunization		
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<u>Facilities</u>			<u>Technology/Equipment</u>		
Current Practice	≤ 3 days Plan A	> 3 days Plan B	Current Practice	≤ 3 days Plan A	> 3 days Plan B
1. I & R					
NEHC: 1st floor	Close services;	Same as Plan A	Landline phones	Change VM: Alert I & R	Same as Plan A
			PC computers, fax, etc.		
			Vaccine refrigerator and freezer	Move vaccine to Central Stores	Same as Plan A

Immunization – Immediately Critical

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<u>Communication staff & client</u>		
Current Practice	≤ 3 days Plan A	> 3 days Plan B
1. I & R		
Staff: Telephone, email, meetings Clients: VM message, telephone consultation, Immunization services posted on MCHD website, I & R, Safenet.	Alert I & R of closure of services, change voice mail messages	Same as Plan A

STAFF ORIENTATION & TRAINING PLAN

8 on call CHNs are oriented with one taking role as ‘lead’ for scheduling nurses for clinics. All are able to work independently in the clinic.

CD/OHO staff available to support program at all levels.

All ICS clinics have a staff member on the “Immunization Steering Committee” and could assist with immunization services/knowledge if needed.

Oregon Health Services’ Immunization Program: Can support with consultation services as needed.

CDC’s Immunization Program: available for consultation as needed.

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1) Date: _____ Reviewed and updated plan. _____
Manager's signature

2) Date: _____ Reviewed plan with staff. _____
Manager's signature

3) Date: _____ Reviewed plan with substitute staff. _____
Manager's signature

4) Date: _____ Reviewed plan with a relevant stakeholders (i.e. vendors, contractors, & community reps.).

Manager's signature