

BC Business Analysis Tool

Program Area: **TB Program**

Priority: **Immediately Critical**

Origin Date: 8/22/05
Rev date 1: 6/08/07
Rev date 2:
Name: Arlene Warren
Extension #: 24649

<p>Activities/Services</p> <ol style="list-style-type: none">1. Directly Observed Therapy (DOT) for active TB2. CLIA Labs3. X-ray service4. Pharmacy service5. Interpretation service (person or phone)6. Phone triage7. TB Case Management8. INH preventive therapy	<p><u>CHAIN OF COMMAND</u></p> <p>In absence of manager, responsible persons include:</p> <p><u>For management issues:</u></p> <p>#1: TB Clinical Nursing Supervisor</p> <p>#2: Epidemiology Manager</p> <p>#3: TB/CD/OHO: Operations Supervisor</p> <p><u>For Clinical issues: (Protocols used as appropriate)</u></p> <p>#1: Dr Mary Ann Ware</p> <p>#2: TB Clinical Nursing Supervisor</p> <p>#3: Nurse Case Managers</p> <p>#4: TB Preventive Treatment Nurse</p> <p>#5: TB Advice Nurse</p>
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Multnomah County Health Department
Business Continuity Business Analysis Tool

<u>People</u>			<u>Process</u>		
Current Practice	≤ 3 day Plan A	> 3 day Plan B	Current Practice	≤ 3 day Plan A	> 3 day Plan B
1. Field visit by Outreach Worker	Can be done by TB nurses or HAs	Same as Plan A	RX plan by MD & Nurse Case Managers	Can be managed by Nurse Case Managers or other nursing staff	Same as Plan A
2 CLIA Labs handled by the Labs (Westside)	Can be handled at MCC	Can be handled at ECHC	Order by MD & Nurses per protocols	Same	Same
3 X-ray service handled by X-ray unit (Westside)	Can be done at MCC	Send to OHSU	Order by MD & Nurses per protocols	Same	Same
4 Pharmacy pkts initiated at Westside, then refill pkts prepared by NEHC	Can be done at NEHC pharmacy	Can be done at MCC	Order by MD & Nurses per protocols	Same	Same
5 Interpretation by TB bilingual staff	Bilingual staff at WHC	Language service can assist	TB staff and clients themselves	Same	Same
6 Phone triage (near phone) by one of the nurses	Retrieve phone message & call from designated worksite	Transfer phone to home	Designated staff have list of clients names/phones to call from home	Same	Same
7 Nurse Case Manager coordinates care	Other nurses as assigned	Same	Nurses as assigned	Same	Same
8 INH preventive therapy handled by HA/CHNs by phone and letters	Retrieve phone messages from home	Same	TB Preventive Therapy is adversely affected after 2 wk absence of meds.	Same	Same

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<u>Facilities</u>			<u>Technology/Equipment</u>		
Current Practice	≤ 3 day Plan A	>3 day Plan B	Current Practice	≤ 3 day Plan A	> 3 day Plan B
1. DOT in the Field	Can be at designated sites	Same as A	Motor pool	Private car	Same as A
2. CLIA Labs done at Lab	Can be at designated sites	Same as A	lab service	Can be arranged at other sites with Lab Unit	Same as A
3 X-ray service at Westside	Can be arranged at MCC	Same as A	Westside X-ray	Can be arranged at MCC	Same as A
4 Pharmacy at WHC & NEHC	Can be arranged at MCC or EHC	Same as A	WHC or NEHC	MCC or EHC	Same as A
5 Interpretation by in-house staff	Interpreters at MCC	Same as A along with EHC	List of current bilingual staff	Same	Same as A
6 Phone triage by TB nurse at worksite	Can be arranged at designated sites	Same as A	Designated staff have lists of clients names & phone #s to call from home	Same	Same as A
7 TB case managers	Can be arranged at designated sites	Same as A	Designated staff have lists of clients names & phone #s to call from home	Same	Same as A
8 TB preventive therapy case loads managed by HA/CHSs	Can be arranged at designated sites	Same as A	Designated staff have lists of clients names & phone #s to call from home	Same	Same as A

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<u>Communication</u>		
Current Practice	≤ 3 day Plan B	>3 day Plan A
1 Phone calls, home visits, letters, clinic visits.	Call clients from home	Same as A
2 Phone calls & clients to the Labs	Handled by TB nursing staff and designees as appropriate	Same as A
3 Clients sent for X-ray	Handled by TB nursing staff and designees as appropriate	Same as A
4 Clients sent for Pharmacy	Handled by TB nursing staff and designees as appropriate	Same as A
5 Assist clients with interpretation	Handled by TB nursing staff and designees as appropriate	Same as A
6 Provide information and clinical consultation	Handled by TB nursing staff and designees as appropriate	Same as A
7 Coordinate care and service as needed	Handled by TB nursing staff and designees as appropriate	Same as A
8 Refill prescription, phone calls and mail packages	Handled by TB nursing staff and designees as appropriate	Same as A

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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