

# Healthcare Business Continuity Data Collection Questionnaire

**Thank you for taking the time to complete this survey. The questions in this survey are for your department and will assist you in the development of your business continuity plan. Please follow the step by step process below. This is a very simple Business Impact Analysis (BIA) sample to illustrate some of the content you may wish to capture as part of the BIA. It is not intended to be a complete or comprehensive tool. It is meant to provide a starting point for healthcare organizations to customize to their needs. Please direct any questions to:**

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Please complete the questionnaire below. You may use the "Tab" key on your keyboard to maneuver through user input fields. Cells in the survey are categorized as follows:

white	areas are for user input
light blue	areas are populated with your data from previously completed portions of the survey.
grey	areas prepopulated and/or include reference information

The questionnaire includes an "Additional Comments" area at the bottom of the questionnaire to capture additional information which you think would be helpful understanding the answers you have provided.

## Step 1: Save File

**Save this file directly to your computer as BIA\_<name of your department> e.g. BIA\_Pharmacy.**

When you receive this questionnaire via e-mail attachment, be sure you detach (save) the file to your computer so you do not lose any changes you make and allows you to work on the questionnaire at your convenience.

# Healthcare Business Continuity Data Collection Questionnaire

**Step 2: Fill out your department profile on the BCP Tab**

**Step 3:**  
**Document your**  
**essential**  
**functions in the**  
**table below**

**Which functions and services must be resumed after an event disrupts normal operations? Consider the minimum essential functions that will allow you to resume department/unit operations if you needed to relocate your department/unit.**

Essential Function	Essential number of staff required

## Healthcare Business Continuity Data Collection Questionnaire

**Step 4: For each essential function or service, assess the impact when essential functions are not available**

How would you rate the risk to patients when this function is not available?

What is the operational impact to the organization if this function is not available?

What is the impact to the family and/or patient experience if this function is not available?

Essential Function or Service	Patient Safety Impact	Operational Impact	Patient Experience Impact	Scoring Legend
0				5 = Immediately needed, presents life threatening or catastrophic impact if interrupted
0				4 = Needed in less than 4 hrs or it may present threat to life safety
0				3 = Needed in same shift or < 12 hrs or likely to impact operations and/or patient satisfaction
0				3 = Minimal impact or risk, needed within 1 to 3 days
0				1 = Need in long term, beyond 3 days
0				0 = NA

Please list essential IT applications for each essential function.

**Step 5: Identify essential applications**

Essential Function or Service	Application(s) Required to Perform Function
0	
0	
0	
0	
0	

**For each essential application:**

# Healthcare Business Continuity Data Collection Questionnaire

Patient Safety Impact: How would you rate the risk to patients when this application is not available?

Operational Impact: What is the operational impact to the organization if this application is not available?

Downtime Tolerance: How long can you continue to perform this essential function using downtime procedures?

**Step 6: Assess the impact when essential applications are not available**

Essential Function or Service	Application(s) Required to Perform Function	Patient Safety Impact	Operational Impact	Downtime Tolerance
0	0			
0	0			
0	0			
0	0			
0	0			

**Step 7: List vital records needed to perform essential functions**


Healthcare Business Continuity Data Collection Questionnaire

<b>Step 8: List vital equipment and supplies needed to perform essential functions</b>	

<b>Step 9: Document Strategy for Recovery and Interruption Impact</b>	<b>Document the steps for closing down the department and procedures for setting up operations at an alternate location. The procedures should include steps for reopening/recovering operations and returning to normal operations. Use bulleted steps, starting each sentence with action words/verbs.</b>