



Business Continuity Plan

1 SUMMARY

In the event of a disaster or significant event, Doctors on Riccarton (the Practice) may be impacted for several months or more. A Business Continuity Plan outlines how we will respond to maintain services for patients to ensure access to ongoing health care.

There are three elements to this plan: the response to an incident by the Practice in support of the Canterbury region as a whole; the business continuity of the Practice during a widespread incident affecting the community; and the business continuity of the practice in the event of an internal incident affecting the business of the practice. Consideration is given to being able to continue operation not only during the disaster or significant event, but also in the short to medium term after the significant event as well.

This is a living document and it is important to emphasise that, due to rapidly changing conditions caused by a significant event, it serves as a guide only. Following Te Whatu Ora – Health New Zealand and our Primary Health Organisation Pegasus Health directives as a health emergency evolves takes precedence.

2 POLICY STATEMENT

2.1 Purpose

This plan outlines Doctors on Riccarton's preparation and response in the event of a disaster or significant event such as an earthquake or severe flood. The policy should be read in conjunction with the policies and plans on Emergency Response Plan, Infection Control, Incident Management and Infection Control.

A copy of this plan is to be kept off-site as well as on the Practice's website in the Private Staff Login in section under Policies.

2.2 Goals

The goals of Doctors on Riccarton's Business Continuity are to ensure:

- Services to patients and the community are maintained and/or prioritised as appropriate
- Effective communication between staff, patients and with the local health emergency response team and Civil Defence
- There are options for alternative premises if the disaster/significant event should the Practice not be able to use its usual premises
- The economic and financial impact on the business and staff is minimised
- Access to alternative utility services are available including:
 - power (equipment, lighting, heating)
 - water (service provision, cleaning, drinking, hygiene)
 - toilet facilities
 - IT solutions (PMS/patient information)
 - phones
- Supplies of essential goods and services are managed effectively to ensure stock levels are well maintained
- The wellbeing of staff is monitored and managed, and protected to reduce spread of illness in the workplace

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2.3 Scope

This plan applies to all people legally on the premises of Doctors on Riccarton including those not directly employed by the practice for example, behavioural health professionals, contractors etc.

2.4 Responsibilities

The management team has a duty to ensure that the Practice continues to maintain health services to patients as much as possible, as well as to support the local and nationwide healthcare response. The management team has a duty to support the safety of staff, patients and any other person with whom the Practice has encounters with.

In a disaster or significant event, every staff member has a duty to ensure their own safety and the safety of others. This means taking action to prevent harm to themselves or any other person. All staff are responsible for ensuring this plan is followed.

2.5 Definitions & Abbreviations

Term	Definitions
Disaster	(As defined by the World Health Organisation (WHO)) A sudden phenomenon of sufficient magnitude to overwhelm the resources of hospital, region or location requiring external support. Disasters can be caused by natural, man-made and technological hazards, as well as various factors that influence the exposure and vulnerability of a community.
Significant Event	A serious, unexpected or dangerous situation requiring immediate action but which is of a smaller scale to a disaster. It may just affect the Practice, or be contained locally.
CPRG	Canterbury Primary Response Group - a collaborative group of health professionals and provider organisations tasked by Te Whatu Ora – Health New Zealand Waitaha Canterbury to lead the region's primary care emergency planning, response and recovery.
PMS	Practice Management Software – Indici (by Valentia Technologies)
PPE	Personal protective equipment – which can include but is not limited to disposable face masks, goggles, gowns,

2.6 Related Policies

- Emergency Response Plan
- Health and Safety Policy
- Infection Control Policy
- Incident Management Policy
- Guidelines for new staff orientation

2.7 Key contacts

A list of key contacts are listed in Appendix 1

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3 PLAN DETAIL AND PROCEDURES

Doctors on Riccarton will respond to a Disaster/Significant Event in line with Te Whatu Ora-Health New Zealand and CPRG directives and guidelines.

Each staff member needs to play a vital and responsible role in maintaining a safe and healthy workplace through the Disaster/Significant Event by:

- Being involved in the Practice's response.
- Complying with correct operational procedures.
- Complying with Healthy and Safety procedures.
- Keeping the work place operational to minimise the impact on delivery of services.

3.1 Options for Alternative Premises

- Premises at 187A Riccarton Road. This is a 2 bedroomed house owned by the Practice's directors. It has a garage which could be converted to temporary 3-4 consulting rooms at short notice.
- Rental of portable buildings

3.2 Access to Alternative Utility Services

3.2.1 Power (for appliances, equipment, lighting, heating)

A small, petrol operated generator is available to power the computer server and vaccine fridges for 1 hour in the event that power is disrupted for a short period of time. This allows for people to access the PMS etc to complete necessary tasks, and time for vaccines to be transferred into portable insulated containers (chilly bins).

In the event that power is likely to be off for longer than a few hours, the building does have an external power point for a larger generator to be hired and attached to the building to provide power for essential utilities to be run.

"Power down" materials must be available at all times to support the manual processing of patient information should the Practice experience a prolonged power outage (power down). This includes such materials as paper forms, prescription pads, pens, marker pens and other resources.

3.2.2 Water and Sanitation

The Practice will always keep 10L of bottled water on hand for emergency situations.

3.2.3 Toilet Facilities

Toilet facilities are available at the Practice's neighbouring property at 187A Riccarton Road.

If required, the practice will hire portable toilets.

3.2.4 IT Solutions

The Practice's PMS, Indici, is cloud based, so this can be accessed on any computer, including off-site computers. It is not reliant on a server computer.

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3.2.5 Phones

The Practice has a cell phones which can be used if the internet based telephones are not functioning. The phone numbers are 027 725 8989.

3.3 Maintaining/Altering Services to Patients

3.3.1 Alternative Methods of Service Delivery

In order to maintain services, especially during a Disaster/Significant Event, alternate methods of consultation may need to be considered. This can be via telehealth using websites such as doxy.me, or via phone consultation.

Staff may be required to change the way in which they work, e.g. more staff may be required to take phone calls due to an increase in phone queries or to minimise patient contact.

3.3.2 Limiting Services

Some services may be temporarily unavailable e.g. immigration medicals or screening tests

Opening hours may be required to change, especially during a lockdown.

3.3.3 Introduction of New Services

We may need to introduce new services e.g. during the Covid-19 Pandemic testing for the new virus or mass vaccination with a new vaccine. Staff will require training to ensure protocols around this are met.

Contact tracing of patients may be required which will call for staff to change their assigned duties at short notice.

3.4 Effective Communication

3.4.1 Management and Leadership

Communication by management and team leaders during a Disaster/Significant Event needs to be clear and well informed. Any information disseminated to staff, patients and the wider community must come from official sources. If this is not available then any information must be discussed by management and/or team leaders before disseminating.

Management must keep up to date with new information and be prepared for instantaneous change.

Methods of communication will be fit for purpose but can include any of the following channels:
Email, messenger group chats, Practice website, PMS Indici tasks, Indici Chat

3.4.2 Staff

Effective communication between staff is key during a Disaster/Significant Event. The following are methods that can be utilised for communication:

- Facebook messenger chat groups may be used to communicate with different teams including all practice staff, all practice staff plus pharmacy staff, nurses only, receptionists/admin only, and doctors only.
- Staff meetings
- Notice Boards

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3.4.3 Patients

Mass communication to patients can occur via the Practice website, and via the Patient Health Portal, MyIndici.

Warning signage can be placed on doors, at reception counters and on patient notice boards in waiting rooms.

It may be necessary to assign extra nurses to take phone calls to answer patient queries and triage patients.

3.4.4 External Suppliers and Providers

Ensure we maintain communication with external providers such as pharmacies, especially our partner pharmacy, Remedy Pharmacy. During COVID-19, we kept in contact with the pharmacy via a messenger chat group.

Ensure we have accounts with multiple suppliers so as not to limit supply chains, especially when there are supply shortages.

3.4.5 CPRG

CPRG Emergency Operations contact details

email address: EOC@cprg.org.nz

phone: (03) 375 7199 or 022 043 7162 during business hours

address: Pegasus Health and 24 Hour Sugery. 401 Madras Street, Christchurch Central

CPRG will send regular updates of the local Disaster/Significant Event situation which we will follow as much as practicable. We can also contact them through email or phone

3.5 Infection Control

Ensure all staff are educated in hand hygiene practices and practice protocols for cleaning. Each team member must complete the Hand Hygiene and the Introduction and Principles of Infection Prevention and Control modules on <https://learnonline.health.nz>

All staff are to familiarise themselves with the DOR Infection Control Policy.

3.6 Maintenance of Supplies of Essential Items

During a Disaster/Significant Event, supplies may run short. Production of goods may cease, flights and shipping in and out of countries may be affected, reduced or cancelled. For this reason, the Nurse Co-ordinator will, or will delegate someone to, ensure stock levels of essential items are adequate at all times before, during and after the Disaster/Significant Event, and that we always have a stockpile of essential items on hand.

3.6.1 PPE

All PPE supplies must be kept in a safe place with controls in place for inventory.

All staff must know how and when to use PPE correctly. Ensure all staff receive the necessary training either through face to face sessions or via videos.

3.6.2 Hand sanitiser

Adequate supplies of hand sanitising must be available for all staff and all patients and visitors. Hand sanitiser must be located at the entry doors, at front reception, and in all rooms.

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3.7 Economic and Financial Impact

Should there be a financial impact on the Practice due to a Disaster/Significant Event, the Practice will ensure as much as practicable that the impact of this is minimised for staff.

3.8 Managing vulnerable staff

It is essential that staff are well prepared for a Disaster/Significant Event response, including conversations around expectations and procedures. Hours worked, vulnerable staff (e.g. during 2020 we had 3 pregnant reception staff) or staff with vulnerable family members, and any other issues must be addressed. Ongoing training, education, communication and providing team support is required to reduce risk to physical and emotional health and safety.

Stress and burnout may be experienced by staff so management and team leaders need to monitor for signs of this in any staff.

3.9 Contractors

Contractors, especially cleaners, will be made aware of any hazards that exist on the premises by the H & S Officer, or when not available, by their delegate, and advised of any precautions or procedures that need to be adopted.

4 REFERENCES

- Civil Defence Emergency Management Act 2002
- Health and Safety at Work Act 2015 (HSWA)
- Health and Safety Regulations 2016
- Te Whatu Ora emergency management guidelines
- Canterbury Primary Response Group notifications
- Worksafe New Zealand

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5 APPENDIX 1 - KEY CONTACTS

Utilities and Services	Supplier	Phone Number	Contact Person	Email
Air conditioning	Heatforce 355 Blenheim Rd	03 928 2629		info@heatforce.co.nz
Alarm system (see security)	Chubb	0800 800 535 (monitoring) 378 3000 (Chch office)		Monitoring 337 9800
Building maintenance				
Cleaner	R & K Cleaning	351 1398	Daniel Rho	
Computers	Pegasus (internet, network system, hardware)	353 9990	IT Helpdesk	
	Officetech Ltd (Printers)	366 2217	For printer maintenance Tony Thompson	123 Blenheim Road, tony@officetech.co.nz
Electrician	Miles Electrical	021 0523 548	Phil Miles	
Insurance	State	0800 80 24 24		
Internet Service Provider	Pegasus	353 9990	IT Helpdesk	
Plumber & Drainlayer	Hunter Plumbing	021 268 6282	Andrew Hunter	
Power supplier	Meridian	0800 496 496		
Rubbish	Waste Management	348 0619		
Security	Chubb	0800 800 535	Technical difficulties 378 3000	Monitoring 337 9800
Telecommunications	Vodafone (mobile)	mobile phone 888 landline 0800 400 888		
	Teltrac (phone system)	348 8641		
Water	Christchurch City Council	941 8999		
Police	Christchurch Police	111	344 1800 (Hornby Police)	9 Tower Street, Hornby
Fire	NZ Fire Service	111	371 3600 (Transalpine region)	NZ Fire Communications (drills) 341 0266
Ambulance	Hato Hone St John	111	0800 ST JOHN (0800 785 646)	
Civil Defence		No fixed phone no.		http://www.civildefence.govt.nz/ memwebsite.nsf
Health Related Contacts	Supplier	Phone Number	Contact Person	Email
24 Hour Surgery	24 Hour Surgery	365 7777		
After Hours Phone Triage	Homecare	09 375 7770		ops@homecaremedical.co.nz
CPRG	Canterbury Primary Response Group	(03) 375 7199 or 022 043 7162		
PHO	Pegasus Health	379 1739		
Pharmacy (nearest)	Life Pharmacy – Westfields Mall	348 9723		
	Remedy Pharmacy	925 9963		

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