

Continuity Planning & Preparedness: An assessment of mental health provider agencies

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Purpose

- Focus: Levels of agency preparedness, planning, plan dissemination, training
- Goal: Assessment of needs for training, planning resources, and guidance

Methods

- Survey
- Qualitative discussion
- Key informant
- Response Rate: 63%
- No identifiers

Continuity Planning

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Why is long term planning so important?

The Importance of Planning

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Of companies that had a major loss of business data, 43% never reopen, 51% close within two years, and only 6% will survive long-term.

Hoffer, Jim. "Backing Up Business - Industry Trend or Event." Health Management Technology, Jan 2001

The Importance of Planning

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Table 1. Current Operating Status of Health and Human Service Providers by Location in Southern Louisiana (n=360)

Operating status (%)	New Orleans metropolitan area (n=177)	Other metropolitan areas (n=134)	Non-metropolitan areas (n=49)	Total (n=360)
Fully operational	19	76	67	47
Operating with limited services	27	12	12	19
Suspended services, administrative operations	9	2	2	6
Ceased operations	2	0	0	1
Presumed closed—no phone/e-mail service	43	10	18	27
	100	100	100	100

Note: Table does not include the 352 nonrespondents.

Open and Operating? An Assessment of Louisiana Nonprofit Health and Human Services after Hurricanes Katrina and Rita
The Urban Institute February 2006

Background

- System requirements
 - County (Philadelphia)
 - State (Pennsylvania)
- Client Population
- Agency Structure
- Resources
- Awareness

Planning

The diagram consists of two overlapping circles. The top circle is labeled "Contingency Plan" and the bottom circle is labeled "Continuity Plan". The overlapping area in the center is shaded, representing the intersection of the two plans.

Key Findings

The diagram shows three horizontal bars, each representing a key finding. The bars are labeled "STRUCTURE", "RESOURCES", and "AWARENESS" from top to bottom. Each bar is dark gray with white text and is connected to a dashed-line box on its right side.

Data

- 42% (n=15) were aware of an agency Continuity Plan
- 22% (n=8) annually update their Continuity Plan
- Only 11% (n=4) practice their continuity plan on a regular basis

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- Personal and Family Preparedness Training offered in 33% (n=12) agencies
- General preparedness guidelines provided to staff in 61% (n=22) agencies
- Most agencies (61%) do not require staff to have a personal and family preparedness plan in place

Barriers to Robust Planning

Awareness
Resources
Structure

Significance

- Agencies see the need for further planning
- Desire for further resources and training
- Need for more awareness about importance of this planning @ executive levels
- Need for executive management buy-in
- Desire for local and regional "mandates" and requirements
- Regional interoperability



Conclusions

- MH/IDS Agencies are (in general) not well-prepared
- Agencies need education about Contingency & Continuity planning
- Agencies may need additional resources and training to support this activity
- Agencies may need mandates from the government agency in order to prioritize planning efforts

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