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**Siemens**

# **Pandemic Planning and Business Continuity**

**Floyd Eisenberg MD MPH**

**July 20, 2007**

**Second National Congress on Health System Readiness**



# Hurricane Katrina

- Customer Employee and Patient Locator
  - 2006 Collaboration Award presented by the College of Healthcare Information Management Executives\*
  - Universal Health Services
    - Chalmette Medical Center & Methodist Hospital Evacuated
    - Paper Records Destroyed
  - Emergency Hurricane Command Center Created
  - Census from CIS Data Center
  - Search of Other Customers + Web Search found employees and patients

# Hurricane Katrina

- Provide Services and Equipment
  - > 50 Service professionals: Customer service, Hosting, Software development, Global Services and the local Gulf Region Account Team
  - Medical equipment and supplies
  - Create an effective communication channel with remote assistance for UHS and other healthcare organizations affected by Hurricane Katrina

# Hurricane Katrina

- > 2,500 employees in the affected areas
  - Hotline for affected employees for housing, supplies, clothing, and other essentials
- Power generators – hospitals in Houston, Louisiana
- Water clarification trailers
- Medical imaging equipment and cardiac monitors
- Telecommunication equipment to emergency center and key hubs
- 100-percent matching donation program for its 70,000 U.S. employees, donations will be made to the American Red Cross Disaster Relief Fund.
- Cash flow relief to its authorized distributors negatively impacted (Energy & Automation)
- Replacement container load of components from Berlin (air freight)
- Emergency orders: Entergy (Texas) and Mississippi Power, mostly for high-voltage circuit breakers. Voltage regulators were also in demand.

# Tsunami

- Technical support to help restore vital infrastructure, e.g., electricity, telecommunications and water supplies
- Medical equipment, e.g., x-ray and ultrasound systems made available to local hospitals.
- USFilter provides drinking water treatment units to regions of South-East Asia ravaged by the recent tsunami

# Recent Events

- XDR TB Report
  - Identified 2 Atlanta employees who traveled on reported flights within 1 ½ hrs of notification
- Recent flooding in Texas
  - Contacted local customers for assistance support

# Scope

- Siemens USA Corporate Operating Companies
  - Automation and Control
  - Consumer Products (Appliances, Hearing Instruments, Lighting)
  - Financial Services
  - Information and Communications
  - Lighting (Sylvania)
  - Medical
  - Power & Infrastructure
  - Specialized Businesses
  - Transportation
  - Water Technologies and Services

# Scope

## Siemens Medical Solutions

### Detection & Diagnosis

- Angiography
- Computed Tomography
- Fluoroscopy
- Magnetic Resonance
- Mammography
- Molecular Imaging
- Nuclear Medicine/PET
- Radiography
- Refurbished Systems
- Ultrasound
- Urology

### Accessory Solutions

- Accessory Solutions

### Information Technology

- IT Solutions & Consulting
- Integrated RIS/PACS
- Computer-Aided Diagnosis (CAD)

### Therapy Systems

- Electrophysiology
- Hearing Instruments
- Oncology Care
- Particle Therapy

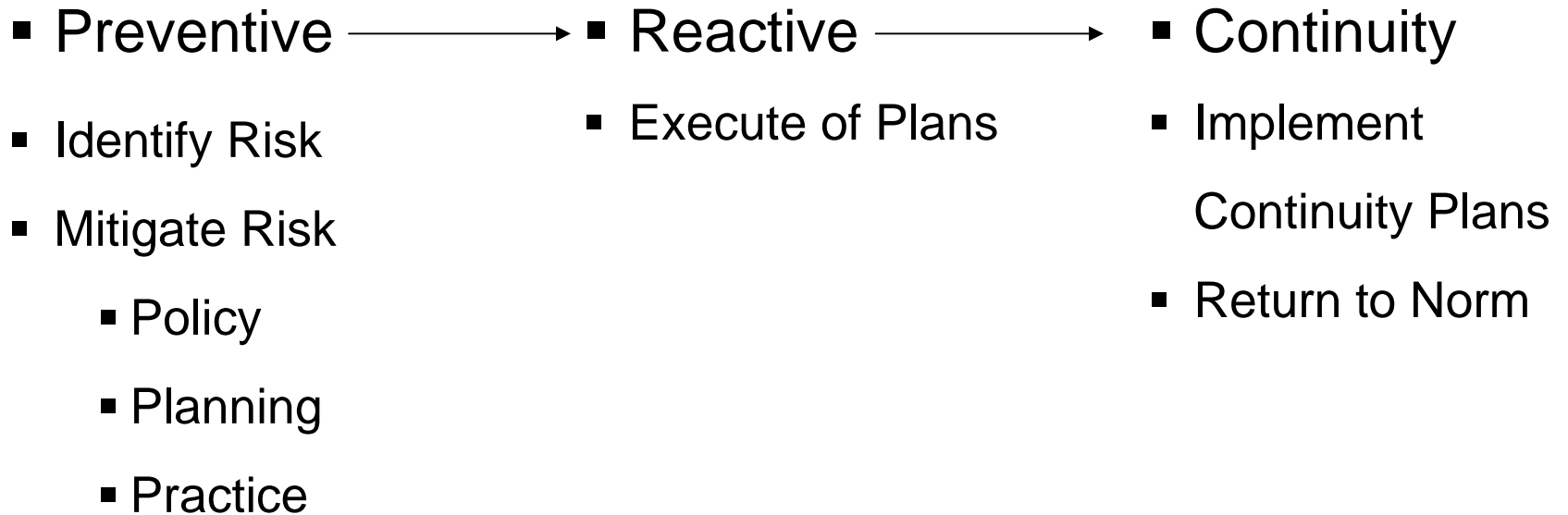
### Patient Care Solutions

- Ventilation & Anesthesia
- Patient Monitoring

### Clinical Specialties

- Cardiology
- Neurology
- Oncology
- Orthopedics
- Radiology
- Surgery
- Urology
- Vascular Diseases
- Women's Health
- Diagnostic Imaging Center Solutions
- Community and Rural Hospitals

# Incident Management: All Hazards



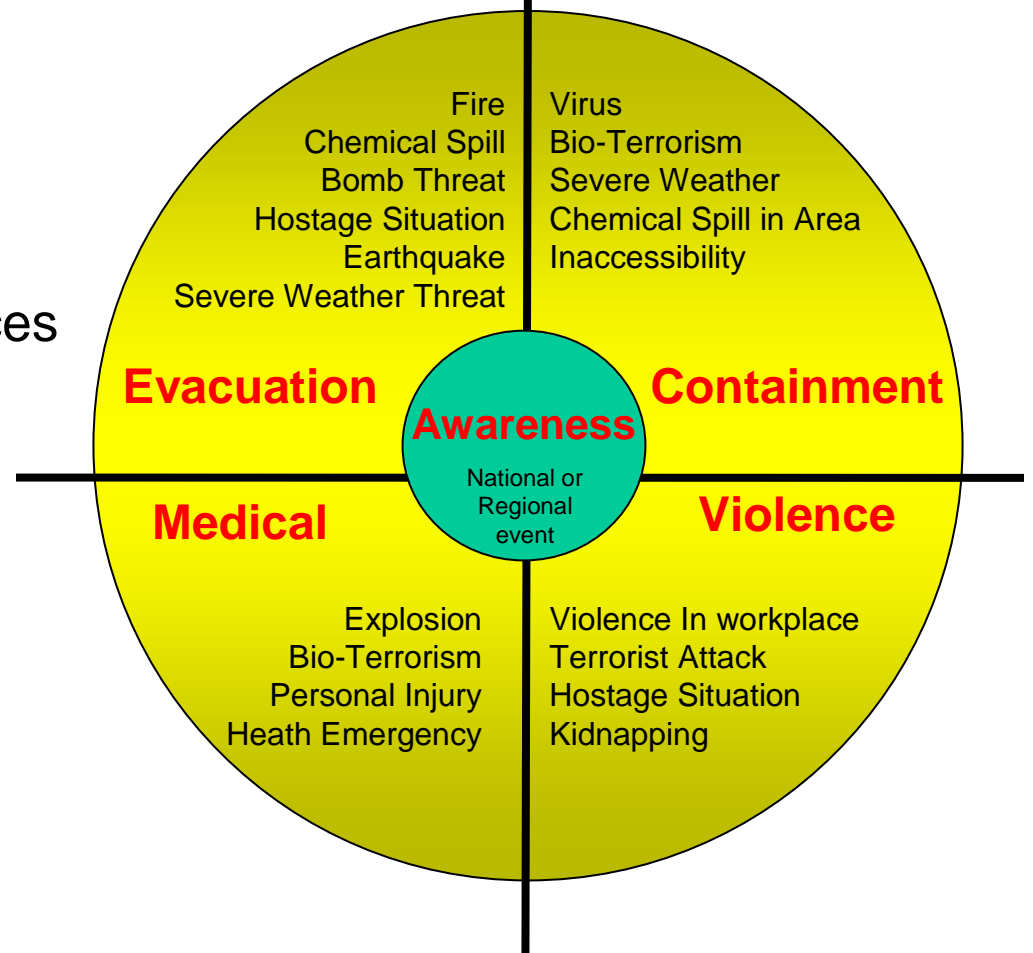
# Incident Management: All Hazards

- Identify Core Business Activities
- Identify 3-Deep Leadership
- Identify Key Skill Sets
- Identify Employee Potential Availability
- Create Communication Ability
  - Telephonic
  - Internet
- Review Work From Home Policies
- Review Absenteeism Policies
- Review Benefits
- Identify Pandemic Triggers (7) – Aligned with Pandemic Stages

# Incident Management: All Hazards

- Preventive →
- Reactive →
- Continuity

- All Business Units
- Human Resources
- Legal
- Environmental Health Services
- Corporate Communications
- Public Relations
- Supply Chain
- Facilities
- Security
- Information Services
- Clinical



# Regional Collaboration

## Public Health & Healthcare Provider Participation

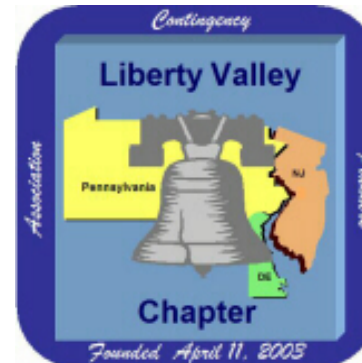
- Chester County Public Health Emergency Advisory Group
- Delaware Valley Healthcare Council

## Business



Association of Contingency Planners  
Dedicated to the evolution of business continuity

- Siemens Medical
- Vanguard
- Wyeth





# Regional Collaboration

**Mission:** Great Valley First provides the opportunity for business, local, and regional organizations to get together for networking, information sharing and coordinating plans to respond to an emergency or contingency event in the Great Valley Area.

## Vision

- Addressing homeland security issues requiring a **common or coordinated response** on the part of business and community institutions
- **Working with government agencies** to better understand how their approaches to various crises, including evacuations, sheltering in place, and credentialing
- Helping to identify **mutual aid opportunities** across the Great Valley area
- Helping to ensure **collaboration between the public sector and the Great Valley's business community**



# Regional Collaboration 17 July

- **Siemens**
- **Vanguard**
- **Wyeth**
- **SE PA Regional Task Force**
- **City of Philadelphia Managing Office**
- **Tredyffrin Township Police**
- **Chester Transportation Management**
- **Chester County HAZMAT**
- **Bucks County OEM**
- **Delaware County OEM**
- **Montgomery County OEM**
- **US Dept of Justice**
- **ARAMARK**

# Next Steps

- Internal Pandemic Tabletops
- Re-consider stockpiling / PUSH site
- Continued employee education communication
- Disseminate and practice triggers
  
- Regional tabletop (evacuation)