vizient®

Pharmacy Advisory: Downtime from disasters

Be prepared for the potential significant impact of natural or human-caused disasters on pharmacy operations

Prepare for and minimize impact

Every year, hospitals and health systems are affected by both human-caused and natural disasters. Facilities that prepare and plan for the unexpected will be less likely to have devastating failures. Effective disaster recovery starts well before the disaster occurs – it is about being prepared and minimizing the impact of the event. To recover as quickly as possible, it is important to take tactical actions to handle the complex challenges that are outcomes of the disaster.

79%

Healthcare cybercrime on the rise

Healthcare continues to be a frequent target for ransomware attacks. The duration and financial impact of downtime resulting from ransomware attacks has increased in recent years. In 2020, healthcare accounted for 79% of all reported cyberattacks.[1] In Q4 of 2020, the average firm experienced 21 days of downtime due to ransomware attacks.[2]

To learn more, contact Randy Gerwitz at (972) 581-5386 or randy.gerwitz@vizientinc.com.

Extended downtime support

A prolonged downtime can expose vulnerabilities not considered in disaster plans. Hospital pharmacy departments are commonly well prepared for short, single system downtime events and poorly prepared to address an unplanned, multi-system or extended downtime prompted by a natural disaster or cyber event. Altered workflows, limited or generic downtime forms and labels, and a lack of experience with paper-based systems can add stress and risk.

The Vizient® Pharmacy Advisory Solutions team has the tools and expertise to guide members in the establishment of a robust downtime survival and recovery program. We have a series of customizable offerings designed to assist you in evaluating the potential risks and gaps in current downtime procedures as well as to address identified shortcomings.

Thorough gap analysis and assessment

Our comprehensive downtime assessment encompasses all areas of pharmacy, helping you identify critical systems, the projected impact of system loss and the current level of preparedness. Areas addressed include:

- Technology and automation
- Pharmacy operations
- Clinical services

Customized downtime tools and templates

Using our repository of clinical and operational templates, we will work with you to develop tools specific to your site(s) in order to support downtime procedures. We draw from our established templates which include medication administration records (MARs), patient profiles, clinical monitoring forms, master formulation records (MFRs), therapy specific order forms and product or therapy specific labels. We can also develop additional tools to support your customized needs.

Recovery

Our team can assist in guiding strategies to aid in the post-downtime recovery process. Actions taken prior to and during an extended downtime can facilitate a smooth and timely documentation of services rendered and ensure an accurate and defensible charge capture process.

As the nation's largest member-driven health care performance improvement company, Vizient provides solutions and services that empower health care providers to deliver high-value care by aligning cost, quality and market performance. With analytics, advisory services and a robust sourcing portfolio, we help members improve patient outcomes and lower costs.

[1] Davis, Jessica. Healthcare Accounts for 79% of All Reported Breaches, Attacks Rise 45% (healthitsecurity.com). Accessed 8/5/21

[2] Ransomware Payments Decline in Q4 2020 (coveware.com). Accessed 8/9/21