



Whether you manage a single facility or a nationwide group, this checklist helps you shift from reactive crisis management to proactive operational resilience.

Clinical and operational resilience planning

| Question | Supporting Notes | Date | Status | Owner/s | Next Steps |
|--|--|------|--------|---------|------------|
| Have you identified your minimum viable company (MVC)? | Your BCM platform should help you identify the services and functions that must stay online to ensure patient safety and continuity of care. | | | | |
| Are your continuity plans regularly tested and reviewed? | Look for software that supports version control, audit trails, and automated plan testing to ensure preparedness. | | | | |
| Have you mapped key operational dependencies (e.g. EHR systems, medical devices, utilities)? | Dependency mapping helps visualise how disruptions to systems or infrastructure cascade across departments and services. | | | | |
| Can clinical and admin teams access plans instantly? | Plans must be accessible across departments and roles, with mobile-ready formats for fast decision-making during emergencies. | | | | |

Multi-site response co-ordination

| Question | Supporting Notes | Date | Status | Owner/s | Next Steps |
|--|---|------|--------|---------|------------|
| Can you manage continuity planning across all facilities from a central dashboard? | Your software should allow for real-time oversight and local plan customisation across multiple hospitals, clinics, or departments. | | | | |
| Are plans standardised but facility-specific? | Choose a system that allows templated master plans with flexibility for local risks, layouts, and services. | | | | |
| Do on-site teams have clear roles and ready-to-go playbooks? | Your platform should support location-specific workflows and auto-trigger responses based on incident type or severity. | | | | |

Supply chain and vendor resilience

| Question | Supporting Notes | Date | Status | Owner/s | Next Steps |
|---|---|------|--------|---------|------------|
| Can you track vendor dependencies and alternate supply routes? | Effective software should capture vendor info, flag high-risk suppliers, and support contingency planning | | | | |
| Have you simulated scenarios like medication shortages or PPE delays? | The platform should support impact analysis and what-if scenarios to stress-test your readiness. | | | | |
| Are escalation and alerting workflows built-in? | Look for automated notifications to relevant staff when vendor or logistics disruptions arise | | | | |

Workforce readiness

| Question | Supporting Notes | Date | Status | Owner/s | Next Steps |
|---|---|------|--------|---------|------------|
| Are staff aware of their continuity roles and responsibilities? | Assign tasks and maintain training records within the BCM system to ensure clarity and accountability. | | | | |
| Do you have emergency communication channels in place? | Built-in SMS, email, and push notifications ensure rapid communication in fast-moving situations. | | | | |
| Have you identified essential clinical and non-clinical roles for critical scenarios? | The ability to tag critical personnel supports prioritisation and response planning when operating under constraints. | | | | |

Scenario testing and compliance

| Question | Supporting Notes | Date | Status | Owner/s | Next Steps |
|--|---|------|--------|---------|------------|
| Are you running regular simulations and tabletop exercises? | Your platform should support scenario configuration, testing logs, and learning loop improvements. | | | | |
| Are continuity plans aligned with industry standards such as DSPT, or ISO 22301? | Compliance features help track alignment with key healthcare regulations and governance frameworks. | | | | |
| Can you provide audit-ready records for regulators and internal reviews? | Ensure your platform automatically logs updates, changes, and response actions for full traceability. | | | | |