

TABLETOP EXERCISES TO IMPROVE BUSINESS CONTINUITY PLANS IN HOSPITAL PHARMACIES – A PROSPECTIVE INTERVENTIONAL STUDY

Ferdinand Le Bloc'h^{1,2}, Laurence Schumacher^{1,3}, Pascal Bonnabry^{1,3}, Widmer Nicolas^{1,2}

¹ Specialised Centre for Emergency and Disaster Pharmacy, Institute of Pharmaceutical Sciences of Western Switzerland, University of Geneva, University of Lausanne, Geneva, Switzerland, ² Pharmacy of the Eastern Vaud Hospitals, Rennaz, Switzerland, ³ Pharmacy Service, Geneva University Hospitals, Geneva, Switzerland,

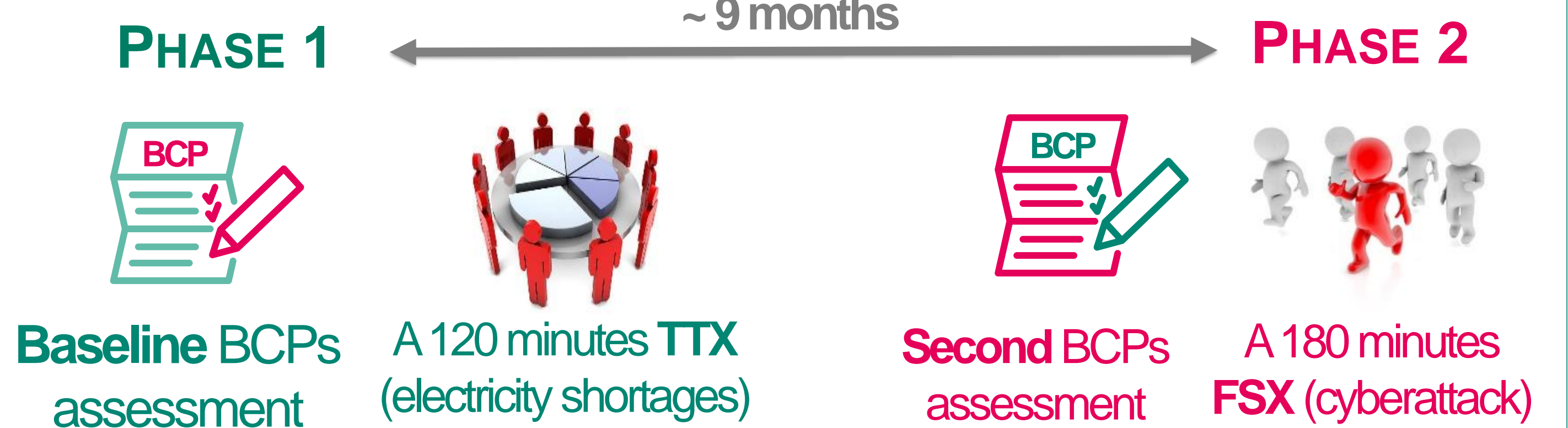
INTRODUCTION & PURPOSE

Ensuring the continuity of essential operations is crucial in preparing for crisis in any organization. This can be managed through business continuity plans (BCPs). Disaster simulation tabletop (TTX) and full-scale (FSX) exercises enable to adapt and test crisis plans, including BCPs.

A two-phases, pre-post intervention study among Swiss hospital pharmacies (HPs) was conducted.

- #1 TO ASSESS THE IMPACT OF A DISASTER TTX ON BCP'S QUALITY AND CONTENT IN SWISS HPs.
- #2 TO ASSESS THE IMPACT OF BCP'S SCORE ON THE CONCRETE RESPONSE TO A CRISIS THROUGH A DISASTER FSX.

METHODS

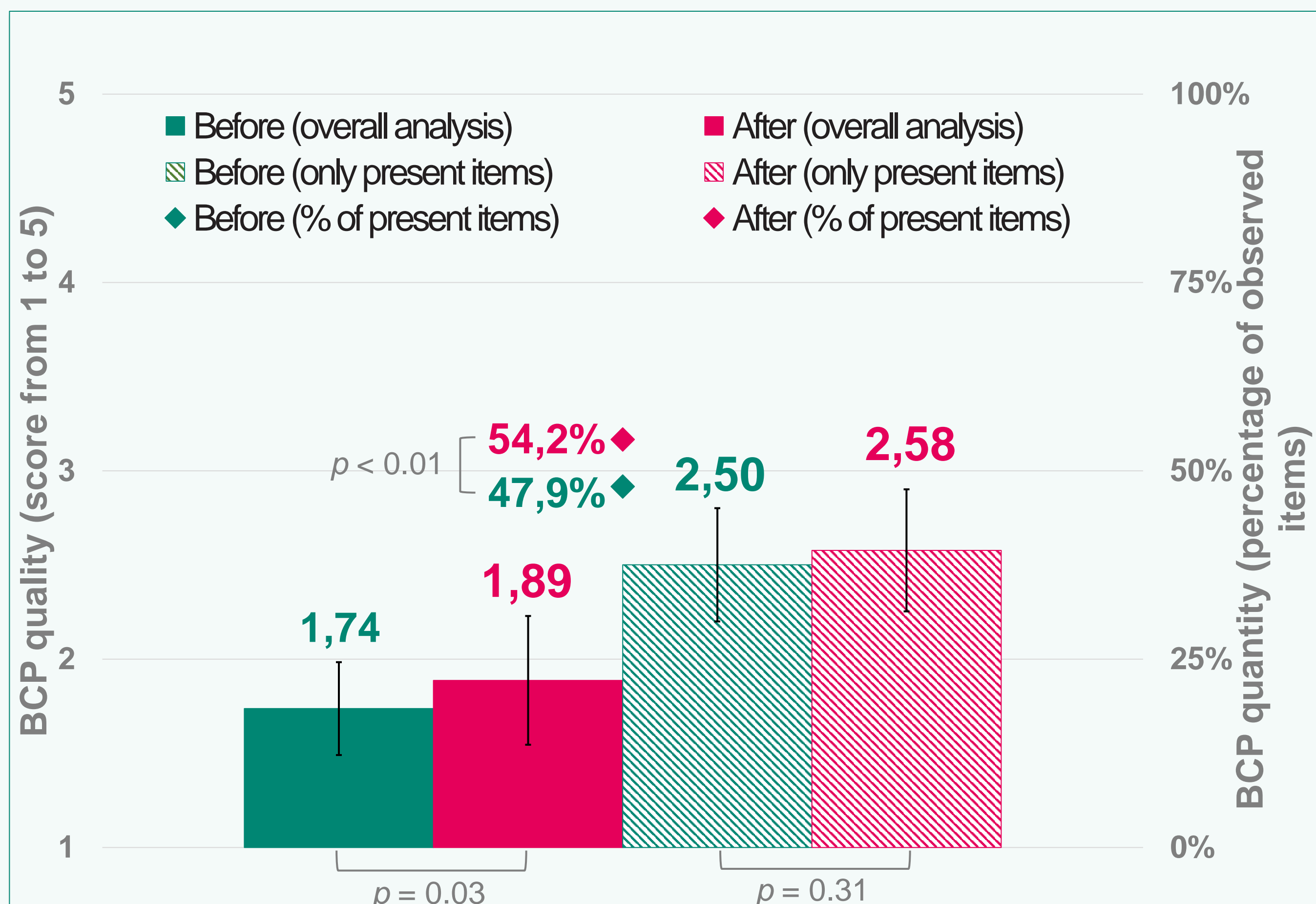


- BCPs assessments using a 1 to 5 Likert-scale grid, "all-hazards" structured, built from literature and validated by 3 independent experts.
- All scenarios and exercises have been validated in a test HP.
- Exercises ended with a debriefing followed by a written report.
- Participants satisfaction was measured with a questionnaire.
- TTX was also assessed in Swiss Armed Forces Pharmacy.

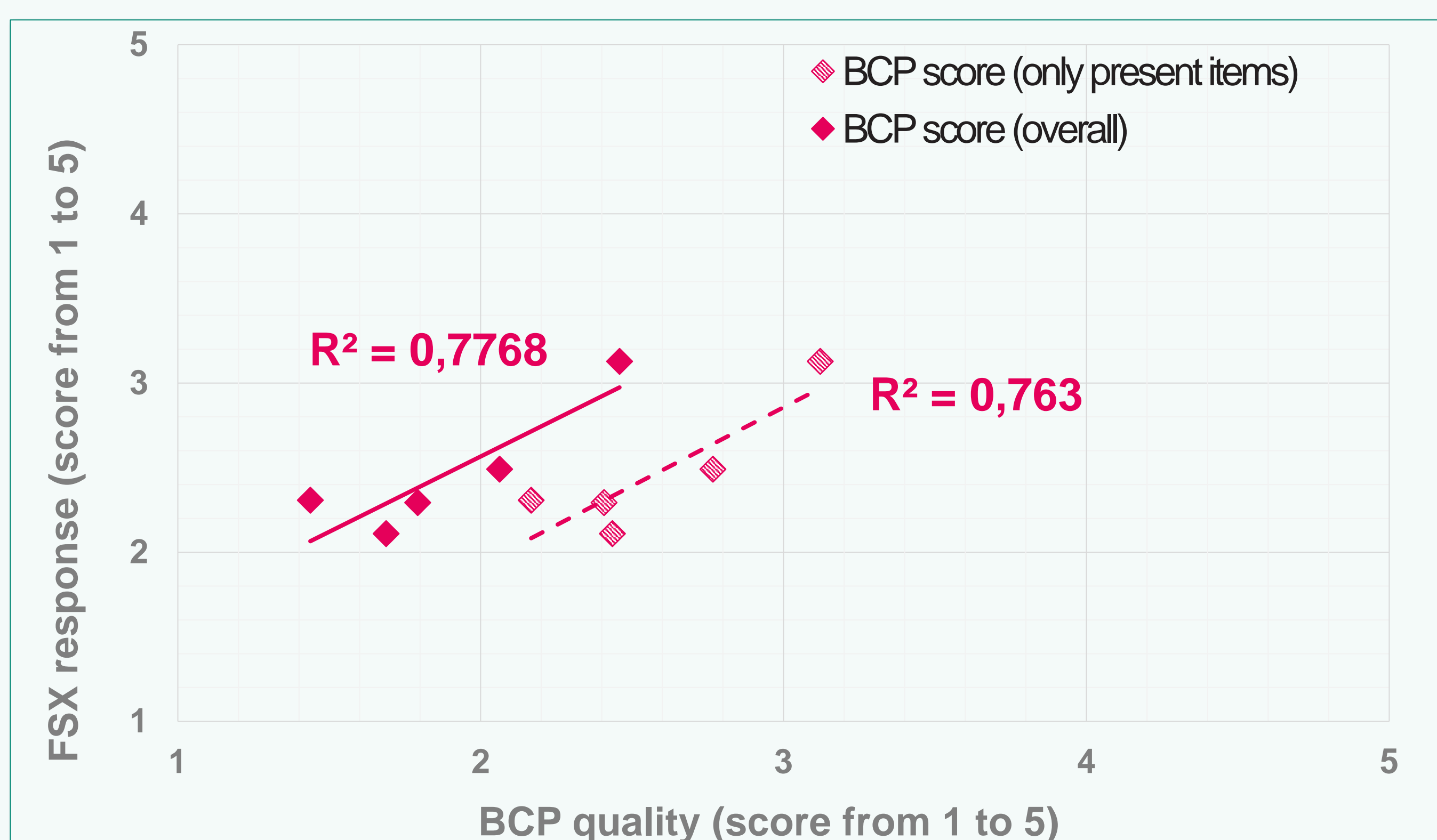
RESULTS

- 5 civilian HPs
- 1 army pharmacy (BCPs not analyzed)
- 6 TTX conducted
- 36 participants in total (29 civilian, 7 military)
- 5 FSX played
- > 50 participants in total

#1 Impact of TTX on BCP's quality and content



#2 Impact of BCP's score on response to a crisis (FSX)



Well and insufficiently developed aspects observed in BCPs



Participants satisfaction

- Satisfaction high and comparable for both exercises, including for the TTX in the army pharmacy.
- TTX tempo, FSX realism, complementary types of simulation, covered topics and organization were much appreciated.
- Good self-confidence in their ability to respond to a crisis after each exercise.
- Too short duration of exercises and debriefing.
- FSX instructions could be more detailed (confusion occurring).
- Difficulty of exercises not equally appreciated (too easy vs too hard).

CONCLUSION

- TTX CAN ENHANCE HPs' BCPs, BUT THE EFFECT SEEMS MODEST IN OUR STUDY.
- A CORRELATION WAS FOUND BETWEEN BCPs QUALITY AND RESPONSE TO A FSX, HIGHLIGHTING THE NEED TO STRENGTHEN HPs DISASTER PREPAREDNESS PROCEDURES AND TO PROMOTE PLANNING PROCESS.
- SIMULATIONS WERE HIGHLY APPRECIATED, UNDERSCORING THEIR INTEREST AS PART OF CONTINUING EDUCATION.
- FURTHER STUDIES ARE PLANNED TO DETERMINE THE REQUIRED CONTENT OF HPs' BCPs

