**Systems Support Services: Disaster Plan**

1. **Disasters NOT Impacting Computerized Systems**

If an alert is announced during week day working hours, the Director of Systems Support Services (Assistant Director in the absence of the Director; Primary On Call Persons in the absence of Dir. & Assist. Dir.) will assess the activities of the staff and will identify available staff that can be freed up from non-essential activities to join the labor pool. Anyone who can be freed up will be sent to the central location for the staff pool to help in any capacity for which they might be suited. Since these people have skills using the various clinical information systems, they would be excellent choices to work in areas requiring information from these systems to supplement staff overburdened by the disaster (i.e. Information Desk, Patient Registration, ED, etc.) In many cases, it may be necessary to cancel classes and other scheduled activities to free up personnel to assist in the house wide disaster. These decisions will be made on a case-by-case basis in consultation with the Emergency Response Incident Command Center.

During off duty hours, if staff needs to be recalled, the CENO (or designee) will contact the Director of Systems Support Services (on designee in the absence of the Director) and that person will call in staff on an as needed basis to help in any capacity for which they are needed.

**2. Disaster Impacting Computerized Systems**

In the event that a disaster effects computerized system availability/performance, the Director of Systems Support Services (or on-call person in the absence of the Director) will be notified by the Help Desk. Non-essential activities in which SSS staff are involved will be cancelled and staff will be made available to the Information Management personnel pool to assist with user support during downtime or recovery from downtime. As the user support arm of the Informatics Disaster Recovery Team, the primary focus will be communication and support to users, testing clinical systems, and providing user support during recovery processes. During off duty hours, decisions about recall will be made on a case by case basis depending on number and type of support resources needed. In cases of events likely to go on for extended periods of time, attention must be paid to scheduling staff in such away to allow for alternating “shifts” to allows for a continuous pool of rested staff.

**SSS**

**Emergency Recall Phone Tree**

**(Updated 2/26/15)**

Karen Hughart:

Office: 936-6779;

Home: 646-3672

*Other: Karen/Gwen (or designees in their absence) will assess need to recall some or all of these with* ***\*\*****.*

*Consider that personnel hired to cover call, or work weekends, evenings, and nights might not be available to work during the day time hours and for longer disasters, may be needed more on their regular shift/jobs.*

Gwen Holder:

Office: 875-1706;

Pers Cell/Home – 521-6383

\*\* Spring Morse:

Home: 931-588-9724; Pers Cell: 931-588-9724

Debi Camp:

Pers Cell/Home: 714-5039

Nicole Callendar:

Home: 662-1379;

Pers Cell: 405-4835

\*\* Julia Lyle:

Home: 931-622-2037

Lisa Grunwald:

Pers Cell/Home: 415-5197

Shawn Coomer:

Home/Pers Cell: 615-438-6286

Stephanie Philo:

Home: 579-0874;

Pers Cell: 260-4009

Blair Anderson:

Home:792-2237;

Pers Cell: 947-7803

**\*\*** Charlotte Tyree:

Home: 654-4101;

Pers Cell: 681-1959

Tom Mack:

Pers Cell/Home: 931-980-9879

Heather Knott:

Home/Pers. Cell: 865-271-7262

Heather Freeman:

Pers Cell/Home: 497-2630

**\*\*** Angie Swinger-Lockridge: Home: 469-6986;

Pers Cell – 485-3656

 Cindy Phips:

Home: 708-6509

\*\*Anna Kimberly:

Home:

Pers Cell:

**\*\*** Millicent Johnson:;

Home: 471-1526;

Pers Cell: 557-4927