



# CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES

<b>VOLUME 9: PHARMACY SERVICES</b>	Effective Date: 11/11
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<b>9.45 PHARMACY SERVICES BUSINESS CONTINUITY PLAN</b>	Attachments: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

## I. PROCEDURE OVERVIEW

The California Department of Corrections and Rehabilitation (CDCR) and the California Correctional Health Care Services (CCHCS) shall provide a contingency plan for correctional institutions in the event of disrupted local institution pharmacy services.

## II. PURPOSE

To define the procedures of the facility level operations to follow in the event of a natural or man-made disaster causing local institution pharmacy services to fail. The plan also defines the post-disaster recovery process.

## III. PROCEDURE

### A. Pharmacy Emergency Team

1. The Pharmacy Emergency Team includes the following staff:
  - a. Chief of Pharmacy Services or designee
  - b. Any of the Central Pharmacy Services Managers or designees
  - c. Local Pharmacist-in-Charge (PIC) or designee
2. The local PIC or designee shall:
  - a. Notify the Statewide Chief of Pharmacy Services or designee in the event of a network slowdown, network outage, lack of electrical power, or other immediate negative impact to pharmacy operations.
  - b. Be the local liaison between the Central Pharmacy Services and institutional pharmacy staff to assist with the continued function and recovery of pharmacy operations.

### B. Network Slowdown

A network slowdown occurs when access to pharmacy operations software is impacted and causing operational slowdown. Pharmacy operations are still available at limited capacity.

1. When identified, the local institution pharmacy staff shall complete an IT Solution Center ticket online at <https://solutioncenter.cphcs.ca.gov/MRcgi/MRentrancePage.pl> or by calling 1-888-735-3470.
2. The pharmacy staff shall notify the PIC or designee.
3. The PIC or designee shall:
  - a. Send an email with system issues to [CDCRPharmacyEmergencyTeam@cdcr.ca.gov](mailto:CDCRPharmacyEmergencyTeam@cdcr.ca.gov).
  - b. Notify the local health care staff, including the Chief Executive Officer (CEO), Chief Medical Executive, and Chief Nurse Executive, of the system slowdown and potential impact on patient care.
4. Upon notification of a network slowdown, members of the Pharmacy Emergency Team shall:

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- a. Coordinate with the pharmacy software vendor and CCHCS IT to determine the nature and extent of the network issue and a proposed course of action.
  - b. Determine a frequency for contact between relevant parties for updates regarding the network issue, operational impact, and course of action. Relevant parties may include the following staff:
    - 1) Pharmacy Emergency Team
    - 2) Local clinical leadership
    - 3) Institution Chief Executive Officer(s) [CEO(s)]
    - 4) Institution Health Care Information Technology (HCIT) staff
  - c. Determine a course of action consistent with the function of the institution and nature of the issue. Remediation may include but is not limited to the following:
    - 1) Prioritize medications filling to STAT (immediately) and same day prescriptions for local fill.
    - 2) Move order entry and authorize functions to an alternate site (e.g., central pharmacy) with fill function performed by the local institution.
    - 3) Move all essential pharmacy functions to an alternate site with arrangement for delivery to the impacted institution.
5. A recovery plan will be developed by the Pharmacy Emergency Team based upon the nature of the failure and the time involved to reestablish normal operations. The Pharmacy Emergency Team will communicate this plan which may include but is not limited to the following:
- a. File maintenance.
  - b. Notification to institutions once recovery is complete.

## **C. Network Outage, Lack of Electrical Power, or Other Immediate Negative Impact To Pharmacy Operations**

Local institution pharmacy operations are impacted by an inability to access pharmacy operations software or any other inability to meet the immediate pharmaceutical needs of the institution.

1. The local PIC will determine operational status and notify the Pharmacy Emergency Team.
2. At the one hour mark from time of notification, the Pharmacy Emergency Team will conduct a conference call with all relevant parties to obtain further details of the network issue and operational impacts and to determine a course of action with regard to the nature of the network issue (i.e., whether the network issue can be considered a slow down or outage). Relevant parties may include the following staff:
  - a. Pharmacy Emergency Team
  - b. Local clinical leadership
  - c. Institution CEO(s)
  - d. Institution HCIT staff
  - e. Regional HCIT manager(s)
3. Remediation will be individualized with consideration of the following:
  - a. The institution(s) impacted
  - b. Projected outage duration
  - c. Volume of prescriptions
  - d. Nearest facility with operational pharmacy software

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- e. Emergent needs
4. The course of action may include but is not limited to the following:
  - a. Dispensing medications from a nearby facility.
  - b. Printing labels from a nearby facility.
  - c. Delivering medications, labels, or Medication Administration Records (MAR) from a nearby facility.
  - d. Moving order entry and authorize functions to an alternate site (e.g., central pharmacy) to reduce recovery time.
  - e. Accessing central pharmacy receiving and delivery information, MAR, and medical reconciliation information from a system attached to an unaffected network (e.g., CDCR Enterprise Information Services Network, CCHCS Health Care Network).
5. A recovery plan will be developed by the Pharmacy Emergency Team based upon the nature of the failure and the time involved to reestablish normal operations. The Pharmacy Emergency Team will communicate this plan which may include but is not limited to the following:
  - a. File maintenance.
  - b. Notification to institutions once recovery is complete.

## IV. REFERENCES

- State Administrative Manual, Section 5325