

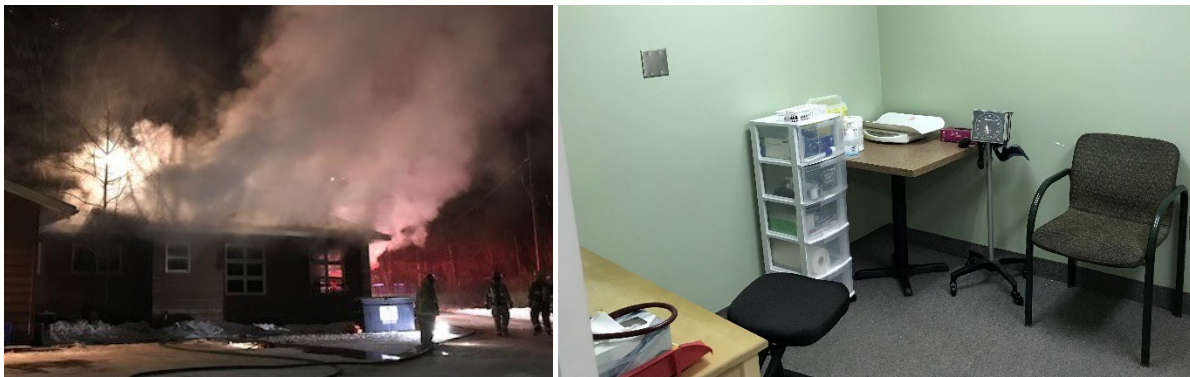


Nomination

The “How to” stream

Georgina NPLC

How to Recover Quickly from a Catastrophic Business Operations Interruption



On the night of January 14th 2018, the Georgina Nurse Practitioner Led Clinic (GNPLC), primary care provider to over 3000 patients in the Town of Georgina, lost its clinic to a devastating fire. Exactly 39 hours later, the Nurse Practitioners resumed practice to see patients once again in temporary alternate locations. This achievement not only demonstrated efficient emergency planning and recovery from an operations interruption, but also a determined focus on providing excellent patient care. The impact on patients from the fire was reduced to the minimum and is the result of exceptional leadership, teamwork, and collaboration within the community.

Communication with our patients was imperative! We needed to make them aware that our team was working on resuming services as quickly as possible despite losing the clinic building. This was part of every step of the recovery process – from calling patients immediately the night of the fire, to reschedule upcoming appointments, to utilizing social media and local media outlets (news reporters, TV shows) to provide regular service updates to patients and the community. Every day, administrative staff also responded to over 100 voicemails from our patients to inform and discuss alternative ways to meet their healthcare needs.