

AHCWA Quality Improvement Workshop

May 2010

IT Disaster Recovery Plan

Aboriginal Health Council of Western Australia

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- Computer Security Policies and Procedures
Template
- Disaster Recovery Plan
- AHCWA Support

Computer Security Policies and Procedures Template

General Practice Computing Group Computer Security Policies and Procedures
Template 1st edition (www.gpcp.com.au)

- IT Security Coordinator
- Firewall
- Antivirus
- Maintenance
- Assets Register
- Back up procedure
- **Disaster Recovery Plan**

Documentation of Back ups

MONTH: May 2010

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week1	Monthly <input type="checkbox"/> Done <input type="checkbox"/> Checked	Tue <input type="checkbox"/> Done <input type="checkbox"/> Checked	Wed <input type="checkbox"/> Done <input type="checkbox"/> Checked	Thu <input type="checkbox"/> Done <input type="checkbox"/> Checked	Fri#1 <input type="checkbox"/> Done <input type="checkbox"/> Checked	Sat <input type="checkbox"/> Done <input type="checkbox"/> Checked	Sun <input type="checkbox"/> Done <input type="checkbox"/> Checked
Week2	Mon <input type="checkbox"/> Done <input type="checkbox"/> Checked	Tue <input type="checkbox"/> Done <input type="checkbox"/> Checked	Wed <input type="checkbox"/> Done <input type="checkbox"/> Checked	Thu <input type="checkbox"/> Done <input type="checkbox"/> Checked	Fri#2 <input type="checkbox"/> Done <input type="checkbox"/> Checked	Sat <input type="checkbox"/> Done <input type="checkbox"/> Checked	Sun <input type="checkbox"/> Done <input type="checkbox"/> Checked
Week3	Mon <input type="checkbox"/> Done <input type="checkbox"/> Checked	Tue <input type="checkbox"/> Done <input type="checkbox"/> Checked	Wed <input type="checkbox"/> Done <input type="checkbox"/> Checked	Thu <input type="checkbox"/> Done <input type="checkbox"/> Checked	Fri#3 <input type="checkbox"/> Done <input type="checkbox"/> Checked	Sat <input type="checkbox"/> Done <input type="checkbox"/> Checked	Sun <input type="checkbox"/> Done <input type="checkbox"/> Checked
Week4	Mon <input type="checkbox"/> Done <input type="checkbox"/> Checked	Tue <input type="checkbox"/> Done <input type="checkbox"/> Checked	Wed <input type="checkbox"/> Done <input type="checkbox"/> Checked	Thu <input type="checkbox"/> Done <input type="checkbox"/> Checked	Fri#4 <input type="checkbox"/> Done <input type="checkbox"/> Checked	Sat <input type="checkbox"/> Done <input type="checkbox"/> Checked	Sun <input type="checkbox"/> Done <input type="checkbox"/> Checked
Week5	Mon <input type="checkbox"/> Done <input type="checkbox"/> Checked	Tue <input type="checkbox"/> Done <input type="checkbox"/> Checked	Wed <input type="checkbox"/> Done <input type="checkbox"/> Checked	Thu <input type="checkbox"/> Done <input type="checkbox"/> Checked	Fri#5 <input type="checkbox"/> Done <input type="checkbox"/> Checked	Sat <input type="checkbox"/> Done <input type="checkbox"/> Checked	Sun <input type="checkbox"/> Done <input type="checkbox"/> Checked

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Why is a Disaster Recovery Plan important for health services?

- Electronic Patient Records/Pathology results
 - Electronic Medicare claiming
 - Risks - power failure, power surges, environmental conditions (storms, floods, heat and dust)
-

Disaster Recovery Tool – Contingency Plan

Contingency Plan

Continue activities without major disruption

List important functions and develop contingency plan to ensure these functions continue in the event of a 'disaster'

e.g. Medicare Claiming, Recording Patient Information, Patient Appointments

Disaster Recovery Tool – Contingency Plan

Example: Loss of access to electronic patient information management system

Contingency Plan:

1. Patient information completed manually by reception and clinic staff
2. Contact Pathology/Radiology
3. Pass on manual notes to data officer for entry into Patient Information Recall System once system is restored

Disaster Recovery Tool – Recovery Plan

Recovery Plan

Remedial Procedure

E.g. Procedures to address power, server or internet failure or computer viruses

Includes documentation of errors/faults

Disaster Recovery Tool – Recovery Plan

Recover Plan Example: Power Failure

1. Uninterruptible Power Supply (UPS) unit will provide temporary electricity to clinic computers and patient information server
 2. Secure shutdown and of clinic computers and back up of data on patient information server while running on UPS back-up
 3. Log – date, time, length of power failure, cause
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Other ICT Resources

ICT/IM Self Assessment Tool for ACCHS in
NSW– Developed by AH&MRC

GPCG – Self Assessment and Checklist

AHCWA ICT Support for Member Services

As part of the accreditation support program AHCWA can assist member services applying for accreditation in relation to the following:

Computer Security Policies and Procedure Assessment Tool for AGPAL accreditation, policies Procedures,

Disaster Recovery Plan

Websites

Funding Submissions for IT upgrades - computers, UPS units, satellite broadband in remote clinics

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