

**Texas Tech University Health Sciences Center El Paso  
All Hazards - Continuity of Operations Plan (COOP)**

**Instructions:** To better prepare for emergencies, all Texas Tech University Health Sciences Center (TTUHSC) El Paso departments and units may use this form to complete a Continuity of Operations Plan (COOP). The COOP should describe how the department/unit will operate during an emergency and recover afterwards to full operational status. This is the department/unit Plan; the plan template may be augmented to meet the specific needs of the department/unit. For guidance and more information, see the TTUHSC El Paso Emergency Preparedness website at <http://www.ttuhscc.edu/emergency/> or contact the TTUHSC El Paso Department of Safety Services at (915)215-4820.

On an annual basis, the COOP plan will be reviewed and updated. The review date will be documented with the name(s) of the person(s) conducting the review.

<b>Department/Unit</b>	MPIP – El Paso		
<b>Plan Development</b>	<b>Plan Developer</b>		<b>Date Plan Updated</b>
	Dr. Steven Wagner		November 20, 2015
<b>Head of Operations</b>	<b>Name</b>	<b>Phone Number</b>	<b>Alt Phone Number</b>
	Dr. Steven Wagner	915-215-4701	915-727-7383
<b>E-mail address</b>	Steve.wagner@ttuhsc.edu		
<b>Annual Review</b>	<b>Reviewer Name</b>		<b>Date Plan Reviewed</b>
	Dr. Steven Wagner		November 20, 2015

**A: Background Information for Emergency Planning**

No one can predict when an emergency might happen or how severe it will be. It is prudent to plan for one, especially since these plans can be applied to any major emergency that could threaten the health and safety of the campus community or disrupt University programs and essential operations. This plan should address any kind of emergency that is severe enough to impact the TTUHSC EL PASO community including an infectious disease epidemic, severe weather events, fires or explosions, hazardous materials releases, extended utility outages, floods, terrorism or mass casualty events.

In the event of an emergency, TTUHSC EL PASO has four objectives:

1. Protect life and health
2. Safeguard our critical infrastructure (support, facilities and operations)
3. Continue functions essential to University operations
4. Resume normal teaching, research and service operations as soon as possible

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**B: Department/Unit Objectives**

Considering the department/unit's unique mission, describe teaching, research and service objectives:

- Manage & Support the GE Centricity Business system
- Provide patient registration & financial assistance screening
- Objective of MPIP's billing & collections unit is to perform medical billing & collections process for services provided by Texas Tech University providers, from resolution of pre-transmission edits & rejections, to follow-up & appeal of outstanding claims
- Provide financial counseling to patients and assistance to cashiers
- Provide customer service to patients, clients and attorney representatives. Balance accounts, itemized statements and attorneys' requests
- Post all patient and insurance payments to accounts
- Refund insurance and patient payments

**C: Additional Department/Unit Information**

Please note department/unit contact information below.

COOP Contact	Name	Phone Number	Alternate Phone Number
	Dr. Steven Wagner	915-215-4701	915-727-7383
E-mail address	Steve.wagner@ttuhsc.edu		
Department/Unit name and locations	MPIP – Business Office, 11500 Pellicano, Suite C-9-16, El Paso, Texas 79936		

Please indicate below the principle nature of department/unit operations (check all that apply):

- |  |  |
|--|--|
| <input type="checkbox"/> Instruction         | <input type="checkbox"/> Student life support  |
| <input type="checkbox"/> Laboratory research | <input type="checkbox"/> Research support  |
| <input type="checkbox"/> Other research      | <input type="checkbox"/> Facilities support  |
| <input type="checkbox"/> Administration      | <input checked="" type="checkbox"/> Other (describe) <u>Business Office/Business &amp; Clinic Support/Management &amp; Support of GE Centricity Business</u> |
| <input type="checkbox"/> Clinic              |  |

**D: Emergency Communication Systems (Human Capital Management)**

All TTUHSC EL PASO employees are responsible for keeping informed of emergencies by monitoring news media reports, the TTUHSC EL PASO web home page, e-mail, and phone alert messages. To rapidly communicate with department/unit employees in an emergency, all departments/units are encouraged to prepare and maintain a call tree.



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Note below the system(s) the department/unit will use to contact employees in an emergency. Department/units should identify multiple communication systems that can be used for backup, after hours, when not on campus, or for other contingencies.

X Phone    X E-mail    X Text messaging  
X Call tree     Department/Unit web site                       Pager  
X Instant messaging                                      X Other (describe): MPIP Business Office/TTUHSC Stat  
Alert

**E: Emergency Access to Information and Systems (Vital Records)**

If access to department/unit information and systems is essential in an emergency, describe the department/unit emergency access plan below. This may include remote access (or authorization to allow remote access), contacting IT support, off-site data backup, backup files on flash drives, hard copies, or use of alternate e-mail systems. Identify what critical data and records are backed up, and whether the backup is stored on-site or off-site. Simulate a failure scenario that tests the ability to recover "lost" critical data. Describe how the department/unit will respond to the destruction of critical data. List essential functions that will need to have remote access to systems and individual's authorized to perform temporary but critical "work from home."

- Contact IT Support for remote access. Analysts have authorization & laptops to work from home
- Data for Centricity Business is stored & backed up off-site
- Obtain authorization for staff remote access to server
- In the event of a disaster, the VPN connection will be available to access the server remotely by logging in to:  
<http://www.ttuhsce.edu/it/is/itsolutioncenter/faq/vpn.aspx>
- Access article for TTUHSC VPN connection for Windows 7
- Create VPN connection
  1. Remote access essential for: registration; financial assistance evaluations; Medicaid screening; UMC/El Paso Children's Hospital admissions and Emergency Medicine patient registration reports; returned mail processes; duplicate account merge processes; UMC patient EE# update reports; and department/clinic Hospital District account updates.
- Agreement will be made with TTUHSC clinical department(s) such as Internal Medicine and/or Family Medicine to use their facility and computers after hours (5:30 PM – 6:30 AM). Billing & Collections team will work from this location which is fully operational and will allow them to begin work within 24 hours after incident. These departments have computer programs for billing and collections process (GE Centricity Business & Internet Explorer). All information needed for employees to continue their duties is stored in GE Centricity, GE eCommerce



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- Portal and TTUHSC email.
- Manual receipt and patient message log books
  - Critical data backed up off-site
  - Two staff members will report to Cashiers' office during day to open mail and prepare ACH report. Rest of staff members will report to Central Registration after hours where computers are set up to post payments and process refunds

**F: Department/Unit Essential Functions**

List department/unit functions essential to operational continuity and/or recovery. Identify the position title responsible for each essential function.

Identify primary personnel and alternate personnel and assure that alternates are sufficiently cross-trained to assume responsibilities.

<b>Essential Function:</b>	MPIP Business Office			
<b>Essential Position Title:</b>	Dr. Steven Wagner, Executive Director			
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>	<b>Third Alternate</b>
<b>People Responsible</b>	Debra Davila			
<b>Phone Numbers</b>	915-215-4706	915-490-5192		
<b>Essential Function:</b>	GE/CB Management Support/Patient Registration & Financial Assistance Screening			
<b>Essential Position Title:</b>	Sr. Director			
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>	<b>Third Alternate</b>
<b>People Responsible</b>	Lourdes Gomez			
<b>Phone Numbers</b>	915-215-4727	915-203-6503		
<b>Essential Function:</b>	Medical Business Office/Accounts Processing			
<b>Essential Position Title:</b>	Sr. Director			
	<b>Primary</b>	<b>Alternate</b>	<b>Second Alternate</b>	<b>Third Alternate</b>
<b>People Responsible</b>	Ana Deslongchamps			
<b>Phone Numbers</b>	915-215-4755	915-207-0008		
<b>Essential Function:</b>	Billing & collections process – up from edits, eCommerce & paper rejection resolution, follow-up & appeal of claims			
<b>Essential Position Title:</b>	Sr. Director			



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Sections F and G contain the list of department/unit key personnel and leaders – those responsible for the above essential functions. The Head of Operations and each primary person listed in an essential position are your department/unit’s primary **Essential Personnel**. In an emergency, essential personnel are expected to report to work unless directed by supervisor or public safety authorities not to report for health and safety reasons.

**G: Department/Unit Leadership Succession and Designation of Authority**

List the people who can make operational decisions if the head of the department/unit is absent. Designate the Authority this individual will have in the absence of the Chair, Director or Administrator.

	<b>Name</b>	<b>Phone Number</b>	<b>Alt Phone Number</b>	<b>Designation of Authority</b>
<b>Chair/Director/ Admin of Operations</b>	<b>Dr. Steven Wagner</b>	<b>915-215-4701</b>	<b>915-727-7383</b>	<b>Full authority</b>
<b>First Successor</b>	<b>Debra Davila</b>	<b>915-215-4706</b>	<b>915-490-5192</b>	<b>Full authority to make all decisions</b>
<b>Second Successor</b>	<b>Lourdes Gomez</b>	<b>915-215-4727</b>	<b>915-203-6503</b>	<b>Full authority to make all decisions</b>
<b>Third Successor</b>	<b>Ana Deslongchamps</b>	<b>915-215-4755</b>	<b>915-207-0008</b>	<b>Full authority to make all decisions</b>

**H: Key Internal (Within TTUHSC) Dependencies (Interoperable Operations)**

All TTUHSC EL PASO departments/units rely on IT, Payroll, Purchasing, Business & Finance, Police, Human Resources, and the Physical Plant. List below the other products and services upon which the department/unit depends and the internal TTUHSC EL PASO departments or units that provide them.

<b>Dependency (product or service) :</b>	IAS Department (GE Centricity Business Support)
<b>Provider (TTUHSC EL PASO department):</b>	Lubbock, Texas
<b>Dependency (product or service) :</b>	UMC & El Paso Children’s Hospital. Daily patient admissions & Emergency Medicine reports
<b>Provider (TTUHSC EL PASO department):</b>	IT Department
<b>Dependency (product or service) :</b>	Mail delivery
<b>Provider (TTUHSC EL PASO department):</b>	General Services



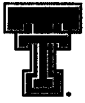
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<b>Dependency</b> (product or service) :	Chase ACH and Lockbox Deposit
<b>Provider</b> (TTUHSC EL PASO department):	MPIP
<b>Dependency</b> (product or service) :	ACH deposits and backup for insurance companies such as Medicare, Medicaid, AETNA, Champus, etc.
<b>Provider</b> (TTUHSC EL PASO department):	MPIP
<b>Dependency</b> (product or service) :	Credit card payments will get approvals via telephone
<b>Provider</b> (TTUHSC EL PASO department):	MPIP

**I: Key External Dependencies**

List below the products, services, suppliers and providers upon which the department/unit depends. It is recommended that departments/units encourage them to prepare continuity of operations plans.

<b>Dependency</b> (product or service) :		
	<b>Primary</b>	<b>Alternate</b>
<b>Supplier/Provider</b>	GE Healthcare IT	
<b>Phone Numbers</b>	617-519-2004	
<b>Dependency</b> (product or service) :	Patient Financial Credit Information	
	<b>Primary</b>	<b>Alternate</b>
<b>Supplier/Provider</b>	UMC IT Department	
<b>Phone Numbers</b>	915-521-7904	
<b>Dependency</b> (product or service) :	Daily UMC & EPCH Patient Registration admissions and Emergency Medicine reports	
	<b>Primary</b>	<b>Alternate</b>
<b>Supplier/Provider</b>	TransUnion LLC	
<b>Phone Numbers</b>	281-610-0802	
<b>Dependency</b> (product or service) :	Patient Demographics	
	<b>Primary</b>	<b>Alternate</b>
<b>Supplier/Provider</b>	Chase Bank – Sigi Portillo	
<b>Phone Numbers</b>	214-965-3888	



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	<b>Primary</b>	<b>Alternate</b>
<b>Supplier/Provider</b>	UMC-Siemens/OSA Gold/IT Department	
<b>Phone Numbers</b>	915-521-7941; 915-521-7904	

**J: Mitigation Strategies**

Considering department/unit objectives, dependencies and essential functions, describe below the steps that can be taken now to minimize the impact of various types of crises on department/unit operations. For example, the department/unit may wish to **stock up on critical supplies and develop contingency work-at-home procedures**. This may be the most important step of the emergency planning process. Formulation of mitigation strategies may require reevaluation of objectives and functions.

- Develop contingency work-at-home procedures
- Schedule off-site office & PC usage, possibly after hours, to continue business
- Department awareness of COOP information and what to do in the event of a disaster
- Call Tree (cell phones-contact and alert staff)
- Annual COOP awareness and orientation
- Agreement with Billing & Collections staff to work after-hours (5:30 PM – 6:30 AM)
- Cashiers will report to MPIP Pellicano office
- Two cashiers will work from 8:00 AM to 5:00 PM. Rest of employees will work after hours
- Online access, printers and copy paper
- One employee will open mail and stamp checks for deposit; other employee prepares bank report, and Cashiers Supervisor will deposit checks
- Will report to Cashiers' office during day to prepare batches and deposits



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**K: Exercising Your Plan & Informing Your Staff (Test Train & Exercise)**

Share the completed Plan with department/unit staff. Conduct exercises to test the Plan and maintain awareness. Note below the types of exercises to be used and their scheduled dates.

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Staff orientation meeting | <input checked="" type="checkbox"/> Emergency communication test |
| <input checked="" type="checkbox"/> Call tree drill           | <input type="checkbox"/> Off-site information access test        |
| <input type="checkbox"/> Tabletop exercise                    | <input type="checkbox"/> Unscheduled work at home day            |
| <input type="checkbox"/> Interdepartmental exercise           | <input type="checkbox"/> Emergency assembly drill                |
| <input type="checkbox"/> Other drill (describe): _____        |  |

<b>Exercise Dates</b>
<b>March 2015 – January 2016</b>
<b>Staff Distribution Date</b>
<b>Bi-annual</b>

**L: Recovery (Reconstitution)**

Describe the department/unit plan to fully resume operations as soon as possible after the crisis has passed. Identify and address resumption/scheduling of normal activities and services, work backlog, resupply of inventories, absenteeism, the use of earned time off, and emotional needs.

- Identify & test equipment & systems
- Work collaboratively with IT to ensure connectivity
- Prioritize and list functions to be addressed
- Assign duties based on urgency
- Test all systems: Centricity Business; TransUnion; and database applications
- Assign department duties based on urgency: registration; financial assistance evaluations; Medicaid screening; UMC/El Paso Children’s Hospital admissions and Emergency Medicine patient registration reports; returned mail processes; duplicate account merge processes; UMC patient EE# update reports; and department/clinic Hospital District account updates
- Coordinate with clinical department(s) for use of their facility after-hours, within 24 hours after incident
- Make sure computers and telephones are functional
- Notify employees of changes
- Coordinate vital resources; identify inventory of functional equipment
- Voice communications wireless and cellular networks
- Notify employees of new location, and telephone numbers of critical people to contact for change in duties/responsibilities



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**M: Special Considerations for Your Department**

Describe here any additional or unique considerations that the department/unit may face in an emergency.

- May vary based on emergency. Business Information Systems Department, would assist to ensure all business office users are able to connect & continue business operations
- Communicate to patients, UMC, EPCH & TTUHSC El Paso staff the re-direction of Central Registration's business operations to the interim location
- High dependency on technology for completion of work duties. Access to GE Centricity and Internet Explorer is necessary in the majority of functions
- Assist the elderly, children and patients in wheelchairs and cannot walk to evacuate the building, or to a safe shelter
- In order for Texas Tech's facilities to function, PMIP must meet a monthly budget. Very important to post all money to patients' accounts so monthly goals are possible

**N: For Events Impacting the Region consider Home Emergency Planning for Individuals and Families**

Employees, students and their families should plan for any type of emergency that could impact them in their home or apartment. Don't wait – an emergency can occur at any time. Past experience has shown that employees may not show up for work if they are concerned for the safety and security of their families. It is recommended that employees receive the following information, available on the FEMA website at <http://www.ready.gov/>.

- X Guide for Individuals and Families
- Family Health Information Sheet
- Planning Checklist for Individuals and Families
- X Emergency Contacts Form

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**O: Alternate Facilities**

Location: other than the normal facility used to carry out essential functions in a COOP situation. Can be operated in 12 hours or less, and can provide sufficient space, equipment, supplies, and services to support COOP personnel in performance of essential functions.

- Whatever hours available where space & PCs can be accommodated
- Main Clinic Building/Central Registration/Cashiers Office – 4801 Alberta Avenue, El Paso, Texas 79905 OR Family Medicine, Kenworthy, El Paso, Texas Tech
- Obtain instructions from first responders and locate to TTUHSC El Paso Command Center
- Answer for temporary location to be determined
- MPIP - 11500 Pellicano, El Paso, Texas 79936 (Cashiers & Central Registration staff)
- Arrangement pending with clinical department(s) for use of facilities and computers after clinic hours

**P: Devolution:**

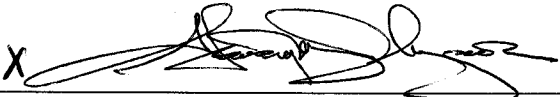
The devolution option may be used when the organization's primary operating facility, alternate site, and or staff are not available. The Devolution Plan addresses how the department will identify and transfer responsibility for the performance of essential functions to personnel at a location that offers a safe and secured environment in which essential functions can continue.

- Continued Centricity Business support & management for the El Paso campus would continue from home. Centricity Business Analysts have laptops & connectivity from home to continue business until other arrangements can be made
- Obtain permission from Sr. Director or Executive Director to transfer responsibility of department functions to other facility/personnel
  - Identify essential functions to alternate facility/personnel
  - Determine order of resumption: 1 day; 1 week; 30 days
- Services will be contracted out, however, no current contract exists
- TTUHSC MEB Building, Conference Room #1100, 5001 El Paso Drive, El Paso, Texas 79905

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**Q: COOP Submission**

Thank you for completing the TTUHSC EL PASO Department/Unit All Hazards Continuity of Operations Plan (COOP). Please submit this Plan to the appropriate Dean or Vice President for approval and identification of essential positions within your department/unit.

Department Chair/Director, name: Dr. Steven Wagner	Title: Executive Director of Business Operations
Department Chair/Director, signature: 	Date submitted: 11/20/15
Chief Operating Officer, signature:	Date:
President of TTUHSC EL PASO, signature:	Date:

**Send the original signed COOP to:**

**TTUHSC EL PASO Emergency Management Coordinator  
 Department of Safety Services  
 440 Raynolds  
 El Paso, Texas 79905**