

About Booz Allen

Booz Allen Hamilton is a leading provider of management and technology consulting services to the US government in defense, intelligence, and civil markets, and to major corporations, institutions, and not-for-profit organizations. Booz Allen is headquartered in McLean, Virginia, employs more than 25,000 people, and had revenue of \$5.59 billion for the 12 months ended March 31, 2011. (NYSE: BAH)

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Continuity of Healthcare Operations

Historically, healthcare organizations developed contingency and continuity planning programs to meet a variety of requirements, such as continuity of operations (COOP) and critical infrastructure protection (CIP). An organization usually develops these programs independent of one another; however, federal mandates call for integrating contingency and continuity planning activities into a single, efficient, and focused effort to better prepare for critical events.

The dynamic and changing global environment and the high-profile national emergencies of recent years have accentuated healthcare organizations' susceptibility to risks. In addition, recent events have highlighted the need for a mature and coordinated family of emergency management programs within these organizations. Because medical-related threats exist during all types of disasters, strategies to mitigate these threats range from providing immediate trauma care to reestablishing a public health and medical infrastructure system.

In the future, medical responses and emergency management will vary widely, requiring a more adaptable and flexible response system. Health threats can manifest with little or no warning and commonly require a rapid regional, national, or global response/recovery effort. Therefore, a necessary element in establishing an effective emergency management medical capability is to ensure the continuity of our healthcare systems.

Booz Allen Can Help You Be Ready for What's Next

At Booz Allen Hamilton, a leading strategy and technology consulting firm, we have a deep understanding of contingency and continuity planning built on long-term relationships with clients to mitigate risks and ensure their organizations can accomplish their essential functions in an all-hazards environment. Booz Allen has deep domain expertise in continuity and healthcare planning. Our certified professionals have helped a wide variety of clients with planning and programming. Our proven methodology in continuity planning focuses on developing and exercising plans to recover critical information, related technology functions, and processes should a critical capability be lost or unacceptably degraded.



Our Continuity of Healthcare Operations Services and Approach

Booz Allen has created enduring solutions to our clients' most pressing problems in the areas of healthcare studies and analysis; medical intelligence and health surveillance; medical planning and programming; capabilities-based planning; exercise support; operational-level support; training, modeling, and simulation; and integration and development. We have a successful record of helping clients implement a coordinated and holistic approach to assure their mission success. We help clients:

- Identify and prioritize essential business functions and supporting resources
- Analyze and assess specific organizational needs and interdependencies

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delivering results that endure

- Identify appropriate strategies to ensure the availability of critical resources
- Integrate various, and often disjointed, emergency planning and response efforts
- Bring together groups of key public and private stakeholders for coordination and collaboration among all sectors and levels
- Develop and implement concepts of operation (CONOPS)
- Create communications and response linkages
- Implement best practices in policy, plans, and procedures
- Develop and implement testing, training, and awareness programs
- Plan and conduct full-scale emergency response exercises to validate all continuity elements

Each of these efforts helps organizations support the continuation of critical business operations and processes and protect employees, assets, services.

We provide a synergistic and value-driven approach to developing a continuity of healthcare planning capability that integrates and leverages several interdependencies. Our staff includes certified emergency managers and healthcare emergency professionals, business continuity planners; public health experts; strategic risk management practitioners; experts on weapons of mass destruction; IT specialists; healthcare planners; logisticians; and experts in modeling, simulation, and wargaming. They are skilled in emergency management; business continuity and COOP planning; risk analysis and assessment; IT resiliency; medical planning; test, training, and exercise development and execution; and program development, implementation, and evaluation. Our approach focuses on business analysis, business continuity strategy, plan development, plan testing, and program maintenance, allowing us to deliver results faster by concentrating on those elements that drive the most value. Our comprehensive understanding of emergency management as it applies to continuity of healthcare can prepare your organization to continue to operate even in the face of a catastrophic event.

Client Success Stories

Our continuity of healthcare engagements include support for the Department of Defense, Department of Health and Human Services (DHHS), Department of Veterans Affairs, and Department of Homeland Security (DHS), as well as the commercial sector and several nonprofit clients. Examples include:

DHHS, Assistant Secretary for Preparedness and Response. Booz Allen prepared DHHS and Emergency Support Function ESF #8 medical playbooks, which support the DHHS response during a public health emergency event. These playbooks are built based on the Department of Homeland Security (DHS) National Planning Scenarios. At the Assistant Secretary's request, Booz Allen prepared 10 playbooks built on the challenges associated with the most significant health risks to the nation.

Joint Staff, J4 Health Service Support Division (HSSD) and Office of the Secretary of Defense Health Affairs, Force Health Protection & Readiness. Booz Allen supports the Joint Staff Logistics Directorate, J-4 HSSD with force health protection (FHP) subject matter expertise. Our FHP team provides a significant level of medical plans and operations support to the Joint commands and the Service Surgeons' General. Combined with our long-term support to the Joint Staff J4 HSSD and FHP&R, our depth in expertise established a credible presence regarding medical planning, programming, information management, and technology, and provided strong continuity on the full range of FHP challenges.

Whether you're managing today's issues or looking beyond the horizon, count on us to help you be ready for what's next.