

Case Study: Business Impact Analysis for a Leading Pediatric Hospital

Overview

Guidacent was engaged by a major pediatric hospital to conduct a comprehensive Business Impact Analysis (BIA) as part of the organization's ongoing commitment to business continuity and disaster recovery planning. The hospital recognized the need to refresh its previous BIA to reflect changes in processes, technology, and risk landscape, ensuring resilience in the face of potential disruptions.

Objectives

The primary goals of the BIA engagement were to:

- Identify and prioritize critical business processes and supporting systems.
- Assess dependencies and interdependencies across clinical and administrative functions.
- Evaluate the impact of disruptions and establish recovery priorities.
- Develop actionable recommendations to strengthen business continuity and meet regulatory requirements.

Guidacent's Approach

Guidacent's methodology is grounded in international best practices, including ISO 22301 Business Continuity guidelines and Disaster Recovery Institute International standards. The project was structured into three distinct phases:

1. Organization & Planning

- Validated organizational changes since the previous BIA.
- Mapped business groups and process owners to ensure all stakeholders were included.
- Developed a robust interview plan prioritizing mission-critical functions.
- Aggregated existing policies and procedures for assessment.

2. Interviews & Assessment

- Conducted interviews with over 100 managers and directors across 72 departments, achieving high participation rates.



- Gathered detailed insights into departmental workflows, application dependencies, and maximum tolerable downtime (MTD).
- Used a scoring template to quantify the impact of disruptions on patient care, operations, and regulatory compliance.
- Evaluated recovery time objectives (RTO) and recovery point objectives (RPO) for key systems.

3. Communication, Roadmap & Reporting

- Analyzed findings and communicated risks to affected groups and hospital leadership.
- Delivered a comprehensive summary report with a recommended roadmap for remediation and future enhancements.
- Supported the development of playbooks and tabletop exercises to further strengthen the hospital's business continuity posture.

Key Findings & Recommendations

- **Critical Process Identification:** The BIA identified essential clinical and business processes, mapped their dependencies, and prioritized recovery efforts to minimize operational impact.
- **Application Tiering:** Applications were classified by criticality, with mission-critical systems receiving focused attention for downtime planning and recovery sequencing.
- **Business Continuity Planning:** Recommendations included developing documented downtime plans for all critical applications, consolidating redundant systems, and enhancing communication strategies.
- **Data Protection:** The hospital was advised to explore additional backup solutions and cloud migration strategies to safeguard patient data and maintain service continuity.
- **Regular Refresh:** Guidacent recommended a biennial BIA refresh to ensure the hospital's continuity plans remain aligned with evolving risks and organizational changes.

Outcomes

Guidacent's engagement resulted in:



- A clear understanding of the hospital's risk landscape and business priorities.
- Actionable insights for improving resilience and regulatory compliance.
- A practical roadmap for ongoing business continuity and disaster recovery improvements.
- Enhanced stakeholder awareness and preparedness for disruptive events.

Why Guidacent?

Guidacent's tailored approach, deep healthcare expertise, and commitment to collaboration enabled the hospital client to strengthen its business continuity program and safeguard its mission of delivering exceptional patient care—even in the face of unexpected challenges.

**Interested in learning how Guidacent can help your organization build resilience?
Contact us to start the conversation.**

This case study is based on Guidacent's actual engagement with a leading pediatric hospital. All identifying details have been anonymized for confidentiality.

