



## 4 WAYS TO BOLSTER OPERATIONAL RESILIENCE IN AND AFTER PANDEMICS

The pandemic stretched healthcare organizations' operational resilience plans to the limits. Iron Mountain recommends these four areas to establish a more robust plan that elevates data protection, ensures continuity of care and secures revenue streams - in the face of increased demands, risks and regulations.

# 1

### SCALE WITH DEMAND

Create a plan that can balance the fluctuating capacity, personnel and space challenges.

- **Assess inventory** to determine what is needed, what can be repurposed and what should be reallocated to support immediate and longer-term needs.
- **Maximize onsite space** by getting rid of what is no longer needed and relocating non-critical items to accommodate patient surges and facilitate emergency response.
- **Maintain control and visibility** of vital information and inventory to allow for rapid access and response to emergency demands as well as mission-critical functions.
- **Develop a skills and staffing backup plan** to quickly locate employees or attract outside talent to fill gaps during emergencies and demand surges.
- **Rethink IT infrastructure** to preserve on-site data center resources and bandwidth as IT staff are stretched thin and more employees work from home.

# 2

### ASSESS AND ADDRESS SECURITY GAPS

Close security holes in telehealth sites and testing locations.

- **Stay ahead of regulations** around protecting private information, enabling compliant access as well as retaining and creating new records types.
- **Prepare for a wave of cyberattacks** targeting virtual and remote care delivery sites that rely on connectivity, data and devices, with backup, recovery and business continuity plans.
- **Ensure compliant and safe disposal** of paper-based records and devices with the right policies, processes and support tools/services.

# 3

### CAPTURE CRITICAL PATIENT DATA

Implement a process to save, integrate and disseminate critical patient information.

- **Assess resources, policies, and processes** across the information lifecycle required for business continuity and risk mitigation.
- **Update document retention and privacy policies** to support compliance and keep information protected, private and secure.
- **Automate workflows** for handling, routing and digitally sharing data and records created at testing and care sites.
- **Protect critical assets** with a plan for backing up data and systems, minimizing downtime and enabling rapid recovery.

# 4

### CLEAN UP PATIENT DATA POST-PANDEMIC

Strengthen regulatory compliance and make smarter decisions by improving data integrity.

- **Identify and eliminate duplicate patient records** to reduce errors, improve patient safety and increase clinical confidence.
- **Enhance collaboration** and COVID care with unified, comprehensive views of patients across facilities.
- **Leverage data and analytics** for accurate insight into COVID-related programs, their effectiveness and outcomes.

### Plan, Pivot & Persevere

Iron Mountain partners with healthcare organizations of all types and sizes around the world. To discover how we can help you emerge from COVID-19 ready for the next pandemic or emergency, download our ebook "BOOSTING PANDEMIC PREPAREDNESS AND RESPONSE IN HEALTHCARE" by clicking [here](#).