

CASE STUDY

Prioritizing resilience: Children's Healthcare of Atlanta takes business continuity enterprise-wide

| SEP 30, 2025

<https://www.chartis.com/client-results/prioritizing-resilience-childrens-healthcare-atlanta-takes-business-continuity>

The vision

For Children's Healthcare of Atlanta (Children's), resilience wasn't just a concept—it was a strategic priority, given existential threats like municipal water outages, hurricanes, and cyberattacks. Still, many functional areas viewed resilience as only an IT issue. Leaders needed a playbook for elevating resilience to an enterprise-wide, sustained program, starting with aligning cross-functional leadership on its strategic imperative.

Co-creating the solution

Children's partnered with Chartis to evaluate the current state and elevate resilience as a priority across all levels of the organization. The teams started by engaging cross-functional leadership in a series of interactive workshops designed to engage in discussion and align on the organization's key vulnerabilities. Then, they created an integrated roadmap, including revamped reporting to better communicate the vision and benefits of an enterprise-wide business continuity program, an evaluation system for prioritizing the most pressing and effective mitigations, and a resourcing structure to provide ongoing support.

Believe in better

By cementing leadership buy-in, adopting best practices, and creating a more robust resourcing model, Children's has strengthened its ability to respond efficiently and effectively to external disruptions. More importantly, it can now take a prioritized, proactive approach to identifying and addressing vulnerabilities—fostering an enterprise-wide focus on resilience and continuous adoption.

Meaningful outcomes

Children's has elevated resilience to an enterprise-wide priority by focusing on:

- **Leadership investment**
to prioritize and mobilize the program
- **An integrated roadmap**
covering communication, priorities, timing, and staffing
- **New governance models**
with champions to galvanize efforts

Building to better

To make resilience a strategic imperative, health systems should:

- **THINK PROGRAM, NOT PROJECT**
to adopt a sustained approach and establish permanence
- **RETOOL COMMUNICATIONS**
to emphasize awareness, the vision, and the benefits
- **REVISE ROLES AND RESPONSIBILITIES**
to ensure ongoing, cross-functional program support

Our services

[STRATEGIC TRANSFORMATION](#)

[PERFORMANCE TRANSFORMATION](#)

[DIGITAL & TECHNOLOGY TRANSFORMATION](#)

[CHARTIS CENTERS FOR AI & STRATEGIC INTELLIGENCE](#)

[PAYER TRANSFORMATION](#)

[STRATEGIC COMMUNICATIONS & CHANGE MANAGEMENT](#)

LEARN MORE ABOUT THE AUTHORS



Carl Dolezal
Partner



Austin Gresham
Partner