

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

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

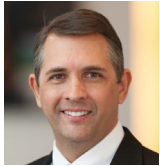
RETOOL COMMUNICATIONS

to emphasize awareness, the vision, and the benefits

REVISE ROLES AND RESPONSIBILITIES

to ensure ongoing, cross-functional program support

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