

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Business Continuity for Healthcare

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Hospitals and healthcare providers must continue caring for patients during power cuts, IT failures, surges and disasters. This course covers healthcare continuity: critical clinical services, surge capacity, utilities and medical gases, IT and records downtime, supply chains, staffing, evacuation of patients and coordination with health authorities.

In healthcare, disruption can directly endanger lives. You will learn continuity planning adapted to clinical environments.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Healthcare scenario workshops, downtime procedure design, case studies and tabletop exercises.

Course objectives

By the end of this course, participants will be able to:
• Identify critical clinical and support services
• Plan for surge capacity
• Prepare for utility and medical gas failures
• Develop IT and records downtime procedures
• Plan staffing and supply continuity
• Coordinate patient evacuation and external agencies

Target audience

This course is suitable for:
• Hospital emergency planners
• Healthcare managers
• Nursing and clinical leaders
• Facility and engineering managers
• Health authority staff



Course content

Target competencies

Participants will develop competencies in:
- Clinical continuity planning
- Surge planning
- Downtime procedures
- Coordination
- Exercising

Course outline

Day 1: Healthcare Disruption

09:00–10:08	Types of disruption
10:08–11:00	Patient safety impact
11:00–11:30	**Coffee break**
11:30–11:45	Patient safety impact (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Critical Services

09:00–10:08	Service prioritisation
10:08–11:00	Surge capacity
11:00–11:30	**Coffee break**
11:30–11:45	Surge capacity (continued)
11:45–12:53	Mutual aid
12:53–14:00	Workshop

Day 3: Utilities and IT

09:00–10:08	Power and medical gases
10:08–11:00	IT downtime
11:00–11:30	**Coffee break**



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11:30–11:45	IT downtime (continued)
11:45–12:53	Records
12:53–14:00	Exercise

Day 4: Staff and Supplies

09:00–10:08	Staffing continuity
10:08–11:00	Supplies and pharmacy
11:00–11:30	**Coffee break**
11:30–11:45	Supplies and pharmacy (continued)
11:45–12:53	Contracts
12:53–14:00	Case study

Day 5: Evacuation and Coordination

09:00–10:08	Patient evacuation
10:08–11:00	Health authorities
11:00–11:30	**Coffee break**
11:30–11:45	Health authorities (continued)
11:45–12:53	Tabletop exercise
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	16 Nov 2026	20 Nov 2026	**€3,150.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Amsterdam Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,540.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Frankfurt Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,650.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Vienna Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,940.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
London Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Barcelona Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,840.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
Dubai Confirmed dates	22 Mar 2027	26 Mar 2027	**€3,150.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Istanbul Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,650.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Rome Confirmed dates	3 May 2027	7 May 2027	**€2,450.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	24 May 2027	28 May 2027	**€2,840.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Dubai Confirmed dates	14 Jun 2027	18 Jun 2027	**€3,150.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Paris Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,860.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Vienna Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,940.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Cape Town Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,890.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
London Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Rome Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,450.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Cape Town Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,890.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Cape Town Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,890.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online