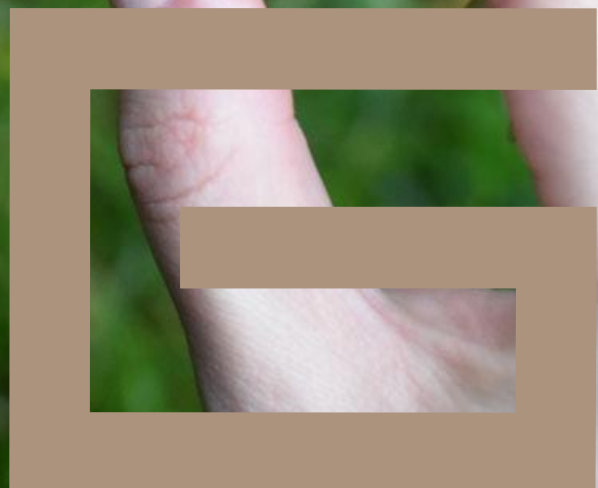


Healthcare - Case Study

Battlegroundgroup.com





Streamlining Resilience: A Multi-Tiered Aged Care Provider Unifies Continuity & Crisis Management with Battleground

Background

This large, aged care organisation manages a complex network that spans in-home care, health services (including dental and mental health), and multiple residential aged care sites. Operating under one overarching group, they handle diverse client needs across various settings—each with its own dependencies and regulatory requirements. Recognising the need for a consistent, centralised approach to business continuity and crisis response, leadership sought a platform that could bring all sites and business units under one digital “roof.”

Challenge

Previously, each arm of the organisation used separate tools—or none at all—for continuity planning, incident activation, and data reporting. This fragmentation risked confusion in a real crisis, especially as the number of BIAs approached 90 and counting. The provider required a user-friendly solution to:

- Consolidate all Business Impact Analyses (BIAs) and keep them updated.
- Manage crisis plans in a unified way, ensuring swift activation across all service lines.
- Provide real-time oversight and reporting so executives could make data-driven decisions at both the corporate and facility level.

Modules Used

- Business Impact Analysis (BIA) – to develop and manage 90+ BIAs spanning home health, residential care, and dental/mental health services.
- Planning – for creating and maintaining crisis management plans that can be easily accessed by different teams.
- Incident Management – for instant crisis activation, team alerts, and real-time log-keeping.
- Simulations – to test scenarios, train staff across varied sites, and refine response protocols.

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Implementation

With Battleground, the provider consolidated every site's BIA into a single repository. Each business unit regularly updates its data—covering everything from resource dependencies to critical applications—so leadership has a fresh, holistic view of organisational risk.

Crisis management plans were built in the Planning module, allowing swift activation through the Incident Management feature. Whenever a potential disruption or incident arises (e.g., staffing shortages, facility issues), teams initiate the incident in Battleground, triggering automated alerts and providing step-by-step task lists.

Meanwhile, staff can also run Simulations—from minor service interruptions to large-scale emergencies—ensuring all roles know their responsibilities.

Results

Centralising key processes in Battleground delivered immediate efficiency gains. Instead of juggling separate spreadsheets or outdated manuals, every team member accesses the same live data, whether they're managing home health clients or a residential care site.

Executives praise the comprehensive reporting tools that let them quickly spot trends or vulnerabilities across the entire organisation. Having a single crisis plan that's activated at the push of a button has reduced confusion and response times.

With simulated and real incidents both tracked and logged, the provider continuously refines its response strategies, ensuring that each tier of the organisation—from home health to residential facilities—operates with confidence and clarity, no matter what challenges arise.

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