



General Practice Planning for Pandemic Influenza

Hierarchy of strategic planning goals

Stage	NZ Strategy	MoH/DHB Alert Code	Objective	Practice Objective
1	Plan for it	WHITE Information/advisory	Develop a plan to reduce the health, social and economic impacts on NZ	Develop a plan to reduce the effects on your Practice
		YELLOW	Stand by	
2	Keep it out (Border Management)	RED	Keep pandemic out of NZ	Public Health Focus Review practice plan
3	Stamp it out (Cluster control)	RED	Control and or eliminate any clusters that might be found in NZ	Public Health Focus Familiarity with case management, isolation advice from public health unit
4	Manage it (pandemic management)	RED	Reduce the impact on NZ population	Implement practice plan
5	Recover from it (recover)	GREEN	Expedite the recovery of population health	Expedite the recovery of your patients' health

Introduction

We strongly recommend that each practice / organisation develop a written plan, which is shared with all staff members and other relevant community health providers. A plan in your head is not a plan. This template is one approach and is not exhaustive. Each practice will need to consider its own situation and plan accordingly. A useful guide is the Ministry of Economic Development (MED) document, "A Pandemic Planning Kit for Infrastructure Providers" see websites at end.

Planning Phase

Key Tasks

1. Appoint an influenza co-ordinator
2. Develop a business continuity plan
3. Incorporate standard precautions
4. Understand your Health and Safety in Employment (HSE Act) obligations
5. Decide clinical management approach
6. Linkages with other community health providers
7. Communication strategy

1. Appoint an influenza co-ordinator for your practice/organisation

Actions required	Responsibility	Timeline	Notes
<ul style="list-style-type: none">• Identify and appoint a co-ordinator	? practice manager	15 Jan 2006	Refer to MED A Pandemic Planning Kit for Infrastructure Providers
<ul style="list-style-type: none">• Decide scope of work• Develop task list• Reporting lines and responsibilities• Ensure tools available (email and internet access, time, local information)			

2. Business continuity plan – refer to A Pandemic Planning Kit for Infrastructure Providers

Actions required	responsibility	timeline	notes
<ul style="list-style-type: none"> • Identify and prioritise key tasks required to keep your business operational (paying the bills and wages, ordering supplies) • Identify triggers for activation aligned to Ministry strategic planning goals (Stage 2 implement telephone triage) <ul style="list-style-type: none"> • Insurance matters • Staffing plan (review staff contracts, back up for key people and tasks, HSE obligations, filling sick leave, other work arrangements e.g. from home) • Infrastructure requirements e.g. subcontracts with cleaning • Continuity of supplies • IT requirements 			

3 Incorporate “Standard Precautions” www.cdc.gov/flu/professionals/infectioncontrol

This should be part of “life in practice” and started now

Actions	Responsibility	Timeline	Notes
<ul style="list-style-type: none"> • Designate infection control co-ordinator 			
<ul style="list-style-type: none"> • Complete a facilities audit (attached) • Plan to rectify problems identified 			
<ul style="list-style-type: none"> • Train all staff (including reception 			

and cleaners) <ul style="list-style-type: none"> Identify a trainer Set up training sessions 			
<ul style="list-style-type: none"> General supplies and equipment PPE stock 			
<ul style="list-style-type: none"> Review cleaning schedule and discuss with cleaner 			

4. Responsibilities under the Health and Safety in Employment Act – refer to A Pandemic Planning Kit for Infrastructure Providers (MED). There are obligations for both employers and employees

Actions	Responsibility	Timeline	Notes
<ul style="list-style-type: none"> Identify staff rep (employees require information and have obligations to use equipment provided) 			
<ul style="list-style-type: none"> Understand legal requirements Discuss issues with staff Encourage seasonal vaccination Develop a sickness policy Ensure everyone is trained in "Standard Precautions" 			

5. Clinical management approach

Actions	Responsibility	Timeline	Notes
<ul style="list-style-type: none"> Be familiar with public health advice about isolation Reinforce Ministry of Health key messages Tell patients how the practice will operate in a pandemic situation Tell patients how they should communicate with practice Give information on self reliance and self care and caring for other sick people 			

<ul style="list-style-type: none"> • Develop phone Triage systems • Identify your most vulnerable patients and encourage them to develop a personal plan <ul style="list-style-type: none"> • Encourage seasonal vaccination • Managing influenza patients in the practice <ul style="list-style-type: none"> • Training of all staff so there is clear understanding of case definitions, notification process, case management, laboratory testing, referral options, access to other support systems • Surveillance mechanisms set up in identified practices 			
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6. Linkages with other community health providers

Actions	responsibility	Timeline	Notes
<ul style="list-style-type: none"> • Pharmacy, district nurses, • Community assessment centres 			

7. Communications Strategy – reinforce Ministry of Health key messages

Actions	responsibility	Timeline	Notes
<ul style="list-style-type: none"> • Posters in your practice informing patients of key hygiene messages • Reinforcing key hygiene and preparation messages when speaking to patients • Reinforcing other information access points – eg MoH website, Healthline to patients • Consider temporary signage 			

requirements for your practice and the relevant messages in the event of a pandemic (where patients with influenza symptoms should go, what to do, other health issues etc)			
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Keep it out phase
Key Tasks

- 1. Review plan
- 2. Meet with all staff to discuss and review plan
- 3. Ensure “standard precautions’ in place at all times
- 4. Communicate with patients

Develop task lists as above

Stamp it out Phase
Key Tasks

Review information and update on case definition
 Staff meetings to review procedures
 Rapid identification and notification of suspect cases

Manage it Phase
Key tasks

Review information and update plan with staff
 Workforce management

Recover Phase Key Tasks

Debrief with your staff, and relevant “others”
Support required for staff, patients and self

Useful Information Sites

Ministry of Health	www.moh.govt.nz/pandemicinfluenza
Ministry of Health Help Line	0800 AVNFLU
Ministry of Economic Development	www.med.govt.nz
Otago Southland Avian Influenza material	www.southlandhealth.co.nz
World Health Organisation website	www.who.int/csr/disease/influenza/pandemic/en/index.html
Australian Government Pandemic Influenza Preparedness Resources	www.health.gov.au/internet/wcms/publicing.nsf/Content/phd-pandemic-resources.htm
Infection Prevention and Control	www.cdc.gov/flu/professionals/infectioncontrol
24 hour Health Line for patients	0800 611116