Pandemic Flu Emergency Planning

Marguerite Casey
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## Pandemic Flu Emergency Planning: 2006-08

### The Center for Disability Services

Planning for Pandemic for the Center’s:
- 2400 employees
- 56 residences – 450 + individuals
- 38 Pediatric Nursing Home patients
- Full time Medical Director: medical, dental, psychiatric, behavior health, therapies clinics
- 1,000 people in Service Coordination program
- Daycare, preschools, K-12 school
- Adult Day programs
- 100 + vehicles
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PROJECT STEERING COMMITTEE:

- Chief Executive Officer
- Medical Director
- Chief Financial Officer
- Chief Operations Officer
- Chief Program Officer
- Executive: Residential Services
- Executive: Nursing Home Services
PROJECT STEERING COMMITTEE

- Approves Project Team
- Approves Project Team’s Plan recommendations
- Approves expenditures
- Meets with community experts:
  - County Health Department,
  - State Agencies
  - CD Regional Resource Center,
  - Community Physicians, etc.
PANDEMIC PLAN ASSUMPTIONS

- ‘Day’ programs/services close
- 24/7 programs & services continue operations
- Other staff redeployed to cover 40% absenteeism in continued operations
- Health Services Clinics & Service Coordination modify services to meet most essential needs
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## Project Team: 15 Workgroup Leaders

<table>
<thead>
<tr>
<th>Workgroup Lead</th>
<th>Description</th>
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<tbody>
<tr>
<td>1. Staff Training</td>
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<td>2. Incident Command Center</td>
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<td>3. Residences</td>
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<td>4. Nursing Home</td>
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<td>5. Service Coordination</td>
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<td>6. Infection Control policies</td>
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<td>7. Health Services</td>
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<td>8. Adult Day Services</td>
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<td>9. Children Day Services</td>
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<td>10. Finance, Payroll, Purchasing</td>
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<td>11. Facilities Mgt.</td>
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<td>12. Info Technologies</td>
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<td>13. Staffing, HR</td>
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<td>14. Communications</td>
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<td>15. Transportation</td>
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Includes 4 Directors of Nursing.
**PROJECT TEAM’S Education/Resources**

- NYS DOH “the plan”
- Local seminars (incident command center, expectations of a pandemic, resources, etc.)
- WHO [www.who.int](http://www.who.int)
- US Health & Human Services [www.HHS.gov](http://www.HHS.gov)
- County DOH’s, School of Public Health
Project Workgroup: Training

‘Power Point’ presentations, lesson plans and handouts

Tier One:
all staff -- presented in winter of 2006 and in new employee orientation going forward

Tier Two: all direct care staff

Tier Three: Medical and Clinical staff -- online course (CME’s and CEU’s)
PROJECT WORKGROUP: COMMUNICATIONS

September. 2006

- Letter to all families with HHS “family checklist” and brochure
- Supervisor memo, talking points for supervisors’ staff meetings, letters (family, staff)
- Staff letter and brochure, checklist for family
- Posters at each site with dispensers
PROJECT WORKGROUP:
STAFFING & HR POLICIES

Policies for Staffing, Pay & Benefits

- All staff assigned daily from one central ICC unit to operating service units
- Policies: supervision, pay, payroll, benefits, etc.
- Distribution of Pay
PROJECT WORKGROUP: RESIDENTIAL SERVICES

- Minimal, safe staffing levels
- Transfer of medically frail plan
- Meals plan (central cooking and site cooking)
- Bedroom capacity chart for each site
- Nursing on-call plan
- Cohort for influenza diagnoses
- OTJ training plan for redeployed staff
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**PROJECT WORKGROUP:**
**PEDIATRIC NURSING HOME**

- Essential emergency services plan
- Minimal, safe staffing levels,
- OTJ training plan for redeployed staff
- Visitor limitations
- Isolation plans
- Resident activities in isolation
- Administrators on-call plan
**PROJECT WORKGROUP:**
**SERVICE COORDINATION**

- Modification of services
- Daily briefings plan
- Telecommute services plan
- Three tier ‘priority’ needs groups
- Community contacts list online
- Individual/family training & communication
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PROJECT WORKGROUPS: HEALTH SERVICES

- Modification of services for day clinic patients: non-routine medical/dental care
- 20 bed Acute Care Unit
  - Policy: admission and discharge
  - Staffing levels: MD’s and RN’s
  - Medical chart content
- Vaccine/antiviral distribution and policy
- Pharmacy, equipment, medical supplies
Closing programs: ‘day one’ plan

- Communication to staff
- Communication to families
- Close out business office
- As directed, change answering service & telephone line information at all sites
- Report for duty to pre-assigned roles
- Assist with conversion of facilities as needed
PROJECT WORKGROUP: SUPPORT FUNCTIONS

- Information Technology:
  - essential systems

- Facility Management:
  - Closing & converting sites
  - Securing sites
  - Ongoing priority maintenance

- Finance:
  - Revenue and accounts payable
  - Payroll
  - Purchasing & secured inventory
Health Services & Acute Care Unit:
- PPE, equipment
- medicines

Patient clinics: PPE, equipment, pharmacy

Transportation: PPE, infection control agents

Residences & Nursing Home:
- PPE, equipment, supplies
- household supplies
- food plans
- laundry
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Pan Flu Plan Appendices & Continuing Work

- Staff survey of talents and skills
- Acronyms & Abbreviations
- Table top exercises
- HPN: NYS DOH network access for healthcare professionals
- Annual revisions & updates
- Continuing education & government updates
Your Pan Flu Emergency Planning: 

Developing your plan …

- Goal(s) in a pandemic?
  - Close programs/services?
  - Modify programs/services?
  - Increase programs/services?

- Assumptions of the plan?
  - Staff – 35%/40% absent for 6-12 weeks?
  - Financial resources?
Pandemic Flu Emergency Planning:  
Developing your plan …

Basic segments of your plan?

If closing all programs:
- Communications (now, during, at end)
- Security
- Financial impact (revenues, payroll)
- Staff options (other open agencies, community needs)

If continuing all programs/services:
- Command Center
- Staffing with 60% of usual staff levels
- Training and infection control; purchase of PPE
- Policies for priority of services (who goes first)
- Non-essential services
Pandemic Flu Emergency Planning: Developing your plan...

- **Steering Committee**: 2 or more decision makers in your organization
  - Approve overall goal of plan
  - Approve assumptions of plan
- **Project Team**: leaders who each develop one section of plan with group
- **Timeline** for development of plan sections
- **Format** for plan
- **File folder** in ‘shared drive’ of system
### Planning Timeline

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<th>Tasks</th>
<th>Code</th>
<th>Weeks</th>
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| Education of Project SC and PT                                       | XX   | ┌────┐
| Steering Committee decides goal/assumptions                         | SC   | AP 3  |
| PT meets, decides topics to be developed for each section of plan   | PT   | MA 10 |
| First draft of section outlines complete                             | WG WG WG | MA 17 |
| PT discusses outlines for each section and approves, adds, changes  | PT   | JU 24 |
| Develop narrative, lists, charts, etc for each section outlined      | WGWGWG | JU 29 |
| 1/3 Section drafts presented to PT                                   | PT   | JU 12 |
| 1/3 Section drafts presented to PT                                   | PT   | JU 19 |
| 1/3 Section drafts presented to PT                                   | PT   | JU 26 |
| Second edition of each section developed and questions researched    | WG WG WG | JU 31 |
| Third edition reviewed by PT from shared file and sends comments to PM | PT   | JL 7  |
| Makes final revisions to draft of all plan sections                  | PM PM | JL 14 |
| Presentation of 1/3 sections to SC                                   | PM/PT| JL 21 |
| Presentation of 1/3 sections to SC                                   | PM/PT| JL 28 |
| Presentation of 1/3 sections to SC                                   | PM/PT| SE 3  |

**CODE for GRPS OR INDIVIDUALS RESPONSIBLE:**
- SC = Stg Cmte
- PT = Project Team
- WG = Workgroups
- PM = Project Manager
Contacts…

Albany County: Charles Welge 447-4693
Schenectady County: Joanne Cocozzoli 386-2824
Rensselaer County: Brenda Maccio 270-2645
Regional Resource Center: Scott Heller 262-1070

SUNYA School of Public Health
NYS Department of Health
Pandemic Flu Emergency Planning: Questions today about planning…

- Where are you in your plan?
- What can you share about your planning?
- What resources have been helpful?
- What else is important for us to know?

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