

We Will Need EVERYONE in a Pandemic Event

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GNYHA - March 29, 2006

Overview of a Pandemic Event

NYSDOH Pandemic Influenza Plan

- A pandemic will overwhelm the current healthcare system
 - Increased numbers of critically ill patients
 - Staff will become ill themselves
 - Shortages of resources will occur
 - Personnel
 - Equipment
 - Medications/vaccine
 - Facilities may need to supplement trained professional staff with volunteers and lesser trained staff

Overview of a Pandemic Event

NYSDOH Pandemic Influenza Plan

- Healthcare Planning and Emergency Response section
 - Describes systems to:
 - Expand capacity to diagnose, treat and manage patients
 - Expand surge capacity
 - Manage mass fatalities

Overview of a Pandemic Event

NYSDOH Pandemic Influenza Plan

- Other issues
 - Triage
 - Infection control in healthcare settings
 - Volunteers
 - EMS

Given all this,

We **WILL** need to
cross-train staff

What is the framework for cross-training staff?

- 1993 - 1998: Collaboration among CDC, HRSA, and the Center for Substance Abuse Treatment (CSAT) for cross training staff
- Specific to HIV-infected and substance-abusing clients
- BUT principles can apply to a pandemic event, as well

Principles of Cross-Training

- Helps staff learn about the structure and functions of other organizations or units within organizations
- Enhances staffs' knowledge base about other roles within an organization
- Helps staff improve and become more comfortable with, and more flexible in, practicing other skills
- Helps staff make personal connections across disciplines and bureaucracies

Keys to Success in Cross-Training

- High-level participation and endorsement
- Tailored to your organization
 - What needs are you trying to address?
 - Are there particular issues with your patients that staff need to be sensitive to/aware of?
- Recognize the value and perspectives of each discipline involved in training
- **Persevere**

Who will be Trained?

- Clinical personnel, including outpatient healthcare providers
 - Provide support for essential patient care services
 - ED
 - ICU
 - Medical Units
 - Non-behavioral healthcare providers
 - Strategies to support patients psychologically in the face of mass fatalities
 - Stress reduction and grief counseling for selves and other healthcare providers

Issues to Consider with Clinical Staff

- Need for coordination of staffing
- Ensure updated call-down lists and algorithms for deployment
- Understand credentialing requirements and insurance/liability concerns related to utilizing non-facility staff
- Recruitment, training and credentialing of volunteers to support surge staffing

Who will be Trained?

- Non-clinical staff
 - Just-in-time-training
 - Non-clinical staff to assist clinical staff
 - Assist with triage
 - Distribute food trays
 - Transport of patients
 - Perform basic ADLs
 - In-hospital caregivers
 - Family members of ill patients

Suggestions for Baseline Training

- Hand hygiene and infection control
- Implications, prevention and control on influenza
- Role of antivirals in preventing disease and reducing complications
- Policies and procedures for care of infected patients
- Cohorting of infected patients
- Staffing contingency plans - what is your role?
- Measures to protect family members from secondary occupational exposure

Mental Health Support

- Healthcare workers likely to experience
 - Constant stress due to increased risk of contracting influenza
 - Significant increase in patient deaths
 - Possible alteration of standards of care necessitated by a pandemic
 - Ill family members or recent death of family member
 - Working while wearing PPE
 - Quarantine issues

Workforce Support and Resilience

A Critical Component in Managing a
Pandemic Event

Workforce Support Model

- Collaboration with NYS OMH and the University of Rochester
 - Building on Disaster Mental Health training curriculum
 - Module specific to terrorist events or public health emergencies
 - For each public health and healthcare issue, what is the mental health counterpart?

Workforce Support Model

- Collaboration (cont.)
 - Training and behavioral strategies for mental health providers
 - Reviewing current curriculum to pull out modules that could be used for non-behavioral mental health providers
 - Delineating competencies for non-behavioral health mental health providers

Considerations

- Strategies for personal resilience
 - Stress management
 - Dealing with grief
 - Coping mechanisms
 - Resources
 - Referral information

Additional Considerations

- Strategies to encourage staff to report to work
 - Two primary issues
 - Fear of infection - self, family members
 - Provide information, education
 - Provide checklists that encourage preparedness
 - Care issues
 - No easy answers to this



This is not easy.....

But we are in it together

QUESTIONS?

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