

Pandemic Influenza Planning at Kaiser Permanente

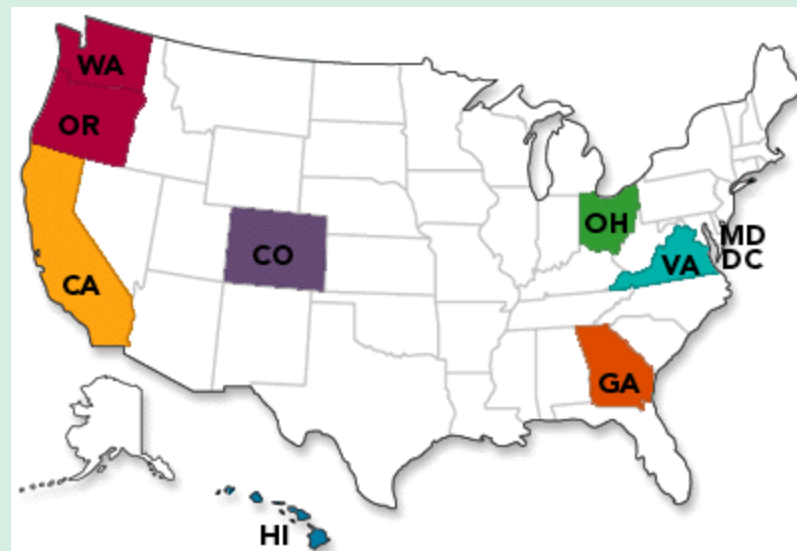
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Kaiser Permanente At-a-Glance

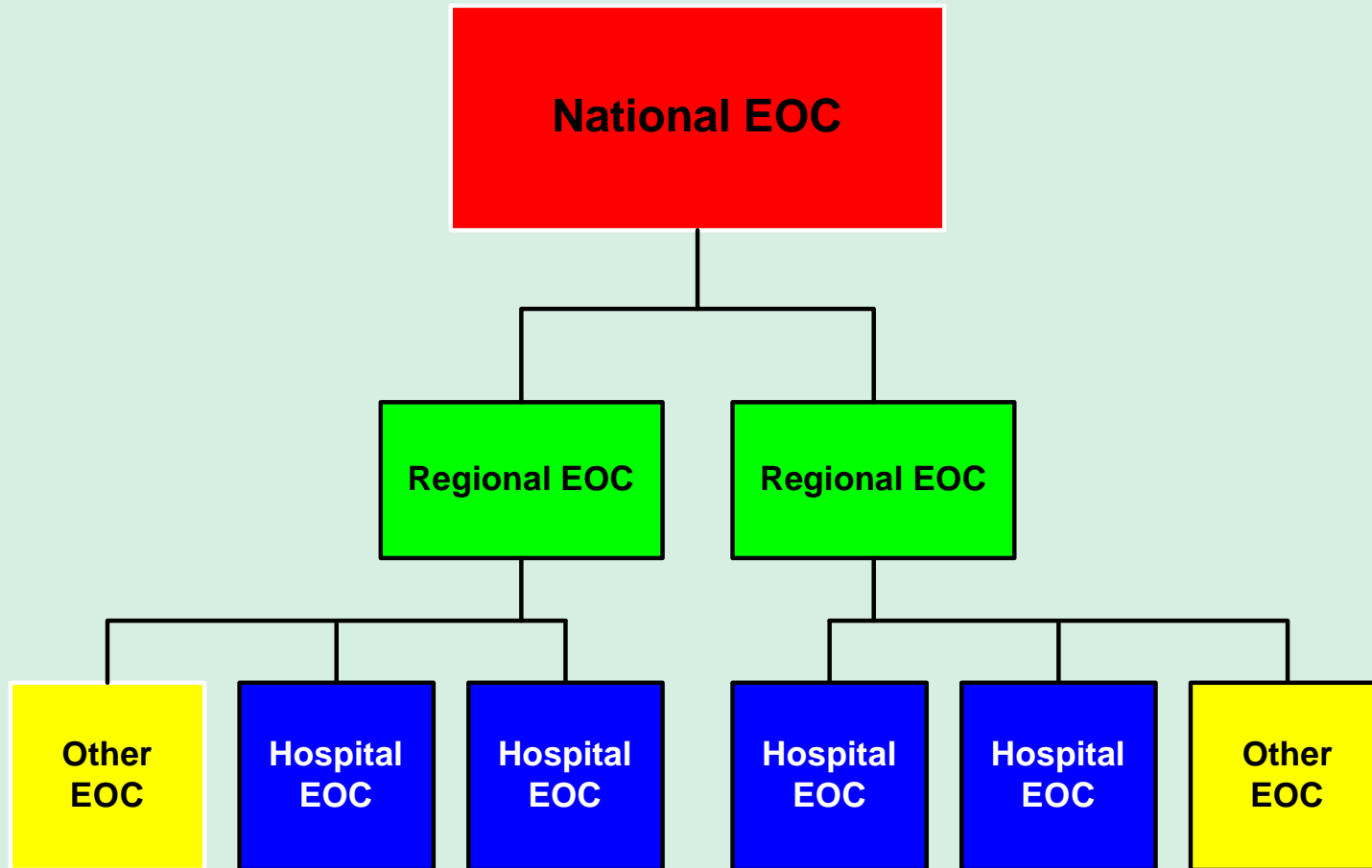
- Nation's Largest not-for-profit Integrated Healthcare Delivery System
- Would be ~ 60 on Fortune 500
- 9 States and the District of Columbia
- 8.7 Million Members
- Labor Management Partnership
- 32 Medical Centers



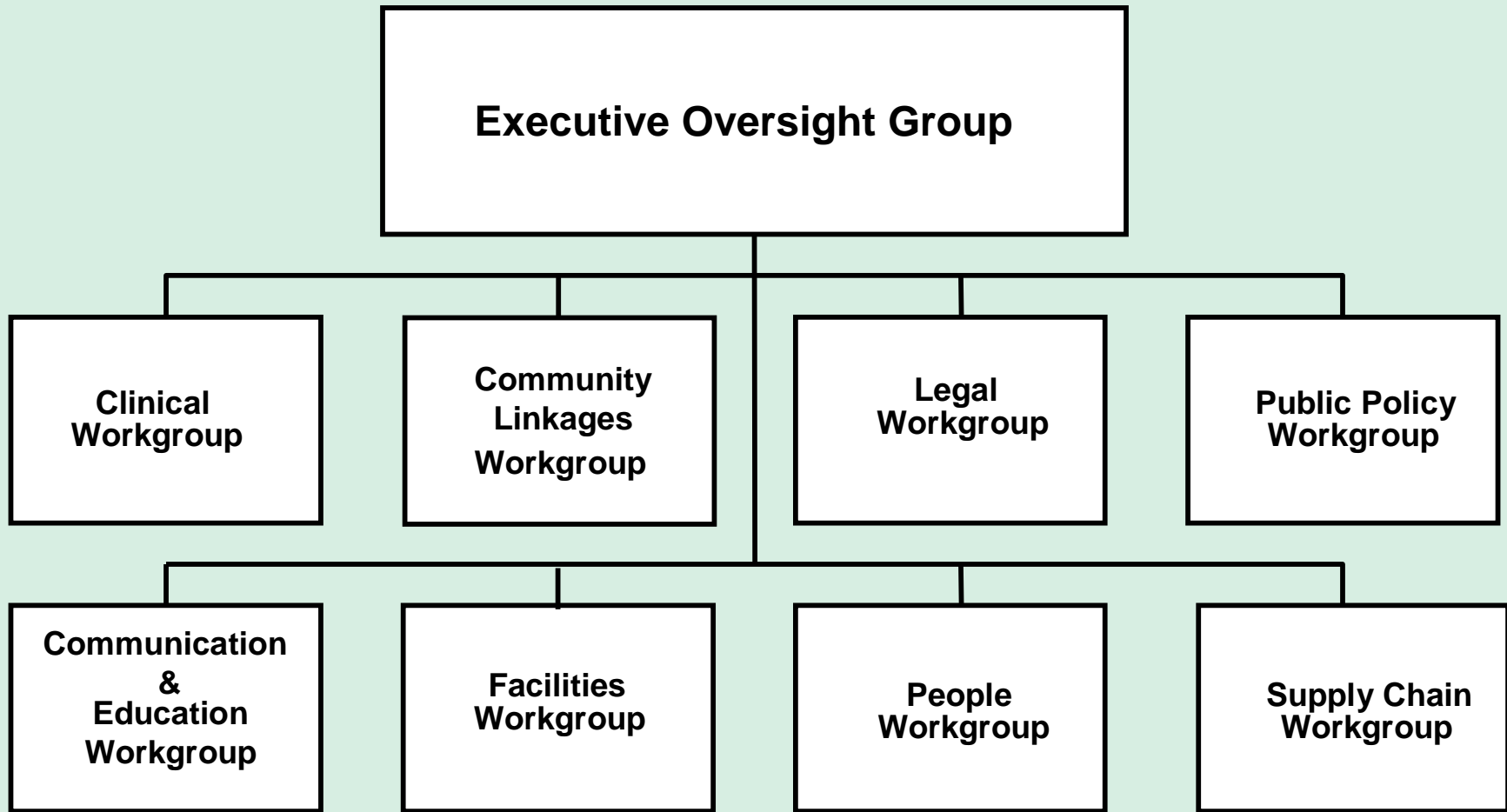
Kaiser Permanente At-a-Glance (continued)

- > 400 Medical Offices
- > 13,000 Physicians
- > 155,000 Employees
- > 450,000 Surgeries
- > 85,000 Deliveries
- > 109 Million Prescriptions
- > 34.6 Million Doctor Office Visits

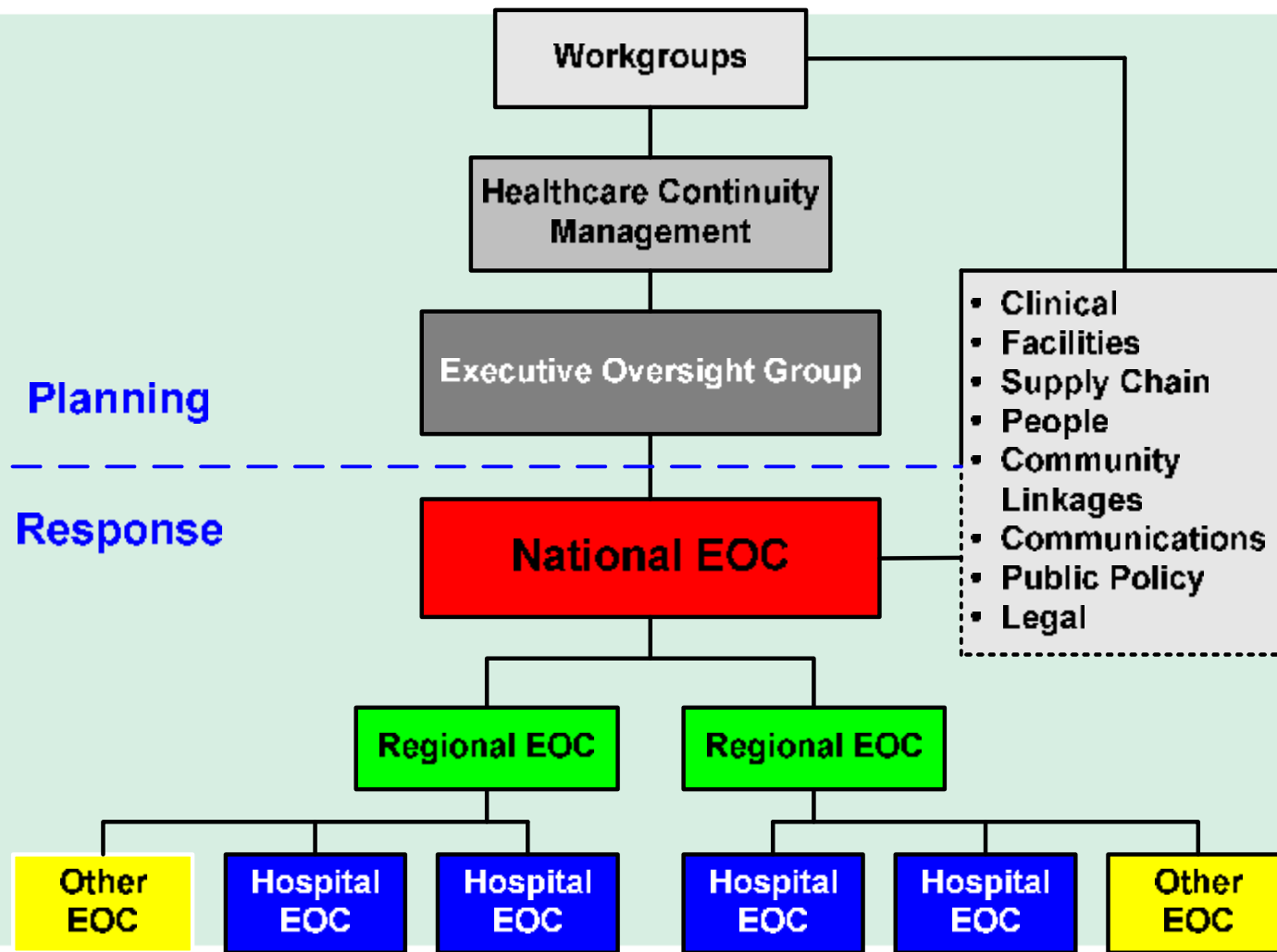
Response to Pandemic



Oversight



Integrated Planning and Response Model



Specific Pandemic Planning Challenges

- Medications (e.g. antivirals use and distribution)
- Vaccine
- Staffing
- Rationing
- Standards of care
- Infection control
- Surge capacity
- Security
- Cohorting
- Equipment and supplies

“Running Start” Approach

Key Steps Taken for Pandemic Influenza Preparedness:

1. Developed public awareness education regarding respiratory and hand hygiene
2. Developed employee and provider education materials
3. Created educational tools & strategy for primary care & emergency services
4. Restricted neuraminidase inhibitors (oseltamivir, zanamivir) more commonly known as Tamiflu and Relenza
5. Emphasized Infection Control practices and staffing
6. Identified staffing issues during epidemic/pandemic
7. Implementing critical product supply strategy

Public Awareness

- Respiratory and hand hygiene messages
- Infectious Disease Physicians are serving as expert consultants
- Messaging incorporated into Thrive campaign
- Public Service Announcements
- Bird Flu FAQs

Appendix 6



Respiratory Etiquette Sample Script for Receptionists:

Offering tissues and/or masks to patients with symptoms of a cold or flu.

As part of our effort to protect everyone who visits our facilities, we have provided tissues when you visit.

If that would be helpful, we can also provide a surgical mask.

Also, please be sure to wash your hands. We've provided hand sanitizer for your convenience.

Please talk to your physician if you are not feeling healthy.

Help keep yourself and others healthy
Cover your cough



1

Cover your cough.

Cover your mouth and nose with a tissue when you cough or sneeze, or cough or sneeze into your upper sleeve, not your hands.

Put your used tissue in the waste basket.

2

Wear a mask if asked.

We may ask you to put on a surgical mask to protect others.

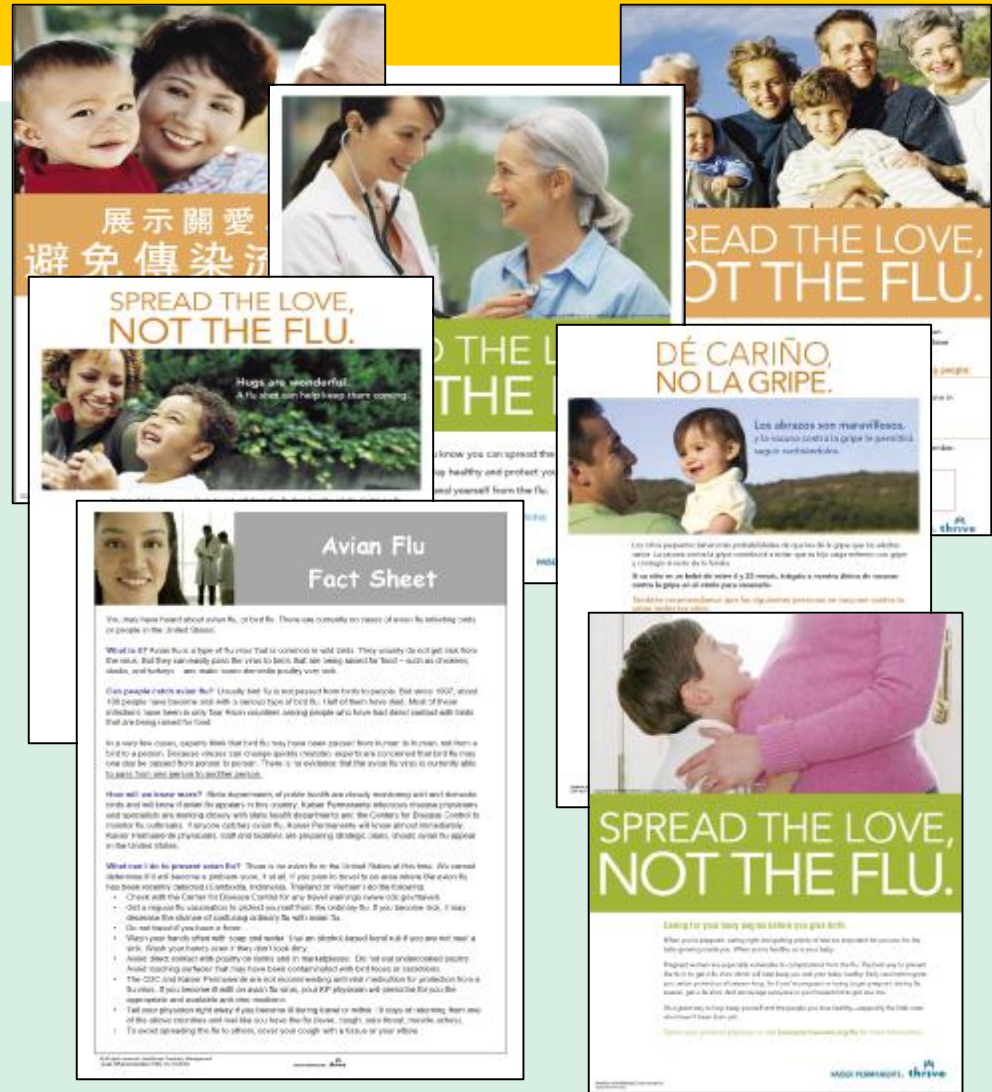
3

Clean your hands after coughing or sneezing.

Wash your hands with soap and water or clean them with an alcohol-based hand rub.

Employee and Provider Staff Education

- Used developed materials to reinforce critical messages with all staff
- Infectious Disease Physicians and Infection Control Practitioners leading local educational efforts



Developed Educational Tools & Strategy for Primary Care & Emergency Services

- Monitoring global activity
- Will determine trigger points for escalating KP response, such as:
 - Cohorting
 - Isolating
 - Full respiratory protection
 - Reinforce hand and respiratory hygiene

If you have a cough



- ◀ Please ask the receptionist for a mask or tissues.
- ◀ Wash your hands or use an alcohol-based hand rub to clean your hands.



Covering your mouth when you cough and cleaning your hands afterward will help to protect others from infection.

Thank you!



Restriction of Neuraminidase Inhibitors

- Prescriptions for Tamiflu and Relenza require Infectious Disease Physician approval
- Invested in a modest emergency cache of Tamiflu

To all Physicians and Mid-Level Providers:

Effective immediately, oseltamivir (Tamiflu®) and zanamivir (Relenza®) are restricted and should not be prescribed except with approval by your Infectious Diseases specialist. The supply of these medications is extremely limited and they may be potentially necessary for control of known influenza outbreaks.

The panic surrounding avian influenza ("bird flu," H5N1) has resulted in a worldwide rush to buy, stock and in some cases inappropriately use these medications. At the present time, there is no documented outbreak of any influenza in the community and there is no need to prescribe anti-influenza agents. No human cases of avian influenza H5N1 have occurred outside the countries of Cambodia, Indonesia, Thailand or Vietnam. In the event of a true influenza outbreak, it may be critically important to have oseltamivir and zanamivir available to treat and prevent infections in specific affected regions.

The World Health Organization and U.S. Public Health influenza medication even for travelers to regions (CDC links for specific recommendations). Travelers slaughtered birds or their uncooked parts, and to a physician upon their return.

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Emphasized Infection Control Practices and Staffing

- Regions and Medical Centers encouraged to review Infection Control staffing profiles
- Infection Control will be key for education, cohorting, hygiene and implementing safe staff and patient practices



*Creating a Comprehensive Infection Control Program
Across the Care Continuum
SQQC Report and Recommendation*

September 2005

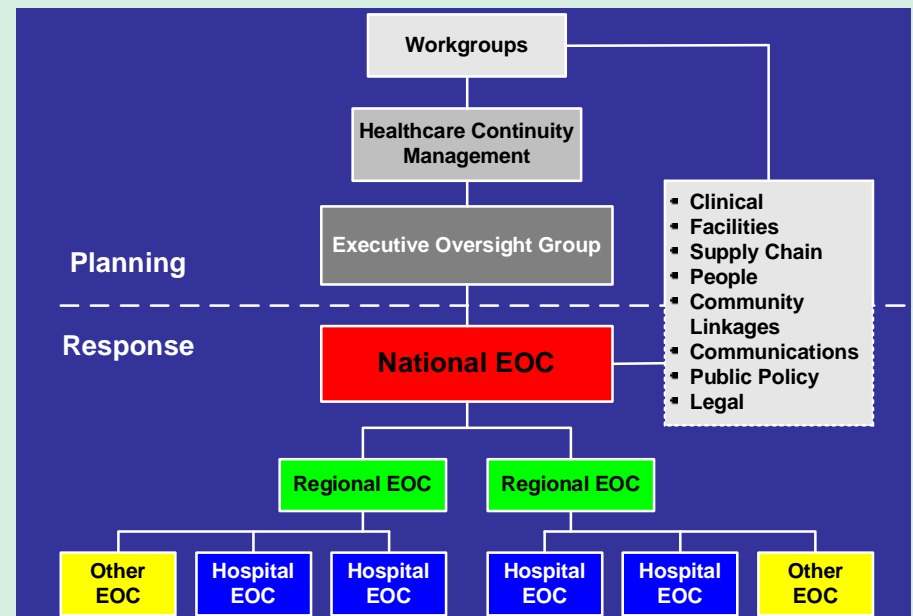
Identified Most Likely Staffing Issues

Issues

- We know staff shortages due to illness, personal fear and family concerns will occur
- Staff safety will be the highest priority

Actions

- Activate our emergency operation center network:
 - Monitor & evaluate
 - Supplement local resources



Pandemic Planning Summary

- Early identification of cases is key
- HealthConnect will make a difference
- Partnership with Public Health Agencies
- Continuous increase in knowledge and communication
- Continuous hospital and regional preparation
- Training and response tools
- Making all materials available (e.g. internal and member websites and public service announcements)