H1N1 Lessons Learned

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Vice President of Operations
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
- Nearly 8.7 million members
- Labor Management Partnership
- 35 Medical Centers
Kaiser Permanente At-a-Glance

- > 430 Medical Offices
- > 14,600 Physicians
- > 167,300 Employees
- > 558,000 Surgeries/year
- > 91,000 Deliveries/year
- > 128 Million Prescriptions/year
- > 36 Million Doctor Office Visits/year
Protecting Healthcare Delivery
Expanding the “Continuity” Function

Healthcare Continuity Management (HCM)

Business Continuity Management (BCM)
- Foundation Development
- Implementation
- Systemic Planning
- Risk Assessment

Share Best Practices

Threat Assessment Management (TAM)
- Command Center Management
- Threat Policy Development
- Integration
- Measured Response
Planning is Paramount to Response Integration

Healthcare Risks ➔ Work Group Activity ➔ Risk Mitigation Tools

- SARS
- Smallpox Vaccinations
- Anthrax
- Pandemic Influenza
- West Nile Virus
- Response Team Deployments

- Healthcare Continuity Management
  - Clinical
  - Public Policy
  - KP-IT
  - Pharmacy
  - Communication & Education
  - Finance
  - Supply Chain
  - People/HR
  - Legal
  - Community Linkages
  - Marketing Sales Services & Admin

- Bioterrorism Response Plans
- Pandemic Plans
- Clinical Guidelines
- Advice Scripts
- Public Service Announcements
- Manager’s Toolbox

April 17, 2014
Developments

• H1N1 resurgence and spreading through late summer/fall
• Vaccine arrived in limited quantities mid-late October
  – Vaccine administration supply challenges
  – Required to follow federal priority group guidelines
• New Cal/OSHA standard put pressure on global staff respirator protection supply chain
  – Supply Chain workgroup shifted supplies as needed
  – Aggressively sought alternative models (fit testing issue)
  – Implemented conservation methods
Transition to Regional Planning

• Seasonal flu administration merged with H1N1 at the regions - consolidated management & communications

• Indicators tracked and trended weekly:
  – ICU Admissions with pneumonia (excluding TB)
  – Primary and Urgent Care visits for flu-like symptoms (relative to seasonal average)
  – Advice Call volumes for respiratory infection/influenza (relative to seasonal average)
  – Staff Call-offs (raw numbers)
  – Tamiflu Prescriptions
Vaccine Doses Administered in California

- H1N1: 1,186,243
  Northern California 655,626
  Southern California 530,617

- Seasonal Flu: 2,193,285
  Northern California 1,143,691
  Southern California 1,049,594
Portable air filtration system deployed to create additional isolation rooms

Influenza Triage Tent at the Richmond Medical Center

Interior – Influenza Triage Tent at the Walnut Creek Medical Center
Federal Acknowledgement

“With the exception of Kaiser Permanente, we have been unable to locate other healthcare specific entities that have addressed operational sustainability in a standardized or systematic format.”

“With the help of private companies, such as Kaiser Permanente, over 3,400 volunteers were processed and over 1,000 volunteers were deployed.”
Questions

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