



Management of H1N1 at Northern Health

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Setting

- H1N1 – started to become an issue in the Northern suburbs by Friday 22 May 09.
- Struggled to get information from Department of Health (DoH).
- Sunday 24th of May – 248 presentations to the Emergency Department, - highest ever number of presentations in one day to the ED at Northern Hospital.

Response

- A separate area set up within the ED to manage the response initially.
- ED struggled to manage 'normal business.'
- Urgent meeting arranged with the Executive Team, Infection Control and the Emergency Department for the Monday morning 25th of May to discuss the ongoing management and response to H1N1.

Response Cont.

- Decision made that a Flu Clinic needed to be established at Northern Hospital immediately as per the Victorian Pandemic Plan.
- Northern Hospital Private Consulting Practice space was used – separate from ED.
- Flu Clinic commenced operation within 6 hours of the decision being made.

Flu Clinic at The Northern Hospital

- Northern Hospital has a co-located After Hours GP clinic – medical staff redeployed to staff the clinic.
- Nursing and clerical support initially provided by the Executive Team at Northern Hospital.

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Flu Clinic – second stage of the response

- Flu clinic established at Plenty Valley Community Health, which is co-located with The Northern Hospital at the request of DoH
- Clinic commenced on Thursday 28th of May 09 within, 24 Hours of the request from DoH.
- Support and education provided by the Infection Control Team at the Northern Hospital.

Infrastructure

- Clinic set up in a separate area from other service within the community care complex.
- Air flow and air conditioning isolated.
- I/T systems set up
 - TrakCare for client registration, appointments and notes
 - PracSoft for Medicare Bulk Billing
- Training of administration and medical personnel.
- Purchase of Medical Supplies
- Management and distribution of Tami-flu

Staffing

- General Practitioners
- Nurse Practitioners
- Administration staff – PVCH staff and causal staff
- TNH After Hours GP Clinic medical staff
- Div 1 & 2 Registered Nurses.

Infection Control

- Liaison and advice provide by Infection Control Team.
- Infection control procedures were put in place throughout the whole building.
- Avagard available on entrance and exit to the building.
- Masks provided for clients and staff.
- Infectious waste bins
- Isowipes available for cleaning after each patient.

Maintaining Operation of Flu Clinic

- Struggled to staff adequately – struggled on a shift by shift basis.
- Staff wanted prophylactic Tami-Flu before agreeing to work in the clinic.
- Issues with supply of PPE and Tami-Flu
- Northern Health was reliant on own stockpile

Hours of Operation

- Initially – clinic operated from 0800 – 2200 Monday to Sunday.
- Patient Flow reviewed – hours of operation changed to 1000 – 2200
- In final phase of the clinic – hours of operation reduced to 1000 – 1900.

Issues

- Employers wanting medical clearance for their staff.
- School wanting prophylactic Tamiflu for students attending a school camp in Darwin.
- DoH referring large numbers to the clinic for Tamiflu (particularly in the evenings)
- DoH guidelines were not always consistent and changing– we had to interpret and make decisions.
- GP's were at times unsure of the treatment protocols as patients presented demanding Tamiflu –'DoH had told me to come here for Tamiflu'

Issues Cont.

- Once DoH ceased contact tracing – numbers presenting were immediately manageable and we moved to the next stage.
- 29th of June the After Hours GP Clinic re-opened and managed community presentations.

The logo for Northern Health is located on the left side of the slide. It features a stylized green flower or leaf design composed of several overlapping, curved shapes. The background of the logo area is a light green with a subtle halftone dot pattern.

Questions?

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