

Education and Training Plan

Maine Pre-pandemic

- q Periodically review and revise Education and Training Plan as appropriate.
- q Identify educational resources (consistent with Maine CDC) to address needs of staff, patients, family members, and visitors.

Maine Level I

(Alert period)

- q In conjunction with Communications Team, education employees, the public, colleague agencies and providers on:
 - explanation of seasonal vs. pandemic influenza and implications of pandemic influenza
 - difference between upper respiratory infection and influenza
 - prevention and control of influenza
 - benefits of annual influenza vaccination
 - review of infection control strategies including; respiratory hygiene/cough etiquette, hand hygiene, standard precautions, droplet precautions, and airborne precautions
 - role of antiviral drugs in preventing disease and reducing rates of severe influenza and its complications
 - information regarding “Quarantine/Home Care” self care (include where informational brochures may be obtained)
 - priority lists for vaccination and anti-viral prophylaxis
 - policies for restricting visitors and mechanisms for enforcing those policies
 - staffing contingency plans, including how the facility will deal with illness in personnel.
 - the risk of infection and subsequent complications in high-risk groups
 - provide information to encourage those who are symptomatic with influenza-like illness, but do not require formal healthcare to remain at home until their symptoms have been resolved; and to encourage them to avoid visiting/contact with those who are at high risk for complications if they developed influenza
 - surveillance activities in all patient intake areas, including Triage (ER)

Maine Levels II & III

(Evidence of pandemic flu outside the United States)

- q Education Department to scrutinize all training in progress, and prioritize all training toward pandemic preparedness.
- q Establish methods and a schedule for general education/training of all staff (and a mechanism for documenting participation) regarding each element of the FCHN-specific pandemic influenza plan.

- q Train FHA and HCC staff and volunteers on hotline response:
 - telephone triage
 - answers to frequently asked questions
 - referral resources
 - documentation of calls (see Communication Plan)
- q Review CDC guidelines for the care of pandemic influenza patients, including how and where these patients will be assigned (see Appendix E).
- q Establish content, methods, and a schedule for the education/cross-training for clinical personnel, including outpatient healthcare workers (HCWs), who can provide support for essential patient-care areas (i.e. emergency department, ICU, medical unit).
- q Establish content and schedule for an educational/training “quick” course for non-clinical staff who may be asked to assist clinical personnel with certain patient care needs (i.e. distribution of food trays, transportation of patients, Security duties).
- q Train intake and triage staff to implement immediate containment measures to prevent transmission of influenza.

Maine Levels II & III

(Evidence of pandemic flu in the United States)

- q Offer “train the trainer” sessions for influential community leaders. Subjects to include self-management/home-care and prevention of transmission.
- q Continue with the steps outlined above.

Maine Levels II & III

(Evidence of pandemic flu in local area)

- q See steps outlined in Maine Level IV
- q Education Department to cancel all previous room bookings/functions.

Maine Level IV

(Increased and sustained transmission in the general population)

- q Review with all FCHN personnel the FCHN Pandemic Influenza Plan.
- q Continually educate and cross-train employees as needed.

Post-pandemic Period (Maine Level V)

(Evidence of influenza activity returned to pre-pandemic level)

- q Review with all staff possibility of second wave.
- q Assure brochures and other educational materials regarding pandemic influenza are still available to general public.
- q Evaluate effectiveness of education programs, and refine as needed.
- q Review Pandemic Influenza Plan modules with Response Team to assess need for revisions/updates.