



H1N1 Lessons Learned

Skip Skivington
Vice President of Operations

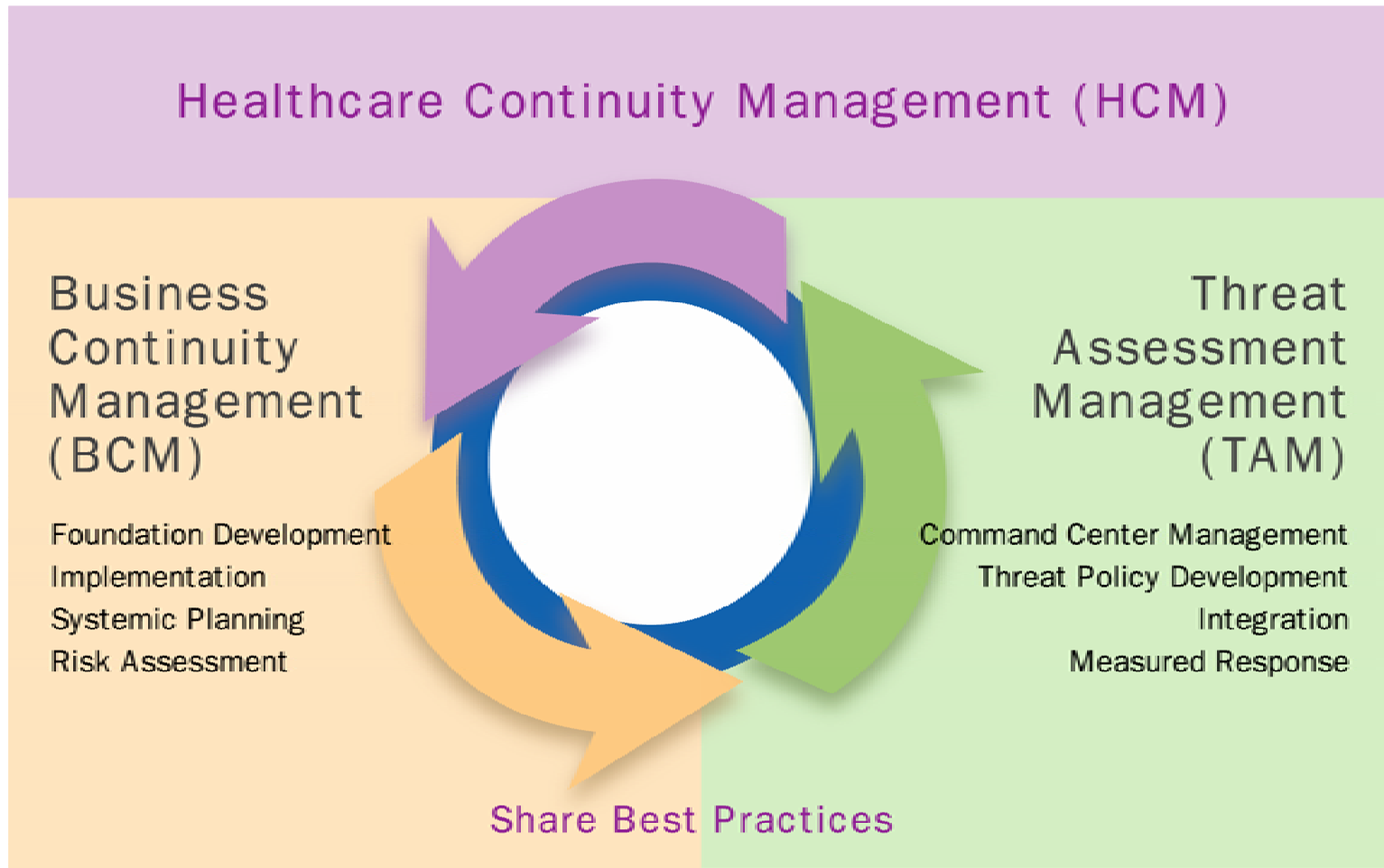
Kaiser Permanente At-a-Glance

- 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

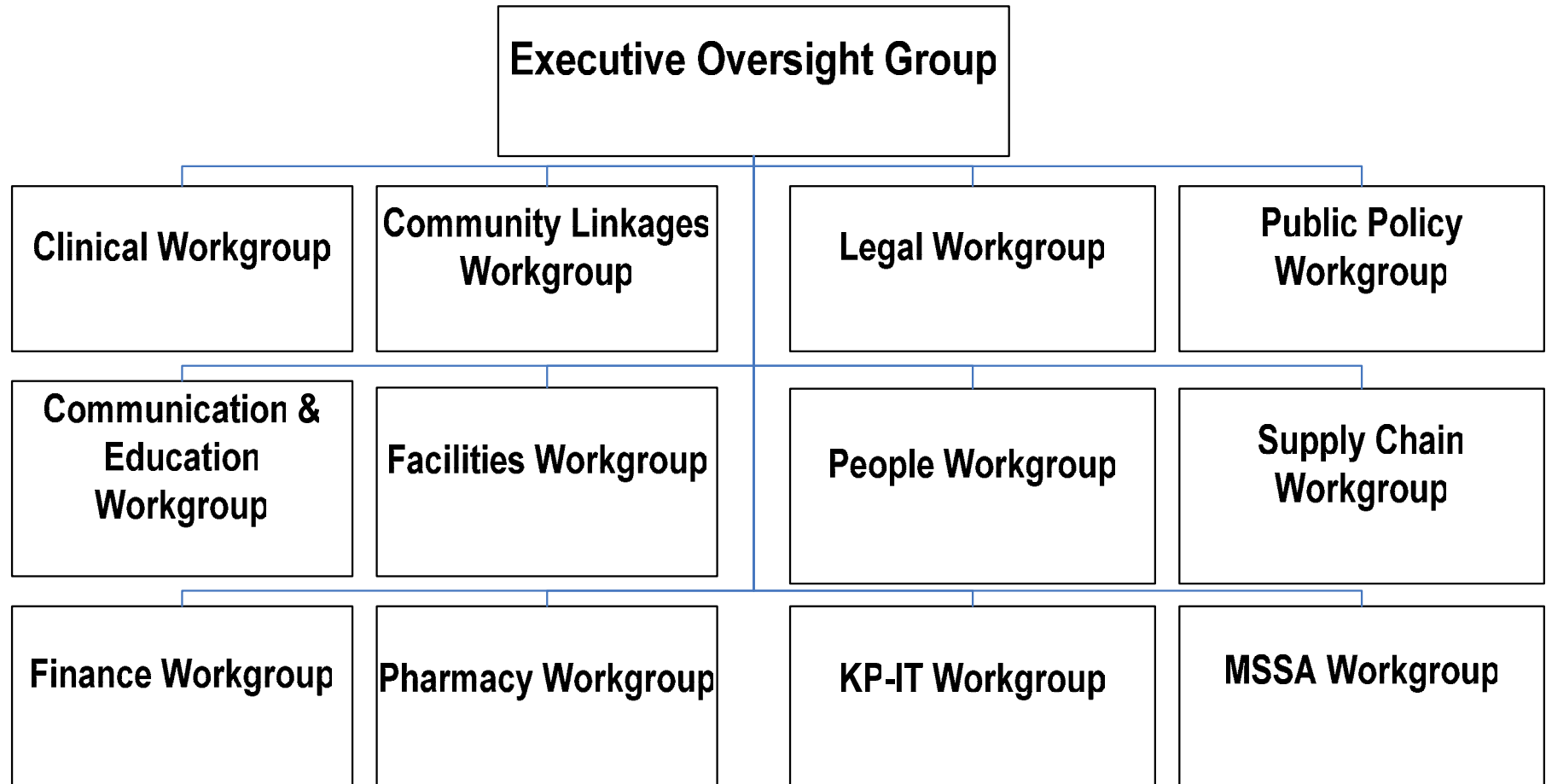
Kaiser Permanente At-a-Glance

- > 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

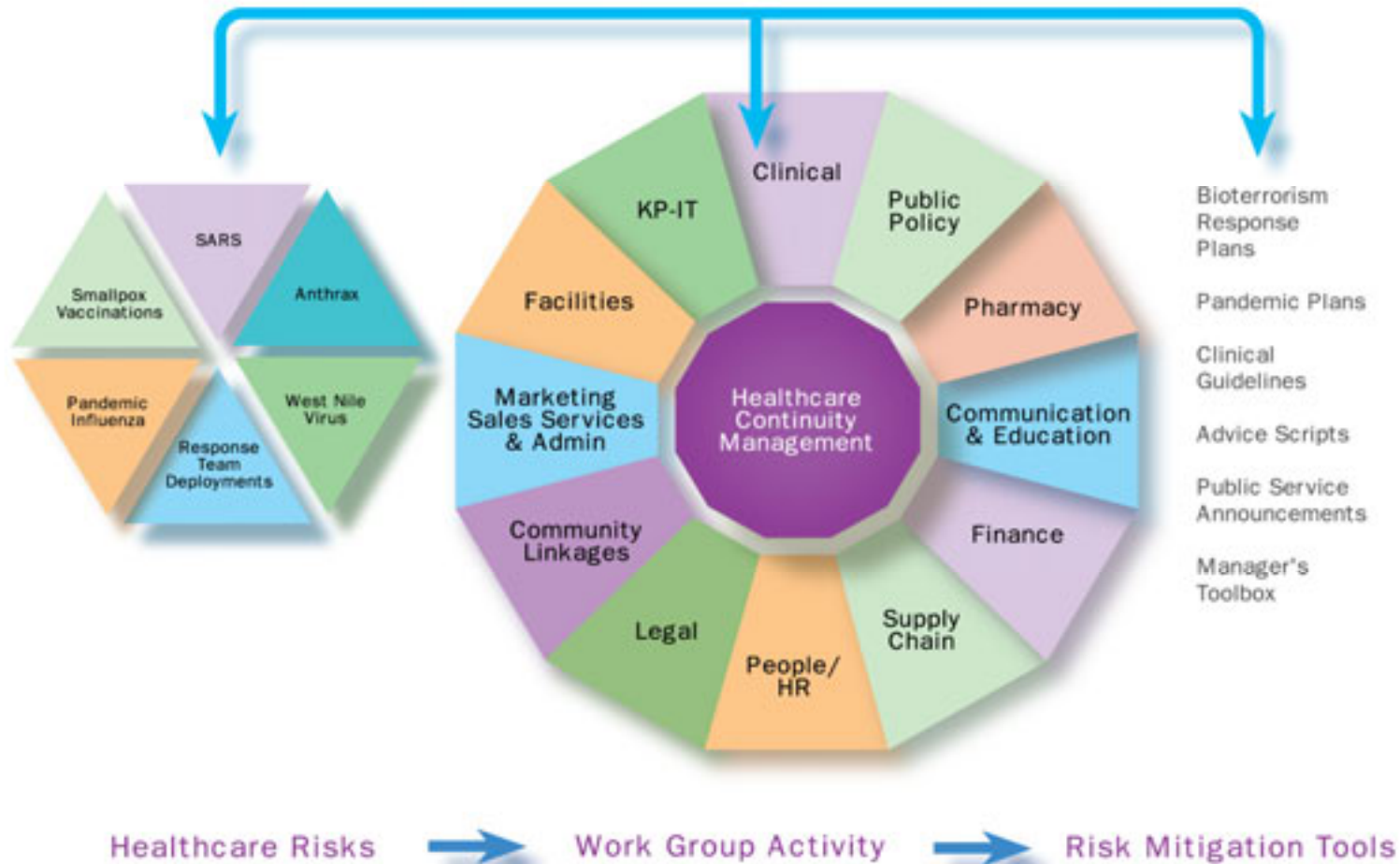
Protecting Healthcare Delivery Expanding the “Continuity” Function



Healthcare Continuity Management Oversight Group



PLANNING IS PARAMOUNT TO RESPONSE INTEGRATION



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

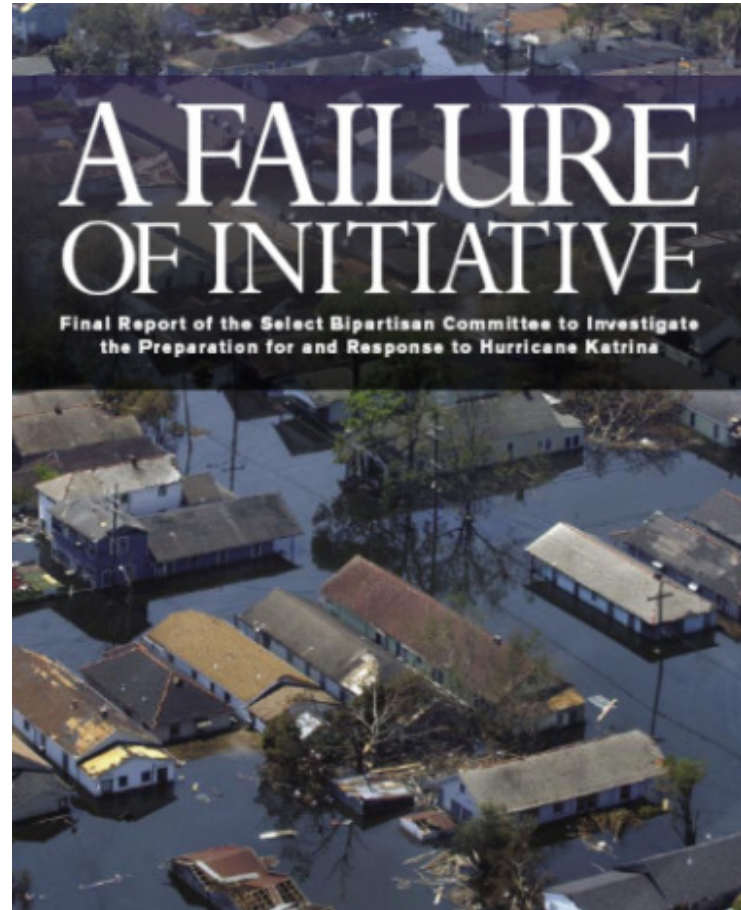
- H1N1: 1,186,243
 - Northern California 655,626
 - Southern California 530,617
- Seasonal Flu: 2,193,285
 - Northern California 1,143,691
 - Southern California 1,049,594

Kaiser Permanente H1N1 Influenza Response Photos



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

Skip Skivington

Vice President of Operations

Kaiser Permanente

Email: skip.i.skivington@kp.org

Phone: 510-625-4801