



Community Pharmacy Roadmap Program Development Template

Program/Service Quadrant	Pandemic Support- Pandemic Influenza Planning C: In-Pharmacy Health Services and Programs
1. Program/Service Description	
a) Background	<p>The swine flu (H1N1) influenza pandemic of 2009 demonstrated the enormous burden on health and community resources, and the importance of pandemic action plans. In Australia 191 deaths and 37,772 cases were confirmed. One third of those who died in Australia were previously healthy. By late 2009, H1N1 2009 influenza virus had replaced the other H1N1 virus that had been circulating for several years. Although the Emergency Committee of the World Health Organisation (WHO) announced on August 10 2010 that the world is no longer in phase 6 of an influenza pandemic alert, H1N1 2009 continues to be the predominant influenza virus circulating worldwide.</p> <p>Over the past 100 years, previous pandemic influenza outbreaks have killed up to 53million people, with an estimated 50 million killed worldwide by Spanish Flu alone in 1918-20.</p> <p>Community Pharmacy delivers the most accessible of all health professionals via a 5,000 fold network throughout urban, regional and rural Australia. As such, pharmacy is strategically positioned to apply professional competence in meeting critical needs in emergency preparedness and response associated with pandemic influenza.</p>
b) Brief Description	<p>The purpose of pandemic planning in the health sector is to ensure that the sector is ready whenever a pandemic occurs. The burden of an influenza pandemic could overwhelm a nation's health system. Community pharmacy has an essential role via ongoing provision of pharmacy services to ensure people who are not affected by pandemic influenza remain well, and do not add to the demands on the acute health sector. In the event of an influenza pandemic, community pharmacy's essential role in supplying medicines will need to be maintained. Importantly, pharmacists will play a key role in educating the public about the risks of a pandemic and about good infection control measures.</p> <p>Business continuity planning for pharmacy helps identify risks to the pharmacy, considers how to mitigate these risks, and ensures there is a response and recovery plan to deal with a crisis and recover from the event. In accordance with pandemic planning across the health sector, pharmacists with a pandemic influenza business continuity plan (BCP) will have enhanced awareness of the potential impact a major pandemic could have on their pharmacy, how service delivery may be affected, and the adjustments to services and operations that may be required. Pharmacies better prepared for such an event will therefore be able to maintain their primary health care role of ongoing provision of pharmacy services.</p> <p>Business continuity planning forms part of an overall risk management strategy for business, and should comply with Australian Standards for Risk Management- Principles and Guidelines AS/NZS ISO 31000 2009.</p> <p>Continuity planning for an influenza pandemic should include the following basics:</p> <ul style="list-style-type: none"> • Identification of essential business activities (and the core people and skills needed to keep them running or alternative back-up arrangements); • Identification of the infrastructure and resources required for the pharmacy to continue operating at the minimum acceptable level; • Developing risk management or mitigation strategies for business/economic disruptions, including possible shortages of supplies and contingency plans for continued operations;

	<ul style="list-style-type: none"> • Ensuring relevant employees, customers and suppliers are aware of the contingency arrangements, how they work and their likely impact; • Minimising illness in workers by adopting best practice infection control measures including vaccination.
c) Alignment with Government Policy	<p>Governments all around the world have been investing significantly in planning for a response to an influenza pandemic. This Program supports the activities proposed in the draft community pharmacy annex to the Australian Health Management Plan for Pandemic Influenza (AHMPPI) 2008.</p> <p>Each Australian State and Territory also has an action plan to respond to the threat of an influenza pandemic. As occurred during the H1N1 influenza 09 pandemic (swine flu) it is possible other roles for community pharmacy may be identified, and community pharmacy should maintain awareness through local health authorities and their professional member organisations about how and when to respond to a pandemic influenza outbreak.</p>
d) Expected Outcomes for Government and Community Pharmacy	<p>Maintenance of community pharmacy's essential role in supplying medicines, professional services and primary health care via the broad network of community pharmacies throughout metropolitan, regional and rural Australia. Ensure people who are not affected by pandemic influenza remain well, and do not add to the demands on the acute health sector.</p> <p>From a pharmacy perspective, maintain the confidence of the community as a trusted and reliable health service despite the possible impacts on pharmacy operations from pandemic influenza (staff absenteeism, supply interruptions, infection control measures, quarantining).</p>
e) Consumer Benefits	Continued access to essential pharmacy services throughout the network of community pharmacies across Australia. Education and awareness to the public on pandemic influenza and good infection control measures.
f) Who Performs the Service	<p>Pharmacy owner and/or manager will be responsible for developing a pandemic influenza business continuity plan (BCP).</p> <p>Pharmacy owner/manager will responsible for involving staff in the development of a BCP, and communicating the plan to staff.</p> <p>Pharmacy assistants and other pharmacy staff should undertake training in good infection control procedures necessary during a pandemic influenza outbreak, and be familiar with the pharmacy's BCP, especially with regards to key staff and supplier contacts, and responsibility for specific roles and functions during an influenza pandemic.</p>
g) Collaboration with Other Health Care Professionals	<p><i>Will service delivery require any formal collaboration with other health care professionals?</i></p> <p>In developing a pandemic influenza BCP for their pharmacy, owners/managers should be aware of local health and State/Territory pandemic plans, and may need to contact health bureaucrats within local health authorities. Liaison with other health professionals within the local community to communicate individual BCPs, and integrate business continuity plans across local health services will be advantageous.</p>
2. Implementation and Enablers	
a) Stakeholder Consultation	<p><i>Representative bodies from the following areas will need to be consulted in order to fully develop and implement a program:</i></p> <p>Implementation of business continuity plans within pharmacy is considered good business practice and is a responsibility of individual pharmacies. No additional stakeholder consultation is required to implement a plan within an individual pharmacy. The 4CPA Pandemic Influenza Preparedness Program to support business continuity planning in pharmacy considered pharmacy stakeholder input in developing the Program. Very broad consultation across relevant stakeholders continues to occur in pandemic planning at all levels of Government.</p>
b) IT Requirements	<p><i>Is pharmacy software required to deliver this program?</i></p> <p>IT solutions may assist in the delivery of this service. The 4CPA Pandemic Influenza</p>

	<p>Preparedness Program provided free subscriptions to ‘ContinuityCoach’ business continuity planning software to assist pharmacies develop their individual pharmacy pandemic influenza business continuity plans. However, a BCP need not be an electronic system; paper based BCPs can be developed.</p>
c) Infrastructure and Staffing	<p><i>Is a private consultation area required to deliver this program?</i> No.</p> <p><i>Is the program within the pharmacist’s/ pharmacy assistant’s normal scope of practice?</i> Yes. The principles of risk management and business continuity are good business practice, and a pandemic influenza business continuity plan is likely to have application for other significant events that may affect a pharmacy business.</p> <p><i>Will an additional pharmacist be needed?</i> No</p>
d) Training	<p><i>Will additional formal training be needed?</i> Formal training in business continuity planning was provided to community pharmacy in 2010 via the 4CPA Pandemic Influenza Preparedness Program. Face to face workshops, workbooks and eLearning were offered. BCP software was also available. The eLearning modules in business continuity planning and infection control continue to be available via Guild Training.</p>
e) Supporting Standards, Procedures and Templates / Checklists	<p><i>Will a QCPP standard be required?</i> Modification to Standard 6, possibly to become ‘Operating an Effective and Sustainable Business’ (<i>instead of profitable business</i>) and incorporate business continuity planning requirements into actions required. Will require procedure and checklist templates to be developed.</p> <p><i>Will professional guidelines and/ or standards be required?</i> No. Business continuity planning is incorporated into Australian Standard for Risk Management-Principles and Guidelines AS/NZS ISO 31000 2009.</p> <p><i>Are there any national guidelines which need to be taken into account in developing the program to ensure consistency with best practice?</i> A variety of Government action plans and resources are available. See:</p> <ul style="list-style-type: none"> • Australian Health Management Plan for Pandemic Influenza www.flupandemic.gov.au/internet/panflu/publishing.nsf/Content/ahmppi • Business Continuity Guide for Australian Business. www.innovation.gov.au/Pandemic_Business_Continuity/Business%20Continuity%20Guide%20for%20Australian%20Business/Pages/home.aspx • Pandemic Planning for the Workplace. See: www.dpmc.gov.au/publications/pandemic/index.cfm, “Supplementary documents” • National Action Plan for Human Influenza Pandemic www.dpmc.gov.au/publications/pandemic/index.cfm <p>Additional State and Territory action plans are also available.</p>
f) Legislation / Regulation Implications	<p>It will be necessary to ensure all elements are aligned with relevant legislation.</p>
3. Funding	
Funding Options	<p><i>Possible funding options include:</i> Individual pharmacy responsibility.</p> <p><i>Has any funding for this Program been secured?</i> The Pandemic Influenza Preparedness Program, as part of the Better Community Health</p>

	Program for the prevention of communicable diseases within the Fourth Community Pharmacy Agreement provided funding for training and education of pharmacies and their staff in business continuity planning and infection control.
4. Timelines	
Timelines	<input checked="" type="checkbox"/> Established community pharmacy practice <input type="checkbox"/> Immediate to short-term implementation (< 30 June 2015) – subsidised service <input type="checkbox"/> Medium-term implementation(1 July 2015 to 30 June 2020) <input type="checkbox"/> Longer-term implementation (> 1 July 2020)