H1N1: Establishing a Student Affairs Health Crisis Protocol

Rebecca Nelson, Asst. VP for Student Life and Director of the Multicultural Center

Louise Douce, Asst. VP for Student Life and Director of the Counseling Center

Seth Fishman, GA at the Multicultural Center
What we wanted to accomplish

• Creation of the Student Life response
  • Coordinated
  • Strategic
  • Based on lessons learned from initial spring outbreak and a table top exercise conducted within SL in June 2009
Coordination and planning

- United university-wide effort
- Department of Public Safety/Emergency Management
- Student Life
- Academic Affairs
- University Communications
- Medical Center
Communication

• Consistent messages
• Website – flu.osu.edu
  - Updated FAQs and blog
  - Downloadable material
• E-mail letters to students, parents, staff, faculty
• Flyers and posters
Prevention

• Education
  - Hygiene
  - Symptoms
  - Appropriate responses
• Encouragement
  - Vaccines
  - Self isolation
• Additional cleaning training and cleaning schedules
Structure

9 Teams/Command Areas

• Based loosely on the National Incident Management System (Incident Command Structure)

• Overall mission and vision provided by Executive Command

• Team of Subject Matter Experts (SME’s) consisting of medical staff from Student Health providing support and information to each team
<table>
<thead>
<tr>
<th>Unified Command Area</th>
<th>Mission</th>
<th>Team Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Command</td>
<td>Provide leadership, vision and decision-making</td>
<td>VP, AVP's, Risk/Emergency Management (REM), &amp; Student Health Services (SHS)</td>
</tr>
<tr>
<td>Communication</td>
<td>Coordinate parent, staff, student and media messaging</td>
<td>REM, Parent/Family Assoc, Marketing, Communications, Housing, &amp; IT</td>
</tr>
<tr>
<td>Logistics</td>
<td>Maintain facilities and supplies</td>
<td>Facilities, Housing &amp; REM</td>
</tr>
<tr>
<td>Housing - Off Campus</td>
<td>Support well and ill off campus students</td>
<td>Off Campus Student Services, MultiCultural Center, USG, REM &amp; Greek Life</td>
</tr>
<tr>
<td>Housing - University Managed</td>
<td>Support well and ill on campus students</td>
<td>Housing &amp; REM</td>
</tr>
<tr>
<td>Unified Command Area</td>
<td>Mission</td>
<td>Team Members</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>Food</td>
<td>Provide food service to ill students</td>
<td>Campus Dining &amp; REM</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Provide Human Resource services in support of employees</td>
<td>HR &amp; REM</td>
</tr>
<tr>
<td>Fiscal</td>
<td>Facilitate and manage fiscal issues</td>
<td>Fiscal Support Services, Student Health Insurance &amp; REM</td>
</tr>
<tr>
<td>Health and Advocacy</td>
<td>Support emotional, physical and academic well-being of students</td>
<td>SHS, CCS, Student Advocacy, Wellness Center, &amp; REM</td>
</tr>
<tr>
<td>Subject Matter Expert</td>
<td>Provide expertise on medical protocols to unified command areas</td>
<td>Medical Staff from SHS</td>
</tr>
</tbody>
</table>
Defining Our Role

• Command areas were also provided:
  – A suggested team leader
  – Major activities
  – Action items

• Action items were added and deleted throughout the process
  – Areas provided a weekly update to REM for university and SL exec command briefings
Timeline

• 4/25/09 Communication established within university and with Ohio Dept of Health
• 4/30/09 First med center staff member identified as probable H1N1
• 5/1/09 First student identified as suspected H1N1 (residence hall resident) **Worth noting in discussion that this was Little Sibs/Family weekend
• 5/09 12 students identified as confirmed H1N1
• 6/9/09 Table top exercise held for SL reps to help determine gaps and structure for response in fall
Expected Challenges

• Creation of Student Life Plan
• Coordination of plan
• Rapid/constant changes
• Logistics
• Waiting for approvals/communication
• Potential for large outbreak
• Communication to area landlords & businesses
Unexpected challenges

- Issues of privacy & medical records
- Sorority recruitment
- Staffing
- Purchasing shortages
- Supply coordination/competition
- Costs ($107,000 for SL)
- Regional campuses
Our response thus far

• Timing benefit
• Awareness/education
  - hand sanitizers
  - walkarounds
  - Get Well and Feel Better Flu Bags
• Vaccinations
• Things we dropped
Be part of the BuckMD team: CHECK UP ON YOUR FRIENDS IF THEY ARE SICK!
Questions/comments?

Special thanks to Sharrel Hassell-Goodman, Sean McLaughlin & Stacey Renker for their assistance with this presentation