Policies and Procedures for the Management of Public Health Emergencies

By Dr. Jane Munyi; MD, DHP, AME
Head, Medical & Occ. Health
KQ

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1. Introduction
2. ICAO SARPs
3. Guidelines
4. Communication
Introduction

- Kenya Airways is the 3rd largest airline in Africa
- Passenger traffic flow of 3 million in 2011/12
- 57 destinations globally with the latest being Livingstone
  - 3 domestic, 6 Asia, 4 Europe and 44 in Africa
- Fleet of 44 Aircrafts
  - B777-300ER = 1
  - B777-200ER = 4
  - B767-300ER = 6
  - B737-800 = 5
  - B737-700 = 4
  - B737-300 = 6
  - Embraer 170 LR = 4
  - Embraer 190 AR = 4
In the aviation sector, who is high at risk of acquiring a communicable disease?

- Cabin Crew
- Cleaning Crew
- Customer Service Agents
- Maintenance Crew
- Cargo and Baggage Agents
18 Annexes to the Convention - ‘Standards and Recommended Practices’ SARP

- Governments
- Regulatory Aviation Authorities
  - Federal Aviation Administration (US)
  - KCAA
  - NCAA

This document supersedes Doc 7300/6.
Le présent document annule et remplace le Doc 7300/6.
Este documento remplaza el Doc 7300/6.
Настоящий документ заменяет Doc 7300/6.

ICAO SARP’s summary

- **Annex 6** – On board medical supplies should include ‘universal precaution kit’
- **Annex 9** – States shall have an aviation preparedness plan
- **Annex 9** – Identification of on board suspected case available
- **Annex 11, 14** – Aerodrome Operators/Air Traffic Service Providers to include PH emergencies in emergency plan.
- **PANS-ATM** – Communication procedures with ‘affected aircraft’ established
6.2.2 – An aeroplane shall be equipped with accessible, appropriate and adequate medical supplies. The medical supplies should comprise:

- First Aid Kits
- Medical Kits
- Universal Precaution Kit (2 per aircraft if cabin crew required, and 2 if >250 passengers)
Guidelines

i. PIC
ii. Cabin Crew
iii. Customer service agents
iv. Cabin groomers
v. Medical staff
vi. Partners – Port Health, Vector Control, referral hospitals,
Guidelines...

Basis for guidelines:

1. In line with Kenya Aviation Pandemic Preparedness Plan
2. In line with present IATA guidelines
3. Practicality
4. Created for individuals with limited medical knowledge and training who must respond to passenger illnesses
5. Responders may or may not have access to expert opinions
6. In line with the ICAO Aircraft General Declaration, Health Part
Guidelines...

1. **Pilot In Command**;
   a) A/C Identification
   b) Departure
   c) Destination
   d) Estimated Time of Arrival
   e) Passengers on board
   f) Number of cases
   g) Nature of risk
Guidelines...

2. Cabin Crew
   - Case definition and hence identification
   - Communication to PIC
   - Prevention of spread
     - Isolation and care of index case
     - Respiratory etiquette
   - Disembarkation procedure
   - Documentation
   - Follow up of crew
3. Customer service agents
   - Case definitions and hence identification
   - Call doctor on call/Port Health
   - Deny boarding
   - Disembarkation procedure
   - Documentation – PLC, surveillance forms, etc
   - Self care
4. Cabin groomers
   - Cleaning procedures
   - Disinfectants
   - Clinical waste disposal
   - Self care
5. Medical staff

- Case definitions and hence identification
- Continuous literature review
- Training of staff
- Referral procedures
- Development of health messages
- Workplace risk assessment
Guidelines...

6. Partners – Port Health, Vector Control, referral hospitals, etc

- Communication –
  - Vertical – case definitions, notification,
  - Horizontal – disembarkation process, aircraft clearance

- Clarity in roles and scope

- Resource management – e.g. disinfectants,
COMMUNICATION
MANAGING AN ON-BOARD CASE

A/C ID
Dep.
Dest.
ETA
POB
No. cases
Nature of risk

Aircraft gen. declaration – Health Part

PH

GROUND BASED MED. SUPPORT
AIRPORT OPERATOR
OTHER AGENCY

AIRLINE OPERATING AGENCY

Departure aerodrome
Air Traffic Unit

Air traffic controller

Destination aerodrome
Air Traffic Unit

Health Part

A/C ID
Dep.
Dest.
ETA
POB
No. cases
Nature of risk
Training

i. Sensitization

ii. During pandemic
   a) Medical staff – IATA, ICAO, Literature review
   b) Frontline staff
      - Case definitions
      - PPE
      - Facilitation
      - Risk assessment
Training

- Part of the regular, mandatory training for the relevant staff

Trainers:
- Medics (KQ medical division)
- Undergone:
  - Instructional design and techniques course (IATA)
  - Infection prevention and control refresher courses
  - Advanced medical emergency handling skills (ACLS, ATLS, BLS)
  - Regular in house CAPSCA updates
Achievements

1. Kenya Airways Aviation Pandemic Preparedness Plan

2. Trained;
   a) Medical staff = All
   b) Cabin Crew = All
   c) CSAs >50%
   d) Pilots (Fleet Notice) = All
Challenges

• Availability of ground staff
• Lack of sustained interest
• Scare/alarm during an epidemic
• Outstations – handled by GSAs
  ✷ Training
  ✷ Frequent changes
Way forward

1. Completion of incorporation of the guidelines in the operation manuals
   - Dissemination during a Pandemic?...

2. Completion of the development of the Business Continuity Plan

3. Re-test the document (KQ AvPPP)

4. Due to slow uptake of CAPSCA by other airlines, we wish to have improved sensitization for all to come at per
Conclusion

• Training of all staff who handle the passengers and the aircraft is important

• Ensuring that the policies and procedures are in all the relevant company manuals is non negotiable

• Having an in-house training team who can be called upon any time is cost effective
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