

Cold chain failure 2017: Hawke's Bay DHB SBIP

Helen August MN

Immunisation/Communicable
Disease Resource Nurse

Fiona Jackson

Immunisation Coordinator

NZ 2017 Immunisation Conference

Why present at national conference?

- Share our story
- Could happen to anyone/anywhere
- Raise awareness for others
- Share the tools and processes we developed



Cold chain management

- Cold chain is the system used to maintain required temperatures for vaccines
- All vaccines must be stored and/or transported with the recommended temperature range of 2°C – 8°C at all times
- Integrity of the cold chain depends on three essential elements that underpin the standards:
 - *The people*
 - *The systems and processes*
 - *The equipment*

Cold chain failure: 9 May 2017

- Phone call from School lead PHN to say data logger had gone down to -1.1°C while completing school based immunisations
- PHN's had continued to vaccinate during this time
- 26 minutes it remained under 0°C
- 43 minutes it remained under 2°C
- 2 schools and 41 students
- Limited communication occurred between team members



Timeline of events – May 2017



- **9th** Cold chain failure. Local imms coordinator informed
- **10th** Regional advisor IMAC notified
 - IMAC advised HPV vaccine needs to be re-administered
 - IMAC notified MoH
- **11th** GSK advise Boostrix not viable
 - Email to all PHNs
 - Regular meetings commenced
- **12th** Media holding statement written
- **15th** Clinical advice received to revaccinate affected students
- **16th** NMDHB agree to share templates and information
- **17th** Meetings with affected key school staff.
- **17th/18th** Parents contacted
- **19th** Emails to parents
 - GP's notified of event
- **26th** Action plan sent to MoH
- **29th** Cold chain policy sent to the MoH

What was in place prior to 9 May

People	Processes	Equipment
Data logger training done with all PHNs in 2016	Current local Immunisation guidelines (PHN management of offsite immunisations)	Data loggers are configured to show maximum, minimum, and current temperatures
Cold chain update at annual PHN vaccinator update	Current cold chain policy and appendices	Data loggers alarm when 2° or below
	Chilly bin log documentation processes were in place	All data loggers are calibrated annually
All PHNs are authorised non medical vaccinators	Temperature monitoring guides/actions are on the back of all chilly bin logs	
	PHN department cold chain accredited Nov 2015 – 2018	
	All chilly bin logs are audited on their return to Immunisation/Communicable Disease Resource Nurse	
National standards for vaccine storage and transportation for immunisation providers 2017 circulated to all PHNs by email		

Changes following 9 May



Resources Developed

- Media release – holding statement
- Documentation support from NMDHB
- Phone scripts
- Development of FAQ's
- Letters to parents
- Letters to GPs
- Re- immunisation plan and documents
- NIR documentation, note written behind to advise compromised vaccine given
- Consent forms verbal and written
- Cold chain policy and appendices updated
- Laminated temp guides and folder
- Cold Chain competency assessment

Actions taken

- Regular communication meetings
- PHNs informed of best cold chain practice by email
- Catch up clinics organised
- Introduction of one to one cold chain assessment for every PHN
- Staff orientation
- Meetings with the affected school principals and key staff
- GPs phoned



Overall learning



- Communication is really important
- Ensure immunisation teams are well staffed and roles are clearly defined prior to immunisation day
- Being transparent and honest with parents demonstrated we had nothing to hide and we were genuinely sorry
- We prepared well prior to interaction with public/schools and parents
- Talking to NMDHB extremely helpful and saved us time and neurons – for that we are extremely thankful



Future recommendations

Local

- Competency assessments 2 yearly
- Staff orientation
- Roster additional staff to SBIP days
- Ensuring someone on the team is allocated the role of cold chain nurse for each clinic

National

- National bank of information and forms from prior cold chain failures
- Timely information – timeline
- Clear communication pathways – IMAC/MoH/DHB
- Clear guidance on responsibilities and who do we go to for support
- National cold chain failure flowchart

Questions?

