



# Preparing for Flu Season

## Suggested Best Practices for Community Pharmacy



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# Housekeeping

- 90 minutes: short slide presentation, followed by panel discussion, then audience Q&A
- Select “speaker view” for best experience
- Submit questions via Q&A (not chat)
- Recording and slides will be available after the session
- Accredited for 1.5 CEUs under CCCEP file #: 8002-2020-3090-L-P (live webinar) and #: 8002-2020-3091-I-P (recording)
- Statement of Attendance will be available onscreen as fillable pdf, after the webinar
- Feedback survey after the webinar

# Learning Objectives:

After completing this session you will be able to:

- Identify key challenges arising from the COVID-19 pandemic that impact influenza immunizations this year
- List potential adaptations to immunization delivery models to address key challenges
- Describe principles to follow to minimize the spread of infection when developing immunization workflow
- Describe key messages to communicate to patients about their immunizations this season

# Provider Disclosures

- Learning content owned and developed by the Canadian Pharmacists Association (CPhA)
  - This learning activity has received no financial or in-kind support from any commercial or other organization
  - Some content is based on CPhA's Suggested Best Practices for Community Pharmacists: Preparing for Influenza Season (September 10, 2020), developed by CPhA's National Influenza Preparedness Working Group. No WG members received financial or in-kind support from any commercial or other organization, including CPhA
- Shelita Dattani (host and moderator) is employed by the Canadian Pharmacists Association
  - I have received no financial or in-kind support from any commercial or other organization for the development of this program

# Panelist Disclosures

- Today's speakers have received a small honorarium for their time
- Jen Baker: \_\_\_\_\_
- Aaron Koegler: No real or potential conflicts to disclose
- Genevieve Pelletier: Past employee of Pfizer Canada Inc. (Jun 2003-Jan 2019)
- Sandeep Sodhi: No real or potential conflicts to disclose
- Paraag Trivedi: No real or potential conflicts to disclose

# What are some potential differences you anticipate during this year's flu season?

- A. Reduced access to flu services by other HCPs
- B. Surge in early public demand for flu vaccine
- C. Individuals seeking multiple immunizations of pharmacy services at the same time as flu visit
- D. Households seeking immunizations together

**Globally, what have we experienced from this year's flu season?**



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# Flu Season this Year in the Southern Hemisphere

Australia, New Zealand	Argentina
Increase number of vaccinations Increased manufacturing, distribution	Initial increase in vaccinations
Late release of government-funded high-dose flu vaccine	Currently no available flu vaccines and no demand for it
Fewer cases of influenza	Appointment-based vaccination
Difficult to assess vaccine match and effectiveness	Pharmacists continue to be the most accessible health care worker

Australian Influenza Surveillance Report: August 10-23 2020

Young, Leslie. Coronavirus prevention crushed Australia's flu season. Can Canada expect the same? <https://globalnews.ca/news/7275558/canada-flu-season-coronavirus/>

Personal communications (emails, social media discussions) with pharmacists and pharmacy leaders in Australia, New Zealand Argentina



# Response of Canadian Government

- Increase and early vaccinations
- Aim to prevent flu and COVID-19 coinfection
- Monitoring of hospital capacity
- Prevent potential shortages
- NACI - ***Guidance for influenza vaccine delivery in the presence of COVID***



Public Health  
Agency of Canada

Agence de la santé  
publique du Canada

[Canada.ca](#) > [Health](#) > [Healthy living](#) > [Vaccines and immunization](#)

> [National Advisory Committee on Immunization \(NACI\): Statements and publications](#)

## Guidance for influenza vaccine delivery in the presence of COVID-19

<https://www.canada.ca/en/public-health/services/immunization/national-advisory-committee-on-immunization-naci/guidance-influenza-vaccine-delivery-covid-19.html>



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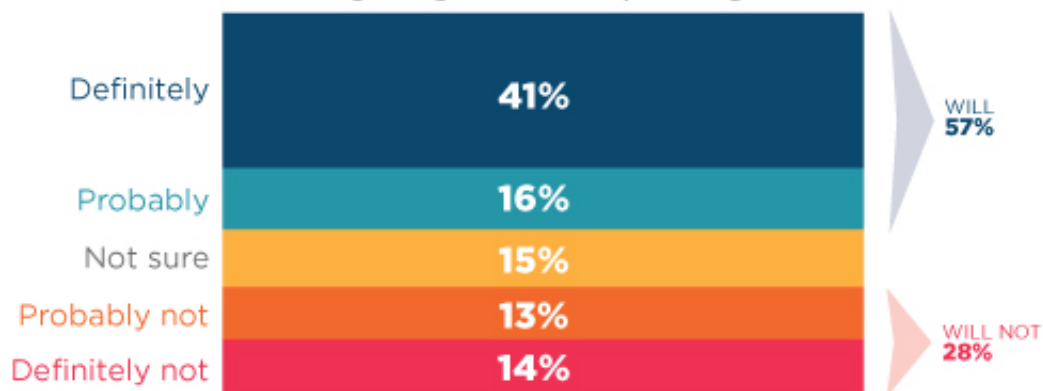
www.pharmacists.ca

# Canadians are more likely to get immunized against the flu this year because of COVID-19



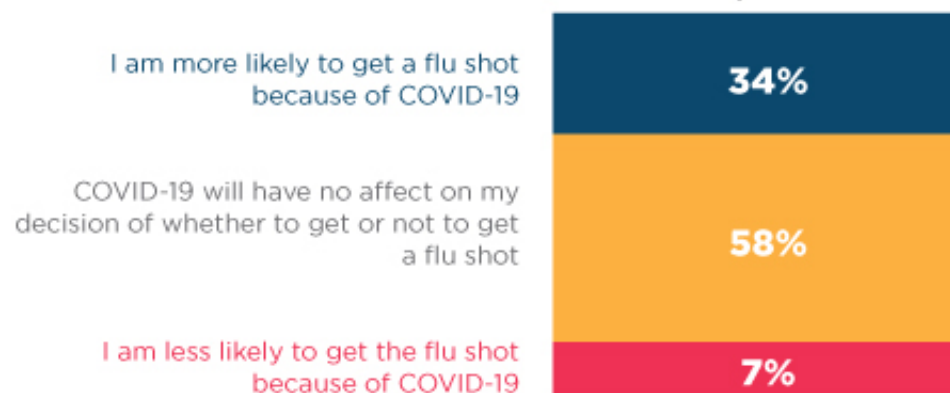
**57% of Canadians** say they will definitely/probably get vaccinated this year, **compared to 45%** who claim they received the flu shot last year.

Plan on getting flu shot in upcoming season



**1/3 of Canadians** say they are more likely to get the flu shot because of COVID-19.

COVID-19 impact on flu shot



**26% of those who were NOT vaccinated last season say they will definitely or probably get the flu shot this year, and that they are more likely to be vaccinated because of COVID-19.**

Canadian Pharmacists Association. *COVID-19 and the Coming Flu Shot Season – National Survey of Canadians*. August 11, 2020. [https://www.pharmacists.ca/cpha-ca/function/utilities/pdf-server.cfm?thefile=/cpha-on-the-issues/PollaraSurvey-FluPolling-EN\\_FINAL.pdf](https://www.pharmacists.ca/cpha-ca/function/utilities/pdf-server.cfm?thefile=/cpha-on-the-issues/PollaraSurvey-FluPolling-EN_FINAL.pdf)



# What has pharmacists concerned?



## Masks for patients

ensuring that a supply of disposable masks is available to patients if they don't have one



## PPE

ensuring PPE is available for them and their staff



## Costs

adequate remuneration to make this important public health measure viable because of the additional costs to do so safely

# A National Influenza Preparedness Strategy

## SAFETY

Practice and workflow models

- Best practices for safe delivery of influenza immunizations aligned with Public Health/PRA

## EDUCATION

Pharmacists role in public awareness

- Patient education materials
- Amplify public health messaging
- Address patient/therapeutic misinformation
- Prepare public

## SUPPLY

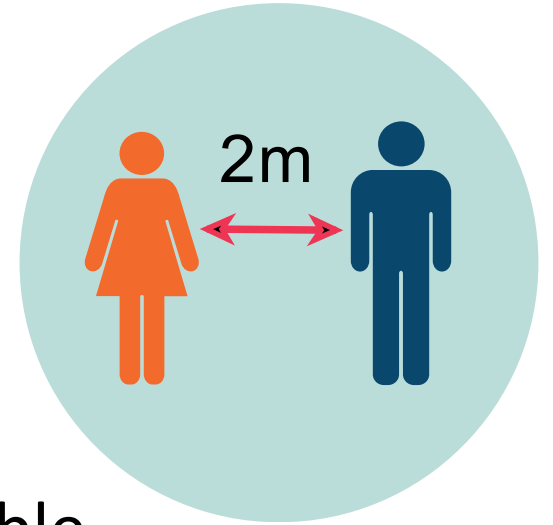
Access and distribution, remuneration

- Summary of “key issues” for members to support their advocacy efforts



# Key Principles for workflow this season

- Maintain **physical distancing**
- Minimize **number** of patients and **time spent** in pharmacy
- Minimize **patient movement**
- Reduce **transfer of objects**
- Incorporate **contactless or paperless processes** where possible
- Account for all **other existing COVID-related infection control measures**



# What's going to be new this year

- Screening patients for COVID-19
  - Active, passive screening
- Physical distancing processes and other controls in your pharmacy
- More frequent cleaning and disinfecting
- Recommended mask use by patients
- Possible changes to documentation; consider need for contact tracing
- Additional communication with patients
- Preparing your staff!



# PPE for Influenza Immunizations

- **Consider sessional use for eye protection, masks and gowns**
- **Eye protection** (face shield or goggles) for duration of session
- **Surgical/procedural mask** for duration of session;
- **Gowns may not be required.** Consider in instances where vaccinator will be required to manage large numbers of patients
- **Gloves required only for nasal vaccines.** If worn, must be replaced after each immunization



Government of Canada, National Advisory Committee on Immunization. *Guidance for influenza vaccine delivery in the presence of COVID-19*. August 5, 2020.

CPhA, PPE: Suggested Best Practices for Pharmacies During the COVID-10 Pandemic. May 29, 2020

# What about observation time?

“The post-vaccine observation period is being reviewed by Canada’s National Advisory Committee on Immunization (NACI) and will be publicly available in coming weeks.

Based on the available evidence, it is not without risk to shorten the observation period; so the Public Health Agency of Canada and NACI may only allow shortening the period in exceptional circumstances meeting several conditions.”

Personal communication, NACI, September 9, 2020



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# Potential changes to delivery models

- Dedicated, special hours
- Appointment-based models
- Immunizations off-site
- Temporary structures co-located with the pharmacy (i.e. parking lot)
- Drive-through services



All immunization delivery models must adhere to jurisdictional regulation and be appropriately covered under liability insurance.

# Panel Discussion

- **Jen Baker**, community pharmacy owner, Loyalist Pharmacy and pharmacist, Lennox & Addington County General Hospital (ON)
- **Aaron Koegler**, community pharmacist & owner, Westbridge Pharmacy (AB)
- **Genevieve Pelletier**, director external affairs, AQPP (QC)
- **Sandeep Sodhi**, pharmacist, manager and owner, Village Family & West End Family Pharma Choice (NS);
- **Paraag Trivedi**, pharmacy manager, Shoppers Drug Mart (SK)

It's going to be important for patients to self-screen. **How will you direct patients to do this before they come in for their flu shot?**

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Our best practice guidelines (and other guidance) also recommend actively screening the patients again just before the patient gets their flu shot. **What might this look like in your practice?**

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Many of you are already screening staff now before each shift. **Will you be setting up anything different for staff screening this fall?**

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**If a patient screens positive during self screen or if screened positive by a staff member– what next?**



**What do you anticipate some of the workflow changes will be in your practice?**



How might this differ in smaller pharmacies?





What will PPE look like in your practice?  
When? Where? How?



**Will patients be expecting us to wear PPE?  
How will you handle this?**



What will the process look like in your practice before, during and after the immunization process?



How will you use your technician and student team members to help with the process?



Will you be setting up an alternate model to give flu shots? What could this look like?



What are some questions patient may have?  
How can we address these concerns?



# Audience Questions

Please type your questions for the panel into the Q&A box.  
We will answer as many as we can!



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# Reflective Questions

What key challenges will specifically impact your influenza immunization service this year?

What potential adaptations might you make to your delivery model?

What is the most important message to communicate to your patients about influenza immunizations this year?



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# Other Resources and Patient information

- NACI: *Guidance for influenza vaccine delivery in the presence of COVID-19*:  
<https://www.canada.ca/en/public-health/services/immunization/national-advisory-committee-on-immunization-naci/guidance-influenza-vaccine-delivery-covid-19.html>
- Canadian Immunization Guide Chapter on Influenza and Statement on Seasonal Influenza Vaccine for 2020–2021: <https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/healthy-living/canadian-immunization-guide-statement-seasonal-influenza-vaccine-2020-2021/naci-2020-2021-seasonal-influenza-stmt-eng.pdf>
- CPhA's Suggested Best Practices for Community Pharmacy: Providing Influenza Immunizations During the COVID-19 Pandemic ([www.pharmacists.ca/flu](http://www.pharmacists.ca/flu))

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**Thank you!**

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