

# *Lessons Learned, Identified and Adapted*

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PROTECTING CANADIANS FROM ILLNESS



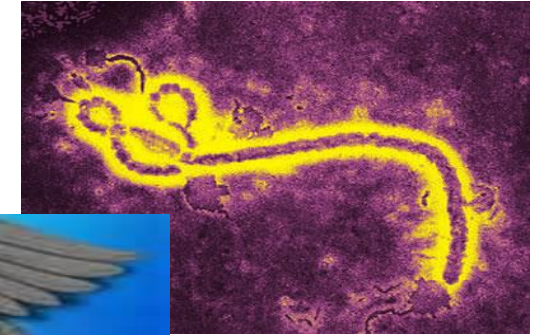
Public Health  
Agency of Canada

Agence de la santé  
publique du Canada

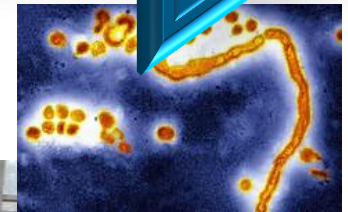
Canada

## Overview

- Lessons learned from infectious disease outbreaks
  - » SARS – 2003
  - » Pandemic Influenza H1N1 – 2009
  - » Ebola – 2014 and ongoing
- Lessons learned
- Lessons identified...
- Lessons adapted...



**2002** *Public Health Events* **2015**





## Lessons Learned

- ❖ Health Portfolio Operations Centre Watch Office:
  - Grew from a single window generic email into a 24/ 7 system tracking and dispatching model to respond to partners and public enquiries relating to public health
  
- ❖ Regional Operations Centres:
  - Established to coordinate federal responses in partnership with provinces and territories
  
- ❖ National Emergency Strategic Stockpile (NESS):
  - Shift to risk-based, specialized assets
  - Development of mini medical clinics for surge capacity
  - Optimizing the NESS footprint to allow for rapid delivery of equipment and supplies
  
- ❖ Engagement with Partners:
  - Early discussions and identification of opportunities for complementary and targeted support
  - Effective mechanisms to support Federal/Provincial/Territorial coordination
  - Established international networks to support engagement through International Health Regulations

## Lessons Learned

- ❖ Preparedness and Response Plans:
  - Food Safety Response Plan
  - Canadian Pandemic Influenza Preparedness: Planning Guidance for the Health Sector
  - Pan-Canadian All Hazards Protocols
  
- ❖ Operational Framework for Mutual Aid Requests (OFMAR):
  - Provides a framework for the movement of health care professionals and assets across jurisdictions during public health events
  
- ❖ Mobilizations:
  - Tested suite of procedures, tools and protocols to guide the mobilization of Health Portfolio experts overseas and domestically in response to public health events
  
- ❖ Risk Threat Identification and Surveillance:
  - Robust surveillance tools monitor global media sources for information on global disease events

## Lessons Identified...

- Lessons will be repeated until they are learned.
- Why are some lessons so hard to learn?
  - » Not accurately identified
  - » Inadequate engagement
  - » Timing
  - » Your thoughts?

## Lessons Adapted...

- Old lessons, new context
- [WHO leadership statement on the Ebola response and WHO reforms:](#)
  - » Humility
  - » Fragility
  - » Capacity
  - » Community and Culture
  - » Solidarity
  - » Challenges of coordination
  - » Market-based systems do not deliver on commodities for neglected diseases
  - » Importance of communication