

Module 3: Team Composition and Standards of Conduct



Learning Objectives

- **Identify team members**
- **Define the roles and responsibilities of each team member**
- **Know how to enhance coordination and communication among team members**
- **Recognize the standards of ethical conduct for case investigations**

Session Overview

- **Roles and responsibilities of each team member**
- **Coordination and communication among team members**
- **Standards of ethical conduct for case investigations**
- **Group activities**

Team Member Roles and Responsibilities

Selection of The Team

The Ministry of Health will designate teams from each province or geographical area

What Does The Team Do?

- **Verify any rumor of disease outbreak**
- **Carry out the outbreak investigation**
- **Propose ways to stop epidemics**
- **Initiate epidemic prevention and control**
- **Provide technical support**

Factors Essential to All Teams

Every team must have effective:

- Leadership
- Responsibility
- Communication
- Decision making

How To Work in a Team

- **Know what is expected**
 - Team member responsibilities
 - Team member expertise
 - Resources available for tasks
- **Know your role**
- **Know who is in charge**

How To Work in a Team

Be able to problem solve when faced with unexpected issues including:

- **Transportation**
- **Communication**
- **Cooperation**
- **Flexibility**

Conduct two levels of reporting:

1. **All team members will report their findings in the daily meeting**
2. **Reporting to officials and international offices**

Who is on the Team?

(Team members may differ by country)

Core team members:

1. Team Leader
2. Epidemiologist or health officer
3. Hospital Clinical Officer
 - a. Chief medical officer or other representative
 - b. Senior hospital nurse
4. Senior laboratory technician/scientist
5. Veterinarian or Animal Health Specialist
6. Communication specialist

Who is on the Team?

Expanded team members:

- **Logisticians / Administrators**
- **Interviewers**
- **Infection control Officer**
- **Health promotion Officer**

Core Team Member Roles

Team Leader

- Chief provincial health officer or other representative
- Presents available information
- Outlines investigation plans
- Assigns roles and responsibilities
- Oversees team member roles
- Communicates with media
- Conducts international reporting
- Communicates with other officials

Epidemiologist

- Epidemiologist or health officer
- Verifies the outbreak
- Communicates case definition
- Conducts case finding
- Identifies risk factors
- Identifies and coordinates control measures
- Institutes case management measures
- Supervises data collection and data analyses¹⁴

Clinicians

The chief hospital medical officer. . .

- Advises and assists in managing patients
- Educates, implements, and supervises infection control measures
- Advises on area hospital bed capacity and medical capability

The senior hospital nurse . . .

- Advises and assists in collection of clinical specimens from cases/patients
- Advises on infection control procedures

Lab Technician or Scientist

- Advise and assure proper specimen collection, transportation, and storage
- Verify proper avian influenza laboratory diagnosis to help refine a case definition
- Know area laboratory capability
- Know or devise a plan for sharing specimens with national or WHO laboratories

Veterinarian or Animal Health Specialist

- Liaison with agricultural and wildlife officials and other groups**
- Provide expertise in bird reservoirs**
- Facilitate identification of infected and exposed birds and farms**
- Advise and assist in measures of control of avian influenza in birds and humans**

Communication Specialist

- Coordinates and assists in communications with media, international community, and officials
- Constructs SOCO
- Liaison with community
- Provides community sensitization and increased awareness of avian influenza
- Rumor control

Expanded Team Member Roles

Expanded Team Members

Logistician

- Administrator / Operations Manager
- Manage supplies
- Work with security officer
- Monitor finances
- Arrange transportation
- Monitor communications

Expanded Team Members

- **Interviewers**
 - Interview patients, potential cases, doctors
 - Collect data, either in person or by phone
- **Security Officer**
 - Coordinates security issues
- **Infection Control Officer**
 - Oversees use and distribution of PPE, decontamination processes,
 - Advises health units on proper infection control

Team Composition is Country-Specific

- **In practice, teams will reflect your country's:**
 - **capacity (human resources)**
 - **organization of governmental public health**
 - **circumstances of investigation**
- **Knowledge and skills of team members is critical**

Enhancing Coordination And Communication among Team Members

Coordination and Communication

Coordination

- Delegation
- Stress management
- Coordination with international teams

Communication

- Contact information
- Communication channels
- Disclosure of interest
- Documentation
- Daily review of investigation activities
- After action discussions

Delegation

- **Team leader will delegate tasks to appropriate team members**
- **Other team members may also need to delegate tasks when overwhelmed**
- **Assign an *alternate* team leader as a back-up**

Stress Factors

- **Unexpected event**
- **Intense pressure to investigate quickly**
- **Working with multiple agencies**
- **Personal health and security concerns**
- **Emotional trauma**
- **Local sensitivities**
- **Legal concerns**
- **Long hours, lack of rest**

Coordination with International Teams

- **Coordinate strategies**
 - Roles and responsibilities of teams
 - Leadership
- **Establish lines of communication**
 - Logistics, Reporting
- **Requires flexibility and adaptability**
- **Avoid duplication of effort**

Contact Information

- **A database of all team members**
 - Name, specialty, work organization
 - A current work number
 - Home number
 - Cell phone number
 - Pager and / or email
- **To be distributed to all team members**
- **Regularly updated**

Establishing Effective Communication Channels

- **Teams meet or talk daily**
- **Team leaders provide updates to team**
- **Ability to communicate to communities in local languages**
- **One team member designated to communicate with agencies, the media and national and international health officials**

Disclosure of Interest

For patients / cases:

- Tell the cases who you are, what organization you work for, what the information will be used for

For team members:

- Inform other team members of any special interests you have for using the data

Documentation is Critical

- **Keep a daily log of activities:**
 - Notes
 - Data
 - Photographs
- **Back up electronic data**

Daily Review of Investigation Activities



Information for Documentation and Review

- **All steps taken in the investigation**
- **Decisions made and rationale**
- **Contacts: name, position, contact information**
- **Meeting Documentation**
 - **Minutes**
 - **Follow up actions and those responsible**

Post-Investigation Discussions and Reports / Evaluation

- Identifies what worked
- Identifies what did not work
- Creates a record
- Can be used as a reference
- Informs donors

Standards of Ethical Conduct

Ethical Conduct for Case Investigations

- **Adopt a code of ethics**
- **Maintain confidentiality**
- **Be sensitive to cultural and religious context**

Code of Ethics

Ethical investigation oversight:

- Avoids breaches in confidentiality
- Helps the public understand surveillance
- Protects sensitive surveillance efforts
- Balances public health welfare with individual rights

Code of Ethics

Patient Consent:

- **Consent forms are part of an applied code of ethics**
- **Case/patient should be informed about the purpose of the investigation**
- **Cannot use data or samples if no consent is given**

Confidentiality

- **Maintain confidentiality of case's/patients' full names**
- **Maintain confidentiality of the names of anyone involved in the investigation**
- **Photos of case patients, relatives, and friends should be prohibited or allowed only with consent**

Customs and Religion

Consider religious beliefs or cultural customs when interacting with communities

- **Caring for the sick**
- **Handling of corpses**
- **Raising chickens at home**
- **These issues may be country, region or group specific**

Summary

- **Rapid Response Teams assist in preventing the spread of avian influenza**
- **There are at least 6 core people per team, but other members may be added if necessary**
- **Effective teams communicate well and monitor their health**
- **Teams should use a code of ethical conduct when conducting investigations**

Group Discussion:

Team Composition

Glossary

Code of ethics

A system of principles governing morality and acceptable conduct; a code of professional responsibility

Confidentiality

Not revealing personal, private, or medical information about a person to unauthorized people without the individual's consent

Consent forms

A document listing details of how information on a study subject will be used during and after an investigation. The study subject's signature on the form indicates permission to use their information for those purposes.

Glossary

Epidemiology

The branch of medicine that deals with the study of the causes, distribution, and control of disease in populations

Outbreak

A sudden, localized increase in a disease greater than the expected occurrence of that disease

Pandemic

An epidemic (or outbreak) occurring over a wide geographic area.