



TO: New Mexico Influenza Vaccine Consortium (NMIVC)
 FROM: Connie Fiorenzio, RN, Program Director, NurseAdvice New Mexico
 RE: Influenza-related call activity FY10 (July 2009-June 2010, as of March 2010)
 Date: April 7, 2010

History:

NurseAdvice New Mexico (NANM) began operations on June 1, 2006, as the first public-private collaborative model 24/7 Nurse triage and health information line in the United States. The mission of NANM is to offer every New Mexican an opportunity to access healthcare whether insured or not, by providing quality, cost effective and culturally sensitive services using New Mexican Registered Nurses.

In the fall of 2006, the New Mexico Department of Health contracted with NANM to provide the residents of New Mexico with 24/7 access to information regarding Influenza and Influenza Vaccine availability. NANM has continued this partnership with the NM DOH, and has participated as a member of the NMIVC since that time. In FY 2008, the partnership with the NM DOH was expanded to include all immunization inquiries, both flu and non-flu related. In order to provide a line not impacted by other calls to the main NANM triage number, and facilitate tracking and reporting as well, NANM maintains a dedicated, separate 800 number for Immunization related calls.

In the fall of 2009, NANM also implemented a syndromic surveillance software program. This software data mines from our statewide triage database on a daily basis, enabling earlier identification of cluster or broader outbreaks in our state of various syndromes, including flu, gastro-intestinal and bio-terrorist-related illness. As part of this program implementation, NANM loaded its historical clinical data retro to July 2007, to facilitate better comparative and trend analyses. This program assists with emergency preparedness in our state, and now monitors for heightened syndrome activity - including flu - and provides an electronic alert when the activity reaches outbreak levels.

Evaluation:

This year has been a record-breaking year for NANM flu-related call activity, primarily due to the H1N1 Influenza pandemic and the arrival of the new H1N1 vaccines late in 2009. For the period of July 2009 to March 2010, NANM serviced 2,151 flu-related calls, representing a growth of 278% over the average activity of prior years. The total of 2,151 accounts for 95.9% of all Immunization line calls serviced, and is greater than the total cumulative number of flu-related calls serviced in the 3 prior years (1,767). In addition, flu-related call activity was sustained for a longer period of time this year than in prior years. Whereas October and November accounted for more than 85% of flu-related calls in the past, this year's activity was noted from September through January, with October and November accounting for 69% of the call activity. H1N1 vaccine related calls continued to be serviced in March 2010, although the volume is much lower.

NANM Immunization Line:	FY10	FY9	FY8	FY7
Flu-related calls serviced	2,151	617	431	719
Total Immunization Line Calls serviced	2,241	692	431	719
Percent Flu-related	95.9%	89.2%	100%	100%

Evaluation continued:

H1N1-related calls accounted for more than the majority of flu calls serviced this past year, accounting for 65.7% of the 2,151 total calls. Seasonal flu-related call activity accounted for 29.4% of the calls serviced, and the remaining 5% were both H1N1 and Seasonal flu-related. Vaccine availability was the primary call reason 89% of the time, with vaccine-related concerns accounting for 11% of flu-related calls serviced.

Lessons learned:

During the height of the H1N1 activity and call volume, collaboration was the key factor in sustaining responsiveness to the public's fears and demand for information. Only by working with the NMIVC, the Departments of Health and Epidemiology, the Health Alert Network, the City of Albuquerque and UNMH was NANM able to remain informed and prepared for the surge in call volume. Additionally, we were able to expand our emergency preparedness and disaster relief processes, and tap into resources not formerly established, such as a Temporary Hiring Program for former NANM nurses and use of the Medical Reserve Corps.

Attachments:

1. Cumulative NANM Immunization Line data, July 2009-March 2010
2. Cumulative NANM Immunization Line activity by graph, July 2009- March 2010
3. NANM Syndromic Surveillance Flu-like illness activity July 2007- March 2010

Attachment 1: Cumulative NANM Immunization Line data, July 2009-March 2010

By County & DOH Region:

County	Number	%
Bernalillo County	1368	61.0%
Catron County	1	0.0%
Chaves County	19	0.8%
Cibola County	10	0.4%
Colfax County	13	0.6%
Curry County	22	1.0%
De Baca County	1	0.0%
Doña Ana County	131	5.8%
Eddy County	8	0.4%
Grant County	16	0.7%
Guadalupe County	1	0.0%
Harding County	0	0.0%
Hidalgo County	1	0.0%
Lea County	18	0.8%
Lincoln County	1	0.0%
Los Alamos County	20	0.9%
Luna County	0	0.0%
McKinley County	10	0.4%
Mora County	4	0.2%
OOA (AZ, CO, TX, CA, etc)	7	0.3%
Otero County	14	0.6%
Quay County	1	0.0%
Rio Arriba County	12	0.5%
Roosevelt County	1	0.0%
San Juan County	38	1.7%
San Miguel County	11	0.5%
Sandoval County	129	5.8%
Santa Fe County	282	12.6%
Sierra County	6	0.3%
Socorro County	7	0.3%
Taos County	26	1.2%
Torrance County	3	0.1%
Union County	2	0.1%
Valencia County	58	2.6%
Total	2241	

DOH Region	Number	%
Bernalillo-DOH Reg3	1368	61.0%
NE-DOH Reg2	371	16.6%
NW-DOH Reg1	245	10.9%
SE-DOH Reg4	70	3.1%
SW-DOH Reg5	180	8.0%
OOA (TX)	7	0.3%
Total	2241	

By Age and Sex

Age	Number	%
<18 yrs	769	34.3%
18-64 yrs	1096	48.9%
>64 yrs	376	16.8%
Total	2241	
Avg Age = 35.9 yrs		

Gender	Number	%
Female	1405	62.7%
Male	836	37.3%
Total	2241	

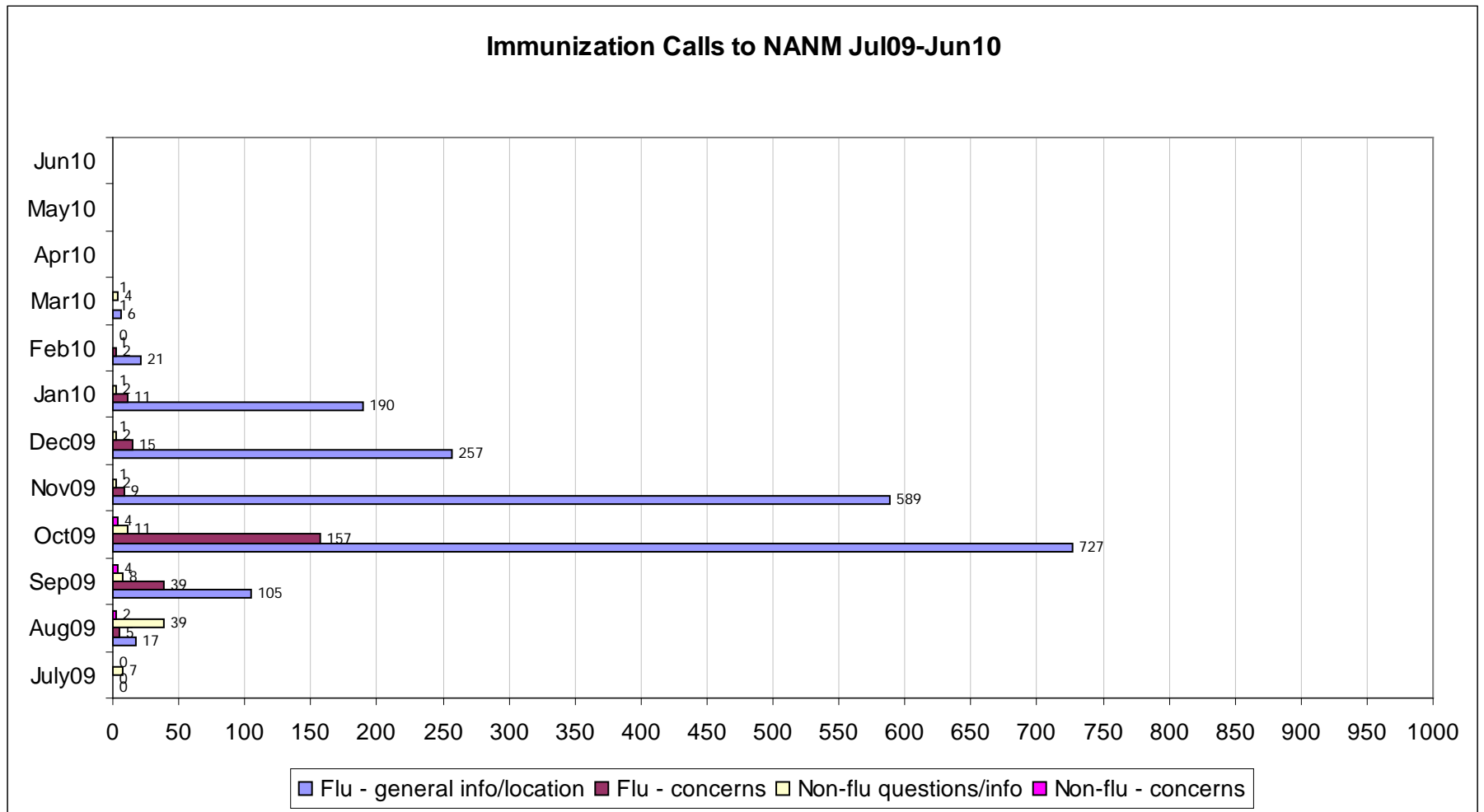
Attachment 1 continued: Cumulative NANM Immunization Line data, July 2009-March 2010 -Call Reason

Call Reason Cumulative 09-10

Age	Number	%
Flu - Seaseonal general info/location	524	23.4%
Flu - Seasonal concerns	108	4.8%
H1N1-general information/location	1277	57.0%
H1N1-concerns	130	5.8%
H1N1- Preschool looking for info for parents	1	0.0%
H1N1-providers re:how to/trouble w/order	6	0.3%
Both Seasonal Flu & H1N1 - general info/location	107	4.8%
Both Seasonal Flu & H1N1 - concerns	1	0.0%
Flu-school program; mist vs. shot	3	0.1%
Flu-how to find company re:employees on-site	1	0.0%
Non-flu - HepA concern	3	0.1%
Non-flu - HepA question	4	0.2%
Non-flu -HPV Concern	1	0.0%
Non-flu - Info on vaccines for travel	0	0.0%
non-flu - 3 schools re: new schedule	1	0.0%
Non-flu - Hep B general information	2	0.1%
Non-flu - Hep B concern	2	0.1%
Non-flu - Hib general information	1	0.0%
Non-flu - Herpes Zoster	1	0.0%
Non-flu - DTP general information	20	0.9%
Non-flu - DTP concern	3	0.1%
Non-flu - Meningococcal - concern	1	0.0%
Non-flu - MMR general information	2	0.1%
Non- flu -MMR concern	2	0.1%
Non-flu - Pneumococcal concern	3	0.1%
Non-flu - Tetanus booster general information	8	0.4%
Non-flu- varicella general information	2	0.1%
Non- flu - varicella concern	2	0.1%
Non-flu - waiver forms - concern	1	0.0%
Multiple childhood immun-schedule/location	24	1.1%
Total	2241	

(as of 4/7/2010)

Attachment 2: Cumulative NANM Immunization Line activity by graph, July 2009- March 2010



Attachment 3: NANM Syndromic Surveillance Flu-like illness activity July 2007- March 2010

