

Sample Communication Framework: Suspected or Confirmed Norovirus Outbreaks

Department Notification	Role	Department Contact Position	Contact Name(s)	Contact email(s)/ phone #
Core groups to be notified : initial outbreak measures (2 or more cases, epidemiologically linked)				
EXAMPLE Infection prevention and control	Implementation of control measures and education, primary contact in facility outbreak control	e.g., Infection Preventionist	e.g., Malinda Smith	e.g., msmith@hospital.edu/ 515-555-1212
<input type="checkbox"/> Infection prevention and control	Implementation of control measures and education, primary contact in outbreak control			
<input type="checkbox"/> Unit / Ward leadership	Coordination of patient isolation requirements, patient/ staff case finding, modifications to staff assignments, staff absenteeism, visitor policy, etc			
<input type="checkbox"/> Clinical laboratory	Notify and coordinate testing incoming stool specimens for norovirus confirmation, estimate capacity for performing diagnostics, instructions on how to label and order specimens			
<input type="checkbox"/> Environmental services	Assess need for enhanced cleaning frequencies, changes to cleaning and disinfection products for outbreaks, coordinate needs for terminal cleaning of rooms/units, ward closure, ensure correct and complete adherence to cleaning protocols			
<input type="checkbox"/> Central supply/Distribution services	Assess need for increased personal protective equipment, etc.			
<input type="checkbox"/> Linen services	Anticipate increased need for linens (e.g., privacy curtains)			



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<input type="checkbox"/> Occupational or Employee Health Services		Monitor and document staff reports of gastrointestinal illness from affected clinical areas; coordinate stool specimen collection and testing if required; monitor clinically adverse events		
<input type="checkbox"/> Relevant clinical care teams		Modifications to patient care plans if necessary (e.g., discharge planning)		
<input type="checkbox"/> Allied health services		Modifications to patient therapy for isolated patients (e.g., appointments postponed or rescheduled, location of care)		
<input type="checkbox"/> Patient placement/admitting services		Awareness/planning for potential increases in isolation needs, blocked beds, wing or unit closures		
<input type="checkbox"/> State or local health department		Preliminary and confirmatory reporting to outbreak coordination units, requests for assistance or follow-up if necessary, coordination with any media inquiries		
Core groups to be notified : uncontrolled transmission or requirements for expanded outbreak measures				
<input type="checkbox"/> Public relations		Preparations for press release, media and public inquiries, internal messaging		
<input type="checkbox"/> Risk management		Assist in response coordination, strategic planning		
<input type="checkbox"/> Healthcare facility management and administration		Assess impact of outbreak on operations, need for unit closure, notification, etc.		