Hospital Point of Dispensing (POD)
Preparedness Workbook

LOUISIANA DEPARTMENT OF HEALTH AND HOSPITALS
LOUISIANA HOSPITAL ASSOCIATION
AUGUST 15, 2009
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Using the Workbook: Introduction

Each acute care hospital in Louisiana should have a plan in place to guide actions during a public health emergency and/or when a dispensing emergency is needed to administer vaccine or medicine to their hospital population. Examples of such emergencies might include distribution of Cipro or Doxycycline tablets following an Anthrax exposure, or the need for smallpox vaccination after a bioterrorist attack. Your hospital population would include staff, patients, ancillary medical staff (Emergency Medical Technicians, etc.) and possibly staff and patients’ families.

The general public, however, will be provided with antivirals or vaccine at community points of dispensing (PODS), and will be directed to these facilities and NOT to the hospital for prophylaxis. Planning needs to be coordinated at the hospital level and in conjunction with your collective community; planning is a continuous process, so we will send updates to the workbook, as new information becomes available.

This planning workbook will help guide you through the planning process, and sets minimum planning standards for a Hospital Point of Dispensing operation. It includes required components for planning a point of dispensing campaign, risk communication plans, and guidance for infectious disease control. The workbook is divided into ten chapters with Sections and Worksheets. Expand or decrease the worksheets to tailor the plan to your hospital. Once completed, the worksheets will serve as your plan.

Each section outlines:

- Who to involve in planning
- Instructions alerting you to important planning factors
- Components needed in your plan

Resources

 Worksheets
Instructions
Copy each worksheet and distribute to the appropriate planning team members.
It may be easiest to concentrate on one chapter at a time, giving different sections to various
members of the planning committee.
The entire planning committee must meet together to approve final documents. Keep copies
of the plan in your Hospital emergency planning files.
Ensure that a final copy is typed in electronic form, so it can be updated yearly. Keep a printed
copy and a copy on disk.

Critical Planning Steps
▶ Develop the plan through collaboration with other Hospitals, your Hospital Designated Regional
Coordinator, and your Regional and State Public Health office.
▶ Review and revise the plan yearly. Schedule review times now.
▶ Plan backup systems in case components of your plan cannot be used.
▶ Add this plan as an annex to existing emergency response plans.
▶ Exercise your plan (or parts of it) annually.
▶ Take the planning process seriously …”An ounce of prevention is worth a pound of cure”!

Information and Assistance
Louisiana Hospital Association
Hospital Designated Regional Coordinator:
Parish Office of Homeland Security and Emergency Preparedness:
Local Parish Health Unit:
Regional Office of Public Health:
Chapter 2

General Planning

Establish a Planning Team
Develop an Emergency Notification System
Assess Your Hospital’s Needs
Assess Your Hospital Resources

Worksheet 1: Planning Team Contact Information
Worksheet 2: Supply and Resource Contact Information
Establish a Planning Team


Instructions

At a minimum, include representatives from your hospital and the Designated Regional Hospital Emergency Preparedness Coordinator. Hospital representatives should include the clinical area, as well as, logistics and emergency management.

Expand this list according to need and your situation: e.g. health centers, clinics, laboratories, research facilities.

Include representatives from Regional public health.

Plan Components

List the planning team participants and their contact information: include their phone numbers, email address, and pager /mobile numbers

Resources

Louisiana Department of Health and Hospitals Office of Public Health Point of Dispensing Site Management and Operations Plan

Worksheet 1: Planning Team Contact Information
<table>
<thead>
<tr>
<th>Position</th>
<th>Name/Department/Agency</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Emergency Preparedness Coordinator</td>
<td></td>
<td>Work After Hours Mobile Email</td>
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<tr>
<td>Emergency Manager</td>
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<td>Work After Hours Mobile Email</td>
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<tr>
<td>Medical Services representative</td>
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<td>Work After Hours Mobile Email</td>
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<td>Infection Control</td>
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<td>Work After Hours Mobile Email</td>
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<td>Safety Officer</td>
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<td>Work After Hours Mobile Email</td>
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<tr>
<td>Human Resources</td>
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<td>Work After Hours Mobile Email</td>
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<tr>
<td>Facility Manager</td>
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<td>Work</td>
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<td>Position</td>
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<td>Public Information Officer (PIO)</td>
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Develop an Emergency Notification System

Instructions

Utilize your Hospital Incident Command System for communicating in a dispensing emergency. Be sure to include volunteers and Medical staff in those communications. Examples of a notification system, include: developing a call down list, electronic contact methods, email, text messaging system and broadcast fax:

You may have to use more than one system to reach everyone.

Consider how you will inform your staff and auxiliary medical personnel about location and times of the dispensing clinic.

Determine a mechanism to receive information from the Department of Health and Hospitals Office of Public Health (usually the Health Alert Network), and a mechanism to distribute these materials to all physicians and clinical staff in your network.

Plan backup systems in case your primary system fails or is unavailable.

Plan Components

Describe your primary system (Contact method: cell phone number, radio call sign, whose radio system etc.)

Describe your backup system in the same detail

Resources

Louisiana Department of Health and Hospitals Office of Public Health Point of Dispensing Site Management and Operations Plan

Existing emergency response plans
Assess Your Hospital Community’s Needs

Instructions

Identify your population, including all faculty and staff, Medical staff, patients, and auxiliary emergency staff (EMT’s, Security, Volunteers, Housekeeping). Consider using something like a Human Resources’ printout of all employees for documentation. Remember to estimate patient population utilizing the emergency room.

Hospitals should develop a process to make a determination which patients need to be vaccinated first (if the supply is limited) based on the current CDC guidelines. Include this process in your plans and assign someone the responsibility for managing the process.

Identify your staff’s family members.

Review your hospital needs assessment

Revise, expand as necessary

Check for other needs assessments with other departments

Plan Components

1. Total Patient Population
   - Identify the adult population
   - Identify the pediatric population

2. Total Staff Population including shift workers
   - Total Auxiliary Emergency Population including those on “shifts”
   - Emergency Medical Technicians
   - Medical students
   - Nursing students
   - Food service and delivery
   - Security
   - Supply delivery
   - Volunteers
   - Housekeeping

Based on availability of vaccine, the hospital should assess staff responsibilities to determine priority for receiving the vaccine.

3. Identify other variables that could affect your plan:
   - Weather
   - Geographic concerns
   - Traffic Patterns
- Other special local circumstances: Seasonal changes, day/evening changes and local periodic events such as festivals, sporting events, concerts, etc).

Resources

DHH Office of Public Health POD Site Management and Operations Plan

Existing emergency response plans
Assess Your Hospital Community Resources

Instructions

As part of the Louisiana Emergency Preparedness and Response Network, the Hospital Designated Regional Coordinators (DRCs) serve to support the process of community resource allocation by identifying available resources in his/her region.

Hospitals should contact and work through their DRCs to identify and/or request hospital-based resources.

Develop a list of resources your hospital might need/use in an emergency.

Review supply list of Personal Protective Equipment (PPE)

Plan Components

1. Identify “triggers” that would cause you to contact your DRC for additional support/resources
2. Develop inventory list of personal protective equipment and other supplies and their location.

Resources

LDHH/OPH POD Site Management and Operations Plan
Worksheet 2: Supply and Resources
## Worksheet 2: Supplies and Resources

List needed emergency supplies and resources and who might provide them. Also, list where you store, or can access personal protective equipment (PPE). Think about supplies for the dispensing clinic (medical, office, food), and for communication (radios, phones, copiers, computers). Expand this list as needed.

<table>
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<tr>
<th>Supply/Resource</th>
<th>Estimated Costs</th>
<th>Department/Agency /Company</th>
<th>Contact</th>
<th>Contact Information</th>
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Planning Point of Dispensing (POD) Sites

Identify the Point of Dispensing (POD) Sites
Identify Staging Sites
Plan Transportation between the Staging Area and the Dispensing Site
Plan for Security
Design the Clinic Flow

Worksheet 3: Point of Dispensing Checklist
Worksheet 4: POD Site Assessment Form
Figure 1: Example POD Flow Diagram
Figure 2: Example POD Flow Diagram
Identify the Point of Dispensing Sites

Instructions

Obviously, patients will be prophylaxed or vaccinated using normal dispensing mechanisms. In most cases, if an employee is to be prophylaxed, either the medications would be brought directly to the employee or the employee would go to a central site such as the pharmacy to pick them up. Providing employees (and possibly, family members) would require a Point of Dispensing Site.

The planners should identify a primary site for a Point of Dispensing (POD) and a secondary site (as a back-up) for your hospital population. It is recommended that the POD be physically separated and away from the hospital, if possible.

The establishment of a POD should become a part of the hospital’s emergency management policy with oversight provided by a pharmacist, physician, or employee health nurse, etc. The location of the POD, as well as, the site coordinator’s contact information and/or a call center number should be included in case someone has trouble.

Review and approve (or choose) the POD Sites location, and parking facilities

Determine whether a separate staging area is needed for each site.

It is recommended that a public health professional, familiar with large dispensing clinic operations helps with the plan.

Make sure some of the people who will be running and working the hospital POD Site are involved with developing the plan.

Plan Components

Point of Dispensing Checklist

Resources

Louisiana Department of Health and Hospitals Office of Public Health Point of Dispensing Site Management and Operations Plan

Existing emergency response plans

Worksheet 3: Point of Dispensing Checklist
### Worksheet 3: Point of Dispensing Checklist

<table>
<thead>
<tr>
<th>POD Site</th>
<th>Completed</th>
<th>In Progress</th>
<th>Not Started</th>
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</thead>
<tbody>
<tr>
<td>Primary Site Location Identified (away from hospital, if possible)</td>
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<tr>
<td>Primary Site Coordinator selected</td>
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<tr>
<td>Site Location Call Center telephone number</td>
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<tr>
<td>Secondary Site Location Identified (away from hospital, if possible)</td>
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<tr>
<td>Secondary Site Coordinator selected</td>
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<tr>
<td>Site Location Call Center telephone number</td>
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<tr>
<td>POD Assessment Form</td>
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<table>
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<th>Staging Area, If necessary</th>
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<th>Not Started</th>
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<tr>
<td>Staging area location identified</td>
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<tr>
<td>Site Contact person selected</td>
<td></td>
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<tr>
<td>Site Telephone Number</td>
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<table>
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<th>Transportation between Staging Area and POD Site (only if staging area is needed)</th>
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<td>Capacity</td>
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<td></td>
<td></td>
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<tr>
<td>Backup</td>
<td>Type of service</td>
<td># of vehicles</td>
<td>Capacity</td>
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<tr>
<td>Police</td>
<td>Volunteers</td>
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<td>Outside Clinic</td>
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<tr>
<td>Inside Clinic</td>
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<tr>
<td>Staging Area</td>
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<tr>
<td>Traffic Control</td>
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<td>Other</td>
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Worksheet 4: POD Site Assessment Form

**Accessibility**
- Access to public transportation: Bus___ Train___ Other___
- Nearest major thoroughfare: ____________________________
- On-site parking capacity: ____________________________
- Off-site parking availability: __________________________
- Handicapped access: _________________________________
- How many entrance/exit doors: _______________________
- Regular working hours: _______________________________
- How many staff occupy the building: ___________________

**Facility Structure**
- Main floor or multilevel
- Large open area: __________ sq ft
- Rooms: how many____ (describe each room)
  - ____________________________________________
  - ____________________________________________
  - ____________________________________________
  - ____________________________________________
- Running water: location ____________________________
- Restrooms: how many____ location ____________________
- Electrical outlets: how many___ location _____________
- Telephone or Internet connections: how many___ location _________
- Lighting: _________________________________________
- Heating: _________________________________________
- Backup generator power: ____________________________

**Facility Accessories**
- Telephones: ______________________________________
- Fax: _____________________________________________
- Copy machine: ____________________________________
- Paper: __________________________________________
- Misc. office supplies: pens____ pencils____ paper clips____ tape____
- Other: __________________________________________
  - Tables: ______________ chairs: ____________________
  - TV/VCR/LCD: _________________________________
  - Refrigerator: _________ size: _____________________

**Security**
- On-site security staff: _________ hours: ______________
- Fence/wall around building and/or grounds: _____________
- How would 24/7 access be handled: ____________________
- 24/7 Hour Contact person: ___________________________
If necessary, Identify Staging Area

Instructions
When choosing a separate or remote building (facility) to conduct registration, triage, waiting area, and grouping for mass transit to the dispensing site, consider the following:

- Parking
- Traffic flow to and from the dispensing site and/or the staging area
- Triage area requirements
- Amenities for inclement weather (i.e., shelter)
- Locate staging area on a map of your community

Plan Components
Identify staging area and contact information

A map of the staging area setup (parking, bus location, registration, waiting area) of staging area

Resources
Site Management and Operations Plan for information about staging site security

Worksheet 3: Point of Dispensing Checklist
Plan Transportation between the Staging Area and the POD Site (only use if a staging area is necessary)

Plan Component: Hospital Emergency Planning Group, Security Officials and Hospital Designated Regional Coordinator

Instructions
Determine the method of transportation:

- Private cars
- Vans
- Ambulance
- Para-transit/wheelchair vans
- Golf carts

Consider handicap accessibility. Refer to your hospital population figures
Consider backup systems
Determine time to transport between staging area and dispensing site

Plan Components
List number of vehicles available
List type of transportation to carry people
Determine transportation time

Resources
Louisiana Department of Health and Hospitals Office of Public Health Point of Dispensing Site Management and Operations Plan for information about staging site security
Plan for Security

Instructions

Determine who will provide security: (campus security, local police, volunteers, retired police/fire personnel)
- Outside the dispensing site
- Inside the dispensing site
- At the staging area

Consider traffic control
Consider crowd control
Develop a street traffic plan including a map
Determine communication needs (800 mhz radios, Nextel’s, etc.)
Determine ID requirements

Plan Components

Establish the type and number of personnel needed at each location/function

Refer to the hospital’s emergency management policies and incident command system.

Develop a traffic plan with map and personnel/material needs e.g. number of officers, barriers etc.

Resources:

Office of Homeland Security and Emergency Preparedness

Worksheet 3: Point of Dispensing Checklist
Design the Point of Dispensing (POD) Flow

PLANNERS: NURSING STAFF WITH DESIGNATED REGIONAL COORDINATORS AND PUBLIC HEALTH

Instructions

1. Assess the physical layout of the dispensing site. Visit the site with a public health professional

2. Identify the location of clinic stations for:
   o Triage
   o Registration
   o Screening
   o Administration/dispensing
   o Waiting/education
   o Behavioral Health Counseling
   o Emergency Treatment Area
   o Controlled entry/exit
   o Toilet facilities
   o Volunteer rest area
   o Food preparation/serving

3. Address security issues

4. Patient flow must be smooth and fast

5. Identify and avoid potential bottlenecks

Plan Components

Using a floor plan, make a map of the site listing entrances and exits, rooms, and note the location of each station.

Develop the patient flow design

Resources:

Figure 1 POD Flow Example
Figure 2 POD Flow Example

The plan for clinic flow is incident dependent.
This is a simple plan. You may need many more lines to accommodate large numbers of people.
Figure 2: POD Flowchart Example
Develop Communications Plans
Develop Internal Communication Plans
Develop a Plan to Communicate with the Public

Worksheet 2: Resources and Supplies
Develop Internal Communication Plans

Instructions
Plan how you will communicate inside your clinic facility and between the clinic facility and the staging area. Also include in this section how you will communicate with hospital emergency management and administration.

Plan a backup system in case your first choice fails

Think of audio, visual and physical systems:

- Signs
- Vests
- Bullhorns
- Bells
- Small radios
- Walkie-talkies
- PA systems
- Ham radios
- Phones (land and cell phones)
- Runners
- Plan Components
- Describe your primary and backup communication systems
- List your communication equipment and its location

Resources
Communications:
Existing emergency response plans
Louisiana Department of Health and Hospitals Office of Public Health Point of Dispensing Site Management and Operations Plan

Worksheet 2: Supplies and Resources (communication)
Instructions and Plan Components

Follow your facility’s Incident Command Structure for communications including who is responsible for signing and approving health alerts, warnings, and press releases for announcing health alerts, warnings, or sending press releases. It is recommended that a person with risk communication training serve as the PIO.

Even though the public will be prophylaxed at community PODS, expect that some calls will come in to the hospital. Determine who will take calls from the public and develop talking points for your staff taking these calls. The Hospital Designated Regional Coordinators should work with their hospitals to develop a representative task force to develop these talking points and then present them to the rest of the region for approval.

Establish contact with counterparts in neighboring towns to develop a procedure for maintaining uniformity of information if an event crosses boundaries.

Maintain a connection with the Louisiana Department of Health and Hospitals, where the State Public Information Officer (PIO) will formulate the messages.

Identify who can communicate in different languages, if necessary.

Think about using bells, colored vests or other clothing, ID’s, Bullhorns, Walkie-talkies with extra batteries, battery operated microphones, BIG signage in multiple languages, Numbers in addition to names for stations (so folks could call an emergency in Area 1 for example), runners, ham radios. Add these supplies to Worksheet 4.

Identify Communication Channels:

- Radio Stations, Newspapers, TV, Email
- Determine where you will hold press briefings (not at the POD site)
- List equipment needs: Computers, fax machine, printers, tables, cell phones, TV
- List supply needs: paper, printer ink, office supplies

Resources

Communications: Existing emergency response plans
Louisiana Department of Health and Hospitals Office of Public Health Point of Dispensing Site Management and Operations Plan

Worksheet 2: Supplies and Resources
Organize Clinic Staffing

Staffing Needs for the Point of Dispensing Site

Training Volunteers before an Emergency

“Just In Time” Training

Worksheet 5: Volunteer Staff Contact Information
Staffing Needs for the Point of Dispensing Site

Introduction
The number and type of staff (both clinical and non-clinical) should be determined based on the type and scope of the incident by the designated personnel in charge of staffing. Medical staffing for the clinic should be recruited internally. Non-clinical personnel and volunteers can make up the rest of the staff for the Hospital Point of Dispensing operation.

Plan
Estimate a minimum number of staff and volunteers for the following areas:

Staffing guidance and sample Job Action Sheets can be found in the Louisiana Draft Point of Dispensing Plan, Management and Operations

Health Care Personnel (nurses, physicians, behavioral health specialists, pharmacists, emergency medical technicians, etc.)

Non-medical Personnel to assist with clerical duties, registration, data entry, security, education/information and other non-medical tasks.

Resources:

Louisiana Draft Point of Dispensing Plan, Management & Operations
Introduction

Selected Hospital staffs are required to complete the online training courses (ICS 100, 200, 700, and 800) available through Federal Emergency Management Agency (FEMA). Staff and volunteers are also notified of training opportunities in their area that are given by the State of Louisiana, Red Cross, Medical Reserve Corps (MRC) and Community Emergency Response Teams (CERT) Programs. Training opportunities are sent to volunteers who have registered as well. At a minimum, core staff for the dispensing clinic should complete the core dispensing criteria available on the LAVA website.

Plan

training opportunities:

- Core POD management series and operations on the LAVA website
- IS-100 Introduction to Incident Command System, I-100
- ICS for Single Resources and Initial Action Incidents IS-200
- National Incident Management System (NIMS) IS-700
- National Response Plan (NRP) IS–800
- Special Needs Sheltering Operations on-line
- Strategic National Stockpile on-line
- Training opportunities sponsored by the Medical Reserve Corps

Resources

For a list of training programs:

www.helpthemnow.net


http://www.bt.cdc.gov/training/

http://www.training.fema.gov/EMIWeb/nimsOther.asp
“Just In Time” Training

Introduction

This on the spot training should include a review of the:

- Point of Dispensing Site Flow and the timeline
- Incident Command Structure (Who is in charge of the clinic site? Who do staff and volunteers report to?)
- Volunteer job action sheets.
- Orientation to job duties by Unit Leader or designee
- Volunteer process
- Communication systems
- Codes for emergency, security and stand down (closing the clinic)

Plan

Before staff and volunteers assume any task they will be briefed on the above. Staff and volunteers will be instructed as to what their assignment will be, as well as, the Incident Command Structure of the site. They will be instructed to refer all media inquiries to the PIO.

Resources

- Worksheet 5: Volunteer POD Site State Contact Information
### Worksheet 5: Volunteer Point of Dispensing Site Staff Contact Information

Nursing Staff: VNA’s (Volunteer Nurses Association), school nurses, retired medical personnel, MRC (Medical Reserve Corps), service club members, doctors, veterinarians, pharmacists, dentists, behavioral health responders, computer experts, etc.

<table>
<thead>
<tr>
<th>Volunteer/Name</th>
<th>Role (if known) Clinical/Non-Clinical</th>
<th>Emergency Credential Level</th>
<th>Expertise</th>
<th>License</th>
<th>Contact Information</th>
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</table>
Develop Fiscal and Administrative Plans

Establish a Plan to Document Financial Expenditures and Administrative Functions
Establish a Plan to Document Financial Expenditures and Administrative Functions

PLANNERS: ADMINISTRATIVE AND FIDUCIARY REPRESENTATIVES FOR THE HOSPITAL, HOSPITAL EMERGENCY PLANNING GROUP WITH HOSPITAL DESIGNATED REGIONAL COORDINATOR

Instructions

Follow your facility’s Incident Command Structure for financial management during an emergency. Costs must be accurately documented in order to receive compensation from the state or federal government.

Review compensation policies for staff. Personnel may need to work overtime.

Review insurance policies for staff and volunteers and citizens (patients): liability and workers compensation

Develop a mechanism to document incidents related to injury compensation that may occur during an emergency

Review your resource and supply lists to determine financial obligations (see previous worksheets)

Plan Components

Develop a system to document all costs

Develop a system to document staff and volunteer time, found in the Louisiana Draft Point of Dispensing Plan, Management and Operations, Draft Version 1.0, 09/01/07

Time-in/Time Out, Total hours worked

Equipment usage time

Outline insurance policies

Staff overtime policies

Resources

Incident Command System 300; Organization and Staffing
Understand Incident Command Roles

Understand the Incident Command Structure (ICS) of a Dispensing Clinic

Figure 3: Sample ICS structure of a dispensing clinic

Worksheet 6: Incident Command Structure Roles and Contact Information
Understand the Incident Command Structure of a Point of Dispensing Site

PLANNERS: HOSPITAL PLANNING COMMITTEE WITH THE DESIGNATED REGIONAL COORDINATOR

Instructions

Review the roles and responsibilities of the Incident Command Structure of a Dispensing Clinic.

The Command structure outlined can expand and shrink according to your need.

One person can fill more than one role.

Roles and responsibilities should be pre-designated along with pre-determined back-up personnel.

Resources

Job action sheets found in the Louisiana Draft Point of Dispensing Plan, Management and Operations, Draft Version 1.0, 09/01/07

Worksheet 6: Incident Command Structure and Roles for a Point of Dispensing Site
Figure 1: Sample ICS Structure for Dispensing Site Operations
### Point of Dispensing Site Coordinator and Assistants

<table>
<thead>
<tr>
<th>ICS Title</th>
<th>Position</th>
<th>Name/Department/Agency</th>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>POD Site Coordinator</td>
<td>Primary decision maker for site operations. Supervises all functional coordinators. Communicate with the Emergency Manager at the EOC or with the Board of Health. Role is similar to that of the Incident Commander</td>
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<td>Work</td>
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<td>After Hours</td>
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<tr>
<td>Public Information Officer (PIO)</td>
<td>Spokesperson for the site to any external contact (media, general Public) May also serve as Liaison Officer</td>
<td></td>
<td>Work</td>
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<tr>
<td>Safety/Security Officer</td>
<td>Responsible for safety of all staff and public</td>
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<td>Work</td>
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<tr>
<td>Facility/Site Liaison</td>
<td>Provides coordination with agencies that may be involved.</td>
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<td>Work</td>
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<td>Position</td>
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<td>Contact Information</td>
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<tr>
<td>Operations Section Chief (Medical Coordinator)</td>
<td><strong>Oversee medical procedures and protocols. Supervise screening and vaccine/medicine administration.</strong></td>
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<tr>
<td>MD or RN</td>
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<tr>
<td>Patient Flow Director</td>
<td><strong>Move through the site</strong></td>
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<tr>
<td>Greeters/Screeners Group</td>
<td><strong>Greet clients in line outside the site; identify symptomatic persons and refer them to medical evaluation.</strong></td>
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</tr>
<tr>
<td>Registration Group</td>
<td><strong>Hospital Staff, employees and accessory employees sign-in to the clinic</strong></td>
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<tr>
<td>Translators/Interpreters Group</td>
<td><strong>Assist staff when language translation is needed on-site and in preparing information materials.</strong></td>
<td></td>
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<tr>
<td>Flow Maintenance Group</td>
<td><strong>Float the clinic to ensure steady flow at all stations and to alleviate bottlenecks.</strong></td>
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<tr>
<td>ICS Title</td>
<td>Position</td>
<td>Name/department/agency</td>
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<tr>
<td>Patient Care Director</td>
<td><strong>Oversees all clinical activities.</strong></td>
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<tr>
<td>Triage</td>
<td><strong>First level of clinical evaluation as people arrive and are identified by greeters as needing immediate medical care</strong></td>
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<tr>
<td>Behavioral Health Group</td>
<td><strong>Float through clinic and attend to the needs of individuals in distress</strong></td>
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<td></td>
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<tr>
<td>Forms/Reviewer Group</td>
<td><strong>Review completed information sheets before medication/immunization is given</strong></td>
<td></td>
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<tr>
<td>Health care professionals</td>
<td><strong>Vaccinate persons or dispense medication or vaccines.</strong></td>
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<tr>
<td>Medical Evaluation Group</td>
<td><strong>Comprehensive medical screening after referral from Triage or Screening. Patient may be sent to dispensing or transportation</strong></td>
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<tr>
<td>Transport Director</td>
<td><strong>Remove patients from the site to emergency room. Usually ambulance staff executes this function.</strong></td>
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<tr>
<td>Security Director</td>
<td><strong>Responsible for the safety of everyone at the site. Usually a police officer.</strong></td>
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<td>Logistics Section</td>
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<td><strong>ICS Title</strong></td>
<td><strong>Position</strong></td>
<td><strong>Name/Department/Agency</strong></td>
<td><strong>Contact Information</strong></td>
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<tr>
<td>Logistics Section Chief</td>
<td>Ensures that all necessary support is available to operate the site effectively and efficiently</td>
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<td>Work</td>
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<tr>
<td>Service Director</td>
<td>Serves as the Deputy to the Logistics Chief</td>
<td></td>
<td>Work</td>
</tr>
<tr>
<td>Communications Group</td>
<td>Obtain, manage and maintain a communication system at the site between the site and administration, and between the site and outside contacts (EOC, local, regional, and state)</td>
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<tr>
<td>Food Group</td>
<td>Ensure that food and beverages are available for staff and the public. Communicate with security to ensure that approved vendors are permitted to deliver</td>
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<tr>
<td>Child Care Group</td>
<td>Establish and maintain childcare services for staff and public at the site.</td>
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<tr>
<td>Support Director</td>
<td>Serves as the Deputy to the Logistics Chief</td>
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<tr>
<td>Facilities Group</td>
<td>Maintain infrastructure at the site, including initial setup and janitorial maintenance</td>
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<tr>
<td>Float Staff Group</td>
<td>Provide break time for staff and assist with flow maintenance</td>
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<td>ICS Title</td>
<td>Position</td>
<td>Name/department/agency</td>
<td>Contact information</td>
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<tr>
<td>Video Group</td>
<td><strong>Operate and maintain entrance and exit videos, if available</strong></td>
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<tr>
<td>Supply Group</td>
<td><strong>Ensure that each station has sufficient supplies to maintain flow. Work with procurement.</strong></td>
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**PLANNING SECTION:** RESPONSIBLE FOR DOCUMENTING RESOURCES STATUS AND DEVELOPING THE INCIDENT ACTION PLAN, WHICH DEFINES RESPONSE ACTIVITIES AND RESOURCE UTILIZATION

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<thead>
<tr>
<th>Position</th>
<th>Work</th>
<th>After Hours</th>
<th>Mobile</th>
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<tbody>
<tr>
<td>Planning Section Chief</td>
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**FINANCE AND ADMINISTRATION SECTION**

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<td>Finance/Administration</td>
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<td>Section Chief</td>
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<td><strong>Responsible for documenting incident costs</strong></td>
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<tr>
<td>Data Group</td>
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<tr>
<td><strong>Track all patient information</strong></td>
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<tr>
<td>Time Group</td>
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<tr>
<td><strong>Track on site staff work time hours</strong></td>
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<tr>
<td>Procurement Group</td>
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<td><strong>Obtain materials and supplies needed to maintain the site, including forms, office supplies, communication devices, computer equipment water, food and cots.</strong></td>
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Plan for Operations

Develop Plans for Operations
Develop Plans for Operations

Instructions
Detail how each of the following primary functions will occur:

- Activation of Clinic
- Contact of POD employees and volunteers
- Setup of Clinic
- Clinic Staffing
- Clinic Supplies
- Medication or Vaccination Receipt
- Medication or vaccination handling, transport, etc
- Dry run of Clinic Operations, prophylax staff
- Collection of Demographics and administration data
- Reporting of Data
- Medication reorder
- Procedure to document adverse events
- Shift Change
- Emergency events
- Decommission of clinic
Plan Administration
Plan Activation, Approvals, Location and Revision Timelines

Instructions

Follow your Incident Command System for activating a POD.

Ensure that the plan is approved and endorsed by key community individuals, including the Hospital Administration, Health Department, the Emergency Manager and political officials (Mayor, Police Jury) etc.

The plan should be a part of the hospital’s emergency management plan.

Plans should be reviewed on a regular basis based on the hospital’s policy. Determine who is responsible for ensuring that revisions are made and that previous (out-of-date) copies are destroyed.

Plan Components

Plan activation responsibilities
Plan approvals
Revisions schedule
Develop a Library of Resources
Develop a Library of Resources

Instructions

Keep a library of Resources about Public Health Emergency Preparedness, for ready reference during an emergency.

Keep backup copies

Know where these materials are located

Publish a list of these resources and place it in with the facility’s emergency management plans

Resources

Existing emergency response plans

This Plan

Louisiana Department of Health and Hospitals Office of Public Health Point of Dispensing Site Management and Operations Plan

The Louisiana Department of Public Health Risk Communications Template (CD)

Isolation and Quarantine materials

Centers for Disease Control and Prevention @ http://www.cdc.gov/