

[ANYTOWN HEALTHCARE SYSTEMS]

**MASS PROPHYLAXIS DISPENSING:
CLOSED POINT OF DISPENSING (POD) PLAN**

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**[Anytown Healthcare Systems (AHS)]
Closed Point of Dispensing (POD) Plan**

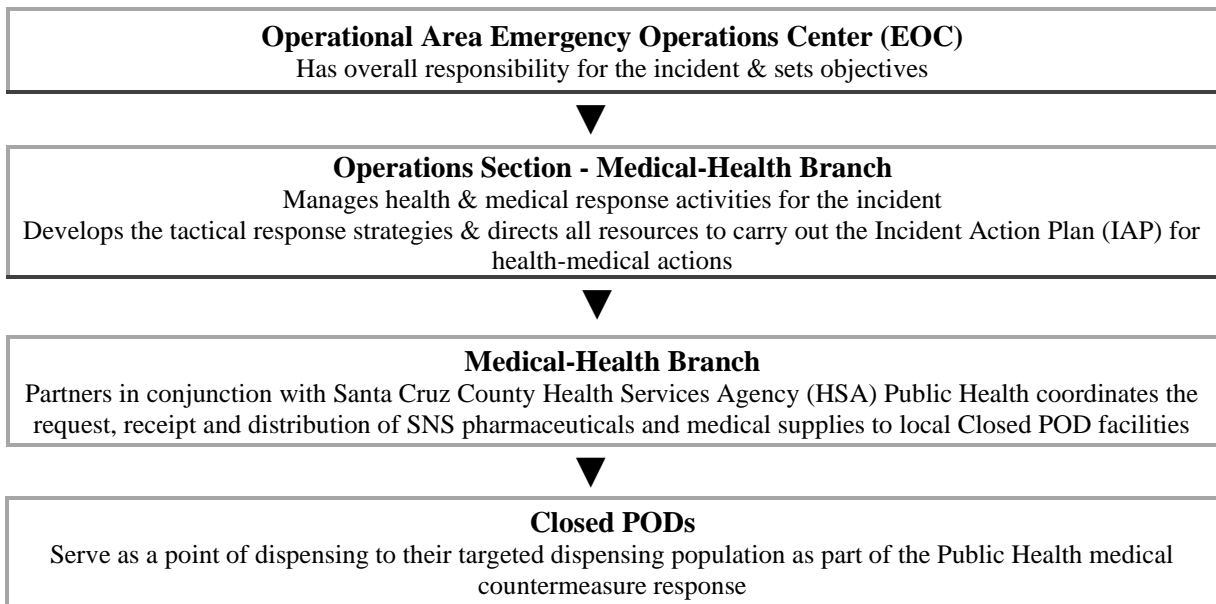
Planning

A. Purpose

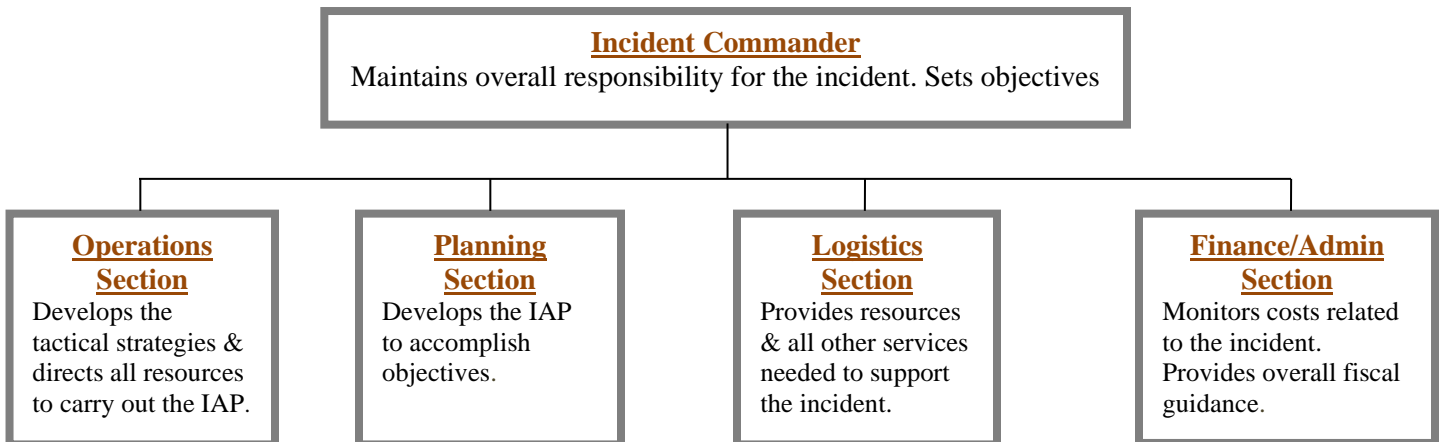
To rapidly and safely dispense countermeasures to our employees and household members, a Closed Point of Dispensing (POD) Site will be used to administer vaccine or dispense medications in response to a declared public health emergency involving mass prophylaxis. The [AHS] Closed POD Plan is activated in order to prevent the development of disease among those who are exposed, or potentially exposed, to public health threats.

B. Concept of Operations and SEMS Structure

[AHS] as a Closed POD, will be incorporated into the County Operational Area response effort as follows:



[AHS] will use an Incident Command System when enacting this dispensing plan. An Incident Command System is a planned hierarchy designed to improve an emergency response by directing all communications through a defined chain of command.



C. Roles and Responsibilities

Roles and responsibilities of the Closed POD Facility are:

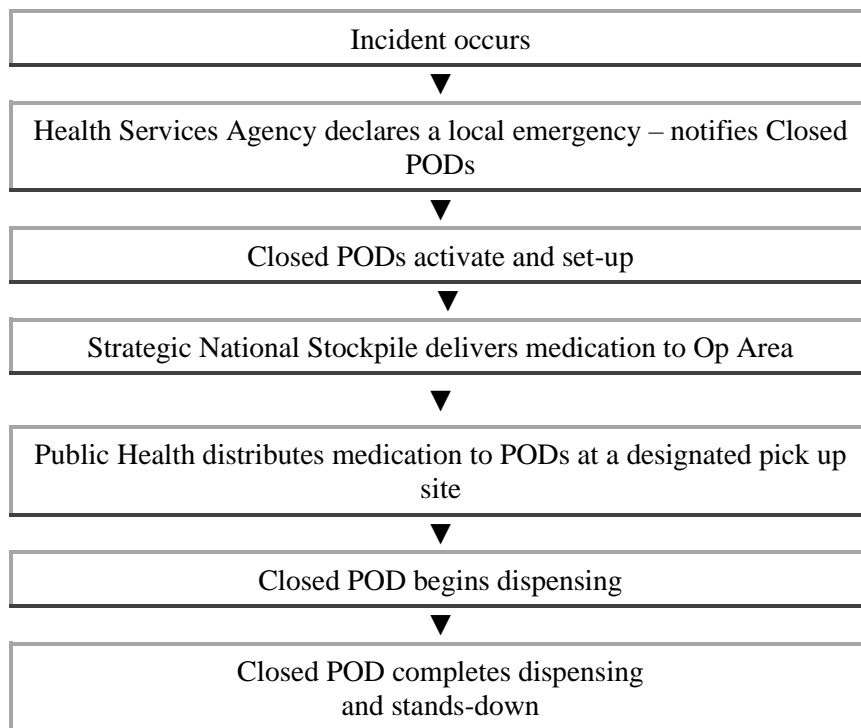
1. [AHS] will make every effort to collaborate with Public Health during a public health emergency by dispensing prophylaxis to [AHS] population.
2. [AHS] will pick up prophylaxis and supplies from the Public Health designated site, if able.
3. [AHS] will provide Public Health periodically or on request current information about the number of vaccine or medication doses, in adult and pediatric quantities, projected to be needed to protect [AHS]'s population. [AHS] understands that this entire number of doses may not all be available in the first delivery. [AHS] agrees to prioritize which patients, staff, and family members should receive the first doses according to any guidelines established by the Health Officer that are deemed most protective to the public at large.
4. [AHS] will provide the name and identification of personnel authorized to pick up prophylactic medications and supplies from Public Health designated site.
5. [AHS] will use its own facilities, staffing, supplies, and resources to provide the prophylaxis to [AHS]'s population under Public Health protocols provided in advance or at the time of the incident. [AHS] is responsible for any liability or workers comp issues that may arise in the dispensing of prophylaxis.
6. [AHS] will guarantee appropriate storage conditions for medications.
7. [AHS] will assure security of medications against unauthorized use, to be defined at the time of an incident.
8. [AHS] agrees to dispose of any medical waste using its own procedures, unless instructed otherwise by Public Health.
9. [AHS] will use materials provided by Public Health to educate and inform patients about the infectious agent and the medications being provided.
10. [AHS] will use the patient tracking and medication management procedures, forms, and tools recommended by Public Health in the delivery of prophylaxis. [AHS] further agrees to return any documentation or information about patients and medication usage to Public Health upon request.
11. [AHS] is responsible for patient follow-up, including reporting and management of adverse reactions to prophylactic medications, in consultation with Public Health.
12. [AHS] will cooperate with Public Health in training [AHS] staff, when appropriate, on infectious agents, medications, contraindications, precautions, and administration of prophylaxis according to established protocol. Such trainings may occur as preparation for a potential public health emergency or may occur during an event as information becomes available.
13. [AHS] will return all unused medications and supplies to Public Health.
14. [AHS] will maintain documentation of any [AHS] materials or supplies consumed in this effort for purposes of cost reimbursement, should federal reimbursement funds become available

For full description of all roles, responsibilities and terms, see MOA between Santa Cruz County Health Services Agency and [AHS]. Appendix C.

D. Triggers for Activation

After an emergency requiring mass distribution of medications has been declared, Public Health will notify [AHS] that the Closed POD should be activated. Upon activation, [AHS] will begin to follow the procedures outlined in this dispensing plan. Public Health will provide a contact responsible for facilitating and supporting a number of Closed PODs during an emergency. Incident timeline is provided below.

Incident Timeline



E. Communications

Once an emergency occurs and Public Health decides to deliver medication to the Closed PODs, Public Health will send an alert message to HSA via CAHAN and possible other information channels. This message will serve to notify HSA that an emergency event has occurred. Notification will advise the Closed POD to:

- Contact their designated Command Team to monitor their communication devices and stand by
- Confirm receipt of the message
- Activate the Closed POD within the time frame coordinated with Public Health. HSA will use 12 hours after notification by Public Health as its planning benchmark for opening the POD.

The Primary Coordinator will confirm receipt of the alert message. The receipt of confirmation will contain [AHS]’s intent to supply medication (or not, if unable to open a POD under the circumstances) and the actual number of medication regimens required to meet the targeted dispensing population.

Site Information

Anytown Health Services]
[500 Main Street]
[Anytown, CA 95060]

Contact Information

| | |
|-------------------------------|----------------------------------|
| [AHS] Primary Contact: | Title: Nursing Supervisor |
| Email Address: | Daytime Phone: |
| After Hours Phone: | Cell Phone: |

| | |
|-------------------------------|-------------------------------------|
| [AHS] Back-Up Contact: | Title: Administrator on Call |
| Email Address: | Daytime Phone: |
| After Hours Phone: | Cell Phone: |

| | |
|-------------------------------|--------------------------------------|
| County Contact: | Title: SNS Coordinator |
| Phone: | Email: |
| County PH Contact: | Title: EP Program Coordinator |
| Phone: | Email: |
| Emergency after-hours: | |

Dispensing Population

[AHS] will dispense medications to the following individuals, based on worksheet **Appendix A. (pg. 11)**

Estimated number of *employees, clients, residents, population*, that prefers to receive medication forms and fact sheets in a language other than English:

| | |
|----------------------|----|
| Language: Spanish | #: |
| Language: Vietnamese | #: |
| Language: Hmong | #: |
| Language: Laotian | #: |
| Language: Cambodian | #: |
| Language: Tagalog | #: |
| Other: | #: |

Communications with Employees

[AHS] following procedure: Hospital leadership will be notified via CAHAN and text messaging. Department Directors/Managers will utilize their department communication plan to notify employees.

Staffing Requirements

The following number of personnel is needed to the support Closed POD operations.

| Staffing Position | Title/Shift | Back-Up Staff (Title) |
|--|--------------------------------------|---------------------------------|
| POD Manager | Administrator on Call | Nursing Supervisor |
| Security | Director, POM | Director, EVS |
| PIO | Director, Marketing & Communications | Director Emergency Preparedness |
| Operations Section Chief | Pharmacy Director | Pharmacy Assistant Director |
| Logistics Section Chief | Materials Manager | Director, Central Service |
| Transporter | Warehouseman | Manager, POM |
| Triage | Occ Health staff | Resource Team |
| Dispenser | Pharmacist | Registered Nurse |
| Greeters | Patient Liaison/Quality staff | Risk Management/Quality staff |
| Screeener/Educator/Patient Documentation | ACC & OCC Health Staff | Resource Team |
| Inventory Control | Pharmacy Buyer | Pharmacy Technician |
| Supply Staff | Central Supply Supervisor | Central Supply QC |
| TOTAL | 12 | |

See Organizational Chart **Appendix B.**

Medications

Public Health will notify [AHS] where and when medications are available for pick up. A centrally located site will be designated for Closed POD organizations to pick up medications and necessary forms. A pre-designated amount of medication is determined by the information provided in the template **Appendix A.** [AHS] will follow the procedures outlined in the Santa Cruz County Public Health Division/[AHS] MOA regarding pick up, tracking, storing and reporting of prophylactic medications. See **Appendix C** for MOA.

Primary and back-up transport contacts provided to Public Health. Transport personnel will be asked to present work ID and/or legal photo ID at the pickup site.

Primary name:

Back-Up name:

Dispensing Site

[AHS] will dispense medications at:

[insert a google map here]

1. POD Layout and Flow

- A. The POD will have clearly marked entrance and exit points and adequate waiting space for groups of people seeking medical counter measures. Security staff should be posted at both locations to maintain order. Internal and external traffic flow to the POD will follow in a logical path from entry to exit. Easy-to-read signs will be provided to guide people to and through the POD.
- B. More than likely, the registration and medical screening processes will be the most time-consuming activity. Sufficient staff will be assigned to move patients through these areas to keep a steady flow. Plans include the capability of opening or closing additional stations when necessary.
- C. The level of threat perceived by the target population by an event involving bioterrorism or a naturally occurring large-scale infectious disease, whether real or imagined, may be extreme. Anxiety may cause a POD to quickly lose the capacity to control the environment. Security, traffic control, and crowd management will be provided throughout the length of the emergency. In some cases, security may also be needed when the site is not operational. Security will be scaled back once the onsite needs are assessed during the POD hours

2. Operations of the POD will include the following key stages

- A. Triage, Greeting/Registration, Education, Screening, Dispensing, and Checkout
- B. This process can be collapsed/ expanded as needed to improve the flow of people through the POD. See **Appendix D** for POD flow chart.

Screening and Dispensing Procedure

Step-step-procedure: (note: this procedure maybe be altered by Public Health when medically necessary)

1. Employee fills out intake form.
2. Review intake form and screen for contraindications.
3. Dispense appropriate medication based on dispensing algorithms.
 - a. Adhere one label to intake form and one label to drug information sheet.
 - b. Initial form
 - c. Keep form
4. Give drug information sheet(s) to client.
5. Administer medication.
6. Keep inventory of medications.
7. Provide information for response to anyone having adverse reactions
8. Provide status updates to the Public Health contact; facility coordinator provides status updates to assigned Closed POD Supervisor.
9. Return intake forms, inventory forms, and unopened bottles or unused vaccine to Public Health.

Supplies and Equipment

Location of stored supplies & equipment:

General Supplies

- Tables
- Chairs (enough for each table and for a general waiting area)
- Pens (preferably blue or black ink)
- Clipboards
- Fact sheets (for disease and medication)
- Wastebaskets
- Trash bags (in varying sizes)
- Access to phone, photocopier, fax and computer (Internet connection preferred)
- Notepads
- Staplers
- File folders
- File boxes
- Paper
- Envelopes
- Television/VCR (for education)
- Signage to identify each station (such as Greeting/Registration, Form Review/Completion, Education, Medical assessment and Dispensing)
- Extension cords
- List of emergency numbers:
 - Local public health contacts
 - Police
 - Emergency medical services

Medical Supplies

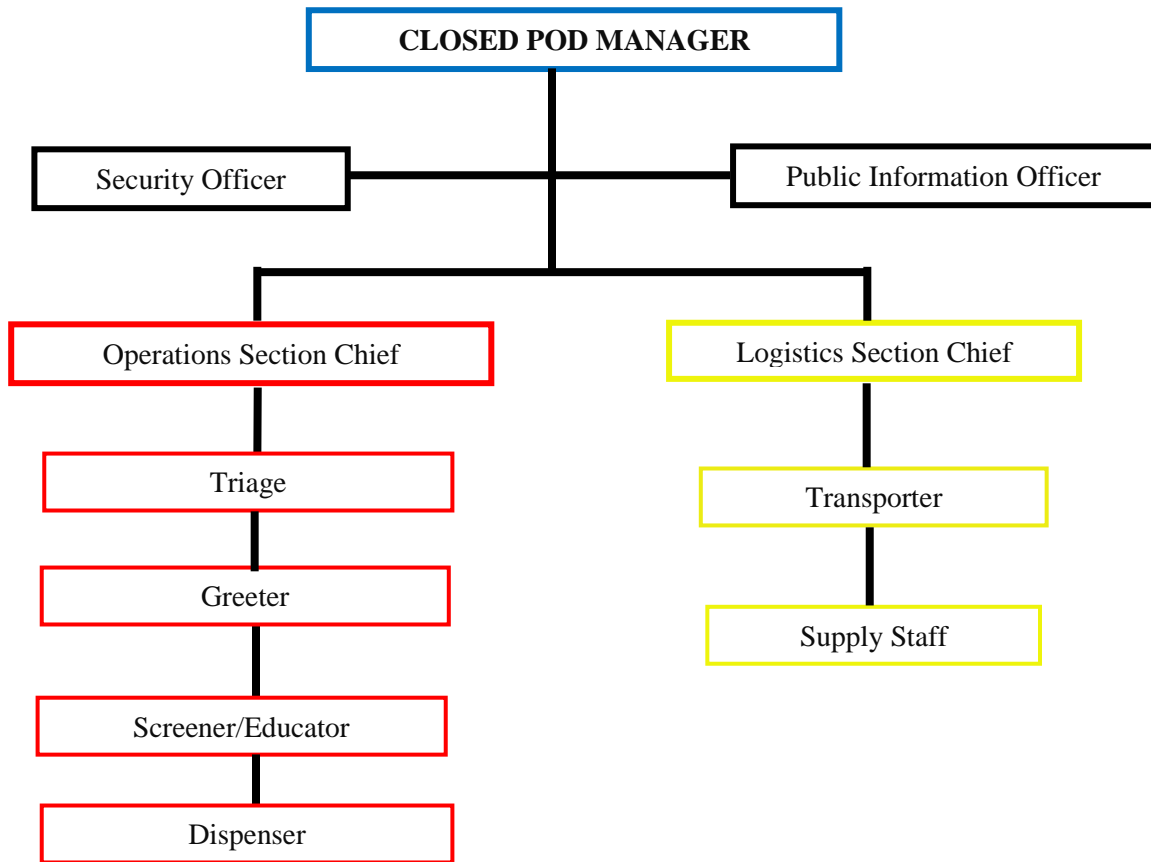
- Standing orders from local public health agency
- Medical assessment forms
- Partitions/screens (for privacy)
- Hand sanitizer and/or anti-bacterial lotion
- Gloves – latex and vinyl
- Automated External Defibrillator (AED) ***Optional item; should only be used with proper training and under emergency conditions.*
- Plastic or paper bags (to hold multiple bottles of medicine)
- Stethoscope(s)
- 1-2 cots/stretchers, if available
- Facial tissues

Appendix A
Determining Number of Doses

| Category | Number |
|------------------------------------|--------------------------|
| Employees | |
| Contracted Staff | |
| Volunteers | |
| Licensed Independent Practitioners | |
| Household Factor (x3)* | Total: Total x 3= |

* Recommendation per Santa Cruz County Health Services Public Health Division

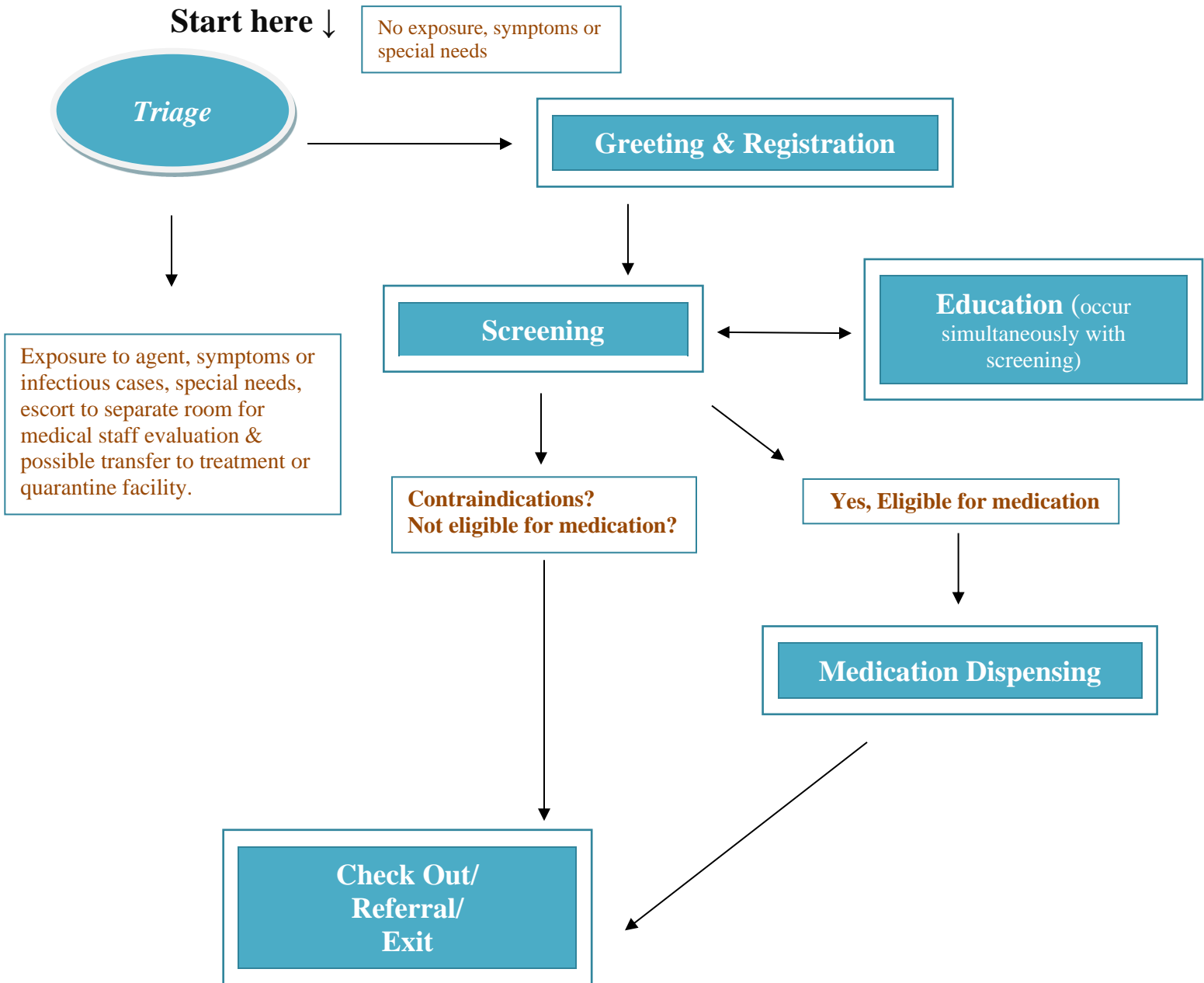
Appendix B
Closed POD Incident Command Chart



Appendix C

Insert signed copy of MOU here

Appendix D
Closed POD Flowchart



Appendix E

CLOSED POD MANAGER

Position Assignment: **Closed POD Manager**

Staff Name: _____

Mission: Coordinate the **CLOSED POD** effort at the agency.

Upon Arrival

- Read this entire Job Action Sheet
- Receive notification that your Closed POD is activated (via email/phone/website)
- Obtain contact information for the public health point of contact supporting your organization, if not already known
- Review your Closed POD Dispensing Plan
- Distribute Job Action Sheets for each position
- Provide staff briefing
- Prepare the site, obtain supplies and materials
- Communicate to your staff that medications will be provided to staff and family
- Store medication in secure location away from extreme heat or cold

Ongoing responsibilities

- Dispense medication to Closed POD staff first
- Monitor dispensing of medications
- Ensure appropriate screening and drug dispensing
- Ensure distribution of drug information sheets
- Request additional medications from the public health point of contact if necessary
- Update your public health point of contact periodically with Closed POD status (i.e. throughput numbers, medication inventory levels, Closed POD closing time)

End of Shift

- Brief replacement as necessary
- Return all unused medication to public health point of contact via agreed upon method
- Submit documentation to the public health point of contact via agreed upon method
- If applicable, dismantle the Closed POD site
- Conduct Closed POD debriefing for staff
- Dismiss staff

Equipment and Supplies

- Safety vest
- Two-way radio
- ID tag

SECURITY OFFICER

Position Assignment: **Security Officer**

You report to: Closed POD Manager

Staff Name: _____

Mission: Provide overall supervision and security operations for the **Closed POD** and transportation vehicles.

Upon arrival

- Read this entire Job Action Sheet
- Attend staff briefing provided by Closed POD Manager
- Receive and review floor plan and clinic flow
- Coordinate security with transporters
- Receive medication for self and family

Ongoing Responsibilities

- Monitor internal, external and transportation security operations
- Position security staff as needed
- Report any security concerns to Closed POD Manager

End of Shift

- Participate in staff debriefing
- Turn in all equipment and supplies
- Sign-out when dismissed

Equipment and Supplies

- Safety vest
- Two-way radio
- ID tag

PUBLIC INFORMATION OFFICER

Position Assignment: **Public Information Officer**

You report to: Closed POD Manager

Staff Name: _____

Mission: Coordinate risk communication strategies during the event.

Upon arrival

- Read this entire Job Action Sheet
- Obtain risk communication templates
- Review risk communication section of Closed POD guidelines
- Attend staff briefing provided by Closed POD Manager
- Receive medication for self and family

Ongoing Responsibilities

- Ensure distribution of all communication developed for personnel and dispensing population listed, via phone and email
- Contact Santa Cruz County Health Services Agency Public Health Division to learn what communication methods they are planning to coordinate response and timing for release of information
- Communicate and update personnel and other agency communicators several times during the event

End of Shift

- Participate in staff debriefing
- Provide Closed POD Manager with messages that were developed
- Turn in all equipment and supplies
- Sign-out when dismissed

Equipment and Supplies

- Safety vest
- ID tag

OPERATIONS SECTION CHIEF

Position Assignment: **Operations Section Chief**

You report to: Closed POD Manager

Staff Name: _____

Mission: Direct the preparation and operations of dispensing activities.

Upon arrival

- Read this entire Job Action Sheet
- Distribute Job Action Sheets for each position
- Attend staff briefing provided by Closed POD Manager
- Review floor plan layout and clinic flow
- Brief section staff on designated assignments and stations
- Receive medication for self and family

Ongoing Responsibilities

- Communicate all supply needs to Logistics Chief
- Oversee all aspects of medication dispensing
- Monitor flow of operations

End of Shift

- Provide Closed POD Manager with copies of medication form
- Return all materials to Logistics Chief
- Participate in staff debriefing
- Turn in all equipment and supplies
- Sign-out when dismissed

Equipment and Supplies

- Safety vest
- Two-way radio
- ID tag

TRIAGE

Position assignment: **Triage Personnel**

You report to: Operations Section Chief

Name: _____

Mission: To assess client's suitability to enter POD.

Upon Arrival

- Read this entire Job Action Sheet
- Receive assignment, orientation and position training Operations Section Chief
- Attend staff briefing by Operations Section Chief
- Familiarize self with Closed POD layout
- Assist in constructing Closed POD and set up of Triage station
- If applicable, make copies of Triage forms & questions
- Receive medication for self and family

Ongoing responsibilities

- Greet clients before they enter. Assess client suitability to enter Closed POD by asking the following questions:

Are you currently sick or experiencing any of the following:

- Fever or Chills: **Y / N**
- Respiratory Symptoms (Cough, Sore Throat, Chest Pain, Shortness of Breath): **Y / N**
- New Skin Lesions (blisters, skin ulcers, black lesions): **Y / N**
- Nausea or Vomiting: **Y / N**
- Bloody Stool or Bloody Diarrhea **Y/ N**

If the client answers **YES** to any of the above, direct them to go to their primary care provider or the nearest hospital.

- Maintain a record of the names and number of clients referred to primary care provider or hospital for further care
- Direct clients to Greeting station
- Maintain adequate supply levels
- Provide routine reports to your Closed POD Supervisor
- Report disruptive client behavior to your Closed POD Supervisor
- Performs other duties as assigned by your Closed POD Supervisor

End of Shift

- Brief replacement as necessary
- Tear down station, as directed by your Closed POD Supervisor
- Participate in Closed POD debriefing
- Turn in all equipment and supplies
- Sign-out when dismissed

Equipment and Supplies

- Safety vest
- ID Tag

POD GREETER

Position assignment: **POD Greeter**

You report to: Operations Section Chief

Name: _____

Mission: Responsible for greeting, assisting, guiding or directing persons through the Closed POD site.

Upon Arrival

- Read this entire Job Action Sheet
- Receive assignment, orientation and position training from Operations Section Chief
- Attend staff briefing by Operations Section Chief
- Familiarize self with Closed POD layout, especially noting restrooms, emergency exits and flow patterns
- Assist in constructing Closed POD and setting up Greeter station
- If applicable, make copies of medical screening forms and drug information sheets
- Attend briefing by Operations Section Chief
- Receive medication for self and family

Ongoing Responsibilities

- Greet clients as they enter and provide necessary direction
- Answer client questions within scope of training and qualifications
- Direct clients to Screening station
- Maintain adequate supply levels
- Provide routine reports to the Operations Section Chief
- Report disruptive client behavior to the Operations Section Chief
- Performs other duties as assigned by the Operations Section Chief

End of Shift

- Brief replacement as necessary
- Participate in staff debriefing
- Dismantle station, as directed by the Operations Section Chief
- Turn in all supplies and equipment
- Sign-out when dismissed

Equipment and Supplies

- Safety vest
- Two-way radio
- ID tag

SCREENER/EDUCATOR

Position Assignment: **Screeener/Educator**

You Report To: Operations Section Chief

Staff Name: _____

Mission: Conduct medical screening for contraindications and determine appropriate medication.

Upon Arrival

- Read this entire Job Action Sheet
- Familiarize self with screening forms
- Assist in constructing Closed POD
- Set up station with required materials
- Receive medication for self (and family) before dispensing to others

Ongoing Responsibilities

- Review client medical screening form and answer questions
- Scan medical screening form for contraindications. If a “yes” answer is answered on any portion of the form, direct client to see primary care physician; otherwise direct client to Dispensing with screening form.
- For medical questions that cannot be answered within the scope of your training, seek advice from Operations Section Chief

End of Shift

- Brief replacement as necessary
- Participate in staff debriefing
- Dismantle station, as directed by the Operations Section Chief
- Turn in all supplies and equipment
- Sign-out when dismissed

Equipment and Supplies

- Safety vest
- ID tag

DISPENSER

Position assignment: **Dispenser**

You report to: Operations Section Chief

Name: _____

Mission: Dispense appropriate medication.

Upon Arrival

- Read this entire Job Action Sheet
- Receive assignment, orientation and position training from Operations Section Chief
- Attend staff briefing by Operations Section Chief
- Assist in constructing Closed POD and setting up dispensing station(s)
- Receive medication for self and family

Ongoing Responsibilities

- Dispense medication to eligible persons
- Follow instructions from Public Health re: forms to use, patient tracking
- Provide persons with a copy of medication form, drug information sheet and fact sheet

End of Shift

- Brief replacement as necessary
- Participate in staff debriefing
- Dismantle station, as directed by the Operations Section Chief
- Turn in all supplies and equipment
- Provide all completed medication forms to Operations Chief
- Sign-out when dismissed

Equipment and Supplies

- Safety vest
- ID tag

LOGISTICS SECTION CHIEF

Position Assignment: **Logistic Section Chief**

You report to: Closed POD Manager

Staff Name: _____

Mission: Responsible for maintaining adequate levels of supplies, materials and personnel for operations.

Upon arrival

- Read this entire Job Action Sheet
- Attend staff briefing provided by Closed POD Manager
- Review floor plan layout and clinic flow
- Brief section staff on supply/materials needed to support operations
- Identify personnel check in/out area
- Distribute Job Action Sheets for each position
- Identify and set up supply resource area
- Receive medication for self and family

Ongoing Responsibilities

- Monitor the unloading/unpacking of supplies/materials upon arrival at the facility
- Setup secured supply storage area
- Ensure the timely distribution of supplies needed for the dispensing area
- Ensure adequate staffing is provided to support operations

End of Shift

- Participate in staff debriefing
- Package and inventory equipment/supplies
- Provide Closed POD Manager with inventory form
- Turn in all equipment and supplies
- Sign-out when dismissed

Equipment and Supplies

- Safety vest
- Two-way radio
- ID tag

TRANSPORTER

Position Assignment: **Transporter**

You report to: Logistic Section Chief

Staff Name: _____

Mission: Responsible for pick-up of prophylactic medications from location specified by the San Joaquin County Public Health Services and delivery to Closed POD site.

Pre-POD Preparation

- Meet with Logistics Section Chief for instruction where to pick up prophylactic medication
- Read this entire Job Action Sheet
- Verify that driver's license is current
- Expect verification of identification by Public Health upon arrival to pick up medications to take back to [AHS]
- Pick up medications and complete appropriate paperwork
- Transport medications to Facility

Ongoing Responsibilities

- As assigned by Logistics Section Chief

End of Shift

- Participate in staff debriefing
- Turn in all equipment and supplies
- Sign-out when dismissed
- Return unused medications to Public Health as directed

SUPPLY STAFF

Position Assignment: **Supply Staff**

You report to: Logistics Section Chief

Staff Name: _____

Mission: Responsible for maintaining adequate levels of supplies, materials and personnel for operations.

Upon Arrival

- Read this entire Job Action Sheet
- Attend staff briefing provided by the Logistics Chief
- Review the floor plan layout
- Obtain supply list
- Setup supply storage area
- Receive medication for self and family

Ongoing Responsibilities

- Monitor the unloading/unpacking of supplies/materials upon arrival at the facility
- Setup secured supply storage area
- Ensure the timely distribution of supplies needed for the dispensing area
- Ensure adequate staffing is provided to support operations

End of Shift

- Brief replacement as necessary
- Package and inventory equipment/supplies
- Participate in staff debriefing
- Sign-out when dismissed

Equipment and Supplies

- Safety vest
- Two-way radio
- ID tag