POD Management: Opening, Running & Closing the POD

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Opening the POD

Purpose

- To discuss responsibilities and tasks associated with opening the POD
- To review actions required to open a POD and identify ways to increase efficiency in the process
- To review the POD management structure and delineate responsibilities for major required tasks
Major Tasks and Activities

- Notification and Assembly
- Facility Access and Setup
  - Signs Posted or Hung
  - Setup Tables, Chairs and Line Ropes
- Staff Briefing, Training and Preparation
  - Just-In-Time Training (JITT)
- Storing and issuing of medicine
- Unlocking the door

Opening the POD
How long do I have from notification to opening?
Notification

- Notification of POD Managers
  - How?

- Notification the POD Management Staff/Volunteers
  - When?
  - How?

- Notification of POD Staff/Volunteers
  - When?
  - How?
Assembly

- Where will the POD Staff/Volunteers report?
- Where are ID Badges made and issued?
- How are POD staff/volunteers members transported to the POD Site?
- How long will it take to assemble?
Facility Access

- Have you considered how will you gain access to the facility?

- When you gain access, conduct a walk-through. This pre-occupation inspection is conducted:
  - To know what rooms you may or may not use.
  - For property liability purposes.

Opening the POD
POD Site Setup

- What are the major stations in the POD?
- Do I have a Medical Aid Station and Medical Transportation?
- Do I have a screening process?
- Do I conduct triage?
- What forms will I require folks to fill out?
- What data will I need to collect?
Diagram is from the Weill/Cornell Bioterrorism and Epidemic Outbreak Response Model (BERM)
How do I sort people based on medical conditions or special needs?
Training/Briefing/Preparing the Staff/Volunteers

- Has staff/volunteers had pre-event training?
  - Who
  - What
  - When

- What Just-In-Time Training (JITT) must be accomplished?
  - Medical Personnel
  - Spontaneous and unaffiliated volunteers
Training/Briefing/Preparing the Staff/Volunteers - 2

- Who will conduct the training?
- Are training modules already prepared?
- Part of training is a walk-through of facility and a brief on the entire process.
- How much time do I need to train?
- What happens if I have insufficient staff/volunteers?
Staffing Notification/Changes

- What is the Call-Down System?
- Who is responsible for what?
- Credentialing
- Staff qualifications - maintain a list
- Keeping track of staff turnover
- Staff/Volunteers - security provisions for them at the POD
Signage and Supplies

- What signs do I need?
- Are there any signs already made?
- Do I have means to post or hang the signs?
- Where can I get signs quickly made?
Signage and Supplies

- What office supplies do I need to operate the first twelve hours?
- What other supplies do I need?
- Paper and Forms Issues
Opening the POD
Receiving Medication

- What will I receive?
- Who is required to sign for the medication?
- How will the medication be stored?
- When will it arrive?
Opening for Operations

- Who do I notify when I am ready to open?
- Do I delay opening until other PODs are ready to open?
Running the POD

Purpose

- To discuss responsibilities and tasks associated with running or operating a POD
- To review actions required to run a POD and identify ways to increase efficiency in the process
- To review the POD management structure and delineate responsibilities for major required tasks
Major Tasks and Activities

- Greet / Registration
  - Issue Patient Data Form
- Screen
- Educate
  - Issue Patient Information Sheet
- Dispense
- Counsel
- Exit
The “Weights” of Dispensing

- Labeling
- Clinical Accuracy
- Hours of Operations
- Screening/Triage
- Patient Education
- Legal Requirements
- Epidemiology
- Security
- Registration
- Length of Regimen
- Quality Control
- Medical Records
- Patient Tracking
- Staffing
- Parking
- Inventory Storage
- Mental Health
- Transportation
- IND
POD Finished Product

- Triaged
- Medicated
- Educated
Getting To The POD

- How are people arriving?
  - Are people driving or being bused to the POD?

- Who directs people?
  - Traffic flow
  - Parking lot to correct entrance

- Where is screening being done?
What Is The Flow?
Queue Management

- How do I design my lines?
- Where are the bottlenecks?
- What are some line busting techniques?
Line Design
Line Design

1
2
3
4
5
Staff and Stations

- **Staff/Volunteer identification**
  - Colored vests or hats
  - Name badges

- **Station delineation**
  - Are stations color coded?
  - Are stations numbered?

- **Do I have a logical layout that facilitates a smooth flow and easy identification?**
Patient Education

Method and Media
- Do I provide a briefing?
- Do I provide patient information sheets?
- Do I have volunteers read messages to patients while they are standing in line?
- Do I show a video? Or a combination of things listed above?

Message
- Do I post short messages for patients to read while standing in line?
- What if the message changes?
Key Staffing/Volunteers

- I need the right people with the right credentials in order to dispense.
- Do I have enough personnel who can dispense on each shift?
- Am I using a dispensing algorithm?
- Do I have enough dispensing stations?
Security

- **Major security concerns:**
  - Crowd control
  - Disorderly people
  - Medications
  - Secondary attack against the POD

- **Security coverage**
  - How much security is needed?
  - Where are they best utilized?
Supplies
(Non Medical)

- Who monitors?
- Where do I get supplies when I run short?
- Who purchases?
- Who delivers?
Reorder Supplies
(Medical)

- What is my threshold for reordering?
- What is the request process?
- How long between request and receipt?
- Who is responsible for transport?
- What do I do if I run out?
- How do I prepare and issue suspension?
  - Is it prepared onsite or offsite?
Shift Change

- Do I stagger shift changes?
- Do I conduct a shift change brief?
- Do I have an overlap of shifts?
- How does the staff enter?
  - Do they have a different ingress and egress?
Staff/Volunteers Provision

- Life support
  - Food and Drink
  - First Aid
  - Lodging
- Caring for the staff/volunteers
  - Breaks
  - Debriefing
Facility Maintenance

- Who do I call for facility maintenance problems?
- Who monitors the facility?
  - Doors
  - Lights
  - Cleanliness and Garbage cans
  - Restrooms
    - Soap, Water, Paper Towels, Tissue, Toilet Paper
Communications

- What are my means of communication?
  - Radio
  - Signs
  - Loud Voices (Shout and Yell)
- Do I have a public address system?
  - Medical Emergency
  - Evacuation
- How do I communicate?
  - With upper management?
  - With Command staff?
Dealing with the Press and VIPs

- Who handles the media?
  - Do I have a Communications Officer?
  - What are my instructions?

- How do I handle VIPs?
  - Early warning a VIP is coming?
  - What is the protocol?
Assessing POD Performance

- Who is monitoring throughput and quantity of medicine issued?
- Who is monitoring quality of service and customer satisfaction?
- Who is capturing data on complaints?
Reporting Requirements

- What are my reporting requirements?
  - What is the frequency of my reports?
  - What is the means of transmitting reports?
- Who is responsible for preparing reports?
  - Who is responsible for data collection?
  - Who is responsible for verifying reports?
Closing the POD

Purpose

- To discuss the major tasks and activities involved in closing a POD:
  - Notification
  - Staff/Volunteers
  - Inventory and Supplies
  - Facility

- To brainstorm and create a list of additional tasks necessary to close the POD
Notification

- How do you know when it’s time to close?
- Who do you tell?
  - Inside the POD
  - Outside the POD
Staff/Volunteers

- When do I release the staff/volunteers?
- How do I release the staff/volunteers?
  - Released together?
  - In shifts?
  - Do they need to be transported?
  - What about the staff external to the actual facility?
    - Bus Drivers
    - Law Enforcement
    - Emergency Management
Staff/Volunteers

- Do I have contact information for my staff/volunteers?
- Do I perform an After Action Review / final briefing?
  - When?
  - Who is involved?
  - What is communicated?
Inventory and Supplies

- Is there leftover product?
- What happens to the leftover medication and supplies?
  - Assessment
  - Transport and Storage
Inventory and Supplies

- What about life-support materials and office supplies?
  - Who returns any borrowed equipment? When? Will it be needed during closing?
  - Do I have a contact list?

- Are there any reporting requirements?
  - Statistics
  - Data collection, transport and storage
Facility

- Facility Break Down
  - When do you start breaking down?
  - Who is involved?
  - How?
- Clean up and Survey
  - Internal and External
  - Facility and Equipment
  - Facility Walkthrough
- Turnover of facility
  - When can we actually close?
What about people who show up after we’re closed?

- Signage
- Returns to pickup?
QUESTIONS?
Breakout