

POD

WORKSHOP

TRAINING

Points of Dispensing



AGENDA



What is the Strategic National Stockpile



Management Organization



POD Management 7 Key Positions



Information Needs



Training Volunteers

INTRODUCTION

Points of Dispensing, or PODs, can be set up to distribute medicine, vaccine, and medical supplies. The stockpile is designed to protect the public if there is a public health emergency (terrorist attack, pandemic, flu outbreak, natural disaster, etc.) severe enough to cause local supplies to run out.

The Goal: Dispense medical countermeasures to the affected area within 48 hours after activation

**“BY FAILING TO
PREPARE YOU
ARE PREPARING
TO FAIL”.**

Benjamin Franklin

WHAT IS THE STRATEGIC NATIONAL STOCKPILE (SNS)?



In 1998, Congress appropriated funds for the [CDC](#) to acquire a pharmaceutical and vaccine stockpile to counter potential biological and chemical threats and widespread diseases that could affect large numbers of persons in the civilian population.



The program was originally called the National Pharmaceutical Stockpile (NPS) program, but it has since been extended to involve much more than just drugs.



On March 1, 2003, the NPS became the Strategic National Stockpile (SNS) program managed jointly by [DHS](#) and [HHS](#).



With the signing of the [BioShield](#) legislation, the SNS program was returned to HHS for oversight and guidance.



In 2018, oversight of [Strategic National Stockpile](#) was transferred to HHS/ASPR from HHS/CDC.



The SNS is designed to supplement and resupply state and local public health agencies in the event of a national emergency anywhere and at any time within the United States or its territories.

SNS FREQUENTLY ASKED QUESTIONS



WHO MANAGES THE SNS?

HHS/ASPR is the primary agency responsible for maintenance and delivery of SNS assets, but state and local authorities must plan to receive, store, stage, distribute, and dispense the assets.



WHEN WOULD THE STOCKPILE BE USED?

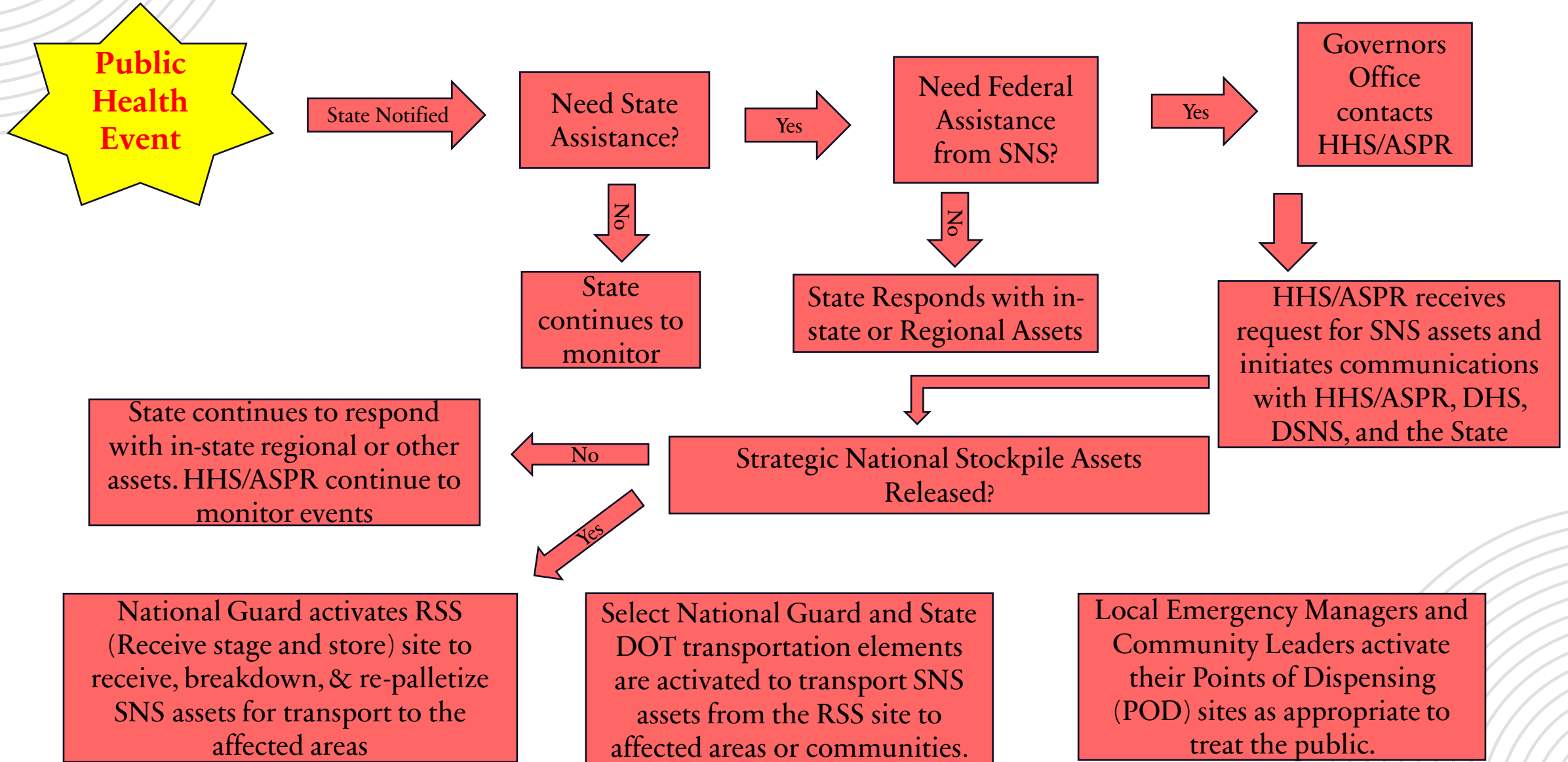
The plan is to deliver critical medical resources to the site of a national emergency when local public health resources would likely be or have already been overwhelmed by the magnitude of the medical emergency.



WHO CAN REQUEST ASSETS?

- State departments of health, usually in conjunction with the state governor
- National agencies e.g., FEMA, FBI in certain circumstances
- To receive SNS assets, the affected state's governor's office would directly request the deployment of the SNS assets from HHS.

HOW THE SNS WORKS



EMERGENCY RESPONSE ASSETS

Broad Spectrum 12-Hour Push Package

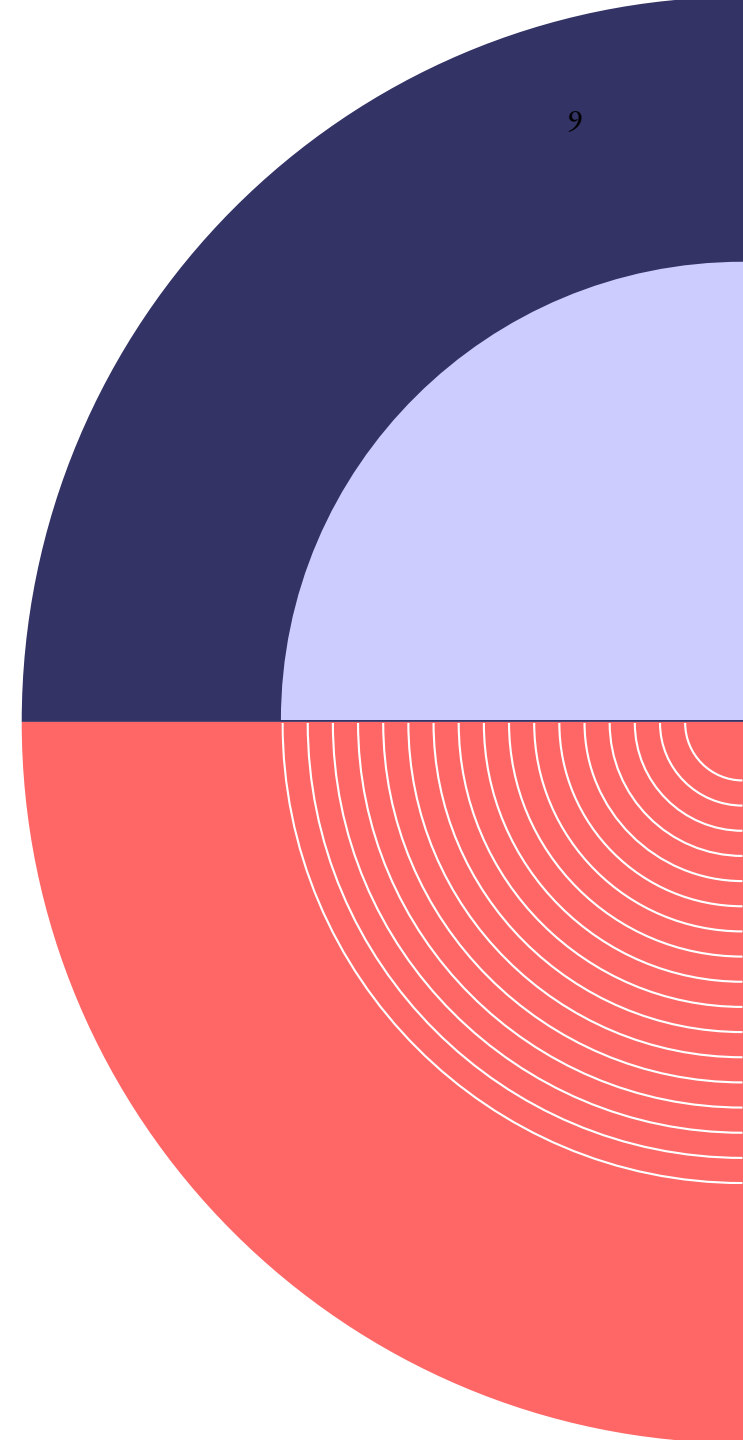
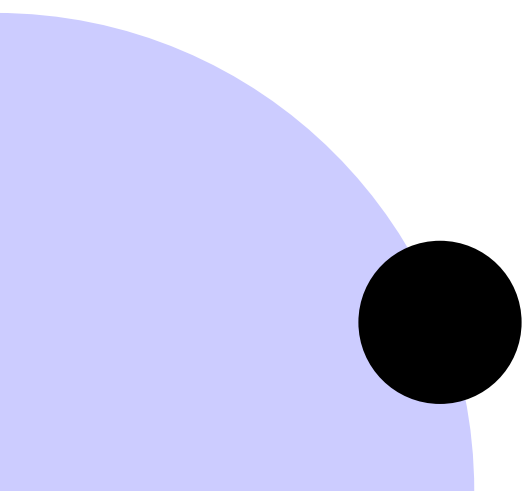
Specific Materiel: Managed Inventory

Formulary Contents

- Pharmaceuticals
- Medical Supplies
- Medical Equipment
- Vaccines
- Botulinum Antitoxin
- Antivirals

MANAGEMENT ORGANIZATION

Management Organization of a POD Incident Command System



WHAT IS ICS?

The Incident Command system:

- Is a standardized, on-scene, all-hazard incident management concept
- Allows its users to adopt to an integrated organizational structure to match the complexities and demands of single or multiple incidents without being hindered by jurisdictional boundaries

ICS Purposes:

- Using management best practices, ICS helps to ensure:
 - The safety of responders and others
 - The achievement of tactical objectives
 - The efficient use of resources

ICS Benefits

- Meets the needs of incidents of any kind or size
- Allows personnel from a variety of agencies to meld rapidly into a common management structure
- Provides logistical and administrative support to operational staff
- Is cost effective by avoiding duplication of efforts

ICS COMPONENTS

COMMON TERMINOLOGY

Using Common terminology helps to define:

- Organizational functions
- Incident facilities
- Resource descriptions
- Position titles

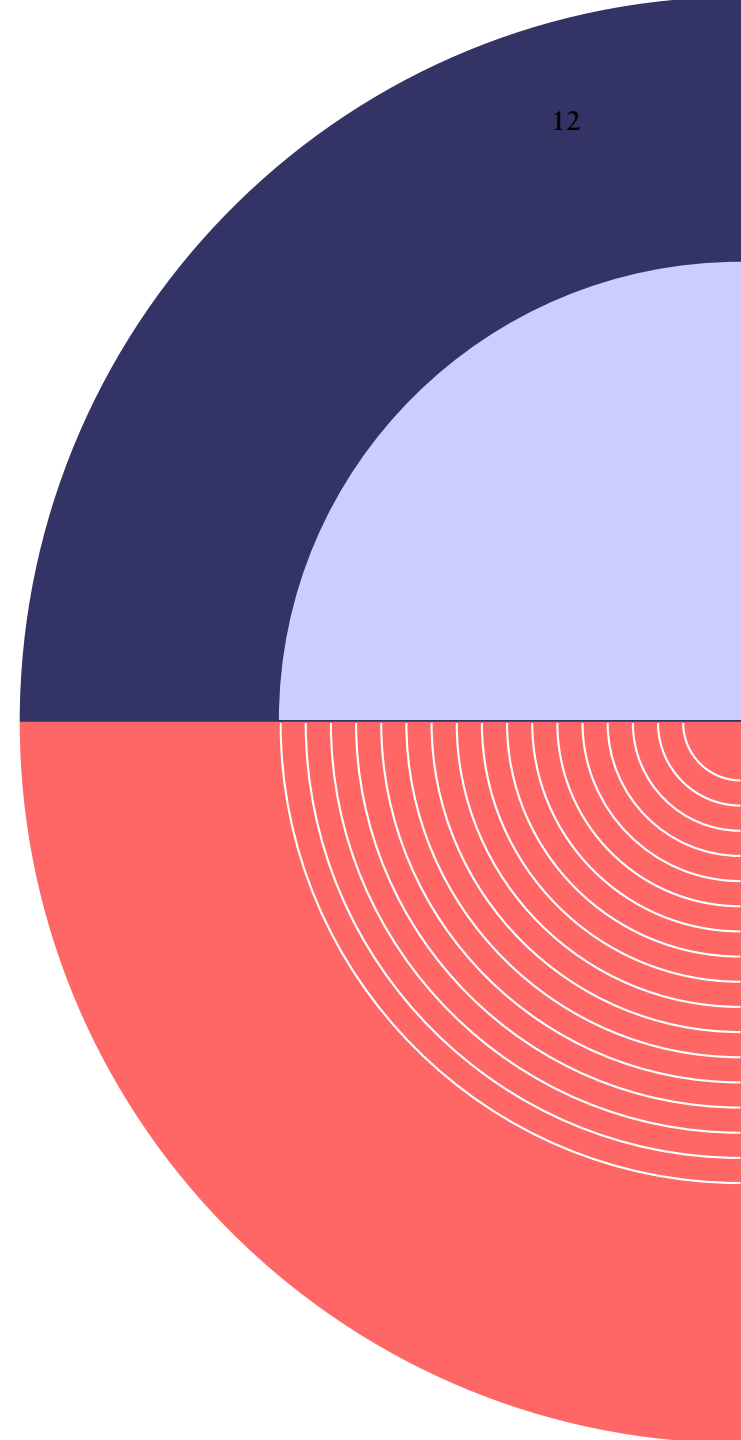
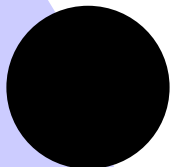
MODULAR ORGANIZATION

- Develops in a top-down, modular fashion
- Is based on the size and complexity of the incident
- Is based on the hazard environment created by the incident
- Incident objectives determine the organizational size
- Only functions/positions that are necessary will be filled
- Each element must have a person in charge

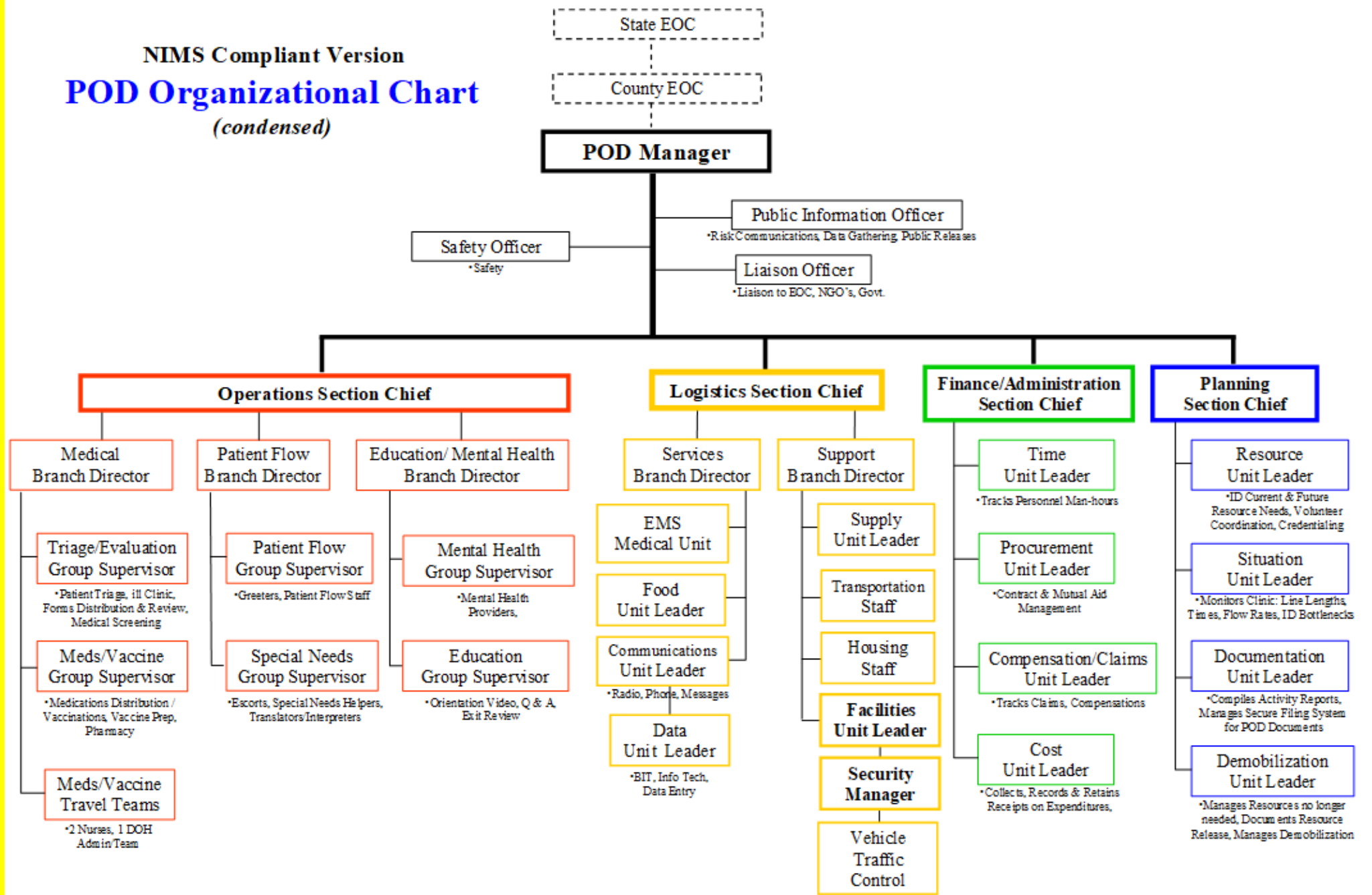
MANAGEABLE SPAN OF CONTROL

Span of Control:

- Pertains to the number of individuals or resources that one supervisor can manage effectively during an incident
- Is key to the effective and efficient incident management
- Ideally, an individual should oversee 3-7 to individuals



NIMS Compliant Version POD Organizational Chart (condensed)



POD MANAGEMENT

7 Key Positions

7 KEY POSITIONS

Pod Manager

Operations Section Chief

Planning Section Chief

Logistics Section Chief

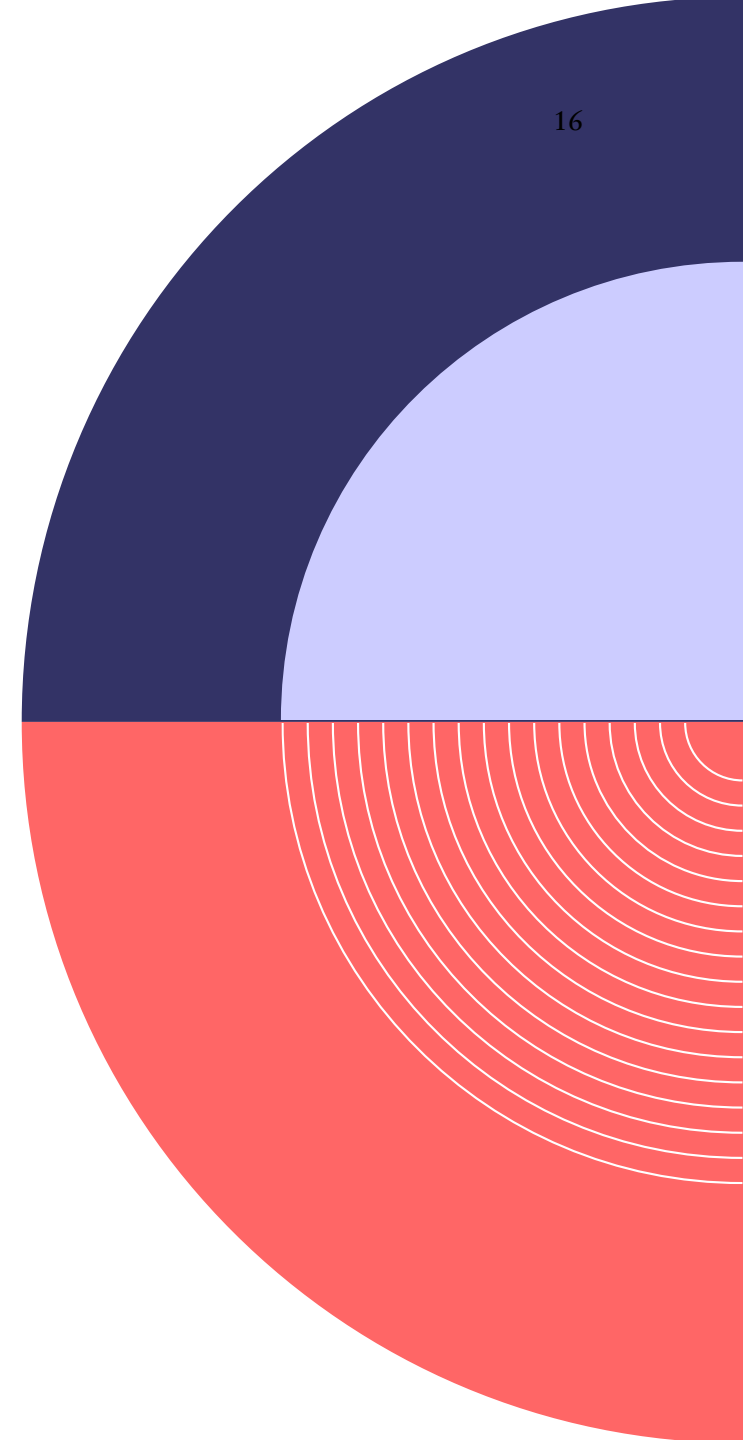
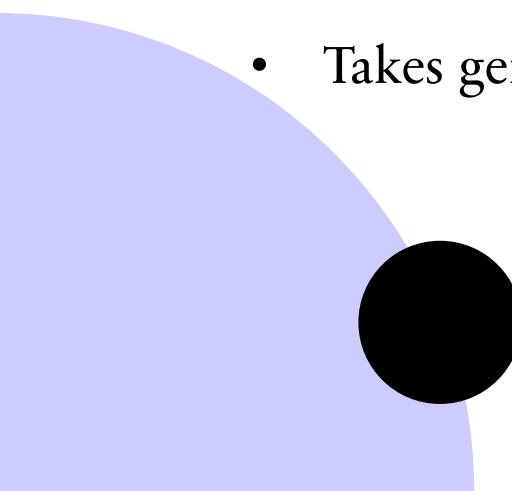
- Facilities Unit Leader
- Security Manager

Finance/Administration Section Chief

POD MANAGER - INCIDENT COMMAND

Incident Commander Key Points

- Provides overall leadership for incident response
- Delegates authority to others
- Takes general direction from agency administrator/official



OPERATIONS SECTION CHIEF

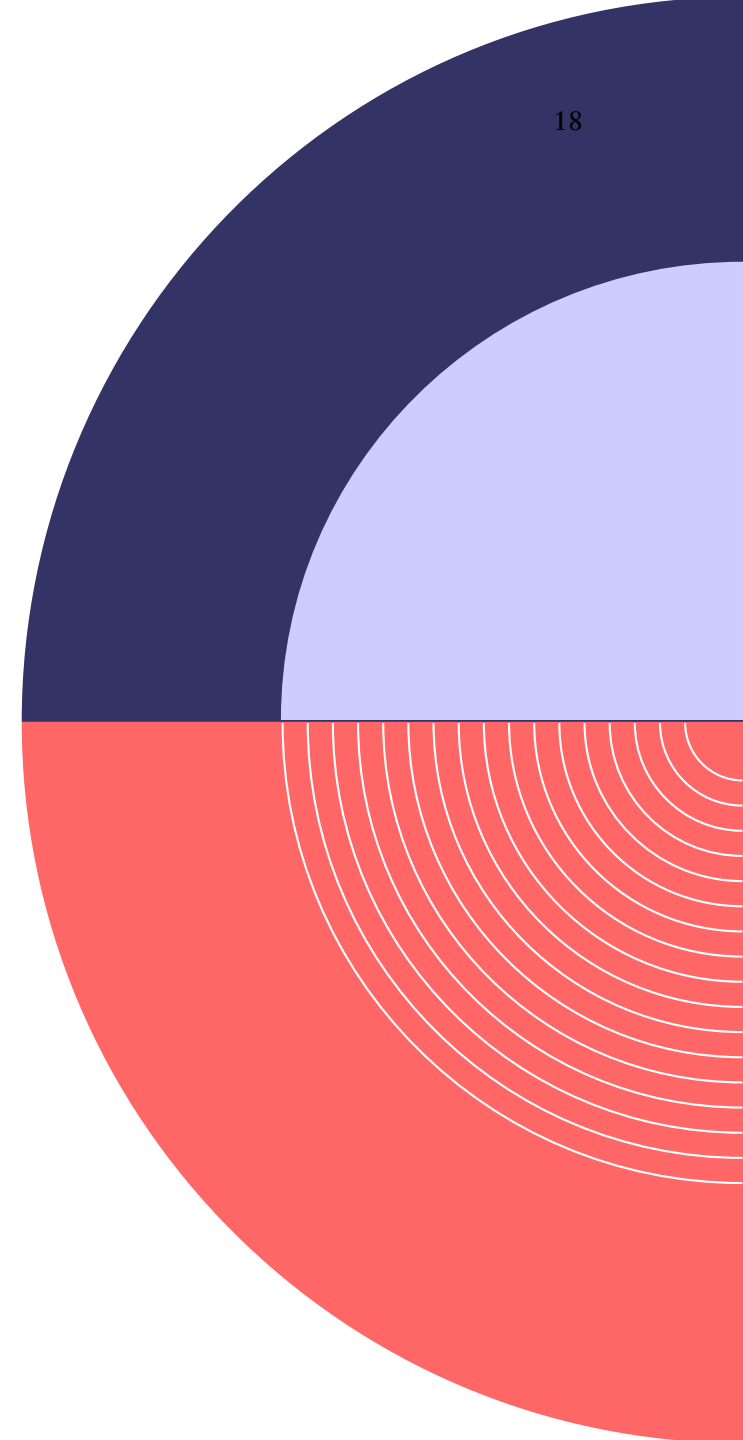
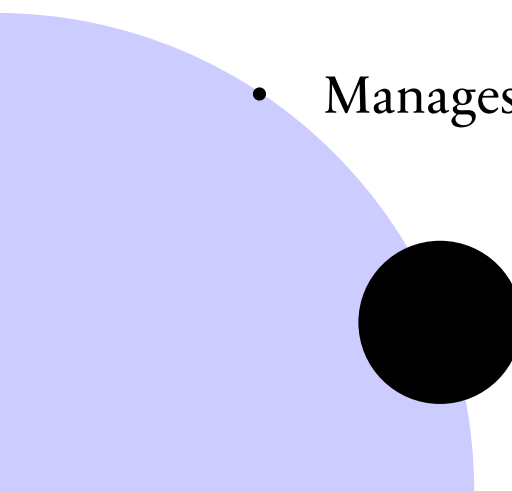
Key Points

- Develops and implements strategy and tactics to carry out the incident objectives
- Organizes, assigns, and supervises the tactical field resources
- Supervises air operations and resources in the staging area

PLANNING SECTION CHIEF

Key Points

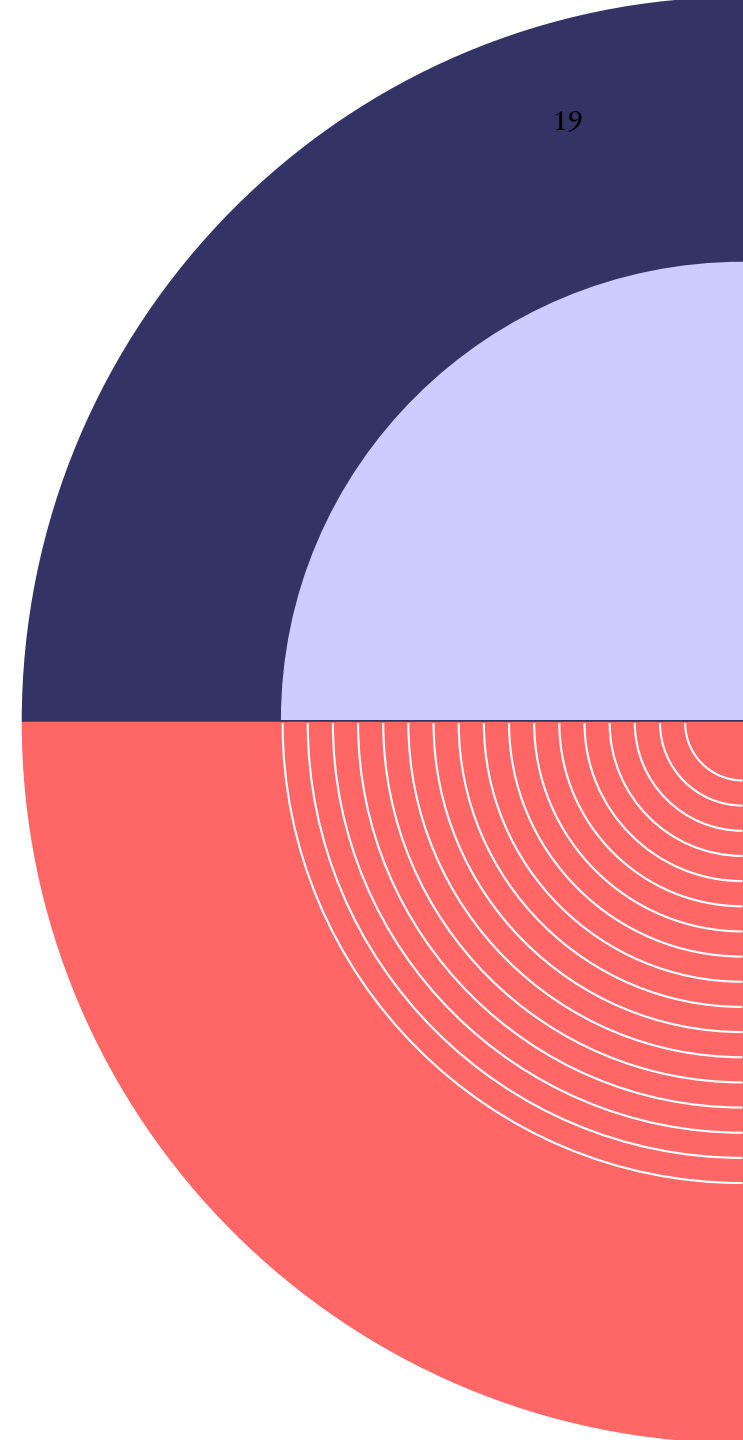
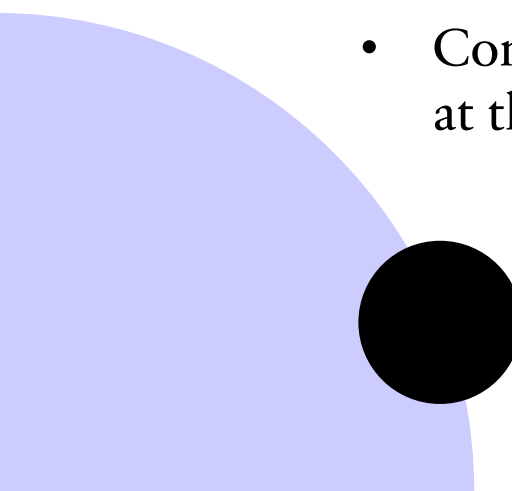
- Gathers, analyzes, and disseminates information and intelligence
- Manages the planning process
- Manages technical specialists



LOGISTICS SECTION CHIEF

Key Points

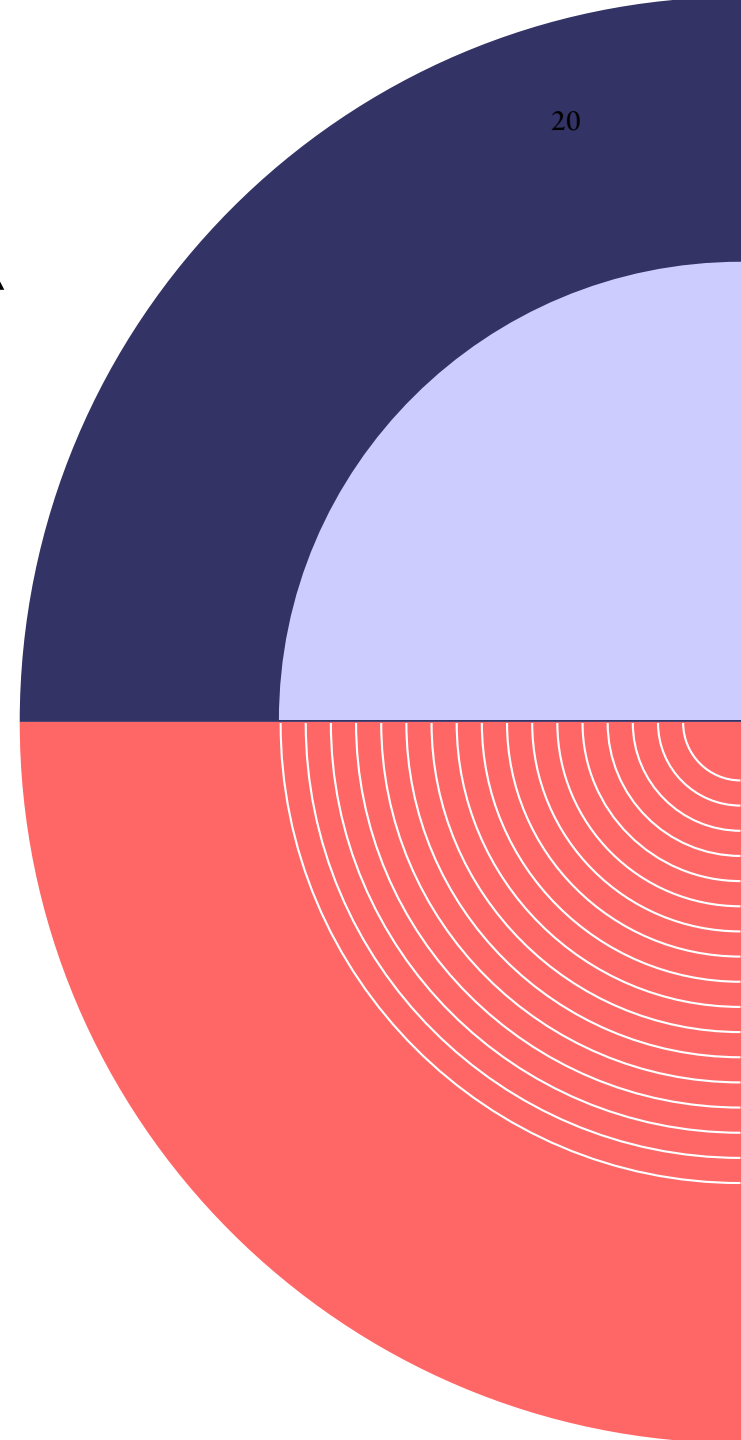
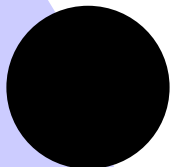
- Provides resources and services required to support incident activities
- Contracts for and purchases goods and services needed at the incident



FACILITIES UNIT LEADER

Key Points (Subset of Logistics)

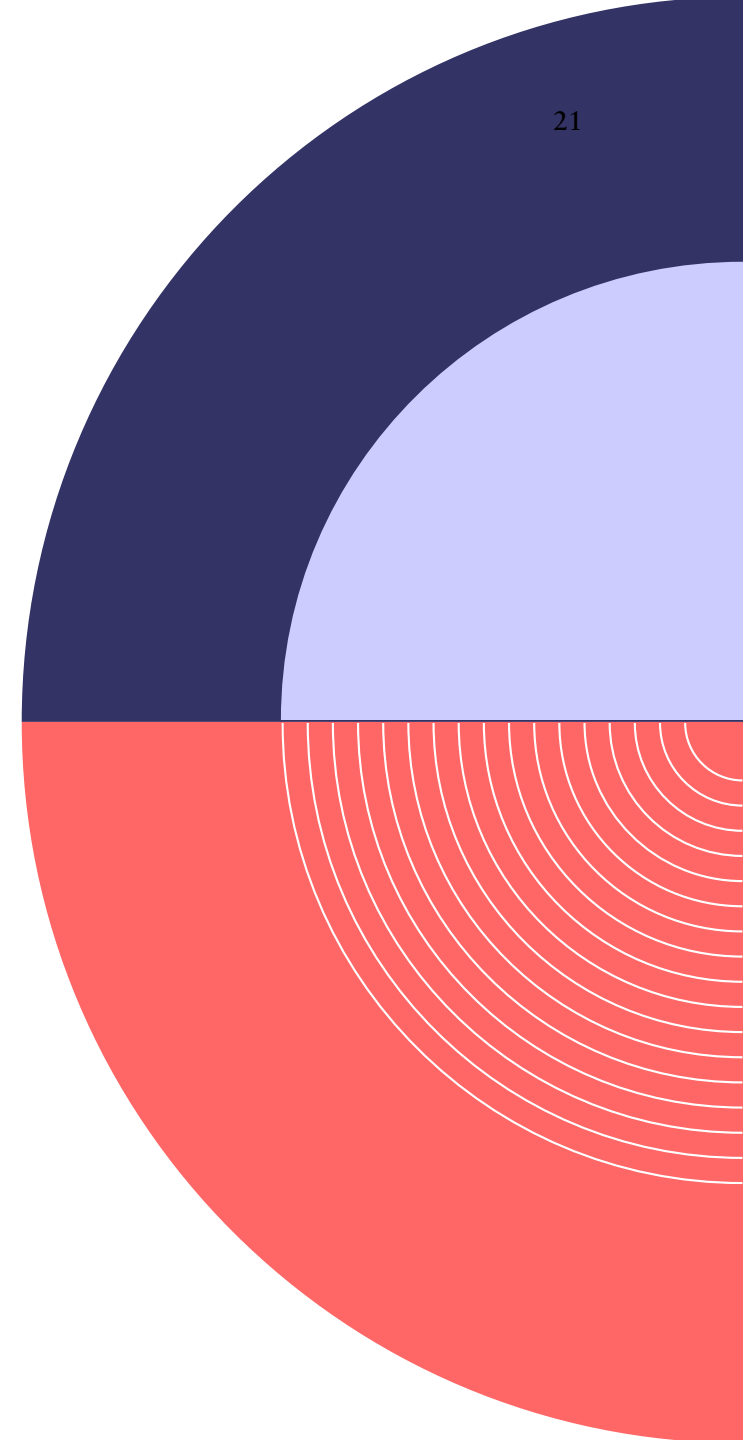
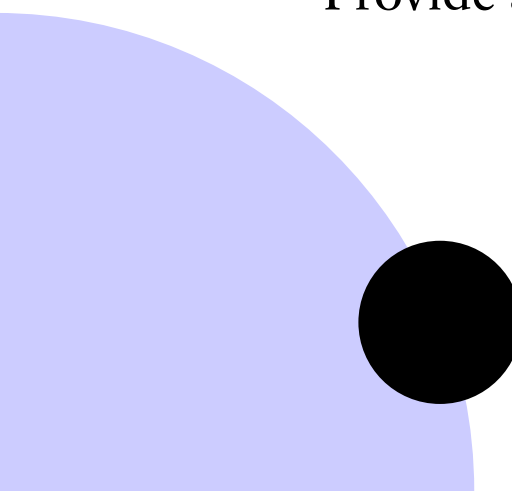
- Responsible for the layout and activation of the incident facility
- Assures life safety and health codes are complied with
- Facility setup and teardown
- Facility security needs
- Facility maintenance needs



SECURITY MANAGER

Key Points (Subset of Logistics)

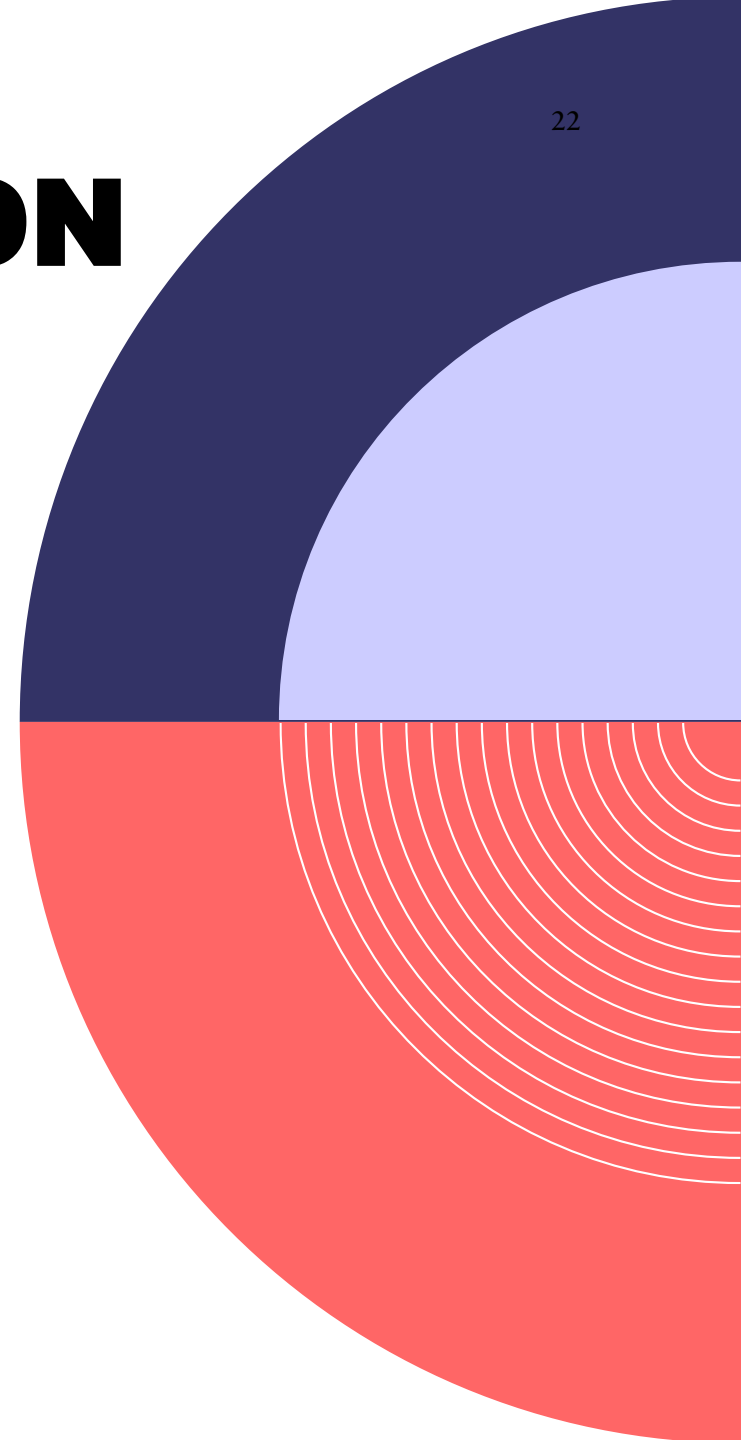
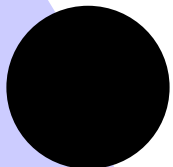
- Provides safeguards to protect personnel and property from loss or damage
- Provide security of facilities
- Provide and/or coordinate Traffic Control for the incident



FINANCE/ADMINISTRATION SECTION CHIEF

Key Points

- Responsible for financial and cost analysis
- Oversees contract negotiations
- Tracks personnel equipment and time
- Process claims for accidents and injuries
- Works with logistics to ensure resources are procured



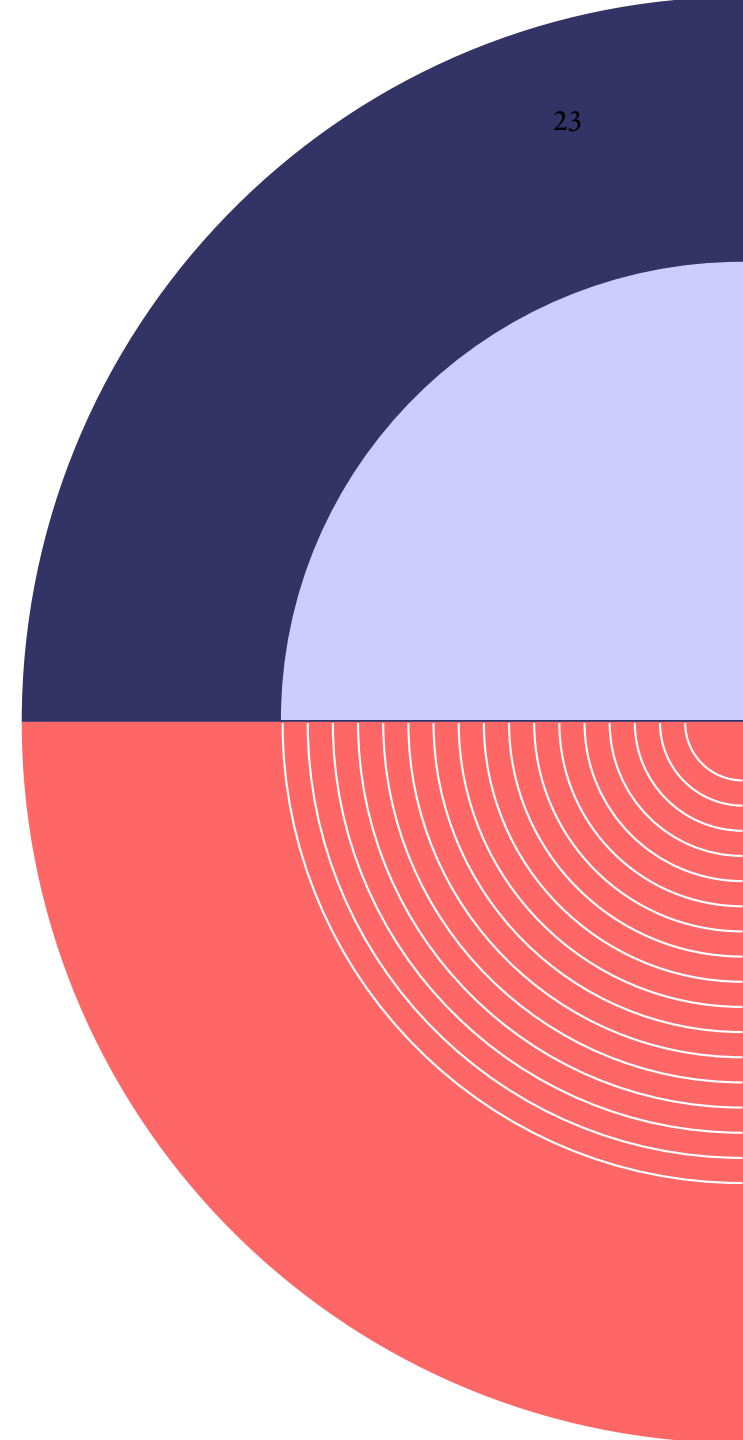
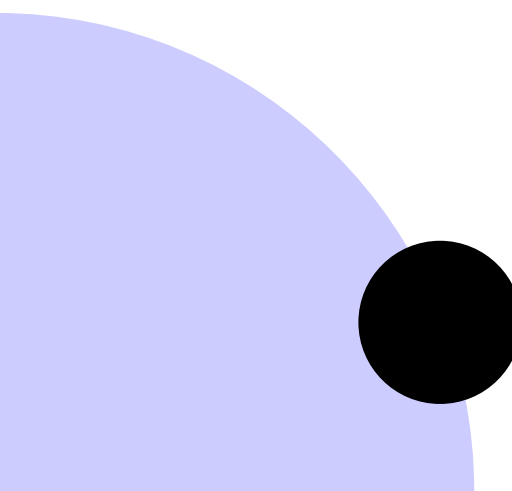
OTHER KEY POSITIONS

Command Staff

Public Information Officer

Safety Officer

Liaison Officer



PUBLIC INFORMATION OFFICER (PIO)



PIO Mission: Get accurate, understandable information to the public in a timely manner so people can take action to save lives and minimize damage to property



Advises Incident Command on information dissemination and media relations. Incident Command approves information that the PIO releases



Obtains information from and provides information to Planning Section



Obtains information from and provides information to community and media

SAFETY OFFICER

Responsible for securing the POD site and maintaining order

Speaks on behalf of the Incident Commander

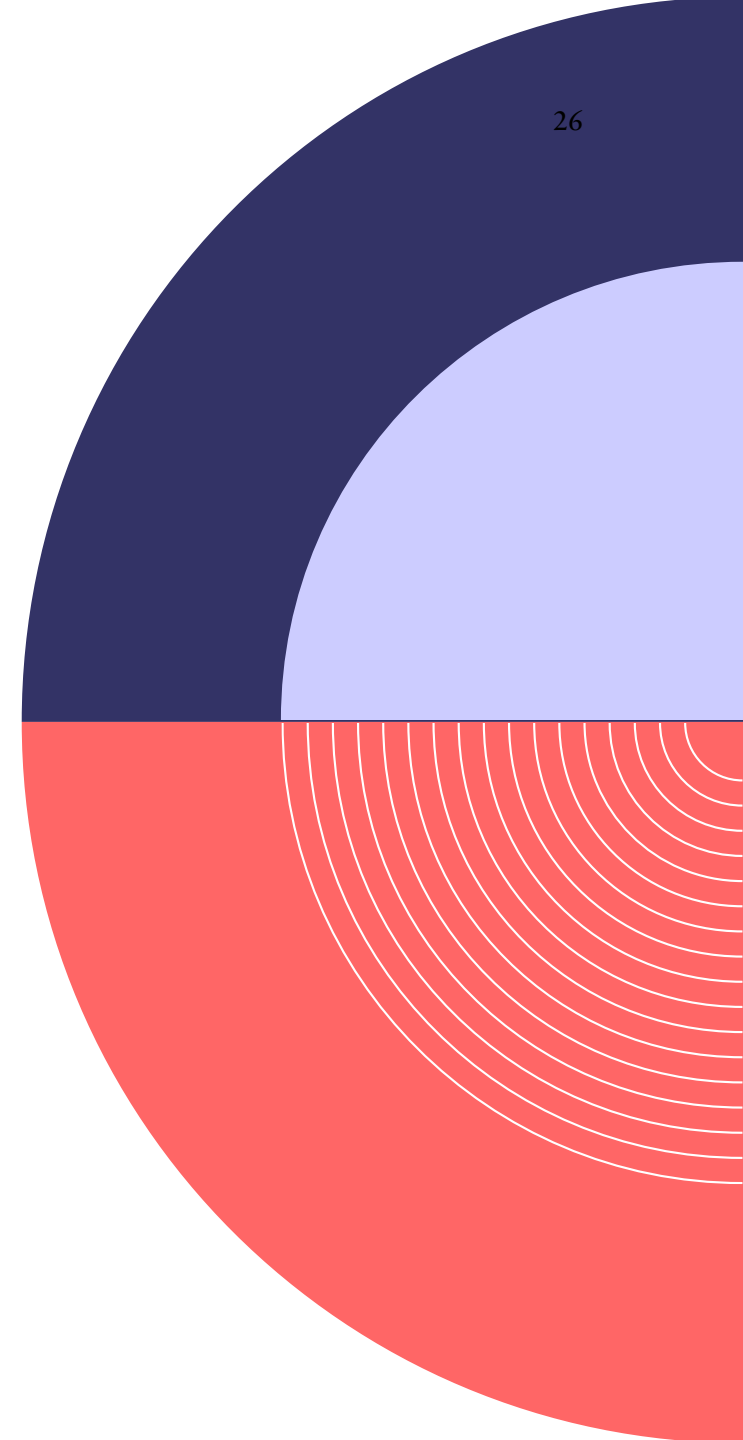
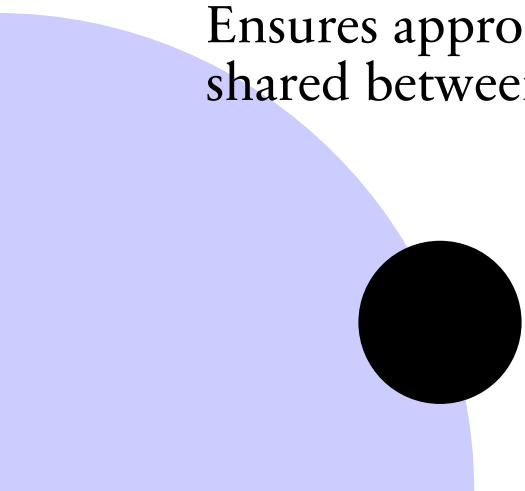
Ensures all aspects of the POD operations are conducted in a safe manner

LIAISON OFFICER

Serves as Point of Contact for information and assistance between incident personnel and organization that are assisting or cooperating with the response

Speaks on behalf of the Incident Commander

Ensures appropriate information and exchange communications are shared between command staff and supporting personnel



INFORMATION NEEDS

What information needs will be present in the POD?

INFORMATIONAL SIGNS

Use signs to reinforce fact sheets

Give information in chunks

Keep it simple

Make it BIG

Make it interesting, or at least pleasant to look at

INFORMATIONAL SIGNS



Directional Signs

Don't give mixed signals
Be clear. Don't add to confusion



Sign Placement is important

Make a plan for clinic flow and sign placement



Don't forget Translation

WHAT HAPPENS IN A POD?

Steps to the Process in a POD:

Initial Screening/Triage

Forms Distribution/Registration

Education

Medical Screening
Counseling
Special Needs

Forms Review

Dispensing of Medication/Vaccination

Exit Review/Education



TRAINING VOLUNTEERS

Points of Dispensing

TRAINING VOLUNTEERS

Prepare frequently asked questions

Prepare volunteer scripts

Prepare Just-in-Time Training

Prepare a checklist

Establish a reporting mechanism

TRAINING VOLUNTEERS

Be pleasant and helpful: smile, use names

Expect anger – it's not really directed toward you

Speak slowly – you have it all memorized, people in line do not

Make direct eye contact

Engage people

- Ask them to help you
- Give them things to do to help other

Consistency is vital: all should hear the same thing and be treated the same way

TRAINING VOLUNTEERS

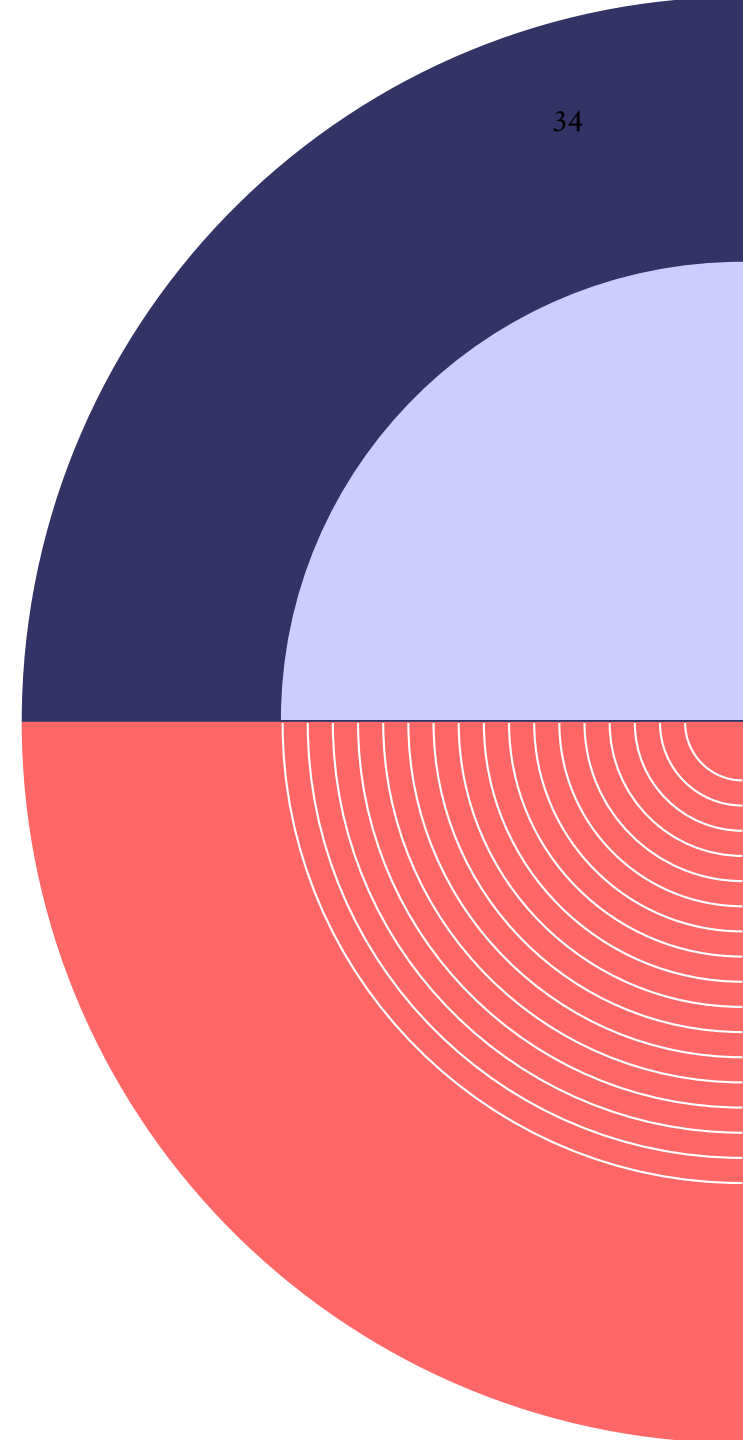
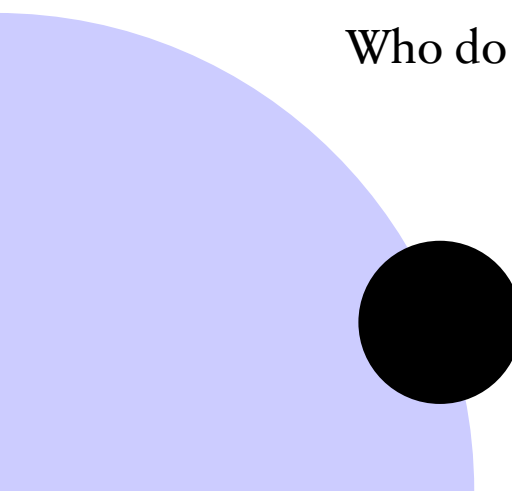
Answer the following questions for them:

Who is my supervisor?

Who do I supervise?

What is my job? (Job Action Sheet)

Who do I contact if there is a problem and how do I do that?



QUESTIONS?

