



POD Management: Responsibilities and Management Structure



Purpose

- ❖ To review the roles and responsibilities of a POD manager.
- ❖ To emphasize the importance of having a structure and understanding how those roles translate into each function.

Responsibilities of a POD Manager

Patient Education

Traffic Management

Transportation

Quality Control

Patient Tracking

Support and Guidance

Shift Schedules

Communications

Clinical Aspects

Decision Making

Staff

Safety

Reporting

Site Operations

Mental Health

Parking

Security

Training

Storage

Inventory



Goals of a POD Team

- The goal of a POD team:
 - To provide prophylaxis to all people in an area who have been exposed or could have been exposed to an infectious agent in order to save lives and prevent illness
 - To set-up and operate a clinic that runs at maximum efficiency and effectiveness
 - To make maximum use of all resources including human resources

Planning POD Management

■ POD Manager

- Overall responsibility for the set-up and operation of the POD according to the state/regional or local plan
- Forms necessary internal and external partnerships
- Coordinates the activities of the management staff
- Has reporting authority

Planning POD Management

- **POD Manager** (continued)
 - Responsible for information flow and reporting requirements
 - Establishes performance standards for all staff
 - Appoints or acts as POD spokesperson
 - Authorizes changes in planning

Essential POD Activities

- ❏ Transportation and traffic
 - Responsible for the set-up and operation of the parking lot and the facilities involving transportation
- ❏ Logistics
 - Responsible for receiving, verifying and storage of medical assets
- ❏ Medical Management
 - Responsible for the flow of dispensing area

Essential POD Activities (Continued)

■ Medical Management (continued)

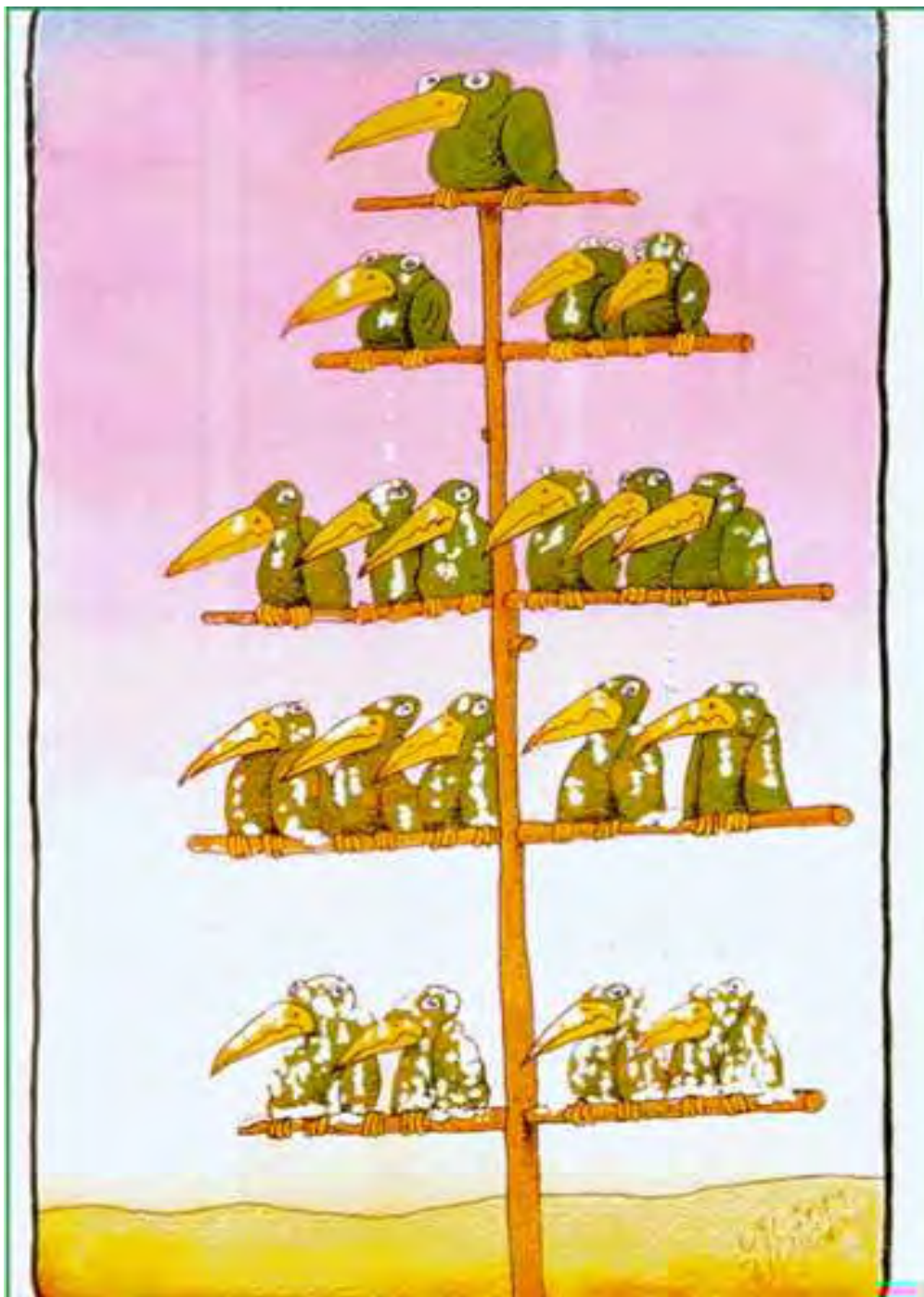
- Triage
- Screening
- Dispensing lead
- Pharmaceutical chief
- Mental health

■ Volunteer Staffing

- Badges
- Just-in-Time Training
- Life Support
- Position Assignment

Essential POD Activities (Continued)

- ❑ Facilities Maintenance
- ❑ Communications
 - Tactical Communications
 - Public Information and Communication
 - Patient Education
- ❑ Security
- ❑ Supplies/Inventory Control/Forms
 - Reordering
- ❑ Patient Tracking/Data Collection



Responsibilities & Management Structure

POD Management Structure

**Incident
Commander**

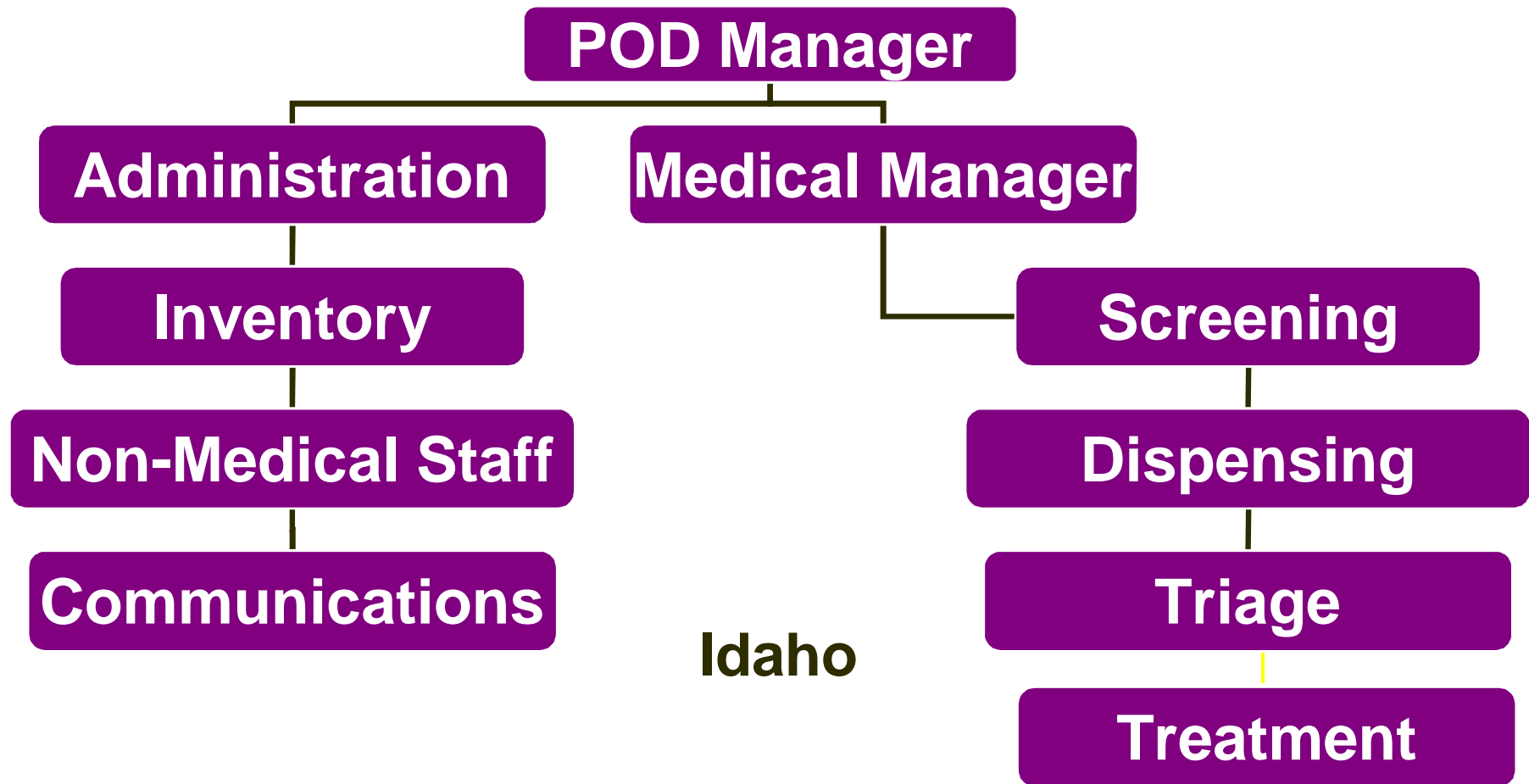
Operations

Planning

Logistics

**Finance /
Administration**

Management Structure



Idaho

Maricopa County Department of Public Health Command Structure

**Public Health
Incident Commander**

**Planning &
Intelligence Chief**

**Operations
Chief**

**Logistics
Chief**

**Finance
Chief**

Resource Status
Leader

Situation Status
Leader

Documentation
Unit

Demobilization Unit

Distribution Site
Director

Clinical Teams
Director

External Site
Director

Support
Director

Service
Director

Facilities
Manager

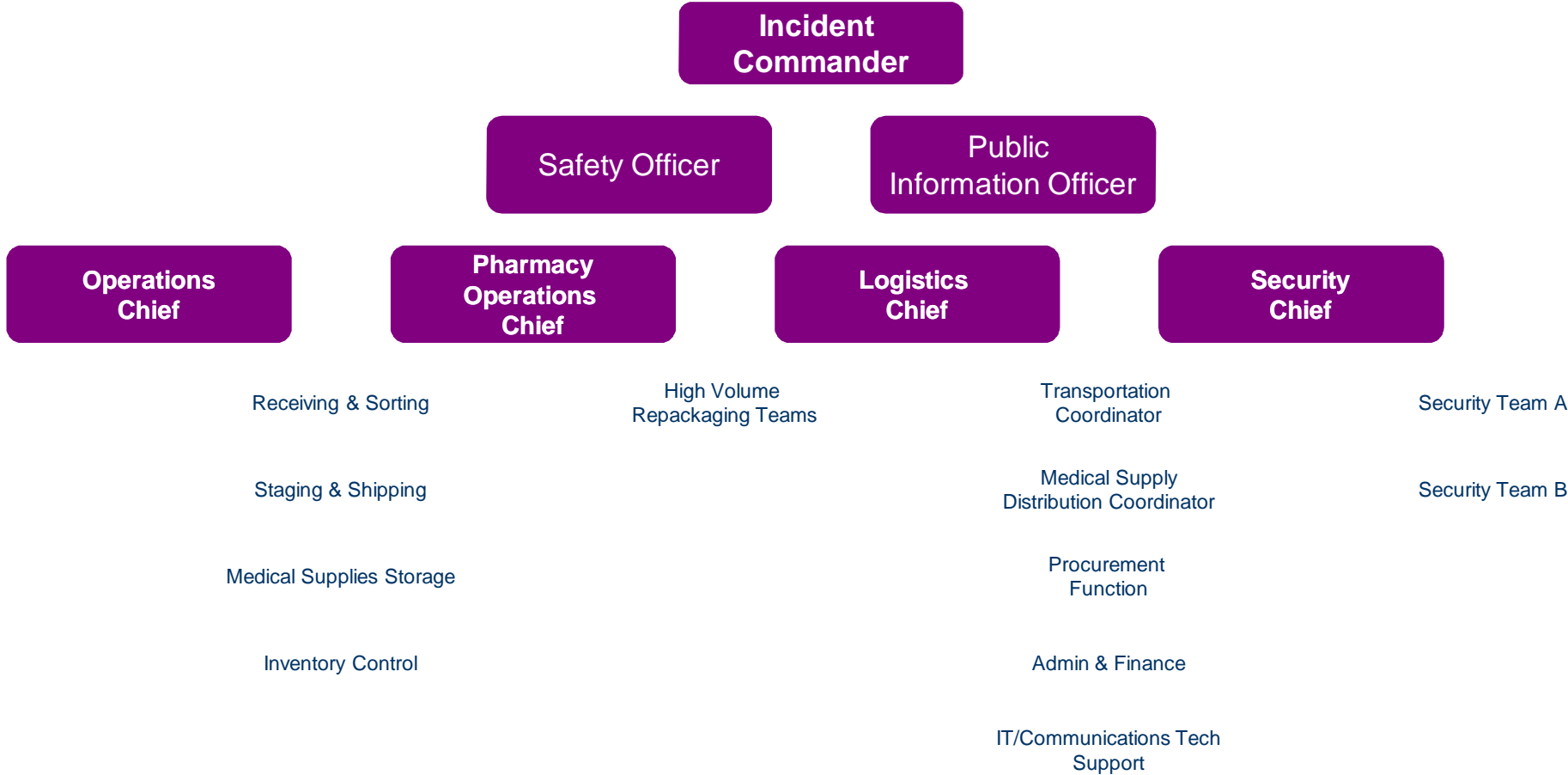
Equipment
Manager

Procurement/
Costs

Time Units

Documentation/
Recorder

WA State/City Department of Public Health Command Structure



QUESTIONS ?

Roles and Responsibilities of the POD Manager

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Opening, Running and Closing the POD

Purpose

- To discuss many of the responsibilities and tasks associated with opening, running, and closing the POD
- To brainstorm and establish responsibilities and ways to increase efficiency in each phase of the dispensing operation





Opening the POD

Purpose

- To discuss many of the responsibilities and tasks associated with opening the POD
- To review many of the 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

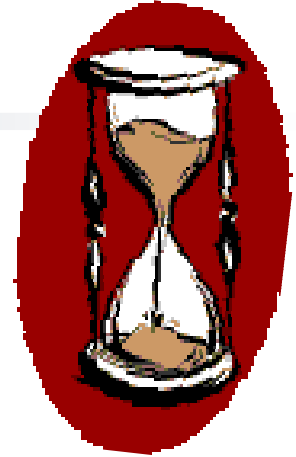


Major Tasks and Activities

- 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



How long do I have
from notification to
opening?



Notification

- POD Managers
- POD Management Staff
- POD Staff



Assembly

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



Facility Access

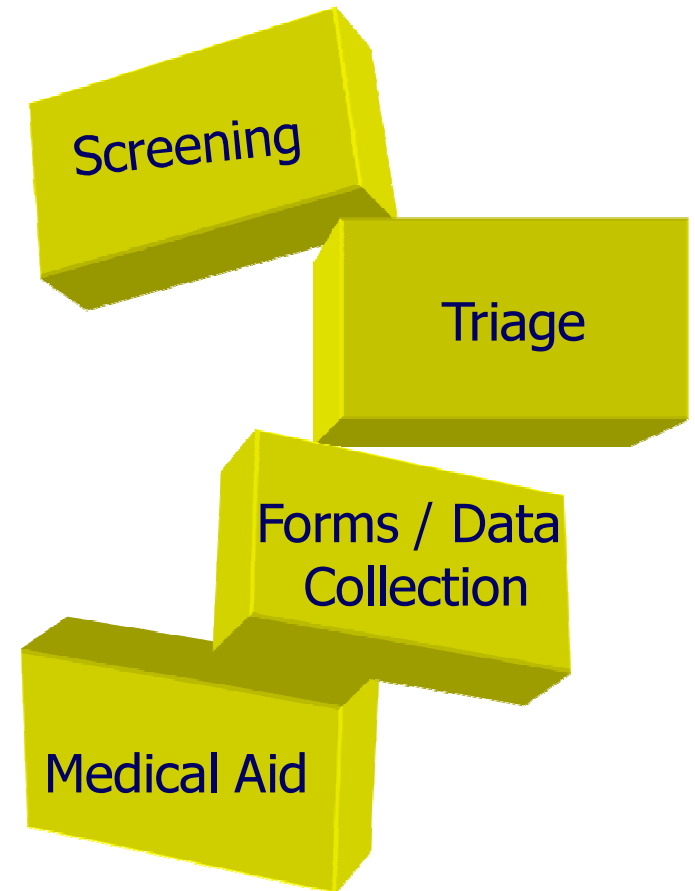


- Have you considered how will you gain access to the facility?
- When you gain access, conduct a walk-through. This pre-occupation inspection is conducted:
 - To know what rooms you may or may not use.
 - For property liability purposes.

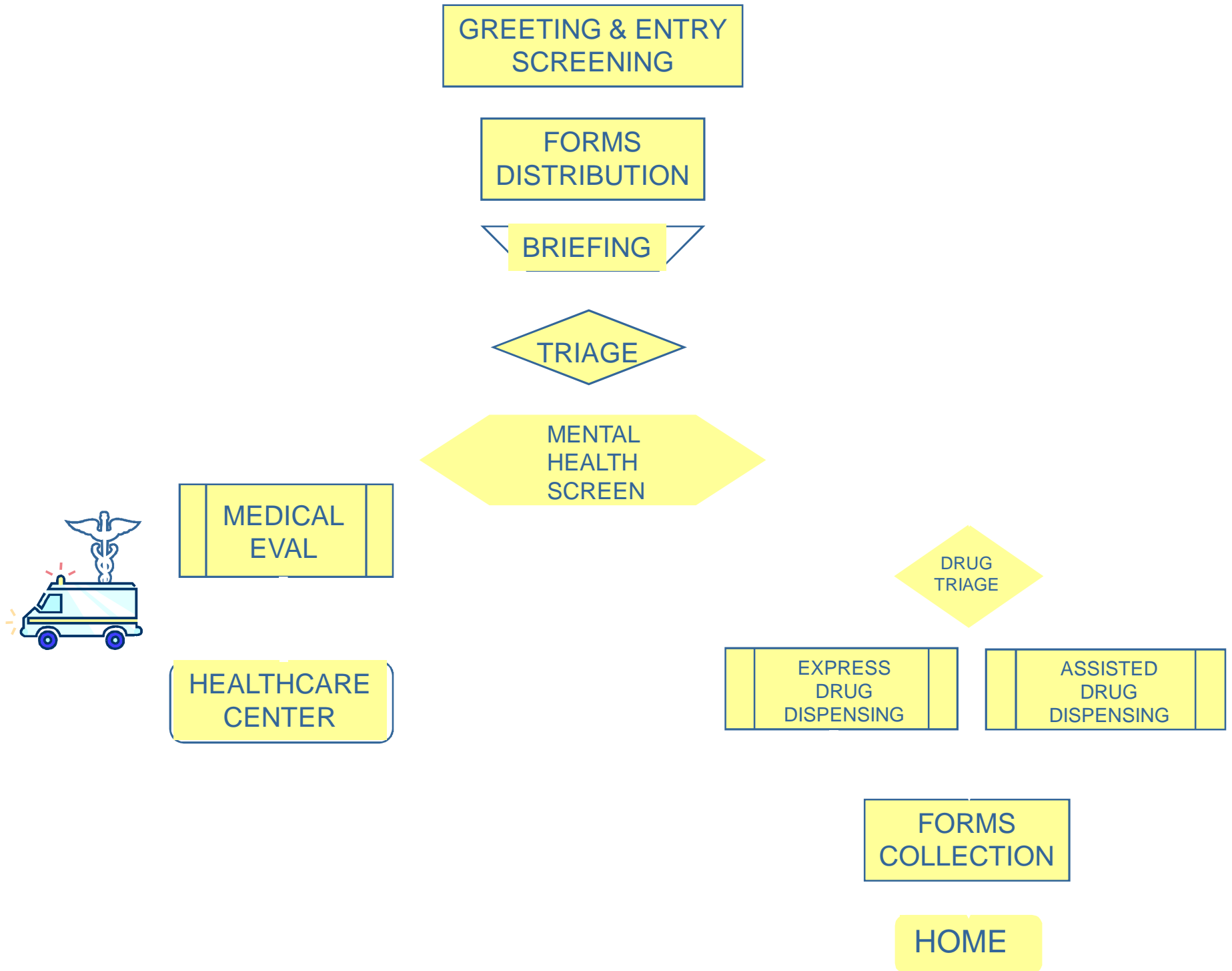


POD Site Setup

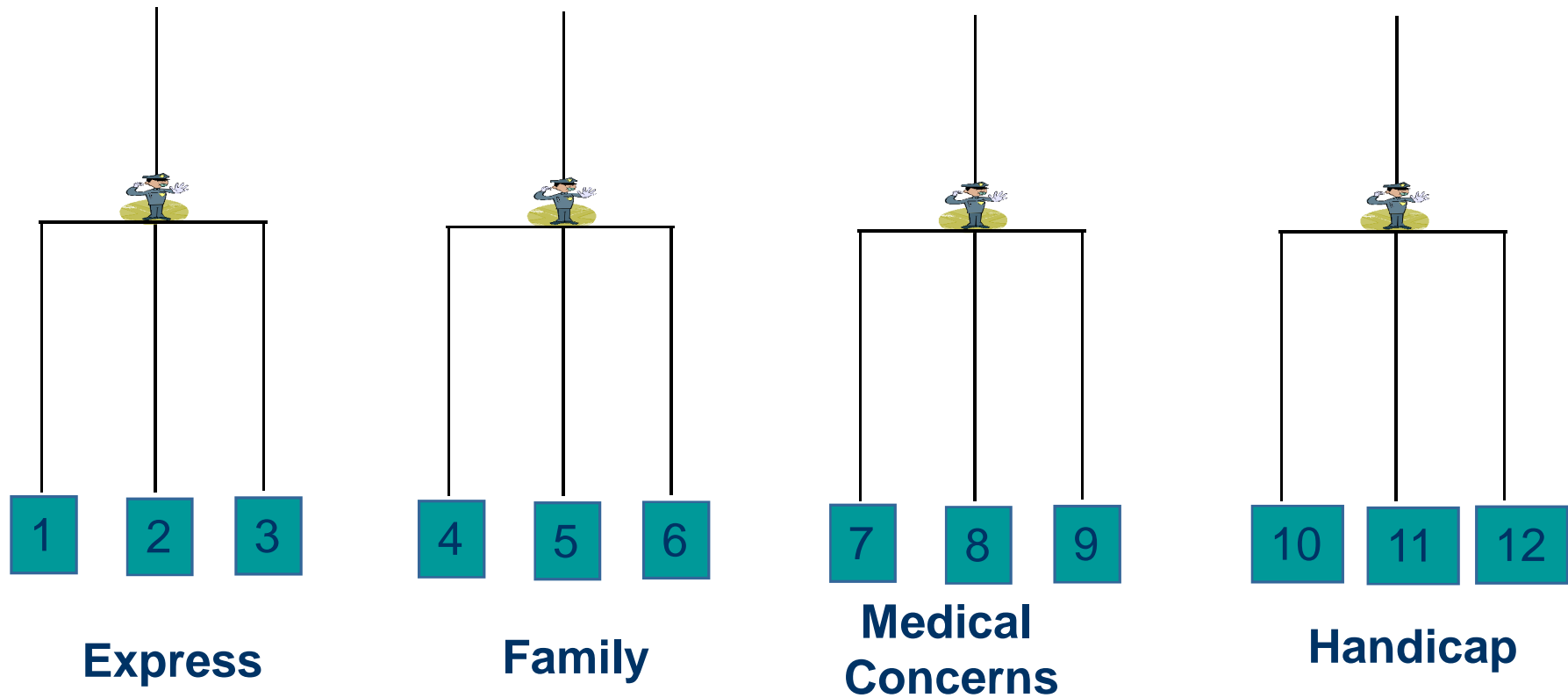
- Major stations in the POD
 - Do I have a Medical Aid Station and Medical Transportation?
 - Do I have a screening process?
 - Do I conduct a triage?
- Forms and Data Collection



Basic POD Diagram



POD Site Setup



How do I sort people based on medical conditions or special needs?



Training/Briefing/Preparing the Staff

- Pre-event training
 - Documentation (who, what, when and how)
 - Skill Assessment
- Just-In-Time Training (JITT)
 - Staff
 - Medical Personnel
 - Spontaneous and unaffiliated volunteers
 - Instruction
 - Facility Orientation
 - Trainers
 - On the Shelf



Training/Briefing/Preparing the Staff

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?



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?

**HANG'EM
HIGH**

BIG

**Non-Language
Dependent**



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





Receiving Medication

- Arrival
 - When will it arrive?
- Receipt
 - What will I receive?
- Authorization
 - Who will sign for it?
- Storage
 - Where is it stored?



Opening for Operations

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



Questions / Comments



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Running the POD

Purpose

- To discuss many of the responsibilities and tasks associated with running or operating a POD
- To review many of the 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

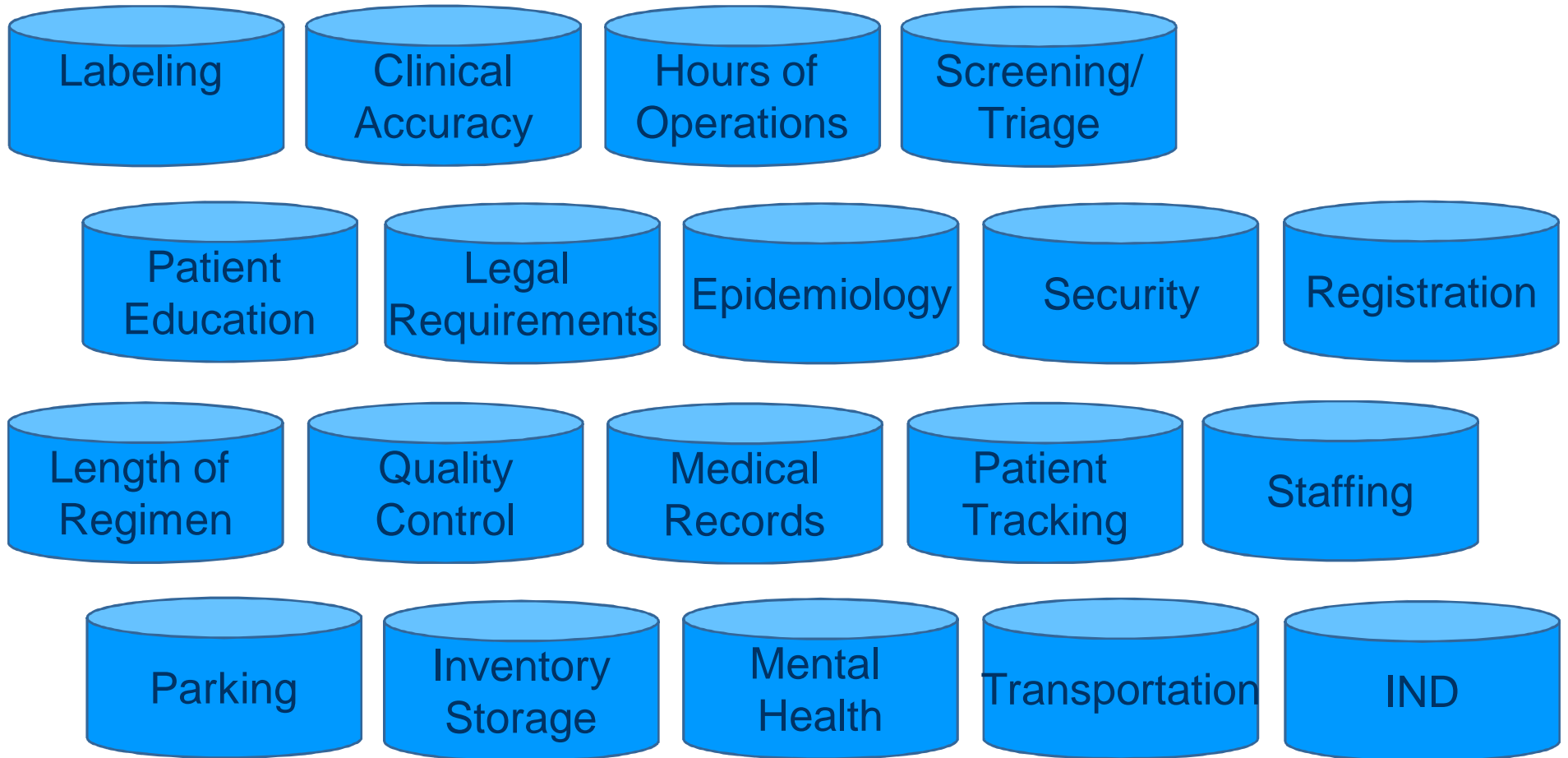


Major Tasks and Activities

- Greet / Registration
 - Issue Patient Data Form
- Screen
- Educate
 - Issue Patient Information Sheet
- Dispense
- Counsel
- Exit

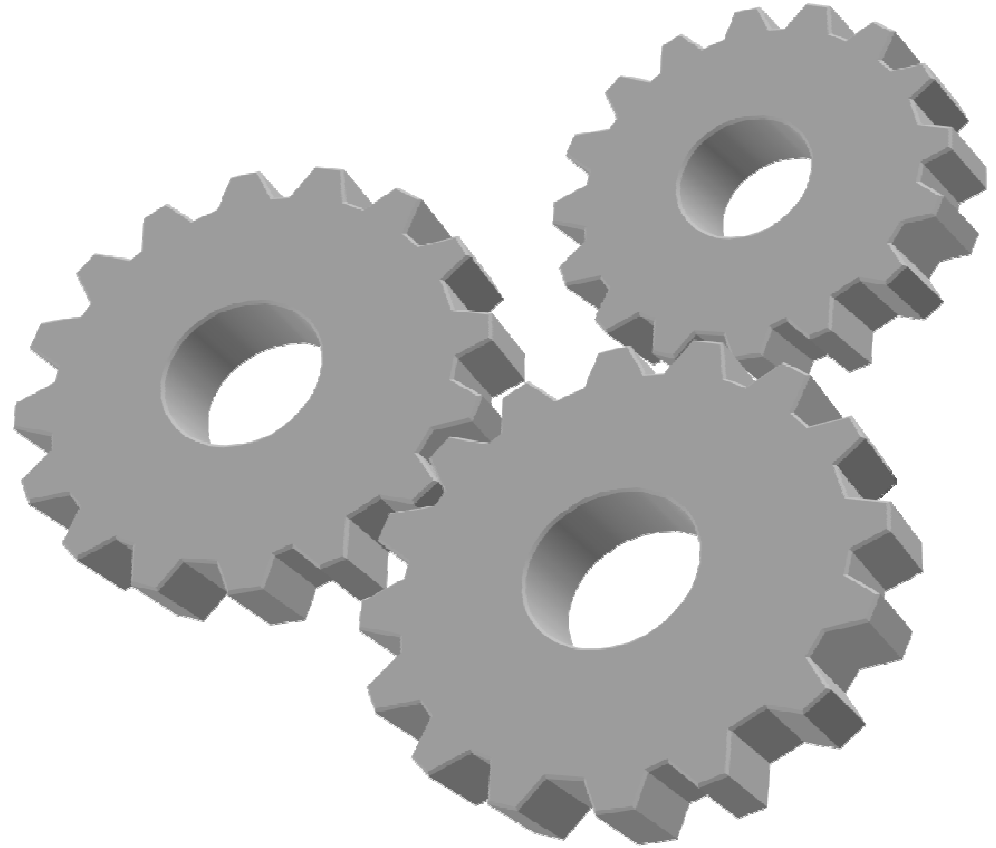


The “Weights” of Dispensing



POD Finished Product

- Triaged
- Medicated
- Educated

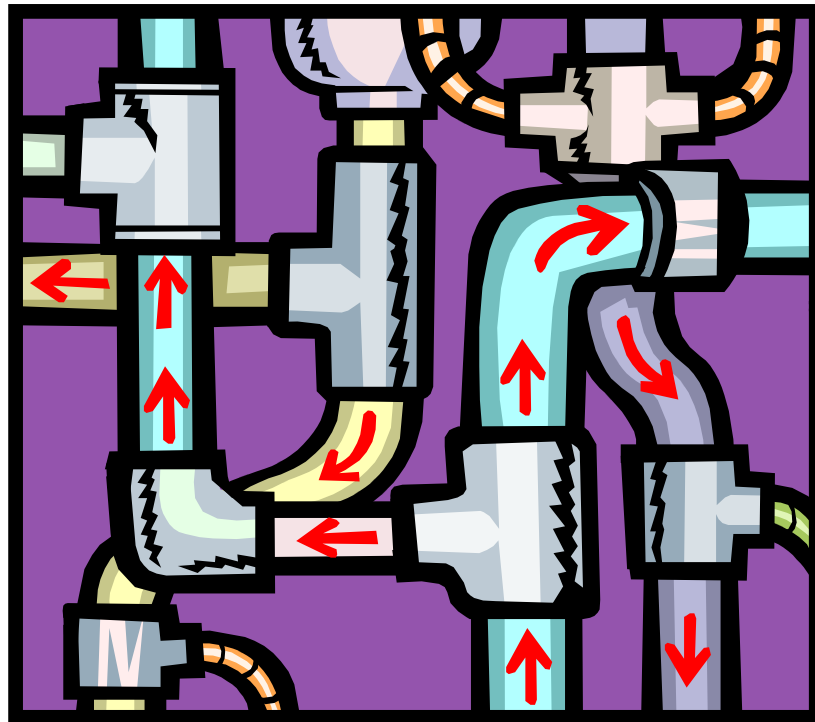


Getting To The POD

- 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?

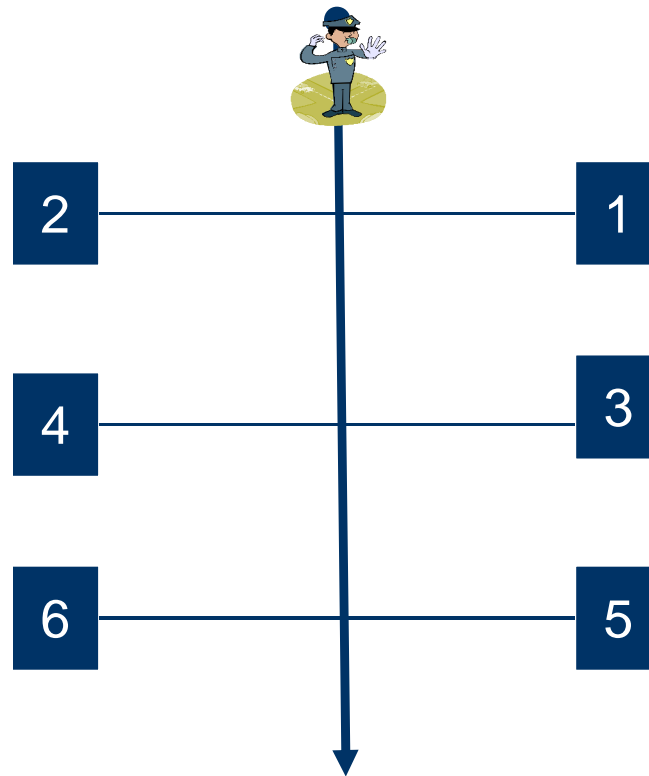


Queue Management

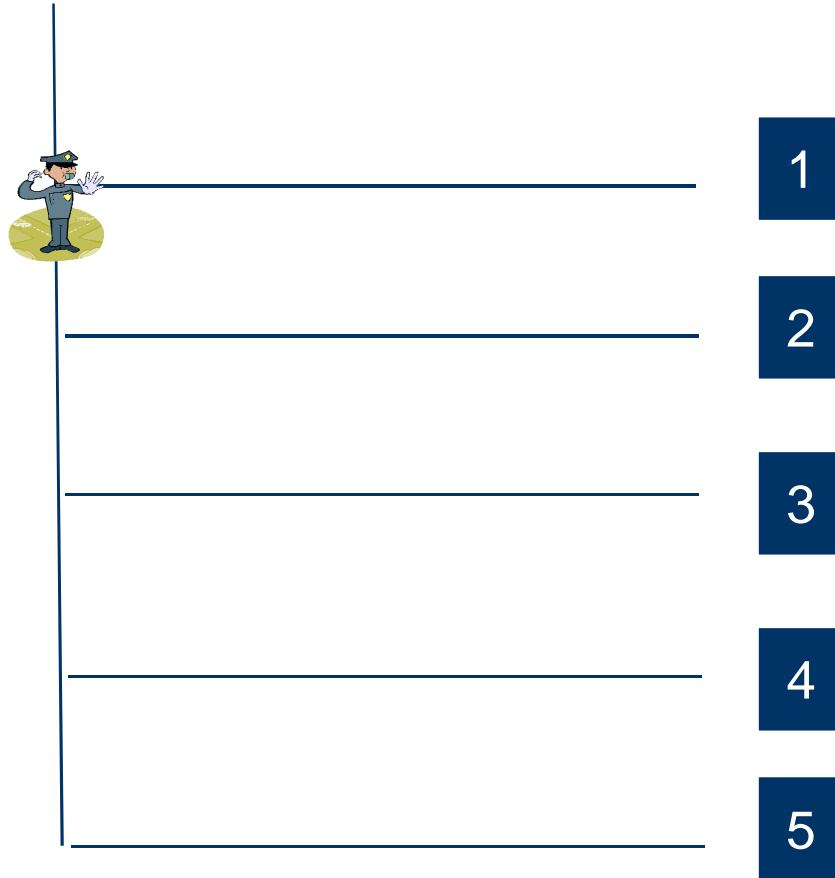
- How do I design my lines?
- Where are the bottlenecks?
- What are some line busting techniques?



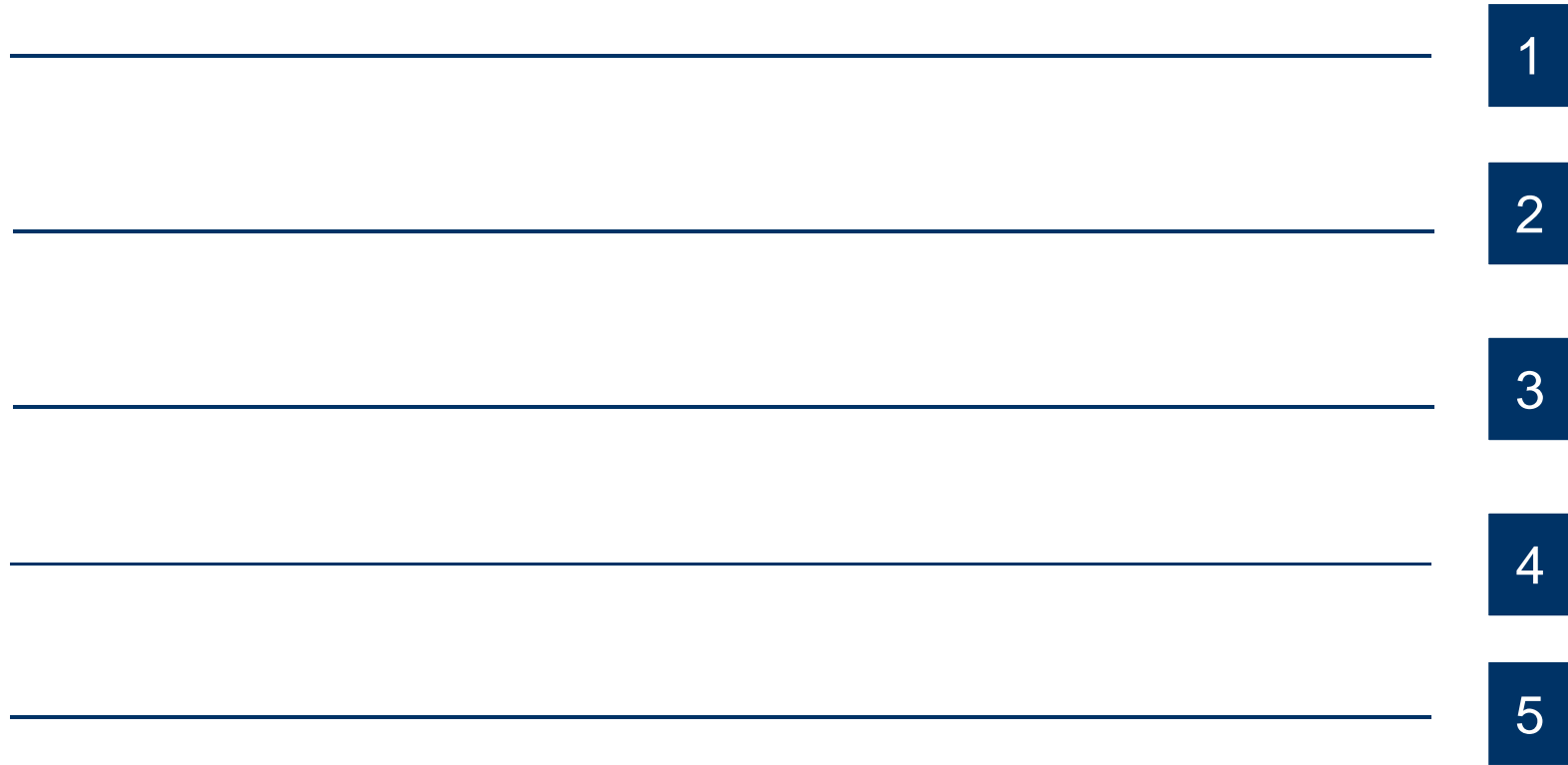
Line Design



Line Design



Line Design



Staff and Stations

- Staff 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

- 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 Provision

- Life Support
 - Food and Drink
 - First Aid
 - Lodging
- Caring for the Staff
 - Breaks
 - Critical Incident Stress Management
 - 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?



Questions / Comments





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Closing the POD

Purpose

- To discuss the major tasks and activities involved in closing a POD:
 - Notification
 - Staff
 - 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

- When do I release the staff?
- How do I release the staff?
 - Released together,
 - Or in shifts?
 - Do they need to be transported?
 - What about the staff external to the actual facility?
 - Bus Drivers
 - Law Enforcement
 - Emergency Management



Staff

- Do I have contact information for my staff?
- 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?



Closed

- What about people who show up after we're closed?
 - Signage
 - Returns to pickup?



Breakout



Closed

QUESTIONS?

