

# DIVISION OF STRATEGIC NATIONAL STOCKPILE



## Mobile Preparedness Course Dispensing: Site Setup



# Purpose

To review the considerations for  
setting up a POD



# Agenda

- **Site Setup and Design**
- **Queue Management**
- **Flow Management**



# Points of Dispensing (POD)



# Goal of Dispensing Program

Decrease the numbers of individuals who may get ill



# The Ideal POD



CENTERS FOR DISEASE CONTROL & PREVENTION



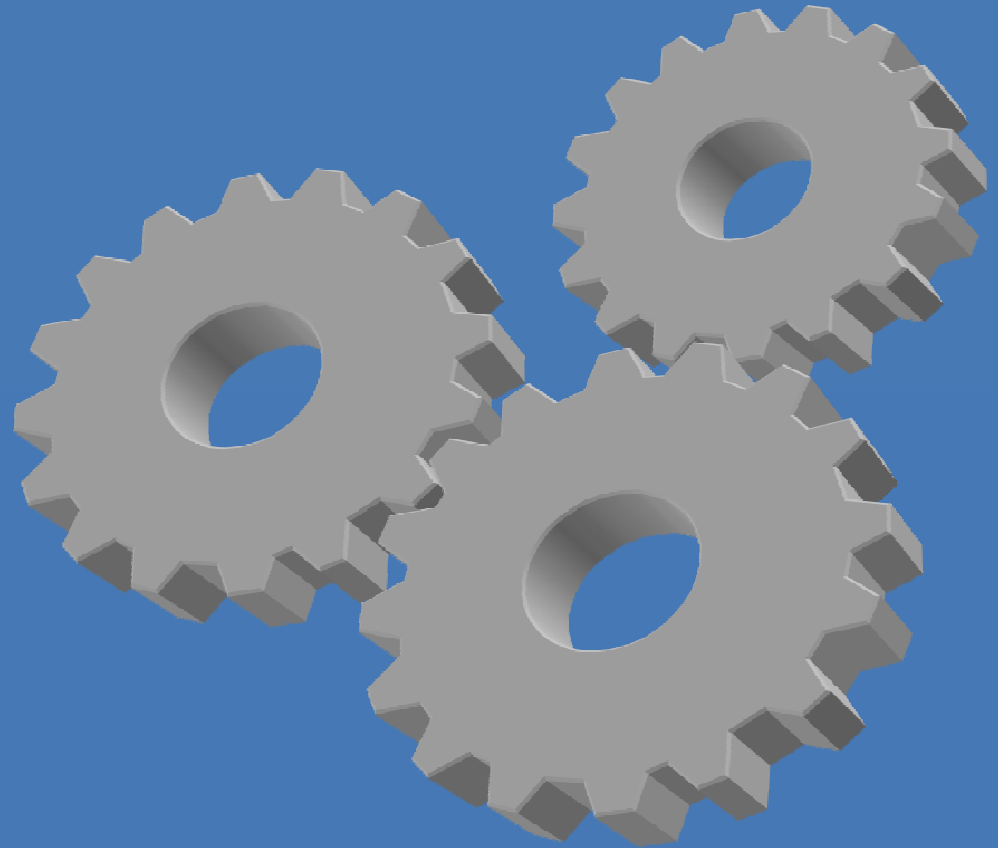


**CENTERS FOR DISEASE CONTROL & PREVENTION**

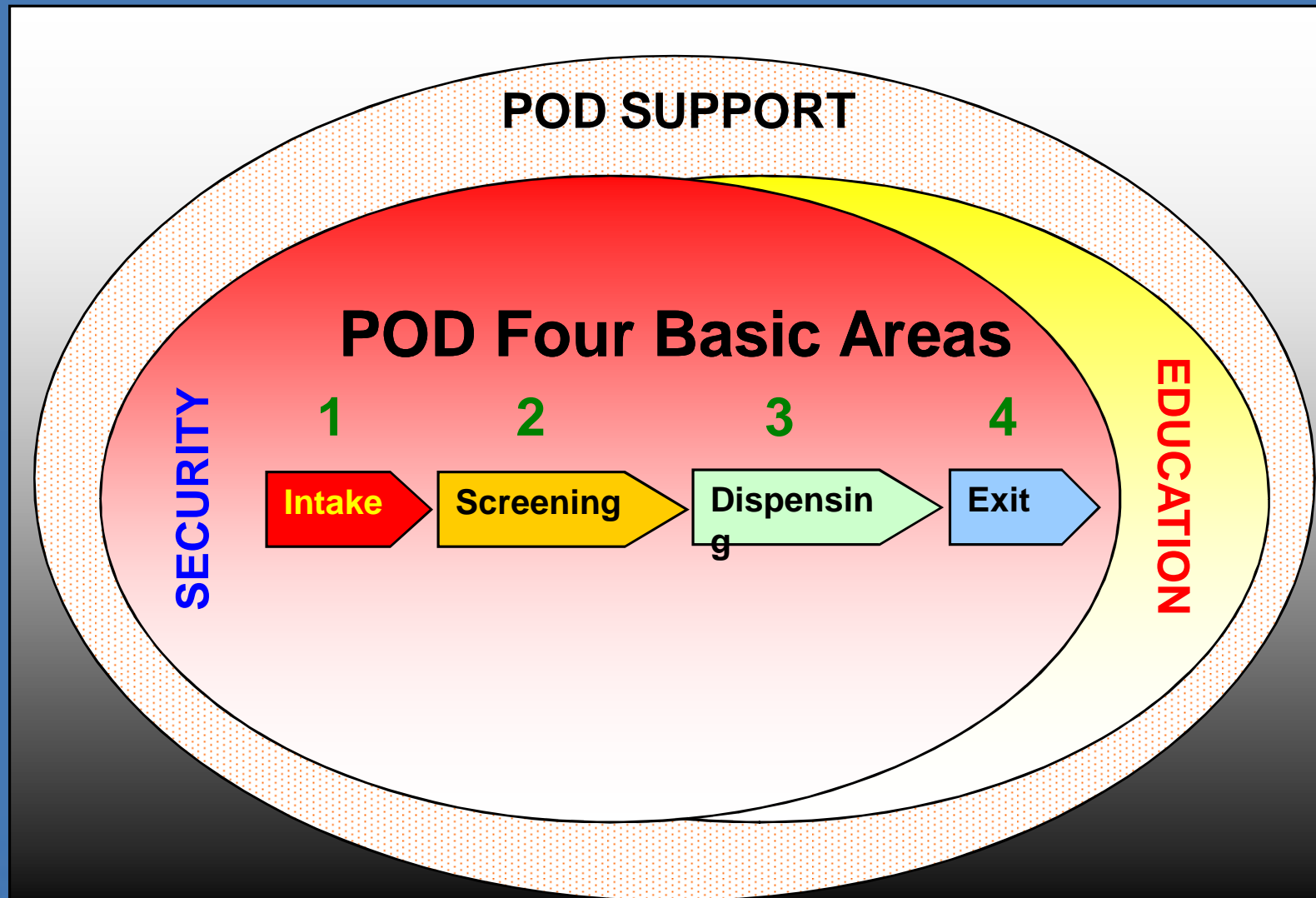


# POD Finished Product

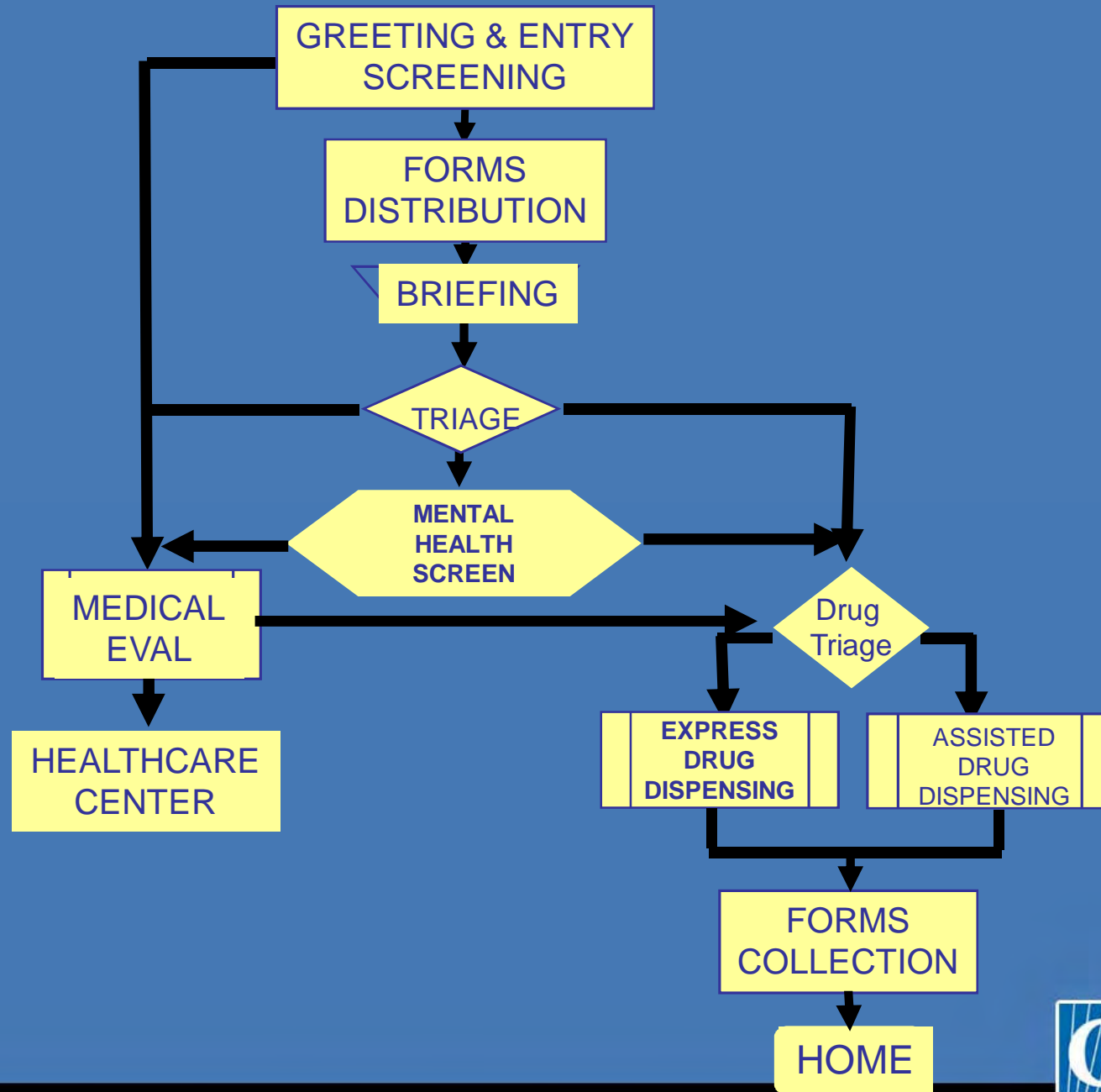
- **Triaged**
- **Medicated**
- **Educated**



# Site Set up & Design Issues



# Site Set up & Design Issues



# Site Setup and Design Issues

- Determine the type of stations you need (e.g. patient education or form review stations)
- Determine how many of each station you need



And keep the lines moving...



# Site Setup and Design Issues



Design your POD to have a smooth flow

- Accommodate large numbers of people



Keep the lines moving...



# Security



- Crowd / traffic control
- Protection of staff and assets
- Don't assume law enforcement can do all
- Contract with private security agencies
- Arrested/detained persons still need to be dispensed medication



# Education

Educate the public  
(throughout the  
facility)

- position signs, videos and posters



# POD Support

- Facility maintenance and repair (plumbing, HVAC, etc.)
- Replenish facility-used supplies
- Open additional rooms
- Trash removal
- Install facility signage (wet floor)



# Queue Management

Design the line to eliminate bottlenecks

- The line should be wide enough to accommodate wheel chairs
- The lines should accommodate families
- Lines should provide enough personal space



And keep the lines moving...



# Flow Management

It's all about the flow

## ➤ Patient Throughput

### ✓ Flow stoppers (Direct)

- Entry into the door
- Patient Education Briefing

### ✓ Flow stoppers (Indirect)

- Poor planning
- Poor communication
- Poor internal quality control



# Flow Management

## It's all about the flow



- Design flow to use minimum skill level
  - ✓ Orient public (video/volunteer with script)
  - ✓ Triage (MD/RN)
  - ✓ Weigh children (volunteer)
  - ✓ Replenish supplies (volunteer)
  - ✓ Explain procedures/policies (volunteer)
  - ✓ Handout (Name/Address/Phone/Health form)



# Flow Management

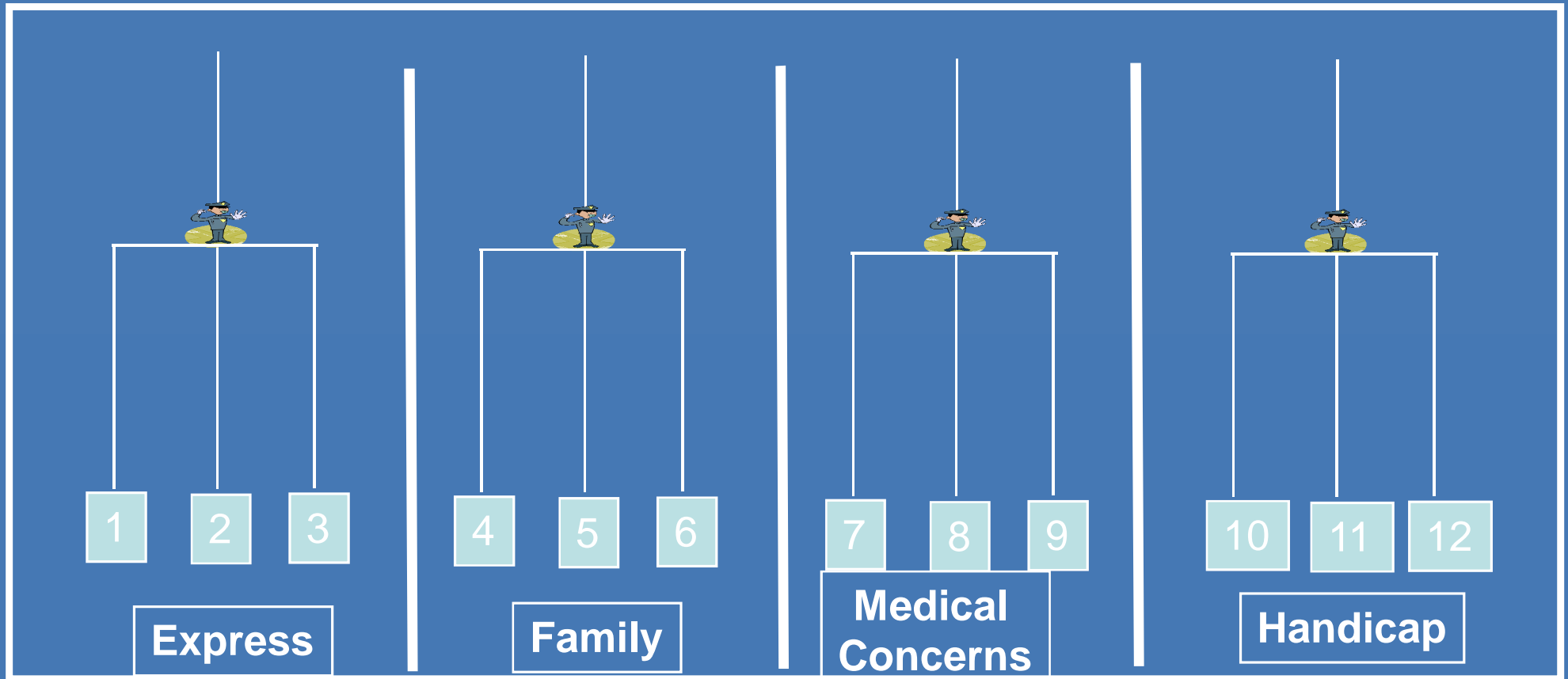
## Keep things moving



- Family table (Tucson)
  - ✓ Process families altogether
- Data entry
  - ✓ Placed intentionally outside the patient flow



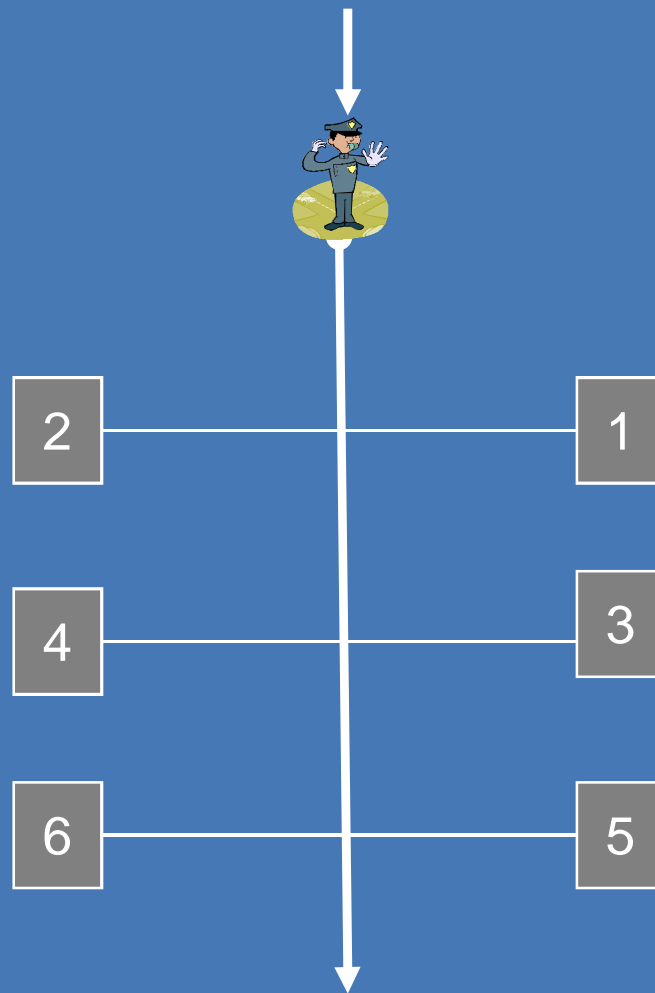
# POD Site Setup



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



# Line Design



# Line Design



1

2

3

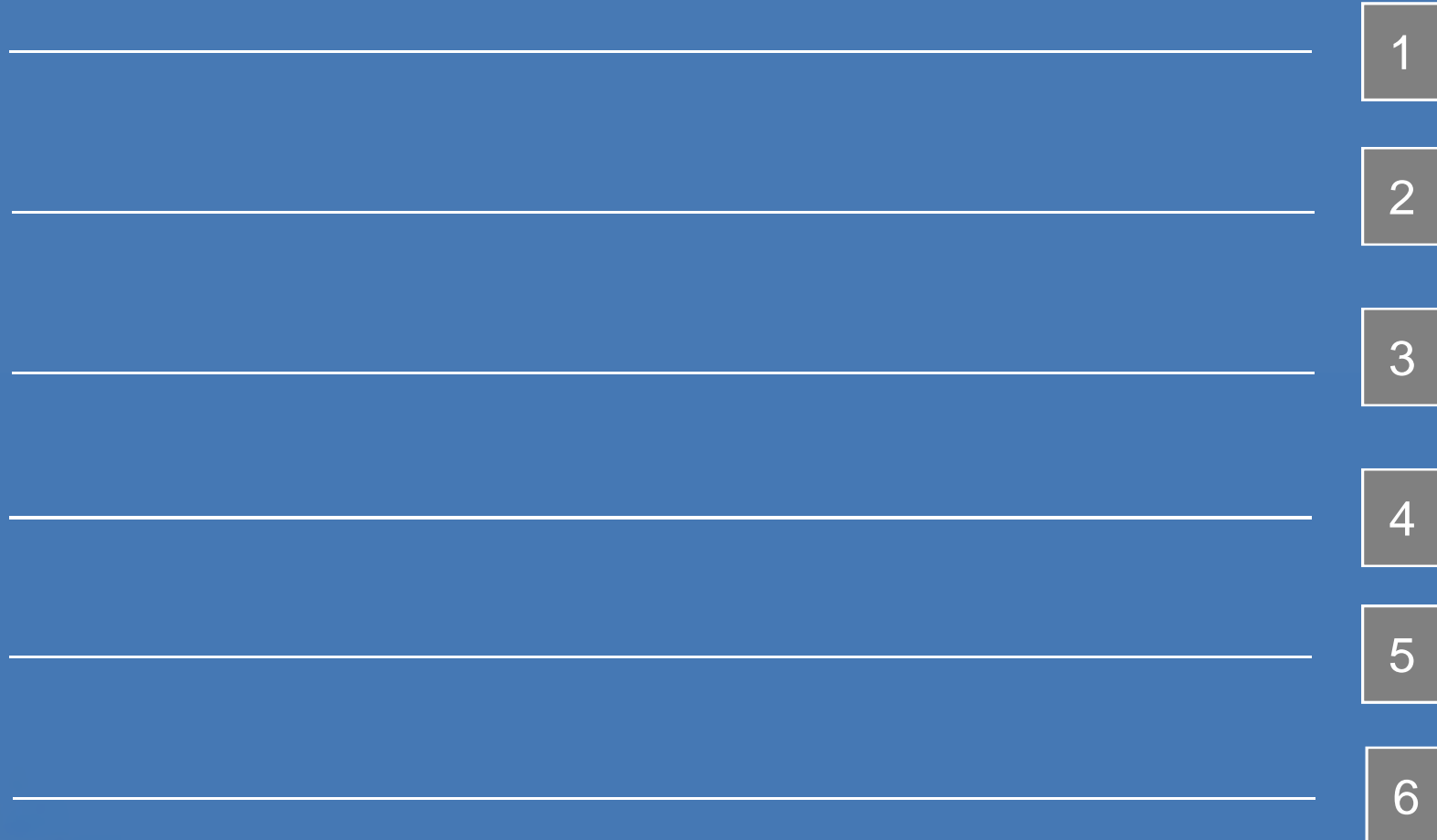
4

5

6



# Line Design



# Flow Management

**Throughput  
(flow)**



**clinical Accuracy**

**M. Montello**



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# Questions



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# Classroom Exercises



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