

Point of Dispensing Standard Operating Guidelines Template and POD Pocket

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EXECUTIVE SUMMARY:

The Incredibles Team was initially formed to create a standardized, certification program for Preparedness Staff much like that currently in place for Registered Sanitarians. Our team began work immediately and was on our way to reaching our goal. The Incredibles knew this project required buy in from the Kentucky Department for Public Health (KDPH) Preparedness Branch. Without this backing, our project would be nothing more than a year long project; not being utilized if KDPH Preparedness Branch was not on board. After some time, it came to light that this project would not be ideal for us to conquer as a similar idea was already coming down the pipeline from a national perspective. At that point, the Incredibles were forced to return to the drawing board to determine an appropriate and timely project to complete.

After much discussion and seeking input on what was important to the state from members of the KDPH Preparedness Branch, it was determined that our team could make strides in helping to bring more standardization to preparedness via a different avenue. Instead of taking on standardizing the staff of preparedness, it was determined that we could begin on a slightly smaller scale and bring standardization to preparedness planning. This would be done through standardizing one area in which preparedness was responsible for developing planning: Point of Dispensing Sites (PODs).

Our project would continue to evolve over the course of this process. We began with an idea to create Standardized Point of Dispensing (POD) Guidelines and a POD pocket. The POD Standard Operating Guidelines (SOG) would be a basic document that could be utilized by preparedness staff across Kentucky to create their localized planning. It would enable all POD planning in Kentucky to look the same and be in the same format. Each plan would be different because each jurisdiction is different, but the content would be presented in the same format so it would be easier to navigate. We also planned to create a POD pocket which would be utilized as Just In Time Training material. The POD Pocket would contain a model POD layout, model POD Incident Command System (ICS) Chart with Job Action Sheets.

Our plans then began to grow from there. After speaking with the KDPH Preparedness Branch Strategic National Stockpile (SNS) Coordinator, Michael Johnson, we determined it would be ideal if we could create standard Job Action Sheets to accompany our other materials. Then in casual conversation with Dr. Ruth Carrico of the University of Louisville, it was suggested we create a Smart Phone App to house all of our newly created materials to provide easier accessibility to users. This led to the idea to create Just In Time Training (JITT) Videos; very short, precise videos that would streamline the Just In Time Training process and ensure everyone received the same JITT.

During the time KPHLI allowed, we were able to complete our original tasks – Standard Operating Guidelines for Point of Dispensing Sites and have begun the process of getting the POD Pockets in place. The App is in the process of being completed and Phase I will be ready to go on June 30, 2011. The JITT videos will be an ongoing process to be completed post-KPHLI. The Incredibles want to ensure quality products are in place and are therefore taking the extra time to ensure these are the best output we can possible produce. Michael Johnson, KDPH

SNS Coordinator plans to have our project presented as a best practice this summer at the SNS Conference in Atlanta.

INTRODUCTION/BACKGROUND:

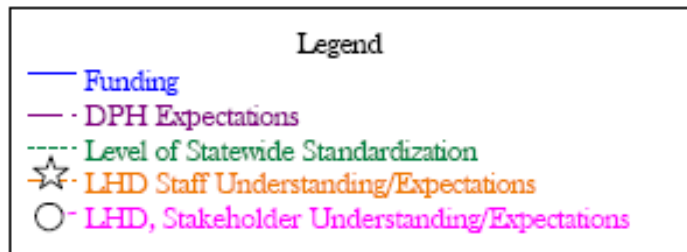
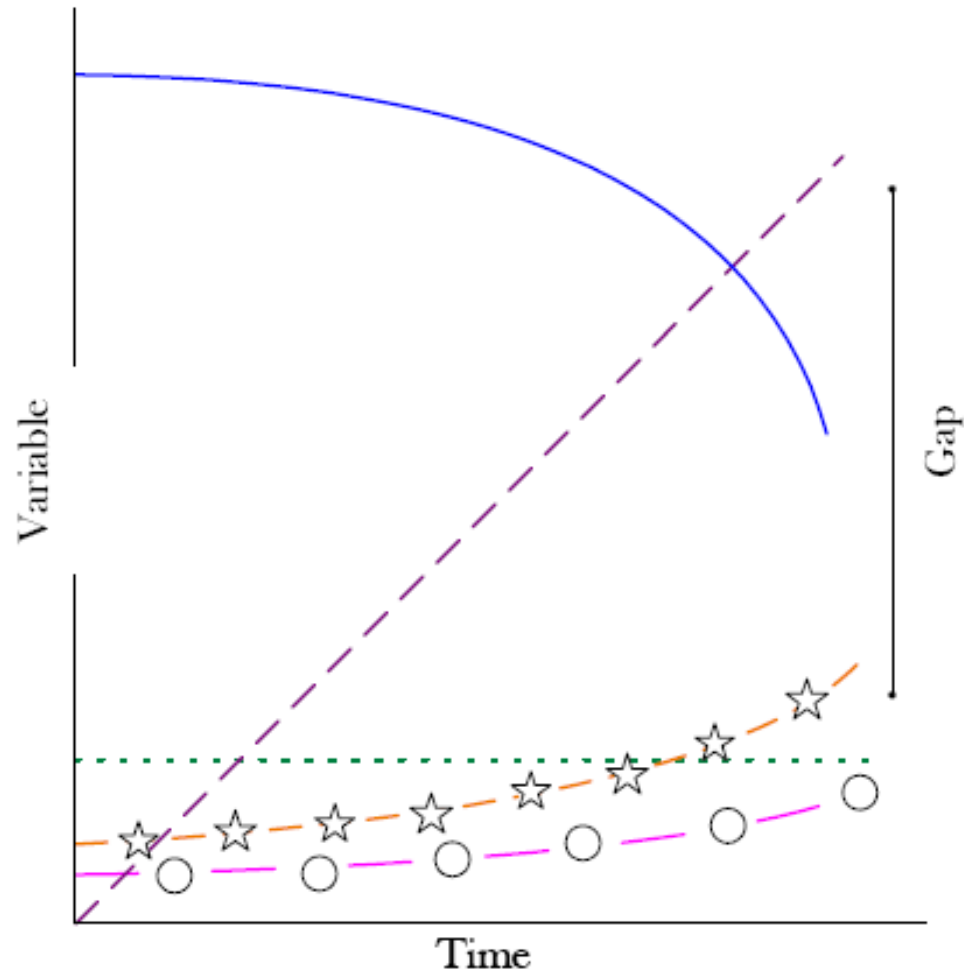
Disasters know no boundaries. Emergency situations do not see the county line and stop just short. It is taught that preparedness is local; each jurisdiction must be prepared to meet the needs of its area post disaster or emergency. While that does hold true, we are also people who desire to reach out to our neighbors to lend a helping hand when needed. To be able to assist our neighbors, we have to speak the same language. It is difficult to help someone if you do not know what actions are needed. Therefore, if preparedness planning becomes more standardized across the Commonwealth, it should be easier and more efficient to lend a hand when needed. With a standardized plan in place, preparedness could cross jurisdictions. Preparedness Staff could more easily help the next county if they knew what the plan was or at least where to look to find the answers. By creating Standardized Operating Guidelines for Point of Dispensing (POD) Sites and complimentary products to make it easier on the responders, we are taking a step in the right direction. Ideally, anyone in any part of the state would be able to go to another area, using the materials created in this project and pick up and help with a POD activation.

Problem Statement:

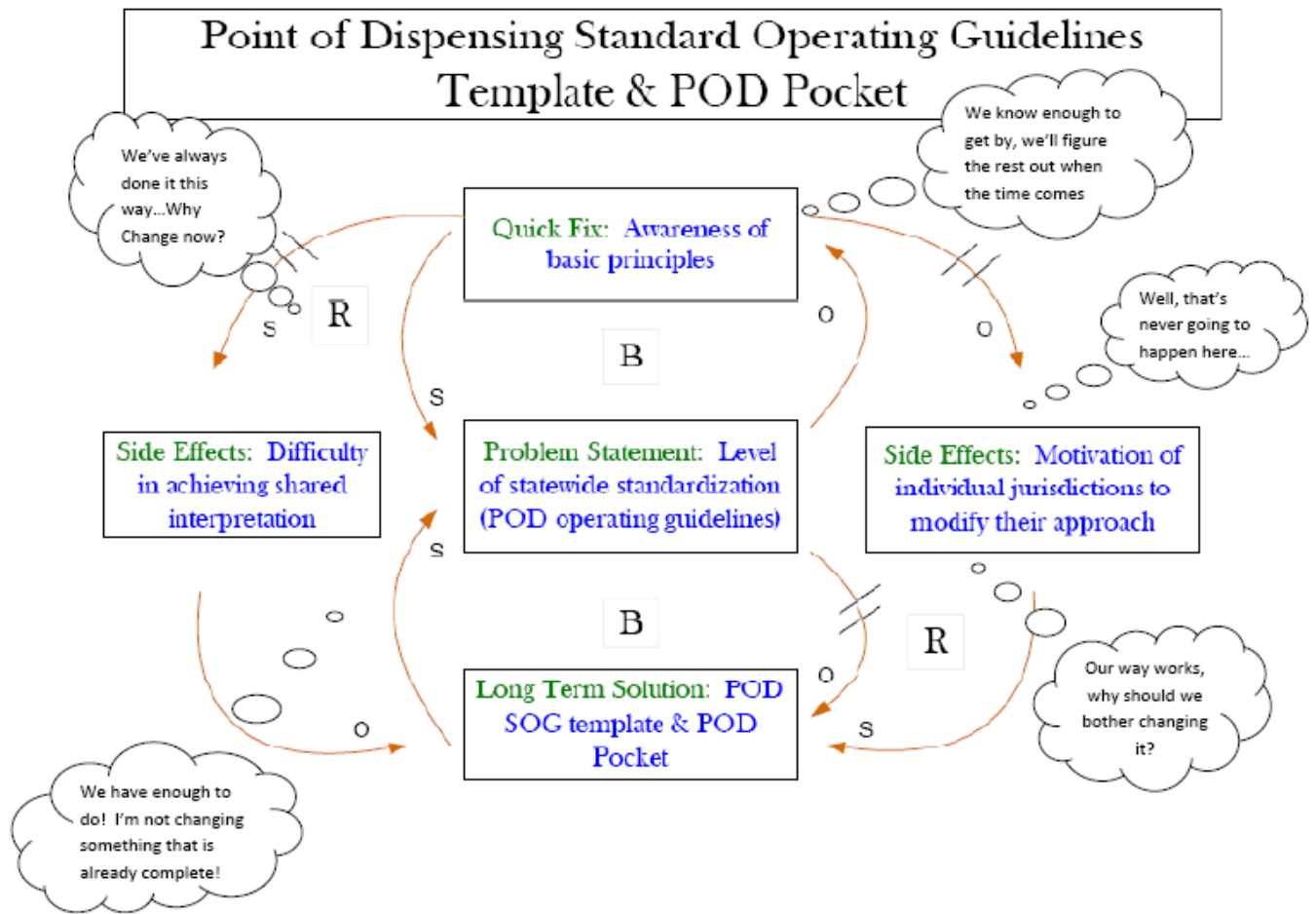
Currently, there are no standardized statewide Point of Dispensing (POD) Operating Guidelines.

Behavior Over Time Graph:

Point of Dispensing Standard Operating Guidelines
Template & POD Pocket



Causal Loop Diagram:



10 Essential Public Health Services/National Goals Supported:

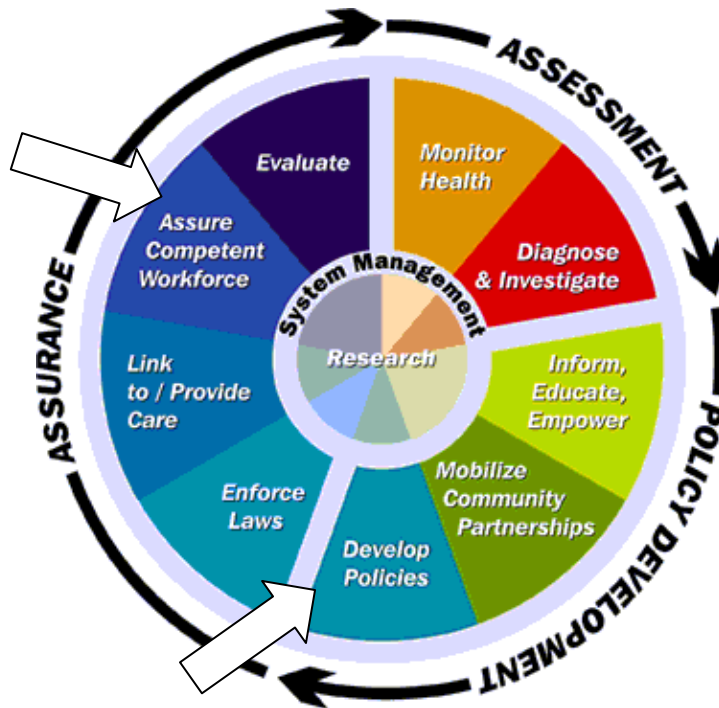


Figure 1: This graphic is from CDC's Essential Public Health Services Presentation <http://www.cdc.gov/nphpsp/documents/EssentialServicesPresentation.pdf>

Essential Public Health Service #5: Develop policies and plans that support individual and community health efforts.

Creating Standard Operating Guidelines, Just In Time Training, Training Modules, Standard Job Action Sheets, will help communities in Kentucky respond more efficiently to an event requiring the activation of a Point of Dispensing Site.

Essential Public Health Service #8: Assure a competent Public Health Care Workforce.

By providing adequate training to personnel reporting for duty in a POD through use of updated TRAIN module and creation of Just In Time Training as well as standardized Job Action Sheets.

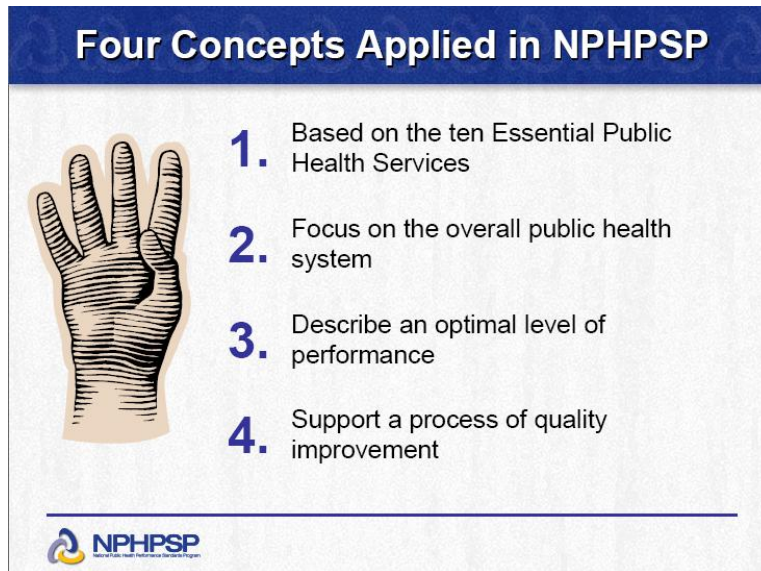


Figure 1: This graphic is from the NPHPSP Overview Presentation http://www.cdc.gov/nphpsp/documents/NPHPSP_OverviewPresentation1-08.pdf

Centers for Disease Control and Prevention National Public Health Performance Standards Program: Provide performance standards for Public Health Systems and encouraging widespread use.

Through creation of Standard Operating Guidelines, Job Action Sheets, and Trainings, performance standards are being set. We have worked with local health departments as well as the state to develop our product. The final product will be supported by KDPH PHEP, thereby encouraging widespread use in Kentucky.

Centers for Disease Control and Prevention National Public Health Performance Standards Program: Encourage and leverage national, state and local partnerships to build stronger foundations for Public Health Preparedness.

By working with other preparedness staff throughout the state (and even beyond to other states) we are building stronger partnerships. With a standardized plan in place KY Public Health preparedness staff will be able to more aptly respond to neighbor calls for assistance thereby building Kentucky's preparedness foundation.

Protect Mission Area	Respond Mission Area <i>(continued)</i>
Critical Infrastructure Protection	Mass Care (Sheltering, Feeding, and Related Services)
Epidemiological Surveillance and Investigation	Mass Prophylaxis
Food and Agriculture Safety and Defense	Medical Supplies Management and Distribution
Laboratory Testing	Medical Surge
	Onsite Incident Management
	Emergency Public Safety and Security Response
	Responder Safety and Health
	Emergency Triage and Pre-Hospital Treatment
	Search and Rescue (Land-Based)
	Volunteer Management and Donations
	WMD/Hazardous Materials Response and Decontamination
	Recover Mission Area
	Economic and Community Recovery
	Restoration of Lifelines
	Structural Damage Assessment

Source: Target Capabilities List, as of September 2007

Figure 2: This table is from the National Preparedness Guidelines September 2007
http://www.dhs.gov/xlibrary/assets/National_Preparedness_Guidelines.pdf

National Preparedness Guidelines Department of Homeland Security: Strengthen Mass Prophylaxis Capabilities.

By providing JITT to public health departments and other response agencies, we increase the ability to organize and direct a mass prophylaxis campaign within an extremely short timeframe, should one be needed to prevent illness and/or death in the face of a potential or actual mass casualty incident.

PROJECT OBJECTIVES/DESCRIPTION/DELIVERABLES:

Project Objectives

1. To develop a standardized Point of Dispensing (POD) guidelines template to be used throughout the state
2. To develop a POD pocket which would be utilized as Just In Time Training material and would contain:
 - i. Model POD layout
 - ii. Model POD ICS Chart with Job Action Sheets.

Deliverables

1. Point of Dispensing (POD) Standard Operating Guidelines (SOG) template
2. POD Pocket to include: Model POD layout, Model POD ICS chart with Job Action Sheets
3. Training Module

4. POD Application for smart phones

METHODOLOGY:

During a Hot Wash following a regional POD exercise a need for standardization was realized by KDPH staff. After the Incredibles original project idea was no longer viable, it was determined that developing a POD SOG was a timely project. The KY SNS Coordinator, Michael Johnson, who was a participant in the regional POD exercise and present during the Hot Wash discussion, was immediately contacted regarding this idea. Without hesitation he was on board and KDPH support was garnered from the beginning.

A SNS workgroup was formed. Mr. Johnson suggested the Incredibles begin immediate development of the Job Action Sheets which would be vetted by this workgroup. Prior to the creation of the JAS, positions needed to be identified. A meeting was held with the Incredibles and Mr. Johnson to identify which positions on the ICS organizational chart might need to be staffed during a POD. Upon this determination, JAS were developed, reviewed, edited, and reviewed again prior to being submitted to the SNS workgroup for feedback. Mr. Johnson sent the JAS to the SNS workgroup which included both local and state Public Health staff within Kentucky and SNS State Coordinators throughout the United States.

During the Public Health Preparedness Summit in Atlanta one team member attended a presentation on PODs with Dr. Ruth Carrico of the University of Louisville. This presentation was discussed in casual conversation with Dr. Carrico the following morning at breakfast. This led to the sharing of this KPHLI project with Dr. Carrico who was immediately interested in the evolution of this project. After a few moments of explaining the team's efforts, Dr. Carrico enthusiastically suggested the creation of an App for smart phones to make the products more mobile, versatile and accessible. Dr. Carrico, in partnership with Dr. Robert Kelley of the Duthie Center for Engineering at U of L are working to develop this App.

Shortly following, an opportunity arose to exercise the products via a tri-state POD exercise held in Louisville. Thanks to both existing partnerships and those newly formed, we were able to have the JAS, ICS organizational chart and training module integrated into this exercise. Dr. Kelley attended this exercise in order to understand the functionality of a POD for App development.

Final products were submitted to Mr. Johnson at KDPH and were adopted for use in Kentucky. These items are currently being used in various forms including but not limited to training, exercise and plan implementation.

RESULTS:

As of a result of this project, the Incredibles were able to provide KDPH with a POD SOG template, POD pocket containing model layout, ICS organizational chart and Job Action Sheets. As a byproduct of this project the existing TRAIN module on PODs was updated to integrate the

aforementioned products. As a direct result of the partnership with Dr. Ruth Carrico, University of Louisville, a POD pocket App for smart phones is currently under development. Short, precise Just in Time Training videos will be forthcoming in conjunction with the POD App.

CONCLUSIONS:

With a standardized plan in place, preparedness can cross jurisdictions. Consistent training, similar layouts and standardized Job Action Sheets makes it simpler for preparedness staff to assist other jurisdictions. The POD App conveniently places all of these materials in the hand of the responders by allowing them easy access via their smart phones. Preparedness is taking a step in the right direction by working towards standardization.

Though the Incredibles were able to get a lot accomplished over the course of the past year, this project will continue to be ongoing. JITT videos will be developed for each position on the ICS chart and will be added to the POD App and also made available via CD or download through www.publichealthtools.com – a website created and maintained by the University of Louisville for the specific purpose of sharing information across jurisdictions. Preparedness planning is never finalized nor complete, as such these products will be continually reviewed and updated to ensure information is timely and meets the current needs of the preparedness workforce. Partnerships both in existence prior to this project and developed throughout this process were vital in the development and success of this project and products delivered. Without the relationships with these various stakeholders this project would not have been possible.

LEADERSHIP DEVELOPMENT OPPORTUNITIES:

Jonathan Dye

As the year began, I was very excited about the opportunity to develop my leadership skills. In speaking with others who had completed the KPHLI curriculum, I knew I was entering an exceptional development program. Our initial project was very exciting to me, because I felt I could offer excellent experience and resources for our team. However, our initial project quickly came to an end due to the lack of support and buy in by our peers. Our next project we began to work on was exceptional. It was establishing a much needed guide for health departments across the state to use in Point of Dispensing clinics. While the project we began was exciting to work on, I had very little knowledge on the subject. My team members however had extensive knowledge and were able to not only work on the project, but offer vast resources for our team as a whole. I learned the importance of being a team player and some of the difficulties of jumping through the political hoops to get a project not only adopted, but gain buy in by our peers. The experience for me has been one that will be of great benefit for me as I continue my career in public health and I am grateful for the opportunity.

Jessica Gover

KPHLI has provided many great opportunities and memories throughout this past year. There was a slight moment of panic in the beginning when our team had to completely uproot from our original project and come up with a new idea. Things always work out how they are intended though and it has been amazing to see, what I thought would be a relatively small project in the grand scheme of things, balloon into something that could potentially have a far reaching impact. We have numerous partners at various levels that have jumped at the chance to help out with this project as it continues to grow. The element of teamwork has gone beyond the confines of the Incredibles; we have worked with other local health departments, state partners, as well as university staff and have received warm welcomes from all. Our project would not be what it is without the backing of all of those that have helped us along the way. It is heartwarming to have such wonderful people supporting not only our project, but ultimately supporting our team. We have not only created a great project but have created and nurtured many great friendships throughout this process. I am very thankful to work for an agency that considers the development of its employees a priority and allows us to participate in programs like KPHLI. I consider myself very blessed and feel as though I have grown personally and professionally throughout this experience.

Jane Jones

My KPHLI experience has been both a challenging and rewarding experience. As a result, I feel that I have grown both professionally and personally throughout my KPHLI experience. It has opened my eyes to many personal aspects of myself that need to be improved upon in order to be a successful leader. Our work in systems thinking has helped me be more aware of the “big picture” which is a tremendous asset for a leader. The 360-profile, Social Style Self-Perception Profile and the Bar-On EQi were all new assessment tools that have given me invaluable feedback to use for my personal and professional growth.

I was blessed to be given this opportunity by my agency and honored to work with such a professional and hard working group. We gained appreciation for each other and worked successfully as a cohesive unit to complete our project. I am very proud of the product produced by this change master group and grateful to those that afforded me this opportunity.

Srihari Seshadri

I feel honored and privileged to have had the opportunity to be a part of the KPHLI program. KPHLI has been an amazing experience. This past year the feedback instruments 360 Degree Public Health Leadership Profile, and BarOn EQi Emotional Intelligence Assessment has immensely helped me understand myself better. The 2 summits and group/personal coaching sessions were free, well organized and helpful. It is nice that the group/personal coaching sessions were offered both via WebX and telephone. One of the sessions I was able to attend from Bangalore, India on WebX. In the fun learning process of KPHLI, I made some good friends across county lines and disciplines. Working on our Change Master Project has been challenging, and a great learning experience. Hope our Change Master Project will yield a valuable product that could be used across Commonwealth of Kentucky. In general KPHLI has helped me grow both personally & professionally. In November 2010 after a Medical Reserve

Corps (MRC) Award luncheon using the concept of Systems Thinking I identified to 2 major issues with our MRC unit. The first one was recruitment of active volunteers for MRC and second was to retain them. I assertively put my thoughts in an e-mail to my health department's management and peers. In response to my e-mail our health department director contacted the head of Western Kentucky University's nursing department. Our disaster preparedness team met with WKU's nursing department head and other faculty to discuss about considering MRC to be a part of their curriculum. Our health department director facilitated the meeting. On March 28, 2011 we were able to present the MRC program to 25 of their RN to BSN program students and faculty. We have had good response to our presentation, and are looking forward to build this relationship with them. Hope this will open doors to more recruitment and retention.

I would first of all like to thank my teammates for all the hard work, cooperation (they were nice to make sure that the dates and timings worked for me), and letting me be a part of their team (though I was the only non-Lake Cumberland District Health Department staff on the team). There are not enough words to express my gratitude to our Action Learning Coach, Shawn Crabtree. I would also like to take this opportunity to thank my supervisor Crissy Rowland, and our Public Health Director, Dennis Chaney for their encouragement and support through the KPHLI experience.

Jarrod Simpson

I believe KPHLI has been very effective in enabling me to evaluate my strengths and weaknesses, both professional and personal. The summits were very beneficial, and I enjoyed spending time with peers and coworkers that I normally do not get the opportunity to work with. I would like to thank all of the members of my team, and our mentor; they have been great to work with. I am confident that my KPHLI experience will benefit me in the future and make me a better Public Health Professional.

REFERENCES

1. Centers for Disease Control & Prevention's Essential Public Health Services Presentation
<http://www.cdc.gov/nphpsp/documents/EssentialServicesPresentation.pdf>
2. NPHPSP Overview Presentation
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http://www.dhs.gov/xlibrary/assets/National_Preparedness_Guidelines.pdf Published September 2007.

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