SNS = Strategic National Stockpile

001

What the SNS program does in the event of a deployment

002

Key factors used in determining the points of dispensing PODs

003

Critical POD planning considerations that impact SNS planning

004

6/24/2004

Three ways a public information and communications campaign impacts SNS planning

005

Technical Assistance

In the U.S.:
(800) 728-8232

006

Credit Offered

- CNE
- CEU

007

Online Credit Requirements:

- Register
- Complete evaluation

008

6/24/2004

Course Overview
Website:

www.phppo.cdc.gov/phtn/antibiotic

009

Phone Calls:

(800) 793-8598

010

Fax:

(800) 553-6323

011

TTY:

(800) 815-8152

012

SNS Response
12-hour Push Package

- 100 different product lines
- Delivered in 12 hours or less

013

SNS Response

VMI =
Vendor Managed Inventory

014

SNS Response

TARU =
Technical Advisory
Response Unit

015

Goals of Mass Dispensing

- Set up POD operations quickly - "pills in people"

016

Goals of Mass Dispensing

- Provide health information

017

Agenda

- Planning considerations

018

Agenda

- Planning considerations
- Site selection

019

Agenda

- Planning considerations
- Site selection
- Site set up and design

020

Agenda

- Planning considerations
- Site selection
- Site set up and design
- Public information and communication

021

Planning Considerations

- Policy uniformity of dispensing
  – work under the same guidelines

022

Planning Considerations

- Hours of operation

023

Planning Considerations

- Who can dispense?
- Will laws be waived under a state of emergency?

024

Planning Considerations

- County/state/federal declaration: different terminology
- Public health/disaster declaration: different terminology

025

Planning Considerations

- One prescribing physician

026

Planning Considerations
Reaching the People

Push/pull theory

027

Planning Considerations
Reaching the People

"Worried well"

028

Planning Considerations

- Volunteers

029

American Red Cross:

- Plan for dealing with volunteers on all skill levels

American Red Cross
Together, we can save a life

030

Types of Volunteers

- Recruited and trained
- Spontaneous

031

Volunteers

- Which jobs?
- What are the knowledge, skills, and abilities needed?
- How to match the qualities and jobs?
- How will training be done?

032

033

034

035

036

Segmented Operations

- Public gathers centrally
- Screened
- Triaged
- Educated
- Transported

037

Benefits of Segmented Operations

- Reduced parking/traffic
- Improving security
- Decrease "worried well"
- Regulate the initial flow into POD
- Balance public flow to all sites

038

Non-segmented Operations

- All activities in one location

039

040

041

042

043

POD Site Characteristics

- Building size
- Protection from weather

044

POD Site Characteristics

- Electricity
- HVAC
- Toilets
- Private receiving area
- Material handling equipment
- Adequate parking
- Water

045

Suspect BT Event

- Start notification protocols
- Start dispensing operations

046

Start-up Phases of a Dispensing Program

- Phase one-notify/recall staff

047

Start-up Phases of a Dispensing Program

- Phase two-prophylaxis of staff and critical infrastructure

048

Start-up Phases of a Dispensing Program

- Phase three - set up PODs

049

Start-up Phases of a Dispensing Program

- Phase four - notification to public of POD openings

050

Anthrax

- First illnesses at 24 hours
- 2 - 4 days for mass prophylaxis

051

Metroville Anthrax Event

- 3.5 million
- 500 thousand use subway
- Anthrax in 7 subway lines

052

Security Roles

- Asset protection
- Staff protection
- Traffic/parking management
- Maintain civil order

053

054

3 POD Patient Groups

- "No complications" – healthy
- "Complicated" – pre-existing illnesses/allergies
- "Acute" – life-threatening illnesses

055

Healthy Patient Goals

"No complications" – quick antibiotics

056

Healthy Patient Goals

"Complicated" –
Assess medical condition,
get correct antibiotics quickly

057

Healthy Patient Goals

"Acute" –
Transport

058

Secondary POD Goals

• Crisis counseling/mental
  health intervention

• Record-keeping

059

BERM = Bioterrorism and
Epidemic Outbreak
Response Model

060
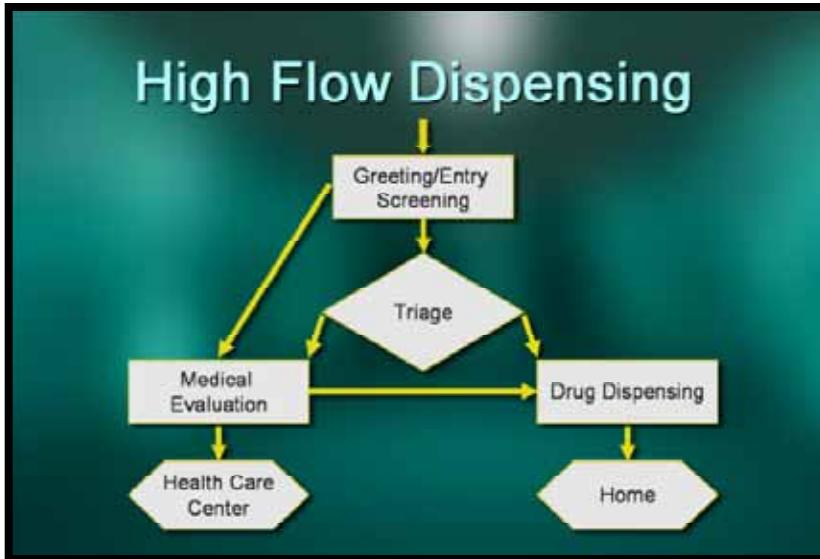
061

062

063

064

065

066

067

068
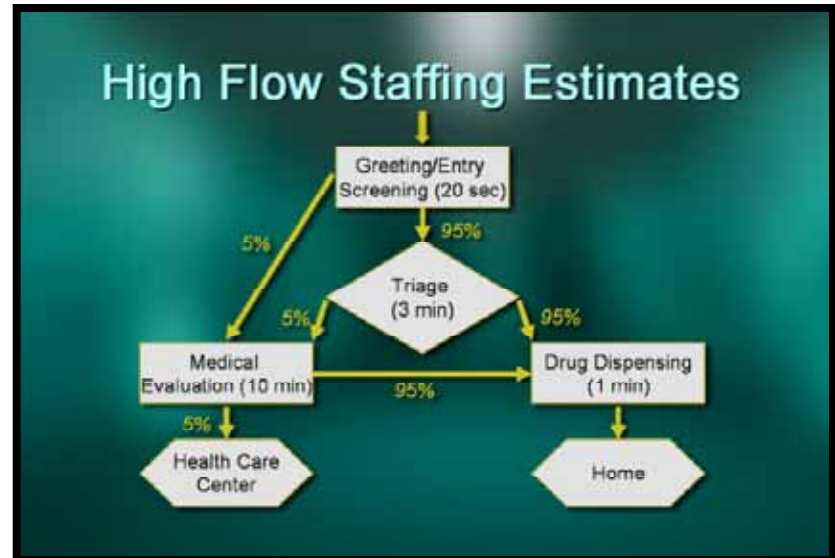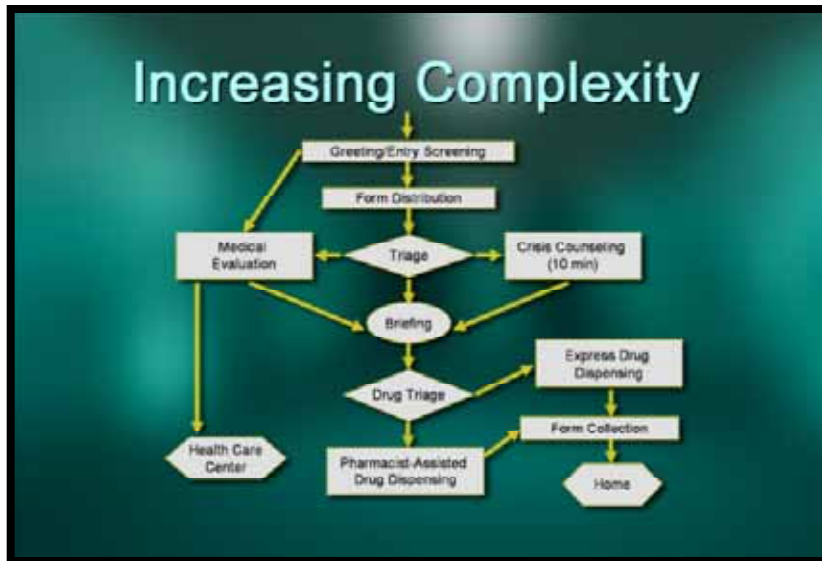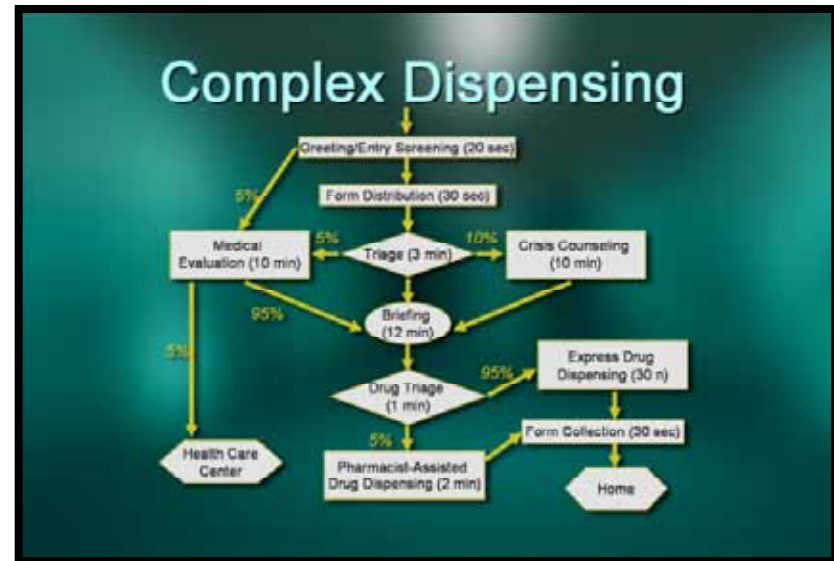
Elements of POD Design

- Create "express lanes"
- Avoid bottlenecks

069

Bottleneck Causes

- Too many patients in the POD
- Too many patients at a station
- Too few staff
- Too many things to do per patient

070

NIMS = National Incident Management System

071

Incorporate special needs patients and groups into your POD flow plan

072

The "Weights" of Dispensing

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

073

Public Information and Communications Plan

- Inform
- Mobilize
- Educate

074

Public Information and Communications Plan

- Special channels for health care providers, emergency responders, community leaders

075

Handout Information

- Agent/threat
- Location of PODs
- Medications
- Dangers of over-medicating
- Medication compliance

076

Public Information

- BT agent used
- POD information
  (wait to release locations & opening)

077

Line Management

Kiosks

078

Line Management

- Signage
- "Floaters"

079

Media Contact

- Respond quickly
- Be sincere, honest, & accurate

080

Media Kit

- BT agent information
- Symptoms of disease
- Prophylactic drugs
- Communications plan
- Contact info for public information officer

081

Information Channels

- Newspaper
- Radio
- TV
- Websites
- Hotlines
- Community sources

082

Types of Media Contact

- Phone call
- Press conference
- Electronic press release

083

Patient Medication Material

- Description
- Instructions for use
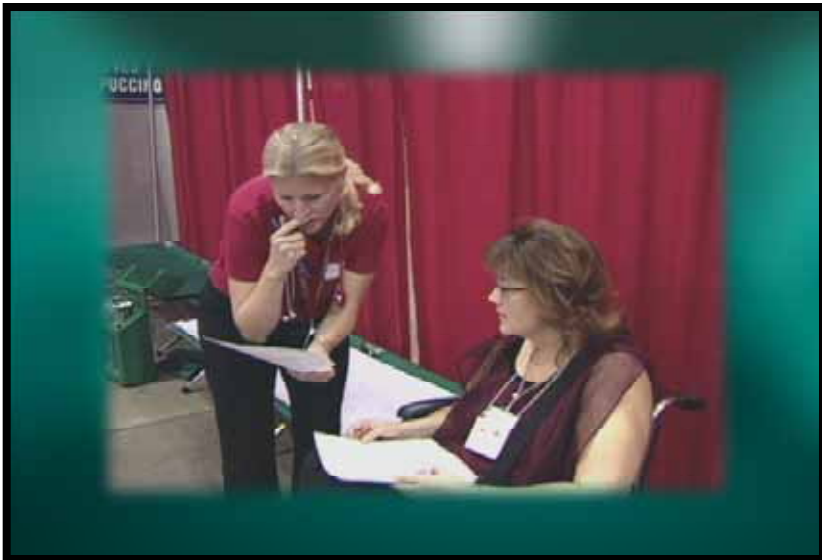- Possible side effects
- Medication compliance

084

6/24/2004

085

086

087

088

089

(404) 687-6749

090

www.bt.cdc.gov/stockpile

E-mail: sns_ppb@cdc.gov

091

www.astdhpphe.org/
bioterr/bioterror.pdf

092

BERM clinic modeling software

www.ahrq.gov/research/biomodel.htm

093

CERC Course

www.cdc.gov/communication/emergency/cerc.htm

094

"Public health communication during the September 2001 bioterrorism-related anthrax outbreaks: CDC activities and lessons learned Journal of health communication. Volume 8, supplement, June 2003

www.gwu.edu/~cih/journal/contents/v8/supp/toc_v8supp.htm

095

Medical Reserve Corps:
www.citizencorps.gov

American Red Cross:
www.redcross.org

096

Mass Antibiotic Dispensing: A Primer

Broadcast Webpage:

www.phppo.cdc.gov/phtn/antibiotic

097

Satellite Broadcast

Course # SB0158

099

Live Webcast

Course # WC0058

100

"Live" Webcast for 30 days, then archived on another site broadcast website:

www.phppo.cdc.gov/phtn/antibiotic

101

Archived webcast/web
on demand
Course # WD0046

Videotape
Course # VC0071

102

CDC fax back system
Phone #: (888) CDC-FAXX

Document #: 130030

103

CDC/ATSDR online system

www.phppo.cdc.gov/phtnonline

104

Online System
Assistance
Call:

(800) 41-TRAIN
Monday-Friday 8am-4:30pm ET

105

6/24/2004

106

107