

# Points of Dispensing

**Chattanooga-Hamilton County Health Department**



**Medical Reserve Corps**



## What is Bio-Terrorism?

Bioterrorism is the overt or covert dispensing of disease pathogens as biological weapons for the express purpose of causing harm.



## Terrorism Threats

Biological Warfare (anthrax)

Dirty Bombs

Suicide Attacks



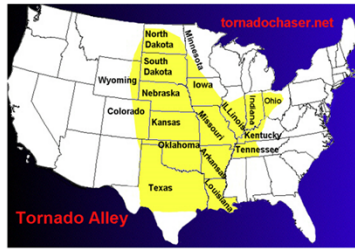
## Non-Terror Threats

- Influenza Epidemic
- Measles Outbreak
- Hazardous Material Incident





## Natural Disasters - Tornadoes



- On average, there are 29.1 tornadoes in Tennessee annually.
- The peak months for tornado activity are from mid-March through the first of June.
- Tornadoes occur more frequently in the western portion of the state than in the middle or eastern portions.

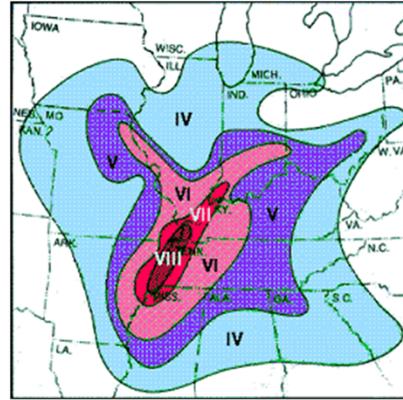
## Natural Disasters - Floods

- On an annual basis, flooding causes the most damage in Tennessee.
- Flooding presents significant problems for 20 to 30% of the state's population on an annual basis.



## Natural Disasters - Earthquakes

- The New Madrid Seismic Zone is the most seismically active area east of the Rocky Mountains.
- The area of greatest potential for earthquakes in Tennessee is the western third of the state.
- Chattanooga is in Area V, meaning an earthquake can be felt by nearly everyone and many people will be awakened by it. Some dishes and windows will be broken, and unstable objects will be overturned.



## Public Health Preparedness & Planning

The Emergency Preparedness and Planning department has developed procedures for responding to public health needs. We work with the Office of Emergency Management & Homeland Security, EMS, Fire Departments, Police Departments and healthcare facilities in planning and exercising these procedures.



## Mass Clinics

- Also known Points of Dispensing (PODs).
- CDC (Center for Disease Control) developed idea for clinics in October 2002.
- Public Health is the lead agency in the event of a Bioterrorist attack or other major medical emergency requiring POD.

## Points of Dispensing Plan

- Tennessee Department of Health, in conjunction with the CDC, developed the POD plans to respond to a bioterrorist attack as part of the Public Health Bioterrorism and Emergency Preparedness Response Activities
- Each public health region within Tennessee is required to have a plan to dispense medications or vaccines to its entire population within a 48-hour period of time.

## How Many Volunteers are Needed?

At three 12-hour shifts, Hamilton County will need approximately 2100 volunteers to operate POD (Point Dispensing) sites for one day.



The dispensing plan requires that the vaccination/medication be distributed within 48 hours of notification of the Strategic National Stockpile being shipped (more about SNS at the end of POD training). It will take approximately 12 hours for the SNS to be shipped and received which leaves public health with 36 hours or less to dispense the vaccination or medication.

## FYI for Volunteers...



In the event of a bioterrorism attack, all volunteers and their immediate family members will be among the first to receive antibiotics or vaccinations.





## Medical MRC Volunteer Roles

- Point of Dispensing (POD) Clinic Staff
- Drug Dispensing/Vaccine Coordinator
- Medical Screener
- Drug Dispenser/Vaccinator
- Triage Coordinator/Staff
- Emergency Medical Care
- Physician Consultant
- Mental Health Worker/Crisis Counselor



## Non-Medical MRC Volunteer Roles

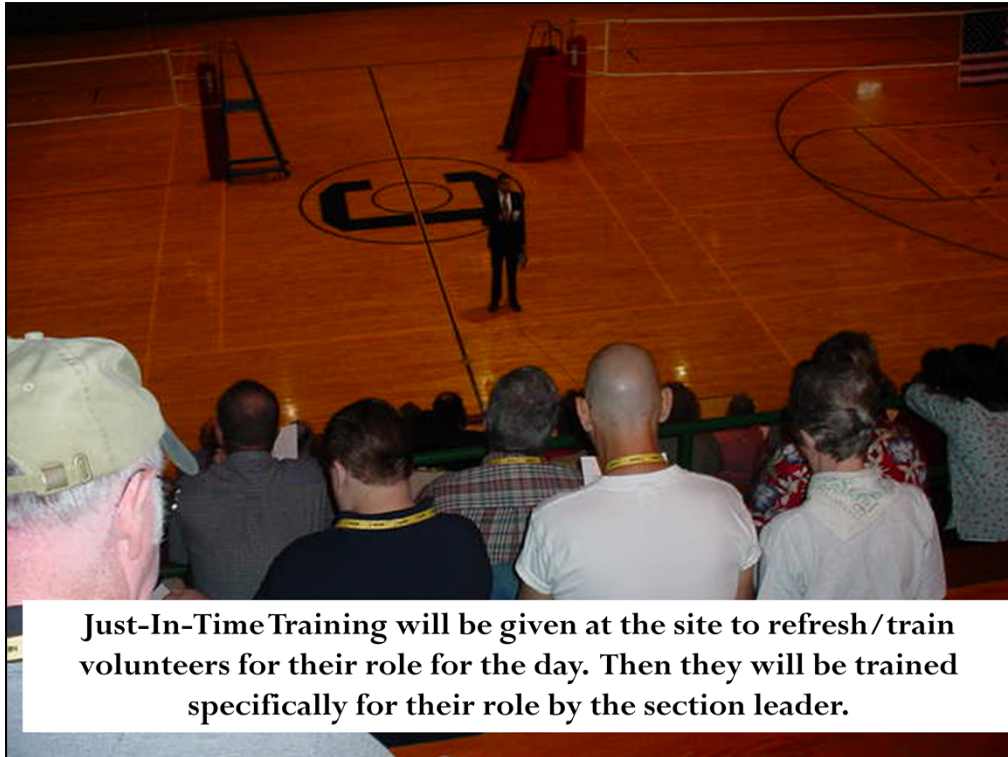
- Administration Manager
- Forms Distribution
- Supply Manager
- Supply Assistant
- Video Area
- Clinic Assistant/Floater
- Clinic Monitor
- Interpreters





Volunteers registering for PODs. Volunteers will be checked in at Security and given badges or vests.

Volunteers will be required to sign in, receive their ID Badge, and report for Just-In-Time training which will prepare the volunteer to perform his/her volunteer responsibilities for the event. From Just-in-Time training, the volunteer will report to their designated station to fill their volunteer role.



**Just-In-Time Training will be given at the site to refresh/train volunteers for their role for the day. Then they will be trained specifically for their role by the section leader.**

Just-In-Time training will give each volunteer an overview of what responsibilities their position requires. A Job Action Sheet will be given to each volunteer specific to his/her role which will be a helpful reference to use throughout the event.



Forms Distribution volunteers receiving training.

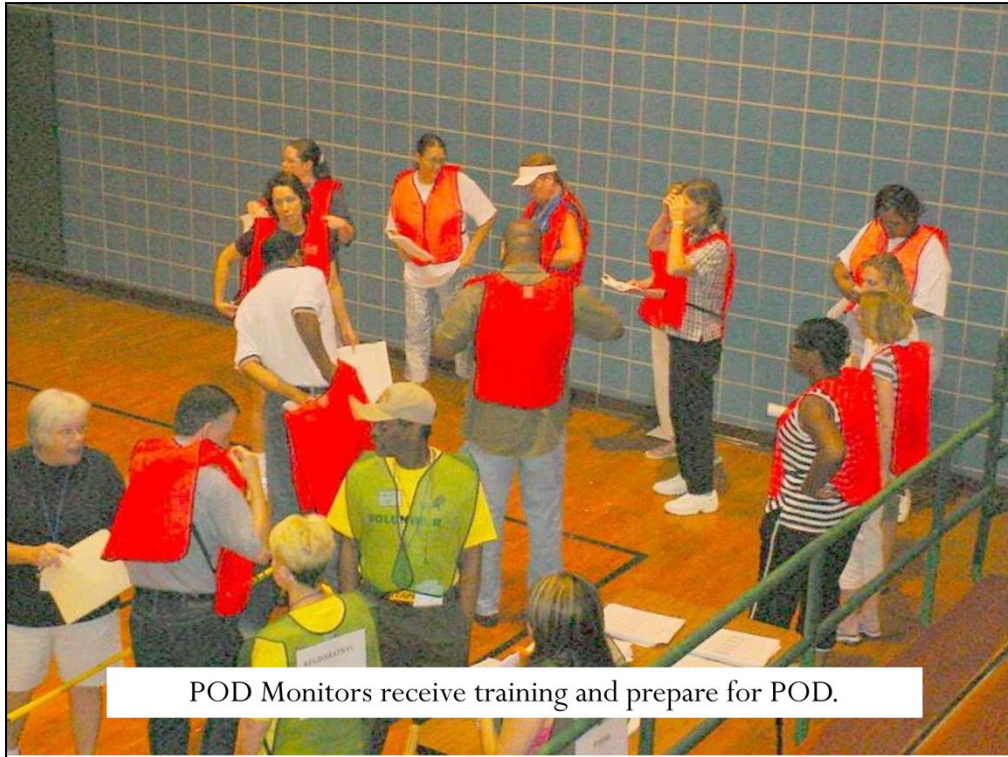
Each station leader will give more detailed information about the area to which the volunteer is assigned.





Supply Assistant volunteers receiving training.

Supply Assistants will keep each station filled with items needed for that particular area. Items needed might be paper, pens, pencils, band aids, syringes, forms, etc.



POD Monitors receive training and prepare for POD.

POD Monitors will assist wherever needed, such as with patient flow, taking blank forms to different stations, etc. Monitors may also assist law enforcement with crowd control if help is needed. (NO—you don't get to carry guns!)



**Law Enforcement and Emergency Management provide security for the POD.**

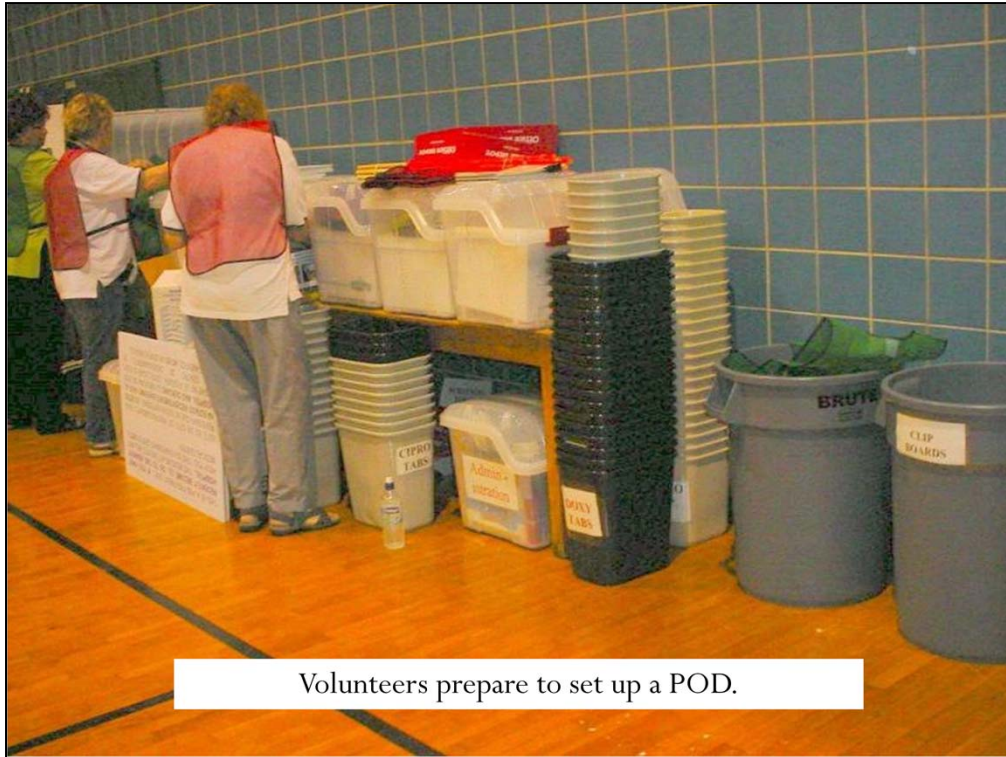
There will be law enforcement personnel assigned to each POD location for security.





**Non-Medical Volunteers  
Amateur Radio Operators(HAMS).**

Amateur radio operators will be at each POD as a backup for communication. In the event that phone lines are down and cell phone service is disrupted, they will provide emergency communications with the Emergency Operations Center, hospitals, and the local health department.



Volunteers prepare to set up a POD.

Setting up a POD is not a hard task, but it does take a little time. During our flu clinics, which are modeled after the POD operations, it took roughly an hour to set up everything once the supplies were there. The health department has “Jump Kits” stocked with enough supplies, medical and non-medical, to set up a POD and keep it operational for one hour until more supplies can be received.



Volunteers begin to set up a POD.

Supplies and signs, printed in both English and Spanish, will be distributed and posted throughout the POD.



This picture displays a portion of the POD medical area setup and ready for patients.





Patients will be directed by clinic monitors to an “empty” medication/vaccination station. The monitor on the middle left side of the picture is signaling that he has a “free” station.



Non-medical volunteers distribute forms to patients.

Some PODS may have separate rooms where volunteers can sit down and fill out forms. Some patients may elect to fill out the forms while they wait in line. Form distributors will assist patients with answering questions and help those who cannot fill out the forms for themselves.



At Medical Consultation, patients will be screened for any possible side effects of administering medicine/ vaccination based on patient history.

This area will be staffed by a consulting physician and nurses. Any patient who has indicated a possible contraindication will be directed to Medical Consultation.



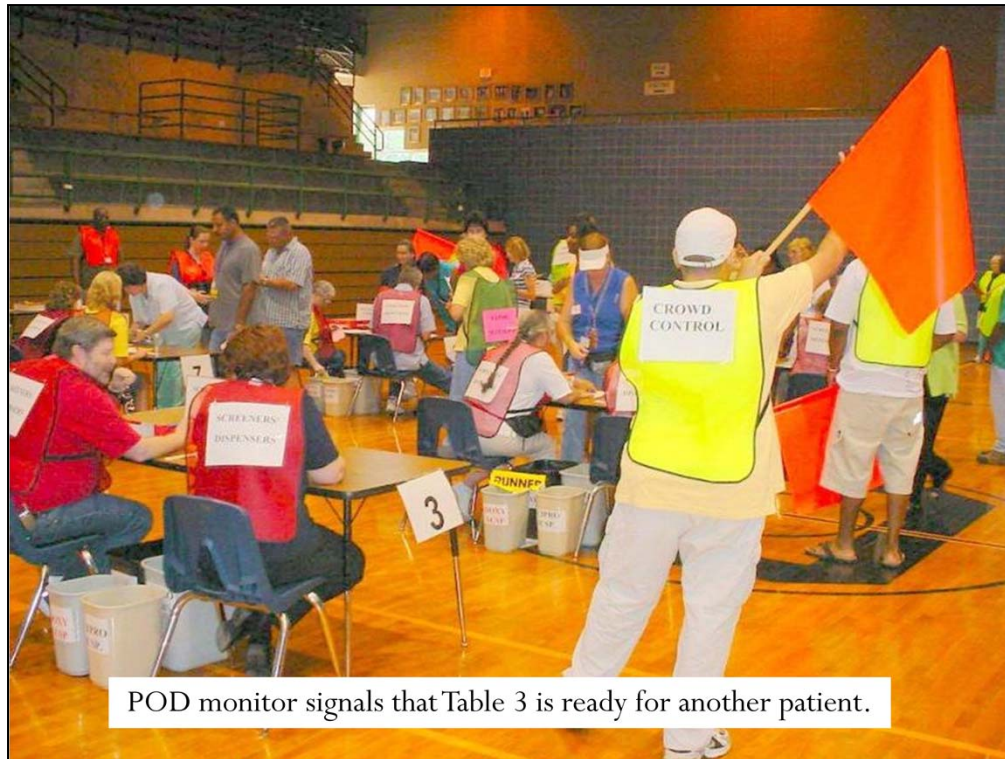
Medical Volunteers dispensing medication to patients.

This station may be staffed with a nurse and an assistant. The nurse must have a current, valid, active license in TN. The assistant may be a retired nurse, a nursing student, a nurse with an inactive license or any other person approved by the Clinic Manager as being properly trained to assist the nurse.





Nurse vaccinating a patient.



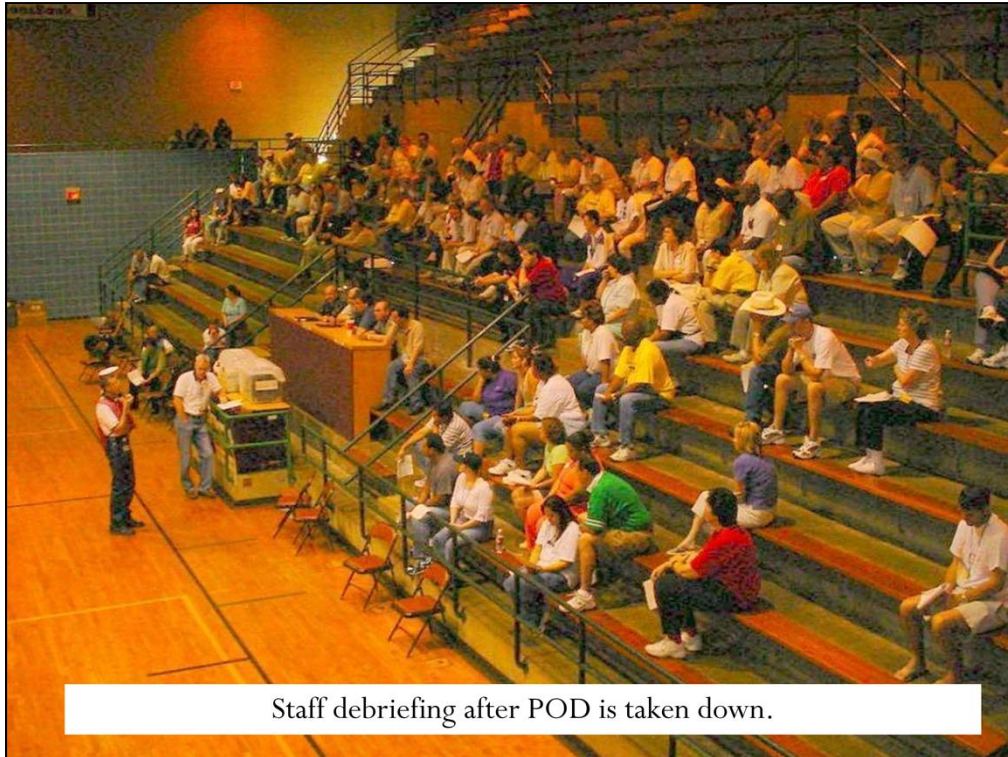
POD Monitors or clinic monitors will keep patient flow moving at a steady pace. It will be very important to keep patient flow moving at the quickest pace possible.

Monitors will also be used as greeters to direct patients as they arrive to the POD. Monitors will also assist in parking lot duties for POD parking and direct staff to the Staff entrance door for signing in.



At Exit Review, volunteers will collect patient forms, pens and clipboards. Volunteers will direct patients to the waiting area to wait the required time suggested after being vaccinated. Many patients will opt not to wait.



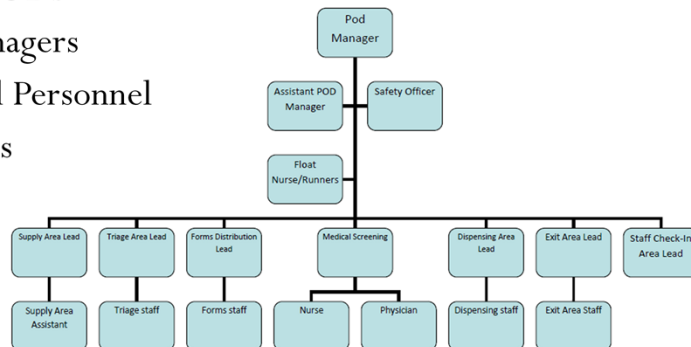


Staff debriefing after POD is taken down.

After POD operations are complete, a “Hot Wash” will be conducted by the POD Manager. POD staff will be asked to list what worked well and what did not. This information will be used to improve POD operations in the future.

## Incident Command

- Chain of Command
  - Management, control, communication
  - Used in PODs
  - POD Managers
  - Area Lead Personnel
  - Volunteers



A POD uses Incident Command to manage the POD operations. A POD Manager is in charge of the POD and lead supervisor personnel. The lead supervisor in each area—forms, video, clinic monitor, supply, triage, medication/vaccine administrator, interpreters—will supervise the workers in their area. Each person is expected to report directly to their supervisor for assignment or with any concerns.

## **POD Managers**

POD Managers are Health Department staff who have been predetermined and trained specifically to manage a POD facility. They will manage the overall operations of the POD Clinic, observe and evaluate the operations of the POD and determine any necessary corrective measures to improve the rate of flow.

## POD Managers (cont.)

- Ensure highest level of efficiency
- Perform on site Public Information Officer activities (only POD Managers will give statements to the media)
- Oversee all Leadership Roles
- Communicates with Health Department Emergency Operations Center or the Health Department liaison at the local Emergency Operation Center

It is important to remember that only the POD Manager is authorized to speak with the media. One unified message is what public health will give to the media. If other, unauthorized personnel, speak to the media the message might not be in accordance with public health's message. This could cause confusion and, during some instances, panic.

## Summary

- PODs are a lot of work and require a lot of personnel to operate smoothly, which makes the help of MRC volunteers very important!
- To get medications/ vaccines out rapidly, it requires many hands working together.
- A POD can be needed in various emergency situations.
- We have a chain of command to follow when working in a POD, so know your Point of Contact/POD Manager.



## **Register to Volunteer with the Chattanooga-Hamilton County Health Department Public Health Volunteers**

Go to:

[www.tnmrc.org](http://www.tnmrc.org)

Sign up to volunteer as either a medical or non-medical volunteer.  
If you want to volunteer for Chattanooga-Hamilton County, make sure  
to select “Hamilton County” as your preferred County.

**Thank You!**

## Questions?

Contact Maegan Kerr at (423) 209-8068 or  
MRCProgram@HamiltonTN.gov.

**If you are currently a volunteer with Chattanooga-  
Hamilton County:**

Please email me at the above address to let me know that you have reviewed  
the materials in this PowerPoint!

Thank You!