

Point of Dispensing (POD) Guidance Template for Outpatient Centers

**Primary Care Emergency Preparedness Network
(PCEPN)**

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INTRODUCTION TO THE POINT OF DISPENSING (POD) GUIDANCE DOCUMENT FOR PRIMARY CARE CENTERS

Purpose of the Guidance Document

The purpose of this document is to provide guidance for a primary care center on setting up a point of dispensing (POD) at their site. The initial intent of the full POD is for use during an emergency; however, the components of the POD can also be used in non-emergency settings (e.g. community screenings or influenza open houses).

This guidance document should be considered a living document. As with any disease outbreak, and especially with emerging infections, the communicable profile can change and so must the POD evolve to respond to these changes in profile.

Development of the Guidance Document

This document was reviewed and vetted in 2008 by four NYC Community Health Centers (CHCs), who utilized the document to plan and execute influenza vaccination PODS. The document was then updated based on findings from these PODS.

In 2009, the document was used by Primary Care Development Corporation (PCDC) in cooperation with NYC DOHMH to train 19 NYC health centers to act as PODs for H1N1 and seasonal influenza vaccine. It was updated in spring 2010 based on those experiences and the health centers after action reports. The document was again used in fall 2010 to train 15 NYC health centers to act as PODs for seasonal flu vaccine. It was updated again in the spring of 2011 based on the experiences of these health centers and a half day debrief workshop attended by health centers that had used the document over the past two years.

How to Use This Guidance Document

The setup of a full POD demands a great amount of organization, preparation and commitment on the part of the staff and the center resources. When possible, the process of executing a POD should not be done haphazardly during an emergency. Instead, centers should use this guidance document to plan for a POD and exercise or practice the POD in advance of an actual emergency.

This document is divided up into three parts:

- **Part I – Organizing a POD Planning Team and Exercising the POD:** This section provides a short list of the steps required to begin planning for the POD and the steps that should be followed to ensure appropriate exercise and evaluation of the POD process.
- **Part II – Description of POD Operations:** This section details the operational aspects of the POD. Each station that is described will be divided up into three sections:
 - Roles Needed/Personnel Suggested: The job roles for each station will be identified including recommendations on the number and titles of personnel that might best fit each job role
 - Logistics: Detailed description of the flow at each station
 - Materials Needed: Materials that will be needed at each station will be included.
- **Part III – Job Action Sheets (JAS):** For each title in **bold** in the guidance document, there is a corresponding job action sheet. Try to maintain that particular job description in the workflow. A center may choose to “rename” the title but the essence of the job should remain the same.

PART I: GENERAL GUIDANCE ON ORGANIZING AND EXECUTING A POD

1. Centers should organize a *POD Planning Team*: The POD Planning Team should consist of staff members who represent the various clinical and administrative branches of the clinic. The Team should be prepared to discuss staffing, workflow, infection control, financial, materials/supplies, community, communication (both internal with staff and external with the community), marketing / outreach and mental health issues.
2. The POD Planning Team should review the entire guidance document, understand the idea and components of each station and then customize it according to the center resources.

While some centers may have done previous mass vaccinations/events, the workflow of this template is designed to ease staffing resources, improve tracking of procedures, and maintain sustainability in a long-term event. Centers are advised to try to keep the job titles and workflow as consistent with the template as possible.

3. Once the POD Planning Team has customized the POD plan for the center, the center should exercise the POD set up. DOHMH recommends practicing with a “real” event: influenza open house, hepatitis B screening, and health fair screenings provide good events for application of the POD model.
4. The POD Planning Team should train the center’s remaining staff members in the POD model and process as it is tailored to the center.
5. In order to best mimic an emergency, centers should not pre-register individuals seeking care at the POD.
6. Immediately following the exercise, the POD Planning Team should conduct a hotwash to determine what did and did not work.
7. The POD Planning Team should hold an after action conference and produce an after action report (AAR) within 60 days of the exercise.
8. Utilizing the AAR, the POD Planning Team should complete an improvement plan and revise plans for a POD in their center accordingly.
9. Following revision of the POD plans, the POD Planning Team would re-train staff and conduct another exercise. This cycle of training, exercising and revising should continue as appropriate.

Working with Community Partners

1. Engage with and build relationships prior to a POD or other emergency event. This can include:
 - a. Reach out and establish a point of contact for community partners.
 - b. Invite them to observe drills, participate in trainings, and attend community events (i.e. health fair).
 - c. Attend events by external partners – even if they are not specifically related to health needs.

Engage in meaningful cooperation. Do not simply tell partners what you need or want but instead engage in a dialogue. Bring a member of a partner organization on to the POD planning team instead of contacting them just when you need publicity. For example, if

- you need to communicate important health information to the community, ask partners what are the most effective methods to communicate with target population.
2. Establish Memorandum of Understandings (MOUs) that clearly express what is expected from each organization in an emergency. This allows each group to prepare to participate in areas they may be most effective.
 3. Recognize that for most community organizations, health care and emergency may not be at the top of their agenda. Health centers may need to provide education, have patience, and accept that certain groups may only provide minimal (or no) support in a disaster.
 4. Examples of how community partners can be involved in a health care POD:
 - a. Participate as a member of the site planning team.
 - b. Help with the design and implementation of the communication strategy.
 - c. Provide space to host the POD.
 - d. Provide volunteers – especially in customer service dependent areas like greeters, registration stations, screenings, and post-dispensing surveys.
 - e. Assist with language translation on forms on the day-of the POD.
 - f. Advise on cultural and community norms that may affect or could improve POD operations.

PART II: DESCRIPTION OF POD OPERATIONS

The POD operates through a series of stations through which individuals pass in order to receive the correct medication(s) or vaccination(s) in the quickest time possible, but with the maximum effort made in minimizing possible adverse events. Center staff members are assigned roles at each station to help guide the individuals through the stations and maintain flow in an efficient and orderly fashion.

At any given station, centers may choose to combine a few of these job titles together in the event that there is not enough staff. However, the overall responsibilities should be maintained to the greatest degree possible.

At each station, centers should remember to build in break time for staff and to ensure adequate staffing coverage during breaks.

The five stations include:

1. Registration Area Station
2. Screening Station
3. Medical Evaluation Station
4. Dispensing Station
5. Command and Control Station

THE INFORMATION PROVIDED BELOW IS BASED ON A POD OF 60 PATIENTS PER HOUR

REGISTRATION AREA

The Registration Area should provide patients with an orderly system to accomplish the following:

- Clearly identify the POD, POD entrance, POD flow, POD waiting line / waiting area, and POD staff members.
- Be greeted by a staff member (*in the patient's home language*) and ensure the patient is there for the POD.
- Identify patients that may be exhibiting flu-like symptoms and move them out of the general patient population.
- Insure proper infection control procedures are being followed by patients and staff.
- Ensure patients receive registration materials (*in their home language and highlighted with the areas to fill out*) to fill out while in line or a waiting area.
- POD staff is available to answer registration questions (*in patient's home language*).

STAFFING:

1. Greeter (1) – *Note: Numbers in parenthesis indicate the recommended number of staff serving in this role.*
 - a. Staffing Requirements
 - i. Any non-clinical (i.e. Administrative, Custodial, Volunteer).
 - ii. Reflect the language needs of the patients being served.
 - b. Role
 - i. Greet POD participants and ensure they are there for the POD.
 - ii. Hand out registration materials in the appropriate language
 1. Provide screening and information forms
 2. Refill empty clipboards with appropriate registration materials
 - iii. Identify patients that need special accommodation while waiting (i.e. elderly, pregnant, etc.) and direct them to Registration Flow Monitors.
 - iv. Alert Public Information Officer to the presence of representatives from the media.
 - v. Provide “Just in Time” marketing to passersby (*optional*).
2. Registration Flow Monitor (1-2)
 - a. Staff Type:
 - i. Any non-clinical (i.e. Administrative, Custodial, Volunteer)
 - ii. Reflect the language needs of the patients being served
 - b. Role:
 - i. Ensure patients proceed through the Registration area in an orderly manner and do not wander in to non-POD areas.
 1. Inform patients that have completed their registration paperwork to move to the Screening Quality Control Monitor.
 - ii. Assist patients needing special accommodations while waiting (i.e. elderly, pregnant, etc.) that have been identified by the Greeters.
 - iii. Answer non-clinical questions regarding the POD and the POD registration form (*in the patient's home language*).
 1. Clinical questions should be referred to the Infection Control Monitor.
 - iv. Collect clipboards from and return to Greeters (*patients keep their forms*).

- v. Assist the Infection Control Monitor to ensure patients are provided with proper infection control, such as hand sanitizer.

3. Infection Control Monitor (1)

- a. Staff Type:
 - i. Any clinical staff (i.e. RN, MD, PA)
 - 1. Ability to answer basic clinical questions about the vaccine and registration form.
 - ii. Should reflect the language needs of the community being served.
- b. Role:
 - i. Identify patients that may be exhibiting flu-like symptoms and move them out of the general patient population where they can see a doctor or schedule an appointment.
 - ii. Answer basic clinical questions about the vaccine and registration form.
 - 1. *Note: Patients with advanced clinical questions should be referred to Medical Evaluation in the Screening Area.*
 - iii. Ensure infection control measures are being followed by patients and staff throughout the POD.
 - 1. Work with Runners to insure adequate supplies throughout the POD

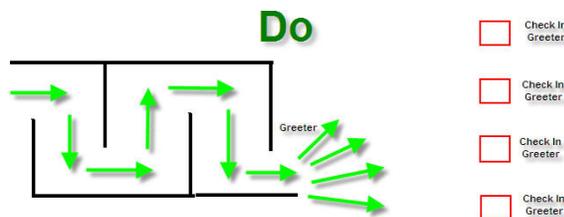
LAYOUT:

Registration should occur in an area that allows for large numbers of patients to wait or move through and complete their forms. While the area should have a small area for special needs individuals to sit (i.e. pregnant, elderly), the majority of patients should complete their forms while standing.

Organizers should insure adequate space for Monitors to move through and provide assistance to patients. It is most efficient to use rope or other barriers to create “snake-style” lines that can hold more patients – both inside and outside the entrance for lines of patients that may form to enter the POD. An area with a table should be available for Registration Area staff to keep supplies.



The figure above shows how cones and caution tape can be used to create a flow for patients overflowing outside of the health center. (Figure 1)



The figure above shows how to create a “snake-style” line that makes efficient use of space to hold more patients during the POD. The patients enter from the left. (Figure 2)

LOGISTICS:

- A. General
 - a. Identifiers for staff (*i.e. arm bands, vests*).
 - b. Caution tape or traffic cones to direct lines, if needed.
 - c. Chairs for patients who need it (*i.e. elderly, disabled, pregnant*).
 - d. Communication equipment (*e.g., walkie-talkies, cell phones*).
 - e. Signs that indicate location, entrance and flow of the POD site in languages appropriate to the community.
 - f. Infection control materials (*i.e. tissue, alcohol hand hygiene products/dispensers, hands free wastebaskets*).
 - i. Additional infection control supplies, *e.g. masks, as appropriate*.
- B. Greeters
 - a. Clipboards with pens (*attaching pens via string to the clipboard helps to prevent loss throughout the day*).
 - b. Forms reflecting the language needs of the community such as:
 - i. Numbered screening forms (*Note: reflects the number of vaccines / medication available NOT the order patients are seen*).
 - ii. Other forms (*i.e. FAQ's, CDC Vaccine Information Forms – See Appendix A for example*)
 - iii. Additional infection control supplies, *e.g. masks, as appropriate*
 - c. Numbers – not reusable (*optional*).
- C. Infection Control Monitors
 - a. Infection control materials (*i.e. tissue, alcohol hand hygiene products/dispensers, hands free wastebaskets*),
 - i. Additional infection control supplies, *e.g. masks, as appropriate*.

SCREENING AREA

The Screening Area should provide patients with an orderly system to accomplish the following:

- Assure quality control on completed screening documentation.
- Screen individuals for any contraindications for taking the medication or receiving the vaccination.
- Ensure no medical evaluation is conducted in this area.**
- Direct patients to Medical Evaluation or Dispensing as appropriate

STAFFING

1. Screening Quality Control Monitor (1)

- a. Staff Type:
 - i. Any non-clinical (i.e. Administrative, Custodial, Volunteer).
 - ii. Should reflect the language needs of the community being served.
- b. Role:
 - i. Verify patient screening forms are completed.
 - 1. If the screening form is completed, apply a unique mark (*i.e. colored marker, sticker*) to denote the form is completed.
 - 2. If the screening form is not completed, refer patient back to the waiting area to be completed (*may need the help of Registration Area staff*).
 - ii. Direct patients to the Pre-Screening Flow Monitor and waiting area.
 - iii. Collect clipboards & pens from the patient and provide to Registration Flow Monitors to refill for Greeters.

2. Pre-Screening Flow Monitor (1)

- a. Staff Type:
 - i. Any non-clinical (i.e. Administrative, Custodial, Volunteer).
- b. Role:
 - i. Ensure patients proceed through the waiting area for screeners in an orderly manner and do not wander in to non-POD areas.
 - ii. Direct patients to an available Screener.

3. Screener (1-2)

- a. Staff Type
 - i. Any non-clinical (i.e. Admin, Custodial, Volunteer).
- b. Role:
 - i. Use item (*i.e. flag, paddle*) to denote when they are ready for a new patient.
 - ii. Use screening algorithm to determine if a patient will go to dispensing station or medical evaluation station.
 - iii. Apply a specific color mark(s) to the patient screening form to denote if they should go to the dispensing station or medical evaluation.
 - 1. Sign the form as an additional security measure to denote that the patient went through screening (*optional*).
 - iv. Direct patients who have been screened to the Post-Screening Flow Monitor and waiting area.

4. Post-Screening Flow Monitor (1)

- a. Staff Type:
 - i. Any non-clinical (i.e. Admin, Custodial, Volunteer).
- b. Role:
 - i. Based on the mark on the patient screening form, direct the patient to either an available dispenser or medical evaluator.

LAYOUT:

Health centers should set up another “snake-style” line for patients (with a few chairs for special needs patients) where they can wait after they are finished with the Screening Quality Control Monitor and prior to being assigned to a Screener.

Patients are sent to a screening table, however no chairs for patients should be provided in order to encourage rapid flow (*Note: Screeners can stand without tables if necessary due to space constraints*). Bottlenecks here can be avoided by assigning the different screening tables with different colors or numbers, making it easier for the Pre-screening Flow Monitors to direct individuals to the individual screening tables.



The figure shows a screening table with large numbers on the table for directing patients to the tables. Most PODs will only need 1-2 screening tables. (Figure 3)

Patients are then sent to the next waiting line to be assigned to a Medical Evaluator or Dispenser.

LOGISTICS:

- A. General
 - a. Identifiers for staff (*i.e. arm bands, vests*).
 - b. Caution tape or traffic cones to direct lines, if needed.
 - c. Chairs for patients who need it (*i.e. elderly, disabled, pregnant*).
 - d. Communication equipment (*e.g., walkie-talkies, cell phones*).
 - e. Signs that indicate location, entrance and flow of the POD site in languages appropriate to the community.
 - f. Infection control materials (*i.e. tissue, alcohol hand hygiene products/dispensers, hands free wastebaskets*).
 - i. Additional infection control supplies, e.g. masks, as appropriate
- B. Screening Quality Control Monitor
 - a. Colored pens or stickers (*to mark screening forms*).

C. Screener

- a. Item to raise to denote they are available to see another patient (*i.e. paddle, flag*)
 - i. Each item should be a different color or numbered to identify specific dispensers. This makes it easier for Post Screening Flow Monitors to direct patients.
- b. 2 different colored pens to mark screening forms (*medical evaluation or dispensing*).
 - i. Regular writing pen to sign form (*optional*).
- c. Copies of the screening algorithm.
- d. Table and chairs for Screener (*recommended, though Screeners can stand if necessary due to space constraints*).

MEDICAL EVALUATION AREA

The Medical Evaluation Area should provide patients with an orderly system to accomplish the following:

- Assess individuals identified during screening as having a possible contraindication or medical issue that may prevent the individual from taking the medication/receiving the vaccination.
- Assist in dispensing medication / vaccination to patients who have been evaluated and are able to receive the medication, or no patients are waiting for medical evaluation.
- Provide resources to those individuals unable to receive the medication / vaccination.
- Quickly access outside resources (i.e. Provider Access Line at Department of Health and Mental Hygiene (DOHMH)) via telephone when necessary.

In consultation with Infection Control professionals, sites should determine how frequently each Dispensing Officer should take a break to wash their hands at a sink. Dispensing Officers would alert their backfill at the time of the encounter directly before a break is scheduled.

STAFFING

1. Medical Evaluator (1 – *may need more if the POD will be serving unique populations, such as pediatrics, that may need specialized clinical oversight*).
 - a. Staff Type:
 - i. Clinical staff (i.e. RN, MD, PA).
 - ii. Should reflect the language needs of the community being served.
 - b. Role:
 - i. Evaluate patients for possible contraindications or medical issue that may prevent them from taking the medication / receiving the vaccination.
 1. Dispense medication to patients deemed able to take the medication / receive the vaccination.
 2. Provide information and resources to those patients unable to receive the medication / vaccination.
 - ii. Dispense medication to patients waiting for dispensers when no one is waiting for Medical Evaluation.
 - iii. Collect registration paperwork from patients to whom they dispense medication / vaccination.
 - iv. Direct patients towards the POD exit.
2. Mental Health Staff (Optional – 1 or more):
 - a. Staff Type:
 - i. Social Services (i.e. counselor, psychologist).
 - ii. Should reflect the language needs of the community being served.
 - b. Role:
 - i. Based on the concerns of the patients (and staff), provide mental health services to those at the POD.

LAYOUT

The area dedicated to medical evaluation must have a separate, private station in which to work such as an office or separated by dividers – both to respect medical privacy and for the privacy of

some patients needing to remove clothes (*i.e. women needing to take off a long sleeve shirt for a shot*).



The figure shows how a medical screening area (or private dispensing area) can be set up to give both patient and doctor privacy. Note: table and chairs can be used in lieu of exam tables (Figure 4)

Data from previous POD's suggested that on average, individuals spend about 5-8 minutes with the medical evaluator. It is also suggested that more than one medical evaluator be available at any time – this can include a Dispenser that can serve as a backup if necessary.

Patients are then sent to the POD exit.

LOGISTICS

A. General

- a. Identifiers for staff (*i.e. arm bands, vests*).
- b. Caution tape or traffic cones to direct lines, if needed.
- c. Communication equipment (*e.g., walkie-talkies, cell phones*).
- d. Signs that indicate location, entrance and flow of the POD site in languages appropriate to the community.
- e. Infection control materials (*i.e. tissue, alcohol hand hygiene products/dispensers, hands free wastebaskets*).
 - i. Additional infection control supplies, e.g. masks, as appropriate.

B. Medical Evaluator

- a. Small table for supplies.
- b. Medication / vaccine to dispense
 - i. Appropriate clinical supplies to facilitate dispensing.
- c. Box to place completed screening forms
- d. Item to raise to denote they are available to see another patient (*i.e. paddle, flag*)
 - i. It can also be whether the screen is open or closed.
- e. Pens
- f. Screening algorithm
- g. Access to communicate with local Department of Health for guidance (*i.e. a phone to call the DOHMH Provider Line*).
- h. Table and chairs for patient and Medical Evaluator
 - i. Depending on the location and weather, having 2-3 chairs for family members, clothes, bags, etc. is recommended.

DISPENSING AREA

The Dispensing Area should provide patients with an orderly system to accomplish the following:

- Provide medication/vaccination to the individuals who have been cleared during screening.
- Provide additional resources to POD participants.
- Collect evaluation data on the POD.

In consultation with Infection Control professionals, sites should determine how frequently each Dispensing Officer should take a break to wash their hands at a sink. Dispensing Officers would alert their backfill at the time of the encounter directly before a break is scheduled.

STAFFING

This may be the most important area to be sure to have enough staffing. It is also important to make sure that staff members working at this station get breaks.

1. Dispenser (5-6):
 - a. Staff Type:
 - i. Clinical staff (i.e. RN, MD, PA).
 - ii. Should reflect the language needs of the community being served.
 - iii. May need to reflect specific populations (i.e. pediatric RN if children will be served by the POD).
 - b. Role:
 - i. Hand out medications or provide the vaccination to the patients.
 - ii. Collect registration paperwork from patients to whom they dispense medication / vaccination.
2. Post Dispensing Flow Monitor (1):
 - a. Staff Type:
 - i. Any non-clinical (i.e. Administrative, Custodial, Volunteer).
 - b. Role:
 - i. Depending on the circumstance, direct patients to:
 1. Quality Assurance & Community Affairs
 2. Recovery area (*optional*)
 3. POD Exit
3. Quality Assurance Monitor & Community Affairs Liaison (1):
 - a. Staff Type:
 - i. Any non-clinical (i.e. Administrative, Custodial, Volunteer).
 - b. Role:
 - i. Survey or collect evaluations from patients about the POD.
 - ii. Provide additional information for patients (*i.e. other services at the health center, make appointments - optional, especially in a health emergency*).
 - iii. Coordinate outside agencies providing post-POD information (*i.e. insurance companies, social services - optional, especially in a health emergency*).

LAYOUT

Patients are directed to a dispensing station, which includes a table with chairs. Bottlenecks here can be avoided by assigning the dispensing stations with different colors or numbers, making it easier for the Post-Screening Flow Monitors to direct individuals to a specific station.

While the majority of dispensing stations can be in the open it is recommended that 1-2 have a separate, private station in which to work, such as an office or separated by dividers, for the privacy of some patients needing to remove clothes (*i.e. women needing to take off a long sleeve shirt for a shot*).



The figure shows dispensing stations set up in a large room for patients to receive medication or vaccination (Figure 5)

Patients are then sent to the POD exit.

LOGISTICS

A. General

- a. Identifiers for staff (*i.e. arm bands, vests*).
- b. Caution tape or traffic cones to direct lines, if needed.
- c. Communication equipment (*e.g., walkie-talkies, cell phones*).
- d. Signs that indicate location, entrance and flow of the POD site in languages appropriate to the community.
- e. Infection control materials (*i.e. tissue, alcohol hand hygiene products/dispensers, hands free wastebaskets*).
 - i. Additional infection control supplies, *e.g. masks*, as appropriate.

B. Dispenser

- a. Small table for supplies
- b. Medication / vaccine to dispense
 - i. Appropriate clinical supplies to facilitate dispensing.
- c. Box to place completed screening forms
- d. Item to raise to denote they are available to see another patient (*i.e. paddle, flag*)
 - i. Can also be whether the screen is open or closed.
 - ii. Each item should be a different color or numbered to identify specific dispensers. This makes it easier for Post Screening Flow Monitors to direct patients.
- e. Pens
- f. Table and chairs for patient and Dispenser
 - i. Depending on the location and weather, having 2-3 chairs for family members, clothes, bags, etc. is recommended.
 - ii. Some type of screen for 1-2 dispensers for patients needing privacy.

- C. Quality Assurance Monitor & Community Affairs Liaison – *Note: Logistics will vary based on how your site will be utilizing this area of the POD.*
- a. Surveys / evaluations
 - i. Clipboard and pen (*It is recommended that one staff member interview / evaluate all patients to keep all data on one or two pages.*)
 - b. Chairs (*if patients need to wait after receiving a vaccination.*)
 - c. Tables and chairs (*if providing community resources, i.e. pamphlets, community organizations, insurance.*)

COMMAND AND CONTROL AREA

The Command and Control Area should provide patients with an orderly system to accomplish the following:

- Provide oversight and management of all areas, including insuring a safe environment for staff and patients.
- Be the point of communication for external agencies, including media, if questions or concerns arise.
- Act as the supply storage site where all equipment and materials not being used are stored.
- Ensure supplies and resources are collected and distributed as appropriate.

STAFFING

1. POD Team Leader (1):

- a. Staff Type:
 - i. Senior Management
- b. Role:
 - i. Manage the POD and is in charge of overseeing all aspects of its planning and safe execution.
 - ii. Oversee the management team (Staffing Coordinator, Flow Monitor Chief, Public Information Officer, and Medical Affairs Chief).
 - iii. Liaison with site Senior Leadership.
 - iv. Troubleshoot items when the management team is unable.

2. Staffing Coordinator (1):

- a. Staff Type:
 - i. Management
- b. Role:
 - i. Prior to the POD, plan all staff breaks and shift changes in coordination with the management team.
 - ii. Insure scheduled breaks and shift changes occur in coordination with the management team. Depending on the time of the POD, will also coordinate food and beverage for staff and volunteers.
 - iii. Identify volunteer positions, recruit, and manage volunteers.
 - iv. Oversee Runners and Quality Assurance Monitor & Community Affairs Liaison.
 - v. Other duties as directed by the POD Team Leader.

3. Public Information Officer (1):

- a. Staff Type:
 - i. Management
- b. Role:
 - i. Point of contact for all media inquiries prior to, during, and after the POD.

4. Flow Monitor Chief (1):

- a. Staff Type:

- i. Management
 - b. Role:
 - i. Manages all aspects of the POD related to flow to ensure safety as well as smooth and even pace.
 - ii. Oversee the Flow Team (Greeter, Registration Flow Monitor, Screening Quality Control Monitor, Pre Screening Flow Monitor, Post Screening Flow Monitor, and Post Dispensing Flow Monitor).
 - iii. Troubleshoot items related to flow. Utilize the POD Team Leader for issues that cannot be resolved.
 - iv. Report to the POD Team Leader and keep him or her informed of the status of the flow and any issues that may arise.
5. Medical Affairs Chief (1):
- a. Staff Type:
 - i. Clinical Management (i.e. Medical Director).
 - b. Role:
 - i. Manages all clinical aspects of the POD to ensure safety and smooth operations.
 - ii. Oversee the Medical Affairs Team (Infection Control Monitor, Screeners, Medical Evaluator, Mental Health Staff, and Dispensers).
 - iii. Troubleshoot clinical issues. Utilize the POD Team Leader for issues that cannot be resolved.
 - iv. Report to the POD Team Leader and keep him or her informed of the status of all clinical operations and any issues that may arise.
6. Runner (1) & Facilities (1):
- a. Staff Type:
 - i. *Runner*: Any non-clinical (i.e. Admin, Custodial, Volunteer).
 - ii. *Facilities*: Site facilities personnel.
 - b. Role:
 - i. *Runner*: Work with all staff to collect (i.e. screening forms) and replenish supplies (i.e. vaccines, infection control supplies) in each area.
 - ii. *Facilities*: Assist with logistics and layout as well as insure trash and sharps are emptied regularly.

LAYOUT

The Command & Control Center should be a room that can be used to store extra items, including items (like vaccine) that need to be refrigerated. It is NOT an area where staff (Command & Control or other POD staff) should just “hang out.” If at all possible, a separate room or area should be set aside for staff to take breaks.



The figure shows an area of the health center converted in to a “command and control” center. This area can store extra supplies and be a place to conduct meetings. (Figure 6)

LOGISTICS

A. General

- a. Identifiers for staff (*i.e. arm bands, vests*).
- b. Table or area to store supplies.
- c. Communication equipment (*e.g., walkie-talkies, cell phones*).
- d. Sign indicating location.
- e. All extra supplies needed for each station of the POD (*i.e. forms, clinical items, vaccine / medication, infection control supplies*).

PART III: JOB ACTION SHEETS (JAS):

For each title in **bold** in the guidance document, there is a corresponding job action sheet. Each job action sheet has a brief statement on purpose, who that person reports to as well as who reports to that person, if applicable. JASs also outline responsibilities at the start, during and end of the shift.

As the POD Planning Team customizes the guidance document for its center, centers may choose to revise or rename some of the job titles. If this is done, the POD Planning Team should ensure that a corresponding JAS is also created.

Note: In the early stages of POD implementation, centers may feel that some of the job titles are excessive. The suggested job titles were based on previous POD drills or mass vaccinations/screening events conducted. While the ultimate decision is left to the individual centers, centers are encouraged to include as much as the responsibilities suggested as possible.

How to Use the Job Action Sheets (JAS)

1. The POD Planning Team should ensure that each role in their plan has a corresponding JAS.
2. Review the JAS to ensure that each individual knows to whom and to where to report, and what their responsibilities would be at the start, during and at the end of their shift.

JOB TITLE: GREETER

STAFFED BY: _____

LOCATION: Registration Area

SUPERVISOR: Flow Monitor Chief

DIRECT REPORTS: None



JOB SUMMARY

- Greet POD participants and insure they are there for the POD.
- Hand out registration information in the appropriate language
 - Refill empty clipboards with appropriate registration materials.
- Identify patients that need special accommodation while waiting (i.e. elderly, pregnant, etc.) and direct them to flow monitors.
- Alert Public Information Officer to the presence of representatives from the media.
- Provide “Just in Time” marketing to passersby (*optional*).

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for a situation update.
 - i. Understand when breaks and shift changes will occur.
 - ii. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - iii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Understand the flow of the POD.
- Introduce yourself to the Public Information Officer, Registration Flow Monitor and Infection Control Monitor and understand how your roles interact.

B. During the Shift

- Ask each person coming to the center if they are coming for the POD.
- If they are coming to the POD, hand each individual a number, [Disease] information sheets.
- Direct individual to waiting area.
- When Pre-Screening Monitor ready for individual, direct them to the Screening Station.
- Maintain frequent contact with Pre-Screening Flow Monitor (e.g., walkie talkie, cell phone) to help with identifying flow buildup.
- Perform frequent hand hygiene.

C. End of the Shift

- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

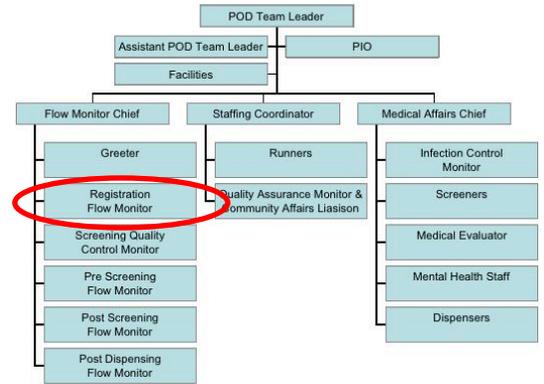
JOB TITLE: REGISTRATION FLOW MONITOR

STAFFED BY: _____

LOCATION: Registration Area

SUPERVISOR: Flow Monitor Chief

DIRECT REPORTS: None



JOB SUMMARY

- Ensure patients proceed through the Greeting & Registration area in an orderly manner and do not wander in to non-POD areas.
 - Inform patients that have completed their registration paperwork to move to the Screening Quality Control Monitor.
- Assist patients needing special accommodations while waiting (i.e. elderly, pregnant, etc.) that have been identified by the Greeters.
- Answer non-clinical questions regarding the POD and the POD registration form (*in the patients' home language*).
 - Clinical questions should be referred to the Infection Control Monitor.
- Collect clipboards and return to Greeters (*patients keep their forms*).
- Ensure patients are provided with proper infection control, such as hand sanitizer.

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for a situation update:
 - i. Understand when breaks and shift changes will occur.
 - ii. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - iii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Understand the flow of the POD.
- Introduce yourself to the Screening Quality Control Monitor, Greeters and Infection Control Monitor and understand how your roles interact.

B. During the Shift

- Ask each person coming to center if they are coming for the POD.
- If they are coming to the POD, hand each individual a number, [Disease] information sheets.
- Direct individual to waiting area.
- When Pre-Screening Monitor ready for individual, direct them to the Screening Station.
- Maintain frequent contact with Pre-Screening Flow Monitor (e.g., walkie talkie, cell phone) to help with identifying flow buildup.
- Perform frequent hand hygiene.

C. End of the Shift

- Ensure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.

- Debrief with the replacement staff for your position.

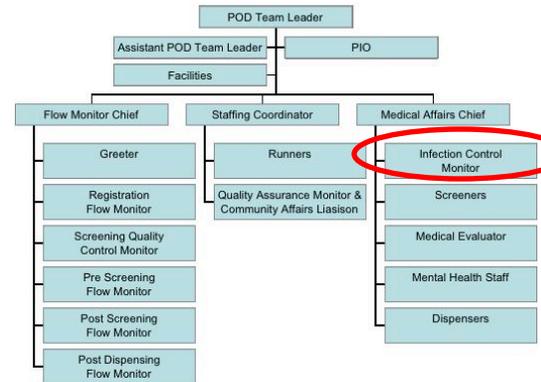
JOB TITLE: INFECTION CONTROL MONITOR

STAFFED BY: _____

LOCATION: Throughout entire POD
Primary area in Registration Area

MANAGER: Medical Affairs Chief

DIRECT REPORTS: None



JOB SUMMARY

- Identify patients that may be exhibiting flu-like symptoms and move them out of the general patient population where they can see a doctor or schedule an appointment.
- Answer basic clinical questions about the vaccine and registration form.
 - *Note: Patients with advanced clinical questions should be referred to Medical Evaluation in the Screening Area.*
- Ensure infection control measures are being followed by patients and staff throughout the POD.

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for a situation update
 - i. Understand when breaks and shift changes will occur.
 - ii. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - iii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Ensure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Understand the flow of the POD.
- Introduce yourself to the Registration Flow Monitor and Greeters and understand how your roles interact.

B. During the Shift

- Make sure that Greeters and Pre/Post Screening Monitors perform hand hygiene on a regular/frequent basis.
- As each individual enters the center, ensure that infection control measures are being followed and assist with answering questions or initial medical concerns.
- Ensure individuals entering the center perform hand hygiene and provide them tissues.
- Make sure that at regular intervals, you wipe down the door knobs, elevator buttons, chair arms, any environmental surfaces that are frequently touched by individuals coming in.

C. End of the Shift

- Ensure all materials / logistics are in place, have been adequately stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

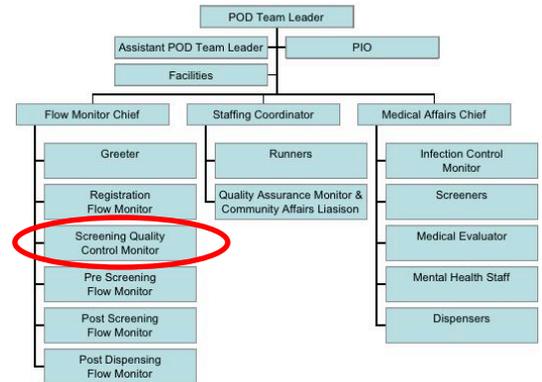
JOB TITLE: SCREENING QUALITY CONTROL MONITOR

STAFFED BY: _____

LOCATION: Screening Area

MANAGER: Flow Monitor Chief

DIRECT REPORTS: None



JOB SUMMARY

- Ensure patients screening forms are completed (apply a color mark to denote the form is completed).
 - If the form is not completed, refer patient back to the waiting area to complete (may need the help of Registration Area staff).
- Direct patients to the Screening Flow Monitor.

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for a situation update
 - i. Understand when breaks and shift changes will occur.
 - ii. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - iii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Ensure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Understand the flow of the POD.
- Introduce yourself to the Registration Flow Monitor and Pre-Screening Flow Monitor and understand how your roles interact.

B. During the Shift

- Make sure that Greeters and Pre/Post Screening Monitors perform hand hygiene on a regular/frequent basis. As each individual enters the center, ensure that infection control measures are being followed and assist with answering questions or initial medical concerns as able. Have them perform hand hygiene and give them tissues.
- Make sure that at regular intervals, you wipe down the door knobs, elevator buttons, chair arms, any environmental surfaces that are frequently touched by individuals.

C. End of the Shift

- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

JOB TITLE: PRE-SCREENING FLOW MONITOR

STAFFED BY: _____

LOCATION: Screening Area

MANAGER: Flow Monitor Chief

DIRECT REPORTS: None



JOB SUMMARY

- Direct patients to an available Screener

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for a situation update
 - i. Understand when breaks and shift changes will occur.
 - ii. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - iii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Understand the flow of the POD.
- Introduce yourself to the Screening Quality Control Monitor and Screeners and understand how your roles interact.

B. During the Shift

- Observe Screening Officers to see when they are ready for the next individual.
- Signal to waiting area monitor that next individual can be sent over to Screening. Individuals should be called over in the order of the numbers given.
 - i. Ideally to have 4-5 individuals in line at a time.
 - ii. Keep families together.
- Direct individuals to the next Screening officer
- Perform frequent hand hygiene.

C. End of the Shift

- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

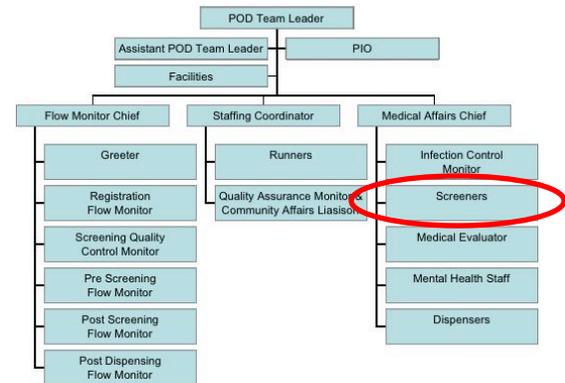
JOB TITLE: **SCREENER**

STAFFED BY: _____

LOCATION: Screening Area

MANAGER: Medical Affairs Chief

DIRECT REPORTS: None



JOB SUMMARY

- Use screening algorithm to determine if a patient will go to dispensing station or medical evaluation station.
- Apply a color mark to the patient screening form to denote if they should go to the dispensing station or medical evaluation.
- Sign the form as an additional security measure to denote that the patient went through screening (*optional*).

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for a situation update
 - i. Understand when breaks and shift changes will occur.
 - ii. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - iii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*)
- Understand the flow of the POD.
- Introduce yourself to the Pre-Screening Flow Monitor and Post-Screening Flow Monitor and understand how your roles interact.

B. During the Shift

- Raise your hand to let the Pre-Screening Flow Monitor know that you are free to see an individual.
- Complete the Screening Form
 - i. If individual has no contraindications to taking the medications:
 1. Place a green sticker on an index card. This indicates that the individual is cleared to go to the Dispensing Station to get the medications.
 - a. Explain to individual that you are sending them to the next station to get the medicines.
 - b. Give individual the Screening Form back and index card and direct them to the Post-Screening Flow Monitor to go to the Dispensing Station.
 - ii. If an individual does have contraindications or questionable contraindications:
 1. Place an orange sticker on an index card. This indicates that the individual needs to go to see the Medical Evaluator.
 - a. Explain to individual that you are sending them to the medical evaluator to make sure whether or not they can take the medication/receive the vaccination.

- b. Give individual the Screening Form and index card and direct them to the Post-Screening Flow Monitor to go to the Medical evaluation station.

C. End of the Shift

- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

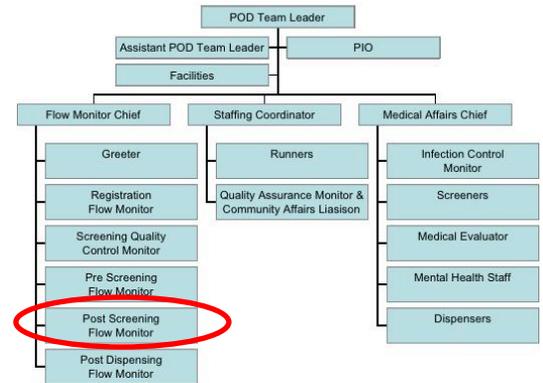
JOB TITLE: POST-SCREENING FLOW MONITOR

STAFFED BY: _____

LOCATION: Screening Area

MANAGER: Flow Monitor Chief

DIRECT REPORTS: None



JOB SUMMARY

- Based on the mark on the patient screening form, direct the patient to either dispensing or medical evaluation.

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for a situation update
 - i. Understand when breaks and shift changes will occur.
 - ii. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - iii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Understand the flow of the POD.
- Introduce yourself to the Screeners, Dispensers and Medical Evaluator and understand how your roles interact.

B. During the Shift

- When an individual or family is leaving the Screening Station, take a look at the index card that they should have received from the Screening Officer.
 - i. If the index card has a green sticker, direct them to the Dispensing Table.
 - ii. If the index card has an orange sticker, direct them to the Medical Evaluation Station.
- Perform frequent hand hygiene.

C. End of the Shift

- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

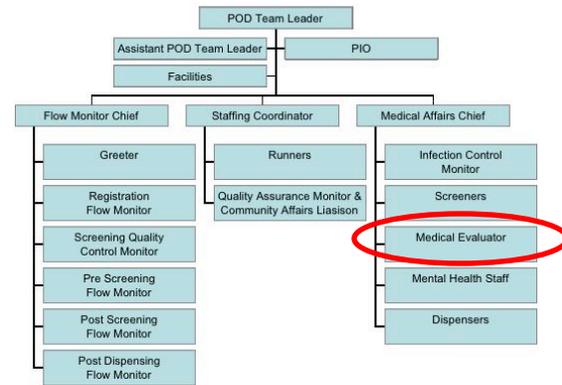
JOB TITLE: MEDICAL EVALUATOR

STAFFED BY: _____

LOCATION: Medical Evaluation Area

MANAGER: Medical Affairs Chief

DIRECT REPORTS: None



JOB SUMMARY

- Evaluate patients for possible contraindications or medical issue that may prevent them from taking the medication / receiving the vaccination.
 - Dispense medication to patients deemed able to take the medication / receive the vaccination.
 - Provide information and resources to those patients unable to receive the medication / vaccination.
- Dispense medication when no patients are waiting for Medical Evaluation.
- Collect registration paperwork from patients to whom they dispense medication / vaccination.

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for a situation update
 - i. Understand when breaks and shift changes will occur.
 - ii. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - iii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Understand the flow of the POD.
- Introduce yourself to the Post-Screening Flow Monitor, Mental Health Staff, and Post-Dispensing Flow Monitor and understand how your roles interact.

B. During the Shift

- When individual comes to the station, ask for individual's Screening Form. Review what contraindication was circled.
- Evaluate individual for that contraindication and determine if patient would still be able to receive medication/vaccination (*i.e., relative vs. absolute contraindications*).
 - i. Call NYC DOHMH for assistance.
- If individual able to take medication/receive vaccination, place green sticker on index card, give individuals the Screening Form and return individual to Post-Screening Monitor to go to Dispensing Station.
- If individual unable to take medication/receive vaccination, explain risk to individual of taking medication/vaccination with that contraindication.
 - i. Keep screening form.
 - ii. Direct individual to exit.

C. End of the Shift

- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

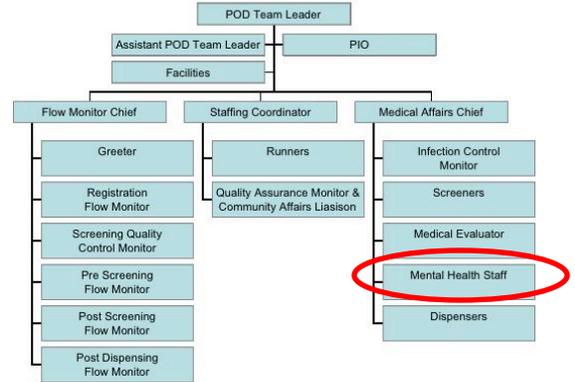
JOB TITLE: MENTAL HEALTH STAFF

STAFFED BY: _____

LOCATION: Throughout entire POD
Primary area in Medical Evaluation & Dispensing Areas

MANAGER: Medical Affairs Chief

DIRECT REPORTS: None



JOB SUMMARY

- Based on the concerns of the patients (or staff), provide mental health services to those at the POD.

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for a situation update
 - i. Understand when breaks and shift changes will occur.
 - ii. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - iii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Understand the flow of the POD.
- Introduce yourself to the Medical Evaluator and Dispensers and understand how your roles interact.

B. During the Shift

- When individual comes to station, ask for the index card from individual.
- Make sure that a green sticker is on the index card.
- Document vaccination given or medication given on the Tracking Sheet. Keep the Screening Form.
- Direct individual to the Exit.

C. End of the Shift

- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

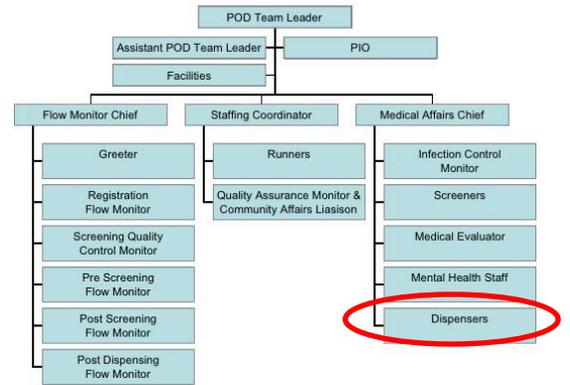
JOB TITLE: DISPENSER

STAFFED BY: _____

LOCATION: Dispensing Area

MANAGER: Medical Affairs Chief

DIRECT REPORTS: None



JOB SUMMARY

- Hand out medications or provide the vaccination to the patients.
- Collect registration paperwork from patients to whom they dispense medication / vaccination.

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for a situation update
 - i. Understand when breaks and shift changes will occur.
 - ii. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - iii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Understand the flow of the POD.
- Introduce yourself to the Post-Screening Flow Monitor, Mental Health Staff, and Post-Dispensing Flow Monitor and understand how your roles interact.

B. During the Shift

- When individual comes to station, ask for the index card from individual.
- Make sure that a green sticker is on the index card.
- Document vaccination given or medication given on the Tracking Sheet. Keep the Screening Form.
- Direct individual to the Exit.

C. End of the Shift

- Debrief with Medical Affairs Chief.

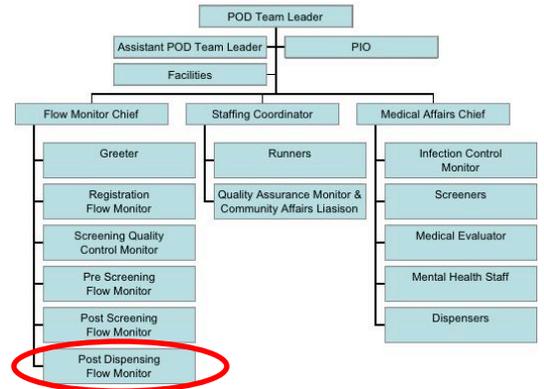
JOB TITLE: POST-DISPENSING FLOW MONITOR

STAFFED BY: _____

LOCATION: Dispensing Area

MANAGER: Flow Monitor Chief

DIRECT REPORTS: None



JOB SUMMARY

- Depending on the circumstance, direct patients to:
 - Quality Assurance & Community Affairs
 - Recovery area (*optional*)
 - POD Exit

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for a situation update
 - i. Understand when breaks and shift changes will occur.
 - ii. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - iii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Understand the flow of the POD.
- Introduce yourself to the Dispensers, Medical Evaluator and Community Affairs Liaison and understand how your roles interact.

B. During the Shift

- Depending on the circumstance, direct patients to:
 - i. Quality Assurance & Community Affairs.
 - ii. Recovery area (*optional*).
 - iii. POD Exit.

C. End of the Shift

- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

JOB TITLE: QUALITY ASSURANCE MONITOR & COMMUNITY AFFAIRS LIAISON

STAFFED BY: _____

LOCATION: Dispensing

MANAGER: Staffing Coordinator

DIRECT REPORTS: None



JOB SUMMARY

- Collect evaluations from patients about the POD.
- Provide additional information for patients (*i.e. other services at the health center, make appointments - optional, especially in a health emergency*).
- Coordinate outside agencies providing post-POD information (*i.e. insurance companies, social services - optional, especially in a health emergency*).

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for a situation update
 - i. Understand when breaks and shift changes will occur.
 - ii. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - iii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Understand the flow of the POD.
- Introduce yourself to the Post-Dispensing Flow Monitor and understand how your roles interact.

B. During the Shift

- When an individual or family is leaving the Screening Station, take a look at the index card that they should have received from the Screening Officer.
 - i. If the index card has a green sticker, direct them to the Dispensing Table.
 - ii. If the index card has an orange sticker, direct them to the Medical Evaluation Station.
- Perform frequent hand hygiene.

C. End of the Shift

- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

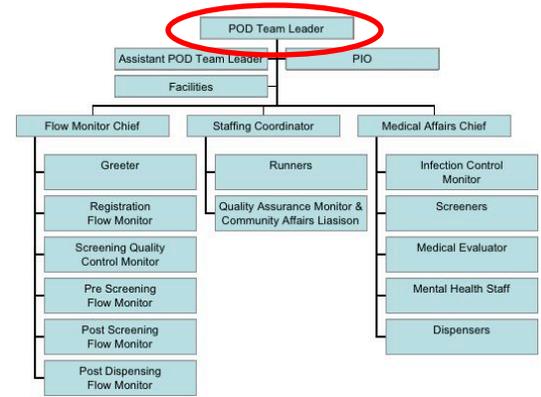
JOB TITLE: **POD TEAM LEADER**

STAFFED BY: _____

LOCATION: Throughout entire POD
Primary area in Command & Control Area

MANAGER: Site Senior Leadership

DIRECT REPORTS: Assistant POD Team Leader, Facilities
Medical Affairs Chief, Staffing Coordinator
Public Information Officer, Flow Monitor Chief



JOB SUMMARY

- Manage the POD and is in charge of overseeing all aspects of its planning and safe execution.
- Oversee the management team (Staffing Coordinator, Flow Monitor Chief, Public Information Officer, and Medical Affairs Chief).
- Liaison with site Senior Leadership.
- Troubleshoot items when the management team is unable.

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for situation update
 - i. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - ii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Meet with the Staffing Coordinator to review the schedule for breaks and the shift change for yourself and your direct reports.
 - i. Ensure that there is staff to provide back up during the break time and a replacement for the shift change.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Follow the first few people as they go through the POD to make sure that it is running smoothly and intervene if there is a problem.

B. During the Shift

- Coordinate all aspects of the POD.
- Perform routine troubleshooting
 - i. Coordinate personnel and supply needs with Flow Monitor Chief and Medical Affairs Chief.
- Request additional supplies as needed from Center personnel.
- Inform Chiefs of any new developments.
- Inform Chiefs about 15 minutes before shift change so that they know that new staff is reporting in.

C. End of the Shift

- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

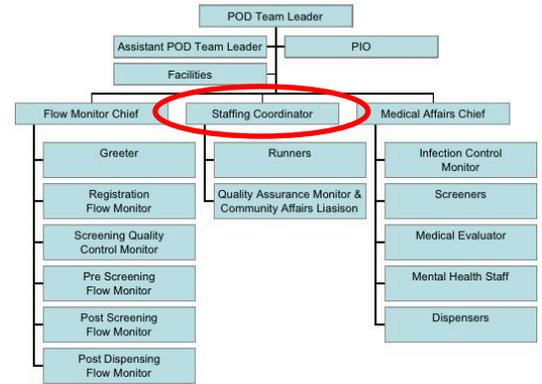
JOB TITLE: STAFFING COORDINATOR

STAFFED BY: _____

LOCATION: Throughout entire POD
Primary area in Command & Control Area

MANAGER: POD Team Leader

DIRECT REPORTS: Runners and Quality Assurance Monitor & Community Affairs Liaison



JOB SUMMARY

- Prior to the POD, plan all staff breaks and shift changes in coordination with the management team.
- Ensure scheduled breaks and shift changes occur in coordination with the management team.
- Identify volunteer positions, recruit, and manage volunteers.
- Other duties as directed by the POD Team Leader.

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for situation update
 - i. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - ii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Meet with the Staffing Coordinator to review the schedule for breaks and the shift change for yourself and your direct reports.
 - i. Ensure that there is staff to provide back up during the break time and a replacement for the shift change.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Understand the flow of the POD.
- Set up an area for volunteers to check in (*if applicable*).

B. During the Shift

- Coordinate all aspects of the POD.
- Perform routine troubleshooting
 - i. Coordinate personnel and supply needs with Flow Monitor Chief and Medical Affairs Chief.
- Request additional supplies as needed from Center personnel.
- Inform Chiefs of any new developments.
- Inform Chiefs about 15 minutes before shift change so that they know that new staff is reporting in.

C. End of the Shift

- Ensure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

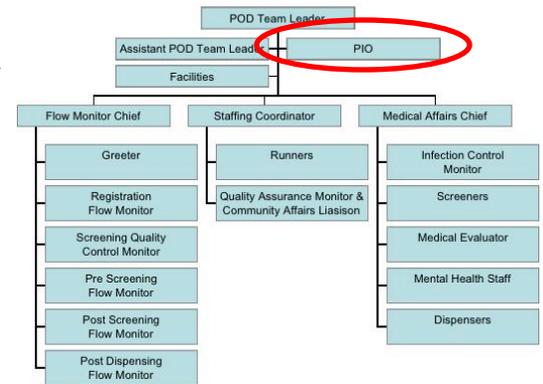
JOB TITLE: PUBLIC INFORMATION OFFICER

STAFFED BY: _____

LOCATION: Throughout entire POD
Primary area in Command & Control Area

MANAGER: POD Team Leader

DIRECT REPORTS: None



JOB SUMMARY

- Point of contact for all media inquiries prior to, during, and after the POD.
- Manage Community Affairs Liaisons.

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for situation update
 - i. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - ii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Meet with the Staffing Coordinator to review the schedule for breaks and the shift change for yourself and your direct reports.
 - i. Ensure that there is staff to provide back up during the break time and a replacement for the shift change.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*)
- Understand the flow of the POD.
- Introduce yourself to the Greeters and understand how your roles interact.

B. During the Shift

- Coordinate all aspects of the POD.
- Perform routine troubleshooting
 - i. Coordinate personnel and supply needs with Flow Monitor Chief and Medical Affairs Chief.
- Request additional supplies as needed from Center personnel.
- Inform Chiefs of any new developments.
- Inform Chiefs about 15 minutes before shift change so that they know that new staff is reporting in.

C. End of the Shift

- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

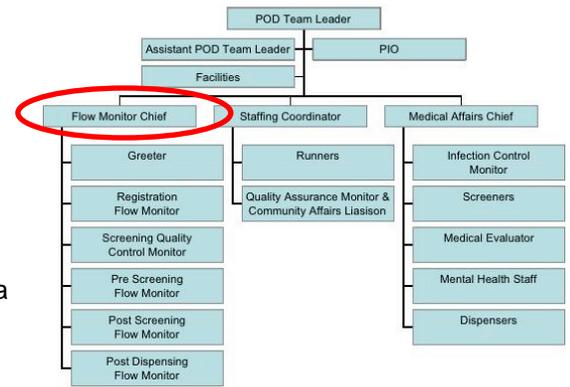
JOB TITLE: FLOW MONITOR CHIEF

STAFFED BY: _____

LOCATION: Throughout entire POD
Primary area in Command & Control Area

MANAGER: POD Team Leader

DIRECT REPORTS: Greeter, Registration Flow Monitor, Screening Quality Control Monitor, Pre Screening Flow Monitor, Post Screening Flow Monitor, and Post Dispensing Flow Monitor



JOB SUMMARY

- Manages all aspects of the POD related to flow to ensure safety as well as smooth and even pace.
- Oversee the Flow Team (Greeter, Registration Flow Monitor, Screening Quality Control Monitor, Screening Flow Monitor, Screeners, Post Screening Flow Monitor, Runners, Post Dispensing Flow Monitor, Facilities).
- Troubleshoot items related to flow. Utilize the POD Team Leader for issues that cannot be resolved.
- Report to the POD Team Leader and keep him or her informed of the status of the flow and any issues that may arise.

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for situation update
 - i. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - ii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Meet with the Staffing Coordinator to review the schedule for breaks and the shift change for yourself and your direct reports.
 - i. Ensure that there is staff to provide back up during the break time and a replacement for the shift change.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Follow the first few people as they go through the POD to make sure that it is running smoothly and intervene if there is a problem.

B. During the Shift

- Coordinate all aspects of the POD flow.
 - i. Perform routine troubleshooting.
 - ii. Coordinate personnel needs with Staffing Coordinator.
 - iii. Request additional supplies as needed from POD Team Leader.
 - iv. Ensure that staff are getting breaks and are alerted to when shift changes occur.
- Inform POD Team Leader of any new developments.

C. End of the Shift

- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).

- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position.

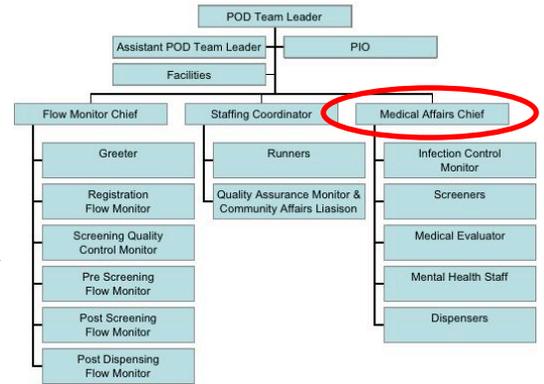
JOB TITLE: **MEDICAL AFFAIRS CHIEF**

STAFFED BY: _____

LOCATION: Throughout entire POD
Primary area in Command & Control Area

MANAGER: POD Team Leader

DIRECT REPORTS: Infection Control Monitor, Screeners, Medical Evaluator, Mental Health Staff, and Dispensers



JOB SUMMARY

- Manages all clinical aspects of the POD to ensure safety and smooth operations
- Oversee the Medical Affairs Team (Infection Control Monitor, Screeners, Medical Evaluator, Mental Health Staff, and Dispensers).
- Troubleshoot clinical issues. Utilize the POD Team Leader for issues that cannot be resolved.
- Report to the POD Team Leader and keep him or her informed of the status of all clinical operations and any issues that may arise.

JOB ACTIONS

A. Start of the Shift

- Check in with your manager for a situation update
 - i. If this is a shift change, also check in with the staff member currently ending their shift in your post for a situation update.
 - ii. If you have direct reports, also meet with them to give a situation update and review assignments.
- Meet with the Staffing Coordinator to review the schedule for breaks and the shift change for yourself and your direct reports.
 - i. Ensure that there is staff to provide back up during the break time and a replacement for the shift change.
- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Follow the first few people as they go through the POD to make sure that it is running smoothly and intervene if there is a problem.

B. During the Shift

- Coordinate the clinical aspects of the POD flow.
- Includes routine troubleshooting of the clinical arena.
- Coordinate personnel needs with POD Team Leader for clinical stations.
- Request additional supplies as needed from POD Team Leader.
- Inform POD Team Leader of any new developments.

C. End of the Shift

- Insure all materials / logistics are in place, have been properly stocked, and are working properly (*i.e. communication equipment*).
- Debrief with direct reports and then with manager.
- Debrief with the replacement staff for your position

Appendix 1

Example of a CDC Vaccine Information Sheet

Note: Vaccine Information Sheets are regularly updated by the CDC. The attached document should be used as an example of this type of resource. Health Centers should always check the CDC website for the most update and complete version

LIVE, INTRANASAL INFLUENZA VACCINE

WHAT YOU NEED TO KNOW 2011-12

Vaccine Information Statements are available in Spanish and many other languages. See www.immunize.org/vis
Hojas de Información Sobre Vacunas están disponibles en español y en muchos otros idiomas. Visite www.immunize.org/vis

1 Why get vaccinated?

Influenza (“flu”) is a contagious disease.

It is caused by the influenza virus, which can be spread by coughing, sneezing, or nasal secretions.

Anyone can get influenza, but rates of infection are highest among children. For most people, symptoms last only a few days. They include:

- fever/chills
- sore throat
- muscle aches
- fatigue
- cough
- headache
- runny or stuffy nose

Other illnesses can have the same symptoms and are often mistaken for influenza.

Young children, people 65 and older, pregnant women, and people with certain health conditions – such as heart, lung or kidney disease, or a weakened immune system – can get much sicker. Flu can cause high fever and pneumonia, and make existing medical conditions worse. It can cause diarrhea and seizures in children. Each year thousands of people die from influenza and even more require hospitalization.

By getting flu vaccine you can protect yourself from influenza and may also avoid spreading influenza to others.

2 Live, attenuated influenza vaccine - LAIV (nasal spray)

There are two types of influenza vaccine:

1. **Live, attenuated** influenza vaccine (LAIV) contains live but attenuated (weakened) influenza virus. It is sprayed into the nostrils.
2. **Inactivated** (killed) influenza vaccine, the “flu shot,” is given by injection with a needle. *This vaccine is described in a separate Vaccine Information Statement.*

Influenza viruses are always changing, so annual vaccination is recommended. Each year scientists try to match the viruses in the vaccine to those most likely to cause flu that year. Flu vaccine will not prevent disease from other viruses, including flu viruses not contained in the vaccine.

It takes up to 2 weeks for protection to develop after the vaccination. Protection lasts about a year.

LAIV does not contain thimerosal or other preservatives.

3 Who can receive LAIV?

LAIV is recommended for healthy people **2 through 49 years of age**, who are not pregnant and do not have certain health conditions (see #4, below).

4 Some people should not receive LAIV

LAIV is not recommended for everyone. The following people should get the inactivated vaccine (flu shot) instead:

- **Adults 50 years of age and older or children from 6 through 23 months of age.** (Children younger than 6 months should not get either influenza vaccine.)
- Children younger than 5 years with asthma or one or more episodes of wheezing within the past year.
- Pregnant women.
- People who have long-term health problems with:
 - heart disease
 - kidney or liver disease
 - lung disease
 - metabolic disease, such as diabetes
 - asthma
 - anemia, and other blood disorders
- Anyone with certain muscle or nerve disorders (such as seizure disorders or cerebral palsy) that can lead to breathing or swallowing problems.
- Anyone with a weakened immune system.
- Anyone in close contact with someone whose immune system is so weak they require care in a protected environment (such as a bone marrow transplant unit). *Close contacts of other people with a weakened immune system (such as those with HIV) may receive LAIV. Healthcare personnel in neonatal intensive care units or oncology clinics may receive LAIV.*
- Children or adolescents on long-term aspirin treatment.

Tell your doctor if you have any severe (life-threatening) allergies, including a severe allergy to eggs. A severe allergy to any vaccine component may be a reason not to get the vaccine. Allergic reactions to influenza vaccine are rare.

Tell your doctor if you ever had a severe reaction after a dose of influenza vaccine.

Tell your doctor if you ever had Guillain-Barré Syndrome (a severe paralytic illness, also called GBS). Your doctor will help you decide whether the vaccine is recommended for you.

Appendix 2

Summary of Figures

1. <http://www.nyc.gov/html/oem/images/photos/podex/podex03.jpg> (Downloaded May 4, 2012)
2. <http://www.fellowshipone.com/Images/ftsolutions/check-in-dos-donts-3.jpg> (Downloaded May 4, 2012)
3. <http://www.boonemrc.com/images/pod-exercise.jpg> (Downloaded May 4, 2012)
4. <http://carehomesuppliers.com/wp-content/uploads/2011/11/hospital.jpg> (Downloaded May 4, 2012)
5. http://media.wktv.com/images/240*233/Nov+2010+St+Elizabeth+POD+cropped.jpg (Downloaded May 4, 2012)
6. http://m.onet.pl/_m/ab96c1785173ebbccef2a5bb18b4d15c,3,1.jpg (Downloaded May 4, 2012)