

Establishing Regional Operation Standards for Emergency Mass Prophylaxis



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Brookline Health Department

Overview

Operations Chief Responsibilities:

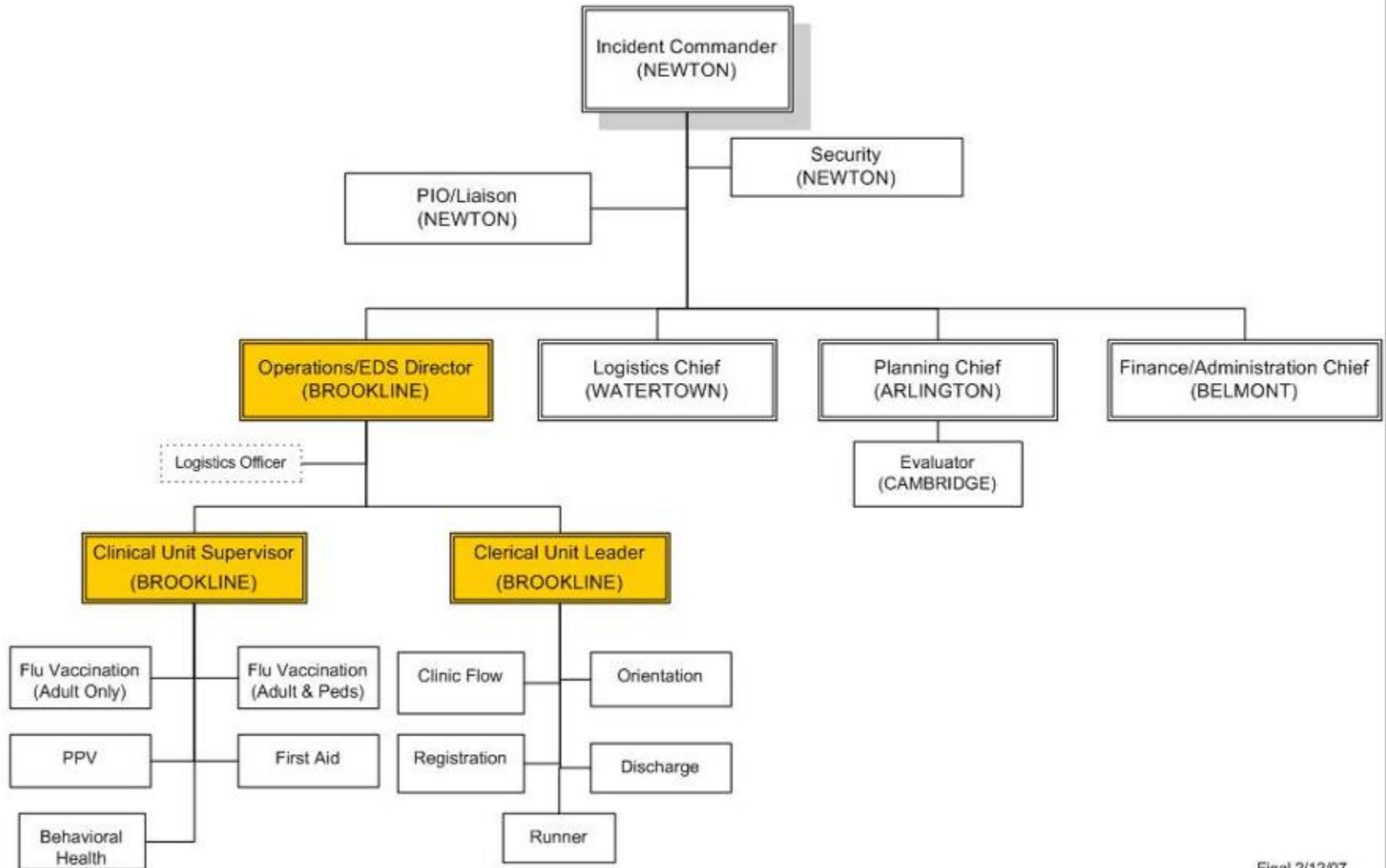
- Clinic layout
- Patient forms
- Staffing organization
- Establish *Standards of Care*
- Review & revise *Job Action Sheets (JAS)*
- Plan, organize and conduct clinical & clerical staff training
- Coordinate with other Section Chiefs & Clinical Director
- Participate in debriefing & *After Action Report* review
- Thank all volunteers



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Incident Command Structure

Sub-Region 2 Flu Vaccination Clinic / EDS Exercise - December 9, 2006
Our Lady of Help Church, Newton



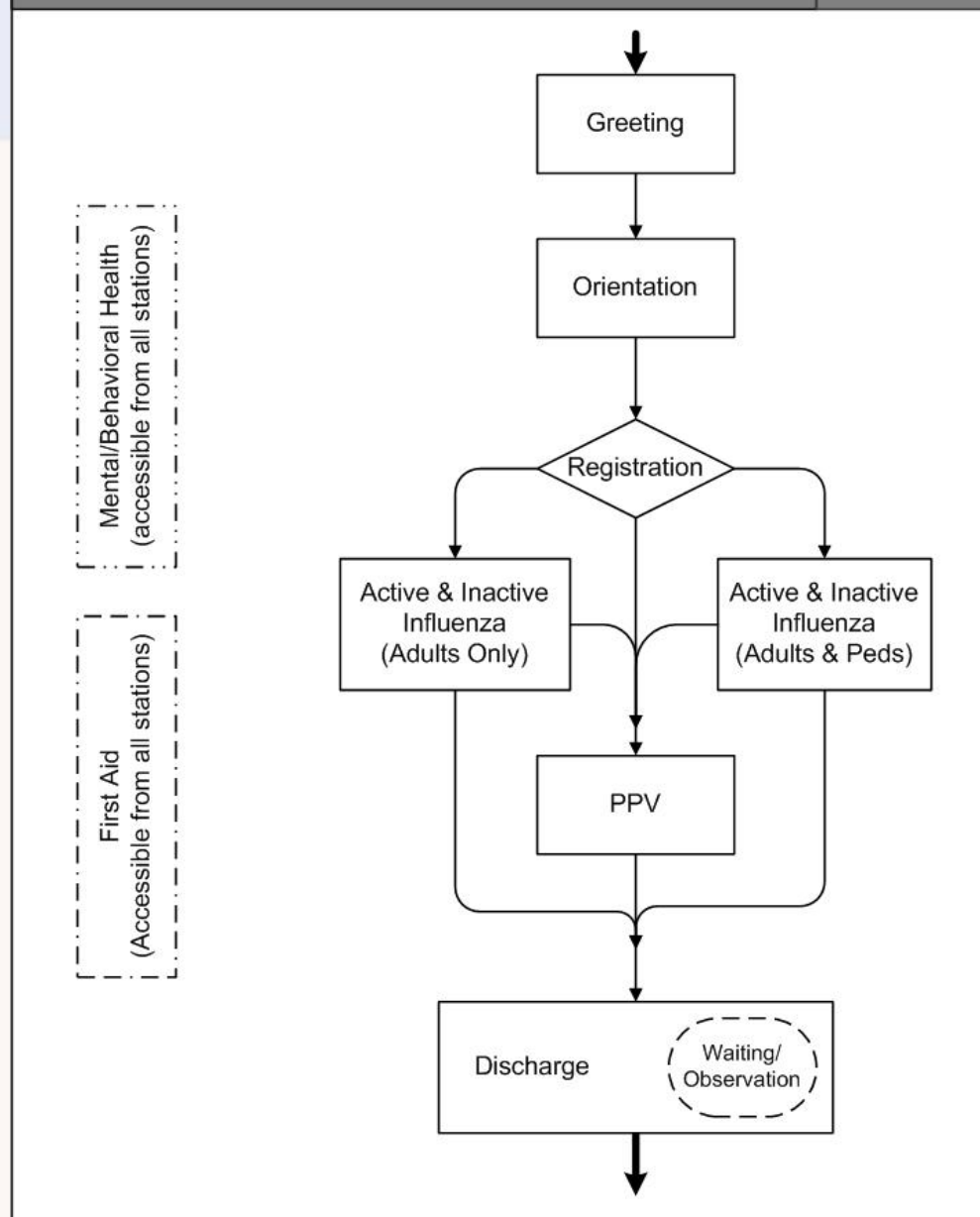
Final 2/12/07

Pre-Event

- Coordinated with Command & General staff:
 - logistics
 - plans/layout
 - clinic operations
 - safety & security
- Planned & trained non-clinical (clerical) volunteers
- Reviewed & revised JAS
- Developed staff check-in procedure
- Planned *Just-in-Time Training (JITT)* for volunteers
- Supported Clinic Unit Supervisor: planning, training & supplies

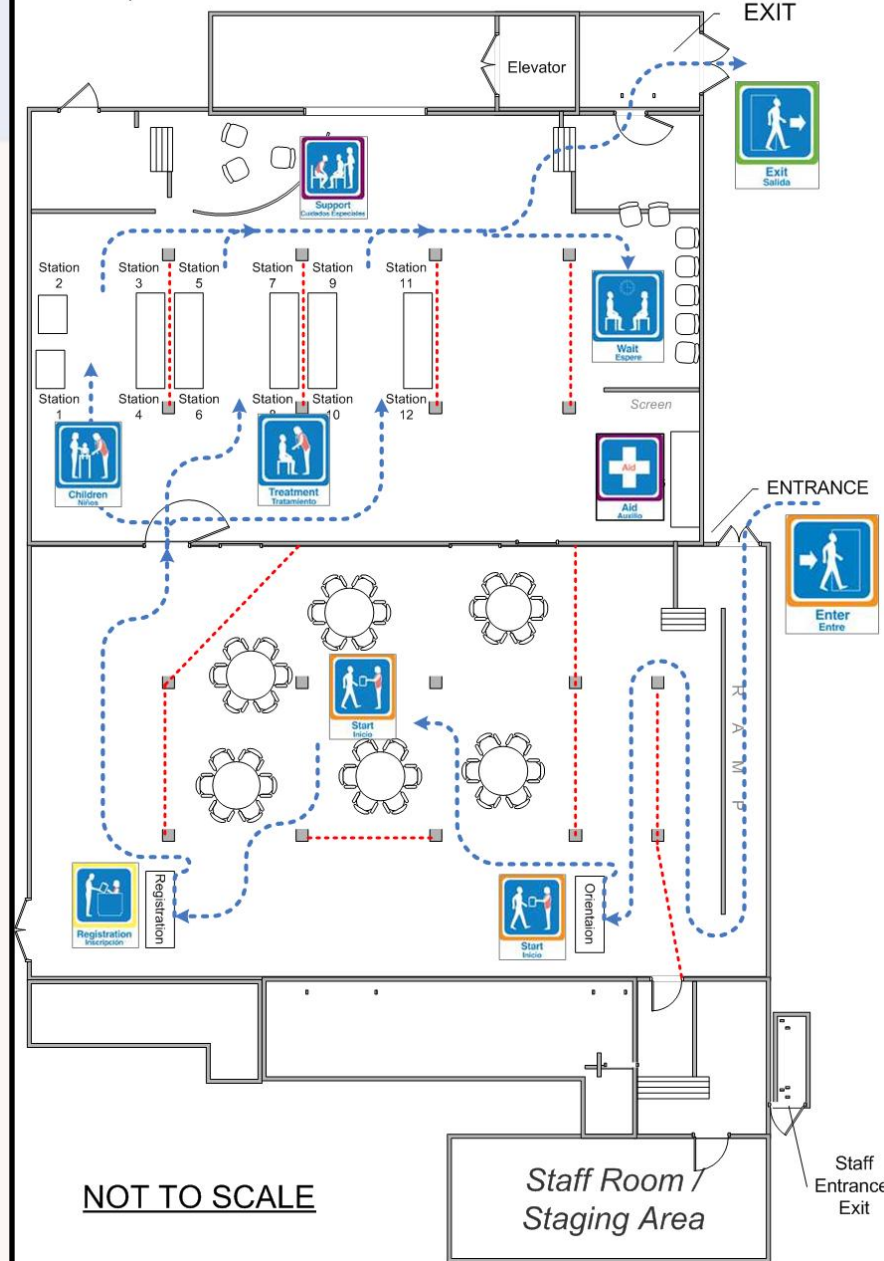


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Sub-Region 2 EDS Exercise
Flu / PPV Clinic Floor Plan: Our Lady of Help Church
Newton, MA



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Day of Event

- Set up non-clinical areas (including staff to check-in)
- Conducted JITT for all volunteers and for non-clinical staff (divided groups up for specific training)
- Answered questions
- Resolved problems (shortage of forms, long line, etc.)
- Checked in frequently with Clinic Unit Supervisor and Clerical Unit Supervisor



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Post-Event

- Participated in debriefing & reviewed After Action Report
- Finalized actual staff list (who worked/didn't show)
- Sent thank you notes to all volunteers
- Began writing JITT for future trainings (based on experience & lessons learned)



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Successes

- Utilization of MRC members
- Dispensed 3 types of vaccine to 636 people in 2 hours, including many children
- Staff trained & ready for clinic
- Volunteers/staff communications worked well
- Volunteers, staff & clients pleased – many compliments!!!
- Exercising with public health partners has been great practice



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Areas for Improvement

- Translation capacity
- Strengthen Safety Officer (not security) and Behavioral Health positions
- Additional training for clinicians on working with children
- Better use of ICS to make decisions (as opposed to consensus)
- More time for clinical volunteer trainings
- Layout of clinic



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Take Home Messages

- Details, Details, Details
- EDS clinics work well using ICS
- Exercising with Public Health Partners is very important to emergency planning
- With each exercise we learn something new & important from our Public Health partners



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