

## **The Five POD Operation**

- **1-day, mass vaccination exercise using seasonal influenza vaccine**
- **Provided vaccinations in under-vaccinated communities**
- **Tested NYC's mass prophylaxis plan**
- **Tested POD operational efficiency and capacity – essential elements of pandemic influenza preparedness**
- **Met CDC requirement of running a mass vaccination clinic by 3/1/07**

## **Background**

- **NYC has significant experience running PODs:**
  - **Addressed flu vaccine shortage in 2004-2005 by running PODs over a period of a few months**
  - **Full Scale Exercises:**
    - **PODEX in June 2005 – operated 4 PODs simultaneously**
    - **Flu POD in November 2005 – operated one POD and provided ~3,500 vaccinations in one day**

# Objectives

- **3 major objectives:**
  - **Customer Service**
    - Evaluate customer satisfaction
    - Determine time required from POD entry to exit
  - **Data Collection**
    - Collect POD throughput and staffing data
    - Test protocol for POD communication with Departmental Emergency Operations Center (DEOC)
  - **POD Site Leadership Structure**
    - Evaluate effectiveness of current POD Site Leadership structure via POD Staff Survey
- Objectives incorporated lessons learned from previous 2005 POD operation

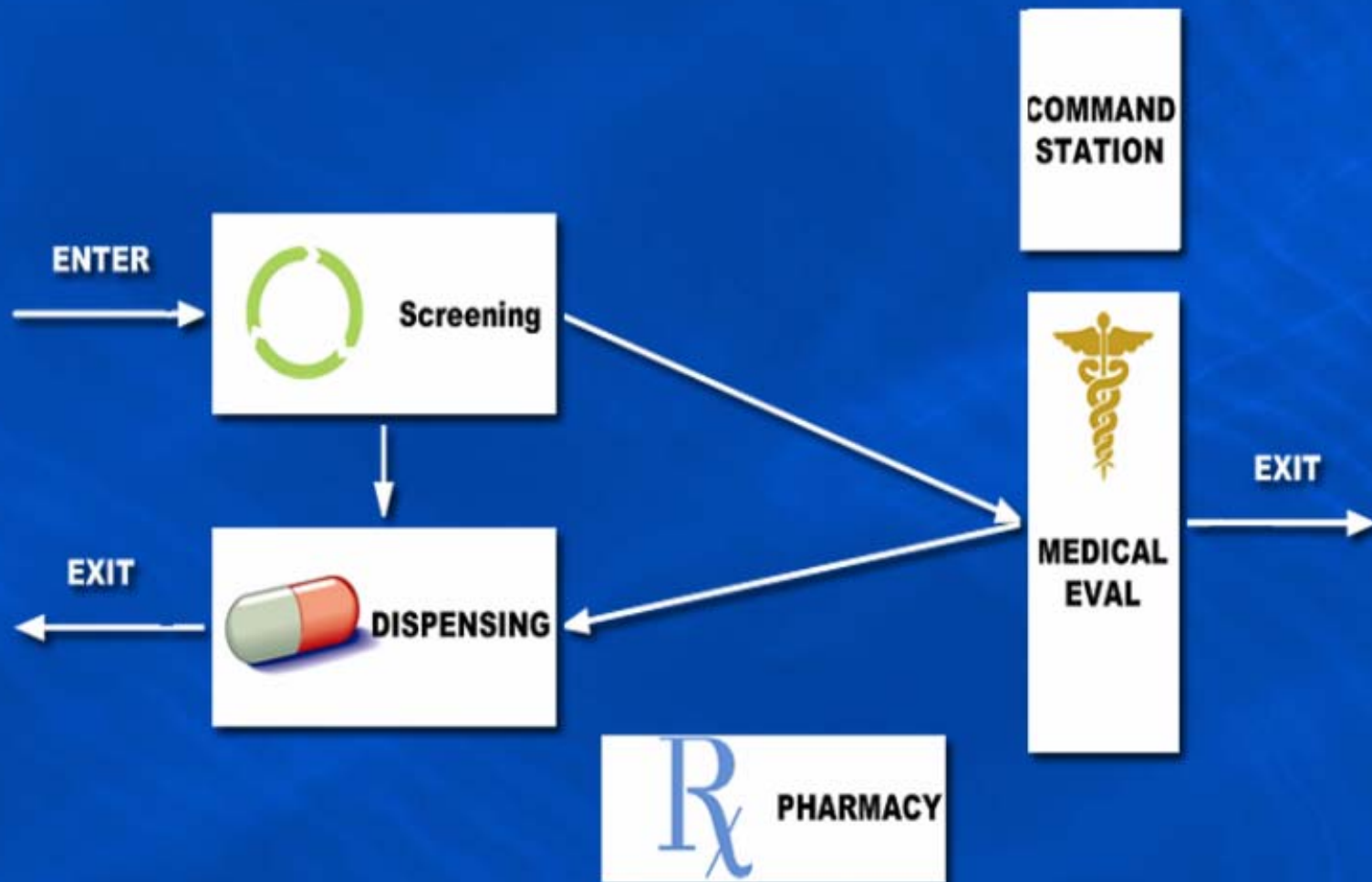
# Operation Overview

- **6 month planning effort with:**
  - Bureau of Emergency Management (overall lead)
  - Bureau of Immunization
  - Bureau of Operations
  - Bureau of Communications
  - Office of Disaster Mental Health Preparedness and Response
- **1 designated staff person from each Bureau asked to attend biweekly planning meetings**
- **Tracking grid (with timeline and responsible entity) used for all actions**
- **Neighborhoods selected based on vaccination coverage data and proximity to transportation; pre-selected POD locations utilized**

## **Operation Overview (2)**

- **PODs located in each of the five boroughs**
  - **Open to public 8am to 6pm**
  - **Staffed in 2 shifts**
- **More than 1,000 DOHMH staff participants**
- **Approximately 200 Medical Reserve Corps (MRC) volunteers**
- **Pre-training of leadership conducted day before**
- **Just-in-Time (JIT) training conducted with most staff day of operation**

# POD Components/Stations









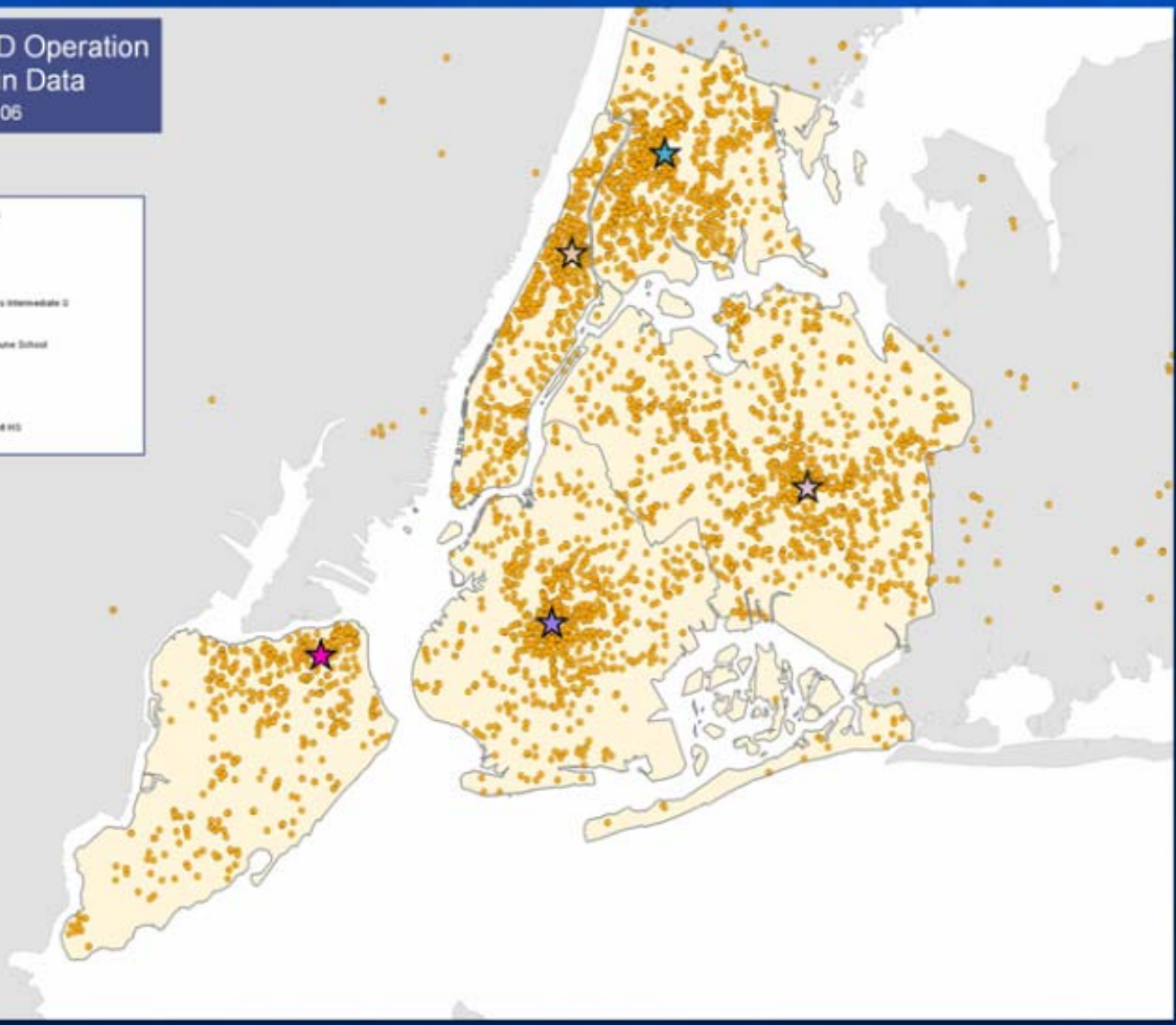


## **Accomplishments**

- **Vaccinated more than 5,000 people in historically under-vaccinated communities**
  - **Provided citywide coverage**
  - **High marks on Customer Service from patients**
- **Served as important training opportunity**
  - **More than 1,000 DOHMH staff trained**
  - **Approximately 200 MRC volunteers trained**
  - **Staff and volunteers found operation to be valuable experience**

Five Flu POD Operation  
Patient Origin Data  
November 18, 2006

- POD Participants
- POD Sites
  - Hilcrest HS
  - St. St. William Morris Intermediate C
  - Mary McLeod Bethune School
  - PS 8
  - Theodore Roosevelt HS



## **Accomplishments (2)**

- **Tested NYC's Mass prophylaxis plan**
- **POD allowed us to implement changes from previous drill conducted November 2005:**
  - **Implemented formal process for collecting data to better inform decision-makers of operation status**
  - **Established personnel station for staff sign-in/out**

# **Opportunities for Improvement**

## **■ Training**

- Pre-identify and pre-train leadership**
- Streamline JIT training**

## **■ Command and Control**

- Greater clarification needed for decision-making authority**
- PIO and Safety Officer positions need to be staffed**
- Increase staffing support for POD Team Leaders**

## **Opportunities for Improvement (2)**

### **■ Community Outreach**

- Develop more effective media/community outreach strategies**
- Consider separating goal of vaccinating under-served population and conducting high volume mass prophylaxis exercises**

## **Special Populations**

- **Confirm that all selected sites address special needs of elderly, handicapped, etc.**
- **Improve interpreter coverage to address needs of non-English speakers**

## **Next Steps**

- **Conduct complete analysis of AAR and convene conference with leadership to review corrective actions**
- **Address corrective actions**
- **Conduct smaller scale exercises**
- **Conduct another full-scale exercise in Fall 2007**
- **<https://hseep.dhs.gov/>**



## **Conclusions**

- **Staff and volunteers practiced working under ICS**
- **Mobilized staff, volunteers, and resources to stand up 5 PODs simultaneously**
- **Received valuable feedback from customers and staff**
- **Engaged external partners**