


# Training Your POD People: A Modular Approach

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## Objectives

- Attendees will be able to match areas of the Local Technical Assessment Tool to appropriate POD positions
- Attendees will be able to describe ways to integrate hands-on and interactive training into the CRI/POD training
- Attendees will be able to describe how to modify the training program to be used for Just In Time Training during an event

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## Our POD Training Journey



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## Challenges

- TAR requirements
- Employees
- Limited training time
- Number of POD staff members

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## Challenge-LTAR Requirements

- Multiple topics
  - \* Some plans not “fully mature” early on in CRI
  - \* Totally new concepts of operation to staff
- Changing requirements
- Changing plans to meet those requirements

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## Challenge- Employees

- Over 450 employees
- Different educational and professional backgrounds
  - \* Medical and non-medical staff
- Different levels of computer literacy
- Reluctance to take on positions and responsibilities outside their normal scope of work

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### Challenge- Limited Training Time

- Staff have full plates and limited time to complete normal duties
- No regularly scheduled “off” or training time for entire staff
- Taking large portions of training off at a time is difficult

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### Challenge- Number of POD Staff

- Six PODs (additional Joint POD added in 07-08 grant period)
- Over 460 Health Department employees and hundreds of needed volunteer staff

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### Ideal Training Requirements

- Flexible
- Meet TAR requirements
- Matched our plans and flow
- Interactive

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## Reviewed Available Training

- We reviewed a variety of available on-line training programs
  - \* [www.thepodgame.com](http://www.thepodgame.com)
  - \* Kentucky Department for Public Health's 110-Point of Dispensing (POD) Training- Online Module
  - \* South Central Public Health Partnership's Introduction to Points of Dispensing

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## Our Plan

- '06-'07 training was arranged by POD staff positions and done in one session due to the large number of employees
- '07-'08 and '08-'09- course for new hires and letters with specific Job Action Sheets and assignments to everyone
- '09-'10- full course offered by modules

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## '06-'07 Initial Process

- Reviewed TAR for training items
- Grouped items into modules
- Divided POD people into groups
- Assigned modules to different groups

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## TAR Review

- Section 2- Management of SNS & Command and Control:
  - \* Call-down procedures
  - \* How POD works into overall ICS structure
  - \* POD ICS structure
- Section 3- Requesting SNS:
  - \* Initial and re-supply request procedures from CHD to state
  - \* Initial and re-supply request procedures from POD to CHD DOC
- Section 4- Tactical Communications:
  - \* Training on communication equipment

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## TAR Review

- Section 5- Public Information and Communication:
  - \* POD PIO to CHD PIO
  - \* Information dissemination before, during and after POD visit
- Section 6- Security:
  - \* Personnel security
  - \* Public security
  - \* Medication security

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## TAR Review

- Section 7- Regional/Local Distribution Site (State Responsibility)
- Section 8- Controlling Inventory:
  - \* Inventory management system
    - \* Spreadsheet- electronic and paper format
    - \* Software (SWIPERS)
- Section 9-Distribution (State Responsibility)

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## TAR Review

- Section 10- Dispensing Prophylaxis:
  - \* Operational issue policies
  - \* Rapid dispensing strategies
  - \* Alternate dispensing strategies
  - \* First responder prophylaxis
  - \* Homebound and at-risk prophylaxis
- Section 11- Treatment Center Coordination:
  - \* Hospital and Treatment Center plans

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## Scheduling Options

- Schedule by staff segments

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- Schedule Core modules to allow employees to take different modules on different days

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## '06-'07 Staff Segmenting

Divided POD Staff into 9 sections

- |                              |                           |
|------------------------------|---------------------------|
| • Incident Commander         | • Planning Chief          |
| • Communications             | • Registrar/Level 1       |
| • Logistics Chief            | • Screener/Administration |
| • Operations Chief           | • Station Assistant       |
| • Public Information Officer | • Safety and Security     |
|                              | • Just in Time Training   |

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### '06-'07 Modules

- Divided material into 8 modules
  - \* 7 modules required by all
  - \* Several modules required modification for each position/staff segment

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### '06-'07 Modules

- Roles and Responsibilities of a CHD Employee
- Overview of POD
- Review of POD ICS
- Review of To-Go Bags
- Call Out Procedures
- PODs Notebook
- SWIPERS Operations
- MARCS/Family Talk Radio Use

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### '06-'07 Training and Exercises

- Letter for all staff outlining position, POD assignment and Job Action Sheet
- 21 sessions of 4 hour classroom training from January to April 2007
- Tabletop Exercise in May 2007
- Full-Scale POD in August 2007

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## '06-'07 Training Programs

### Pros

- Allowed us to cover all required material
- Allowed in-depth coverage of individual POD positions and their responsibilities

### Cons

- Time consuming for training staff
- Required 4 hour block of employee time for training
- Hard for employee to see how they would work as a team with their portion of the POD
- Just-in-time employees received no training outside job action sheet and letter

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## 2007-2008

- Made changes to POD and DOC organizational charts
- Made minor changes to policies
- Had large turnover due to Early Retirement Plan and Department is still working on filling in vacancies

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## '07-'08 and '08-'09 Training

- Overview course for new employees (4 hour course)
- Review letters to all employees with specific Job Action Sheets, location assignments, and updates on plans
- Functional DOC exercise- May 2008
- Required Drills
- Full-Scale POD exercise- July 2009

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**'09-'10 Training Plan**

- Module 3 (1 hour)
  - \* Security
  - \* POD Overview/Policies
- Module 3.a (1 hour)
  - \* Inventory management system
  - \* Dispensing Process

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**'09-'10 Training Plan**

- Module 4 (3 Hours)
  - \* Job Specific Information
  - \* Discussion by function

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**'09-'10 Training Plan**

- Modules 1, 2 and 3
  - \* Each offered three times a month for two months
  - \* 1.a, 2.a, and 3.a will be offered right after main module
- Module 4
  - \* Class for each functional area will be offered twice
- Wrapped up by a Full-Scale Exercise

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## '09-'10 Training

### Pros

- Covers all required topics
- Due to scheduling of training, the training will be reinforced more than once a year
- All employees will receive classroom and hands-on training
- Allows more job specific training during Module 4 and employees get to work with their teams

### Cons

- Actually longer period of training time required, though it will be broken up and set up throughout the grant year
- Longer time for training staff
- Scheduling and training tracking may be more difficult

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## Interactive Portions

- Sign assembly
- Radio use
- Set up PA System
- "Walkthrough" of POD
- Tabletop exercise/discussion (separate in '06-'07; integrated in '09-'10)

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## Just In Time Training

- Distilled the modules down to the basics.
- Created a PowerPoint presentation to be used at the PODs for JIT training.

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## Discussion Example

- Break up into small groups
- Each group will be address the first portion of the tabletop we will be using in Module 4

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## In Your CD

- 2006-2007 Training
  - Student manual and PowerPoint for each designated position
- 2007-2008 and 2008-2009 Training
  - Student and instructor manuals
  - PowerPoint
- 2009-2010 Training
  - Student manual
  - PowerPoint for each Module

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## Contact Information

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