



# POD Drill – Hot Wash 13-05-23

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24 volunteers stepped in to fill the POD stations. 142 dosages were dispensed for 93 employees.

The new forms allowed for 3-4 minute dispensing times while the old forms took 9-12 minutes to get through the dispensing process.

## Observations from evaluators-

- Event started on time.
- All volunteers worked quickly and efficiently putting the floor plan together for the event.
- Inventory process was vastly improved.
- Gary was able to make decisions on the fly with regard to traffic flow
- Bottlenecked areas received immediate attention and were able to be remedied by adding a station to help and placing stations in different area's to create flow.
- Just in Time Training (JITT) was talked about at the beginning of the event by POD Manager. Time lines and expectations for each station were discussed
- 9:50 stations were ready for volunteers to get their dosages
- Able to accommodate some early participants through the process even though the POD was not 100% set up.
- Security stayed active and involved until the very end of the event.
- Done with POD Drill at 11:20 and started Hot Wash at 11:30
- Overall very organized process.
- Station signs were placed effectively. Up high and in full view even with crowds of people around the station.

## **Areas for improvement from volunteers- General**

- Need more signs – had to make some signage for exits.
  - Exit signs were not clearly visible and dispensers had to point out to participants how to get out.
  - Use tape to make arrows to show flow.
- Chairs in the center of the room for waiting to get dispensing worked well. Need to be sure there is a seating available for Medical and Screening area.
- Need to consider what to do in the event we don't have medical personnel. Should have someone who knows some first aid no matter what.
- Need to send out a reminder to fill out the intake form every 6 months, so it is updated and stays fresh in peoples minds.
- Should have laminated labels for names of volunteers at the stations so that markings do not stain the clear vinyl pockets of the vests.
- Should have laminated station signs for the vests as well.
- The computer program (dsipenseassist.net) needs to be more user friendly. People had a tough time printing it because of a pop up blocker and the need to select the printer for each document print.
- Need to have a few more computers and printers available at the POD so people who did not print their forms can print one there. It got backed up waiting for the printer to process.
- Need some standard operating procedures. " If you sit at such n such station your talking points are..."

- POD Manager should be the only person letting each station know it's time to start. No one else.
- Need an inventory box for extra bags, calculator and paperwork.

### **Dispensers-**

- Needed separate labels for all types of medications. Only had labels for Doxy. (or a method to distinguish between the two doses.
- The manual form wording was confusing. Directions need to be more clear (write yes and no, instead of only check if you have condition listed) It makes it easier for the screener to process.
- Forms need to be standardized. Printed forms did not always print out the same.
- Manual form needs to be updated to the current format to include dispenser signature and location (as required on the newer online forms).
- Need to be able to notify dispenser leader when you are nearly out of product. A flag of some kind, so the leader can see it from far away and go to the inventory to get replenishments instead of making a trip to the dispenser to find out what is needed, then go back to the inventory to retrieve it, and then back to the dispenser to deliver. Suggestions: Different color flags? A hat? Telescoping flag?
- Need a place to put medication where it is not easily accessible to participants, only to dispensers.
- Could have dispenser sitting forward reviewing the sheets, then a dispenser assistant sitting side ways with the medications within their reach only to hand to dispenser to give to participant. Sit in an L shape.

### **Screeners-**

- Spend more time on training for screeners. Go over the algorithm process. (insure copies are in the POD box)

### **Security -**

- Dedicated security person in case there is a disruptive or abusive participant. Use a code word to summon specific security so that not all security personnel respond.