

CRI Region 4 Drive-Thru to Beat the Flu Exercise

October 27, 2012

Fitch High School

Groton, CT



Objectives

- ❑ Test CRI Region 4 alternate mass dispensing modality, a drive-thru model.

Note: recommendations from hot-wash added to this presentation

- ❑ CRI Metrics: CDC requirement

- ☞ set up

- ☞ throughput



Partners

- ❑ 4 Health Districts: Uncas (UHD), Ledge Light (LLHD), Northeast (NDDH) and Eastern Highlands (EHHD) & the Mohegan Health Department
- ❑ Groton Emergency Management
- ❑ LLHD, UHD, & NDDH Medical Reserve Corps
- ❑ Groton CERT
- ❑ DPH EMS Region 4 Coordinator
- ❑ Salvation Army Canteen
- ❑ Groton Police
- ❑ US Navy
- ❑ Fitch High School

Registration of Participants

- ❑ Media attention helped!
- ❑ LLHD nurse registered people & emailed consent with information; time consuming
- ❑ **Recommendations:**
 - ☞ on-line registration
 - ☞ receptionist assist
 - ☞ assign arrival time



Traffic Posts:

TP1 = Greet/direct

TP2 = Screen/direct

TP 3 = Forms assistance

TP 4 = Direct to lane

TP 5 = Express Lane

Vaccination

TP 6 = HOV Lane Vaccination

TP 7 = Exit Survey

Aid = First Aid station

CP = Command Post

SA = Salvation Army



= Sign



= Vaccination Tent

Layout for Region 4 Drive-Thru Flu Clinic
At Fitch High School, Groton, CT 10-27-12
10am-12pm

Teams of vaccinators can
serve two cars at a time

Potential overflow
parking lot if traffic
backs up.



Draft Version 10-26

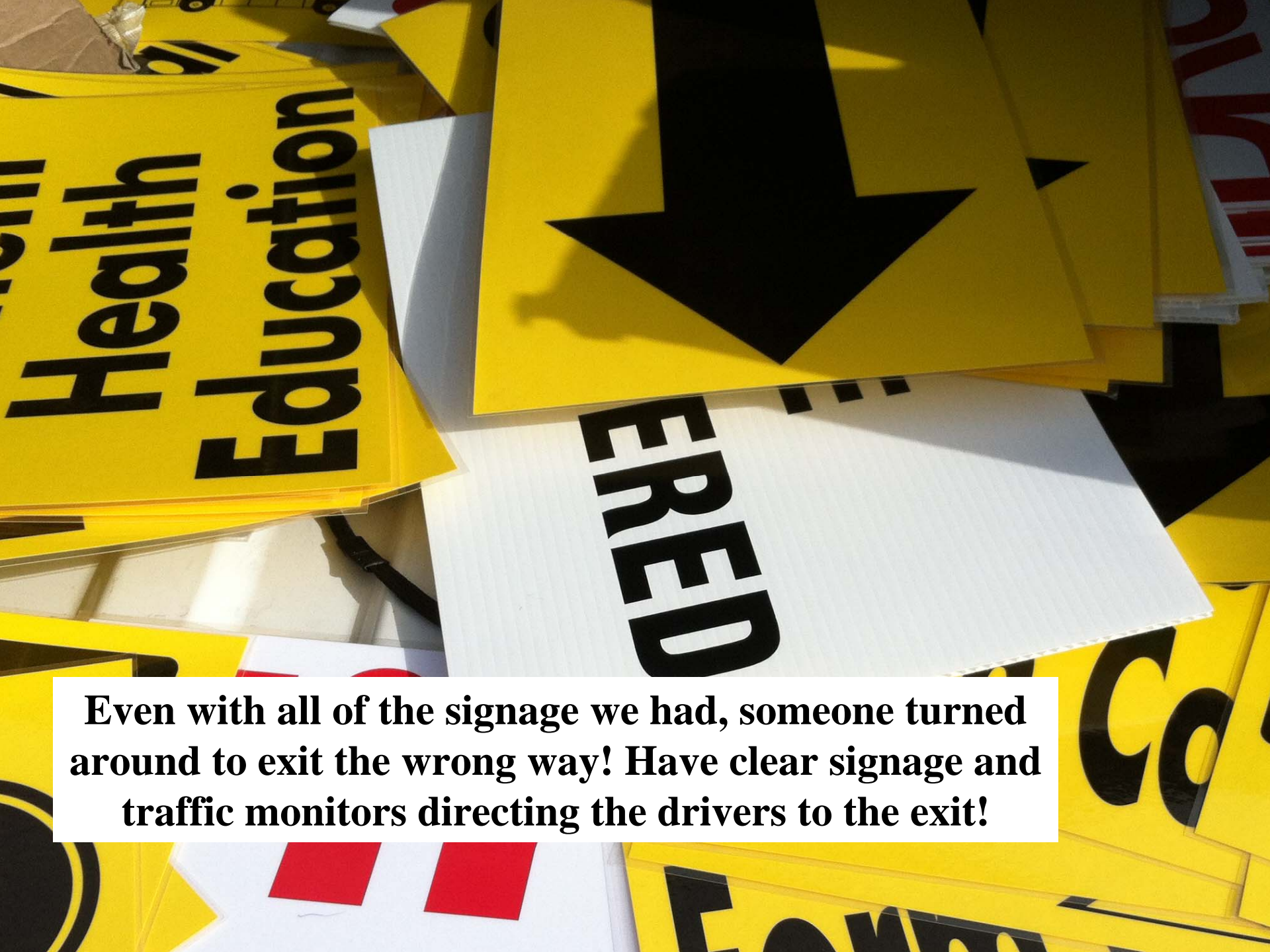
Set Up

- ❑ Entrance
- ❑ Greeter
- ❑ Forms Assist
- ❑ Screening
- ❑ Vaccination stations
- ❑ Exit
- ❑ First Aid Tent
- ❑ Incident Command
- ❑ Traffic pattern

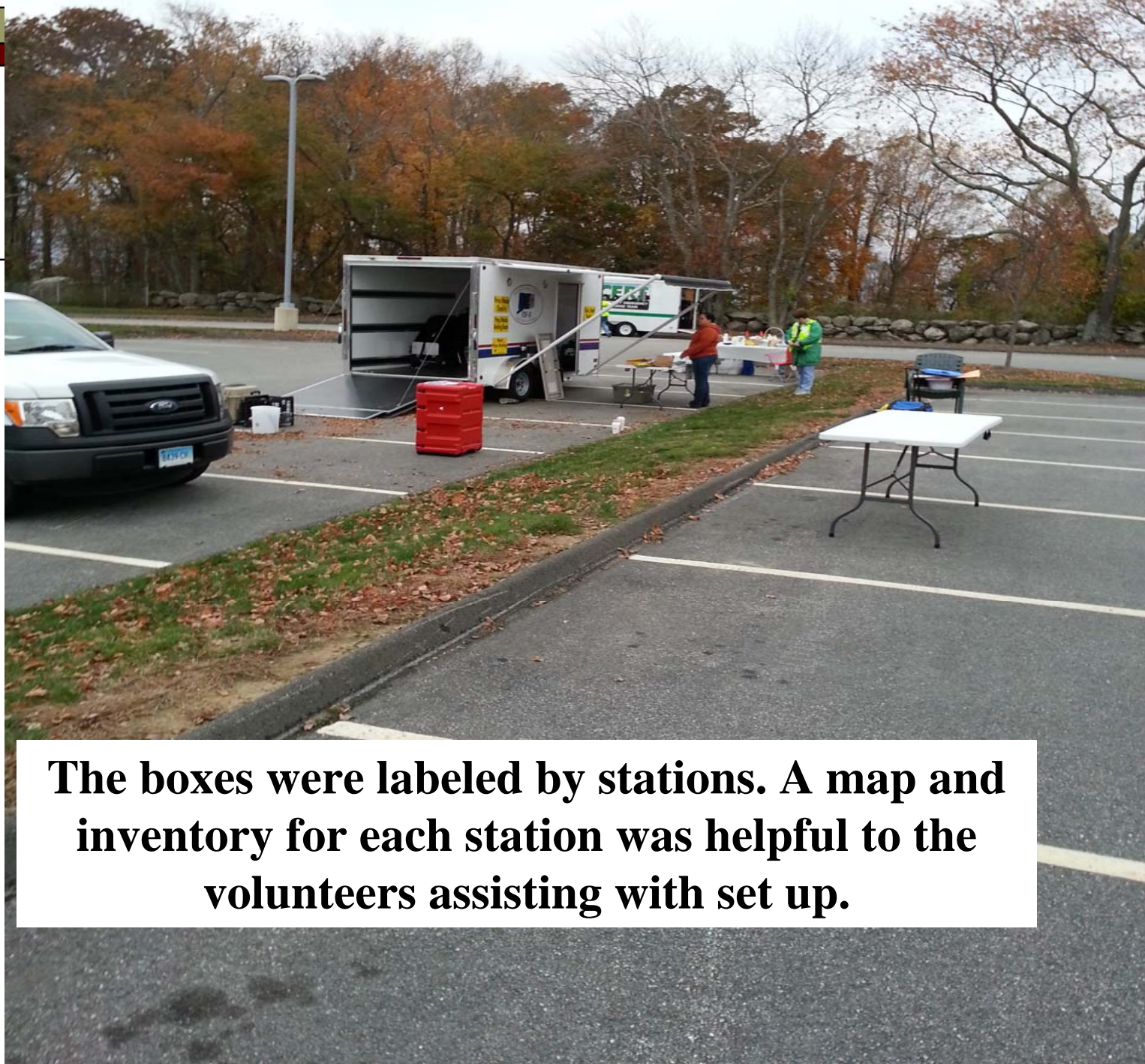


Set Up

- ❑ 61 minutes to set up
- ❑ Map & inventory for each station helped!
- ❑ **Recommendations:**
 - ☞ tent in middle with cars coming either side
 - ☞ continue to invite CERTs and Navy to help with set up!



Even with all of the signage we had, someone turned around to exit the wrong way! Have clear signage and traffic monitors directing the drivers to the exit!

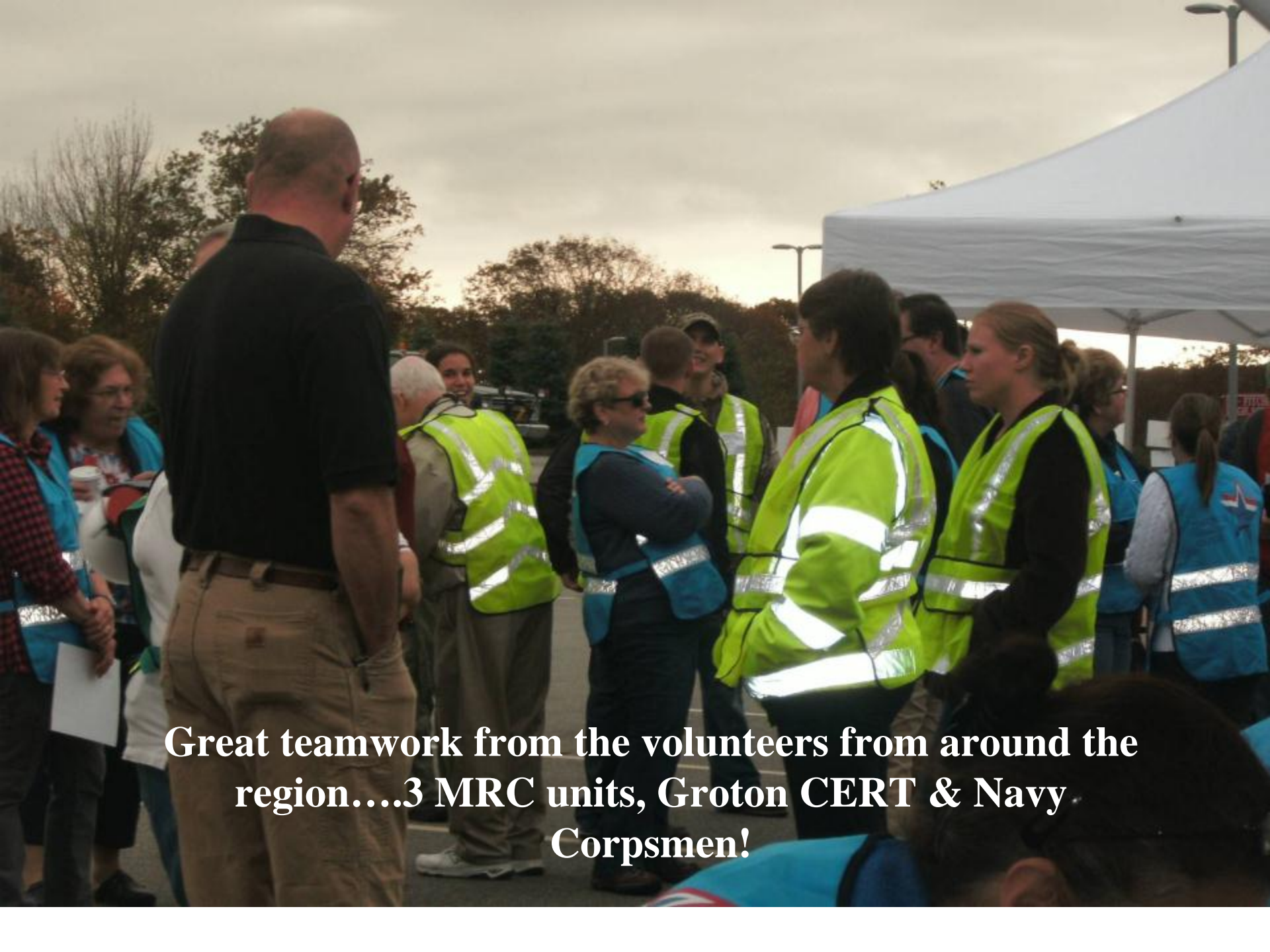


The boxes were labeled by stations. A map and inventory for each station was helpful to the volunteers assisting with set up.


Vaccination Station

- 2 teams per station
- Team: vaccinator, assistant & traffic monitor
- **Recommendations:**
 - ☞ explain process in detail- even with JAS & info sent out, there were some issues
 - ☞ have traffic monitor call out teams to ensure all get a chance to vaccinate
 - ☞ have a small table near vehicle to hold sharps container- even though retractable syringes were used the nurses were uncomfortable walking back to the tent with the syringes

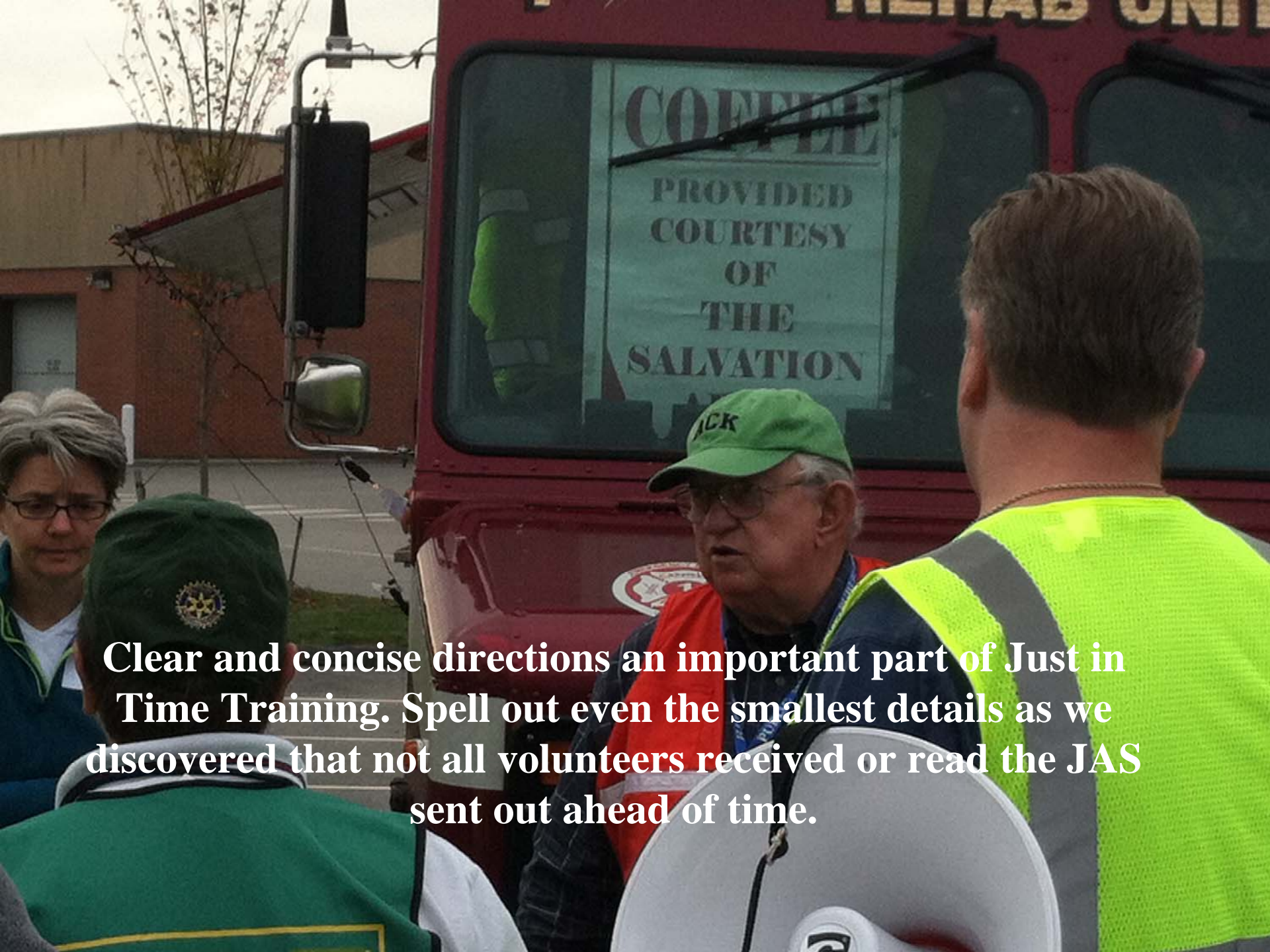


A group of volunteers, including men and women of various ages, are gathered outdoors. Many are wearing bright yellow-green high-visibility safety vests over their clothing. Some are also wearing blue vests. They are standing in a line or small groups, looking towards the left. In the background, there is a large white event tent and some trees. The sky is overcast. The text is overlaid at the bottom of the image.

**Great teamwork from the volunteers from around the
region....3 MRC units, Groton CERT & Navy
Corpsmen!**



**Just in Time training for the volunteers
before opening up. JIT materials , such as
Job Action Sheets, were emailed to the
volunteers ahead of time**



Clear and concise directions an important part of Just in Time Training. Spell out even the smallest details as we discovered that not all volunteers received or read the JAS sent out ahead of time.



A standard operating guide needs to be developed on how to integrate various volunteer organizations under one control during an event/exercise.

Press/Media
Check-In

Press/Media
Briefing Room

Next
Press Brief
at



PIO

VOLUNTEER
CHECK IN/
OUT

Thank You for
Volunteering



Cars came early and lined up. Traffic monitors were stationed along the way directing the cars and maintaining control.

A photograph of a vaccination station. In the foreground, a white A-frame sign reads "STATION 2", "Drive SLOWLY", "STOP when told", and "Put car in PARK". To the left, a sign partially shows "INIC RANCE" and "xpress". In the background, a white tent, a green and white van, and several people in high-visibility vests are visible. A person in a yellow vest is walking on a paved area to the right.

INIC
RANCE

xpress

STATION 2
Drive
SLOWLY
STOP
when told
Put car
in PARK

Traffic monitor checked that the vehicle was put into park but not turned off. Once the monitor determined it was safe, the vaccination team was called forward.



Each team had 4 vaccinators and vaccinator assistants. The traffic monitor would call up the team and the number of vaccinators/vaccinator assistants needed based on the number of people in the vehicle. This method started by one of the traffic monitors was determined to be the best way to rotate the vaccinators as well as increase throughput.



Vaccinator station: had a nurse drawing up vaccine; vaccinator assistant carried clipboard and pen to document location of injection and apply lot # sticker. Some folks had to step out of the vehicle as they wanted the injection in the other arm. The traffic monitor would observe to ensure no one at risk from other vehicles.

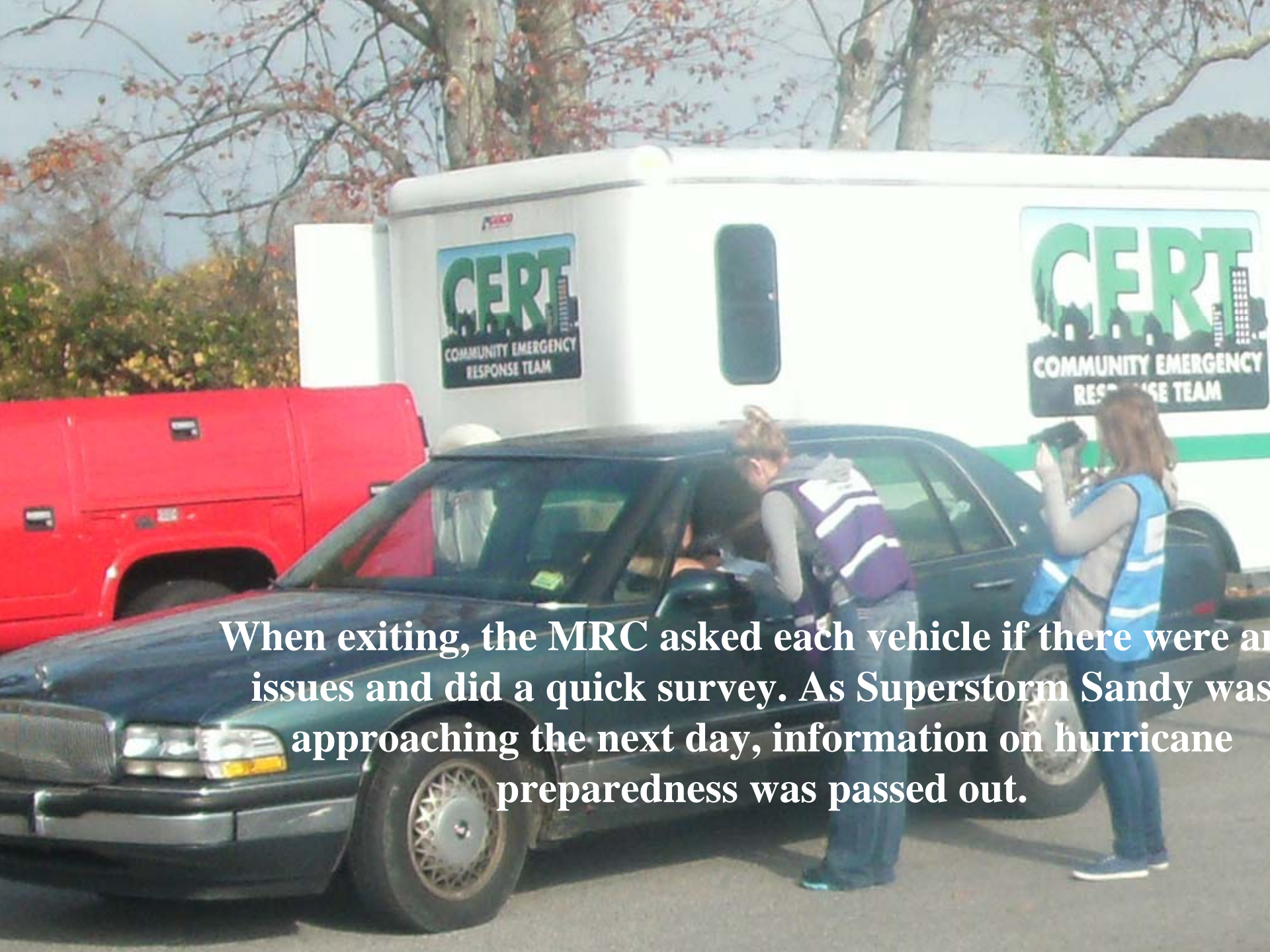


Salvation Army Canteen provided refreshments for the volunteers.

**First Aid Station manned by the Region 4 EMS Coordinator
and a MRC EMT.**

Thankfully, they had no business!





When exiting, the MRC asked each vehicle if there were any issues and did a quick survey. As Superstorm Sandy was approaching the next day, information on hurricane preparedness was passed out.

Through-put

- ❑ #vehicles: 73+ (vehicles that arrived early did not get cards)
- ❑ # received flu vaccine: 117 + (12 or more consents sent home with drivers by mistake)
- ❑ # pre-registered: 144
- ❑ **Av. 33 seconds to vaccinate 1 person**
- ❑ Amt of time from start to finish:
 - ☞ 4.3 minutes with completed form
 - ☞ 10.7 minutes without a form

Throughput: 240 an hour /4 vaccinators=1920 in 8 hours

4 vaccinators and 4 vaccinator assistants per car with 4 people

We could have done 960 people in 1 hour with the crew we had!

Feedback from participants

- ❑ Main reason for coming to clinic
 - ☞ No insurance: 36%
 - ☞ Easy way to get a flu shot: 56%
 - ☞ Mobility issues: 8%
- ❑ 99.14% would get a flu shot this way in the future
- ❑ Comments ALL positive!
- ❑ 86% from LLHD area; 8% from UHD area; 5% from Stonington

Happy customer!



Conclusion

- ❑ Volunteers and participants liked it!
- ❑ Faster set up than an inside clinic
- ❑ Great feedback for improving our plan
- ❑ Registration: assign times, 15 minute increments, to prevent back up
- ❑ Weather can be an issue: have raingear & umbrellas available
- ❑ Safety: safety officer plays key role in ensuring no one is hurt by vehicles
- ❑ Free vaccines was also a great motivator for sign up by participants