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