

State of New Hampshire
Point of Dispensing Standard Operating Guide

iv. Acronyms and Definitions

Acronyms

The following terms may come up through the course of a SNS or POD event. This list is meant strictly to be a reference document.

7	AAR	After Action Report
8	ACC	Acute Care Center
9	ADA	American Disabilities Act
10	ALS	Advanced Life Support
11	ARC	American Red Cross
12	ASL	American Sign Language
13	BLS	Basic Life Support
14	CBRNE	Chemical, Biological, Radiological, Nuclear and Explosive
15	CDC	Centers for Disease Control and Prevention
16	CERT	Community Emergency Response Team
17	COOP	Continuity of Operations
18	CRI	Cities Readiness Initiative
19	DBHRT	Disaster Behavioral Health Response Team
20	DHHS	Department of Health and Human Services
21	DHS	Department of Homeland Security
22	DOS	Department of Safety
23	DOT	Department of Transportation
24	DPHS	Division of Public Health Services
25	DSNS	Division Strategic National Stockpile
26	EMD	Emergency Management Director
27	EMS	Emergency Medical Services
28	EMT	Emergency Medical Technician
29	EOC	Emergency Operations Center
30	EOP	Emergency Operations Plan
31	ESAR-VHP	Emergency System for Advanced Registration of Volunteer Health Professionals
32		
33	ESF	Emergency Support Function
34	ESF-1	Emergency Support Function 1 Transportation
35	ESF-2	Emergency Support Function 2 (Communications and Warning)
36	ESF-3	Emergency Support Function 3 (Public Works and Engineering)
37	ESF-7	Emergency Support Function 7 (Resource Support)
38	ESF-8	Emergency Support Function 8 (Health and Medical Services)
39	ESF-13	Emergency Support Function 13 (Law Enforcement & Security)
40	FEMA	Federal Emergency Management Agency
41	HAN	Health Alert Network
42	HICS	Hospital Incident Command System
43	HIPAA	Health Insurance Portability and Accountability Act

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1	HSEEP	Homeland Security Exercise and Evaluation Program
2	HSPD	Homeland Security Presidential Directive
3	IAP	Incident Action Plan
4	ICC	NH DHHS Incident Command Center
5	ICS	Incident Command System
6	ILI	Influenza-like Illness
7	IP	Improvement Plan
8	IMV	Incident Management Vehicle
9	IND	Investigational New Drug
10	JAS	Job Action Sheet
11	JIT	Just In Time
12	JIC	Joint Information Center
13	JOC	Joint Operations Center
14	LEOP	Local Emergency Operations Plan
15	LO	Liaison Officer
16	MACE	Multi-Agency Coordinating Entity
17	MI	Managed Inventory
18	MMRS	Metropolitan Medical Response System
19	MRC	Medical Reserve Corps
20	MOA/MOU	Memorandum of Agreement/Understanding
21	NAPH	Name, Address, Patient History Form
22	NEHC	Neighborhood Emergency Help Center
23	NHAASF	New Hampshire Army Aviation Support Facility
24	NHH	NH Hospital (State Hospital)
25	NHHA	NH Hospital Association
26	NHNG	NH National Guard
27	NHSP	NH State Police
28	NIMS	National Incident Management System
29	NOAA	National Oceanic and Atmospheric Administration
30	NRF	National Response Framework
31	NWS	National Weather Service
32	OPS	Operations
33	PAHPA	Pandemic and All Hazards Preparedness Act
34	PHEP	Public Health Emergency Preparedness
35	PHER	Public Health Emergency Response
36	PHL	Public Health Laboratory
37	PHOps	Public Health Operations
38	PHR	Public Health Region
39	PIC	Public Information and Communication
40	PIO	Public Information Officer
41	PIS	Patient Information Statement
42	POD	Point of Dispensing
43	PPE	Personal Protective Equipment

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1	PPET	POD Plan Evaluation Tool
2	PSAP	Public Safety Answering Point
3	QA/QC	Quality Assurance/Quality Control
4	RSS	Receive, Stage, and Store Warehouse
5	SEOC	State Emergency Operations Center
6	SEOP	State Emergency Operations Plan
7	SITREP	Situation Report
8	SME	Subject Matter Expert
9	SNS	Strategic National Stockpile
10	SOG	Standard Operating Guideline
11	SOP	Standard Operating Procedure
12	SSAG	SNS Services Advance Group
13	UC	Unified Command
14	TAR	Technical Assistance Review

15

16 **Definitions**

17 The following definitions were chosen for key terms that directly impact POD activities.
18 These definitions are for reference purposes only.

19

20 *Americans with Disabilities Act (ADA)*

21 An act passed in 1990, the Americans with Disabilities Act, requires reasonable
22 accommodations be made to allow populations with disabilities to function in society.

23

24 *American Sign Language (ASL)*

25 American Sign Language is a visual-gestural language used as a primary mode of
26 communication by some persons with hearing loss. It is the native language of deaf people
27 and deaf culture.

28

29 *Centers for Disease Control and Prevention (CDC)*

30 Located in Atlanta, GA, the CDC is an agency of the Department of Health and Human
31 Services of the federal government. The CDC serves as the national focus for developing
32 and applying disease prevention and control, environmental health, and health promotion
33 and education activities designed to improve the health of people of the United States.

34

35 *Cities Readiness Initiative (CRI)*

36 The Cities Readiness Initiative (CRI) is a pilot program to aid cities in increasing their capacity
37 to deliver medicines and medical supplies during a large-scale public health emergency such
38 as a bioterrorism attack or a nuclear accident. The Cities Readiness Initiative will help save
39 lives through timely delivery of medicines and medical supplies during a large-scale public
40 health emergency. It will enable cities to deliver medicines and medical supplies to their
41 populations within a timeframe, which will make an appreciable health difference in the
42 event of a bioterrorism attack.

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1 *Delivery Point*
2 Site where SNS supplies are delivered: Includes dispensing sites, hospitals, first responders,
3 etc.

4
5 *Department of Health and Human Services (DHHS)*
6 DHHS is New Hampshire’s principal agency for protecting the health of New Hampshire
7 residents and providing essential human services, especially for those who are least able to
8 help themselves. DHHS includes many programs, covering a wide spectrum of activities.

9
10 *Division of Public Health Services (DPHS)*
11 DPHS is a Division within Department of Health and Human Services, State of New
12 Hampshire, responsible for providing leadership and core public health capacity for
13 NH citizens.

14
15 *Department of Safety (DOS)*
16 The Department of Safety’s multi-faceted mission encompasses protection of the lives and
17 safety and preservation of the quality of life of New Hampshire citizens and visitors to our
18 state on the highways, on the waterways, and in their homes and businesses.

19
20 *Emergency Medical Service (EMS)*
21 Emergency Medical Services are specifically designed, staffed, and equipped to provide out-
22 of-hospital acute medical care and/or transport to definitive care.

23
24 *Emergency Medical Technician (EMT)*
25 An Emergency Medical Technician is an emergency responder trained to provide emergency
26 medical services (EMS) to the critically ill and injured. In the State of New Hampshire EMT’s
27 are classified as EMT-B (basic), EMT-I (intermediate), or EMT-P (paramedic). Each is
28 regulated by New Hampshire law as to the level of care they may provide.

29
30 *Emergency Operations Center (EOC)*
31 An EOC is a pre-designated facility established by an agency or jurisdiction to coordinate the
32 overall response and support to an emergency in their area of responsibility. The State of
33 New Hampshire EOC (SEOC) coordinates state resources while the Local EOC (LEOC)
34 coordinates the local resources in support of an emergency. The LEOC communicates and
35 coordinates with the SEOC.

36
37 *Emergency Operations Plan (EOP)*
38 The EOP is a document describing the action to be taken, or instructions stating what will be
39 done in the event of an emergency. It describes the method and/or plan for taking
40 coordinated action to meet the needs of the situation. The Local Emergency Operation Plan
41 (LEOP) is focused on the local response but is designed to integrate with the State
42 Emergency Operations Plan (SEOP) when the event requires resources outside of the local
43 jurisdictions capabilities.

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Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act is a US regulation that gives patients greater access to their own medical records and more control over how their personally identifiable health information is used. The regulation also addresses the obligations of healthcare providers and health plans to protect health information.

Head of Household (HoH) Model

In the Head of Household model, a member of a household is designated to pick up oral medications at the POD for the entire household.

Homeland Security and Emergency Management (HSEM)

New Hampshire’s Homeland Security and Emergency Management (HSEM) is the unit of state government charged with planning and preparing for major disasters and coordinating the states emergency response when an emergency occurs.

Incident Command Center (ICC)

Operates under the Department of Health and Human Services (DHHS) in providing technical guidance and information to PHR’s and receives and coordinates request from the MACE with the SEOC

Incident Command System (ICS)

The Incident Command System is a standardized, highly scalable management system, which can meet the needs of incidents of any magnitude. The system can grow and shrink along with the incident, allowing more resources to be smoothly added into the system when required, and also the smooth release of resources as the incident is resolved.

Investigational New Drug (IND)

An Investigational New Drug is a vaccine or medication that has been approved by the FDA for use within strict controlled guidelines

Job-Action-Sheets (JAS)

Job-Action-Sheets define each position in a mass prophylaxis clinic regarding reporting structure, qualifications and duties.

Joint Information Center/Joint Public Information Center (JIC/JPIC)

The Joint Information Center is a communications center to handle all communications and media issues set up by the state emergency operations center in the event of a large scale emergency in New Hampshire.

Just-In-Time Training (JIT)

A method of training POD staff and volunteers, who may not have attended pre-event training, in their roles and responsibilities at the time of the event.

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1 *Liaison Officer (LO)*

2 The Liaison Officer is a member of the Command Staff responsible for coordinating with
3 representatives from cooperating and assisting agencies

4 *Managed Inventory (MI)*

5 Managed Inventory is the inventory within the Strategic National Stockpile Program that is
6 maintained and warehoused by the vendors.

7
8 *Memorandum of Agreement/Memorandum of Understanding (MOA/MOU)*

9 A Memorandum of Understanding is an agreement document between two or more
10 organizations or agencies prescribing reciprocal assistance to be provided upon request,
11 and laying out the guidelines under which this assistance will operate.

12
13 *Medical Reserve Corps (MRC)*

14 The MRC is comprised of organized medical and public health professionals who serve as
15 volunteers to respond to natural disasters and emergencies.

16
17 *Multi-Agency Coordinating Entity (MACE)*

18 The MACE coordinates local and regional resources during a public health emergency within
19 the pre-designated PHR's. Resources are defined as any personnel, equipment, supplies or
20 information that needs to be shared in a public health event. The MACE communicates and
21 coordinates with the local jurisdictions and the DHHS, ICC. A MACE may be activated to
22 coordinate for a few towns or on behalf of the whole region. Each region has activation
23 policy and procedures specific to their regions needs.

24
25 *National Incident Management System (NIMS)*

26 Developed by the United States Secretary of Homeland Security at the request of the
27 President of the United States, the National Incident Management System (NIMS) integrates
28 effective practices in emergency preparedness and response into a comprehensive national
29 framework for incident management. NIMS enables responders at all levels to work
30 together more effectively to manage domestic incidents no matter the cause, size or
31 complexity.

32
33 *Off Label Drug*

34 Off label drugs are FDA-approved medication that is being used in a manner other than its
35 intended (labeled) use.

36
37 *Pandemic and All-Hazards Preparedness Act (PAHPA)*

38 The purpose of the PAHPA is to improve the Nation's public health and medical
39 preparedness and response capabilities to emergencies of all types.

40
41 *Public Health Regions (PHR)*

42 The NH DHHS and the Pandemic Planning Coordinating Committee (PPCC) originally divided
43 the State of New Hampshire into 19 geographical regions for the purpose of all-health

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1 hazards emergency planning. These have now been consolidated into 15 regions. The
2 regions are largely consistent with hospital service areas but may deviate based on
3 healthcare delivery systems, economic ties, school systems, and daily living patterns of
4 residents.

5
6 *Public Information Officer (PIO)*

7 The Public Information Officer is a person who is appointed to be responsible for the
8 formulation and coordination of the dissemination of emergency public information with
9 both the electronic and written media, ensuring that accurate and appropriate information
10 is being released to the general public.

11
12 *Point of Dispensing (POD)*

13 A Point of Dispensing (POD) is a facility that is set up to dispense and distribute medications
14 from local and state supplies or from the Strategic National Stockpile (SNS). The goal of the
15 POD is to quickly dispense pills or administer shots to relatively healthy individuals and
16 decrease the numbers of individuals who may get ill. Closed POD's are locations in the
17 community that are designated to pick up medication to self medicate a group of people
18 unable to travel to a POD.

19
20 *Prophylaxis*

21 Prophylaxis is a measure taken to maintain health and prevent the spread of disease
22 through protective or preventive treatment. The term refers to both pill dispensing and
23 vaccination.

24
25 *Personal Protective Equipment (PPE)*

26 Personal Protective Equipment is equipment designed to reduce the risk of disease
27 transmission between patients and medical personnel. In the POD environment these
28 typically may involve gloves, eye protection, gowns and masks.

29
30 *Push-Pack*

31 The Push Pack portion of the SNS consists of medical material that can be delivered to
32 anywhere in the Continental United States within 12 hours. There are 12 Push Packages
33 pre-positioned at strategic locations nationwide.

34
35 *Receipt, Store and Stage warehouse (RSS)*

36 The Receipt, Store and Stage warehouse is where the SNS supplies are received in the state,
37 divided up, and then shipped to affected regions.

38
39 *Strategic National Stockpile (SNS)*

40 The SNS is a national repository of pharmaceuticals and medical supplies, which may be
41 needed in the event of a biological or chemical terrorist incident to supplement and re-
42 supply State and Local Public Health Agencies and hospitals.

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1 *Staging*
2 Staging is the positioning of the assets or personnel at the designated facility in such a way
3 that it can be easily delivered to dispensing sites.
4

5 *Unified Command (UC)*
6 Unified Command is used within Incident Command System. Unified Command is a unified
7 team effort that allows all agencies with responsibility for the incident, either geographical
8 or functional, to manage an incident by establishing a common set of incident objectives
9 and strategies.
10

11 *Visiting Nurse Association (VNA)*
12 The Visiting Nurse Association includes specialized home care teams to provide services in
13 rehabilitation therapy, personal care assistance, and medical social services in the patients
14 home.
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16 *WebEOC*
17 A web-enabled crisis information management system, that provides secure real-time
18 information to help managers make sound decisions.
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