# OPERATION CACHE OUT

## A DRIVE THRU DISPENSING MODEL

The Summit and Tooele County Health Departments in Utah have received funding under the Cities Readiness Initiative (CRI) to prepare for the dispensing of antibiotics/antiviral during a public health emergency. Antibiotics/antivirals must reach the entire population within 24 - 48 hours to have the greatest life-saving effect. Jurisdictions charged with the task of dispensing medicines and supplies are to set up Points of Dispensing (PODs) in order to reach their populations in a timely manner.

A novel idea for efficient, secure and safe dispensing is the use of bank/credit union drive-thru windows as a Point of Dispensing. Summit and Tooele County Health Departments have partnered with Zions Bank and Heritage West Credit Union, with support from Utah Department of Health, to form a public-private partnership to test the viability of a mass bank/credit union drive thru dispensing model.

**Operation Cache Out** was conducted with the participation of many local and state agencies. The exercise planning team was composed of the Summit County Health Department, Tooele County Health Department, Utah Department of Health, Zions Bank, Heritage West Credit Union and Avatar Solutions LLC. The exercise planning team discussed conducting an exercise that would simulate the dispensing of antiviral drugs which will require staff at all levels of Summit and Tooele Counties as well as their partners to engage.

Each County health department exercises include aspects of the National Incident Management System (NIMS)/Incident Command System (ICS), tactical communications, public information, security and testing the viability of using bank/credit union drive-thrus to distribute antiviral medications to the public.
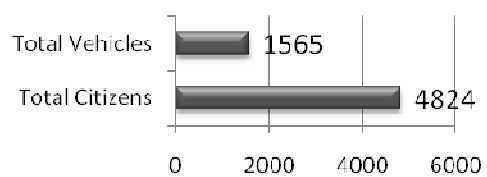
Based on the exercise planning team's deliberations, the following objectives were developed for **Operation Cache Out**:
Objective 1: Incident Command System
Objective 2: Tactical Communications
Objective 3: Public Information
Objective 4: Security
Objective 5: Bank/Credit Union Dispensing Model


Zions Bank—Coalville, UT

## CONCLUSION:

**Operation Cache Out** educated key partners and stakeholders beyond the current POD dispensing plans, to identify additional critical local planning activities that will be needed for a bank/credit union dispensing model. Instructive insights and lessons were gained from the exercise that should bolster further planning efforts for the Summit and Tooele County Health Departments.

Based on the metrics that were collected, adequate throughput can be achieved utilizing the bank/credit union drive thrus making it a viable model for the dispensing of anti-viral, antibiotics, or other medications to the public in the event of an influenza pandemic, bioterrorism attack or other public health emergencies.



### Throughput Data

Total Vehicles    1565
Total Citizens    4824

0    2000    4000    6000

Exercise Throughput Data

**MAJOR EXERCISE STRENGTHS**

- This exercise provided an opportunity to test an additional model for mass dispensing which, if deemed successful, would expand the County Health Department's ability to achieve its Cities Readiness goal. This exercise was a learning model designed to test the viability of an alternative mass dispensing model. The exercise demonstrated that the bank/credit union drive thru windows could be used as an additional point of dispensing.

- Coordination among the various agencies necessary to accomplish the exercise (Public Health, Private Sector (Zions Bank, Heritage West Credit Unions), Law Enforcement, Fire/Emergency Medical Services, Search and Rescue, Emergency Management, and Public Information). This was one of the most successful aspects of this exercise.

- Participation of the public was a significant strength. Health departments and public information officers did a remarkable job of informing the public of the exercise and the importance of their participation using various methods including press, radio and public notices.

- Presented the opportunity to place Public Health Departments in a leadership role of incident command.
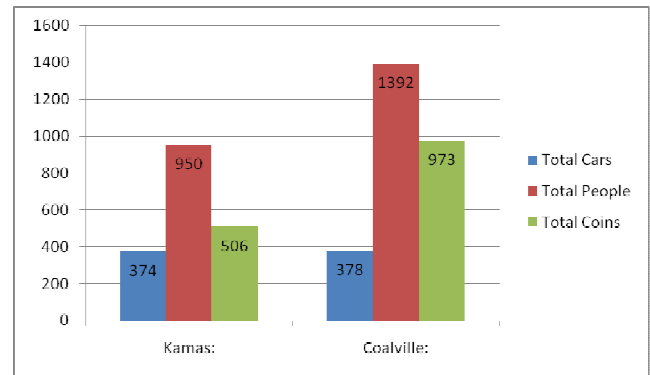
# SUMMIT COUNTY HEALTH DEPT.

Summit County held their exercise on Saturday, March 7, 2009. The exercise was designed to last for 2 hours beginning at 10 a.m. and ending at Noon. Just-in-time training was provided at each location for the public health staff, bank/credit union staff and security.

An extensive public awareness campaign had been going on about a month prior to the exercise date informing the public of the exercise and the need for their support with the drive thru model. Flyers containing exercise information were distributed across various venues (churches, schools, banks, county buildings, emails, website and day of). Each form consisted of exercise information on one side and a participant information form on the other side. The flyers were also color coded to determine which venue provided the best source of information to the public.
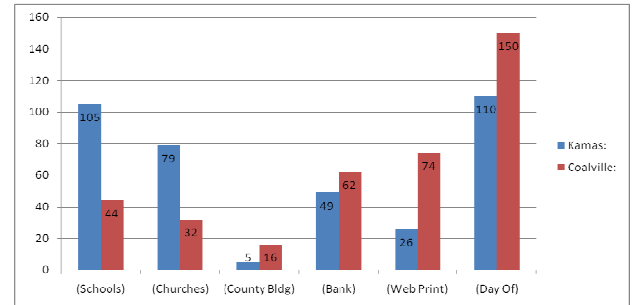
The Summit County Health Department PIO also provided information to the local newspapers and radio stations.
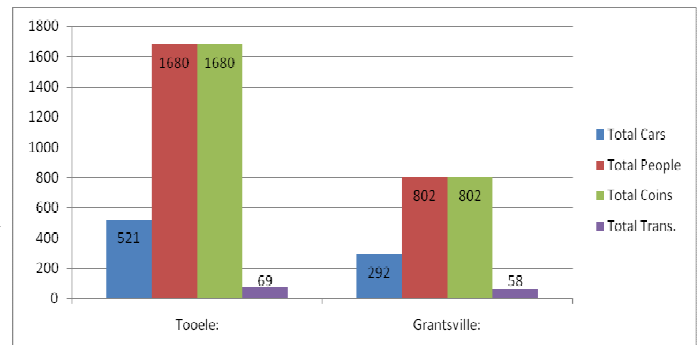
Summit Co.—Total Numbers

Information Forms Submitted to Banks

# TOOELE COUNTY HEALTH DEPT.

Tooele County Health Department (TCHD) conducted their drive thru exercise on Saturday, March 21, 2009. Tooele would be testing the same model at two Heritage West Credit Union locations in Tooele and Grantsville. There were several changes to the exercise design that occurred in Tooele County. First, the Heritage West Credit Union is open for business on Saturdays with business hours from 9am to 1pm. Secondly, the Tooele location required a much more robust traffic control due to its size and location.

Tooele Co.—Total Numbers

Flyers with the exercise information were, once again, distributed across various venues (churches, schools, banks, county buildings, emails, website and

Data was also collected utilizing the CRI "Data Collection Spreadsheet for Assessing Mass Dispensing Capability in a POD Drill Using Time Studies". An evaluator recorded the time a vehicle submitted a form at the drive thru window and when product
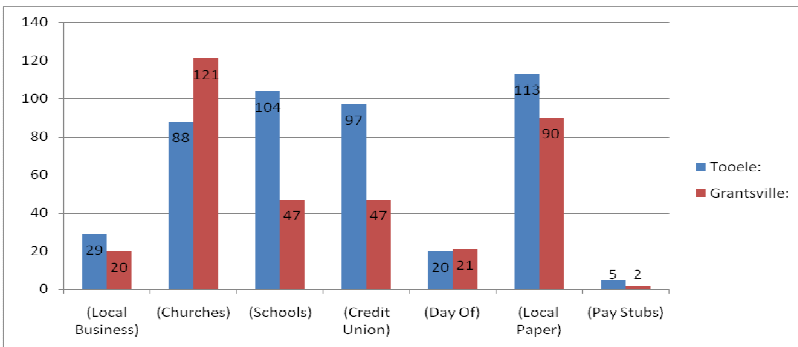
Information Forms Submitted to Banks

was received by the participant. This data allows us to determine an approximate time that would be required for dispensing using this model and compare to other dispensing models.

| Mean Processing Time (minutes) | 1.28 |
|---|---|
| Variance of Processing Time (minutes) | 1.49 |

Throughput: Processing time for dispensing to each vehicle