ASPR TRACIE Technical Assistance Request

Requestor:
Requestor Phone:
Requestor Email:
Request Receipt Date (by ASPR TRACIE): 9 October 2015
Type of TA Request: Standard

Request:

requested examples of structures for Public Health Emergency Operations Centers/ Emergency Coordinating Centers/ Department Coordination Centers. Looking specifically for example templates, structures, plans, etc.

Response:

The ASPR TRACIE team conducted a search for various types of Public Health Command Center (PHCC), Public Health Department Operations Center (DOC or HDOC), and Public Health Emergency Operations Center (EOC or HEOC). Our research results with custom annotations are included below. Please note that the last resource in this document is specific to hospital command centers, however, it is included in case it may be helpful for you.

In addition, we reached out to a local health department to request permission for their “public health command center” (PHCC) plan. They granted permission to share this plan with the requestor but asked it be redacted (included as the first plan below; all other resources are subsequently listed in alphabetical order).

I. Plans

(See attached for the SOG and a PHCC ICS organizational chart)

This PHCC SOG can be used as a planning tool/template when developing a public health department operations center plan. The PHCC provides a venue for command staff within the Incident Command Structure (ICS) to gather, collect information, communicate, provide logistic support and effectively direct public health emergency response operations. This SOG serves as a guidance document for how the PHCC will be activated, set-up, managed, deactivated, and liaise with the County Emergency Operations Center and State Operations Center.


This DOC Manual prepared for Calaveras County (CA) includes protocols and procedures for activation of the health department’s DOC and to provide direction and guidance to the on-call duty officer and staff within the NIMS response framework.
Pages 22-29 of this plan specifically discusses the specifics of activating, managing, and deactivating a Department Operations Center (DOC). It includes staffing a DOC, a step-by-step process for activating the DOC, and activation level definitions.

II. Research


This study of North Carolina’s public health preparedness and response performance during Hurricanes Floyd and Isabel includes mention of how the public health command center was activated and managed. Specifically, page 23 of the article (or page 7 of 10 in the PDF document) includes how the command center was used for communications and command and control.


Researchers used 291 studies and documents as part of this review (extracted from almost 7,000 records) of understanding the global status and best practices of public health EOCs. This includes gaps/challenges, guidance and standards for building and maintaining EOCs, and using EOCs for response to public health emergencies. Chapter 5 of the document includes the key information needed such as EOC functions, communications and infrastructure, structure, decision making, best practices, indicators and measures, and procedures/plans. Gaps and impediments in building, maintaining, and using EOCs is included in Chapter 6.


The authors of this study reviewed public health EOCs in the US, European Union, UK, and Australia to provide recommendations of best practices for the Chinese National Health and Family Planning Commission. They specifically noted the functions, organizational structures, ICS, simple structure, standardized structure, and incident coordination system for five public health EOCs. In section 4 (Discussion), they include a summary of the best practices.

III. Trainings


This webpage includes training presentations about staffing and managing a HEOC. Position checklists and section forms are also included.

This PowerPoint presentation includes lessons learned from Oklahoma City-County Health Department setting up/organizing their public health EOC. Includes graphics and pictures to show the evolution of the PH EOC and rationale for the changes.


This free three-hour online training includes the following four modules: Overview of the health department operations center and ICS, setting up the health DOC, identify the Planning P as a useful tool to guide response planning, and DOC communications and information flow for CA health departments. It is a self-paced training offered as a series of videos.


This website includes various resources specific to hospital command centers, including situation assessment forms, activation questions, activation matrix and levels, and job action sheets.