

## 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

X County (2013.). Public Health Command Center (PHCC) Standard Operating Guide (SOG).  
*(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.

Calaveras County Public Health Department. (2012.) [Departmental Operations Center \(DOC\) Manual](#).

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.

New Mexico Department of Health. (2014.) [All Hazard Emergency Operations Plan](#).

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

Public Health Reports. (2007.) [Evaluation of Public Health Response to Hurricanes Finds North Carolina Better Prepared for Public Health Emergencies](#).

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.

World Health Organization. (2013.) [A Systematic Review of Public Health Emergency Operations Centres \(EOC\)](#).

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.

Xu, M. and Shi-Xue Li. (2015.) [Analysis of good practice of public health emergency operations centers](#). ScienceDirect, Vol. 8, Issue 8, pages 677-682.

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

County of Orange (CA). (n.d.). [Health Emergency Operations Center \(HEOC\)](#). Accessed 19 October 2015.

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

Cox, D. (2011.) [Evolution of the Public Health EOC: One Local Public Health Official's Journey](#). Heartland Center for Public Health Preparedness Webinar Series.

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.

San Mateo Public Health System. (n.d.) [The Department Operations Center \(DOC\): Basic Training for California Health Departments](#). Accessed 16 October 2015.

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.

University of Rochester Medical Center. (n.d.). [Hospital Command Center- Course Materials](#). Accessed 16 October 2015.

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