

MRC Mission Sets

Emergency Pharmacy Operations Mission Sets

Mission Set: The term ‘mission set’ describes a scalable response and recovery capability for MRC units and volunteers that is organized, developed, trained, and exercised prior to an emergency or disaster for local, state, and/or regional deployment purposes.

Contra Costa MRC – Pharmacy Management Liaison and Pharmacy Deployment Cache

Contra Costa MRC (CCMRC) identified prescription medication refills as a need. The Napa County Department of Public Health found that prescription refills were the primary reason evacuees visited the medical clinic establish within a shelter during the Valley Fire in 2015. During the Mendocino Complex Fire in 2017, MRC units helped refill over 100 evacuees’ medications, which accounted for more than 18% of the clinic visits.

Based on their wildfire response experience, CCMRC medical volunteers developed best practices to follow when assisting patients with refilling prescription medications. This mission set details the role an MRC team or individuals can play in assisting with refilling pharmaceuticals in a disaster and includes a pharmacy cache list based on data collected during the 2015-2018 California wildfires. The pharmacy cache is designed to reduce waste and relies on partnering and developing an MOU with inpatient hospital pharmacies. The cache cost is estimated to be below \$7,000 if fully stocked.

Mission Set Title: Pharmacy Management Liaison/Pharmacy Cache for ACS

Resource Description: This resource supports medical operations and can be assigned as a stand-alone mission or as a role within an existing medical team/task force working in a shelter or Alternate Care Site (ACS). The primary purpose of the Pharmacy Management Liaison is to:

- Deploy and manage pharmaceutical cache to assist with the provision of medical care being provided at general population shelters and ACS to aid in the management of chronic diseases, minor injury, and acute illness.
- Assist with the assessment of health infrastructure for pharmaceutical availability to include OPTs and MATs.
- Assist individuals needing assistance in replacing essential prescription medications.
- Develop relationship with local pharmacies and establish a process for the verification, refill, and obtainment of prescriptions for individuals.

A medical team lead can assign the role of Pharmacy Management Liaison to reduce the volume of patients needing to be seen at medical assessment areas, preserve medical personnel especially physicians, and establish better workflows. When deploying a medical team/task force, consider deploying a team with a pharmaceutical cache to assist with healthcare system surge and to provide medication replacement at the evacuation center, shelter, or ACS. The staffing recommendations and Pharmacy Cache list are designed to support a 250-bed shelter or ACS.

Resource Components

Personnel:	<p>Licenses or Certifications Required? Yes, MDs must have prescribing authority (if issuing narcotics), a registered DEA number, and be in good standing.</p> <p>Type: (Use NIMS Resource Typing, if applicable)</p> <ul style="list-style-type: none"> • Category: Medical and Public Health • Kind: Single resources or part of a team <p>Minimum: 1 RN for role of Pharmacy Management Liaison and 1 MD and/or Pharmacist if deploying Pharmacy Cache</p>	<p>Recommended:</p> <ul style="list-style-type: none"> • No Pharm Cache: 1 RN, 1-2 scribes • Pharm Cache: 1 MD, 1 Pharmacist/ Pharm Tech, Medical Team/Task Force (see ACS mission set)
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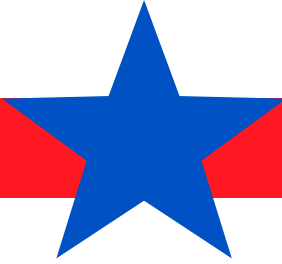
MRC Mission Sets

Mission Set Title: Pharmacy Management Liaison/Pharmacy Cache for ACS (cont'd)

Resource Description: This resource supports medical operations and can be assigned as a stand-alone mission or as a role within an existing medical team/task force working in a shelter or Alternate Care Site (ACS).

Resource Components

<p>Training Requirements:</p>	<p>General Training</p> <ul style="list-style-type: none"> • IS-100, IS-700 • HIPAA • Psychological First Aid • Bloodborne Pathogens • Understanding of Emergency Prescription Authority for Operational Area or state. 	<p>JITT Training (see Resources)</p> <ul style="list-style-type: none"> • Documentation training • Pharmacy Toolkit • Patient Information, Health record system access training (if available) • *PULSE Training - California • Scribe: Can be non-medical but should be familiar with medications, doses, medical terminology and medical equipment, and be comfortable speaking with people about medications.
<p>Equipment Required:</p>	<p>General Equipment:</p> <ul style="list-style-type: none"> • Table/chairs • Office or quiet area • Computers/iPad with internet access • Phone - recommend established phone/phone number • Most recent Drug Guides • Pharmacy Refill Form (attached) • Office supplies • File box/folder to store records • Fax/copy machine* • Prescription pad 	<p>Equipment for Pharmacy Cache:</p> <ul style="list-style-type: none"> • Storage container/bins/table/labels • Shelves to organize medications • Pill envelopes/baggies/medication cups • Oral syringes for pediatric doses • Pill splitters/crushers • *Refrigerator for medications • Multiple lists of medications in cache • Chain of Custody log • Treatment guidelines/SOPs for meds approved to give without MD present (i.e. OTC, Albuterol, Insulin)
<p>Deployment Timeline:</p>	<ul style="list-style-type: none"> • Able to deploy within 12 hours of the incident. Work 12 hours per shift; be deployable for up to 7 days and maybe extended for a total of 14 days (ideally 5 days) • Deployment should not occur until OA determines that evacuations or sheltering may extend for greater than 24 hours and an assessment of the health system has been conducted to determine there will be an increased demand for refilling prescriptions/DME. 	
<p>Pre-Planning Considerations:</p>	<p>Space Requirements:</p> <ul style="list-style-type: none"> • Clinical space (i.e., a private room or section of a shelter), which allows personnel to interview individuals for health information while complying with HIPAA. • The Pharmacy Cache will require a larger more secure space. An area that provides shelving or multiple tables for the organization of medications will be needed. <ul style="list-style-type: none"> • Pharmacy security and chain of custody: If medical operations are not 24/7, a process for securing medications will need to be established. • A medical team member will always need to remain with the cache if there is not a secure area. 	



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Mission Set Title: Pharmacy Management Liaison/Pharmacy Cache for ACS (cont'd)

Resource Description: This resource supports medical operations and can be assigned as a stand-alone mission or as a role within an existing medical team/task force working in a shelter or Alternate Care Site (ACS).

Resource Components

<p>Pre-Planning Considerations:</p>	<p>Support Requirements:</p> <p>Work with local pharmacies during the preparedness and planning phases:</p> <ul style="list-style-type: none"> • Invite pharmacy staff to attend health care collation meetings and TTXs • Establish pre-planned processes and MOUs for resource provisions during disasters <p><i>Option:</i> Deploy this resource as a short-term mission to assist in evacuation centers, general population shelters, or at the Local Assistance Center for limited medical needs. Prescription medications refill assistance is of larger need or concern. The resource can be demobilized once most needs are met, the healthcare system shifts to normal operations, or other processes are established.</p> <p>The pharmaceutical cache is designed more for chronic disease management and minor illness and injury. There is no narcotic in this cache. The cache list can be submitted as a resource request in lieu of storing a pharmaceutical cache if there is the capability to obtain all resources in the operational area. This list can also be used as a “pick list” for a medical team to request only key medications to provide on-site for the management of medical needs. See tab 3, titled “Example Pick List” on the pharmacy cache excel workbook.</p> <p>OAs and/or medical teams can work with hospital pharmacies for the storage and management of a pharmaceutical cache. Hospitals in the healthcare coalition may be willing to store limited caches and rotate supplies to extend the shelf life of the cache while also being able to use their medication exchange policies. They will be able to alert teams to supply shortages and suggest substitute medications.</p> <p>Medical teams should consider purchasing multiple \$100 Visa Gift cards to utilize during a deployment for purchasing OTC medication and miscellaneous medical supplies such as glucose monitor strips, cough drops, and eye drops. This will allow more flexibility than a “p-card” while also tracking purchases for reimbursement.</p>	
<p>Limiting Factors:</p>	<p>General:</p> <ul style="list-style-type: none"> • State laws and regulations • Pharmacy availability/operating hours • Availability of medications • Availability of prescribing physicians • Ability to access patient records 	<p>General:</p> <ul style="list-style-type: none"> • Storage of pharmaceuticals • Cost • Expiration of medications/rotation • Availability of meds (shortages) • Security plan

References:

- FEMA Resource Typing NIMS 509: See Medical Team or Task Force; Public Health and Medical Support Team in a Shelter; Public Health and Medical System Assessment Team

Resources

View Contra Costa [Mission Set resources](#), which include:

- Job Action Sheets
- JITT PowerPoint
- Pharmacy Refill Form
- Pharmacy Cache List
- Pharmacy Cache Deployment Guide
- Sample MOU