

STRATEGIC GOAL: Protect Citizens

APPENDIX B.13 Assure the Local, Regional and State Public Safety Answering Points are an Integral Component of a State’s Pandemic Influenza Planning and Response

Concluding Assessment for Alabama

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<p>0 = Response missing; documentation does not address activity. 1 = Minimally responsive; documentation only indicates intention or beginning of planning for activity, or only a part of the activity has been addressed. 2 = Substantial, but incomplete response; documentation indicates that State has largely addressed activity, but response is not complete or actionable. 3 = Complete response; documentation indicates actionable plan.</p>	<p>Score (0-3)</p>	<p>Reviewers Comments</p>
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Operating Sub-Objective B.13.1 Guiding Principles for Public Safety Answering Points (PSAPs)

Does the Statewide pandemic influenza plan delineate the role of PSAPs?	2	Although the state does not clearly state how they are involved in the plan, it does say they are conducting outreach and training. (p. 158)
Are PSAPs involved in Statewide pandemic influenza planning	2	PSAPs are sitting on planning committees and have provided input to the PI plan but more details would bolster this section. (p. 158)
Does the Statewide pandemic flu plan establish mechanisms for “Just-in-Time” training and education to call-takers and other PSAP personnel?	1	The State plans to use various public health media, including phone, email, webcasts, the Alabama Incident Management System (AIMS) and the Alabama Emergency Response Technology (ALERT) to provide just in time training and information. (p. 159)
Is there a consistent Statewide mechanism for communications of pandemic flu updates to PSAPs?	1	Briefly touches on plans to use various public health media, including phone, email, webcasts and ALERT to provide updates. (p. 159)

Does the State pandemic influenza plan establish standardized 9-1-1 protocols that capture symptoms specific to the pandemic?	2	Does not seem to comprehensively cover all PSAPs - The State says it has adopted the 911 model from the National Association of EMS Officials and plans on disseminating it to the PSAPs at the 6 PI workshops. (p. 159)
Does the State have established processes for the integration of best practices or lessons learned during the previous pandemic wave across the 9-1-1 system and issue an after action report?	2	The State is using related experiences from other disasters as well as large incidents involving PSAPS and EMS to integrate best practices and after action reports. (p. 159)
Operating Sub-Objective B.13.2 Provision of Information to the Public		
Does the State have a mechanism and protocols in place to coordinate quickly the latest public health and other information and messages with PSAPs to assure a coordinated system-wide message?	1	The State will utilize phone, email, webcasts, AIMS and ALERT to provide coordinated information and messages to PSAPs. (p. 159)
Operating Sub-Objective B.13.3 Facilitation of Call Screening		
Does the State pandemic influenza surveillance system incorporate the role of the PSAPs in implementing automated data gathering and data packaging of specific symptoms for purposes of real-time analysis to identify geographic and temporal clusters of symptoms and patients?	2	The State will use the Alabama electronic Patient Care Report (e-PCR) to gather surveillance as most of the dispatch data comes from the PSAPs themselves - more details would bolster an understanding of how this works. (p. 159)
Does the State have a mechanism established to disseminate rapid updates to pandemic influenza symptom set to PSAPs for caller screening and for data collection/analysis?	2	Using a dispatch protocol from the National Association of State EMS Officials (NASEMSO). (p. 159-160)
Are there Statewide policies and procedures and legal protections for sharing pertinent data with State and local public health authorities?	2	No citations included. The State says it has EMS laws, policies and procedures for legal protection and sharing pertinent data during a influenza pandemic. (p. 160)
Are there Statewide protocols and procedures in place to guide PSAP triage and patient classification during an influenza pandemic?	2	The State says it adopted NASEMSO PI protocol guides a PSAP on triage and patient classification. (p. 160)
Operating Sub-Objective B.13.4 Assistance with Priority Dispatch of Limited EMS		

Is there Statewide legal authority and protocols to allow tiered response of different EMS unit during a pandemic influenza?	2	State is currently developing this legal authority. (p. 160)
Does the State pandemic influenza plan establish mechanisms to identify those 9-1-1 callers or patients appropriate for transfer to a secondary triage specialist or alternate call center? Is there coordination between public health, EMS and PSAPs to coordinate this transfer?	1	The plan identifies the need for coordination, but it is not evident that any processes or mechanisms have been established. (p. 160)
<i>Operating Sub-Objective B.13.5 Education and Training of PSAPs</i>		
Does the State identify PSAP pandemic influenza continuing education and training?	1	Nothing has been identified - the State said it will work to identify one. (p. 160)
Does the State identify methods for pandemic influenza "just in time" training for PSAP personnel and their medical directors that is coordinated with EMS, public safety and public health?	1	The State said it only has identified webcasts, letters, emails, public health media, AIMS and ALERT as methods to provide just in time training for PSAP personnel and their medical directors. (p. 160)
<i>Operating Sub-Objective B.13.6 Continuity of Operations</i>		
Does the state define isolation and quarantine policies and procedures for PSAPs?	1	Not presently. The State said it must work with PSAP agencies to define isolation and quarantine policies and procedures. (p. 161)
Does the state define system-wide processes for vaccinating 9-1-1 personnel, as an element of the critical infrastructure.	1	Not presently. The State said it should work with PSAPs to define vaccinations for 911 personnel as an element of critical infrastructure (p. 161)
Does the state identify mechanisms for freedom of movement of PSAP personnel?	1	Not presently. The State has no current restriction for freedom of movement of PSAP personnel (reference Title 31). The State should ensure a means to identify these personnel during a PI for safe and free passage. (p. 161)
<i>Sum of Ratings</i>		27
<i>enter number of activities</i>		18
<i>Corresponding Percentage</i>		50%
<i>Assessment Inadequate Preparation</i>		

Alabama 9-1-1 State Assessment	
Activity points with no supporting materials and/or documentation	
Score (0-3)	
<i>Guiding Principles for Public Safety Answering Points (PSAPs)</i>	
<i>Provision of Information to the Public</i>	
<i>Facilitation of Call Screening</i>	
<i>Assistance with Priority Dispatch of Limited EMS</i>	
<i>Education and Training of PSAPs</i>	
<i>Continuity of Operations</i>	

Reviewers Comments	