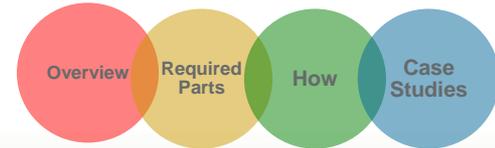


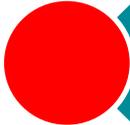
Project Public Health Ready: State Technical Reviewer Training

Goal: To train technical reviewers to provide comprehensive reviews of PPHR applications before the applications are sent to national reviewers



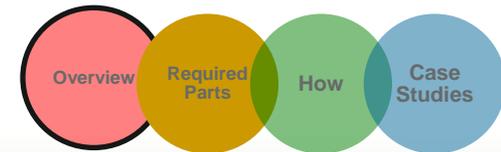
Agenda



-  **Overview – who, why, when**
-  **Required parts of a PPHR application**
-  **How to conduct a PPHR technical review**
-  **Case studies**



Who makes a good technical reviewer?



No specific job position is required; may be from the state or local level

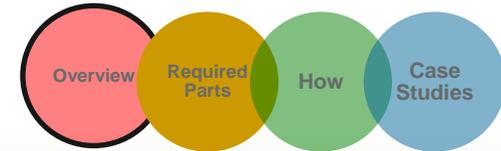
Must have strong understanding of public health preparedness planning at the local level

Ideal candidates for technical reviewers include the following:

- Public health preparedness planners
- Training and/or exercise coordinators
- Epidemiologists



Technical review team composition

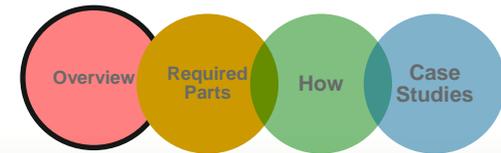


Two technical reviewers per application

Best for paired reviewers to be from different disciplines



Why perform technical reviews?



Technical reviews are a required part of the PPHR state-supported model.

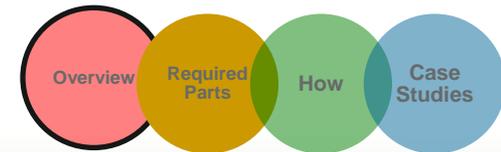
Objectives of a technical review include the following:

- Ensure that the evidence for each element is strong
- Ensure there is a complete and comprehensive Narrative Summary
- Ensure that the all-hazards preparedness plan and all supporting documents are included
- Ensure there is a complete and accurate criteria checklist, with correct pagination for the PDF files
- Ensure that all hyperlinks in the criteria checklist are functioning and lead to the correct evidence
- Score applications as necessary (state's discretion)
- Provide detailed feedback and comments on how the applicant can strengthen the

application



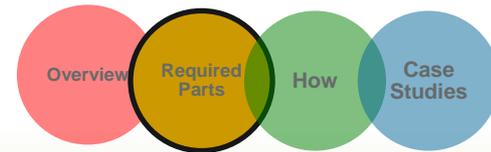
When should you start technical reviews?



About three months prior to submission date



What should be included in a PPHR application?



1. Narrative Summary
2. PPHR criteria checklist documenting where evidence for each criteria element can be found
3. An optional state letter
4. Evidence for each goal of the PPHR criteria

Goal I

- All-hazards preparedness plan (or emergency operations plan)
- Supporting documents or annexes to the all-hazards preparedness plan

Goal II

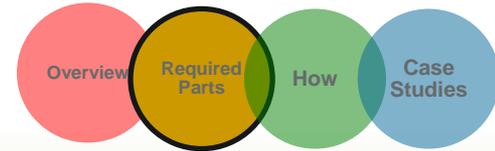
- Training needs assessment
- Training plan
- Supporting documents

Goal III

- Evidence of an exercise including a comprehensive after action report (AAR) or improvement plan (IP) OR
- Evidence of a response to a real event including an incident action plan, (if more than one incident action plan is created, then all incident action plans should be submitted), an AAR, and plan of correction.



What makes a good Narrative Summary?



Introduction

- The agency's approach to the PPHR process
- Preparedness planning and how the efforts of the agency fit within the larger jurisdictional (e.g., county, city) response
- The agency's responsibilities in a response

Organizational Structure of the Agency

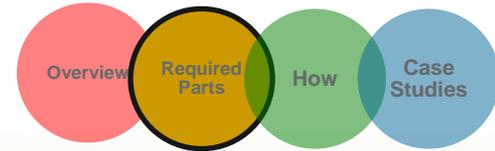
- Information on divisions, services provided, number of offices, etc.

Employee Demographic Information

- Total number of full-time employees in the agency and within each health department in a regional application
- Total number of preparedness staff at the agency, differentiating between full- and part-time staff
- General professional categories at the agency and on the preparedness staff (e.g., nurses, administrators, environmental staff)



Narrative Summary (continued)



Jurisdictional Area Description

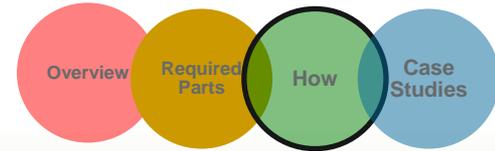
- Size of population served by the agency
- Geography/topography information, including the location of the jurisdiction
- Governance structure, such as cities and towns in a region, boards of health, county commissioners
- Unique characteristics to the jurisdiction that will help explain its approach to preparedness planning, including landmarks
- Demographic information, such as population density and median income or poverty rate

Connection/Coordination

- The agency's connection to and coordination with local, regional, and state partners for the purpose of emergency preparedness planning and response
- The link between all three goals of the project, including how the revisions of response plans, training plans, and exercise plans are interrelated based on evaluations of trainings, exercises, and event responses. The document should describe how a continuous quality improvement process is evident with the application



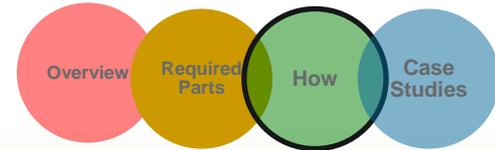
Items to think about as a technical reviewer



- Plans should be specific to the response activities taken by a specific agency.
- While reviewing the application, technical reviewers should imagine that they do not have any information about the agency other than what is provided.
- The plan must be functional and work in the field.
- The plan should contain specific response protocols, not templates.
- The information referenced on the PPHR criteria checklist should be easy to find, and the references should be precise and accurate.



Resources for every technical reviewer



1. The PPHR toolkit (http://www.naccho.org/toolbox/program.cfm?id=4&display_name=PPHR0Toolkit) contains exemplary local public health preparedness practices.

Examples of exemplary practices in the PPHR toolkit:

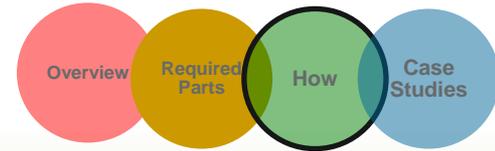
- Points of Dispensing (POD) Just-In-Time Training (JITT):
<http://www.naccho.org/toolbox/tool.cfm?id=517>
- Point of Dispensing (POD) Plan: Southeastern District Health Department, ID:
<http://www.naccho.org/toolbox/tool.cfm?id=355>
- Strategic National Stockpile (SNS) Plan: Southeastern District Health Department, ID:
<http://www.naccho.org/toolbox/tool.cfm?id=357>
- Continuity of Operations Plan Example: Okeechobee County Health Department :
<http://www.naccho.org/toolbox/tool.cfm?id=286>

2. The PPHR FAQ page contains Frequently Asked Questions about each goal of the PPHR criteria. Many of these questions were asked by technical reviewers.

<http://www.naccho.org/topics/emergency/PPHR/faqs.cfm>



Preparedness Web Sites



Please visit the following sites for additional information about public health preparedness:

Homeland Security Exercise and Evaluation Program (HSEEP):

https://hseep.dhs.gov/pages/1001_HSEEP7.aspx

National Incident Management System (NIMS) Resource Center: <http://www.fema.gov/emergency/nims/>

FEMA: www.fema.gov

National Response Framework (NRF): <http://www.fema.gov/emergency/nrf/>

National Disaster Medical System (NDMS): <http://www.hhs.gov/aspr/opeo/ndms/index.html>

Yale Center for Public Health Preparedness: <http://publichealth.yale.edu/ycphp/>

Institute for Crisis, Disaster, and Risk Management, The George Washington University:

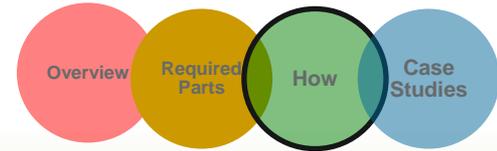
<http://www.gwu.edu/~icdrm/index.html>

Columbia University School of Nursing Center for Health Policy, Emergency Preparedness Resources,

<http://www.nursing.columbia.edu/chp/competencies.html>



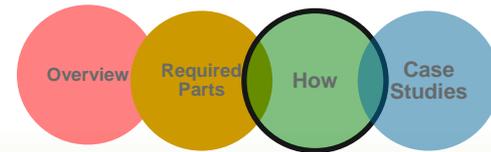
Additional Resources



- [PPHR Criteria Glossary](#)
- [Hyperlinks in the PPHR Criteria](#)



Application Guidelines

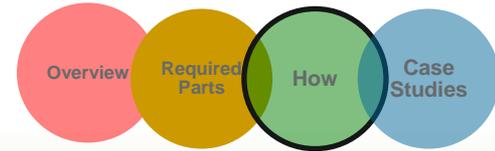


Application Guideline #1: If the applicant is not the lead agency for a particular task (evidence element and/or sub-measure), the applicant must provide a description that includes the following:

- Identification of the lead agency
- Description of the roles and responsibilities of the lead agency
- Description of the roles and responsibilities of the applicant
- Description of how the applicant partners with the lead agency to plan for, and prepare to deliver, the emergency service addressed in the evidence element
- Description of the applicant's coordination and communication process for supporting the work of the lead agency
- Description of how the applicant will work with the lead agency during and/or following an emergency response
- An example of how this has worked in the past, how it was exercised, or how it is addressed in your training plan
- If available, agreements between the applicant and the lead agency



Application Guidelines

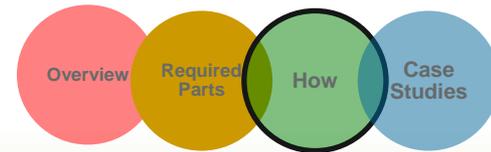


Application Guideline #2: If there is an evidence element and/or sub-measure that the applicant has not yet addressed, or for which documentation is not yet available, the applicant must provide a description that includes the following:

- Explanation of why the specific item has not been addressed
- Steps/milestones of a plan to address the item
- Timeline for steps/milestones
- Listing of partners and description of their responsibilities to address the item



If you choose to score the application...



PPHR Scoring System

A score of met indicates the following:

- The evidence provided addresses all of the requirements for that evidence element
- The evidence is solid documentation that is clear, concise, informative, and does not require the reader to infer about the planning or operation
- If an applicant is not the lead agency for a particular item, the applicant has documented all items required on the PPHR Application Tip Sheet for when an applicant is not the lead agency

A score of partially met indicates the following:

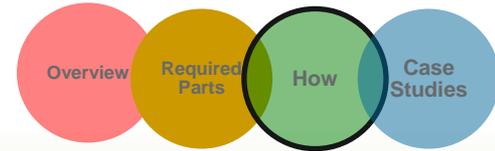
- The applicant partially addresses the evidence element (in this case, the reviewer must identify the specific items within the evidence element that must be further addressed by the applicant in order for it to be scored as met) OR
- The agency has not yet completed plans or documentation for the evidence element but has provided the details of the future planning process as required on the PPHR Application Tip Sheet

A score of not met indicates the following:

- The applicant did not submit sufficient documentation to address all of the requirements for that evidence element
- The evidence is not clear, informative, or solid
- The document requires the reviewer to infer about the process or planning



Providing Comments and Feedback



Thorough comments are an essential element of a technical review and will be the most helpful aspect of the review for the applicants. Whether or not you score the application, you must provide detailed constructive comments to enable the applicants to improve their applications.

When do I provide comments?

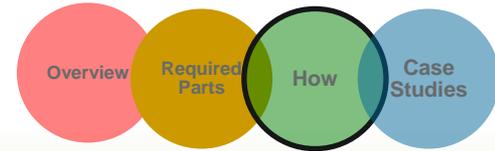
- Evidence is deficient (partially met or not met)
- The reference is incorrect and/or there is a malfunctioning hyperlink

When is it NOT necessary to provide comments?

- The evidence provided fully meets criteria



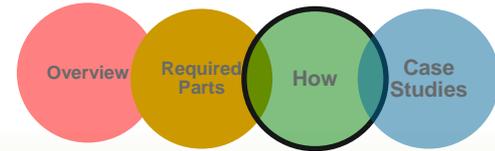
What makes a good comment?



- A thorough explanation of why the evidence element was found to be deficient and why it does not meet the criteria
- A thorough explanation of any items that only barely meet the criteria, but where the planning is generally weak
- Recommendations on how to improve evidence elements
- Provide any examples or templates that can help the agency strengthen its planning
- Ask questions that challenge the applicant to think about the usability of the plan
- If there is one specific detail that makes the evidence deficient, point out that detail
- Describe incorrect references
- Describe malfunctioning hyperlinks
- Describe incorrect formatting, e.g., if the criteria specifically ask for a table or chart and a narrative is provided
- Refer to the application guidelines or glossary as necessary
- Provide general comments that refer to the entire application on a cover page of the technical review



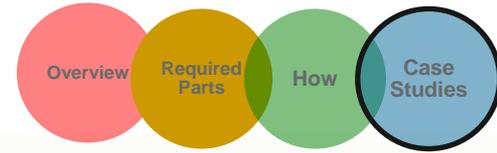
If evidence for an element is found to be insufficient...



- Request that applicants review that section of their application and provide new or additional evidence for that element
- Review the new or additional evidence and provide secondary feedback as needed



Case Study 1, question 1



Goal 1, Measure 1, i1. The plan contains a list, table, or other format detailing the necessary roles to be filled during a response operation to any hazard.

Application Excerpt:

"The following Incident Command Role should always be filled during a response:

•Incident Commander (IC)

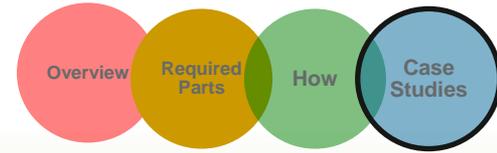
Any job/responsibility that the Incident Commander does not delegate becomes the responsibility of the IC."

Given this application excerpt, which comment would you *not* write?

- a) "Short, sweet, and to the point."
- b) "Having a table with the necessary roles to fill during an emergency would be essential during response operations."
- c) "Specific roles for your LHD that follow an ICS model must be noted."



Case Study 1, question 1



You would *not* write the following comment : a) "**Short, sweet, and to the point.**"

The application excerpt does *not* provide sufficient documentation to address the evidence element nor is that particular comment helpful for the applicant.

You *would* write the following comments:

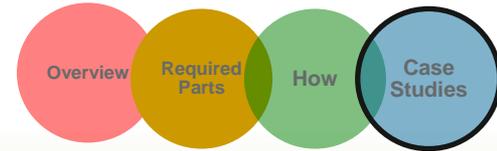
"Specific roles for your LHD that follow an ICS model must be noted."

"Having a table with the necessary roles to fill during an emergency would be essential during response operations."

The evidence required by the PPHR criteria is *not* provided in the application excerpt. The PPHR criteria requires a full list, table, or other format must be provided detailing all roles and responsibilities during an emergency response, including the roles specific to the applicant.



Case Study 1, question 2



Goal 1, Measure 1, i1. The plan contains a list, table, or other format detailing the necessary roles to be filled during a response operation to any hazard.

Application Excerpt:

"The following Incident Command Role should always be filled during a response:

•Incident Commander (IC)

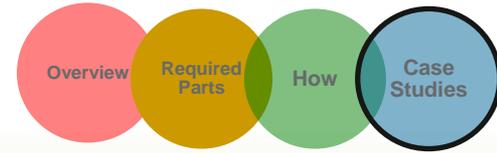
Any job/responsibility that the Incident Commander does not delegate becomes the responsibility of the IC."

Based on this application excerpt on "Necessary Roles Document" evidence element, select the **best** comment.

- a) "There is a good amount of detail about the description of the roles."
- b) "The statement about the Incident Command Role is too broad and would not be helpful in an emergency."



Case Study 1, question 2



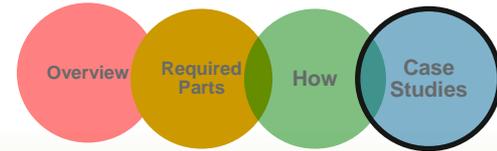
You would write **b) "The statement about the Incident Command Role is too broad and would not be helpful in an emergency."**

The application has **not** addressed all aspects of the evidence element, so you must provide specific feedback in regarding how the documentation should be improved in order to meet the evidence element.

The application excerpt did **not** sufficiently address the evidence element. A full list, table, or other must be provided detailing all roles and responsibilities during an emergency response, including the roles specific to the applicant.



Case Study 2, question 1

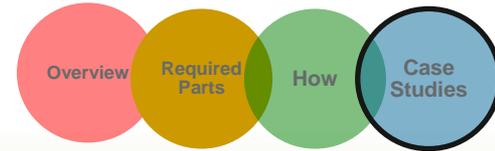


You notice on an application that the applicant is **not** the lead agency for a particular evidence element. How is that evidence element scored?

- a) It could be scored either met, partially met, or not met depending on the evidence and/or documentation provided in the application for that evidence element.
- b) It automatically receives a score of not met because the applicant cannot give first-hand evidence for that evidence element.
- c) It automatically receives a score of incomplete



Case Study 2, question 1



The evidence element could be scored as **a) either met, partially met, or not met depending on the evidence provided in the application for that evidence element.**

To ensure flexibility in the PPHR process and in recognition that the PPHR criteria are national standards and do not necessarily reflect all agency responsibilities, applicants do not need to provide a plan for every evidence element if they are **not** the lead agency.

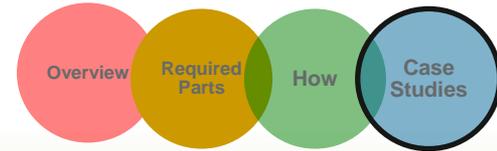
However, the following information must be included in this description for the evidence element to be scored as met:

- Identification of the lead agency
- Description of the roles and responsibilities of the lead agency
- Description of the roles and responsibilities of the applicant
- Description of how the applicant partners with the lead agency to plan for, and prepare to deliver, the emergency service addressed in the evidence element
- Description of the applicant's coordination and communication process for supporting the work of the lead agency
- Description of how the applicant will work with the lead agency during and/or following an emergency response
- An example of how this has worked in the past, how it was exercised, or how it is addressed in your training plan
- If available, agreements between the applicant and the lead agency

The agency may receive a partially met if only some of this information is provided. It may receive a not met if none or very little of this information is provided.



Case Study 3, question 1



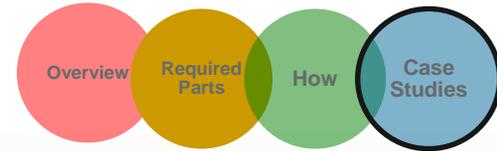
What information is **not** necessary if an evidence element is still in the planning stages?

In order to receive a score of partially met, which of the following information does **not** need to be provided?

- a) Explanation of why the specific item has not been addressed
- b) Steps/milestones of a plan to address the item
- c) Timeline for steps/milestones
- d) Listing of partners and description of their responsibilities to address the item
- e) MOUs with partnering agencies



Case Study 3, question 1



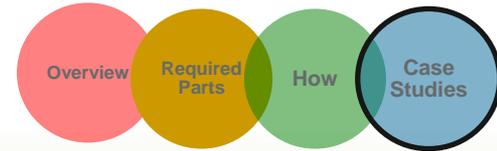
In order to receive a score of partially met **e) MOUs with partnering agencies** do **not** need to be provided.

All of the other information must be provided in order to receive a score of partially met

- Explanation of why the specific item has not been addressed
- Steps/milestones of a plan to address the item
- Timeline for steps/milestones
- Listing of partners and description of their responsibilities to address the item



Case Study 4, question 1



Mass Patient Care System

Application Excerpt

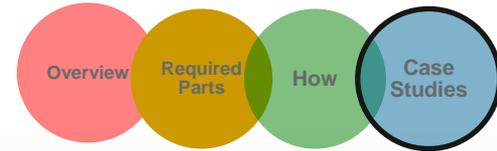
"The lead agency for mass patient care in the County is the County Medical Center in consultation with Emergency Management. The County Health Department's role is in initial tracking of an outbreak, prophylaxis, and vaccination as needed. We are aware that this needs to be addressed further in future EOP revisions; however, this will require additional input from the County Medical Center to complete fully."

After examining this application excerpt for the "Mass Patient Care System" evidence element, select the comment would you **not** write.

- a) "The evidence you provided states that you are not the lead agency for mass patient care, and that the applicant is aware that this partnership is still in the planning phases; however, no additional information regarding the planning process or a timeline is provided."
- b) "Describe any alternate care sites that may be established or coordinated by your agency."
- c) "I was particularly impressed at how well you were able to describe the role of the County Medical Center in mass patient care."



Case Study 4, question 1



You would **not** write the following comment : c) "I was particularly impressed at how well you were able to describe the role of the County Medical Center in mass patient care."

The description of the role of the County Medical Center is **not** provided in the application excerpt.

You **would** write the following comment : "The evidence you provided states that you are not the lead agency for mass patient care, and that the applicant is aware that this partnership is still in the planning phases; however, no additional information regarding the planning process or a timeline is provided." When the evidence provided by the applicant notes an evidence element still in planning, detailed information regarding the planning process must be described.

You **would** write the following comment, "Describe any alternate care sites that may be established or coordinated by your agency." This evidence is **not** provided in the application excerpt.

