**APPENDICES:**

**Defining Roles for Pharmacy Personnel in**

**Disaster Response and Emergency Preparedness**

Mohammed Alkhalili, BSc, PharmD Student

Leslie Dan Faculty of Pharmacy, University of Toronto, Toronto, ON

Janice Ma, BScPharm, PharmD

Canadian Forces Health Services Group Headquarters, Ottawa, ON

Commander Sylvain Grenier, BPharm, PharmD

Canadian Forces Health Services Group Headquarters, Ottawa, ON

School of Nursing, University of Ottawa, Ottawa, ON

**APPENDIX 1:**

**Articles Selected for Data Extraction: Emergency Preparedness & Response Activities**

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**APPENDIX 2:**

**Articles Selected for Data Extraction: Categorization Scheme for Pharmacy Personnel**

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| --- | --- |
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**Roles of Pharmacy Personnel in Addressing Emergencies**

**TIME PERIOD 1: Before an Emergency Event Occurs**

To mount an adequate and effective response to an emergency situation, members of the pharmacy team must prepare in advance to work individually, but as part of a comprehensive team, to deliver both professional advice and specialized clinical services.

**Key Responsibilities of Pharmacy Team Members during Time Period 1**

During the time BEFORE an event occurs, **Level 1 Personnel** can be expected to:

* Familiarize themselves with the basic principles of emergency preparedness and response;
* Personally prepare themselves to work effectively during an emergency situation; and
* Provide general clerical, administrative & basic technical support for pharmacy preparedness activities, such as collating information for future reference.

During the time BEFORE an event occurs, **Level 2 Personnel** can be expected to:

* Familiarize themselves with key principles of emergency preparedness and response, and apply these to prepare themselves to work during an emergency situation; and
* Provide specialized and/or advanced technical support for pharmacy preparedness activities, such as developing standard operating procedures for delivery of pharmacy services.

During the time BEFORE an event occurs, **Level 3 Personnel** can be expected to:

* Incorporate key principles of emergency preparedness and response into existing work duties;
* Adapt or develop new work processes for use in an emergency situation; and
* Apply existing clinical and other professional knowledge to support pharmacy preparedness activities, such as developing treatment protocols for efficient administration of medical countermeasures to affected individuals.

During the time BEFORE an event occurs, **Level 4 Personnel** can be expected to:

* Provide direction to other pharmacy personnel regarding emergency preparedness activities that will be undertaken by the team;
* Identify external collaborators and clarify their roles and responsibilities to members of the pharmacy team; and
* Advocate for establishment of new policies, procedures, and/or legislation that will allow their team and other pharmacy personnel to provide a robust response in emergency situations.

A detailed description of specific activities required BEFORE AN EMERGENCY EVENT are described on the following tables. The tables also identify which categories of pharmacy personnel who will be involved in executing the various activities.

**Domain 1: Professional Practice – Activities to Complete BEFORE an Event**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain#1** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Professional Practice | Leadership | Model leadership by preparing one’s own emergency preparedness plan, to ensure readiness in self and family members, and support similar efforts for other personnel. | ✓ | ✓ | ✓ | ✓ |
| Self-assess personal readiness and take action to prepare oneself to work in an emergency situation, including the following: * Obtain routine vaccinations;
* Maintain professional qualifications; and
* Ensure accurate documentation of the above.
 | ✓ | ✓ | ✓ | ✓ |
| Develop and/or participate in training sessions to test and maintain personal readiness to respond in an emergency | ✓Participate | ✓Participate | ✓Participate +/- Develop | ✓Develop & Participate |
| Develop a pharmacy-specific emergency response plan that addresses and mitigates risks identified in the plans of the broader health organization and/or community |  |  | ✓ | ✓ |
| Consultation and Collaboration | Adopt a team mentality to enable an effective emergency response. Consider the following:* Team cohesiveness;
* Role flexibility and issues of hierarchy; and
* Personal accountability and interdependency.
 | ✓ | ✓ | ✓ | ✓ |
| Work with other pharmacy team members to identify priority practice areas that must be addressed during an emergency |  | ✓ | ✓ | ✓ |
| Identify and establish links with partners external to the pharmacy team who can assist in mounting an effective emergency response |  |  | ✓ | ✓ |
| Practice Setting Management | Investigate other service mechanisms (e.g., telepharmacy) and alternate venues that can be used for delivering pharmacy services during an emergency |  | ✓ | ✓ | ✓ |
| Develop mechanisms to ensure that clinicians will have access to drug information references during an emergency | ✓ | ✓ | ✓ |  |
| Ensure that back-up copies of information essential for patient care (e.g., dispensing records) will be accessible during an emergency  | ✓ | ✓ | ✓ |  |

**Domain 2: Population Health Planning – Activities to Complete BEFORE an Event**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain #2** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Population Health Planning | Situational Awareness | Review and/or implement preventive measures issued by health authorities on an ongoing basis | ✓Implement | ✓Implement | ✓Implement +/- Review | ✓Review & Implement |
| Monitor for known health risks in the existing work environment, and take measures to limit exposure or otherwise mitigate risk to pharmacy staff | ✓ | ✓ | ✓ | ✓ |
| Risk Mitigation | Become familiar with procedures for monitoring expected health risks in the affected population | ✓ | ✓ | ✓ | ✓ |
| Develop guidance to facilitate efficient delivery of clinical care to affected individuals, such as:* Assessment, treatment, and decontamination of persons exposed to NBCD & other hazards;
* Mass immunization and other interventions to minimize transmission of communicable diseases;
* Vector control measures; or
* Emergency quarantine procedures.
 |  |  | ✓ | ✓ |
| Provide technical, administrative, or clerical support to ensure that a risk mitigation plan is formally documented | ✓ | ✓ |  |  |
| Protocol Administration | Review the organization’s emergency response plan, to identify roles and responsibilities of pharmacy personnel | ✓ | ✓ | ✓ | ✓ |
| Identify when and how protocols for patient care activities (e.g., mass immunization) will be initiated or implemented during an emergency |  | ✓ | ✓ | ✓ |
| Confirm that pharmacy personnel obtain and maintain the skills and credentials necessary to effectively execute the relevant protocols  |  |  |  | ✓ |

**Domain 3: Direct Patient Care – Activities to Complete BEFORE an Event**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain****#3** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Direct Patient Care | Good Dispensing Practices | Identify how practices which are essential for patient care (e.g., independent double-checks) will be conducted in an emergency  | ✓ | ✓ | ✓ | ✓ |
| Develop tools and methods to circumvent language barriers (e.g., pictogram dictionaries) |  | ✓ | ✓ | ✓ |
| Establish procedures to prevent inappropriate medication handling (e.g., hoarding, diversion) during an emergency  |  | ✓ | ✓ | ✓ |
| Coordination of Care | Review procedures for (self-)identification of pharmacy personnel during an emergency, both to patients and to other team members |  | ✓ | ✓ | ✓ |
| Individual Patient Care Plans | Review or develop templates that will be used to document patient-specific pharmacy interventions during an emergency | ✓Draft | ✓Draft | ✓Develop or Review | ✓Review |

**Domain 4: Legislation – Activities to Complete BEFORE an Event**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain #4** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Legislation | Regulatory Amendments | Advocate for legislation that will allow a robust pharmacy emergency response, including:* Lawful issuing of medication orders by pharmacists in emergency situations; and
* Performance of non-traditional professional activities by qualified pharmacy personnel.
 |  |  |  | ✓ |
| Revise procedures that affect the provision of prescriptions (e.g., claims processing) to enable refills to be issued in an emergency situation |  |  |  | ✓ |
| Jurisprudence | Ensure that current and proposed emergency work procedures conform with existing legislation, including handling of:* Narcotics and controlled substances;
* Other hazardous materials (e.g., ingredients used to compound pharmaceuticals); and
* Medications specifically designated for use in an emergency (e.g., national stockpiles).
 | ✓ | ✓ | ✓ | ✓ |
| Review legislated requirements pertaining to identification, reporting, and investigation of losses or thefts of pharmaceuticals. | ✓ | ✓ | ✓ | ✓ |

**Domain 5: Communications – Activities to Complete BEFORE an Event**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain #5** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Communications | Record-Keeping | Prepare templates for documentation of pharmacy activities, including those required for patient care (e.g., numbered Rx pads, MARs) |  | ✓ | ✓ | ✓ |
| Establish methods for recording & transmitting pharmacy information, using formats that will be suitable for future analysis |  | ✓ | ✓ | ✓ |
| Identify and obtain additional resources (e.g., laptops, secure storage media) for use in an emergency situation | ✓Identify | ✓Identify |  | ✓Obtain |
| Internal Communications | Review procedures for documentation and communication of key information during an emergency | ✓ | ✓ | ✓ | ✓ |
| Establish and rehearse protocols for urgent vs. routine communications during an emergency (e.g., during mock disaster training exercises) | ✓Rehearse | ✓Rehearse | ✓Establish & Rehearse | ✓Establish & Rehearse |
| External Communications | Develop, review, and prepare to disseminate key messages regarding the use of pharmaceuticals during an emergency | ✓Review | ✓Review | ✓Review & develop | ✓Review & develop |
| Communication Systems | Establish robust communication systems that can be used during an emergency | ✓ |  |  | ✓ |
| Review the use of communication systems that will be in place in an emergency situation | ✓ | ✓ | ✓ | ✓ |

**TIME PERIOD 2: During an Emergency**

Once an event has occurred, pharmacy personnel must work together as a team, and in conjunction with other health and civil authorities, to deliver necessary medical supplies and clinical services to affected individuals. Pharmacy personnel may also be required to offer professional advice regarding how to address other challenges that are specifically introduced by the particular event, such as coordinating use of medical countermeasures following a nuclear, biological or chemical disaster (NBCD).

**Key Responsibilities of Pharmacy Team Members During Time Period 2**

During the emergency response, **Level 1 Personnel** can be expected to:

* Perform general clerical, administrative, and basic technical tasks to support the delivery of medications and clinical services (e.g., download copies of patients’ prescription records); and
* Complete tasks as directed by other members of the pharmacy team or as specified in the emergency response plans (e.g., initiate a rotating work schedule involving longer shifts).

During the emergency response, **Level 2 Personnel** can be expected to:

* Independently perform specialized or advanced technical tasks to ensure delivery of medications and clinical services to affected persons (e.g., record and fill prescriptions); and
* Work collaboratively with other members of the pharmacy team to execute designated components of the organizational or pharmacy-specific emergency plan (e.g., evacuation of critical supplies from a disaster-affected dispensary).

During the emergency response, **Level 3 Personnel** can be expected to:

* Independently perform clinical and professional activities to support patient care (e.g., administer vaccinations as part of a mass immunization clinic);
* Provide direction and/or oversight for the activities of pharmacy personnel noted above; and
* Liaise with Level 4 pharmacy personnel to ensure that the pharmacy team’s work activities are aligned with active priorities.

During the emergency response, **Level 4 Personnel** can be expected to:

* Work collaboratively with external partners to identify active priorities;
* Liaise with other pharmacy personnel as required to redirect team efforts to priority areas; and
* Establish and approve new work procedures as necessary to address evolving requirements.

**Domain 1: Professional Practice – Activities to Complete DURING an Emergency**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain#1** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Professional Practice | Leadership | Maintain composure, to allay panic | ✓ | ✓ | ✓ | ✓ |
| Adhere to guidance on preventive measures that are issued by health authorities | ✓ | ✓ | ✓ | ✓ |
| Execute assigned tasks as specified in the (organizational or pharmacy-specific) emergency response plan  | ✓ | ✓ | ✓ | ✓ |
| Consultation and Collaboration | Work with other pharmacy team members to identify priority practice areas that must be addressed during the emergency | ✓ | ✓ | ✓ | ✓ |
| Coordinate with partners external to the pharmacy team to mount an effective emergency response |  |  | ✓ | ✓ |
| Practice Setting Management | Establish other mechanisms for delivering pharmacy services and dispensing medications during an emergency |  | ✓ | ✓ | ✓ |
| Provide clinicians with access to drug information references during an emergency | ✓ | ✓ | ✓ |  |
| Ensure that back-up copies of information essential for patient care (e.g., dispensing records) will be accessible during an emergency  | ✓ | ✓ | ✓ |  |

**Domain 2: Population Health Planning – Activities to Complete DURING an Emergency**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain #2** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Population Health Planning | Situational Awareness | Collect and review data as required to enable ongoing monitoring of health risks during the emergency | ✓Collect | ✓Collect | ✓Collect +/- Review | ✓Review  |
| Mobilize personnel as required to minimize exposure to new & evolving health risks, or to address the needs of the affected population | ✓ | ✓ | ✓ | ✓ |
| Obtain and administer additional vaccinations and take other preventive measures as directed by health authorities | ✓Obtain | ✓Obtain | ✓Obtain +/- Administer | ✓Obtain +/- Administer |
| Risk Mitigation | Monitor work flow and other measures of risk during the response | ✓ | ✓ | ✓ | ✓ |
| Determine if/when other actions are required or further assistance should be requested |  |  | ✓ | ✓ |
| Protocol Administration | Initiate protocols for emergency response, including those related to:* Staffing schedules and general operating procedures of the pharmacy/dispensary;
* Securing and/or evacuating pharmacy materiel to maintain effective operations;
* Measures to prevention transmission of communicable disease; and
* Provision of clinical care.
 | ✓For Pharmacy operations, material, and diseases | ✓For Pharmacy operations, material, and diseases | ✓For Pharmacy operations, material, diseases, and clinical care | ✓For Pharmacy operations, material, disease, and clinical care |

**Domain 3: Direct Patient Care – Activities to Complete DURING an Emergency**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain****#3** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Direct Patient Care | Good Dispensing Practices | Perform clerical, administrative, or technical work to facilitate safe and effective dispensing of medications | ✓Clerical & Admin | ✓Clerical, Admin & Technical |  |  |
| Take steps to avoid diversion, misuse, or unsafe use of medications, including high-alert drugs, narcotics, and controlled substances. | ✓ | ✓ | ✓ | ✓ |
| Ensure that quantities and products dispensed to individual patients are clinically appropriate |  | ✓ | ✓ |  |
| Coordination of Care | Liaise with Medical Supply personnel to coordinate delivery of pharmacy services along with pharmaceuticals | ✓ | ✓ |  | ✓ |
| Facilitate access to written records of pharmacy inventory and other information, to enable a comprehensive emergency response |  | ✓ | ✓ | ✓ |
| Ensure that valid prescription orders are available for patients with chronic drug therapy | ✓ | ✓ | ✓ |  |
| Ensure that pharmacy personnel are clearly identified to other members of the response team | ✓ |  |  | ✓ |
| Individual Patient Care Plans | Administer first aid and assist in triaging patients using established algorithms |  | ✓First Aid only | ✓First Aid & Triage  | ✓First Aid & Triage  |
| Obtain accurate information from affected persons regarding their drug therapy, including upon admission to a health care facility |  | ✓ | ✓ |  |
| Review patients’ drug therapy regimens and make therapeutic recommendations where appropriate |  |  | ✓ |  |
| Monitor patient response to treatment and adjust drug therapy regimens as required to achieve therapeutic goals |  |  | ✓ |  |
| Administer medications (including vaccines) according to established protocols |  |  | ✓ |  |

**Domain 4: Legislation – Activities to Complete DURING an Emergency**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain #4** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Legislation | Regulatory Amendments | Implement changes to legislation/policies that may not have been foreseen during pre-event planning |  |  |  | ✓ |
| Jurisprudence | Perform all legally permitted professional activities as required to enable patients to access necessary drugs and health care |  | ✓ | ✓ | ✓ |
| Initiate delivery of care IAW specific provisions for emergency situations (where legally permitted) |  | ✓ | ✓ | ✓ |

**Domain 5: Communications – Activities to Complete DURING an Emergency**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain #5** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Communications | Record-Keeping | Maintain records of pharmacy activities done during the response, using established tools | ✓ | ✓ | ✓ | ✓ |
| Handle records containing patient information with sensitivity to privacy and security | ✓ | ✓ | ✓ | ✓ |
| Prepare thorough and complete records of all dispensing, theft or loss of pharmaceuticals and equipment throughout the response | ✓ | ✓ | ✓ | ✓ |
| Ensure that information is collated in a format that is suitable for future use by members of the organization or its collaborators |  |  |  | ✓ |
| Internal Communications | Contact and disseminate up-to-date or revised information to team members, including:* New operating procedures;
* New directions from health authorities;
* Reassurance & feedback re: current activities.
 | ✓ | ✓ | ✓ | ✓ |
| Use available communication channels as described in the emergency response plan | ✓ | ✓ | ✓ | ✓ |
| External Communications | Provide updates to the public and other stakeholders, using key messages developed in partnership with collaborators |  |  | ✓ | ✓ |
| Prepare treatment and/or discharge plans, and share copies with patients, family members, and other care providers  |  |  | ✓ |  |
| Communication Systems | Use and maintain alternate communication systems as described in the emergency response plan, including those related to:* Verbal confirmations (e.g., “check-ins”);
* Requests for resupply or assistance; and
* Answers to drug information questions.
 | ✓ | ✓ | ✓ | ✓ |

**TIME PERIOD 3: Recovering AFTER an Emergency Event**

As time elapses following an emergency event, the intensity of the health care response will diminish. Pharmacy team members must resume their usual operating procedures, and – in the case of foreign health teams in particular – this can involve a transfer of responsibilities to other personnel.

**Key Responsibilities of Pharmacy Team Members during Time Period 3**

To promote recovery after an emergency event, **Level 1 Personnel** can be expected to:

* Perform general clerical, administrative, and basic technical tasks to conclude emergency pharmacy operations; and
* Complete tasks as directed by other members of the pharmacy team, to support future pharmacy operations in the affected region.

To promote recovery after an emergency event, **Level 2 Personnel** can be expected to:

* Independently perform specialized or advanced technical tasks to conclude emergency pharmacy operations; and
* Apply in-depth technical knowledge to enable the team to assess the quality of their emergency response activities.

To promote recovery after an emergency event, **Level 3 Personnel** can be expected to:

* Provide direction and oversight for conclusion of emergency pharmacy operations;
* Independently perform clinical and professional activities for individuals patients under their care during the emergency; and
* Provide input to Level 4 personnel and other health authorities regarding potential improvements to the emergency response.

To promote recovery after an emergency event, **Level 4 Personnel** can be expected to:

* Liaise with external partners and collaborators to ensure efficient resumption of routine pharmacy operations following the emergency and smooth transfer of responsibilities;
* Identify opportunities to enhance the activities performed of the pharmacy team, health care organization, or community in response to emergencies; and
* Engage meaningfully with community partners and stakeholders to ensure that health needs of the affected population can continue to be addressed after the acute emergency response concludes.

**Domain 1: Professional Practice – Activities to Complete AFTER an Emergency**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain#1** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Professional Practice | Leadership | Provide input into “lessons learned” reports and assist in drafting, following self-reflection and/or discussion with colleagues | ✓ | ✓ | ✓ | ✓ |
| Liaise with external partners and affiliates to coordinate withdrawal of services/supplies, as appropriate |  |  | ✓ | ✓ |
| Consultation and Collaboration | Identify personnel who will be involved in providing ongoing care to the affected population |  |  |  | ✓ |
| Collate records and forward to designated personnel (either within or external to the pharmacy team), following established protocols for conclusion of the emergency response | ✓ | ✓ | ✓ | ✓ |
| Practice Setting Management | Relocate displaced personnel and equipment, ensuring that excess and damaged materials are appropriately secured or disposed of | ✓ | ✓ | ✓ | ✓ |
| Ensure personal health information is transferred securely to authorized health care personnel  | ✓ | ✓ | ✓ | ✓ |

**Domain 2: Population Health Planning – Activities to Complete AFTER an Emergency**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain #2** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Population Health Planning | Situational Awareness | Continue to adhere to preventive measures recommended by health authorities | ✓ | ✓ | ✓ | ✓ |
| Participate in ongoing disease surveillance activities, as directed by health authorities |  |  | ✓ | ✓ |
| Risk Mitigation | Develop plans to address health problems that may present at a later date, with consideration for community values and existing standards of care in the affected region |  | ✓ | ✓ | ✓ |
| Share tools and resources with next-in-line treatment providers, to support ongoing care to persons affected during the emergency |  |  | ✓ | ✓ |
| Protocol Administration | Ensure supplies and materials are returned to pre-event locations and status | ✓ | ✓ | ✓ | ✓ |
| Assess the effectiveness of protocols used during the emergency response, applying rigorous methodology wherever possible | ✓ | ✓ | ✓ | ✓ |

**Domain 3: Direct Patient Care – Activities to Complete AFTER an Emergency**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain****#3** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Direct Patient Care | Good Dispensing Practices | Initiate “shut down” procedures for all temporary pharmacies, ensuring that all materials are disposed of following established procedures | ✓ | ✓ | ✓ |  |
| Coordination of Care | Document formal transfers of responsibility for delivery of medications and pharmacy services to the affected population | ✓ | ✓ | ✓ | ✓ |
| Transfer records and supplies to the designated care teams, prior to departure/conclusion of the emergency response | ✓ | ✓ | ✓ | ✓ |
| Individual Patient Care Plans | Complete follow-up & therapeutic monitoring for individual patients where possible, or arrange for ongoing care from an alternate care provider |  |  | ✓ |  |
| Ensure that care plans are appropriately documented for future reference |  |  | ✓ |  |
| Prepare discharge plans for patients where necessary |  |  | ✓ |  |

**Domain 4: Legislation – Activities to Complete AFTER an Emergency**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Legislation | Regulatory Amendments | Identify and advocate for legislation that will allow pharmacy personnel to contribute more effectively to emergency response in future |  |  |  | ✓ |
| Engage with relevant stakeholders to ensure that electronic adjudication programs can allow for pharmacy interventions in an emergency |  |  |  | ✓ |
| Jurisprudence | Identify enabling/permissive regulations that were beneficial during the emergency response | ✓ | ✓ | ✓ | ✓ |
| Highlight key activities done during the emergency that were legally permitted, through presentations to colleagues |  | ✓ | ✓ | ✓ |
| Ensure compliance with applicable legislation pertaining to theft, loss or disposal of medications and health records |  | ✓ | ✓ | ✓ |

**Domain 5: Communications – Activities to Complete AFTER an Emergency**

|  |  |  |  |
| --- | --- | --- | --- |
| **Domain #5** | **Key Activity Area** | **Activities to be Completed** | **Personnel Involved** |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| Communications | Record-Keeping | Ensure that records to be transferred are in a format suitable for use and ongoing reference by the receiving health care team |  | ✓ | ✓ | ✓ |
| Securely dispose of unnecessary records and documentation upon conclusion of the emergency response |  | ✓ | ✓ | ✓ |
| Appropriately record thefts, losses, and transfers of equipment and pharmaceuticals | ✓ | ✓ | ✓ | ✓ |
| Internal Communications | Establish clear direction re: procedures for termination of the emergency response, including:* Deadlines for closure of temporary facilities;
* Procedures for transfer of supplies & information; and
* Resumption of normal pharmacy operations.
 | ✓ | ✓ | ✓ | ✓ |
| Work with other pharmacy team members to make improvements to the organizational or community emergency response plan | ✓ | ✓ | ✓ | ✓ |
| External Communications | Develop, review, and prepare to disseminate key messages regarding the use of pharmaceuticals during future emergencies | ✓Review | ✓Review | ✓Review & develop | ✓Review & develop |
| Provide suggestions to partners and collaborators to optimize use of pharmaceuticals during an emergency, including medical countermeasures |  |  | ✓ | ✓ |
| Revise communication plans to ensure that the community remains informed re: current and future pharmacy operations |  |  | ✓ | ✓ |
| Highlight own roles in emergency preparedness and response using professional venues and networks |  | ✓ | ✓ | ✓ |
| Communication Systems | Create new tools and identify alternate systems for communication during an emergency | ✓ | ✓ |  | ✓ |
| Review the use of communication systems that will be in place in future emergency situations | ✓ | ✓ | ✓ | ✓ |