

## **SOP for Public Health Emergency Operating Centre**

### **Roles and Responsibilities- COVID-19, Suriname**

A Public Health Emergency Operations Centre (PHEOC) is the central location from which health personnel convene for the coordination and direction of operational information and resources for strategic management of public health events and emergencies. It provides staff support to commanding officers in making decisions and coordinating responses to emergency incidents. It is usually a physical place where personnel can assemble, and response activities can be managed.

The PHEOC is organized to carry out five major functions: command, planning, operations, logistics, and finance. This organization is modeled after Incident Command System (ICS), allowing all involved parties to establish a common organization and terminology.

**Functions of the EOC-** The minimum should be as follows:

1. Command/control/coordination
  - a. overall coordination and direction of the emergency response.
2. Operations
  - a. Coordination of all operations to support the Incident Action Plans or the response plans.
3. Planning
  - a. Collection, evaluation, and dissemination of information to support the operations.
4. Logistics
  - a. Coordination and management of transportation, procurement, human resources, equipment, supplies, materials, telecommunications and staff welfare.
5. Information, Education, Communication
  - a. Development of public awareness materials, media releases, sensitization sessions
6. Finance and budget
  - a. Cash flow, budgetary support for the response activities; payments to suppliers
7. Epidemiology and Surveillance
  - a. Data gathering; characterization of the outbreak (person, place, time; epidemiology curve; mapping of cases etc.)
  - b. Case detection, contact tracing, sample collection
8. Primary Health Care
  - a. Coordination of community health service for triage, management and transportation of ill persons to hospital
9. Secondary/Tertiary Care

- a. Coordination of hospital isolation and care including critical care
- 10. Quarantine and community isolation
  - a. Monitoring of contacts and cases in quarantine and isolation for development of symptoms
- 11. Laboratory services
  - a. Coordination of laboratory services and monitoring of testing supplies

## Human Resources for the EOC

Function	Assigned Responsibility	Staff Profile for assigned and other support staff for the area
Coordination and Operations	Director of Health	High level health manager with overall knowledge of the system and authority to delegate
Planning and Logistics		Project management experience or administrative management. Administrator or any other senior manager or senior nurse from Ministry of Health
Epidemiology and Surveillance	National Epidemiologist	Public Health or Epidemiology training; Year 8 medical students, senior nursing manager
Information, Education, Communication		Health Educator; Health Promotion specialists; Communications specialist; Senior Communications university student
Primary Health Care (PHC)		Medical doctor with knowledge of RGD and PHC system
Secondary/Tertiary Care		Medical doctor with knowledge of the hospital system.
Finance and Budget		Administrative with accounting background e.g. Administrator or Budget officer of the BOG
Quarantine and Community isolation	NCCR	
Administrative support		Administrative assistant; Senior university or college students

## Meetings

Meetings should be held daily or twice daily as the emergency evolves. Meetings should be chaired by the Coordinator/Director of the EOC. The agenda should follow the format to be used for the preparation of the daily situation reports.

The responsible person for each functional area should provide status updates for their area and discussions should result in an action plan with timelines for implementation. These reports would facilitate the generation of updated needs lists.

## **Situation Reports**

Daily situation reports should be prepared at the end of the EOC meeting and used to inform media/press conferences. The format of the situation reports could be as follows:

- Situation- introduction describing the emergency and the response mechanisms being implemented
- Epidemiology- analysis and characterization of the outbreak in terms of person, place, time, gender, age distribution etc. as well as epidemiology curves by suspected and confirmed cases
- Case finding, contact tracing and management- number of suspected cases reported, number of contacts identified and located. Contacts in quarantine by facility (home or government facility); number symptomatic and asymptomatic; number tested and results
- Case management- number of confirmed cases disaggregated by age and gender; number in isolation (home and designated facility); number hospitalized; distribution by severity (mild, moderate/severe, critical); number in ICU; number of deaths
- Risk Communication and Community Engagement- number of awareness materials developed and distributed by sector; number of awareness sessions conducted, and number of people reached; number of media releases
- Public Health Measures Implemented- e.g. containment of cases, mitigation measures e.g. social distancing, port health measures e.g. closure of ports of entry
- Laboratory- number of tests conducted by facility; number of tests with results pending; number of tests available or remaining to be used
- Infection Prevention and Control- IPC trainings held; PPEs distributed by commodity e.g. masks, gloves, goggles
- Supplies and logistics- other equipment and supplies procured and distributed by facility
- International and National Cooperation- support provided by PAHO, UN agencies, Donor agencies, Embassies and local private sector companies
- Needs assessment- needs list by sector or facility

## **Equipment, supplies and materials**

- Desks, chairs, computers, laptops, phones (land lines and cellular)
- Maps, flip charts
- Message logs, data collection templates/databases, reporting templates
- Hand sanitizer, PPEs as needed
- Refreshments for staff- water, coffee, tea, juice