The Tippecanoe County Health Department holds a POD (point of distribution) event to practice distributing SNS (strategic national stockpile) medications to the public in case of a major medical emergency. Due to the fact that most of the workers will be volunteers with different skill levels and training we need to build a quality control layer into the distribution process in order to make sure that the correct amount and type of medications are distributed to the right people.

**Problem Statement:** The Tippecanoe County Health Department (TCHD) is currently experiencing errors in the quantity and correct type of medications distributed during the POD Process.

**Goal:** Reduce the amount of errors made by volunteers during the POD process by building in quality control measures.

**Customer:** The main customer is the TCHD which then serves the public in a medical emergency. TCHD has partnered with the Purdue University Homeland Security Institute (PHSI) who help implement a practice POD, in order to create a real time simulation and collect data on the accuracy of the POD.

**Customer Requirements:** Patients receive the correct medication in the correct amount.

**Collection Method:** Qualtrics

**Sample Size:** 195

**Data Types Collected:**
- Patient's Time in process
- Medication Error
- Incorrect Volunteer Input
- Insufficient Volunteer Training
- Insufficient Records of Medication
- Improper Labeling of Medication
- Paperwork Mixup
- Paperwork Loss

**Suggested Changes:**
- Barcoded Wristbands
- Written SOPs
- Increase Training
- Audit Medication Totals