

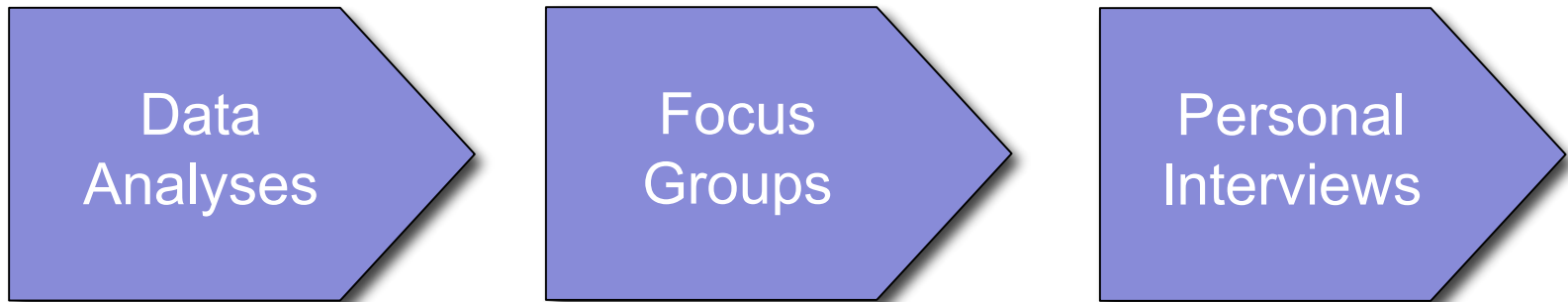
# **Texas Health and Medical Response Summit Findings from the After Action Assessment**

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April 18, 2006

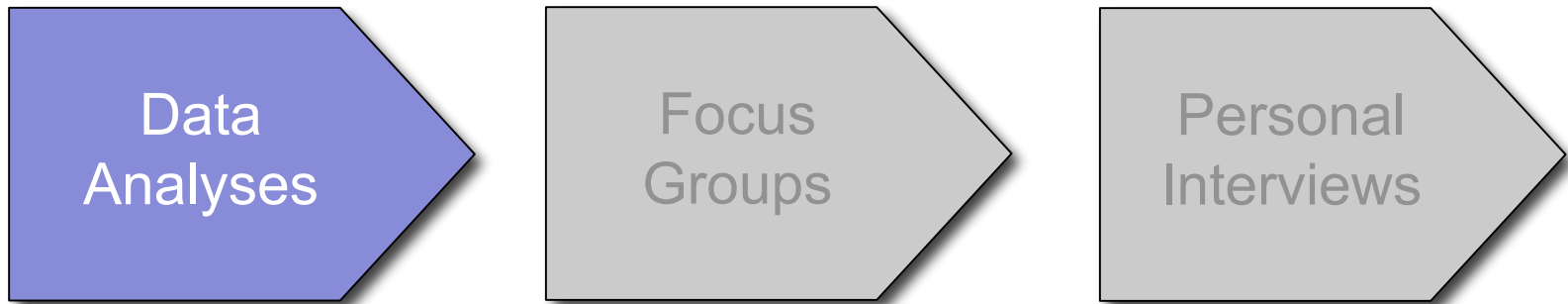
# The Assessment Process

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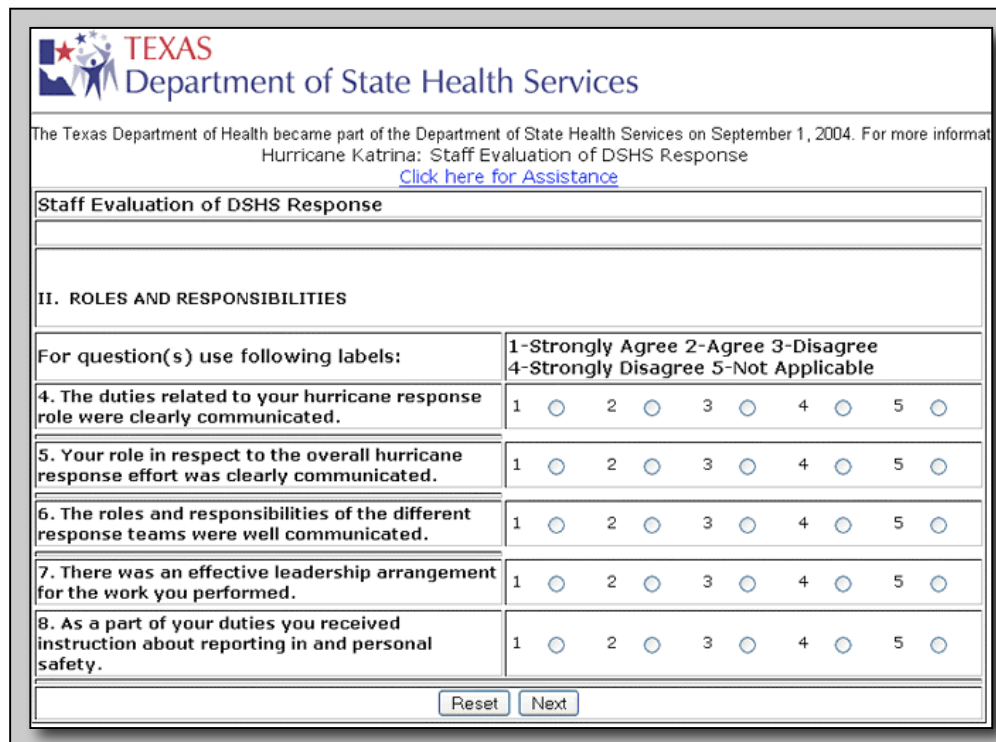
# The Assessment Process

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# Data Analyses

## DSHS Staff and External Stakeholders Completed a Survey



**TEXAS**  
Department of State Health Services

The Texas Department of Health became part of the Department of State Health Services on September 1, 2004. For more information on Hurricane Katrina: Staff Evaluation of DSHS Response  
[Click here for Assistance](#)

Staff Evaluation of DSHS Response

II. ROLES AND RESPONSIBILITIES

For question(s) use following labels:  
1-Strongly Agree 2-Agree 3-Disagree  
4-Strongly Disagree 5-Not Applicable

4. The duties related to your hurricane response role were clearly communicated.	1	<input type="radio"/>	2	<input type="radio"/>	3	<input type="radio"/>	4	<input type="radio"/>	5	<input type="radio"/>
5. Your role in respect to the overall hurricane response effort was clearly communicated.	1	<input type="radio"/>	2	<input type="radio"/>	3	<input type="radio"/>	4	<input type="radio"/>	5	<input type="radio"/>
6. The roles and responsibilities of the different response teams were well communicated.	1	<input type="radio"/>	2	<input type="radio"/>	3	<input type="radio"/>	4	<input type="radio"/>	5	<input type="radio"/>
7. There was an effective leadership arrangement for the work you performed.	1	<input type="radio"/>	2	<input type="radio"/>	3	<input type="radio"/>	4	<input type="radio"/>	5	<input type="radio"/>
8. As a part of your duties you received instruction about reporting in and personal safety.	1	<input type="radio"/>	2	<input type="radio"/>	3	<input type="radio"/>	4	<input type="radio"/>	5	<input type="radio"/>

### Issues Covered

- Demographics
- Roles and Responsibilities
- Staffing and Training
- Communications
- Site, Equipment, and Supplies
- Response to Requests
- Personal Needs

# Data Analyses

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What analyses were conducted and how were the results used

## Types of Analyses

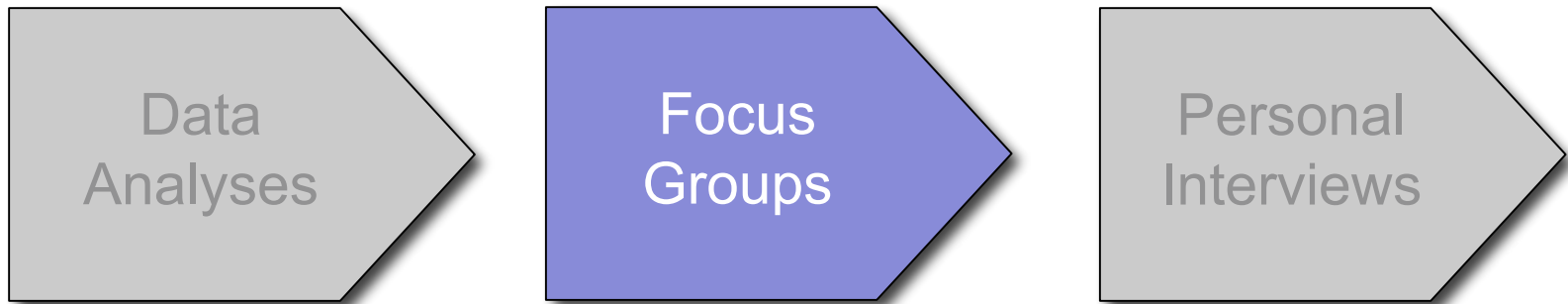
- Descriptive and Inferential
- Analyses were stratified by hurricane type and by response group (i.e., DSHS employee vs. external stakeholder)

## How Results Were Used

- Understand the big issues
- Identify areas of potential improvement
- Develop focus group themes

# The Assessment Process

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# Focus Groups

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What was the purpose and who were the participants

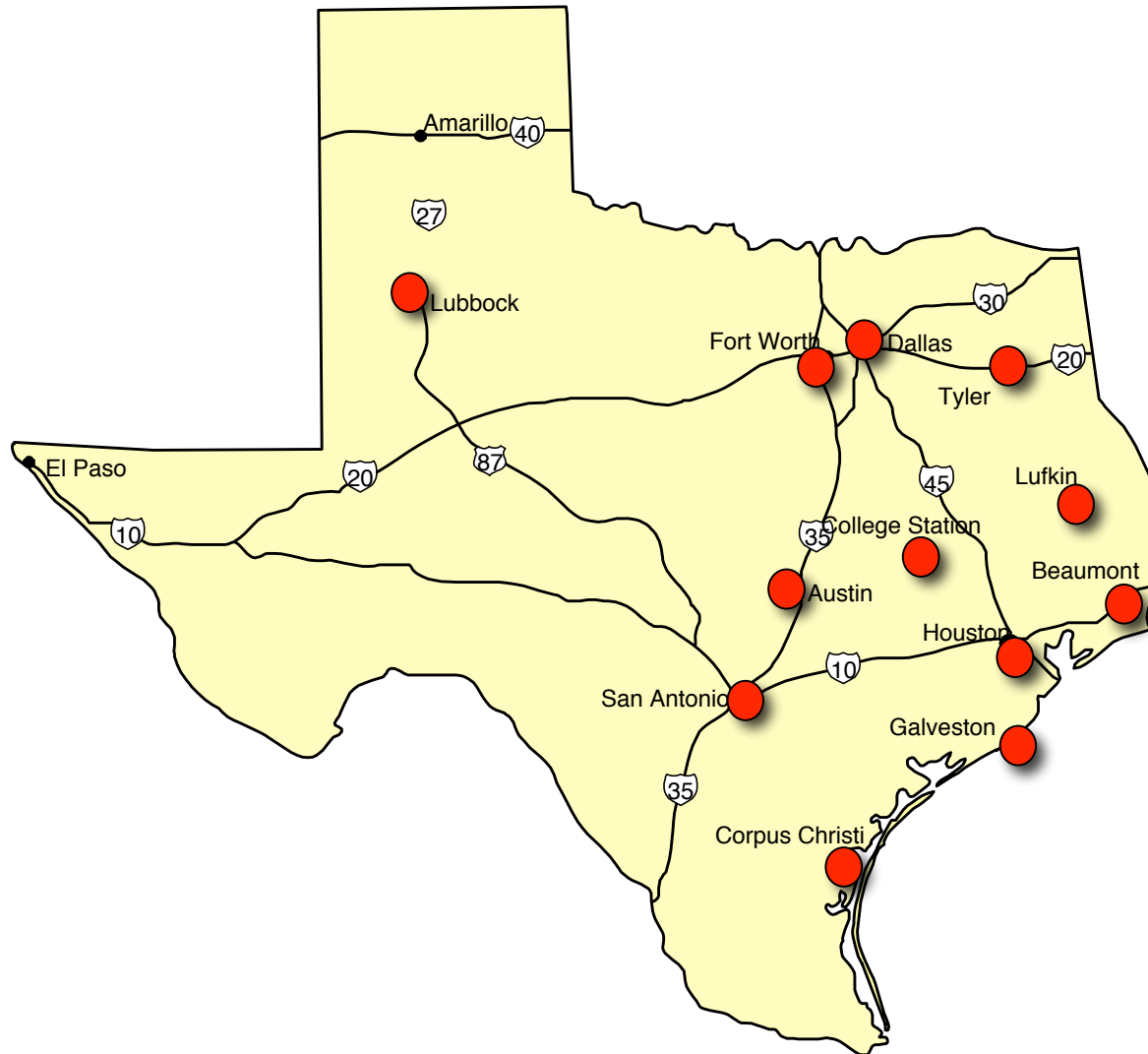
## Purpose

- Listen
- Identify the issues of concern at the local level
- Encourage open, honest, and frank feedback

## Participants

- Wide range of individuals at the local level involved with the health and medical response
- Size ranged from 15 - 20 per group to ensure effective and informative feedback

# AAR Focus Group Locations



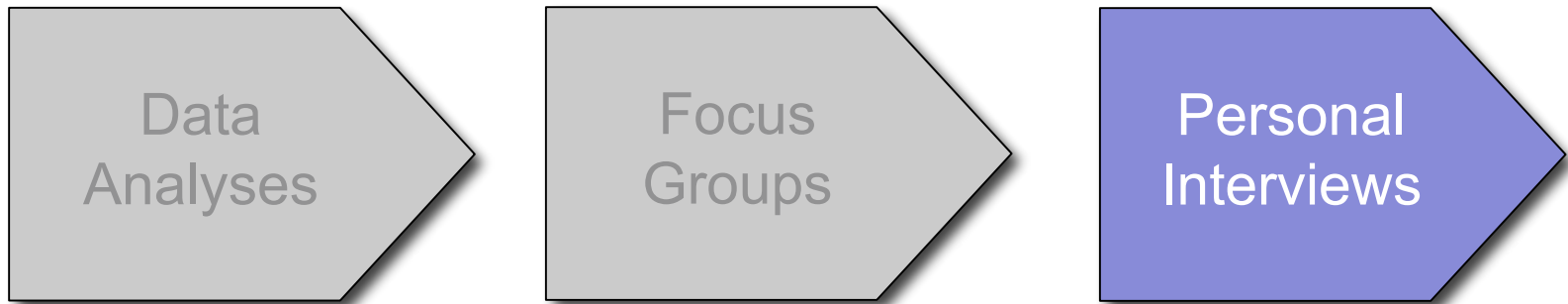
## FG Specifics

- 15 total
- 11 held outside of Austin
- 4 held in Austin
  - ESC (DSHS)
  - DLT (DSHS)
  - SOC (Reps)
  - Organizations

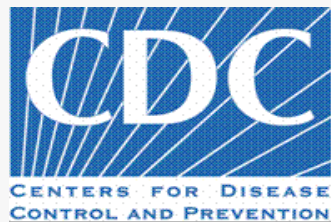
ESC = Emergency Support Center; DLT = Director Leadership Team; SOC = State Operation Center

# The Assessment Process

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# Some Organizations Represented in Personal Interviews



# Findings

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Roles and Responsibilities	Preparedness	Information Management	Resource Management	Continuity of Operations
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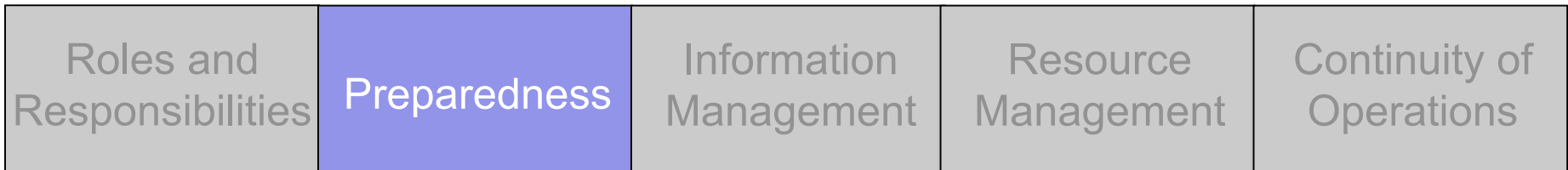
# Findings

Roles and Responsibilities	Preparedness	Information Management	Resource Management	Continuity of Operations
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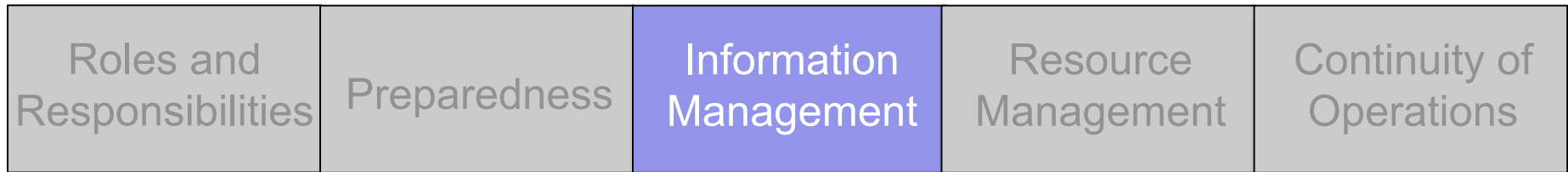
- The function of the DSHS Emergency Support Center (ESC) as the health and medical component of the State Operations Center (SOC)
- Perceptions of the ESC
- The role of DSHS during an emergency as defined by Annex H of the State Emergency Plan

# Findings



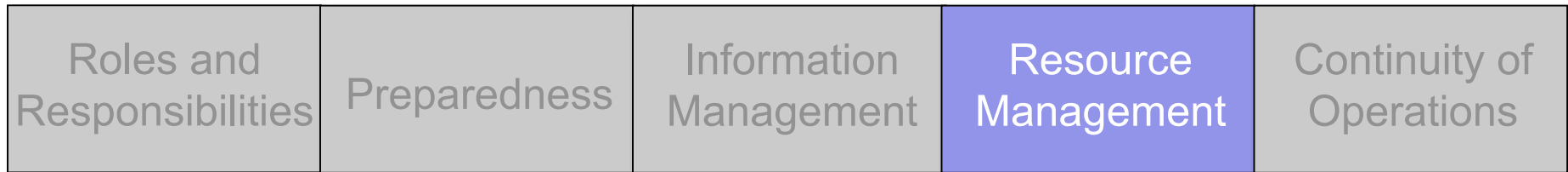
- Medical special needs
- Nursing home residents
- National Incident Management System (NIMS) and Incident Command System (ICS) training
- Planning with the private sector

# Findings



- Information flow
- Patient tracking
- Medical records / information

# Findings



- Matching resources with needs
- Understanding local medical capabilities
- Emergency procurement

# Findings

Roles and Responsibilities	Preparedness	Information Management	Resource Management	Continuity of Operations
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- Prioritization of essential functions
- Long-term response planning
- Role of HHSC Enterprise agencies in disaster response



Thank You