

Texas Department of State Health Services  
Public Health Emergency Preparedness (PHEP) Program  
July 20, 2010

Crowne Plaza  
Austin, TX

Opening Remarks

“Responding in Crisis” – Vered Kater, RN, BSA, CNS

- Speaker from Jerusalem
- Discussed the different issues of healthcare in America vs the Middle East and how the issues can be different, but similar at the same time
- Prerequisites for Health
  - Clean water
  - Shelter
  - Money/Income
  - Peace
  - Education
  - Food
  - Stable ecosystem
  - Resources
  - Social Justice
  - Equity
- Health & Safety promotion is carried out by:
  - Advocate
    - Target Key Community Leaders
      - Listen – Trust – Language
      - Be transparent in your plans
  - Enable the people to take control
    - Ownership – Pride – Community – Participate - Preparedness
  - Mediate
- Use Technology & Save Lives
- See Hand-out

## Disaster Mental Health – Chance Freeman

- Discussed Significant Events in our History and how we, Texans & Americans handled the situation
  - Kennedy Assassination
  - Space Shuttle Crash
  - Hurricane Katrina & Rita
  - Floods in the Valley
- Key Concepts of a Disaster
  - People pull together during and after a disaster
  - Stress and grief are normal reactions to abnormal situation
  - Emotional reactions relate to problems of living
  - Services must be tailored to cultural and community norms
  - Support systems are crucial
- Emotional Response
  - Depression – sadness
  - Irritability – anger – resentment
  - Anxiety – fear
- Behavior Response
  - Poor work performance
  - Crying easily
  - Hypervigilance
  - Increased drug/alcohol abuse
  - Sensitivity to loud noises
  - Sleep difficulties
- Physical Responses
  - Sleep Disturbances
  - Eating Disorders

## Medical Special Needs Roles & Preparedness Efforts – Glenn Bason

## Texas Health and Human Services Commission – 211 Program - Mary Mays