



SETRAC After-Action Report/Improvement Plan Hurricane Nicholas

September 13 – 15, 2021

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EVENT OVERVIEW

Event Name	Hurricane Nicholas
Event Dates	Monday September 13 – Wednesday September 15, 2021
Scope	Hurricane Nicholas was a strong Category 1 hurricane that made landfall near Sargent Beach, Texas impacting the Southeast Texas Region.
Mission Area(s) and Healthcare Preparedness Capabilities	Health Care and Medical Response Coordination
Issue Areas	Real-World Event Issues Areas for Coalition Members: Information Sharing & Communications
Threat or Hazard	Tropical Storm and Hurricane
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Executive Summary

Nicholas strengthened to a Category 1 hurricane before making landfall early Tuesday morning at the Texas' Matagorda Peninsula with 75 mph winds and was downgraded to a tropical storm at 5 a.m. ET Tuesday, the National Hurricane Center said. The storm, which had maximum sustained winds of 60 mph, was about 15 miles south-southwest of Houston and about 90 miles west-southwest of Beaumont, Texas. Hurricane Nicholas left more than 470,000 without power in Southeast Texas.

The Catastrophic Medical Operation Center (CMOC) was activated at the Harris County Office of Emergency Management for 2 days at a Level II Limited Activation. During the activation CMOC completed more than 200 status checks with Nursing Homes, Assisted Living Facilities, and Hospitals.

Major Strengths

The major strengths identified during this event are as follows:

1. Use of the Resilience Analysis Planning Tool (RAPT) for identification of potential impacted healthcare organizations.
2. Early deployment of Medical Incident Support Teams (MIST)

Primary Areas for Improvement

Throughout the event, several opportunities for improvement in CMOC's ability to respond to February Winter Weather were identified. The primary areas for improvement, including recommendations, are as follows:

1. Liaison with District Damage Coordinators (DDC) and the City of Houston
2. EMResource Regional Announcement hyperlinks
3. Damage Assessment form template in EMResource as Events

AFTER ACTION REPORT METHODOLOGY AND DEVELOPMENT PROCESS

SETRAC conducted an electronic report to solicit information from its' coalition members due to social distancing efforts during the pandemic response period. These return reports provided a platform for regional stakeholders to give feedback into operations during the Hurricane Nicholas response. A summary of the feedback was compiled into the After-Action Report (AAR) which is submitted for approval by SETRAC Leadership and filed with the State of Texas.

CMOC OPERATIONS OVERVIEW

CMOC Operations

Hospitals Contacted	47
Nursing Homes/Assisted living facilities Contacted	172
Time CMOC Activated:	2 days

ANALYSIS OF HEALTHCARE PREPAREDNESS CAPABILITIES

Aligning healthcare preparedness capabilities provides a consistent taxonomy for evaluation of real-world events to support preparedness reporting and trend analysis. Table 1 includes aligned capabilities, and performance ratings for each capability as observed during the event and determined by incident command.

Objective	Healthcare Preparedness Capability	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Receive, coordinate, and disseminate accurate information in a timely manner to stakeholders.	Health Care and Medical Response Coordination		X		

CAPABILITIES AND TIMELINE

Capability 2: Healthcare and Medical Response Coordination

Objective: Receive, coordinate, and disseminate accurate information in a timely manner to stakeholders.

Strengths

The Partial capability level can be attributed to the following strengths:

- Strength 1:** Use of the Resilience Analysis Planning Tool (RAPT) for identification of potential impacted healthcare organizations.
- Strength 2:** Early deployment of Medical Incident Support Teams (MIST)

Areas for Improvement

The following areas require improvement to achieve the full capability level:

- Area for Improvement 1:** Liaison with District Disaster Coordinators (DDC) and the City of Houston

Analysis: DDC 16 and the City of Houston requested liaisons, SETRAC was unable to provide these liaisons due to staffing availability.

2. **Area for Improvement 2:** EMResource Regional Announcement hyperlinks

Analysis: When a Regional Announcement was created in EMResource the format does not allow for a hyperlink to be shown.

3. **Area for Improvement 3:** Damage Assessment form template in EMResource as Events

Analysis: Currently Damage Assessment queries are completed by utilizing a form in EMResource and is dependent upon contacting Juvare directly to enable the specific form.

SECTION 4: CONCLUSION

Hurricane Nicholas was the 14th named storm in the Atlantic Hurricane Season and became a category 1 hurricane just before to landfall in southeast Texas. Due to preparations and coordination the CMOC was able to successfully respond to the event with limited issues.

APPENDIX A: IMPROVEMENT PLAN

This IP has been developed specifically for the SouthEast Texas Regional Advisory Council for hurricane Nicholas.

Capability	Issue/Area for Improvement	Corrective Action	Capability Element ¹	Primary Responsible Organization	Start Date	Completion Date
Capability 2: Healthcare and Medical Response Coordination	Liaison with District Damage Coordinators (DDC) and the City of Houston	Identify staff to deploy as requested by the community partners.	Planning	SETRAC Leadership	Sept 27, 2021	Nov 1, 2021
	EMResource Regional Announcement hyperlinks	Contact Juvare (EMResource) to allow for and ensure hyperlinks can be inserted into Regional Announcements.	Planning	SETRAC Director of Preparedness	Sept 27, 2021	Nov 1, 2021
	Damage Assessment form template to be available in EMResource as an Event.	Contact Juvare (EMResource) to create the template for use as an event when needed.	Planning	SETRAC Director of Preparedness	Sept 27, 2021	Nov1, 2021

¹ Capability Elements are: Planning, Organization, Equipment, Training, or Event.

APPENDIX B: HURRICANE NICHOLAS PARTICIPATING AGENCIES/FACILITIES

1st Texas Home Health
Acadian Ambulance - Beaumont
AD Hospital East
Afton Oaks Healthcare
All Care Home Health
Angels Care Hospice
Avenue 360 Health and Wellness
Baytown FD OEM
BEACON HOME HEALTH AGENCY, LLC
Beaumont Nursing and rehab
Ben Taub Hospital
BEST DOMINION HEALTHCARE SERVICES, INC.
Brazos Towers at Bayou Manor
Bridgemoor Transitional Care
C&S Healthcare Services, Inc.
Cartwright Home Health
CBC Medical Staffing
Chambers County
Chelsea Gardens
CHRISTUS Jasper Memorial Hospital
College Street Health Care Center
Communication Essentials
CONCIERGE HOSPICE
Cozy Living Community

Creation Living Center
Cura at Homebridge
Cura Healthcare
Cypress Assisted Living
Cypress Woods Care Center
DAYTON NURSING AND REHAB
DDMS of Houston, LLC
Divine Comfort Care Hospice Inc
El Campo Memorial Hospital
Encompass Health Rehab Vision Park
Encompass Health Rehab Woodlands
Encompass Health Rehabilitation Hospital of Humble
Focused Care at Summer Place
Fresenius Alvin Dialysis Center
Fresenius Kidney Care
Fresenius Kidney Care Texas Medical Center Home Suites
Galveston County OEM
GODS TIME HEALTHCARE SERVICES INC
Harbor Hospice
Harris Health System
HCA Houston Healthcare Northwest
Heart to Heart Hospice
Holiness Home Healthcare
Holly Hall Retirement Community
Home Health Unlimited, Inc.
Houston Methodist Sugar Land
Houston Premier Surgery Center

Huntsville Memorial Hospital
Kindred Hospital Sugar Land
Kingwood Emergency Hospital
Lifecare Options Home Health
Lufkin State Supported Living Center
Magnolia Hospice Care, LLC
Matagorda Regional Medical Center
MEMEEHA, LLC
Memorial Hermann - TMC
Memorial Hermann Children's Hospital
Memorial Hermann Cypress
Memorial Hermann Health System
Memorial Hermann Orthopedic and Spine Hospital
Memorial Hermann Pearland
Memorial Hermann Southeast
Memorial Hermann Southwest Hospital
Memorial Hermann Sugar Land Hospital
Memorial Hermann Surgical Hospital First Colony
MH Greater Heights
Mid Jefferson Extended Care Hospitals (BMT & NED)
Modesty Home Health
NURSES NIGHT & DAY, INC
Oakmont Healthcare & Rehab Center Katy
Palacios Community Medical Center
PAM Rehabilitation Hospital of Clear Lake - Main Campus (Post Acute Medical)
Park Manor CyFair
Parkside Surgery Center

Peach Creek Assisted Living
Pine Arbor
Regency Village
Regent Care The Woodlands
Richmond Health Care Center
River Oaks Hospital & Clinics
RiverKids Pediatric Home Health
San Jacinto Manor
Silverado - Hermann Park
SSA Home Health Care
St Luke's Patients Medical Center
St. Joseph Medical Center
St. Luke's Health
Sterling Oaks Assisted Living inc.
Sugar Land Office of Emergency Management
Summit Nursing and Rehab.
Texana Center
Texas Children's Hospital
The Harris Center
The Vosswood nursing center
Timberidge Nursing and Rehab
TTI Home Health Care
TTI Home Health Care
Tuscany village
Unity Homecare
University of Texas MD Anderson Cancer Center
UT Health Harris County Psychiatric Center

UTMB Galveston
West Janisch Health Care Center
West Oaks Nursing and Rehab
WESTPARK Behavioral
Windsong Care Center
Windsor Houston
Xtra-Care Home Health Inc