**EXSUM**

**Organizational Behavior**

**City of San Antonio (COSA) Metropolitan Health Response Plan**

**Model/methods:** National Response Framework (NRF) and case study

**Domain:** Leadership and Organizational Planning, Individual and Organizational Behavior

**Problem:** What is the role of San Antonio’s Metropolitan Health during an emergency and how does it use the NRF to integrate with local, state, and federal agencies?

**Overview:** Metro Health works directly for the Mayor of San Antonio and provides a key role in responding to disasters that occur in the city. San Antonio Metro Health’s mission is to provide leadership and services for San Antonio and Bexar County and to prevent illness and injury, promote healthy behaviors, and protect against health hazards. Federal, state, and local agencies respond to disasters in San Antonio and possible assist in surrounding areas.

**Findings:** Metro Health is active during all phases of an emergency to include Mitigation, Preparedness, Response, and Recovery. It coordinates with federal partners to receive and distribute the Strategic National Stockpile, identifies pandemics and diseases, and conducts lessons learned with public health assets. Metro Health works with state partners to coordinate medical volunteers, enforce state public health code and laws, and ensure rebuilding is IAW health zoning laws. Metro Health partners with local agencies to provide community education and health seminars, provide disease control, inspect water and food sources, and provide mental health services.

**Lessons Learned:** It is imperative that agencies at all levels establish good working relationships with the partners they may be working with if a disaster were to ever occur. This working relationship will ensure that the processes needing to be used during a disaster are not being addressed for the first time since time will be a critical resource.

**Possibly add previous incidents so someone reading this can tie it in better**

**Tuckman**

**Forming, Storming, Norming, Performing**