

## **CRISIS MANAGEMENT SUPPORT: Action Items**

### **Organization structure and practices**

- What are values and practices
- Verify
- Does your ERP encompass all potential stakeholders

### **Field-based training and development**

- Model for handling field calls that builds culture of support
- Model for family calls that builds trust
- Train, assess, coach and mentor

### **Family liaison training and development**

- Define your pool
- Assign job duties with the job description
- Provide training – emotional cycle of trauma, operating parameters, knowledge of local resources
- Train for information sharing
- Identify case study scenarios for training
- Follow-up with an ERP drill that utilizes the family liaison

### **Resources**

- Trauma Center support services
- Local Therapists
- Financial Parameters defined
- Insurance options