



Center for the Study of Traumatic Stress

Fort Hood Shooting

CARE MANAGERS

ENGAGING THE INJURED AND THEIR FAMILIES

Care Managers are the heart of “taking care of” and not just “giving care to” our service members and their families. The Care Manager is in contact with the injured and their family members on a regular basis and is the key person in outreach to give support and hear the challenges, hopes and fears of their lives. Care managers develop close, collaborative relationships with injured soldiers/civilians and their family members who may be at risk of complicated recovery or needs for treatment

The first task of the Care Manager is to establish a supportive “working together” relationship of trust and care. The Care Manager learns about the service member’s and their family’s health and present life situation, worries and needs.

- The Care Manager’s “tools” include support, hope and connectedness as well as teaching skills of recovery and access to care.
- Easy and rapid access to the Care Manager is most important.
- The Care Manager is the trusted available professional to help a specific soldier/family.
- The Care Manager’s help is specific to the particular needs of the specific soldier/family.
- The Care Manager is not responsible for providing treatment.
- The Care Manager facilitates emotional help, practical assistance and treatment when indicated.
- Most of the injured and their families will rebound from this difficult experience; some will need help and assistance.
- Support and caring takes many different forms with different people and families.
- The Care Manager uses their knowledge of resources and ways to connect to them in order to ensure continuity of assistance and care.

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CSTS is the academic arm and a partnering Center of the Defense Centers of Excellence (DCoE) for Psychological Health and Traumatic Brain Injury.