



# Center for the Study of Traumatic Stress

## Japanese Earthquake and Tsunami

### CARE MANAGERS

### ENGAGING THE INJURED AND THEIR FAMILIES

*Care Managers are the heart of “taking care of” and not just “giving care to” our communities. 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 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 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 family.
- The Care Manager’s help is specific to the particular needs of the specific 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.*