

In April 2007, the New Jersey Division of Mental Health Services (DMHS) in affiliation with Morristown Medical Center Emergency and Trauma Departments began the The Family Assistance and Support Team (FAST) pilot training program. This pilot is funded through a grant from New Jersey Department of Health and Senior Services. Potential training participants were selected by County Mental Health Administrators. They were then interviewed and, if accepted to the program, participated in twelve hours of didactic training before beginning shifts with trainers in the ED.

The State of New Jersey maintains a roster of crisis counselors trained to respond to disasters through the DMHS credentialing program in partnership with the Mental Health Association in New Jersey.

For additional information
please contact

MEG KALLMAN, MSW, LCSW, ACSW

(973) 267-9599

Traumaink@gmail.com

OR

JENNIFER JONES, MSN, RN, CNL

(201) 324-5014

JJones2@Libertyhcs.org

**FAMILY ASSISTANCE
&
SUPPORT TEAM**

**THE EMERGENCY AND TRAUMA
DEPARTMENTS RECOGNIZE THE DISTRESS
PEOPLE EXPERIENCE WHEN SOMEONE THEY
CARE ABOUT IS BEING TREATED FOR A
POTENTIALLY LIFE-THREATENING INJURY OR
ILLNESS.**

**FAMILY ASSISTANCE AND SUPPORT TEAM
MEMBERS ARE HERE TO WALK WITH YOU
THROUGH THIS DIFFICULT AND
FRIGHTENING TIME.**



Enhancing Life

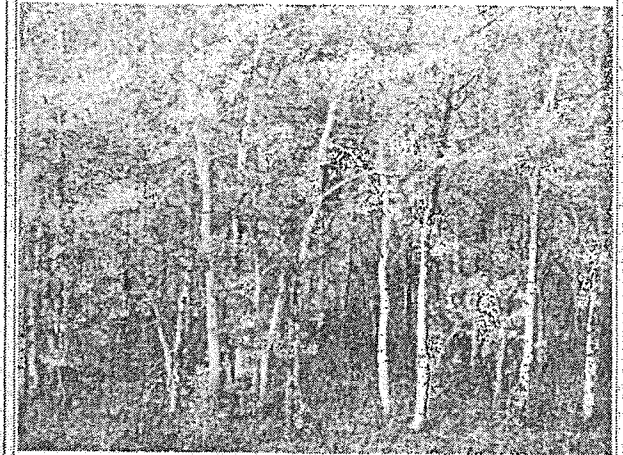
**Jersey City
Medical Center**



THE PORT AUTHORITY HEROES OF 9/11

TRAUMA CENTER

FAST

FAMILY ASSISTANCE & SUPPORT TEAM



 **JERSEY CITY MEDICAL CENTER** 

This service is provided to families in the Emergency Department when someone may be facing life-threatening injury or illness.

Family Assistance and Support Team personnel are there for the family while the medical staff is there for the patient.

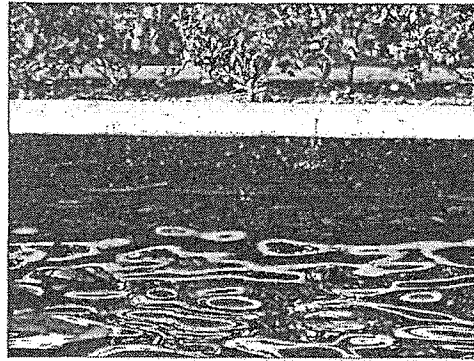
“There really is no alternative to the role of the FAST personnel in a busy ED. Their presence is invaluable, and serves to defuse potentially devastating situations...”
ED, RN survey

“There was much confusion and anxiety with my family. Through all the ‘craziness’ the FAST personnel was able to be calm and supportive to my family and provided great solace during a very hectic time.”
Taken from a note sent from a family member of trauma patient.



**JERSEY CITY
MEDICAL CENTER**
355 GRAND STREET
JERSEY CITY, NEW JERSEY
07302.

OBJECTIVES of FAST



ON-SITE OBJECTIVES

Improve and maintain communications between families, patients and the Emergency Department (ED) medical team;

Meet family at the entrance to ED and remain with the family throughout their time there or as long as deemed necessary;

Facilitate family presence in the treatment room;

Keep family apprised of patient's condition and treatment as relayed by the medical team;
Understand ED protocols;

Assure medical team that the family of the patient is being taken care of and the family will not interfere with patient treatment needs;

Manage practical needs of family (i.e., request for clergy, phone calls, considerations such as child care, how to inform other family/friends, basic needs);

Be familiar with acute care units (i.e., ICU, CCU) as well as location of Surgical Family Waiting Room (to escort others as needed).

- IDENTIFY FAST RESPONDERS AND THEIR ROLES
- READY FAST PERSONNEL TO RESPOND TO DISASTERS

INTRODUCTION TO LIFE-THREATENING ILLNESS, TRAUMATIC INJURY, ACUTE STRESS AND GRIEF & ED AS WELL AS MORGUE PROTOCOLS - ALL WITH AN EMPHASIS ON SELF CARE

CONSULTATION AND SUPERVISION

INCREASE SKILL & CONFIDENCE (SELF CARE) IN ABILITY TO WORK WITH FAMILIES DURING AND IN THE IMMEDIATE AFTERMATH OF LIFE-THREATENING EVENTS

- FACILITATE FAMILY PRESENCE IN THE TREATMENT ROOM
- FAMILIARIZE FAST TEAM WITH RESUSCITATIVE EFFORTS OF ADULT AND PEDIATRIC PATIENTS

OPPORTUNITY TO RIDE WITH MOBILE INTENSIVE CARE UNIT, ONE TWELVE HOUR SHIFT, TO EXPERIENCE PRE-HOSPITAL PATIENT CARE AND FAMILY/ AGENCY PRESENCE DURING TREATMENT

PRACTICE ASSESSMENT AND TRIAGE OF FAMILIES IN ACUTE GRIEF

READY FAST PERSONNEL TO RESPOND DURING TIMES OF PATIENT SURGE

MASS CASUALTY PREPAREDNESS COMMUNITY CRITICAL INCIDENT PREPAREDNESS

UPON COMPLETION OF THE TRAINING, COMMITMENT TO VOLUNTEER ONCE A MONTH FOR ONE YEAR.