

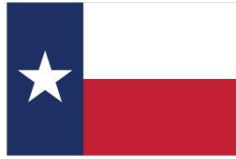
TEXAS CRISIS RESILIENCY TEAM

After Action Report (AAR)
Artesia NOVA Basic Crisis Intervention Course
Artesia General Hospital, Artesia, NM
28-30 August 2012



PLANNING:

- March 2012 – Julie Meabon Gibson, Director of Business Development and Community Relations at Artesia General Hospital, inquired about the possibility of doing a NOVA Basic Course at the Artesia General Hospital. Reasons:
 - The hospital was setting up a volunteer hospital chaplaincy and desired to train their local ministers in providing care to survivors of trauma.
 - The hospital had heard about the NOVA Basic Course being offered on 14-18 May 2012 at Wayland Baptist University in Plainview, TX. Instead of sending several people to that course, they wanted to train all their volunteer chaplains at Artesia.
- I (Dan Franklin) consulted with Bobby Smith, the Director of Texas Baptist Chaplaincy, and we decided to support the request of Artesia General Hospital for a NOVA Basic Course.
- Julie Meabon Gibson coordinated with the hospital for a date and funding of the event. The hospital paid for the training of all those attending the course. Julie also coordinated:
 - Location of Training – This was in a training room at the hospital.
 - Publicity of training opportunity and enlistment of individuals for training.
 - Supplies and audiovisual support.
 - Coordination of payment for training.
- Dan Franklin:
 - Did all coordination with the Office of Texas Baptist Chaplaincy and the National NOVA Headquarters for training requirements.



TEXAS CRISIS RESILIENCY TEAM

- Enlisted Will Bearden as a co-trainer for the course.
- Conducted training with Will Bearden.

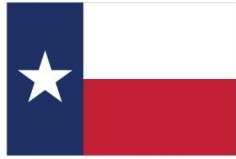
TRAINING EVENT: 19 people participated in the training. Two people were unable to complete the training because of personal conflicts. All 19 were either pastors or church staff members. While the content from the NOVA Basic Course was taught, it was tailored to the requirements of the Artesia community. When dealing with planning for local crisis response teams, several of the hospital who worked with the Mass Causality Plans came to the session and shared the plans in Artesia. During the session on media, the individual responsible for Public Affairs at the hospital came to the class and share some issues that related specifically to her role.

At the conclusion of the training an AAR was conducted with the participants, where positives and negatives of the training were addressed. Positives of the training included:

- Useful in all situations – not only was the training valuable in the role as a hospital chaplain, but it could be applied to family and church situations as well. One individual mentioned the possibility of developing a Crisis Response Team in their church.
- Simple and practical process – the emphasis upon listening skills and open ended questions was easy to utilize and easy to apply.
- Emphasis on the term “survivor” instead of victim – this positive emphasis was appreciated.
- Role playing and application of theory – clear examples of how the NOVA model has been utilized in the past and practice with the Group Crisis Intervention model was valuable.
- Multi-Media Presentation – the utilization of videos as well as power-point slides was appreciated.
- Staff Input – the ability to bring in hospital staff to address specific topics greatly assisted with the training.
- Community building – the class structure with discussion and opportunities to address specific needs of the Artesia community helped build better opportunities for community cooperation in response to traumatic events.

There were no significant negatives to the training, but concern was expressed about how to train several of the local ministers who were unable to attend the training.

DISCUSSION: In addition to being trained NOVA Instructors, Will Bearden and I are both also trained and experienced hospital chaplains. This was very helpful for this group. Our



TEXAS CRISIS RESILIENCY TEAM

knowledge of how hospitals operate helped facilitate the involvement of other hospital staff members.

While discussing the concern about how to get this training to those who had missed it, the possibility emerged of doing another NOVA Basic Course at Artesia. This training would not only involve ministers and staff, but other members of the community.

This training went exceptionally well. Julie Meabon Gibson was an outstanding host and did a superb job of coordinating the arrangements for the training. The group was highly motivated and actively involved in the training.

CONCLUSION: It is difficult to see how this training could have gone better. Specific needs for the Artesia community were addressed, and the training served a valuable role in helping the Artesia community plan for hospital chaplaincy and disaster response. The hospital staff was exceptionally supportive and involved in the training.

Dan Franklin
Texas Crisis Resiliency Team Coordinator