Wayne Shelton, PhD, was lead author on a recent paper published in *Critical Care Medicine*. The study examined the effect of adding a full-time family support coordinator to the surgical intensive care unit team on family satisfaction, length-of-stay, and cost in the surgical intensive care unit. The impetus for the study came from many years of doing ethics consultations in the ICU setting that involved dealing with stressed family members who were acting as surrogates for very sick, sometimes dying, patients. To see the complete abstract, go to: [http://www.ncbi.nlm.nih.gov/pubmed/20228678](http://www.ncbi.nlm.nih.gov/pubmed/20228678)