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Trauma- Informed Care: Where to Start

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HealthTeamWorks®

HealthTeamWorks Team



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“

organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma

”

traumainformedcareproject.org



Key Principles

- Safety
- Trustworthiness & Transparency
- Peer Support
- Collaboration & Mutuality
- Empowerment, Voice, & Choice
- Cultural, Historical, & Gender Issues

Objectives for Today

- Determine the first steps to creating a cooperative trauma-informed environment for staff using the Trauma-Informed Practice Assessment.
- Recognize what a trauma-informed environment looks like.
- Introduce strategies for leadership to provide a trauma-informed environment for staff.

Potential Impact

Annual Salary	Cost to Replace
\$25,000	\$12,500 - \$18,750
\$35,000	\$17,500 - \$26,250
\$50,000	\$25,000 - \$37,500
\$75,000	\$37,500 - \$56,250
\$100,000	\$50,000 - \$75,000



*Burnout impacts 78% of Nurses, 64% of Advanced Practice RNs, and 56% of clinical leaders**



Question
for the
chat...

What steps have
you taken to
create a trauma
informed
environment?

Categories

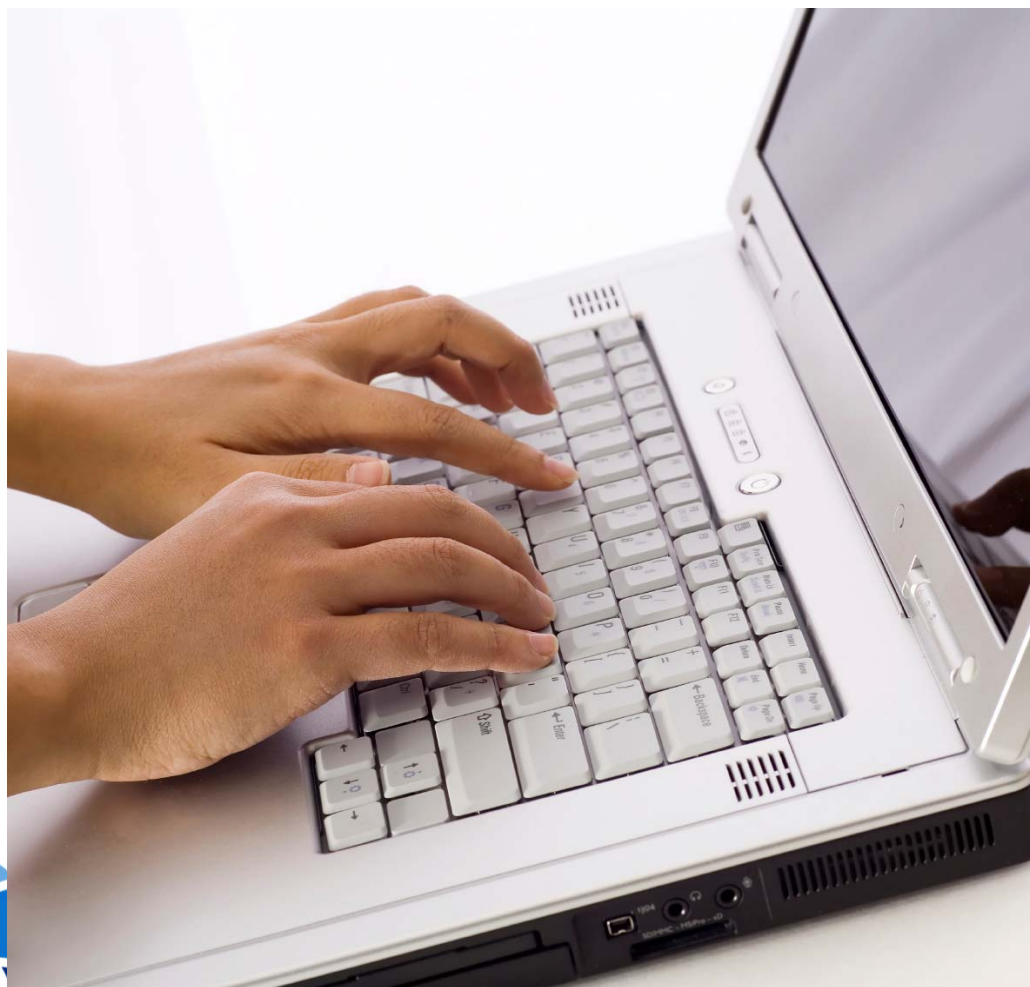
- Policy
- On-Boarding
- Safety & Well-Being



Practice Assessment - Policy

Functions, Tasks, & Activities	Yes	No	Notes/Next Steps
POLICY: Is company policy congruent with trauma informed behavior?			
Organizational Vision, Mission, and Values demonstrate a person centered focus and are posted prominently	<input type="checkbox"/>	<input type="checkbox"/>	
Operational documents include language that is person focused, e.g. policies, procedures, protocols, forms, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
Policies and procedures are in place for the proper management of a traumatic event, potential threat, or patient/staff crisis.	<input type="checkbox"/>	<input type="checkbox"/>	
A team is in place to debrief the staff with 24 hours of a crisis	<input type="checkbox"/>	<input type="checkbox"/>	
The company provides ongoing opportunities for staff to provide and receive feedback, e.g. individual supervision, anonymous surveys, comment box, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
Leadership practices strength-based person-centered conversation techniques such as motivational interviewing when discussing employee performance improvement	<input type="checkbox"/>	<input type="checkbox"/>	
The company seeks to be adaptable to staff needs	<input type="checkbox"/>	<input type="checkbox"/>	
Leadership shows acceptance for personal, religious, and/or spiritual practices of staff	<input type="checkbox"/>	<input type="checkbox"/>	
A referral system is in place if/when staff is in need of mental health services	<input type="checkbox"/>	<input type="checkbox"/>	





Question for the chat...

What are ways
your
organization has
addressed one
of these
elements?

Practice Assessment – On-Boarding

Functions, Tasks, & Activities	Yes	No	Notes/Next Steps
ONBOARDING, EDUCATION, AND TRAINING			
Staff are provided education/training to raise awareness of secondary traumatic stress and their own trauma histories	<input type="checkbox"/>	<input type="checkbox"/>	
Outside agencies with expertise in cultural competence provide ongoing training and education	<input type="checkbox"/>	<input type="checkbox"/>	
Outside consultants with mental health expertise provide annual staff education/consultation	<input type="checkbox"/>	<input type="checkbox"/>	
Staff are trained upon hire and periodically throughout employment on the policies and procedures for the proper management of a traumatic event, potential threat, or patient/staff crisis.	<input type="checkbox"/>	<input type="checkbox"/>	
Staff are educated/trained on the following:	<input type="checkbox"/>	<input type="checkbox"/>	
• Definition of trauma	<input type="checkbox"/>	<input type="checkbox"/>	
• How trauma affects the brain and the body	<input type="checkbox"/>	<input type="checkbox"/>	
• How trauma affects the development of chronic disease	<input type="checkbox"/>	<input type="checkbox"/>	
• The relationship between mental health and trauma	<input type="checkbox"/>	<input type="checkbox"/>	
• The relationship between substance abuse and trauma	<input type="checkbox"/>	<input type="checkbox"/>	
• How trauma affects human development	<input type="checkbox"/>	<input type="checkbox"/>	
• Cultural differences in trauma	<input type="checkbox"/>	<input type="checkbox"/>	
• Identifying triggers in patient behavior	<input type="checkbox"/>	<input type="checkbox"/>	
Staff is trained on strategies to de-escalate a crisis or traumatic event	<input type="checkbox"/>	<input type="checkbox"/>	



Question for the chat...

How are you
providing
trauma-
informed
education to
staff?

Practice Assessment – Safety & Wellness

Functions, Tasks, & Activities	Yes	No	Notes/Next Steps
PHYSICAL SAFETY/MENTAL WELLNESS OF STAFF			
Office location is in a safe neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	
The facility includes a security system	<input type="checkbox"/>	<input type="checkbox"/>	
Employee parking is on the property or within a short walking distance with sufficient lighting for both the walking path and the full perimeter of the parking area	<input type="checkbox"/>	<input type="checkbox"/>	
Common areas both inside and outside the building are well lit	<input type="checkbox"/>	<input type="checkbox"/>	
Designated private spaces are available for leadership and staff to discuss important personal issues	<input type="checkbox"/>	<input type="checkbox"/>	
Leadership is trained in strategies to calm staff members when upset or overwhelmed	<input type="checkbox"/>	<input type="checkbox"/>	
Needs of staff are openly discussed with leadership	<input type="checkbox"/>	<input type="checkbox"/>	
Staff is involved in program development (Programs could include change initiatives, implementing trauma-informed care with patients, designing clinical workflows, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
Staff have regularly scheduled individual supervision or check-in's with Supervisor/Manager	<input type="checkbox"/>	<input type="checkbox"/>	
Part of individual supervision/check-in's is focused on discussing self-care and stress reactions	<input type="checkbox"/>	<input type="checkbox"/>	
Strategies for addressing compassion fatigue and burnout such as self-care and wellness, are discussed frequently with staff individually and in team meetings	<input type="checkbox"/>	<input type="checkbox"/>	

Question for the chat...

What strategies
have you
developed or
adopted to address
employee safety
and wellness?



Process

- Internal team members
- External coaches and facilitators



Resources

- Strating, M. M., & Nieboer, A. P. (2009). Psychometric test of the Team Climate Inventory-short version investigated in Dutch quality improvement teams. *BMC Health Services Research*, 9(1). <http://link.springer.com/article/10.1186/1472-6963-9-126>
- TedTalk- How Childhood Trauma Affects Health Across a Lifetime – Nadine Harris Burke: <https://www.youtube.com/watch?v=95ovIJ3dsNk>
- West, C. P., Dyrbye, L. N., Satele, D. V., Sloan, J. A., & Shanafelt, T. D. (2012, November). Concurrent validity of single-item measures of emotional exhaustion and depersonalization in burnout assessment. Retrieved from <https://www.ncbi.nlm.nih.gov/pubmed/22362127>



Upcoming Events

Expert Panel: Burnout and Vitality in Practice

March 13, 2019
11:00 a.m. MST/12:00 p.m. CST

Roundtable Discussion: Caring for Vulnerable Populations

March 27, 2019
11:00 a.m. MST/12:00 p.m. CST

<https://www.healthteamworks.org/solutionscenter>

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Founding Member Pricing*

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