

Trauma Informed Care Program (TIC)

Site Training General Combined

Learning Objectives

- 1) To create a shared language around stress and trauma
- 2) To learn ways to interact with patients who may be displaying trauma symptoms
- 3) To introduce the epigenetic manifestations of stress and trauma

Hypothetical Family

- The Robinson Family
- Lisa 30 y/o
- Michael 4 y/o
- Gabby 2 y/o

- What is wrong with her?



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How would you feel if you had this experience at work in your current role?

(Circle all that apply)

- | | |
|---------------------|---------------------|
| • Angry | • Patient |
| • Worried | • Calm |
| • Frustrated | • Competent |
| • Wouldn't Care | • Empowered to help |
| • Scared | • Happy |
| • Overwhelmed | • Supported |
| • Sad | • Understanding |
| • Paralyzed | • Safe |
| • Threatened | • Sympathetic |
| • Unappreciated | |
| • Panicked | |
| • Agitated/Riled up | |

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What do you wish you could do if this happened to you at work?

(Circle all that apply)

- Walk away
- Call supervisor
- Speak to Doctor
- Apologize
- Yell at the patient/Tell them off
- Try to stay calm
- Tell the patient to leave
- Convey your emotion nonverbally (roll eyes/shake head/blank stare)
- Ignore patient and keep working
- Call Security
- Tell patient something about yourself to make them feel better
- Use de-escalation strategies
- Tell the patient to calm down
- Show sympathy to patient
- Do something kind for the patient
- Quit your job

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What is TIC?

- Trauma-informed care approaches in healthcare settings aim to acknowledge the role that trauma has played in patients' lives, shifting the question from

“What is wrong with you?”

to

“What happened to you?”

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The
**Children's
Hospital**
at Montefiore

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The Background of TIC

- Research has demonstrated that the more an individual is exposed to adverse experiences, the greater the risk for serious health problems and health-risk behaviors.
- By offering trauma-informed approaches to care, health care providers can more effectively engage and treat their patients and potentially help reduce avoidable utilization and excess.



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What is Trauma? *Creating a Shared Language*

- **Trauma** is defined as an emotional shock that creates significant and lasting damage to a person's mental, physical, and/or emotional growth.
- Trauma can be related to a particular incident or can be continuous over months or years.



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Hypothetical Scenario

- The Robinson Family
 - Lisa 30 y/o
 - Michael 4 y/o
 - Gabby 2 y/o
-
- What is wrong with her?

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What does asking “What happened to her?” do for you in this situation?

- 1) Provides context
- 2) Fosters compassion/empathy
- 3) Can help us stay calm or calm down
- 4) Helps us see strengths in the face of adversity
- 5) Helps us respond more effectively



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Let's Revisit

How would you feel if you had this experience at work in your current role?

- Angry
- Worried
- Frustrated
- Wouldn't Care
- Scared
- Overwhelmed
- Sad
- Paralyzed
- Threatened
- Unappreciated
- Panicked
- Agitated/Riled up
- Patient
- Calm
- Competent
- Empowered to help
- Happy
- Supported
- Understanding
- Safe
- Sympathetic

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Questions to think about...

- What are the best ways to speak to a patient who may be displaying some trauma symptoms in order to help them calm down?
- What are some things that might get in the way of you using these best practices?

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PEARLS



Partnership
Empathy
Apology
Respect
Legitimization
Support

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Remember the acronym, PEARLS...

- Partnership: “Let’s work together.”
- Empathy: “That sounds frustrating.”
- Apology: “I am sorry that happened.”
- Respect: “You have gone through a lot.”
- Legitimization: “I understand why you’re upset.”
- Support: “Let’s see what we can do.”

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Our practice teams and burnout



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Burnout

- Feeling of physical and emotional exhaustion
 - Involves difficulty recovering during your time off

Compassion Fatigue

- “The cost of caring”
- The gradual erosion of all the things that keep us connected to others in our caregiver role



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Secondary Trauma

- You didn't experience the trauma, but you learned about the trauma and it impacts you
- Can be the result of hearing a patient story or debriefing with a colleague

Vicarious Trauma

- A shift in worldview
- Increasing numbness to doing our work
- Persistent sadness, anger, and feeling overwhelmed



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The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.

-- Naomi Rachel Remen

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Using a TIC approach at work

- 1) Maximize choices for patients
- 2) Catch the often automatic thought, “What is wrong with this person?” and try to ask yourself, “What happened to this person?”
- 3) When patients become upset, saying “I’m sorry” can help them calm down
- 4) Take care of yourself after experiencing challenging patient interactions. Take a deep breath, drink some water, talk with a co-worker or supervisor



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Trauma Informed Care Screening

- MMG practices universally screen for depression and anxiety across the lifespan (from pediatrics to geriatrics).
- The Adverse Childhood Experiences is a tool MMG is using to screen for trauma in our patient population.



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ACEs

- Adverse Childhood Experiences (ACE) Study is a major American research project that poses the question of whether, and how, childhood experiences affect adult health decades later.
- The study makes it clear that **time does not heal some of the adverse experiences** we found so common in the childhoods of a large population of middle-aged, middle class Americans. One does not 'just get over' some things, not even fifty years later.

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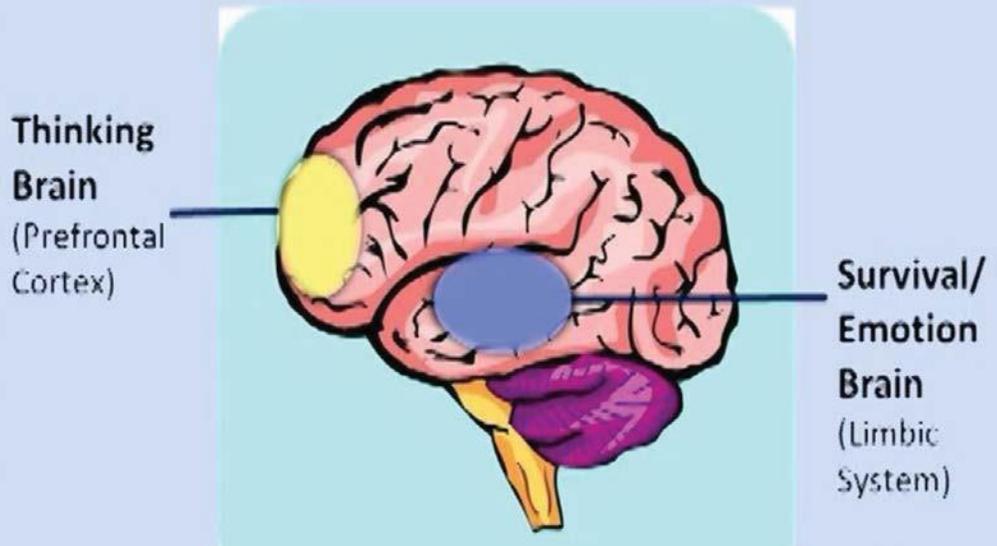
What is an Adverse Childhood Experience / ACE?

1. Recurrent physical abuse
2. Recurrent emotional abuse
3. Contact sexual abuse
4. An alcohol and/or drug abuser in the household
5. An incarcerated household member
6. Family member who is chronically depressed, mentally ill, institutionalized, or suicidal
7. Mother is treated violently
8. One or no parents
9. Physical neglect
10. Emotional neglect

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Survival Mode: Fight/Flight/Freeze

Frontal lobe (prefrontal cortex) goes offline
Limbic system / mid and lower brain functions take over



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Epigenetic Manifestations of Exposure to Chronic Stress and Trauma

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Doing this work well, while staying well

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Resources for Stress Relief at Work

- Montefiore Relaxation Hotline: 718-920-CALM
- MMG Employee Assistance Program
- 1199 SEIU Member Assistance Program
- Critical Incident Management (CIM)



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3 Minutes of Relaxation

