Welcome!

California ACEs Learning and Quality Improvement Collaborative (CALQIC)
Virtual Session #2
November 17, 2020

While we’re waiting, please:

*Rename yourself*

1. Click the Participants icon
2. Hover over your name & click Rename
3. Add your name, pronouns and organization’s name
4. Click OK

*If you called in, please be sure to link your video with your phone.*
CCI Program Leads

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Naomi Bardach
MD, MAS, UCSF Evaluation Lead
Session Goals

1. Gained understanding of **ways to identify and address vicarious trauma and burnout** in order to increase the likelihood of screening, treating, and healing of ACEs in this unique moment.

2. **Heard from peers about strategies** to mitigate vicarious trauma and burnout and support staff wellbeing.

   Identified **one new idea** related to supporting staff wellbeing in the context of ACEs screening and response to **test out and share back in December**.
"When pain is met with caring presence, something magical happens. The pain eases. It opens and unfolds like a bud in spring."

- Ben Jay Soifer
Resources for Free Guided Meditations

Caring for others requires caring for oneself.

~ Dalai Lama (2000) ~

- Kristen Neff.com
- Calm and myStrength-Kaiser
- Ten Percent Happier
- Jack Kornfield- Soundcloud
- UCLA Mindful Awareness Research Center English/Spanish
- Youtube
Upcoming Program Activities

Data Community of Practice
November 19, 2:00pm - 3:00pm

• Participants will learn the current state of screening across the cohort and peers’ approaches to addressing challenges.

• **WHO SHOULD ATTEND?**
  Team members who are involved in data reporting for CALQIC.

December Session # 3
December 10, 12:30-2:00pm

• Participants will be supported in setting aims and goals to move your ACEs screening and respond work forward in the New Year.

• Teams will be asked to complete pre-work, which will be sent out after the November 17th session.

• **WHO SHOULD ATTEND?**
  All core CALQIC Team Members.
Peer Learning Community:

- **Optional Connection Call**: Jan 21, 2021 (12:30-2)
- **Content Webinar**: Feb 18, 2021 (12:30-2)
- **Peer Learning Session #2**: Mar 16, 2021 (11-2)
- **Optional Connection Call**: Apr 22, 2021 (12:30-2)
- **Content Webinar**: May 20, 2021 (12:30-2)
- **Peer Learning Session #3**: June 22, 2021 (11-2)
- **Optional Connection Call**: July 22, 2021 (12:30-2)
- **Content Webinar**: Aug 19, 2021 (12:30-2)
- **Final Peer Learning Session #4**: Sept 21, 2021 (TBD)

**Coaching**: Monthly Team Calls

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Data Reporting and Evaluation Activities:

- **Quarterly Report #2**: By Jan. 15, 2021
- **Quarterly Report #3**: By April 15, 2021
- **Quarterly Report #4**: By July 15, 2021
- **Quarterly Report #5**: By Oct. 15, 2021
- **Endline Assessment**: September 2021
- **Final Report to CCI**: Oct 31, 2021

Surveys to gauge satisfaction with sessions, webinars, TA, etc.

**Interviews**:
- Jan-Feb 2021
- Sept-Oct 2021
Program Portal

- Upcoming Events & Activities
- Who’s in the Program & CALQIC Community
- Information on Evaluation & Data Reporting
- Archive of virtual events
- TRIADS Framework & Tools

www.careinnovations.org/calqic-portal
Resource Round Up

LA County DHS
https://drive.google.com/file/d/1pTRlxLAvIyw1wxBh0yrpkTXx06NQH6/view

NEVHC

Dovetail Consulting
CALQIC Content Updates

• Opportunity for CALQIC to offer feedback on your content via CALQIC Patient Community Advisory Board and Clinical Advisory Council!
  • “Amazing feedback, thank you!” – CALQIC clinic
  • “Thank you so much! This is so helpful!” – CALQIC clinic
• Opportunity to share content with other CALQIC clinics coming soon via CCI mailing listserv.
• New TRIADS Framework PDF available on home page (cthc.ucsf.edu/triads)
• Email sarah.ismail@ucsf.edu content or any questions
Trauma Informed Systems In This Moment
Grounding Practice
GRIEF
n. [grief]
The natural reaction to the death of someone with whom you feel attached

Grief, Loss, and Rage:

• What have you lost?
• What have you found?
Surges
Tipping Points
New Status Quo

Fragile Homeostasis
TRAUMA-ORGANIZED
- Reactive
- Reliving/Retelling
- Avoiding/Numbing
- Fragmented
- Us Vs. Them
- Inequity
- Authoritarian Leadership

TRAUMA-INFORMED
- Understanding of the Nature and Impact of Trauma and Recovery
- Shared Language
- Recognizing Socio-Cultural Trauma and Structural Oppression

HEALING ORGANIZATION
- Reflective
- Making Meaning Out of the Past
- Growth and Prevention-Oriented
- Collaborative
- Equity and Accountability
- Relational Leadership

TRAUMA INDUCING TO TRAUMA REDUCING
TRIAD of Adversity, Distress, and Strengths: 
Creating A Benevolent ACES Screening Frame

Holistic approach to healthcare that helps patients understand how ACES affect physical and emotional health and engages the patients as active partners in their treatment plan.

Three core ingredients:

1) **ACES Screening**: Empathic interest in the patient's experiences of adversity and trauma

2) **Assessing Distress**: Asking supportively how ACES impacted patient's health, feelings and behavior

3) **Identifying Strengths**: Affirming dignity, promoting resilience with focus on resources and supports
CHECK-IN

Connect

Coherence

Collaboration
Check-in

ROSE
Success

THORN
Challenge

BUD
Potential
Where do we go from here?
Caring for myself is not self-indulgence, it is self-preservation.

-Audre Lorde
Thank you!

"May your choices reflect your hopes, not your fears."
- Nelson Mandela
CALQIC Team Reflections
Activity Goals & Tips

The intention of the breakout session is to **address and acknowledge** the factors that lead to burnout and vicarious trauma and to **offer new ideas** to CALQIC participants to test and report back in the December session.

- **Turn your webcam on** so you can connect with others in the cohort.
- **Share your name and organization** when you speak so that others knowing where you are coming from.
- When it’s your turn, **share as much as you feel comfortable sharing**.
- **Listen deeply.** This is an opportunity to learn about ideas that you can bring back and adapt for yourself and your organization.
Breakout Session 1: Identifying the Roots

• How do you see this happening in your organization?

• What are some of the individual, organizational, and structural ways burnout and vicarious trauma happen and are institutionalized?
Breakout Session 2: Seeing Solutions

- What are some of the things you and your organization has tried to address vicarious trauma and burnout?

- What could you commit yourself to trying that may help with addressing burnout/vicarious trauma on the team that is screening and/or supporting screening?
Breakout Sessions

Understanding the Roots:

• How do you see this happening in your organization?

• What are some of the individual, organizational, and structural ways burnout and vicarious trauma happen and are institutionalized?

Seeing Solutions:

• What are some of the things you and your organization has tried to address vicarious trauma and burnout?

• What could you commit yourself to trying that may help with addressing burnout/vicarious trauma on the team that is screening and/or supporting screening?
Poll

Experience
On a scale of 1-5, please select the number below that best represents your overall experience with today's session:

(Single Choice)
5 - Excellent
4 - Very Good
3 - Good
2 - Fair
1 - Poor

Use of Time
Please select the number below that best represents your response to the statement: Today's session was a valuable use of my time.

(Single Choice)
5 - Excellent
4 - Very Good
3 - Good
2 - Fair
1 - Poor
Important Dates & Timelines

Data Community of Practice
November 19

Virtual Session #3
December 10

Q1 Quarterly Data
January 15

Team Leads Call
January 21
Chat Box: How did today go?

I like... I wish... I wonder...
Thank you!

For questions contact:

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