Trauma Informed Care

Bringing healing to the center of care

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Road Map

• Introduction, overview, and definitions

• TIC through the lens of the patient
  • Group Work
  • Debrief

• TIC through the lens of the team
  • Group work
  • Debrief

• Wrap up and questions
Definitions

• Trauma informed care (SAMHSA, 2014)
  • “a organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma”

• Trauma informed systems (SAMHSA, 2014)
  • Realize the impact
  • Recognize the signs and symptoms
  • Responds by fully integrating knowledge about trauma into policies, procedures, and practices
  • Resist re-traumatization
6 Principles of TIC

6 GUIDING PRINCIPLES TO A TRAUMA-INFORMED APPROACH

1. SAFETY
2. TRUSTWORTHINESS & TRANSPARENCY
3. PEER SUPPORT
4. COLLABORATION & MUTUALITY
5. EMPOWERMENT VOICE & CHOICE
6. CULTURAL, HISTORICAL, & GENDER ISSUES

(National Center for Trauma Informed Care, 2018)
How to…..

• Organizations such as Trauma Transformed, ACES Connection, and the UCSF WHP among others are innovating, creating, and researching models for success at the individual, team, system, and community level

• We will consider the individual and team levels in our work today
UCSF Women’s HIV Program

Our City
- 900,000 pop.
- 7x7 miles
- Median home is 1.4M
- More than 7,200 homeless living on our streets
- Shelters, single room occupancy, section 8 – all at max capacity
- At last check 3-4 days wait for a shelter bed and +18 month wait for permanent housing

Our People
- 51 years old (range 20-76)
- 49% African American / Black
- 20% White
- 61% food insecure in the past year
- 87% currently on ART
- 64% undetectable viral load
- 46% on prescribed opiates
Recent Deaths at WHP

1. Rose  murder
2. Amy   murder
3. Patricia  suicide
4. Regina  suicide
5. Vela  suicide
6. Iris  addiction/overdose
7. Mary  addiction/organ failure
8. Nadine  addiction/lung failure
9. Lilly  pancreatic cancer
10. Pebbles  non-adherence
Trauma and Substance Use at WHP

**Trauma**
- 58% 4+ Adverse Childhood Experiences (10 items)
- 73% 4+ Trauma History Screen (14 items)
- Current Trauma (past 30 days)
  - 4% coerced to have sex
  - 16% abused, threatened, or victim of violence

**Substance Use**
- 44% smoke cigarettes
- 41% used illicit substances in the past 3 months
  - 17% cocaine, 9% amphetamines, 9% opioids
- 23% at moderate/substantial/severe risk on the DAST-10
- 22% positive AUD screen
Trauma-informed Health Care

**Environment**: Calm, safe, and empowering for patients, staff, and providers

**Inquiry**
Screen for immediate safety (e.g., IPV). For past trauma: assume a history of trauma; screen for the impacts of past trauma; use open ended questions; and/or use a structured tool

**Education**
Describe the connection between trauma and health and opportunities for healing to all patients

**Response**
Express empathy; refer to trauma-informed onsite or community services that promote safety, connection, and healing

**Foundation**
Trauma-informed values; clinic champion(s); interdisciplinary team-based care; community partnerships; buy-in from organizational leadership; and training, supervision, and support for staff and providers

Ms. C

- 62 y/o female and caregiver of her teenage grand-daughter
- HIV well controlled, COPD, chronic pain, opiate use disorder, stimulant use disorder, major depressive disorder, and PTSD
- OUD managed by daily methadone, pt requests BUP
- Psychosocial stressors: daughter with stimulant use disorder and involved in prostitution
- Shame, isolation, fear, **powerlessness**

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Our Interprofessional Team

- Nursing
- Medical Assistant
- Pharmacy Tech and HIV PharmD
- Director of Trauma Informed Care
- HIV PCP- Nurse Practitioner and Physician
- Behavioral Health- Nurse Practitioner

- Patients
- Families
- Patient Advisory Board
- Community Case Manager
- Social Work
- Substance Use Counselor
Ms. C

- Shame, isolation, fear, **powerlessness**
- JAN 19 success: Bup induction
  - How do you want us to help you when you are down or relapse? “Keep calling me…”
- FEB 19 stressors and PTSD triggers resulted in relapse – heroine and crack
- AUG 19 success: in-patient treatment and progress towards addressing sx – back on Bup and agrees to go on SSRI for PTSD symptoms

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**Trauma Affected**

Organizations impacted by stress, operating in silos, avoidant of issues and isolated in their practices or service delivery. These organizations can be trauma inducing.

- Reactive
- Reliving/retelling
- Avoiding/numbing
- Fragmented
- Authoritarian leadership

**Trauma Informed**

These are organizations that develop a shared understanding and language to define, normalize, and address the impact of trauma on clients and workforce.

- Understanding of trauma and healing
- Shared language
- Trauma-informed skills to use with patients and each other

**Trauma Responsive**

Organizations where policies, procedures, services and treatment all include an understanding of and response to trauma.

- Reflective
- Collaborative
- Growth- and prevention-oriented
- Trauma-specific therapies
- Relational leadership

Trauma Inducing  ➔ TO ➔ Trauma Reducing

Trauma Transformed. [http://traumatransformed.org](http://traumatransformed.org)

The Missouri Model: A Developmental Framework for Trauma-Informed Care

Now you....

• **THINK**: about a recent patient encounter....
  • What went well and what did not: For the patient? For you?
  • Considering the spectrum of TIC, where were you?
  • How might it have gone differently?

• **PAIR**:
  • Consider one or more trauma informed work-flows that can be implemented at the individual level

• **SHARE**:
  • Debrief as a large group
Teams

Conditions which influence teamwork

- Composition
- Context
- Culture

(Salas, Shuffler, Thayer, Bedwell, & Lazzara, 2015)
Teamwork

- Cooperation
- Conflict
- Coordination
- Communication
- Coaching
- Cognition

(Salas, Shuffler, Thayer, Bedwell, & Lazzara, 2015)
Teams and TIC

Cooperation – “motivational drivers of teamwork” or the attitudes and feelings of the team that drive behavioral action

Cognition – “A shared understanding among team members… as a result of team member interaction,” including roles, responsibilities, team objectives, and knowing the KSA of team members

(Salas, Shuffler, Thayer, Bedwell, & Lazzara, 2015)
Trauma Informed Systems: Principles in Action

- Understanding Trauma & Stress
- Cultural Humility & Equity
- Safety & Stability
- Collaboration & Empowerment
- Compassion & Dependability
- Resilience & Recovery

Trauma Transformed (2019)
Now you....

• **THINK**: about a recent team encounter....
  
  • What went well and what did not: For you? For the team?
  
  • Considering the spectrum of TIC, where was your team?
  
  • How might it have gone differently?

• **PAIR**:
  
  • Consider one or more trauma informed principles that can be implemented at the team level

• **SHARE**:
  
  • Debrief as a large group
In closing....

Trauma Informed Care

• Models
• Individual
• Team

Action Items!
Thank you!

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References


