

LifeLong Medical Care



Health Services For All Ages



Your RBC Journey: *Where did you start, and where are you now?*

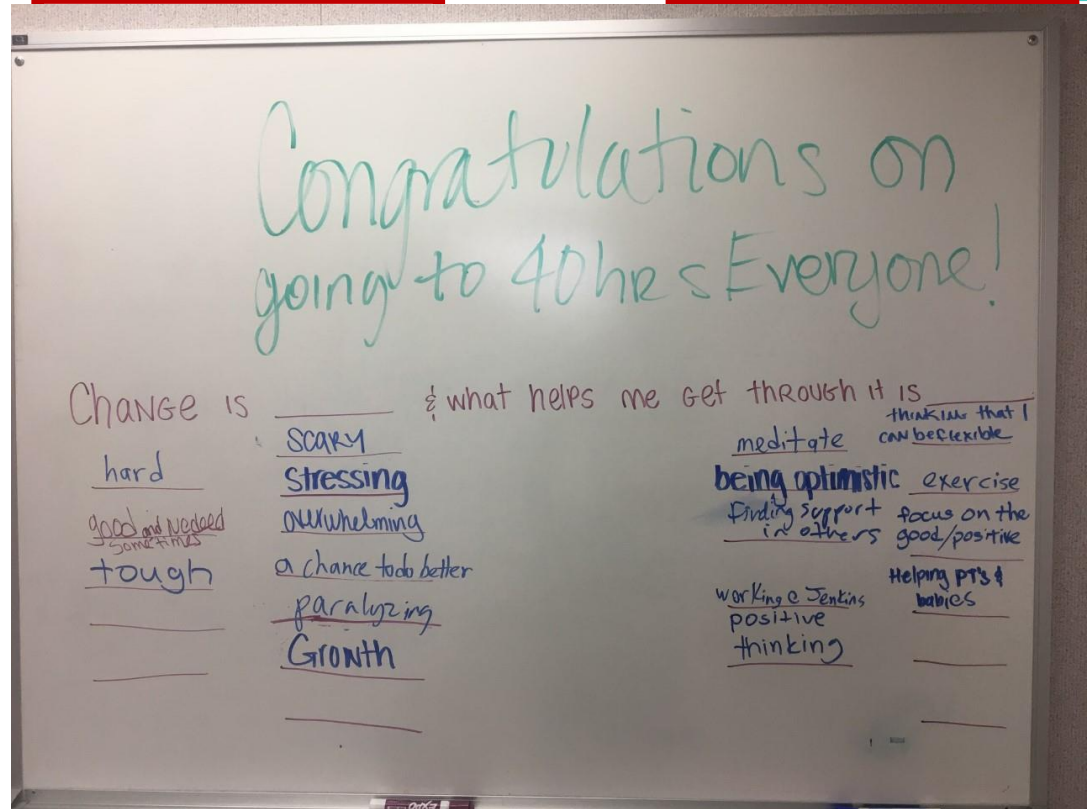


Oe

Office Environment

1. Develop and Foster a Trauma and Resilience-Informed Environment

- Onset: little internal support but...
- Mindfulness activities: Staff meetings & whiteboard prompts
- Staff Engagement meeting series
- Staff title badges & descriptions, TIC PowerPoint presentations



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Cr

Community Relationships

2. Build Relationships with
Communities to Support
Families

- Engagement with the West Contra Costa Unified School District
- Hosting The Latina Center's parenting classes (under development)
- Creating a resource directory; pending collaboration with CHO Find Connect
- Room to Bloom at Howard Daniel
- CHO Early Childhood Intervention services

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Fe

Family Engagement

3. Engage with Families in
Their Own Care

West Berkeley Centering Parenting Focus Group Experience

- Psychoeducation & resiliency building: Mom Self-care using Red Rover exercise
- De-identified PEARLS screen introduced
- One mom said, "If we can do something about illness down the road then we should do it"



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As

Assess Health

4. Assess Whole Family Health and Resilience

Gaining information from Centering Groups on ACEs and PEARLS screening to work towards Maternal Health Grants

Ad

Address Health

5. Address Whole Family Health and Resilience

- Resiliency cards for families (under development)
- Jenkins Child Psychiatry on-site

Co

Coordinate

6. Coordinate Services and Supports for Families

IBH Informal onboarding of expansion with ASW, MSW intern, and BH CHW in Urgent Care roles to address school and community needs

Key Supports

1

Coaching with Ken Epstein has been valuable in understanding how meaningful the qualitative data we have, and seeing the impact of our Core team on a system that is unready.

2

RBC Core Team and on-site champions: CHW and providers willing to pilot ACEs

RBC community and site visits

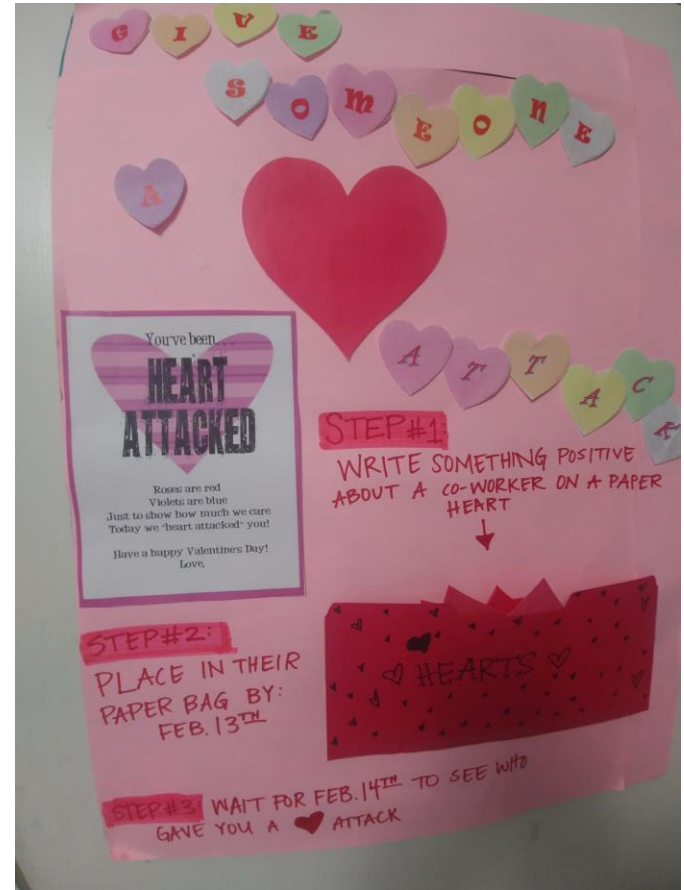
3

Dr. Madeleine Lansky Primary Care Psychiatry Consultation Program (PCPCP) Team, Alameda County Behavioral Health Care Services for facilitating staff engagement on ACEs and TIC practices



Impact on our patients, staff, or organization

Increased staff engagement & Trauma-Informed Care capacity building. Staff now approaching RBC Core Team on how to discuss witnessed trauma in the office, how to connect families to resources, and adoption of new language (i.e. "vaccines" instead of "shots").



Top 3 Takeaways:

What were your top three lessons learned in RBC?

1

Early Staff
Engagement
is integral

2

Utilize
partnerships
both internal
and external
to help carry
out our work

3

Perseverance in
an unready
system and
valuing little
steps of
progress

The way we
work needs to
reflect TIC



Future: What's Next?



Spreading

- Resiliency “prescription” cards
- De-identified PEARLS screen pilot (both in English and Spanish)
- Awareness of staff job titles and roles
- Senior Leadership team engagement: Integrated Behavioral Health (IBH) proposal & TIC intro for New Hire orientation

Sustaining

- HR Dept’s incorporation of TIC intro into New Hire Orientation & annual trainings for staff
- Grant funding: Submitted IBH application
- Staff development: Proposals for IBH-related staff and/or population health specialists