



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

Key Change: Hosted Organization Wide Trauma-Informed Care trainings for 500+ staff

Outcome: engagement and commitment of executive leadership team to culture change through TIC lens

Cr

Community Relationships

2. Build Relationships with Communities to Support Families

Key Change: Developed new OB-Peds bridge program for pregnant mothers with high social risk factors

Outcome: Enrolled 14 families who regularly engaged with nurse case manager around healthcare/social needs

Fe

Family Engagement

3. Engage with Families in Their Own Care

As

Assess Health

4. Assess Whole Family Health and Resilience

Key Change: Screening pilot for ACES in pediatric patients

Outcome: successful pilot that resulted in a practical workflow to be expanded to all Peds/Family Practice providers



Ad

Address Health

5. Address Whole Family Health and Resilience

Key Change: Created resources and workflow for responding to patients' needs after a positive screen or inclusion in RBC pilot.

Outcome: increased connection to resources for patients and coordination with PCPs to improve overall health.

Co

Coordinate

6. Coordinate Services and Supports for Families

Key Change: formal restructuring of patient care navigation program to have PCN in each pod

Outcome: increased access to resources and assistance for families in real-time, increased capacity building for PCN to triage and connect families to services

Key Supports



**COACHING! COACHING!
COACHING!**

**Instrumental in helping
us move the Titanic onto
the course of culture
change from the top
down**

PREGUNTAMOS A TODOS...
sobre la exposición a eventos estresantes de la vida porque pueden tener un impacto en la salud y el bienestar de los niños. Comprender lo que ha experimentado su hijo es parte de brindarle una buena atención.

A photograph of several children of diverse backgrounds blowing bubbles outdoors. The children are smiling and looking at the bubbles. The background is slightly blurred, showing greenery and other people.

Juntos, podemos asegurar que su hijo tenga las herramientas para crecer feliz y saludable.

NPPC
National Perinatal Psychology Center

m
marin community clinics

(Google Drive link:
https://drive.google.com/open?id=1z_mFzcmNf64N0y_LfQ2VrYY_e2e6Y50E)

QUICK TOOLS

Practicing **PEARLS**

- Partnership** "Let's work together."
- Empathy** "That sounds frustrating."
- Apology** "I'm sorry that happened."
- Respect** "You have obviously worked hard on this."
- Legitimation** "It makes sense that you feel this way."
- Support** "Let's see what we can do."

You can make a difference!

TRAUMA INFORMED SYSTEMS



Impact on our patients, staff, or organization



RBC Success Story: Teenage mother of two young children referred to our Pedi Complex Care Nurse Case manager. Prior to referral, patient was missing many OB and Pedi appointments and only sporadic care. After referral, increased trust in healthcare system, learned to arrange transportation, connected older child to GGRC for SLP services, and Mom back on track to graduate.

not real patient photo

Top 3 Takeaways:

What were your top three lessons learned in RBC?

1



Lesson 1: Change takes time!

2



Lesson 2: Organizational health (addressing burn out and toxic work culture) is paramount to being able to care for the health of our patients

3



Lesson 3: our success in every aspect depended on the input and expertise of our multidisciplinary team



Future: What's Next?



Spreading

- Priorities for 2020
 - Expand ACES screening to all pediatric and family practice provider
 - Pilot ACES screening in OB department and Adult Internal medicine
 - Empathic training program

Sustaining

- Develop multimodal trainings (e.g. video or webinar) that can be use at onboarding and other regular intervals
- Look for funding sources to expand staff wellness resources
- Protected time for our RBC team to continue to meet and expand the program