

**Petaluma**  
**HealthCenter**



# Our RBC Journey:

## *Where did we start, and where are we now?*



### Oe

#### *Office Environment*

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

- All providers and staff trained in Trauma Informed Care
- **PEARLS posters** posted in teams and front desk as a reminder to staff of their tools.
- Staff and providers are interacting in more trauma-informed ways with clients and each other.

### Cr

#### *Community Relationships*

2. Build Relationships with Communities to Support Families

- Engaged with PPSC to provide **PPP classes** in English and Spanish.
- PHCD to screen the film Resilience and engage the community.
- Partnered with Sonoma County library to bring **story time** to PHC and providers to library story time to talk about topics that impact resilience and stress.

### Fe

#### *Family Engagement*

3. Engage with Families in Their Own Care

- Patient and Family advisors engaged with our screening and intervention process.
- Surveyed parents following screening.
- Built-in **choices** for families to select the services they wanted to engage with on the screening questionnaire.

## As

### *Assess Health*

4. Assess Whole Family Health and Resilience

## Ad

### *Address Health*

5. Address Whole Family Health and Resilience

## Co

### *Coordinate*

6. Coordinate Services and Supports for Families

- Screening children 1-5 years old using ACE-Q on two pilot teams.
- Built care gap to support the change and trained staff to administer the assessment.
- **We've screened 567 children!**

- **Universal education for families regardless of scoring.**
- Provider makes connections between physical health and toxic stress.
- BH 1:1 handoffs for any family who wants one.
- **Parenting classes and 1:1 support from community partner.**
- Free family wellness series monthly.

- Integrated BH offers therapy and parenting support for parents.
- Referrals to Petaluma People Services Center for 1:1 parenting support or classes.





# Free PPP Parenting Classes on Site



# Key Supports



HEALING ORGANIZATION

The Trauma Transformed training was a great way to launch this work. It got us the visibility within the organization that we needed and gave us a shared language to move forward.



The site visit at Montefiore gave us a picture of how this work looks several years in. Borrowing from them and seeing their work in action was inspiring and influenced our work moving forward.



The idea of universal education that came up in several webinars, but specifically the Futures Without Violence presentation helped to inform our process.



# Impact on our patients, staff, or organization

- Gave ACE screening to mom of 3 children who have been my patients for years. She opened up to me that she had recently left their father who had been physically abusive towards her. I was able to offer individual therapy to the mom and children and also offer the PPP parenting classes, which she was very excited about engaging in. She was actively engaging in trying to provide a safe, secure, reliable home for her children and really appreciated the resources to support her in that.







# Impact on our patients, staff, or organization



Grandparents raising their grandchild completed ACE-Q for the child. The mother had lost custody through CPS due to drug abuse and neglect. Taking the ACEs screener opened their eyes to realizing how much trauma their granddaughter had experienced already. They felt sad and worried about the possible long-term health consequences for her and also very motivated to do anything they could to mitigate the long term risks of her high ACEs score.

They decided to start her in individual therapy after she had told friends at school that her parents were dead and that was why she was being raised by her grandparents.

# Top 3 Takeaways:

## What were your top three lessons learned in RBC?

1

Early childhood trauma can significantly impact health across the lifespan *and* there are interventions that help mitigate these impacts.

2

Screening is a tool for opening a conversation about trauma and its impacts. It's not the end, but it provides an opening and a framework.

3

Implementing universal education is key for success of this work *and* it takes significant investments of time and training to get it right.





# Future: What's Next?



## Spreading

- Gather narratives from pilot teams to inform spread.
- Add training for all providers, MAs, and navigators that focus on universal education.
- Increase the age group for screening from 0-12.
- Expand Family Wellness Series for a full 12 months.
- Expand partnership through Petaluma Peoples Services Center and PPP staff.

## Sustaining

- Reimbursement for PEARLS and ACEs screening to help fund our programming.
- Add to onboarding for providers and staff.
- Develop competency for MAs around screening and universal education.
- Identify and support team champions in an ongoing work group that is multi-disciplinary.
- Applying for grant funding with regional consortia through ACEs Aware for future training.