

West County Health Centers



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Health Centers

Caring for our Communities



WCHC RBC TEAM



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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

- **Focused awareness of trauma** as it impacts patients, staff and community:
- *Training of staff around TIC, de-escalation, and safety;*
- *Dedicated space for PCIT;*
- *Educational materials;*
- *Age-appropriate therapy tools.*

Cr

Community Relationships

2. Build Relationships with Communities to Support Families

- Inviting **collaboration** and **joining each others' spaces**:
- *Toddler group partnership with local library;*
- *Key stakeholders partnering with WCHC;*
- *Patient Council engagement.*

Fe

Family Engagement

3. Engage with Families in Their Own Care

- **Expanded BH services/staffing** to support families;
- *Engagement with school district;*
- *CPSP intake to include trauma assessment/screening.*

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As

Assess Health

4. Assess Whole Family Health and Resilience

- **Expanded screening and assessment of trauma and MH** for families/children:
- *Training;*
- *Increased access to BH resources internally.*

Ad

Address Health

5. Address Whole Family Health and Resilience

- **Expanded resources for families:**
- *Community resource guide created;*
- *Piloted screening for ACEs throughout health center with active feedback loop with parents, caregivers, patient council.*

Co

Coordinate

6. Coordinate Services and Supports for Families

- **Partnerships** with internal and external services/providers:
- *Shared groups, warm handoffs, increased referrals;*
- *Participation through planning and presentation at local parenting fair.*



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Key Supports



WCHC's **Leadership Team** has been key in supporting the work of the **RBC** since its inception. Strong messaging, prioritization, and integration of **TIC** into the agency's culture have been vital to its success.



Through our trauma and resilience informed care journey, WCHC has had **lived experience** in addressing the impact of local disasters upon our patients, staff and community, furthering a **resilience-based approach** to our work.




Our site visit to **Montefiore** was transformative as it shifted our approach to becoming trauma informed. Specifically, the idea that becoming trauma informed cannot be separated from unconscious bias and/or **cultural awareness** training.



Impact on our patients, staff, or organization



- **WCHC** has engaged with RBC and local efforts to support **recovery** and **resilience** following the catastrophic floods and fires of the past two years. Tools for self-care are offered to staff through an 8 week **Mind/Body Skills Building**. Many front line and call center staff have participated and received additional ongoing training and debriefing to deal with difficult situations. Staff report **less triggering, greater empathy**, an ability to truly **“listen”** to patients and to provide **support** to colleagues following stressful events and interactions. One call center staff reported, following an intense encounter with a suicidal patient, *“I’m good! I took a walk and used my tools and I’m ready to go!”*
- Despite staff fears that patients would be triggered by screening, patients have voiced positive support for this work and addressing trauma as it is a vital part of  that they are glad **WCHC** is medical care.

Top 3 Takeaways: What were your top three lessons learned in RBC?

1

Change is hard. Things get in the way. We need to keep being resilient. We are all in this together.

2

Patients fully understand and welcome the opportunity to explore trauma in their lives.

3

We have to be creative about how to offer resources to patients and families and furthering this work going forward.



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Future: What's Next?



Spreading

- Management Meeting training on TIC (3/20) and All Staff meeting training on ACEs (4/20).
- Provider training on ACE's through ACEs Aware by July 1, 2020.
- ACEs Processes/workflows moved into existing Operations workgroups.
- Transition oversight from RBC Team to WCHC project leads.
- Work plan developed for extension of grant activities.

Sustaining

- Identifying creative ways, in a PPS model, to move forward and support this work.
- Medical providers trained in ACEs to support reimbursement of screening.
- Combine cultural sensitivity training with trauma training.
- Onboarding process will include TIC, ACEs principles, rationale, workflows.
- Continued engagement with community resources and partners.