

Trauma Informed Care: Implementation



“Trying to implement trauma-specific clinical practices without first implementing trauma-informed organizational culture change is like throwing seeds on dry land.”

www.chcs.org | [@CHCShealth](https://twitter.com/CHCShealth)

- Sandra Bloom, MD, creator of the Sanctuary Model

OHA Reproductive Health Program

October 17, 2018

Laurie Lockert MS, LPC

LOCKERT CONSULTING

Agenda

- Introductions
- Review NEAR Science
- Preventing 'activation' : Environmental review
- Examining how we can impact client safety
- Workforce self-care

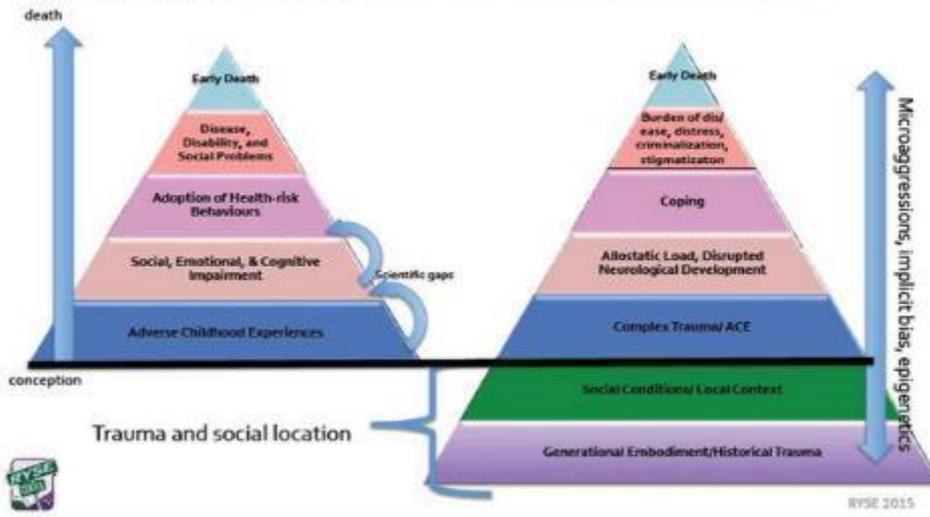
What do you know already about the science of trauma?



Trauma and Social Location

Adverse Childhood Experiences

Historical Trauma/Embodiment



THE THEORY

What our parents and grandparents ate, how much exercise they did, and what chemicals they were exposed to, are all factors that could affect how our bodies look and work.



Prevention First



What We Are Aiming For...

- Facilitate calming the body
- Avoid activating the FEAR response
- Facilitate and encourage problem solving, decision-making AND collaboration



“Cultural humility can’t be taught through a cultural competency class you take online. If you are going to deliver care, you have to have a positive regard for the people you serve and the fundamental knowledge and skills to build rapport with them.”

Aza Nedhari, M.S.

Executive Dir. Mamatoto Village

Interview “The Commonwealth Fund”, Sept 27, 2018

The Physical Space



What does your space “say” to visitors?



Trouble is more likely...

- Space dis-connectivity
- Managed vs un-managed
- Noise pollution
- Over-crowding

Review

- Welcoming rituals
- Environment of social safety
 - Program transparency



Beauty

- Increases people's willingness to talk to one another
- Increases motivation for people to interact with the environment



Jeffery A. Lackney, Ph.D., A.I.A., 2000

Sensory Perception

Visual

- Least accurate of all senses
- Does not reach full adult functioning until age four



Auditory

- Your ears never stop hearing, even when you sleep. Your brain just ignores incoming sounds.

Taste

- 2,000-5,000 taste buds
- salty, sweet, bitter, sour, and umami

Touch

- First of five senses to develop and most prominent at birth
Critical part of growth and nurturing



Olfactory (Smell)

- Can detect around 10,000+ smells
- 75% of what you taste has to do with smell
- Only sensory input that is directly connected to limbic system (memory & emotion)

Identify 'Activating' Areas in Your Settings?



What may cause activation from the first point of contact to exit for those you serve?

Identify what is working!



What is your setting already **DOING** that is trauma informed?

Recognizing the Signs Early!



- What are some of the behaviors that might be indicators of increasing agitation/anxiety?

Perception

(click on the image below)

The Monkey Business Illusion

Daniel J. Simons

▶ ⏪ 🔊 0:03 / 1:41

CC ⚙️ 📺 📱 🗑️

Body Language

80%-90% of our communication is non-verbal

Be aware of your stance.

Are you talking “down” ?

Where are your arms/hands?

Use slow, intentional movements

Keep a safe space between you...3ft

Do not try to touch someone

No finger pointing

Create A Safe Place To Talk

Physical space

Culturally appropriate distance

Touch

Non-threatening body position

Sitting/standing

Side-by-side

Safe Space

Non-judgmental presentation

Listen

Empathize

Check your non-verbal cues

Gestures

Facial expressions

Voice tone

Trauma Informed language

How do we talk to....
and about our clients?



Usual Concerns for Providers

No services to offer

Not our business

Takes too long

Discomfort with the topic

“What do I do once I find out?”

Addressing Provider’s Fear

- Listening is therapeutic
 - Acknowledging the unspeakable is powerful
 - Connecting the emotional brain to the thinking brain is the first step toward healing
- Remember: Avoid trying to “fix” it
 - Solutions to patient’s problems are usually found within the patient themselves
- Put your own oxygen mask on first
- Your message: “you are not alone; it’s not your fault; and, I will help.”

Non-Trauma Informed Services

- Clients are labeled as manipulative, needy, disabled, attention seeking
- Misuse or overuse of displays of power-keys, security, demeanor
- Culture of secrecy – no advocates
- Expectations too high
- Compliance vs collaboration



Five Squirrels

Donald Geisler 2005. "Meaning from Media: the Power of Organizational Culture". Organization Development Journal 23 (1) 81-83.



The Reality

- We have a workforce that is under stress.
- We have a workforce that absorbs the trauma of the consumers.
- We have a workforce populated by trauma survivors.
- We have organizations that can be oppressive.
- All of this has an impact

Impact on Care Providers

Social Workers, Domestic Violence and Sexual Assault:

65 % had at least one symptom of secondary traumatic stress (Bride, 2007); 70% experienced vicarious trauma (Lobel, 1997)

Law Enforcement:

33% showed high levels of emotional exhaustion and reduced personal accomplishment; 56.1 percent scored high on the depersonalization scale (Hawkins, 2001)

Child Welfare Workers:

50% traumatic stress symptoms in severe range (Conrad & Kellar-Guenther, 2006).

Primary Care Providers:

A Canadian study reported \$213M costs related to PCP early retirement and reduced hrs. related to workplace stress (Dewa et al, 2014)

<http://www.olgaphoenix.com/statistics-painful-truth-about-vicarious-trauma/>

Key Concepts

- **Secondary Traumatic Stress**: symptoms of PTSD that mirror those experienced by trauma survivors; a gradual erosion of empathy, hope, and compassion
- **Vicarious Trauma**: includes cognitive changes resulting from empathic engagement; changes worldview; the impact changes affect, tolerance, perception of personal control and freedom, beliefs about self and others, sensory memory, imagery, and interpersonal relationships in the Provider
- **Burnout**: the cumulative psychological strain of working with many stressors; manifests as a gradual wearing down over time; one believes they are not meant for this work, feeling of being ineffective, callous, sarcastic and “stuck”; a defensive response to chronic dissatisfaction with work-related issues

Key Concepts

- **Compassion Satisfaction**: the satisfaction that is derived from doing work that helps others, and it has been found to protect against the development of CF/STS in helping professionals
- **Vicarious Resilience**: a process “characterized by a unique and positive effect that transforms helping professional in response to client trauma survivors’ own resilience”

Protective Factors & Risk Factors

- Team spirit
- See change as a result of your work
- Training
- Supervision
- Psych education on these topics
- Balanced caseload
- Your history
- Always empathic
- Lack of experience
- Workload
- Isolation
- No outside interests

See Berzoff, J. & Kita, E. (2010)

Self Care Awareness

- Exercise handout:
 - Triggers
 - Plan
- Checkout

A Culture of TIC

- Involves all aspects of program activities, setting, relationships, and atmosphere (more than implementing new services)
- Involves all groups: administrators, supervisors, direct service staff, support staff, and consumers.
- Involves making trauma-informed change into a new routine, a new way of thinking and acting .
- Commitment to an ongoing process of self-assessment, review, hearing from consumers and staff, openness to changing policies and practices.

What Difference Does it Make?

Improved Workforce Wellness

- Sense of confidence, satisfaction with work

- Reduced burnout, stress (absenteeism, turnover)

- Improved organizational climate

Cross-system/Integrated Care

- Shared language – shared resources

Increased engagement

- Follow through on appointments/classes (reduced ‘no-shows’)

- Working together on plans or treatment protocols

- Follow through on referrals

- Reduced avoidable emergency room visits

- Improved satisfaction with care or services

Just Breathe

Julie Bayer Salzman & Josh Salzman (Wavecrest Films)

(click on the image below)



