

SAFE SPACES WEBINAR SERIES

Part 1: Building a Culture of Trauma-Informed Care for Staff

Wednesday, March 11, 2020 at 2:00 pm ET



**NATIONAL
NURSE-LED CARE
CONSORTIUM**
a PHMC affiliate

National Nurse-Led Care Consortium

The **National Nurse-Led Care Consortium (NNCC)** is a nonprofit member-supported organization working to strengthen community health through quality, compassionate, and collaborative nurse-led care.

NNCC provides expertise to support comprehensive, community-based primary care.

- Direct, nurse-led healthcare services
- Policy research and advocacy
- Training and technical assistance support



Housekeeping Items

Question & Answer

- Click Q&A and type your questions into the open field.
- The Moderator will either send a typed response or answer your questions live at the end of the presentation.

Continuing Education Credits

- You will receive an email survey from Clinical Directors Network within 1-2 days after webinar.
- You must complete survey to receive credit.
- Certificate will arrive within 1 week of completing the survey.

The screenshot displays a Zoom meeting interface. At the top, it shows "Zoom Participant ID: 42 Meeting ID: 752-948-988" and a "Recording..." status bar. Below this is a "Talking:" input field. The meeting details are listed as follows:

Meeting Topic:	test1
Host:	National Nurse Led Care Consortium (NNCC)
Password:	905316
Invitation URL:	https://zoom.us/webinar/register/WN_ESfDeS5gQw-p_M4h... Copy URL
Participant ID:	42

Below the details are three icons: "Join Audio", "Share", and "Invite Others". At the bottom is a toolbar with icons for "Join Audio", "Start Video", "Participants", "Q&A" (highlighted with a red circle), "Polls", "Share", "Chat", "Pause/Stop Recording", and "More".



Speakers



Sharday Lewis, MPH
Project Manager
Trauma-Informed
Services
National Council for
Behavioral Health



Sarah Flinspach
Project Coordinator
Trauma-Informed
Services
National Council for
Behavioral Health



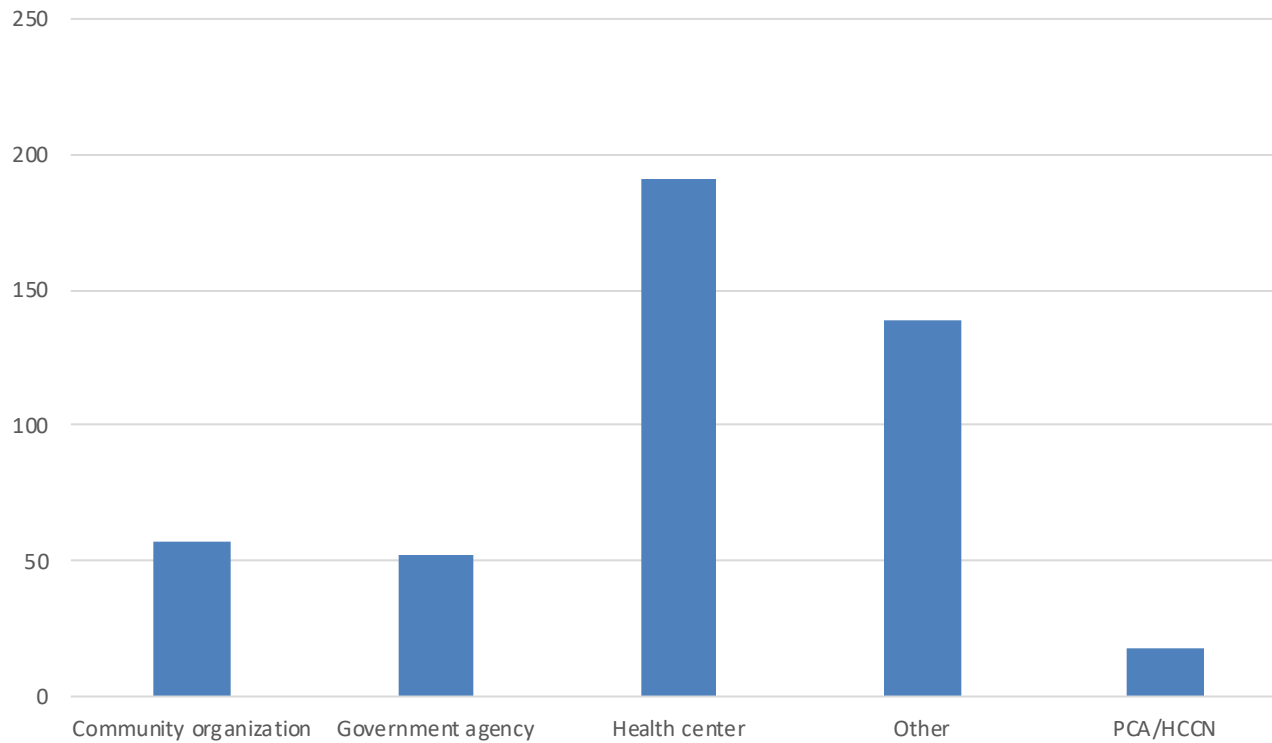
Kathleen Metzker, MPH
*Director of Integrative
Health Services and
Mind Body*
The Stephen and Sandra
Sheller 11th St Family
Health Services



Taraya Gibson, BSN, RN
Care Manager
Trauma-Informed
Services
The Stephen and Sandra
Sheller 11th St Family
Health Services

About You

Which best describes your org?



Poll

How familiar are you with trauma-informed care?

- Extremely familiar
- Very familiar
- Familiar
- Somewhat familiar
- Not at all familiar



Trauma-informed Environments and Interactions with Staff

Sharday Lewis, MPH
Sarah Flinspach

March 11, 2020

Presenters



Sharday Lewis, MPH
Project Manager
Trauma-Informed Services



Sarah Flinspach
Project Coordinator
Trauma-Informed Services

What is trauma?

- Individual trauma results from an **event**, series of events, or set of circumstances that is **experienced** by an individual as overwhelming or life-changing and that has profound **effects** on the individual's psychological development or well-being, often involving a physiological, social, and/or spiritual impact
 - SAMHSA 2012





Community



Crisis



Workforce Concerns

Burnout

- A state of chronic stress that leads to physical and emotional exhaustion, cynicism and detachment and feelings of ineffectiveness and lack of accomplishment.

Secondary Traumatic Stress (STS)

- The emotional duress that results when an individual hears about the firsthand trauma experiences of another.

Vicarious Trauma

- The “cumulative transformative effect on the helper of working with survivors of traumatic life events

Compassion Fatigue

- The “feelings of depression, sadness, exhaustion, anxiety and irritation that may be experienced by people who are helpers in their work and/or personal life.”

Building a Compassionate and Resilient Workforce



An educated, sensitive, effective and supported workforce is the cornerstone of a trauma-informed organization



The quality of interpersonal relationships and interactions among patients, providers and support staff defines the core of a fully trauma-informed and resiliency-building primary care organization



Building resilience in the workforce involves creating environments in which staff can maintain a compassionate presence in all interactions with patients, their families and colleagues, while maintaining their own well-being.

Action Steps

Provide Training to all Staff on Trauma- Informed Principles

- **All** staff should receive general on what a trauma- informed approach is and why it is important
- Train clinical staff on new clinical pathways and workflows, including: Trauma Screening, TI- Physical Exam, Engaging families and support networks

Build an Organizational Culture of Diversity, Equity, and Inclusion (DEI)

- Provide basic cultural competency training for all staff
- Identify and convene a workgroup to lead agency DEI efforts
- Provide continuous opportunities for learning and dialog (e.g. brown bags, webinars, lunch and learns, etc.)
- Foster relationships with community partners

Provide Trauma- Informed Supervision

- Assess and develop supervisory policies and practices to reflect trauma- informed principles
- Professional development opportunities include trauma- informed topics and are driven by employee choice
- Provide services and supports to employees to reduce stress, alleviate compassion fatigue and prevent secondary trauma

Recruit Staff who Will Succeed in a Trauma – Informed Environment

- Integrate trauma-informed language and values in all organizational communications (e.g. website, media, patient portal, job descriptions)
- Hire individuals with lived experience
- Integrate peer-based roles

Develop and Implement Workforce Policies that Support Trauma- Informed Approaches

- Incorporate trauma- informed language across all policies and procedures to establish a strong commitment
- Key areas include hiring practices, orientation and training, performance evaluations, discipline, conflict resolution



Considerations for Trauma-Informed Supervision, Support and Professional Development⁴³

- How does staff have voice and choice in performing their work?
- How do employees provide feedback to the organization?
- How are employees informed of career opportunities?
- How do you show appreciation and recognize staff?
- What structures are in place in the organization to assess and minimize vicarious trauma and compassion fatigue in the workplace?
- How does the organization encourage and support self-care?
- How is change processed and communicated throughout the organization?



Key Considerations for Trauma-Informed Recruitment and Pre-employment⁴⁵

- Does recruitment material describe the job duties and application process in a way that adheres to trauma-informed principles?
- Does recruitment material describe the job duties and application process in a way that promotes diversity, equity and inclusion?
- Do job descriptions include an accurate description of skills and attributes that support a trauma-informed organization?
- How are time frames for interviews and selection communicated to applicants?
- How are applicants not selected for employment informed?
- During the interview process, are applicants provided a safe environment and a safe process for interviewing?
- How is the process and purpose regarding pre-employment testing and background checks communicated?



Trauma-Informed Policies Key Considerations

- Were policies and procedures assessed for adherence to trauma-informed principles?
- Does the organization have policies to support the health and wellness of employees?
- Do policies promote principles of diversity, equity and inclusion among staff and patients alike?
- Do policies align with cultural and linguistic competence standards?
- Were policies created with input from stakeholders?
- Are there any potential adverse or retraumatizing impacts the policies could have on individuals?

Build Compassion Resilience in the Workforce

Compassion resilience is “the ability to maintain physical, emotional and mental well-being while responding compassionately to people who are suffering.

In health care settings, compassionate resilience involves:

1. Maintaining physical, emotional and mental well-being (using energy productively) while compassionately caring for those who are suffering.

2. Identifying and addressing the barriers to caregivers/families and colleagues being able to effectively partner on behalf of patients.

3. Identifying, preventing and minimizing compassion fatigue among staff



Action Steps

Educate and Train Staff on Symptoms of Common Workforce Concerns

- Integrate education on common workforce concerns into TIC training plan

Create a Culture of Compassion Resilience

- Identify and assess staff self- expectations and expectations of others to facilitate understanding of problematic expectations that can lead to compassion fatigue and other workforce concerns.
- Establishing and managing boundaries can help protect staff from compassion fatigue and other workforce concerns
- Create an environment where leaders and staff can work together in small teams to identify and implement organizational values, beliefs, practices, and behaviors
- Promote and encourage staff self-care

Implement Policies and Procedures to Build Staff Resilience

- Developing and implementing policies and procedures that systematically prevent and address compassion fatigue and build compassion resilience signals to staff that their wellness is a high priority among organizational leadership

Provide Time and Resources for Staff to Process Difficult Situations

- Provide time in meetings, supervision and team huddles to process difficult situations and receive support

Encourage Staff Assessment of Wellness Practices

- Approach staff wellness holistically across four domains: heart (relationships, emotions), spirit (core values, rest and play), strength (stress resilience, care for body) and mind (work, organization)

Encourage Staff to Develop and Implement Self-Care Plans

- Staff should receive information and education on the types of tools and resources available to them
- Consider differences in cultural understandings of self-care. Not all staff will choose to engage in self- care the same way

Implementing Policies and Procedures for Staff Wellness

1. Organizations must first evaluate what policies, procedures and pathways may impact compassion fatigue, then review all policies, procedures and pathways for alignment with trauma-informed principles.
 - Tool: [Trauma-Informed Care Initiative Alignment Tool](#)
2. Modify any policy that is not in alignment with the trauma-informed principles and could potentially cause burnout.

Each organization should, at a minimum, have the following trauma-informed policies to prevent or address compassion fatigue and other workforce concerns:

- Conflict resolution policy for conflict between staff.
- Conflict resolution policy for conflict between staff and patients.
- Formal grievance policy.
- Policy for staff and/or patients to communicate when the physical environment is unsafe without fear of retaliation.
- A policy for staff and/or patients to communicate without retaliation when interpersonal interactions are unsafe.
- A code of conduct policy that states clearly that all staff must participate in creating safe and secure environments.
- A policy on addressing adverse incidents that includes debriefing and support for those impacted by the incident.
- A policy ensuring supervised individual or group trauma-informed meetings where staff can discuss potential burnout or STS without fear of retaliation.
- A benefits policy or plan that includes access to services and supports including, but not limited to, behavioral health services, employee assistance program and wellness activities.

Provide Time and Resources for Staff Processing

The National Council's Framework for Trauma-Informed Supervision



Encourage Staff Assessment of Wellness Practices and Development of Self-Care Plans

- Approach staff wellness holistically across four domains:

Heart	Spirit	Strength	Mind
relationships, emotions),	core values, rest and play	stress resilience, care for body	school/work, organization

- Staff can use the [Compass Wellness Practices Assessment](#) to conduct a self-assessment of their wellness practices.
- Staff should receive information and education on the types of tools and resources available to them from their employer, for example, employee assistance programs.
 - Other preventive strategies include: informal and formal self-report screening workplace self-care groups, creating balanced caseloads and providing flextime scheduling.

Remember!



Provide foundational Trauma Training inclusive of the core principles of trauma-informed approaches, DEI, and impact of workforce concerns



Foster trauma-informed interactions systemically using policy, procedure, recruitment, performance appraisal, and discipline



Approach self-care comprehensively and with diversity in mind

Contact us!



Sharday Lewis, MPH

shardayl@thenationalcouncil.org



Sarah Flinspach

sarahf@thenationalcouncil.org



Download the Change Package:
<https://www.thenationalcouncil.org/fostering-resilience-and-recovery-a-change-package/>



THE FAMILY PRACTICE
&
COUNSELING NETWORK



DREXEL UNIVERSITY
Stephen and Sandra Sheller
11th Street
Family Health Services
College of Nursing and Health Professions



CARING FOR CAREGIVERS AND BUILDING A CULTURE OF TRAUMA INFORMED CARE

Taraya Gibson, RN, MPH

Care Manager RN

Kathleen Metzker, MPH

Director of Integrative Health & Mind Body Services

Agenda:

- Provide a brief overview of 11th St FHS
- History of TIC at 11th street
- Sanctuary and creating a culture of TIC
- Center for Health Care strategies: Advancing Trauma Informed Care
- Culture of wellness :practical examples, tips, considerations and barriers
- Reflection of firsthand experience

Stephen and Sandra Sheller 11th Street Family Health Services



Eleventh Street uses a transdisciplinary approach to deliver primary care, behavioral health, dental services, and health and wellness programs to more than 6,000 patients annually.

Mission: The mission of the Stephen and Sandra Sheller 11th Street Family Health Services is to provide quality, comprehensive health services to the clients it serves, with special attention to vulnerable people and residents

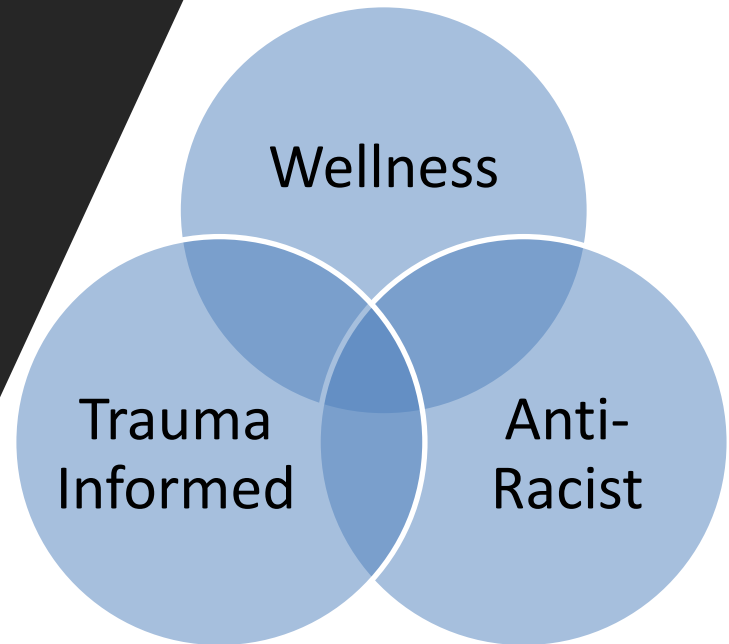
**Collectively, all 11th
street staff
have a stake in creating
the culture we want...**



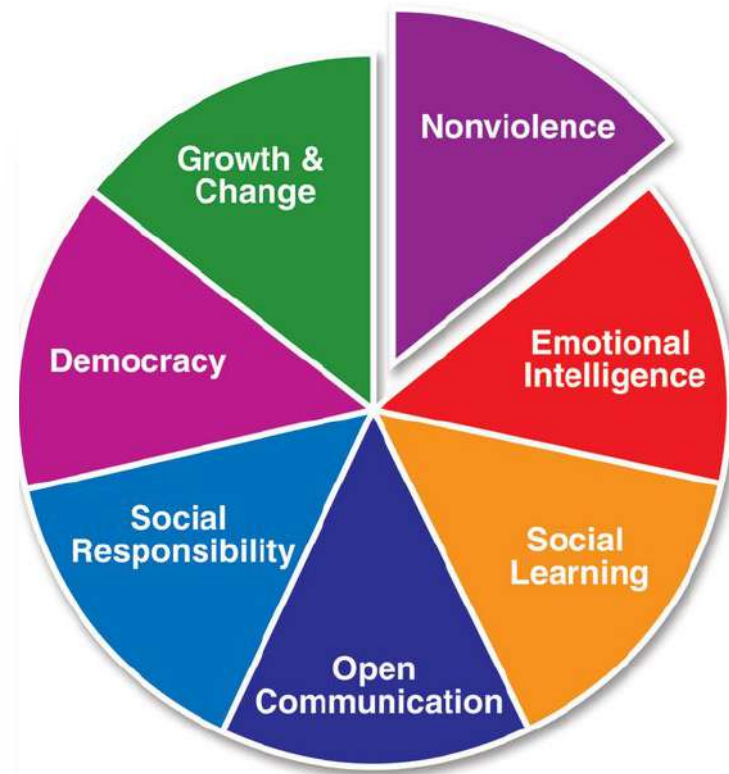
**Journey to embody the 4
pillars of Sanctuary,
antiracist practice and
principles and the essence
of a healing organization**

**11th Street
Pre-Trauma Informed
Pre-Antiracism Efforts**

**Many parts, one
whole...**



The SANCTUARY COMMITTMENTS



The Tool Kit



Sanctuary Check In



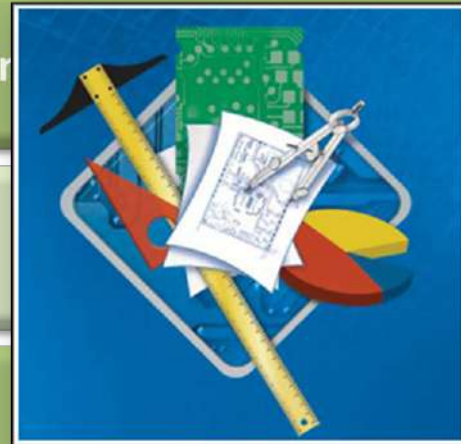
SOS (Searching Out Solutions)



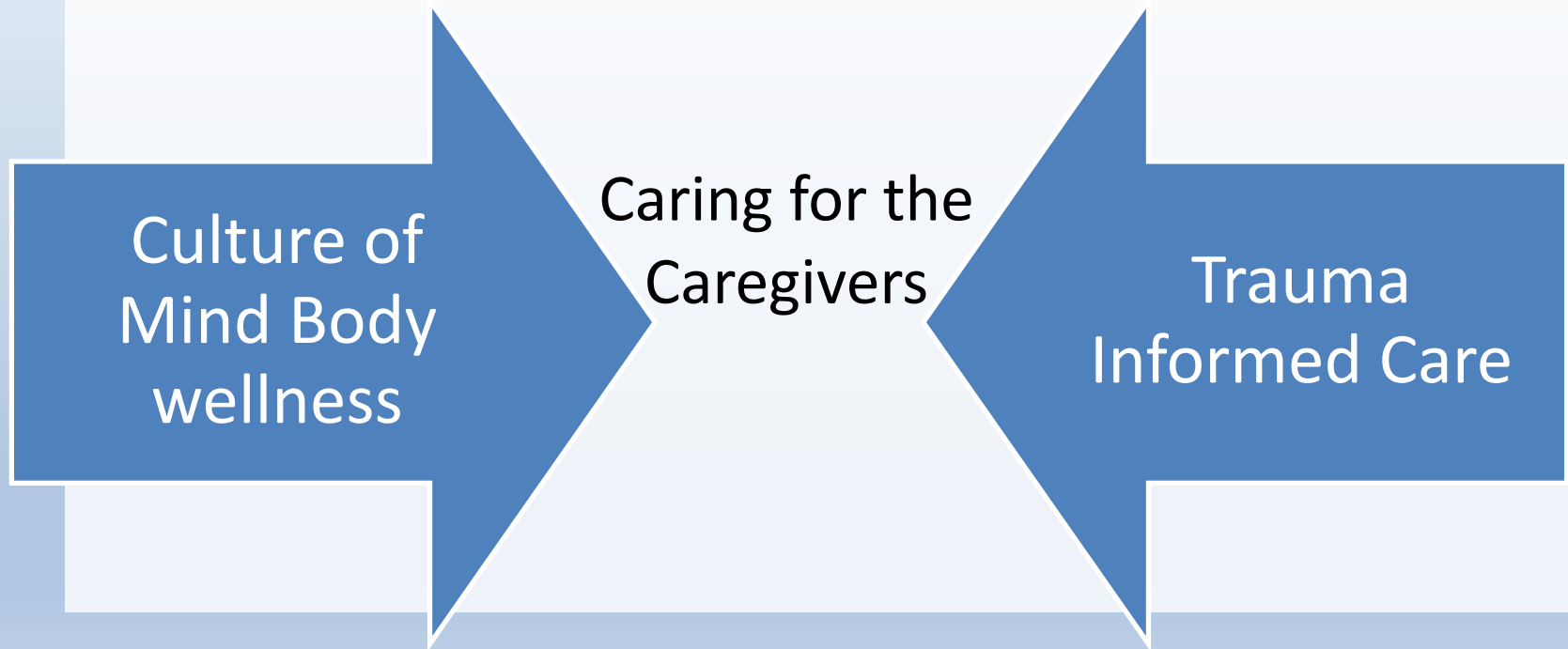
Coping Plans



Self Care Plan



Aligning wellness and trauma healing work:



Examples of Mind Body healing at 11th St



All staff mindfulness and mind body wellness trainings



Grounding moments at meetings



Mindfulness coaching



Monthly Mindfulness workshops



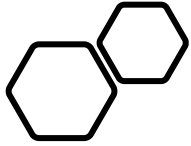
Signs of affirmation/ stars : environmental cues



Respite room



Group yoga and daily meditation



Tips:

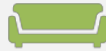
- Survey staff about what they want to participate in
- Let them know that they were heard
- Involve staff at all levels in the creative process
- Be open to hearing ALL feedback



Barriers and considerations:



Time; meet them where they are



Space; all you need is room to sit or stand



Buy in...or not: validate and educate



Clinical hours;

Team support
Quality not
quantity

Other considerations:

- This is a continuum
- Start having conversations
- Don't try to move mountains...but start moving
- What is relevant in your communities? What are staff asking for?
- Identify a steering team or committee: one or more champions
- Leadership walking the walk

Firsthand experience...



Communication and Environment



Overall Wellness and Self Care Commitment



**Trauma impacts the
entire community**



And the journey
continues!

Thank you!

Poll

Are you implementing any trauma-informed practices at your organization?

- Yes
- No
- Not sure



Questions?

Please type your questions into the Q&A pod.



Emily Grace Kane, MPA
ekane@phmc.org

Jillian Bird, MSN, RN
jbird@phmc.org



SAFE SPACES WEBINAR SERIES

Part 2: Building a Culture of Trauma-Informed Care for Patients

Wednesday, March 18, 2020 at 2:00 pm ET



**NATIONAL
NURSE-LED CARE
CONSORTIUM**
a PHMC affiliate

Thank you!

Learn about more FREE continuing education opportunities by subscribing to our email newsletter.

NurseLedCare.org



**NATIONAL
NURSE-LED CARE
CONSORTIUM**
a PHMC affiliate