



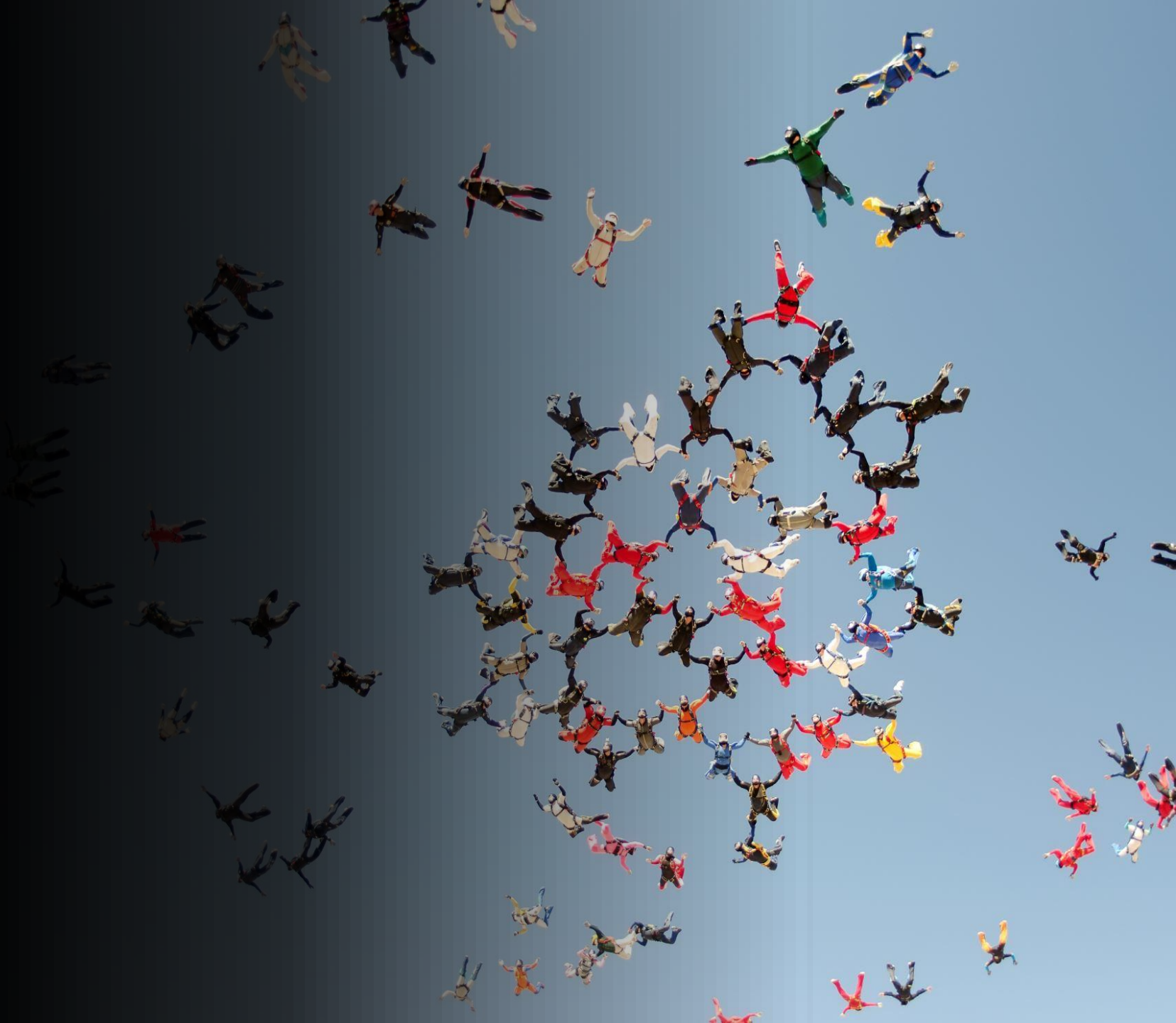
Trauma Informed Care

Looking at the “whole” patient



Learning Objectives

- Define trauma informed care
- Identify factors that impact psychological safety at work
- Describe ways to provide trauma informed care
- Describe ways to build culture of providing trauma informed care



This educational opportunity is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of the Medicare Rural Hospital Flexibility Grant. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government.



TEXAS DEPARTMENT OF AGRICULTURE
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What is trauma informed care?

Approach to healthcare delivery that takes experiences of each individual into consideration

Evaluates how trauma may impact their life

Recognizes what symptoms they are experiencing

Works to prevent re-victimization

What does trauma look like?

- Result of event or series of events / set of circumstances
- Physically or emotionally harmful or life threatening to the individual
- Leaves lasting adverse effects on ability to function
- Impacts mental / physical / social / emotional / spiritual well-being

Symptoms of trauma

Hyper-vigilance or easily startled

Difficulty with concentration or focus

Negative thoughts about oneself or negative world view

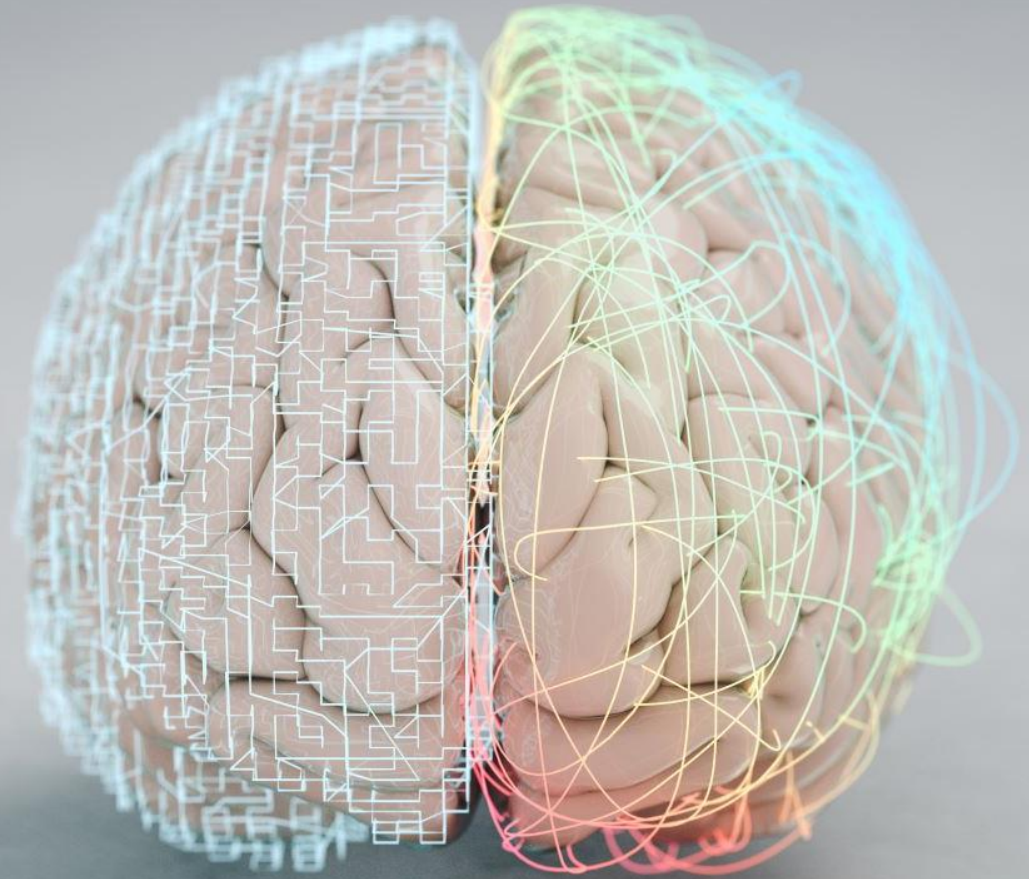
Feelings of guilt or shame

Blaming oneself

Loss of interest in enjoyable activities

Adverse childhood experiences

- Can impact brain development and cognition
- Connection between trauma and increased risk of disease or disability
- Disruption in development of self-worth or self-esteem
- Disruption of communication
- Development of maladaptive coping mechanisms

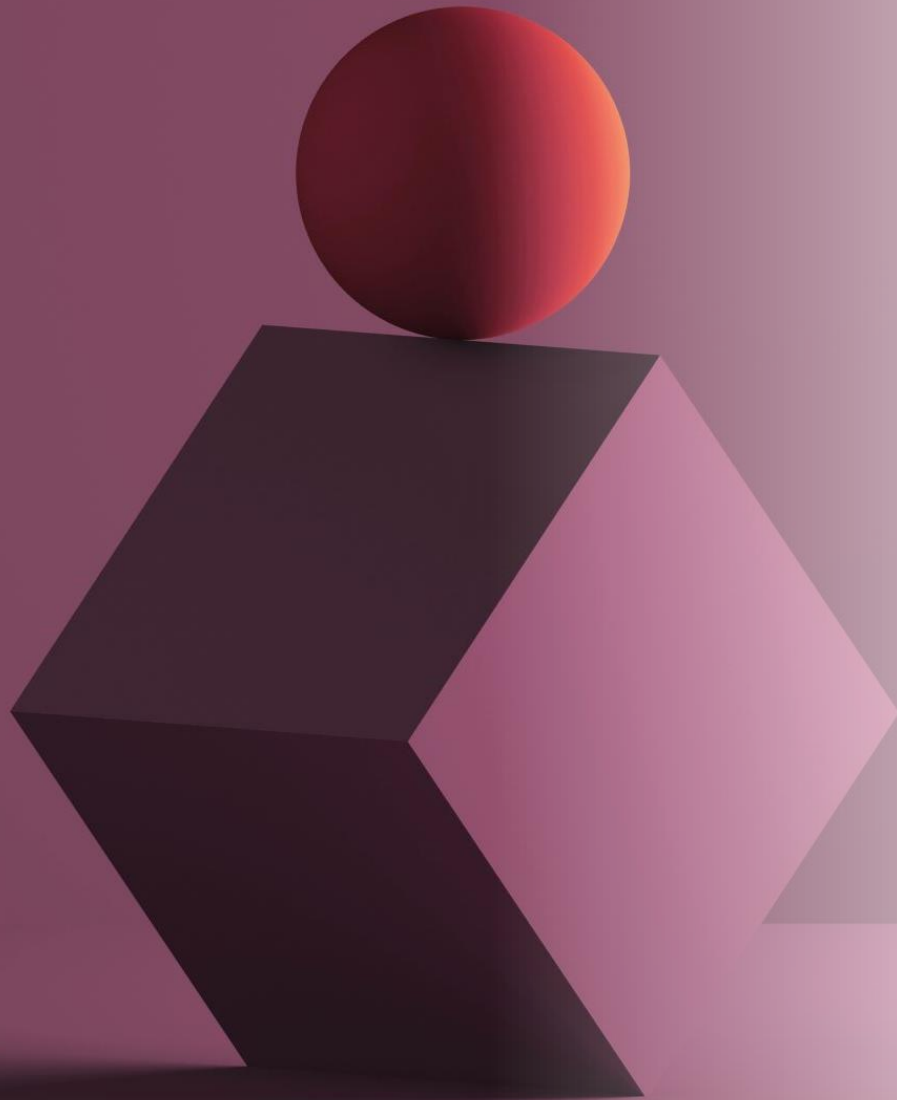


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-
- <https://youtu.be/fWken5DsJcw>

How does this question
make you feel....
“What’s wrong with
you?”



“What happened to you
that brings you in today”



What can I help
you with
today”

Principles of Trauma Informed Care

- **Safety**
- Individuals should feel physically and psychologically safe when receiving care
- Educate on what to expect
- No surprises
- Provide resources when applicable (access to LE to request protective order / information on crime victim's compensation, etc)
- Privacy is respected



Principles of Trauma Informed Care

Trustworthiness / Transparency

Build trust – patient is driver of decisions

- Do they want LE?
- Do they want to press charges?
- Do they want certain treatments or not?

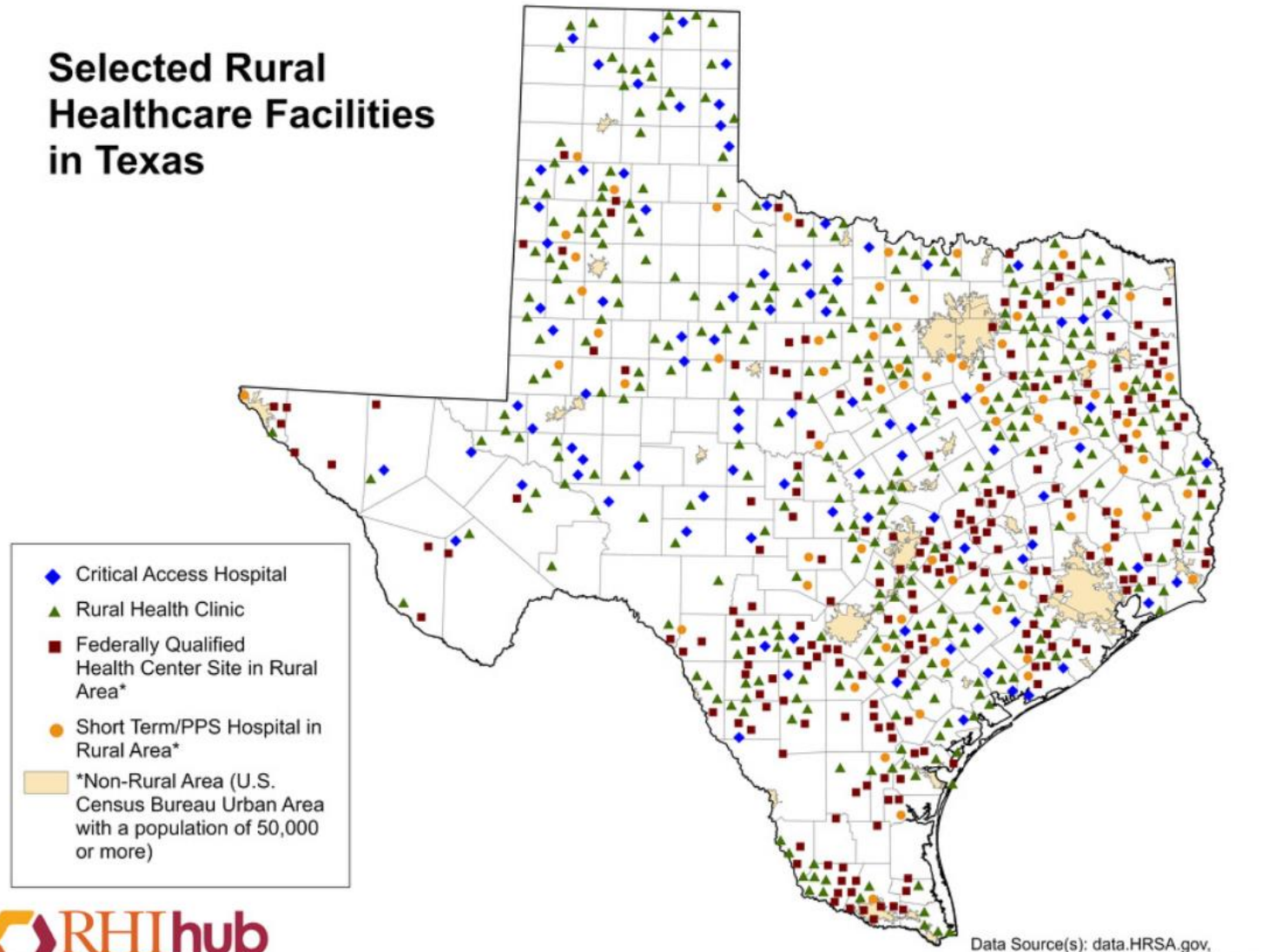
Give them choices when applicable

Principles of Trauma Informed Care

- **Peer Support**
- Connect with resources for support
- Support groups
- Mental health services
- Advocates



Selected Rural Healthcare Facilities in Texas



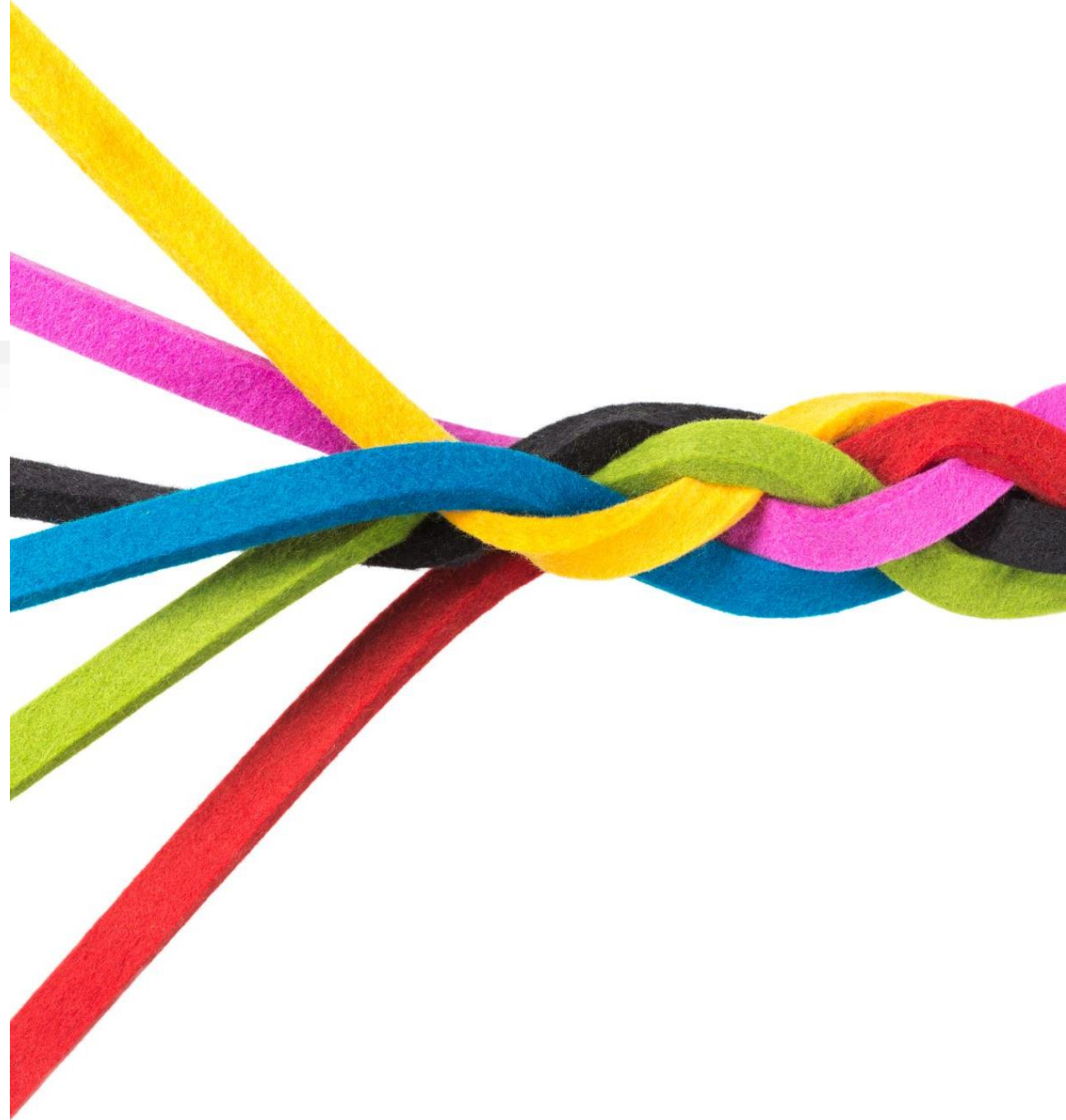
- ◆ Critical Access Hospital
- ▲ Rural Health Clinic
- Federally Qualified Health Center Site in Rural Area*
- Short Term/PPS Hospital in Rural Area*
- *Non-Rural Area (U.S. Census Bureau Urban Area with a population of 50,000 or more)



Data Source(s): data.HRSA.gov,
U.S. Department of Health and Human
Services, May 2024

Principles of Trauma Informed Care

- **Collaboration**
- Level power differences
 - Staff to patient
 - Between organizational staff
- Shared decision making



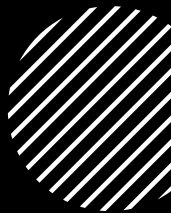


Principles of Trauma Informed Care

- **Empowerment**
- Strengths are recognized, built on and validated
- Applies to staff and patients
- Includes belief in resilience and ability to heal from trauma



Benefits to trauma informed care



Allows opportunity for patients to more fully engage in their plan of care choices



Assists with building more trust between patient and providers



Improves long term health outcomes



Reduces burnout among providers



May reduce staff turnover



Improving Outcomes

- <https://youtu.be/bjdQg9AXfhM>



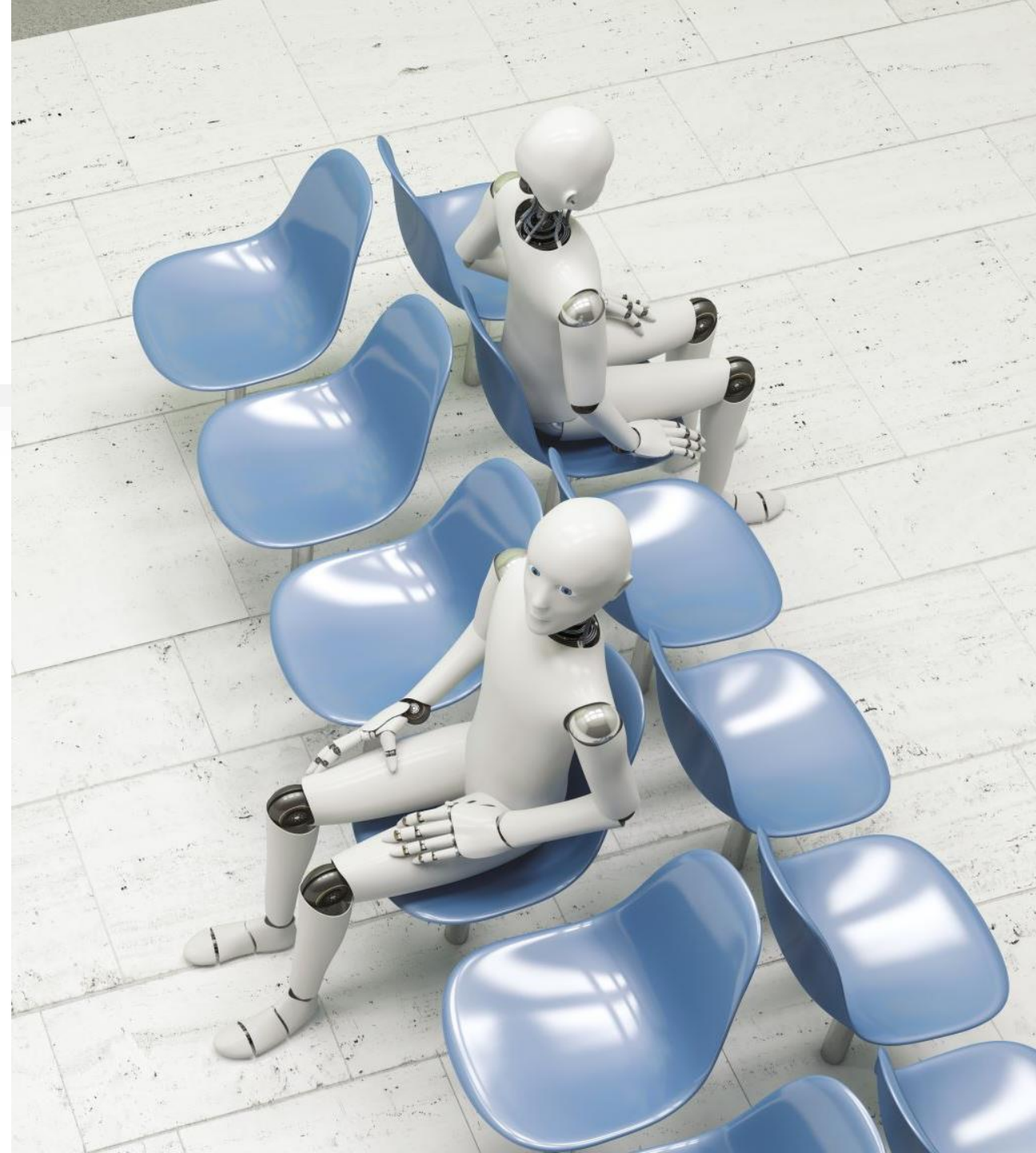


Developing trauma informed care

- Get educated on trauma and trauma informed care
- Engage patients in organizational planning
- Education for both clinical and non-clinical staff
- Create environment that is both physically and psychologically safe
- Prevent secondary traumatic stress in staff
- Build a trauma informed workforce

Psychological safety

- Protecting from psychological harm
- For patients
 - Feeling they have choices
 - Not feeling shamed for circumstances
 - Someone is listening
- For staff
 - Feeling comfortable speaking up
 - Feeling that concerns are taken into consideration
 - Feeling included in decision making processes



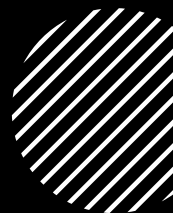
Benefits of psychological safety for staff

- Increased productivity
- Inclusive practices
- Better collective well-being
- Stronger sense of ownership in work practice
- Increased quality of care delivered
- Lower turnover





Re-traumatization



Situations or environments that trigger emotions related to original traumatic event



Not necessarily intentional



Obvious practices

Use of restraints
Putting patient in isolation



Less obvious practices

Specific smells or sounds
Types of interactions

Re-traumatization at system level

Being treated like a room number not a person

Having to retell story multiple times

Labeling (addict, just a mental health patient, frequent flyer)

No choices in treatment

Victim blaming attitude

How to be trauma informed in conversation

- Do not force someone to talk or tell their story
- Practice active listening
- Create a safe space
- Ask what you can do to help
- Understand / recognize triggers
- Don't invalidate their experience ("it could be worse")



What practices in your organization are trauma informed?

What steps has your organization taken to provide trauma informed care?

What do you see in your organization that contributes to re-traumatization?

What things can you do to start developing trauma informed care at your organization?



Most important.....

**Take care of
you!!!!**

July

Questions

ACCREDITED CONTINUING EDUCATION

Accreditation Statement



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INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and Texas Hospital Association. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

- **Aug 21 – Workplace Violence**
- **August 30, 2024 – Nursing Documentation Workshop**
 - Austin, Texas
 - <https://www.tha.org/services-for-hospitals/clinical-services/critical-access-hospital-quality-improvement-program-cah-qi/>
- **Policy and Procedure Virtual Series**
 - Begins October 23



Who To Contact

- **Have Questions???**
 - **Sheila Dolbow, MSN, RN, CFN, CPHQ**
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 - Texas Hospital Association Foundation
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THANK



YOU!

