



SAMHSA-HRSA
CENTER for INTEGRATED
HEALTH SOLUTIONS

**Implementing Trauma-
Informed Approaches in
Primary Care Settings**

Linda Ligenza, LCSW
Anthony Salerno, PhD
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Today's Moderator



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**Slides for today's webinar will
be available on the CIHS
website:**

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Under About Us/
Innovation Communities 2018

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To participate

Use the chat box to
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Listserv

Look for updates from:
trauma_informed_care_ic@nationalcouncilcommunities.org



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Innovation Community Facilitator



Linda Ligenza
Faculty Lead
SAMHSA-HRSA Center for Integrated Health Solutions



Innovation Community Subject Matter Expert



Anthony Salerno
Subject Matter Expert
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Webinar Agenda

- Welcome
- Overall Goal of the Innovation Communities
- Goals of Implementing Trauma-Informed Care
- About Your Implementation Process and Team
- What to Expect from the Innovation Community
- What We Expect of Participants
- Innovation Community Curriculum
- Next Steps
- TIC Resources

About Your CIHS IC Team:

Facilitator: Linda Ligenza, LCSW lindal@thenationalcouncil.org

Subject Matter Expert: Tony Salerno, PHD tonys@thenationalcouncil.org

Coordinator: Madhana Pandian madhanap@thenationalcouncil.org

Faculty will be comprised of 2 CIHS staff, and subject matter experts who will provide webinar content and coaching in collaboration with the CIHS staff

- Faculty deliverables will include support of participants with educational materials, supportive monitoring of participant progress toward achieving TIC goals, and timely follow-up to questions
- Dedicated page on the CIHS website for all IC
- Opportunities for IC members to connect with one another



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Goals of Innovation Communities

The innovation community is designed to address **three key components** associated with innovation implementation, including:

1. Topic-specific foundational information, knowledge, and best practices
2. Innovation implementation planning
3. Adoption and sustainability of the innovation



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The Trauma-Informed Care Innovation Community (TIC-IC)

Primary goal of the TIC-IC

To assist integrated care sites to adopt trauma-informed principles and practices that will ultimately lead to improvements in engagement, health outcomes and client satisfaction

What is trauma-informed care?

“Takes into account an understanding of trauma in all aspects of service delivery and places priority on the person’s safety, choice and control” Roger Fallot



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Defining Trauma-Informed Care – the 4R’s

Realizes the prevalence of trauma

Recognizes how trauma affects all individuals involved with the program, organization, or system, including its own workforce

Resists re-traumatization

Responds by fully integrating knowledge about trauma into policies, procedures, practices and settings

SAMHSA Concept Paper

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Why is TIC Important in Primary Care

- Trauma is prevalent, may impact a person's emotional, mental, behavioral and physical health and affects individuals across the lifespan
- Trauma or significant adverse life events affects...
 - engagement in health promoting services
 - adherence to treatment
 - overuse, underuse or misuse of services
- Health care settings that do not recognize and address the impact of trauma on health are less likely to engage and effectively treat their patients

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Why is TIC Important in Primary Care

- Individuals who have experienced trauma are often very sensitive to people, places and things due to activation of a stress response (trigger) associated with the original adverse event(s)
- Health settings may unintentionally cause harm when practices, policies and interactions over-burden a patients' sensitivity to stress
- Medicine has often asserted that many of the health problems and physical complaints of patients are related to emotional or stress reactions. Trauma informed care emphasizes that for traumatized patients, this stress reaction may be particularly distressing

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Why is TIC Important in Primary Care

- Health settings often include procedures and activities that involve physical touch and disclosure of sensitive and at times embarrassing or frightening information that may be particularly stressful for patients who have experienced trauma
 - ✓ This may cause a person to view your setting as a source of distress rather than a place of healing and wellness
- Integrated health settings requires a whole health perspective that should include the role of trauma related difficulties
- Trauma informed care is a framework that recognizes the importance of supporting the physical and emotional wellbeing of the workforce who may themselves have experienced trauma and/or who find the demands of the work overwhelming

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Trauma-Informed Approaches in Primary Care Can:

- Increase the likelihood that the patient's experience of care will be safe, comfortable and satisfactory
- Improve adherence to treatment and reduce overuse of services
- Help individuals understand how trauma impacts their current health
- Connect people with appropriate resources
- Lead to more effective engagement and interactions
- Address issues around suicide, intergenerational trauma, IPV, health disparities
- Promote resilience

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Poll Question #1

What best describes your current experience with the provision of trauma-informed care?

- A. Great deal of experience
- B. Some experience
- C. Little experience
- D. Hardly any experience



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The Big Question

How do we create a treatment/service environment that:

- *Feels physically and emotionally safe and respectful for all*
- *Routinely identifies past and current trauma experiences*
- *Promotes staff competence to engage clients around the sequelae of trauma*
- *Empowers recipients of services and promotes resilience*

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What We Can Do

- We can ask, “what happened to you”, rather than “what is wrong with you”
- We can create systems that ensure that screening and assessment of trauma occurs sensitively and routinely
- We can use posters, brochures, other mechanisms to communicate to staff and patients that at our organization, it is OK to talk about trauma
- We can examine our environments, practices, policies and procedures to ensure that they are NOT hurtful but helpful
- We can educate and train staff on the impact and prevalence of trauma and what it means to provide trauma-informed care and trauma-specific services

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It's all about relationships!



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How will we accomplish the primary goals of the TIC-IC?

By focusing on **4 key areas**:

- Three major domains of TIC
- Implementation process
- Monitoring progress and outcomes
- Using strategies, tools and resources

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Domains of a Trauma-Informed Primary Care Setting

Domain 1: Screening & Comprehensive Assessment of Trauma

Domain 2: Workforce Development and Best Practices

Domain 3: Safe and Secure Physical and Emotional Environments

And Data Collection

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Key Elements of the Implementation Process

- Create an implementation team to guide the process
- Consider leaders, data person, recipients of services, PC partners and trauma champions for the team
- Decide on dates/times of meetings (at least 2x month)
- Assess where your organization is regarding TIC and where you want to be by end of IC using the TIC Organizational Self-Assessment (OSA)
- Develop your workplan (SMART Goals Sheet) with practical and meaningful goals within your control
- Insure that you have a way to measure and monitor your progress and key outcomes

Based on John Kotter Stages of Change

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Let's Chat

About Your Team:

Use the chat box to briefly tell us of any concerns or questions related to selecting your implementation team members

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Monitoring Progress and Outcomes

- Based on the OSA, develop a workplan with achievable goals, objectives, persons responsible and timeline
- Identify specific performance indicators to measure progress and outcomes
- Use team meetings to review progress and challenges
- Address challenges or obstacles to progress
- Share and celebrate progress and outcomes

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Let's Chat

About Performance Indicators:

Use the chat box to type in one example of an indicator or measure that would let you know that you have made some meaningful progress toward adopting Trauma-Informed Approaches

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Using Strategies, Tools and Resources

- Access to SME's through webinars and or coaching calls
- Numerous tools available to support your work such as OSA, Workplan, Client Feedback Survey, Staff Training Feedback Survey
- TIC resources related to each domain
- Website will house all tools and resources
- Email, list serv and small group coaching calls will connect all participants to one another

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Webinar Topic Areas

- Guiding principles and practices of TIC
- Implementation of TIC
- Data collection and monitoring of progress/outcomes
- Workforce development and best practice approaches
- Tools and informational resources to support TIC
- Screening and assessment of trauma
- Creating safe and secure environments

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Poll Question #2

Additional topics of interest



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What to Expect from the IC

- Educational and logistical support
- Assistance with the application of continuous quality improvement strategies to achieve goals
- Individual and small group coaching calls
- Full range of tools, resources and trauma-informed care expertise through SME's
- Prompt response to questions or concerns
- Assessment of member needs and provision of TA
- Educational webinars and updated website

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What We Expect of Participants

- Active participation in all IC activities including webinars and coaching calls
- Creation of a Core Implementation Team (CIT) that includes as many of the following roles as feasible:
 - Senior administrator with authority to address barriers and support change
 - Primary care, behavioral health, peer support staff
 - Person with data collection and evaluation expertise
 - Patients affected by the change
 - Champions and those with trauma and/or TIC expertise
- Completion of an Organizational Self-Assessment (OSA) designed to assist your team in identifying practical and meaningful goals
- Development of an implementation/workplan
- Establishment of performance indicators and monitoring of process

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Poll Question #3: What best describes your model of integration?

We are a Primary Care Site:

- A. Co-located with a BHO
- B. With our own BH specialist on site
- C. Providing Care Coordination with off site PCP's
- D. Other (enter type into chat box)

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Let's Chat

Use the chat box to tell us what you expect your biggest challenge to be in implementing trauma-informed care (TIC)

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TIC Webinars

January 30, 2018 - 2:00 PM – 3:30 PM EST

Webinar 1: IC Orientation - Kickoff Webinar

February 27, 2018 – 2:00 PM – 3:30 M EST

Webinar 2: Implementation Process

March 27, 2018 – 2:00 PM – 3:30 PM EST

Webinar 3: TIC Principles and Practices in Primary Care

April 17, 2018 2:00 PM – 3:30 PM EST

Webinar 4: Adopting Trauma-Informed Approaches – Workforce Development

May 23, 2018 – 2:00 PM – 3:30 PM EST

Webinar 5: Creating Safety and Satisfaction with Care – The Primary Care Visit

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June 26, 2018 – 2:00 PM – 3:30 PM EST

Webinar 6: Screening, Assessment and Treatment of Trauma

July 31, 2018 – 2:00 PM – 3:30 PM EST

Webinar 7: Strategies to Maintain Gains, Support Momentum and Sustain the Adoption of the Innovation

August 14, 2018 – 2:00 PM – 3:30 PM EST

Webinar 8: Final Webinar - Review of Progress Made to Date (Final Workplan Due

September 2018

Facilitators complete and send IC final report



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Next Steps:

1. Establish your implementation team
2. Complete the Organization Self-Assessment (OSA)
3. Based on the OSA
 - a) Develop a workplan with 1 to 3 goals
 - b) Work plan should include steps and timeline (SMART)
 - c) Submit completed OSA by **February 22**
 - d) Submit completed Workplan by **March 15**
4. Mark your calendars for the February Webinar:
February 27 at 2:00pm
5. Watch for doodle poll to schedule coaching call

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The Innovation Community is Dynamic

The proposed structure, process and content is a starting point!

The experience, needs and wants of Innovation Community members helps to shape how the Community evolves over time!

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Resources

Check out our webpage dedicated to this Innovation Community:

https://www.integration.samhsa.gov/about-us/innovation_communities_2018#trauma_informed_approaches_ic

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Q & A



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Thank you for joining us today!

**Please take a moment to provide
feedback by completing the survey at
the end of today's webinar**

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