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

www.integration.samhsa.gov

Under About Us/Innovation Communities
Our format:

Structure
Presentations from experts

Polling You
At designated intervals

Asking Questions
Responding to your written questions

Follow-up and Evaluation
Ask what you want/expect and presentation evaluation

Disclaimer: The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), the Health Resources and Services Administration (HRSA), or the U.S. Department of Health and Human Services (HHS).
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

Innovation Community Coordinator

Madhana Pandian
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Webinar Agenda

- Welcome
- IC Goals and Culture Change
- Implementation Science
- Review of Implementation Steps/Process
- Available Tools and Resources
- Next Steps

Our goal-to create a healthcare environment that:

- appreciates and emphasizes the importance of the relationship
- feels physically and emotionally safe and respectful for all
- routinely identifies past and current trauma experiences
- where staff feel competent and comfortable engaging clients around the connection between trauma and health
- recipients of services are engaged in multiple, meaningful ways
- considers trauma when: patient frequently misses appointments; has difficulty adhering to treatment; shows up often without appointments; frequently visits the ED
Culture Change

• Shifting from Blame, Shame and Stigma to Understanding, Empathy, and Compassion

• Creating a Shared Vision and Comprehensive Approach To Care - Trauma Informed Approaches

• Implementation Team Guides the Process of Implementation and Sustainability

John Kotter’s Eight Stages of Change

1. Increase urgency
2. Build guiding teams
3. Get the vision right
4. Communication for buy-in
5. Enable action
6. Create short-term wins
7. Don’t let-up
8. Make it stick

The Heart of Change
Adoption of TIC Practices: Implementation Process

1. Gain commitment from leadership
2. Develop Implementation Team
3. Build consensus
4. Create a shared vision
5. Communicate for buy-in
6. Assess your organization
7. Develop a plan
8. Create a monitoring system
9. Take action

Poll Question

Does your organization have experience applying a formal quality improvement process to make improvements?

Yes  No

Were there any lessons learned to guide your current efforts?

Use the chat box to enter one lesson!
1. Leadership Support

Ideal: Engage and support the executive leadership of your organization to promote the work of the Implementation Team

At times, a team may have control over a process or practice that doesn’t require explicit and highly visible leadership.

Poll Question: To what degree do you have leadership support to implement changes aligned with trauma informed care?

A. Strong leadership support
B. Adequate support
C. Some what supportive
D. Not much support
E. We need to engage leadership to move forward
F. We can make some changes without strong support
2. Develop Implementation Team (CIT)

- Leadership with responsibility and authority to guide the change process
- Those affected by the change (consumers/patients)
- Those expected to carry out the change
- Those with TIC experience or knowledge
- Those with quality improvement and data expertise
- Those who can provide needed resources
- Those whose values, interests, beliefs, and orientation aligns with the improvement effort (champions)

Poll Questions

Have you established your full implementation team?
   Yes  No

Have you had your first meeting?
   Yes  No
3. Build Consensus (The Organizational Self-assessment helps to establish shared understanding)

Team members engage in conversations around:
• Why is trauma informed care in an integrated setting important to team members personally and professionally?
• What does TIC mean for your organization; what will it look and feel like (review TIC Domains)?
• What do members hope to accomplish by participating in this initiative?

4. Create A Shared Vision for Your Organization

Process:
• The OSA can be helpful in developing a shared vision
• Awareness and knowledge of TIC principles and practices
• Sharing personal and professional perspectives
• Building consensus
• Creating a shared vision for the organization
• Review of Vision Guide
Creating a TIC Vision Statement - Team Activity

- Review Vision Guide
- Brainstorm using words that reflect the meaning of a trauma-informed organization (TIC principles)
- As a group, use these words to create a vision statement
- Discuss how and where to promote your vision

5. Communicate for Buy In

- Influencing attitudes, beliefs, expectations, perceptions and worries in a direction that supports the adoption of trauma informed care principles and practices

- Awareness building and workforce development efforts includes benefits to all stakeholders

- Increasing positive feelings about the change in a way that overcomes the “negative” feelings often associated with change: Control Meaning Status

- TIC in PC Settings Slide Deck
Poll Question: Which stakeholder(s) do you plan to communicate with initially to promote buy-in?

A. Leadership/board of directors
B. Medical work force
C. Support staff
D. Patients
E. Not sure

6. Assess Your Organization – OSA Tool

- OSA helps to assess baseline, develop implementation plan and measure progress
- OSA helps answer the questions “where do we begin and where do we want to go?”
- Progress spreads to other domains
- Re-assessing-using the OSA assists members to gauge progress and focus efforts
- Using the tool
Poll Question: To what degree has your team completed and discussed the OSA?

A. The entire team has completed and discussed the OSA
B. Some team members have done so
C. We have not done this yet
D. Not sure how to use the OSA

Show the OSA on the screen
Poll Question: Which Domain area is likely to be the focus of your improvement efforts?

A. Workforce development (building awareness, educating the workforce about TIC)

B. Screening, brief intervention, referral and treatment for trauma related difficulties

C. Improving the physical and emotional environment (i.e., the patients experience of care)

D. Still exploring

Let’s Chat

Use the chat box to tell us how you have used the OSA? Has it been helpful? Has it led to a decision about the focus of your improvement efforts?
7. Developing A Plan – Work Plan Tool

Achieving your vision:

- Decide where you want to begin this initiative (at one site/service area or all)
- Identify the domain(s) you wish to focus on
- Within this domain, identify the standard you will work on and your specific goals in that area
- Determine how you will know you are achieving your goals-choose performance indicators for each goal
- Review of SMART Goals tool

8. Create a Monitoring System

- A tracking tool used to monitor progress across domains
- Helps teams monitor the results of their improvement efforts
- Keeps the team focused and working towards measurable goals
- Helps teams organize and share progress and short term wins with key shareholders and leadership
- Provides the innovation community faculty with information that can assist in supporting improvement efforts
Monitoring Progress and Outcomes

- Based on OSA, develop achievable goals, objectives, persons responsible and timeline (SMART Goals)
- Identify specific performance indicators to measure progress
- Use team meetings to review progress and challenges
- Address challenges or obstacles to progress
- Share and celebrate progress and outcomes

9. Take Action

- Implementation Team has direct access to and support of executive leadership
- Time and resources are available to take on serious tasks associated with adopting and sustaining goals
- Short term action steps are observable and meaningful
- System is in place to communicate across the organization
- Positive changes are reinforced and there is acknowledgement of how everyone contributes to outcomes
**Expect Challenges**

- Process is typically to be non-linear - bumps are inevitable as well as signs you’re making real change
- There will be forces at work to resist the change
- Keep an eye on the process at all times
- Have a system in place to insure that the initiative is a high priority goal for the organization

**Strategies to Maintain Momentum**

- Establish regular and consistent meeting times of the implementation team
- Build in reporting on the project in regularly occurring organizational meetings
- Make gains public; keep information flowing
Webinar Schedule

January 30, 2018 - 2:00 PM – 3:30 PM EST
Webinar 1: IC Orientation - Kickoff Webinar – Tony and Linda

February 27, 2018 – 2:00 PM – 3:30 M EST
Webinar 2: Implementation Process – Tony and Linda

March 27, 2018 – 2:00 PM – 3:30 PM EST
Webinar 3: TIC Principles and Practices in Primary Care – Jennifer McCarthy

April 17, 2018 2:00 PM – 3:30 PM EST
Webinar 4: Adopting Trauma-Informed Approaches – Workforce Development – Tracy Knight

May 23, 2018 – 2:00 PM – 3:30 PM EST
Webinar 5: Creating Safety and Satisfaction with Care – The Primary Care Visit- Sadie Elisseou, MD, Brown University

June 26, 2018 – 2:00 PM – 3:30 PM EST
Webinar 6: Screening, Assessment and Treatment of Trauma – Jennifer McCarthy

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 - Tony and Linda

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
Next Steps:

• Complete your implementation team
• Submit your Organization Self-Assessment (OSA)
• Based on the OSA:
  a) Develop and submit a work plan/SMART Goals with 2-3 goals by March 20th
  b) Work plan should include steps and timeline
• Establish a data monitoring system
• Mark your calendars for the March Webinar: March 27, 2–3:30 PM ET
• Use doodle calendar to schedule team coaching calls

Listserv

Look for updates from:
trauma_informed_care_ic

Q & A
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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