

TIC IC Implementation Planning Guide

Please use the 'Project Goals and Objectives Tool' to document your plan.

Step I - Ensure that you have leadership buy-in

- ✓ Consider how and what you will communicate to leadership as well as when and where this will occur
- ✓ Make the case for "what's in it" for the organization and the leader
- ✓ Convey what the leader's role will be
- ✓ Consider how leadership's authority and support may be needed

Step II – Consider the Make-up of Your Core Implementation Team (CIT)

- ✓ Decide if you wish to include a recipient of services or Peer Support Specialist (highly recommended)
- ✓ If you are spreading TIC throughout your HC, consider including a representative from each department/program
- ✓ Consider adding front desk staff, security, human resources, other trauma champions
- ✓ Decide how you will reach out to additional members and who will be responsible

Step III – Plan Your CIT Meetings

- ✓ Decide on a date for your first meeting
- ✓ Determine how often your team will meet (every other week or 2X monthly works best)
- ✓ Create an agenda for your first several meetings using your Project Goals and Objectives Tool
- ✓ Assign tasks to members as appropriate

Step IV – Build Team Consensus Regarding TIC

- ✓ Consider how all team members will be educated about trauma, it's impact on MH, SA and Physical Health, their role in creating a Trauma Informed organization and why this initiative is important (resources available include SAMHSA definitions and principles (TIP 57), ABC's of TIC slide deck, videos)
- ✓ Have each member of your CIT complete the Organizational Self-Assessment (OSA) individually and then graph the combined scores (the OSA works as a tool to measure progress as well as an educational tool re TIC)

Step V – Create a Vision for How You Want Your Organization to Look and Feel

- ✓ Use the visioning guide to assist with this process
- ✓ Consider creating a vision statement based on the principles of TIC (you may wish to brainstorm words that represent TIC for your organization, then use some of those words to create a vision statement)
- ✓ Discuss who you want to share your vision with and how and when to convey it (through kickoff meetings, website, add through written materials)

Step VI – Determine How You Will Communicate for Buy-In

- ✓ Using the Communicating for Buy-in Tool; decide who to communicate with (shareholders)
- ✓ Discuss opportunities to communicate (all-staff meetings, department meetings, special event)
- ✓ Decide what and how you want to communicate to each shareholder
- ✓ Decide on the 3 most important messages you want staff and others to remember

Step VII – Assess Your Organization

- ✓ Decide who, besides your CIT, should complete the OSA
- ✓ Determine when you will distribute and collect the completed OSAs (using the online Survey Monkey OSA)
- ✓ Inform National Council staff of cutoff date for OSA completion
- ✓ National Council staff will send analyzed results so your team can determine which domains to start with

Step VIII – Choose Your Domains and Develop a Plan

- ✓ Based on Organizational Self-Assessment (OSA) results, decide the number of domains and which domains to work on
- ✓ Develop a plan for who will work on each domain
- ✓ identify the target goals within each domain, using the Performance Monitoring Tool (PMT) as a guide
- ✓ Determine how you will track data related to each goal, identify person responsible and timeline for completion

Step IX – Implement a Data Collection System

- ✓ Consider the cohort of patients you plan to monitor and use the Workflow Decision Support Tool to determine the following:
 - How will patients be flagged?
 - What system will be used - EHR or manual log (Patient Data Log)?
 - Who will perform the initial screening?
 - What training will the screener receive?
 - What tools will be used?
 - If screen is positive, who will perform the assessment and when?
 - If follow up services are indicated based on assessment findings, how and to whom will referral be made?
 - Who will follow the patient to ensure connection to services and who will track this data?
- ✓ Considering your choice of domains and goals based on your OSA results:
 - Track progress using the Performance Monitoring Tool (PMT)
 - Determine what data to collect
 - Who will monitor this data
 - How often it will be reviewed by the team
 - How it will be used to make changes
- ✓ Share outcomes/successes with leadership, Board, staff, patients, funders, community partners

Step X – Take Action

- ✓ Build a sense of urgency through leadership efforts and your CIT
- ✓ Build and maintain momentum by discussing and identifying the many opportunities available to get the word out about TIC and keep it front and center (meeting agenda, email and other electronic messaging, bulletin boards, posters, website, newsletter, celebrations of success)
- ✓ Ensure that CIT meets regularly, develops meeting agenda, regularly monitors goals and progress, and communicates success to all