

Trauma Informed Care in Practice



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What is Trauma?

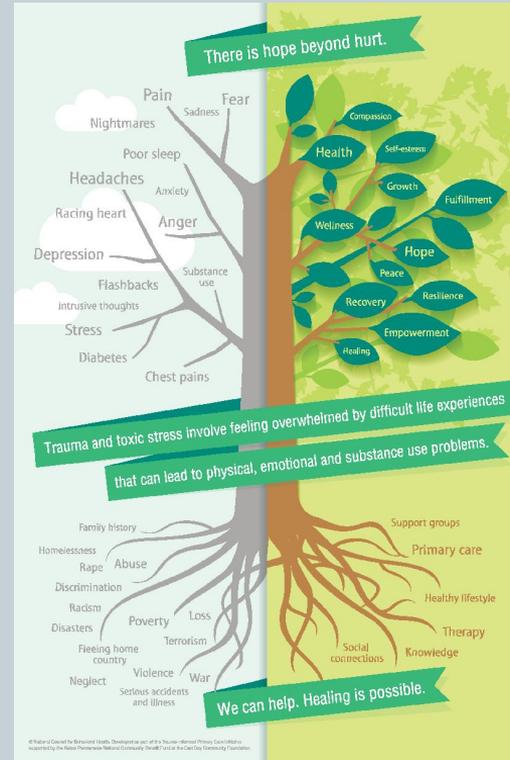


- A serious **physical injury** or threat/shock to the body.
- An **emotional injury** or shock.
- An **event or situation** that causes great distress and disruption.
- An individual's ability to integrate their emotional experience is ***overwhelmed***.
- Leaving one feeling ***powerless, out of control, disconnected***.



What does being Trauma Informed mean?

- o Asking **“What happened to you?”** vs. **“What’s wrong with you?”**
- o It means understanding the behavioral responses to trauma so that you can act with more empathy, respond appropriately to your patient, and be a better provider/advocate.
- o Avoid re-traumatizing patients, co-workers, and yourself.
- o It also means taking care of yourself and those you supervise.



Trauma Informed Primary Care: Fostering Resilience and Recovery



- Three-year initiative, lead by National Council for Behavioral Health and funded by Kaiser Permanente
- Goal is to educate health care providers on the importance of trauma-informed approaches in the primary care setting
- Toolkit-style model for primary care providers and their behavioral health partners to effectively support patients impacted by trauma
- Seven primary care organizations are piloting the toolkit's resources, tools, and processes
- The final toolkit will be released on public domain (completely free) in October 2019

You know what
trauma
is, but **what can you**
do about it?

NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH

Hot Spot Exercise

Identifying potential activation and strategies to prevent or reduce retraumatization and racial inequity



HotSpots for potential retraumatization or activation?	Is there a reason we do this?	Is this related to Safety, Power, Value, or a combination?	Ideas to be less traumatizing?
Hearing my name yelled loudly across the waiting room	Need to call me back for services and it's often loud in the waiting area	Safety- maybe my name has been yelled at me in aggression or violence in the past	Walk further into the waiting room so voice can be lower
Donation letters with urgent/last chance language	Grab attention, increase open rate	Combination- maybe I've had financial problems and rec'd urgent/threatening letters	Use clear language so I know this is a donation letter- not a bill or threat
Microaggressions when introducing staff of color (ex: "This is Joan, my (white) 3rd year medical student from GW" vs "This is Joan, my (POC) student").	Implicit racial bias of staff	Power and Value	Educate staff on microaggressions and implicit bias and staff to make conscious effort to introduce other staff, students, visitors in same manner.
I can't identify staff and their positions	Don't want to look too "formal" and some staff just don't like the "feel" of name tags	Power and safety- not knowing who I'm speaking with- or if that person should even be here talking with me	Staff could wear name tags with department and title