

# What it takes to become a Trauma Informed Organization

Your Experiences Matter: Creating an Culture of Trauma Informed Care

Knowledge Hub Webinar Series

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YOUR  
EXPERIENCES  
MATTER

## The IWK Health Centre



- The IWK is a pediatric and maternal/newborn tertiary health centre located in Halifax, Nova Scotia serving the Maritime Provinces.
- It offers 3 primary care areas: Women's and Newborn Health; Children's Health; Mental Health and Addictions.



## WHAT IS TRAUMA INFORMED CARE?



### Trauma Informed Care Definition

Trauma Informed Care is a strengths-based service delivery approach that is rooted in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and clients (Hopper, Bassuk, & Olivet, 2010).



## WHAT IS A TRAUMA INFORMED ORGANIZATION?



### A Culture Shift: Core Values of Trauma-Informed Care

Safety: Ensuring physical and emotional safety

Trustworthiness: Maximizing trustworthiness, making tasks clear, and maintaining appropriate boundaries

Choice: Prioritizing choice and control

Collaboration: Maximizing collaboration and sharing of power with client

Empowerment: Prioritizing client empowerment and skill-building



# OUR TRAUMA INFORMED CARE JOURNEY



## Implementing Trauma Informed Care in Nova Scotia

### First Steps

- External Review – Child and Adolescent Mental Health and Addictions Services in the Halifax Regional Municipality
- Action plan developed regarding how to proceed with recommendations

### DHW /IWK Initiatives

- Formation of Provincial Project Advisory Team
- Provincial Consultations
- Webinars
- Practice Briefs

### IWK Initiatives

- Formation of Advisory Committee and Working Groups
- Working toward becoming a Trauma Informed Organization(Community Connections)
- Education Session

# Trauma Informed Care in Nova Scotia

## Community Consultations

Dartmouth, Bridgewater, Truro and Sydney

## Webinars

- 1.) What do we mean by trauma informed practice? Why is it important?
- 2). Awareness: The impact of trauma
- 3). TIP in various settings/with various populations
- 4). Working at an agency level



## Practice Briefs



## Trauma Informed Care at the IWK Health Centre

### VISION

A culture that understands trauma and actively creates safe physical and psychological spaces that improve everyone's experiences.

### MISSION

To embed safety and trustworthiness into everyday interactions, policies and practices. To acknowledge and understand the effects of trauma on people.

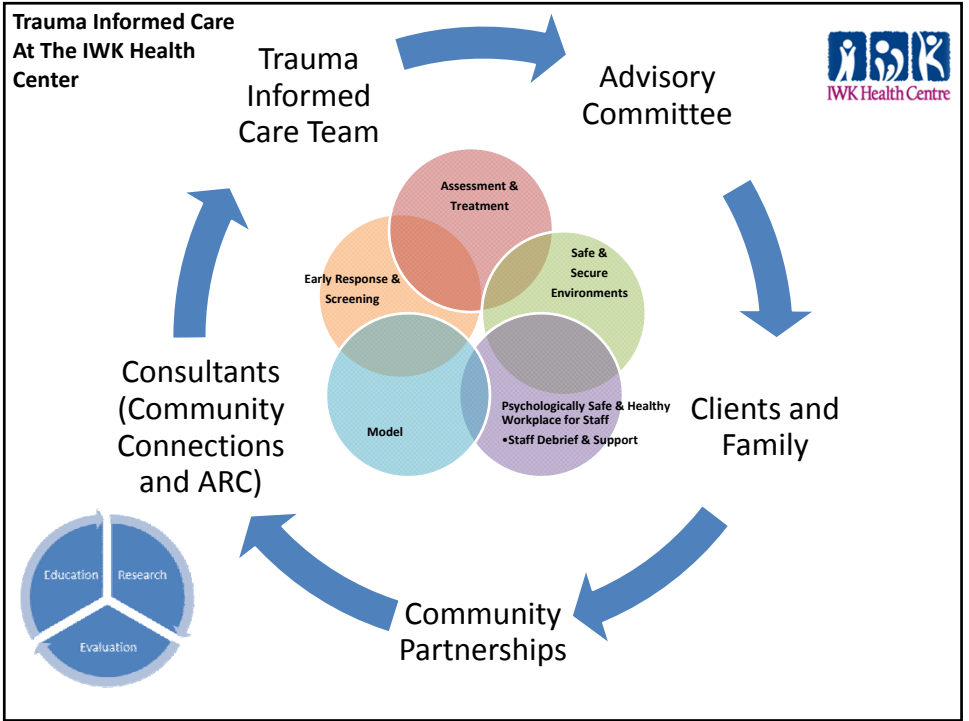
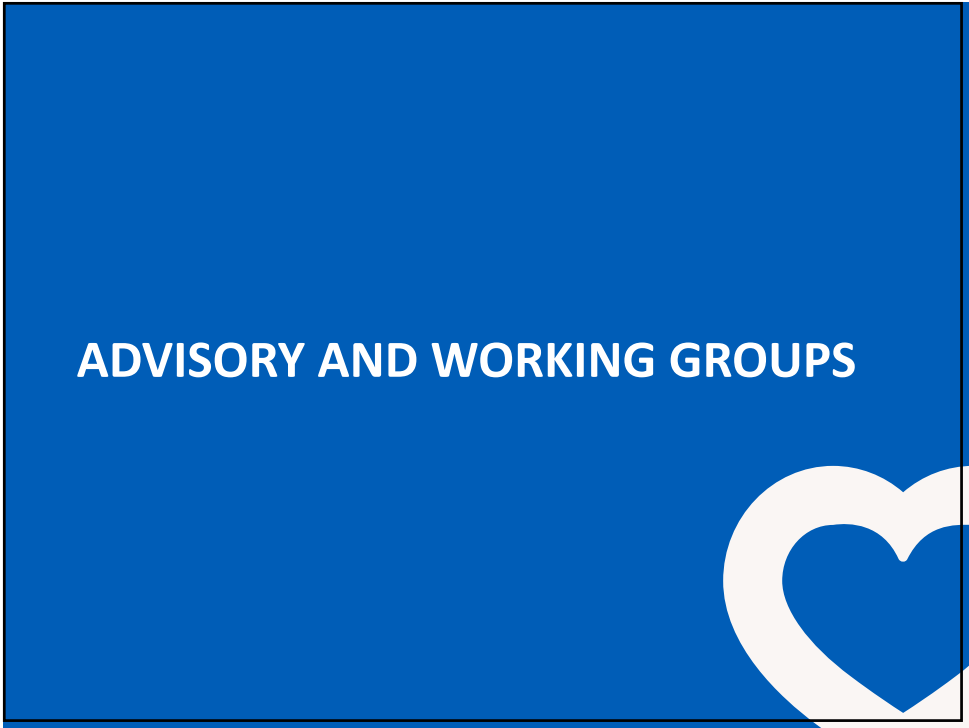


## Key Concepts

- Consistent definitions of trauma
- Universal Precautions approach
- Aligning with other approved and complementary approaches
- Everyone plays a role in creating the culture of trauma informed care
- Addressing the emotional and physical environments
- Focusing on trauma and resiliency
- Trauma is applicable on many levels (client, family, staff, agency, interagency, Intersectoral, societal)
- Staff members—all staff members—can create a setting of, and offer relationships characterized by the principles only when they experience these same factors in the program as a whole.



# ADVISORY AND WORKING GROUPS



## Partnership is Essential

- Departments of Health, Education, Justice, Community Service
- African Nova Scotian and First Nations Community
- Immigrant Services Association of Nova Scotia, Community Justice Society, Akoma, Restorative Inquiry, Laing House, Adsum House, Alice House, Chisholm Services, Family SOS, Dalhousie University, School Boards and Schools across Nova Scotia including Mi'kmaw Kina'matnewey, Eating Disorders Nova Scotia, Open Door.



## INFORMATION GATHERING AND PLANNING PHASE

## COMMUNITY CONNECTIONS





## Learn from Others

### Community Connections

- Creating Cultures of Trauma-Informed Care (CCTIC) model (Harris and Fallot)
- Consultation and Formal Training with Lori Beyer
- Utilizing materials: “Trauma-Informed Services Self-assessment and Planning Protocol;” a “Trauma-Informed Self-assessment Checklist;” and “Trauma-Informed Services Implementation Form.”
- 5 year plan to become a certified trauma informed care organization.



## ORGANIZATIONAL READINESS



# Organizational Readiness

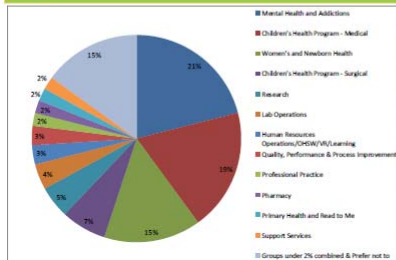


IWK Health Centre April 2016  
**Trauma Informed Care (TIC) Organizational Assessment—Key Findings**



A big thank you to all staff, physicians and volunteers who completed the 2016 IWK Trauma Informed Care Organizational Assessment. In just two weeks, we had 877 participants complete this survey, resulting in a \$1754.00 donation to your selected community partner (Feed Nova Scotia).

## Representation from Across the IWK



This is what our sample looked like when broken down by program. As you can see we had almost even representation across the three direct care programs (Women's and Newborn, Children's, and Mental Health and Addictions) and representation from several center-wide programs as well.

The teams with the greatest number of participants were: Adolescent Intensive Services (AIS), Garron Centre, Neonatal Intensive Care Unit (NICU) and the Emergency Department.

# LAUNCH



## Launch Details

- February 3-5<sup>th</sup>, 2016
- 4 sessions and 1 webinar
- Guest speaker Dr. Lori Beyer, Community Connections
- Topic included: Creating Trauma informed Organizations and Staff Support in Trauma Informed Organizations
- Session was attended by 1100 internal and external partners.



## EDUCATION PLAN



## Introduction to Education Plan

### Level 1: For EVERYONE

- Launch held in February 2016.
- Facilitator Training (June 1 and 2, 2016)
- Champions
- Website ([yourexperiencesmatter.com](http://yourexperiencesmatter.com))



## Time Lines(2016-2017)

Expectation staff/teams would receive...

- Trauma informed care organizational and staff support sessions (With teams or general sessions).
- Meet with team to review checklist and tools. Identify three priorities and develop action plans.
- Identify team champions



## Levels 2: For Designated Mental Health and Addictions Staff & Identified Individuals/Teams

- Attachment, Regulation and Competency (ARC) Training (Blaustein & Kinniburgh)



## Time Lines

- ARC Needs Assessment June 27, 2016
- Training Fall 2016/Winter 2017
- Monthly case consultation

## Levels 3: For Designated Mental Health and Addictions Staff & Identified Individuals/Teams

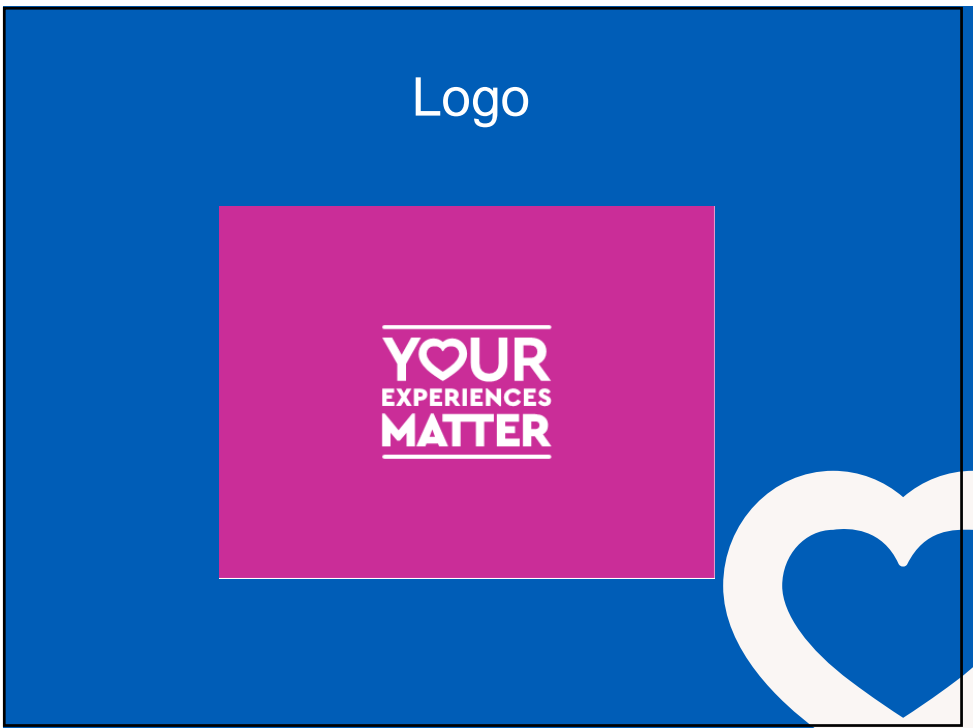
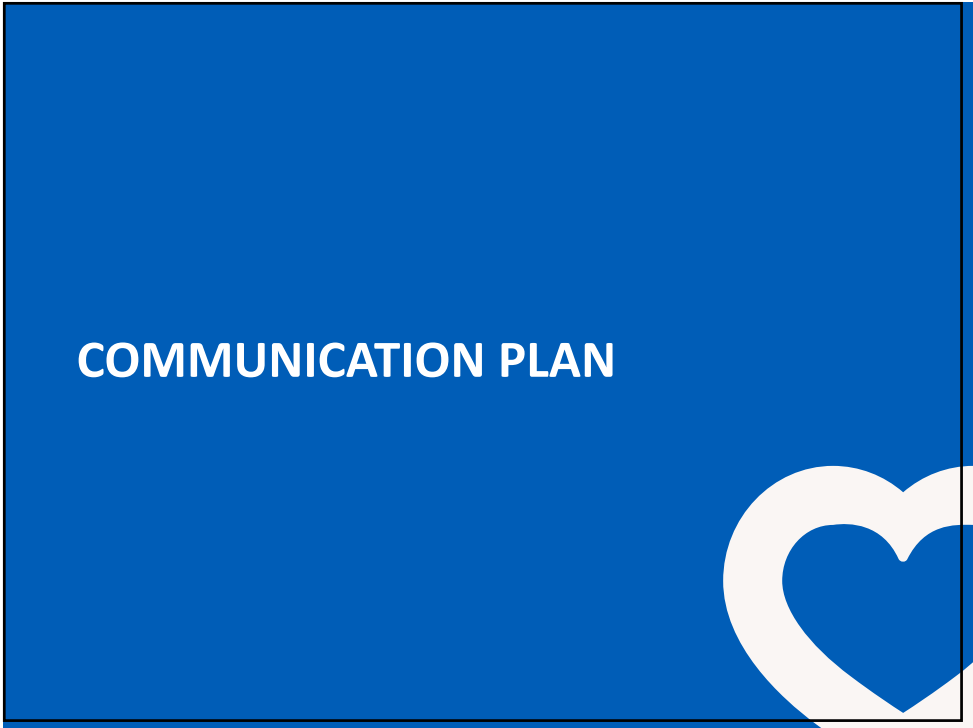
- Evidence-Based Trauma-Specific Interventions Training for Mental Health and Addictions Clinicians



## Time Lines

- Reviewing literature and planning benchmarking project.
- Majority of Level 3 training will happen after ARC has time to be integrated into practice.

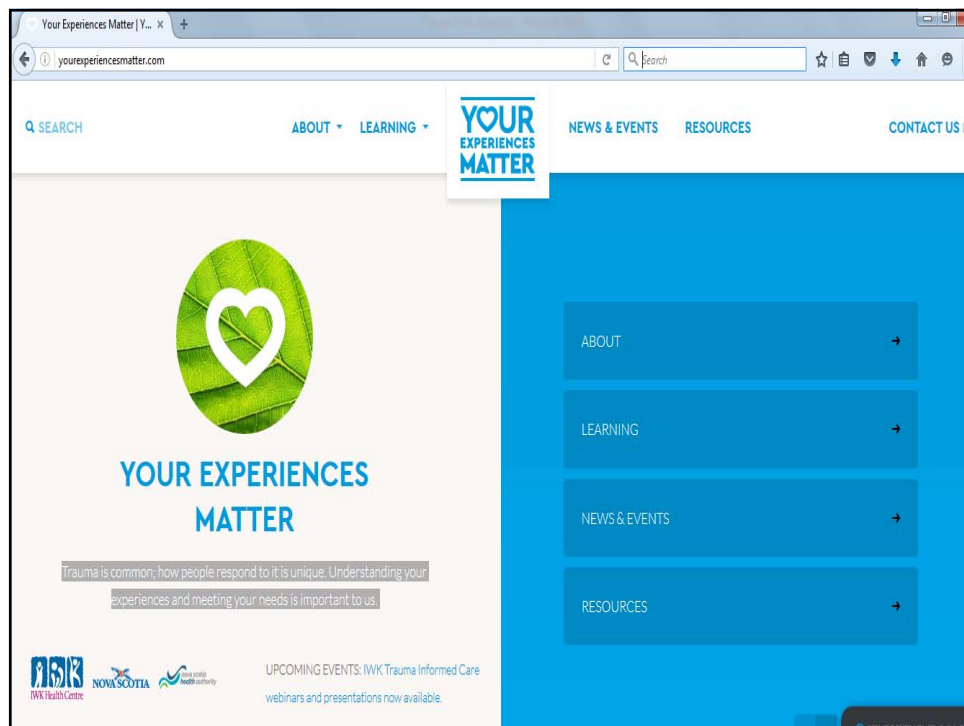




## Website

[www.yourexperiencesmatter.com](http://www.yourexperiencesmatter.com)

Trauma is common; how people respond to it is unique. Understanding your experiences and meeting your needs is important to us.





# Posters




**OUR WORDS HAVE POWER**

**OLD WAY OF THINKING/DEFICIT BASED VS. TRAUMA INFORMED LANGUAGE/STRENGTHS BASED**

What is wrong with you?	→	What happened to you? How did you cope?
This person is being manipulative	→	They are trying to get their needs met
They want attention	→	They are trying to connect the best they can
They have poor coping methods	→	They have survival skills and we can further support them by offering ideas for additional coping strategies
They'll never get over it, or they are permanently damaged	→	People can continue to learn effective coping strategies, and can recover from trauma
I shouldn't raise the issue of trauma or they will get upset	→	Talking about trauma (without forcing disclosure) gives opportunity to discuss, normalize & learn coping strategies. Failing to ask may reinforce society's denial of either prevalence or impact of trauma.

**YOUR EXPERIENCES MATTER TO US**

**TRAUMA INFORMED CARE**  
[YOU EXPERIENCES MATTER.COM](http://YOU EXPERIENCES MATTER.COM)

# News Letters

**YOUR EXPERIENCES MATTER**

**BEING TRAUMA INFORMED IS A COLLABORATIVE EFFORT:**

**AS AN ORGANIZATION:**

- Integrate knowledge about trauma into policies, procedures & practices
- Create safe, supportive, welcoming and respectful environments
- Provide and support trauma informed care education and training

**AS STAFF/PHYSICIAN/VOLUNTEER/STUDENT:**

- Set realistic goals for yourself
- Identify connecting activities, objects, people, relationships, places, and seek them out
- Have variety in your day
- Engage your intelligence in a new way

**TRAUMA INFORMED CARE NEWSLETTER**  
JUNE 2014

**YOUR #1 SOURCE FOR TRAUMA INFORMED CARE NEWS!**

**WHAT DOES IT TAKE TO BECOME A TRAUMA INFORMED ORGANIZATION?**

Becoming a certified trauma informed care organization takes the dedicated effort of all staff, physicians, students and volunteers across the organization and this dedication and commitment has been evident through attendance at our February launch event and participation in the Organizational Readiness Survey.

As we move forward, one of our key goals is continuing the foundational level trauma awareness work across the organization. In order to achieve this, we are hosting a IWK Trauma Informed Care Facilitator Training on June 1 & 2, 2016.

The purpose of facilitator training is to build "in house" capacity to provide education and awareness sessions for IWK employees, physicians, volunteers and community partners. The workshop will provide these individuals with the knowledge and materials necessary to fulfill the role of Trauma Informed Care Facilitator.

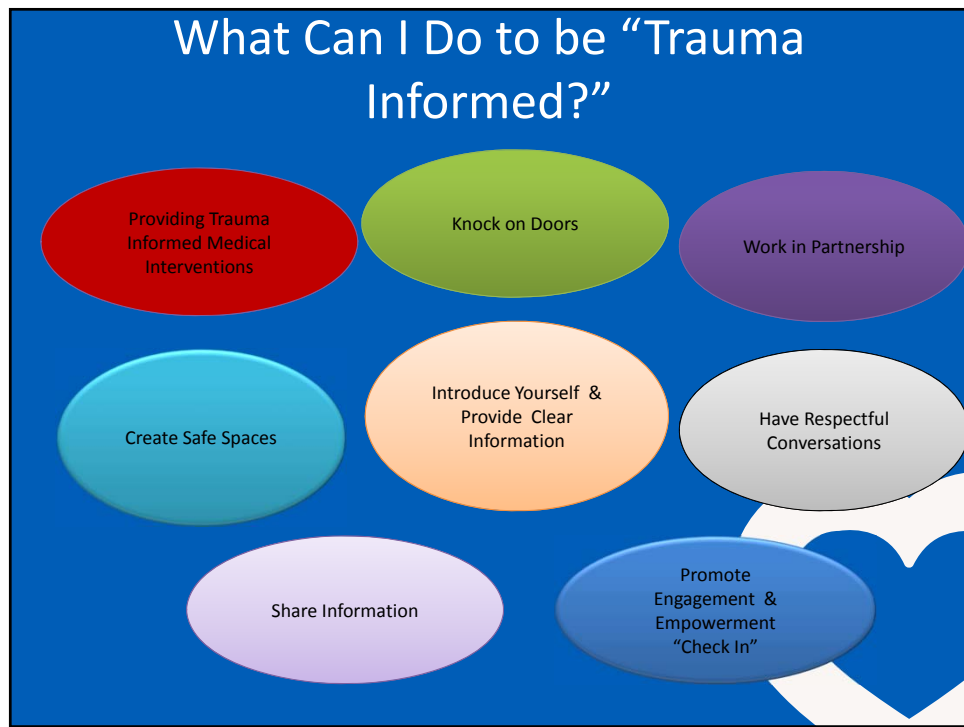
We have been successful in recruiting 20 staff from across the organization to participate in this wave of training and become IWK Trauma Informed Care Facilitators. Once training is complete, our facilitators will be offering Trauma Informed Care awareness and education sessions for new and existing staff across the Health Centre.

**STAY TUNED FOR MORE INFORMATION ABOUT WHEN AND WHERE THESE SESSIONS WILL BE OFFERED!**

**MANY HANDS MAKE LIGHT WORK!**

# INTEGRATION INTO DAILY PRACTICE





## Applicability across the Programs

### Children’s Health

- Recognizing that many medical interventions are traumatizing or retraumatizing for clients and families.
- Expanding the ABC’s(airway, breathing, circulation) to DEF’s(Distress, Emotional Support and Family)
- Changing processes(OR, team meetings)

### Women’s and Newborn Health

- Recognizing the impact trauma, sexual abuse or domestic violence for instance, can have as women experience prenatal care and child birth.
- Asking a client permission to touch them and providing them with rationale before doing an exam.
- Examining taking infants into care policies

## Applicability across the Programs

### Mental Health and Addictions

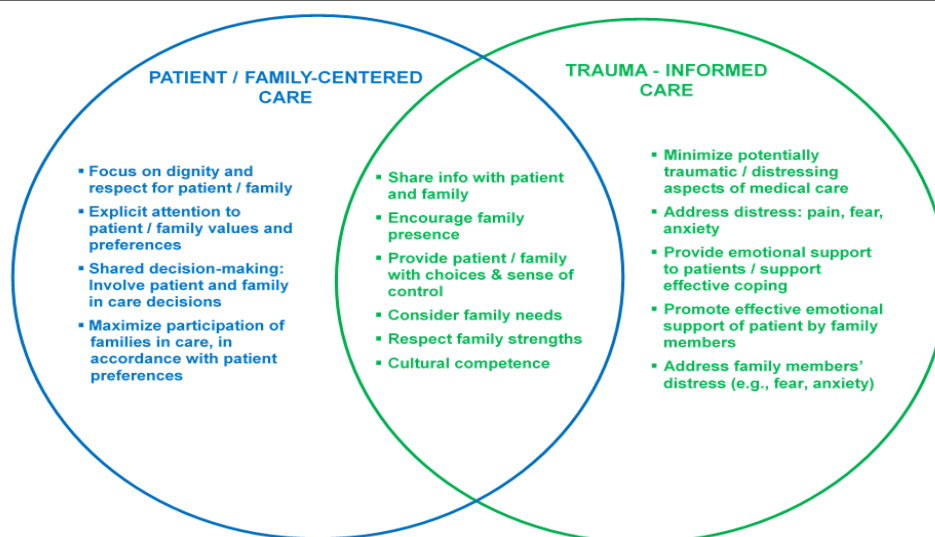
- Creating a safe and secure environment that supports disclosure of trauma.
- Recognizing the traumatic impact of seclusion and restraint.
- Creating Comfort Rooms

### Operations and Support Teams

- Non-clinical support staff are often the first people clients and families interact with when they enter the health centre. TIC training will help build staff's capacity to respond and support clients and families who may be distressed as they enter the health care system.
- Designing spaces that are trauma informed. Creating safe and secure spaces at the design stage.



## Complimentary to IWK Approaches



[www.healthcaretoolbox.org](http://www.healthcaretoolbox.org)

## Some Working Group Initiatives

- Safe and Secure Environment
  - Trauma Informed Environmental Checklist
- Psychologically Safe and Healthy Workplace
  - Debriefing Process
  - Support for Staff - Resource List
  - Staff Mindfulness Sessions
  - Compassion Fatigue
- Early Screening and Response
  - Resources for Patients, Families and Staff
  - Screening script
- Assessment and Treatment
  - Care Path Algorithm
  - Upcoming Benchmarking Study
- Patient and Family Driven Priorities



## Environmental Checklist

**Trauma Informed Care ~ Safe and Secure Environment Checklist**

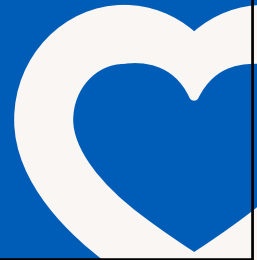
Area:

Please complete the questions below to assess your current team and work environment. This checklist will be conducted annually to measure progress across the Health Center as we strive toward all teams and work environments becoming trauma informed and becoming a Trauma Informed Organization.

**Rating Scale:** 1 = Disagree/Rarely 2 = Neutral/Sometimes 3 = Agree/Usually N/A not applicable

Questions	Rating
<b>Safety and Comfort</b>	
1. The environment inside/ outside the service is well lit.	
2. Entrances and exits are clearly marked.	
3. All signs in our area have clear, concise and positive messaging.	
4. Reception areas and waiting rooms are welcoming, comfortable and inviting.	
5. Artwork is generally liked by clients/patients and staff (i.e., Empowering, Culturally diverse, done by clients/patients, Soothing/Calmng).	
6. The service incorporates age/developmentally-friendly decorations and materials.	
7. Staff are conscious about their body language and tone of voice during all interactions.	
8. Clients/patients/caregiver are provided a clear process to gain or give up access to restricted areas.	
<b>Staff Safety and Support Practices</b>	
9. My service has a policy/process that we use to manage client/patient/caregiver and staff safety concerns (i.e., aggression).	
10. My team knows what to do if a client//patients/caregiver discloses a safety concern/issue.	
11. Staff are encouraged to provide ongoing feedback to improve their physical safety at work.	
12. Topics related to client/patients well-being, staff well-being, and safety concerns are discussed in team meetings.	
13. My team holds meetings/debriefs to discuss serious events/situations after they happen.	
14. On my team, self-care (i.e., taking breaks, exercise, nutrition, debriefing) is encouraged and	

## SUSTAINABILITY PLAN



### Sustainability Plan

- IWK Team-specific and Community-Based Organization consultations
- Facilitator Program/Champions
- IWK Orientation/Onboarding Modules
- TIC principles incorporated into policies

#### Evaluation

- Community Connections Protocol for Certification (Harris and Fallot, 2009)
- Annual All Staff Survey (aka Readiness Survey)
- Development of Core Competencies
- Team-specific TIC Evaluation Checklists



## Sustainability Plan: Cont'd

### Potential Future Initiatives

- Human Resources Considerations
- Student Training and Research Opportunities
- Curriculums for Health Professions



## Examples of Research Opportunities

- Benchmarking Study
- Key Informant Interviews: TIC Pre-2016 at the IWK Study
- Client, family, staff, community partner satisfaction/feedback surveys/Focus groups
- Patient/Family Driven Research Projects
- Seclusion and restraint prevention research
- Screening
- Evidence-based trauma-specific intervention outcomes/Patient reported outcomes
- IT systems and trauma tracking



## Lessons Learned.....

- Importance of both top down and bottom up support
- Balance and flow....maintaining momentum, managing the floodgate and managing expectations
- Dedicated resources (money, people, time)
- Competing demands/priorities
- Making it relevant and applicable to individual staff
- Being role models: modelling trauma informed care
- Addressing assumptions.... "I've always practiced trauma informed care" "I provide trauma treatment so I am trauma informed."
- If you ask people about compassion fatigue and burnout, you have to be ready and able to respond.



## For More Information

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