Adopting Trauma-Informed Approaches in Health Care Settings
2018 Innovation Community Webinar 7

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SAMHSA-HRSA Center for Integrated Health Solutions

Setting the Stage:
Today’s Moderator

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

www.integration.samhsa.gov
Under About Us/Innovation Communities 2018

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Setting the Stage: Today’s Moderators

- Linda Ligenza | Faculty Lead
- Dr. Anthony Salerno | Subject Matter Expert

SAMHSA-HRSA Center for Integrated Health Solutions

Sustaining Trauma-Informed Care

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SAMHSA-HRSA Center for Integrated Health Solutions
Let’s Chat – use the chat box to reply

What do you see as one major challenge to sustaining your TIC efforts and momentum?
Sustainability: Challenges  Strategies

- Expectation that change would occur quickly
- Staff turnover could threaten change efforts
- Change in leadership
- Need for continued buy-in from direct staff
- Publicly share small and large gains along the way
- Involve numerous people throughout the organization
- Plan to orient new leadership and Board
- Promote trauma-informed care (TIC) in hiring practices and performance evaluations

Two Dimensions of Sustainability

Making changes, gains and accomplishments stick

Keeping the momentum moving forward for continuous quality improvement
# Sustainability Guidelines

1. Organizational Infrastructure  
2. Policies and Procedures  
3. Human Resources  
4. Workforce Development  
5. Data Collection  
6. Community Engagement and Leadership

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# Sustainability: lessons from the field

- Strengthen Leadership Commitment  
- Use of Data  
- Human Resources  
- Policies and Practices
Sustainability: Strengthening the Commitment of Leadership

- Align TIC efforts with organizational high priorities including licensing, certification and accreditation standards
- Create a standing workgroup with leadership involvement
- Establishing a TIC Reputation in the larger system and community
- Engage community entities as partners and advocates
- Public declaration of your commitment in informational brochures, website, mission/vision statement
- Communicate for buy in with the Board of Directors

Sustainability: Strengthening the Commitment of Leadership

- Establish pioneer/expert status as a trauma informed resource for an entire community as well as professional conferences and meetings
- Share wins with all
- Use press releases, articles in the local papers, radio broadcasts and use of social media
- Collect client testimonials
- Explore grant opportunities
- Spreading effective, practical and feasible TIC related changes to other parts of the organization
Sustainability: Use of Data

*Use of measurement that supports the value of TIC:*
- Increased attendance and retention of clients in services
- Better clinical outcomes
- Reduction in negative incidences
- Staff turnover
- Emergency room/hospital use
- Client and staff increased satisfaction with the organization—use of surveys that emphasize trauma related items such as safety, comfort, trust, honesty, transparency, friendliness, respect for self direction, shared decision making, person centered values, strength focused

Sustainability: Human Resources

- Ongoing training that builds confidence and reinforces skills
- Orientation for new employees includes TIC
- Integrate peers/consumers as leaders, champions and partners
- Recognition and reinforcement for TIC supporting behavior
- Supervision process keeps focus on TIC:
  assessments, individual treatment plans, PTSD specific treatment, team meetings, evaluations, job descriptions
Sustainability: Human Resources

- Create a TIC position in the organization
- Have TIC activities that address staff needs as well
- Workforce in service training expectations
- Modify Performance standards to include TIC
- Hiring practices that emphasizes the importance of TIC

Sustainability: Policy and Practice

New TIC Related Policies and Procedures:
- Establish TIC related documentation requirements and guides related to core processes such as intake, assessments, service planning and treatment options
- Staff development and supervision related to the provision of trauma specific and trauma related services
- Integrate trauma informed care principles and approaches into safety related policies (e.g., crisis management training, preparing clients for fire drills etc.)
What is one thing you are planning to do to sustain or systematize your TIC efforts?
Let’s Chat

What is the most important take-away message from this webinar?

Next Steps

• August 14th Webinar – Report-Out on Progress by Participants

• Final TIC IC Progress Report – to be completed and submitted by August 1st

• Innovation Community Evaluation – will elicit your feedback on helpfulness of the IC and will come from Keila/CIHS in August
CIHS News and Resources

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www.integration.samhsa.gov
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Free consultation on any integration-related topic!

SAMHSA-HRSA Center for Integrated Health Solutions

WHO WE ARE

The SAMHSA-HRSA Center for Integrated Health Solutions (CIHS) is a national training and technical assistance center dedicated to the planning and development of integration of primary and behavioral health care for those with mental illness and/or substance use disorders and physical health conditions, whether seen in specialty mental health or primary care safety-net provider Settings across the country.

CIHS is jointly funded by the Substance Abuse and Mental Health Services Administration (SAMSHA) and the Health Resources Services Administration (HRSA), and is run by the National Council for Behavioral Health, the unifying voice of America’s healthcare organizations that deliver mental health and addictions treatment and services.
Thank You

SAMHSA’s mission is to reduce the impact of substance abuse and mental illness on America’s communities.

The mission of HRSA is to improve health and achieve health equity through access to quality services, a skilled health workforce, and innovative programs.

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