



COMMUNITY HEALTH CARE ASSOCIATION of New York State

TRAUMA-INFORMED CARE (TIC) & WELLNESS
LUNCH ROOM MEETUP



Monthly Virtual Meetups + Community Care Wellness Resources

The Impact of the Work

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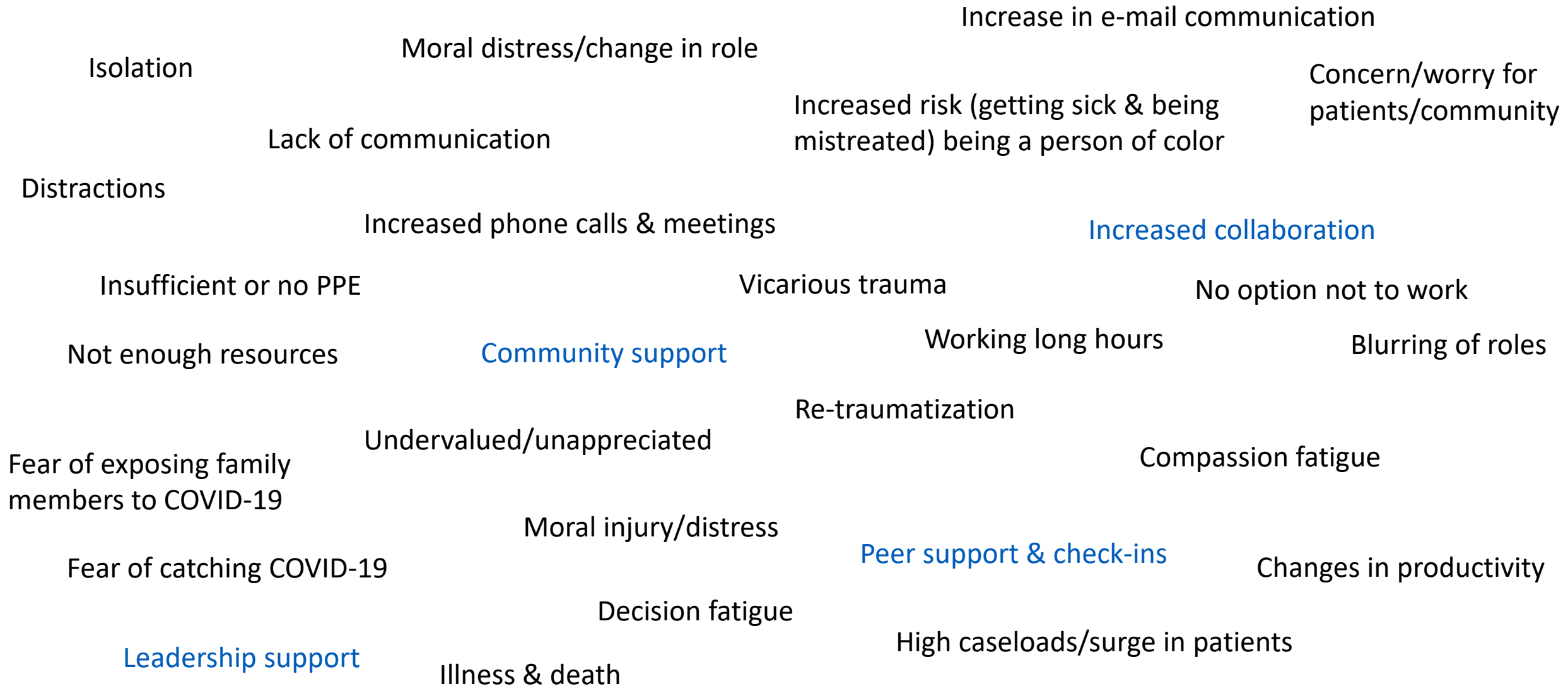
July 14, 2021
12:00 – 1:00 pm EST

Agenda

- Impacts of trauma on the workforce
- Role of self-/organizational-care & workforce wellness
- Building resilience & staying regulated



Experiences Shared





(Lipsky & Burk, 2009, p. 59)

Empathy



Doing the Work

Possible Impact of the Work	Description
Secondary Traumatic Stress (STS)	Experience of trauma-related symptoms in a worker as a result of witnessing the trauma/adversity of another; typically quick in onset.
Vicarious Trauma (VT)	Development of negative changes in world view as a result of the cumulative impact of witnessing trauma/adversity over time.
Burnout	Feelings of hopelessness, fatigue and being overwhelmed from excessive workloads and unsupportive work environments; develops gradually over time.
Compassion Fatigue (CF)	Experiencing the combination of STS, VT and/or burnout.

(Krause & Green, 2015)

Signs of STS & VT

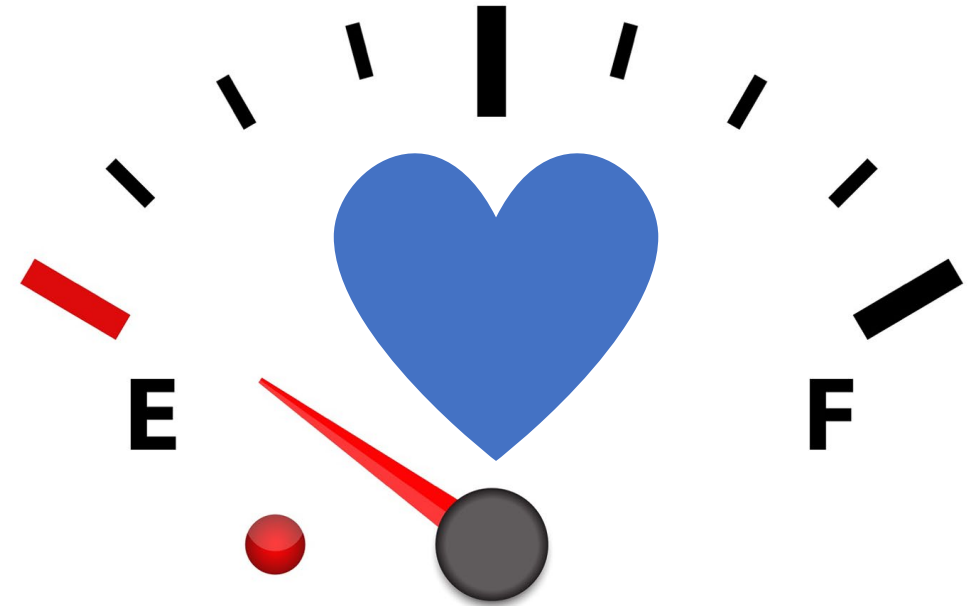
- Nightmares
- Feeling angry or cynical
- Misplaced feelings of guilt
- Loss of meaning and hope
- Intrusive thoughts of the event
- Isolation from family and friends
- Feeling detached, numb, apathetic
- Decreased capacity for decision making
- Difficulty accepting or feeling okay about yourself
- Somatic complaints (i.e., headache, stomachache, fatigue)



(Bride, 2011; Headington Institute, 2008; Office for Victims of Crime, n.d.)

Signs of Burnout & Compassion Fatigue

- Apathy
- Cynicism
- Irritability
- Blaming others
- Easily frustrated
- Feeling overwhelmed
- Disconnecting from others
- Desire to use substances to cope
- Feeling like nothing you can do will help
- Feeling like a failure/you aren't doing your job well



(Center for Disease Control and Prevention, 2018; SAMHSA, 2014)



How do you see the impact of the work happening in your health center/system?

“

Our human compassion binds us the one to the other — not in pity or patronizingly, but as human beings who have learned how to turn our common suffering into hope for the future.

— Nelson Mandela

”



Doing the Work

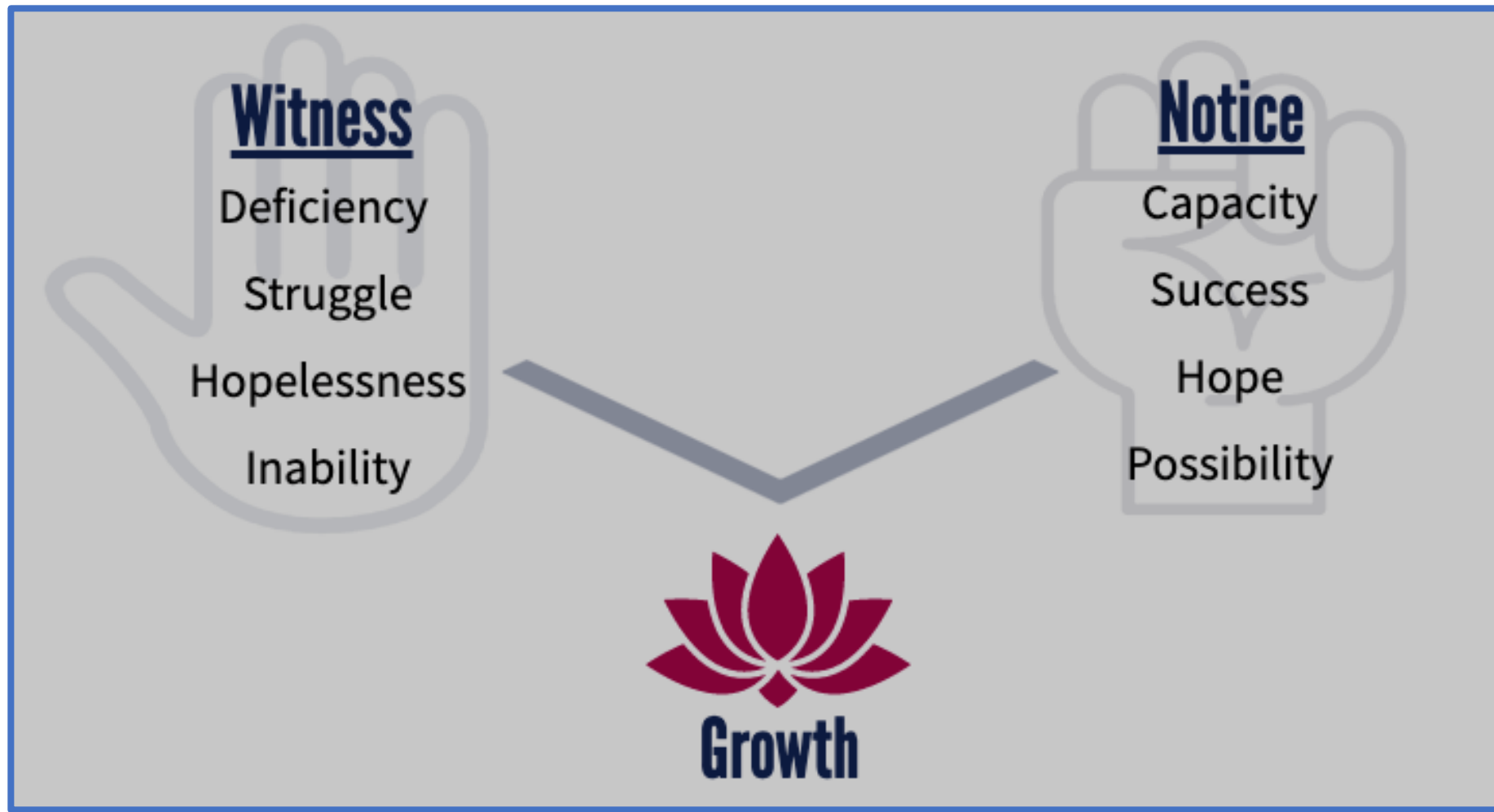
Possible Impact of the Work	Description
Compassion Satisfaction (CS)	Pleasure that helping professionals derive from being able to perform their work effectively. Includes positive feelings about helping others and contributing to the greater good of society.
Resilience	The ability of an individual, family, group, or community to cope with and adapt to (or “bounce back” from) change, challenges, adversity, and/or trauma.
Vicarious Resilience (VR)	Positive meaning-making and shift of an individual’s experience as a result of witnessing the resilience of others.
Post-Traumatic Growth	Positive psychological changes experienced as a result of enduring challenging life circumstances synonymous with trauma/adversity.
Vicarious Post-Traumatic Growth	Positive growth experienced by individuals as a result of working with persons who have been directly impacted by a traumatic event.

(Hernandez et al., 2007; SAMHSA, 2014; Senreich et al., 2020; Tedeschi & Calhoun, 1996)



(Graphic by Institute on Trauma and Trauma-Informed Care, 2020;
adapted from Berinato, 2020; Tedeschi & Calhoun, 1995; Weir, 2020)

What We Focus on Gets Bigger



(Institute on Trauma and Trauma-Informed Care, 2020)



*"Only I can prevent forest fires? Don't you think
you should share some of the responsibility?"*

(Lipsky & Burk, 2009, p. 120)

Addressing the Impact of the Work

- Ensuring a supportive, trauma-informed culture through the use of the trauma-informed values/principles
 - Each of us plays a role in addressing the “impact of the work” through our own interactions with our colleagues in our health center/system
 - Our research has shown that as workforce perceptions of safety, trustworthiness, choice, collaboration and empowerment increase, *their self-reported burnout and compassion fatigue decrease*
- When self-care is supported and practiced on the organizational level, staff:
 - Are more effective and productive
 - Use fewer unplanned sick days/less leave time
 - Are less likely to quit/search for other jobs
 - Endorse feeling more satisfied with and connected to their work

(SAMHSA, 2014)



Trauma-Informed Policies and Procedures to Prevent and Address STS/VT/Compassion Fatigue

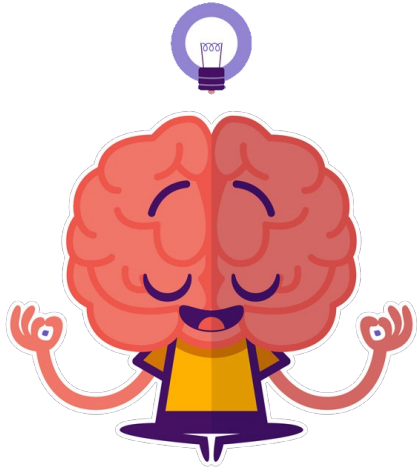
- Implement **regular check-ins** at the beginning of meetings for leadership to quickly get a sense of how the workforce is doing, what is going on that day, and what staff may need moving forward
- **Ongoing trainings for all staff** that provide information on the impact of the work and strategies to manage stress related to trauma exposure
- Establish **manageable workloads to the extent possible** and facilitate building work schedules that allow for staff to establish and uphold reasonable work-life boundaries
- Trauma-informed **conflict resolution** policy for conflict **between staff** as well as for conflict **between staff and patients**
- Integrate familiarizing new hires with **wellness resources** and providing information and time for new staff to create a **self-care plan** into the standard onboarding process

Trauma-Informed Policies and Procedures to Prevent and Address STS/VT/Compassion Fatigue



- Supports for **peer-to-peer activities** such as trauma-informed mentoring and/or wellness/support groups where staff can discuss their workplace experiences and share strategies to manage the impact of the work
- Policy including **trauma-informed debriefing and support** for those impacted by critical incidents
- Code of conduct policy stating all staff are expected to participate in **creating a safe environment**
- Clear procedures for staff and/or patients to communicate when they experience the environment and/or interpersonal interactions as unsafe **without fear of retaliation**
- Benefits policy or plan that includes **confidential access to services and supports**, including (but not limited to) behavioral health services, employee assistance programs, and affordable, easily accessible wellness activities

Regulatory Breaks as Protection Against STS/VT/CF/Burnout



[Dr. Bruce Perry:
Self-Care &
Organizational Care
\(full video link\)](#)

What is a "Regulating Dose" ?




Neural networks change in response to brief, repetitive stimulations. Typically very brief – seconds long – activations are sufficient to bring about the signal for 'change'.



After a burst of repetitive activation, neural networks become 'refractory' (non-responsive). Sensitivity of synaptic dynamics change as a function of these patterns of activity. For long-term change, a pattern of brief stimulation (e.g., four three-minute bursts of stimulation within an hour) is followed by a consolidation period.

During this time, protein synthesis and synaptic micro-architecture is modified in ways that allow changes related to 'memory'.

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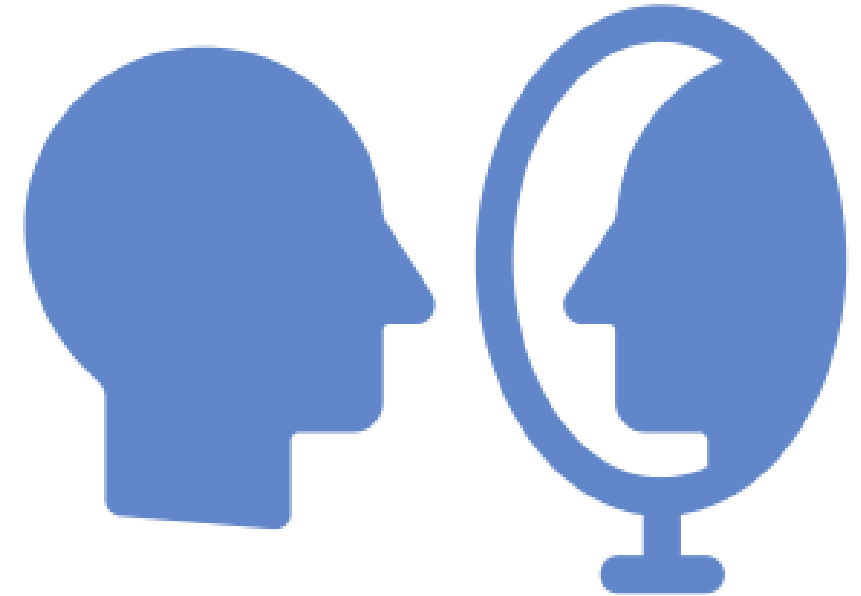


Value/Principle	Self/Colleague	Workforce
 <p>Safety</p>	<ul style="list-style-type: none"> • Check in and debrief regularly • Develop informal opportunities to connect • Engage in self-awareness/self-check-ins 	<ul style="list-style-type: none"> • Acknowledge/witness the impact the work may be having • Promote the use of wellness and self-care strategies • Ensure ongoing reflective supervision and/or team meetings
 <p>Trustworthiness</p>	<ul style="list-style-type: none"> • Maintain boundaries with providing support • Communicate expectations for self and others • Follow-through on commitments 	<ul style="list-style-type: none"> • Encourage and provide routine that includes breaks • Focus on what IS expected rather than what is not • Be transparent about policy/protocol changes and reasoning behind them
 <p>Choice</p>	<ul style="list-style-type: none"> • Ask what already works or what worked before • Offer the option to engage/connect • Engage in activities that refuel you 	<ul style="list-style-type: none"> • Balance need for flexibility while defining parameters • Highlight any small options in how they do their work • Offer choice and be creative around supports provided

Value/Principle	Self/Colleague	Workforce
 <p>Collaboration</p>	<ul style="list-style-type: none"> • Utilize peer supervision/consultation teams • Create and use a buddy system • Join others around a common purpose or value 	<ul style="list-style-type: none"> • Elicit feedback around what is working and what is needed • Encourage staff to work together as a team when possible • Provide space for affinity groups and peer support
 <p>Empowerment</p>	<ul style="list-style-type: none"> • Attend training opportunities • Notice capacity, success, possibility • Participate in activities that promote health center-/community-building 	<ul style="list-style-type: none"> • Provide education and training on the impact of the work • Invite the workforce to engage with self-assessment tools • Help the workforce notice what is working, how they are managing, and what is already in place

Reflection Point

- What are you already doing to support a trauma-informed work environment?
- Where would you like to see growth in your ability to think and act in ways that support wellness for all?
- What staff behaviors and attitudes would lead to such an environment? What opportunities to you have to support/enhance these behaviors?



Self-Care and the Journey for Healing and Growth



[Amy Cunningham:
Drowning in Empathy
\(full video link\)](#)



Building Individual and Organizational Resilience



Expectations

Realistic for
you

Realistic for
others

Boundaries

What makes
sense to say
"yes" to?

Respect for
others'

Culture

Connecting in
a way that
heals/helps

Meaningful,
accessible
wellness
supports

Self-Care

Physical

Emotional

Spiritual

Intellectual

Social

(National Council for Behavioral Health)

Taking the Pulse *(click links below to access)*

- [Professional Quality of Life Assessment \(ProQOL\)](#)
 - Note: Some items are reverse scored, so please follow the instructions carefully
 - Available in 29 languages
- [Vicarious Trauma Organizational Readiness Guide \(VT-ORG\)](#)
 - [Assessment instrument for emergency medical services](#)
 - [Assessment instrument for victim services](#) *(appropriate for anyone who interfaces with trauma)*
- [Organizational Self-Care and Personal Self-Care Assessment Tools](#)





<https://forms.office.com/r/vJwz7yPc6C>

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