

Trauma Informed Care

Shifting Behavioral Health System Culture and Structure

Presentation Overview

Trauma and PTSD Statistics

- ACEs Study

Trauma-Informed Care

- Shifting our Approach

Trauma by the Numbers

What are the numbers?

- 70% of adults experience at least one traumatic event in their lifetime
 - It is estimated that 98% of people served by behavioral health have experienced trauma
- 20% of people who experience a traumatic event will develop PTSD
- About 8 million people have PTSD in a given year
- 1 in 13 people will develop PTSD at some point in their life

The Adverse Childhood Experiences (ACE) Study

- Center for Disease Control and Kaiser Permanente (an HMO) Collaboration
- Over a ten year study involving 17,000 people
- Looked at effects of adverse childhood experiences (trauma) over the lifespan
- Largest study ever done on this subject

ACE Study Findings

1 in 6 men have experienced emotional trauma

80% of people in psychiatric hospitals have experienced physical or sexual abuse

66% of people in substance abuse treatment report childhood abuse or neglect

90% of women with alcoholism were sexually abused or suffered severe violence from parents

ACE Study Findings

Are Attributable to Childhood Adverse Experiences

2/3rd (67%) of all suicide attempts

64% of adult suicide attempts

80% of child/adolescent suicide attempts

The Annual Cost: Child Abuse & Neglect

- The estimated annual cost of child abuse and neglect in the United States for 2010 was \$124 billion. (www.childhelp.org)

Therefore.....

- We need to presume the clients we serve have a history of traumatic stress and exercise “universal precautions” by creating systems of care that are trauma-informed.



Shifting Our Approach

“The world as we have created it is a process of our thinking. It cannot be changed without changing our thinking.”
— [Albert Einstein](#)

Why is Trauma-Informed Care Important?

- We might unintentionally cause harm by practices, policies, and activities that are insensitive to the needs of our clients
 - Re-traumatizing someone unintentionally is a real possibility
- Understanding trauma also means recognizing that our personal traumatic experiences or the stress associated with working in human services may impact our emotional and physical well being as well as our work success and satisfaction

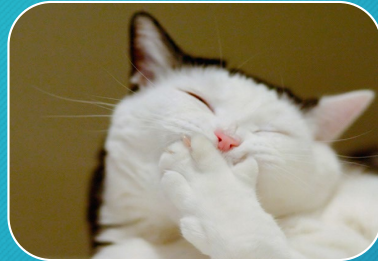
Introducing the Panel



Sean Bolan



Sean Kelson



Erika Klohe



Susan
Standen



Betzy Chavez

The Importance of Relationships

What Hurts?



What Helps?



The Importance of Relationships

WHAT HURTS?

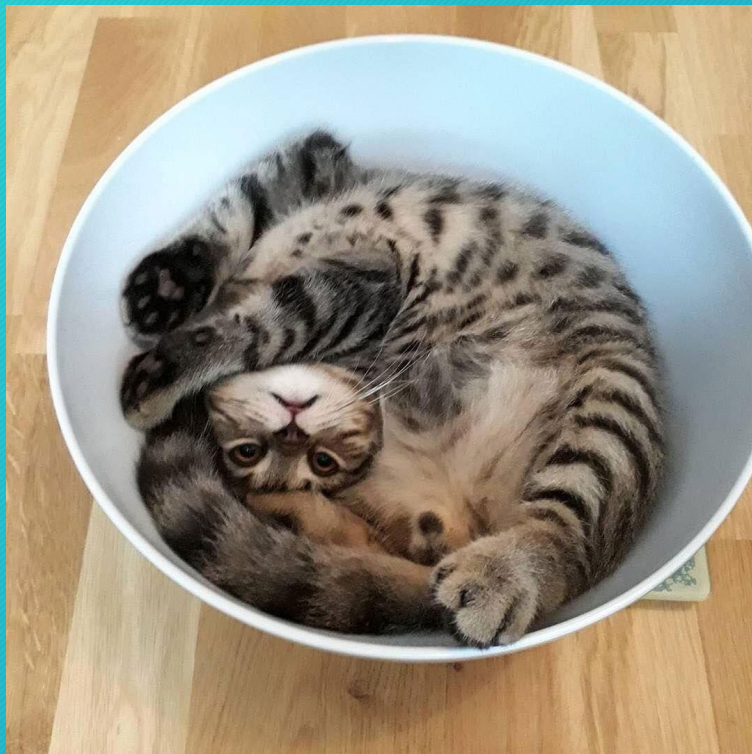
- ⦿ Interactions that are humiliating, harsh, impersonal, disrespectful, critical, demanding, judgmental

WHAT HELPS?

- ⦿ Interactions that express kindness, patience, reassurance, calm, acceptance, and listening
- ⦿ Frequent use of words like PLEASE and THANK YOU

The Importance of the Physical Environment

What Hurts?



What Helps?



The Importance of the Physical Environment

WHAT HURTS?

- Congested areas that are noisy
- Poor signage that is confusing
- Uncomfortable furniture
- Separate bathrooms
- Cold non-inviting colors and paintings/posters on the wall

WHAT HELPS?

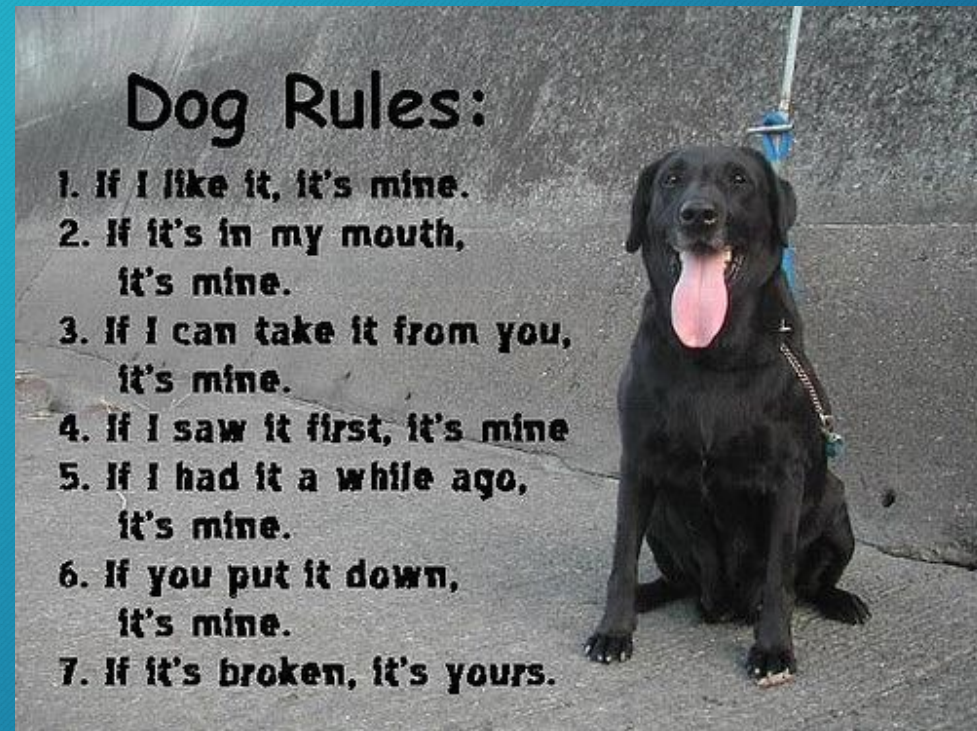
- Treatment and waiting rooms that are comfortable, calming and offers privacy
- Furniture is clean and comfortable
- No wrong door philosophy: we are all here to help
- Integrated bathrooms (clients and staff)
- Wall coverings, posters/pictures are pleasant and conveys a hopeful positive message

The Importance of Policies and Procedures

What Hurts?



What Helps?



The Importance of Policies and Procedures

WHAT HURTS?

- Rules that always seem to be broken (time to take a second look at these rules)
- Policies and Procedures that focus on organizational needs rather than on client needs
- Documentation with minimal involvement of clients
- Many hoops to go through before a client's needs are met
- Language and cultural barriers

WHAT HELPS?

- Sensible and fair rules that are clearly explained (focus more on what you CAN DO rather than what you CAN'T DO)
- Transparency in documentation and service planning
- Materials and communication in the person's language
- Continually seeking feedback from clients about their experience in the program

The Importance of our Attitudes and Beliefs

What Hurts?



What Helps?



The Importance of our Attitudes and Beliefs

WHAT HURTS?

- Asking questions that convey the idea that “there is something wrong with the person”
- Regarding a person’s difficulties only as symptoms of a mental health, substance use or medical problem

WHAT HELPS?

- Asking questions for the purpose of understanding what harmful events may contribute to current problems
- Recognizing that symptoms may be a persons way of coping with trauma or are adaptations

Principles of a Trauma-Informed Care Organization Include:

- Safe, calm, and secure environment with supportive care
- System wide understanding of trauma prevalence, impact and trauma-informed care
- Cultural Responsiveness
- Consumer voice, choice and advocacy
- Recovery, consumer-driven and trauma specific services
- Healing, hopeful, honest and trusting relationships

Who Benefits?

- A trauma-informed organization:
 - Increases safety for all
 - Improves the social environment in a way that improves relationships for all
 - Cares for the caregivers
 - Improves the quality of services
 - Reduces negative encounters and events
 - Creates a community of hope, wellness and recovery
 - Increases success and satisfaction at work
 - Promotes organizational wellness
 - Improves the bottom line

Questions?