



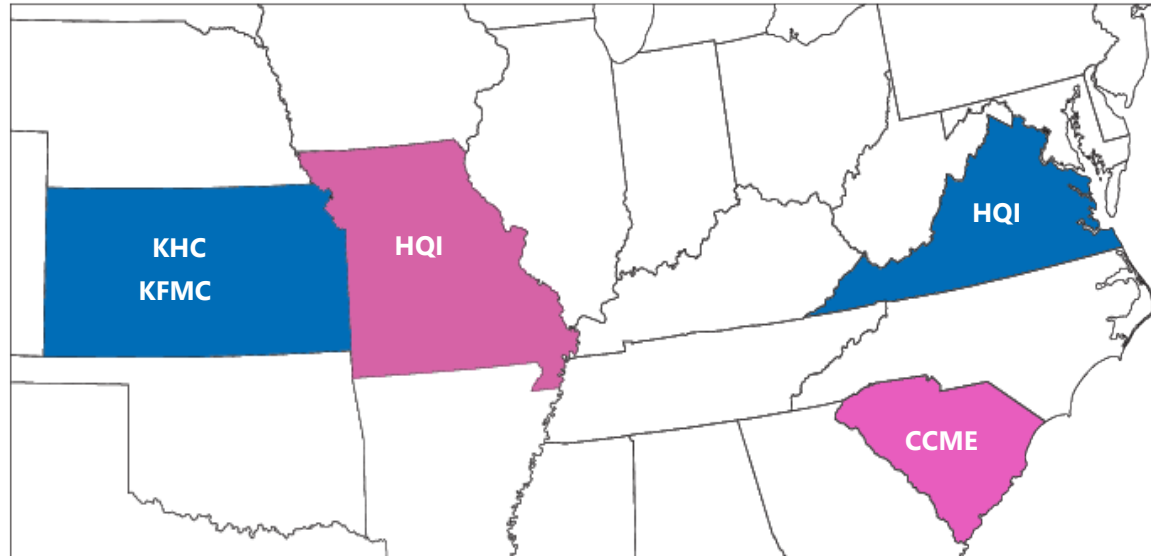
Health Quality Innovation Network

Simple Strategies Stand-Up

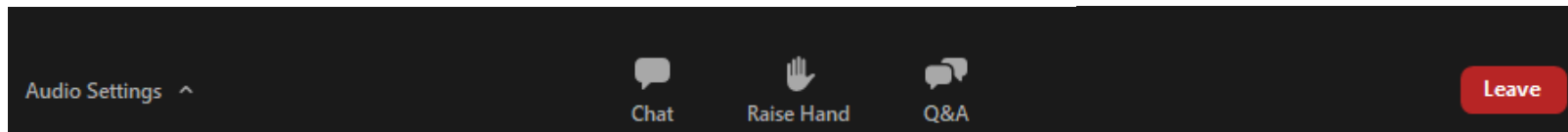
Trauma-Informed Care – Part 3

1/10/2023

Health Quality Innovation Network



Logistics – Zoom Webinar



To ask a question, click on the **Q&A** icon.

Raise your hand if you want to verbally ask a question.

Resources from today's session will be posted in **Chat**.

You may adjust your audio by clicking **Audio Settings**.

You have been automatically muted with video turned off.

Your Team



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Advisor



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MS, GNP, RN**
HQIN Consultant



April Faulkner
Communications
Specialist

Goals for this Series:

- Assist attendees in gaining knowledge related to updates associated with COVID-19 vaccines and boosters
- Assist attendees in meeting CMS regulatory expectations



The content presented in this webinar is based on COVID-19 information and guidance as of the date of this session.



Learning Objectives

- Review the six principles of trauma-informed care
- Introduce a trauma-informed practice level framework
- Share organizational best practices



Review: Why Now?

- CMS Phase 3 regulations
- Extension of person-centered care
- Employee well-being = intent to stay
- Recovery, healing and growth as we enter a different phase of COVID-19



Review: Trauma-Informed Care

A program, organization or system that is trauma-informed:

- **Realizes** the widespread impact of trauma and understands potential recovery paths
- **Recognizes** the signs and symptoms of trauma in clients, families, staff and others
- **Responds** by integrating knowledge about trauma into policies, procedures, practices
- **Actively Resists Re-traumatization**



The 4 Rs



Review: Principles of Trauma-Informed Approaches





Trauma-Informed Practice Level: All Team Members

Best Practice: Scottish National Trauma Training Framework: Knowledge & Skill Levels



Scottish National Trauma Training Framework: Knowledge & Skill Levels

- **Trauma-informed:** all team members
- **Trauma-skilled:** team members with direct, frequent contact with people who may have experienced trauma
- **Trauma-enhanced:** team members with direct, frequent contact and responsibility for advocacy, support or psychological intervention
- **Trauma-specialist:** team members with responsibility for evidence-based intervention and treatment for people affected by trauma with complex needs

Understanding Trauma: All Team Members

Definition and
types of
traumagenic
experiences

Prevalence of
trauma and
adversity

Health, mental
health, social and
relationship
implications

Understanding
trauma reactions

Why trauma is
"everybody's
business"

A strengths-based approach

Person-centered thinking tool

People tell their own story

Engages people in thinking and planning for the future

Will change over time



**BEST
PRACTICE:**

**Person-
centered
profile or
comfort card**

- WHAT IS IMPORTANT TO GIGI -

- Time for spiritual devotion
- Being with my family and having pictures of my family around me
- Laughing and thinking with friends
- Time outdoors with trees, birds, my dog, and my mom
- Taking a shower every morning
- Having tea and quiet in the afternoons
- Daily yoga practice
- Learning new things

Gigi's 1 page profile

-WHAT PEOPLE LIKE & ADMIRE ABOUT GIGI -

- Thoughtful
- Creative
- Genuine
- Serene
- Curious
- Generous
- Funny
- Enthusiastic
- Asks good questions!
- Writes books for kids!



- SUPPORTS GIGI NEEDS TO BE HAPPY, HEALTHY, AND SAFE -

- Flexible schedule with free time, too
- Space and time to figure things out
- A large selection of books within reach
- A plan for healthy, tasty meals
- Not to get overbooked
- Hearing aids and glasses!
- A journal to write in and Ticonderoga #2 pencils
- Epsom salt bath when stressed or sick
- Talking with my Aunt Mary
- Walking outside
- Check in w/me when I check out
- To know everything will be okay
- To not be blindsided
- A good night's sleep



YOU WILL SHOW ME
THE PATH OF LIFE, IN
YOUR PRESENCE IS
FULLNESS OF JOY
PSALM 16:11

_____ 's 1-page description



WHAT IS IMPORTANT TO _____

WHAT PEOPLE LIKE & ADMIRE ABOUT _____

SUPPORTS _____ NEEDS TO BE
HAPPY, HEALTHY, AND SAFE

WHAT _____ WANTS OUT OF LIFE

Worksheet #2



YOUR TURN



Best Practice: Trauma-Informed Change Team

Consists of a group of people who have the desire to assist the community in becoming trauma-informed

Includes at least one member who is in a position to make changes

Represents a variety of roles and disciplines: administration, direct care, nutrition, HR, family or resident council

Undertakes organizational self-assessment

Reviews self-assessment results

Identifies and prioritizes strategies for change

Trauma-Informed Implementation Areas

A Competent Workforce

- Trained to their role requirements
- Screening, assessment and care planning integrate trauma and resilience

Organizational Supports

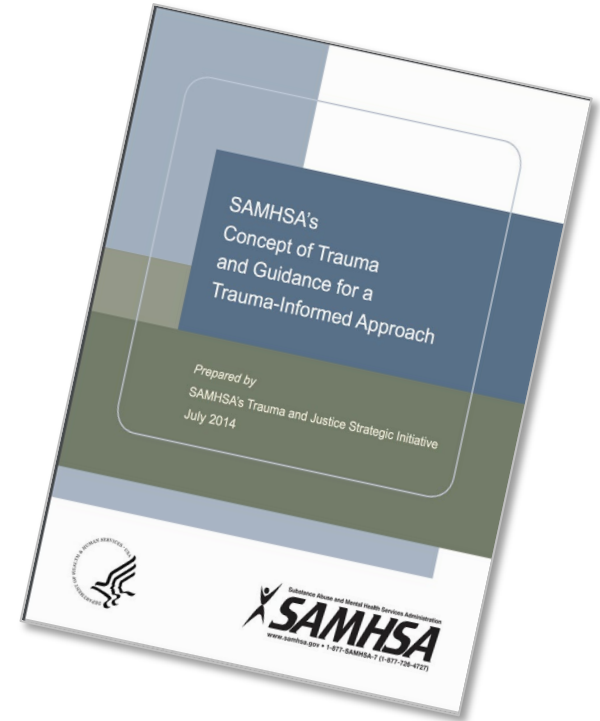
- Policy
- Physical environment
- Cross-sector collaboration
- Social inclusion and belonging
- Financial sustainability
- Monitoring and quality assurance
- Outcomes evaluation

Effective Leadership

- Leaders support a trauma-informed vision and implementation

Best Practice: Organizational Self-Assessment Domains

- Governance & Leadership
- Policy
- Physical Environment
- Engagement & Involvement
- Cross Sector Collaboration
- Screening, Assessment, Treatment Services
- Training & Workforce Development
- Progress Monitoring & Quality Assurance
- Financing
- Evaluation



SAMHSA, 2014

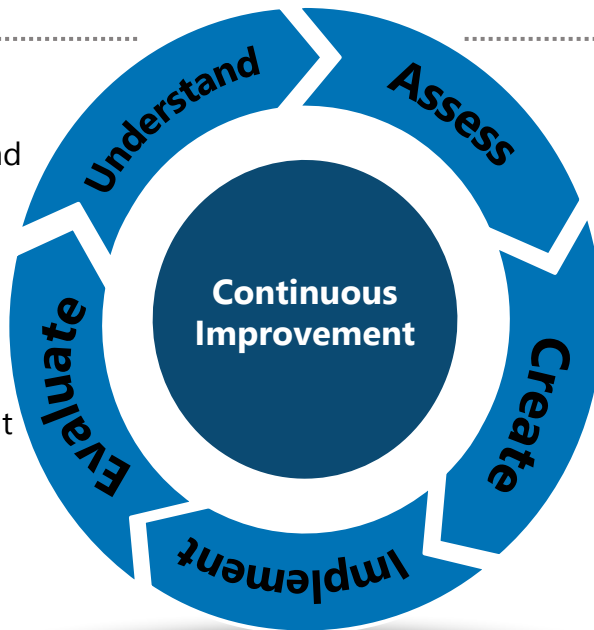
Trauma-Informed Care is a Process, Not a Destination

Understand trauma and resilience in your facility

- ✓ Establish a TICT with broad representation, including lived experience

Evaluate the outcomes

- ✓ Monitor changes, seek input from residents, family and staff
- ✓ Incorporate surveyor guidelines into training and monitoring



Assess your facility through a person-centered, trauma-informed lens

- ✓ Use an organizational self-assessment tool compatible with SAMHSA's guidance

Create a plan for change

- ✓ Prioritize strategies that build upon current foundation

Implement your plan

- ✓ Begin with 101 trauma-informed practice level training for all team members

Trauma-Informed Approaches Extend to Direct Care Staff

SAMHSA TI Guidelines

- Safety for staff
- Trust among staff
- Organizational power differences
- Empowered staff and clients
- Staff well-being and self-care

Sanctuary Model (Bloom)

- Organizational power differentials may reenact historical racial and economic power differentials
- Frontline staff may feel expendable, vulnerable and dismissed – devalued
- Organizational power structure: staff *value is tied to ability to control "inappropriate" behavior*

In Summary



Virtual Trauma-Informed Toolkit for Nursing Facilities

Contact:

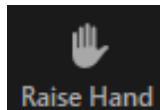
Gigi Amateau, PhD

Assistant Professor, VCU Gerontology

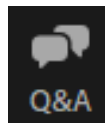
amateaugg@vcu.edu

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Questions? Comments? Share With Colleagues What is Working or What is Difficult for Your Team!



Raise your hand to ask a question



Or you may type a question by clicking the **Q&A** icon

*Don't hesitate to ask a question at any time
during the presentation of the remaining slides*

Resources

- [Trauma-Informed Care | AHRQ](#)
- [SAMHSA's National Center for Trauma-Informed Care - Trauma-Informed Care Implementation Resource Center](#)
- [Tools for Transformation: Becoming Accessible, Culturally Responsive, and Trauma-Informed Organizations | National Center on Domestic Violence, Trauma & Mental Health](#)
- [How to Integrate Trauma-Informed Care into Nursing Homes | Scholars Strategy Network](#)
- [Appendix PP Guidance to Surveyors for Long Term Care Facilities | CMS](#)



Resources, continued

- [Workplace Vaccination Program | CDC](#)
- [Clinical Care Considerations for COVID-19 Vaccination | CDC](#)
- [Entrance Conference Worksheet for COVID vaccine | LeadingAge MN](#)
- [CMS-20054 Infection Prevention Control and Immunizations | CMS](#)
- [Interim Final Rule - COVID-19 Vaccine Immunization Requirements for Residents and Staff \(QSO-21-19-NH\) | CMS](#)
- [Interim Final Rule \(IFC\), CMS-3401-IFC, Additional Policy and Regulatory Revisions in Response to the COVID-19 Public Health Emergency related to Long-Term Care \(LTC\) Facility Testing Requirements \(QSO-20-38 NH REVISED\) | CMS](#)



Resources, continued

- [Nursing Home Visitation – COVID-19 \(REVISED\) \(QSO-20-39-NH\) | CMS](#)
- [Long-Term Care and Skilled Nursing Facility Attachment A \(QSO-22-07 ALL\) | CMS](#)
- [Long Term Care Survey Process \(LTCSP\) Procedure Guide | CMS](#)
- [Nursing Home COVID-19 Vaccination Booster Action Plan and Resources | HQIN](#)
- [Vaccine Clinic Administration Process Guide | HQIN](#)
- [SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach](#)
- [You Do Not Have to Cope Alone. Access Resources for Frontline Worker Mental Health | HQIN](#)
- [Identifying and Providing Person-Centered Strategies for Residents with Depression, Anxiety, or Cognitive Decline | HQIN](#)



Next Session: Normalizing All Things COVID-19

Tuesday, February 14, 2023
2:00 p.m. EST | 1:00 p.m. CST



FOR MORE INFORMATION

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From HQIN:

To all essential care giving teams
supporting residents and families,

Thank you for attending