

Trauma Informed Foundations: Open Office Hours

A Collaboration Between:



Presenters



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Objectives



- 1. Consider provider personal and trauma history and identify the signs of burnout in a community health center setting**
- 2. Advocate for organizational change that involves trauma-informed support for patient and staff during times of prolonged stress**

Self-Care



At times, the materials presented in this session can be difficult to **view** or **hear**.

Please take a **break** at any time and seek decompression support if needed
(breathing exercise, turning camera off, taking a pause, etc.).

Let's Review

Trauma Defined

- Event(s)
- Experienced directly or witnessed
- Harmful or life threatening
- Lasting adverse effect(s)
- Impactful to overall wellbeing



Source: SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach, 2014



- Adversity is interrelated.
- Adversity is cumulative.
- Adversity effects are predictable.
- Adversity affects relational health.
- Adversity is not destiny.

Adapted from (c) 2013, ACE Interface, The Progressive Nature of Adversity in the Life-Course

Trauma Informed Care (TIC)



- Framework
- Strength-Based
- Recognition of Impacts
- Safety for all
- Opportunity to Rebuild



Source: SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach, 2014

Case-Based Learning

Role Play



- **Dr. Gomez**
- **Ms. Clark**
- **Sylvia**
- **Mr. Perez**
- **Ms. Hernandez**
- **Jackie**
- **Director**

Monday Morning





Knowledge Check Poll



What factors are most likely to increase Dr. Gomez's risk for burnout?

- a) Working with a new receptionist
- b) A lack of control and predictability over her patient load
- c) Worrying about wearing PPE
- d) Working in a setting that also provides medical care

A Nervous Patient



Patient History



- **Name:** Marianne Hernandez
- **DOB:** 1/18/60
- **Occupation:** Phlebotomist
- **Significant Illnesses—**Hypertension and Asthma
- **Allergies –** None
- **Surgeries –** Removal of ovarian cysts 5 years ago
- **Prescription Medications –** Amlodipine 10mg daily; Albuterol nebulizer 0.5 mg—4x/day as needed
- **Immunizations –** Up to date, including annual influenza
- **Smoking—**Nonsmoker
- **Alcohol Use—**5 beers/week
- **Other Drug Use—**None

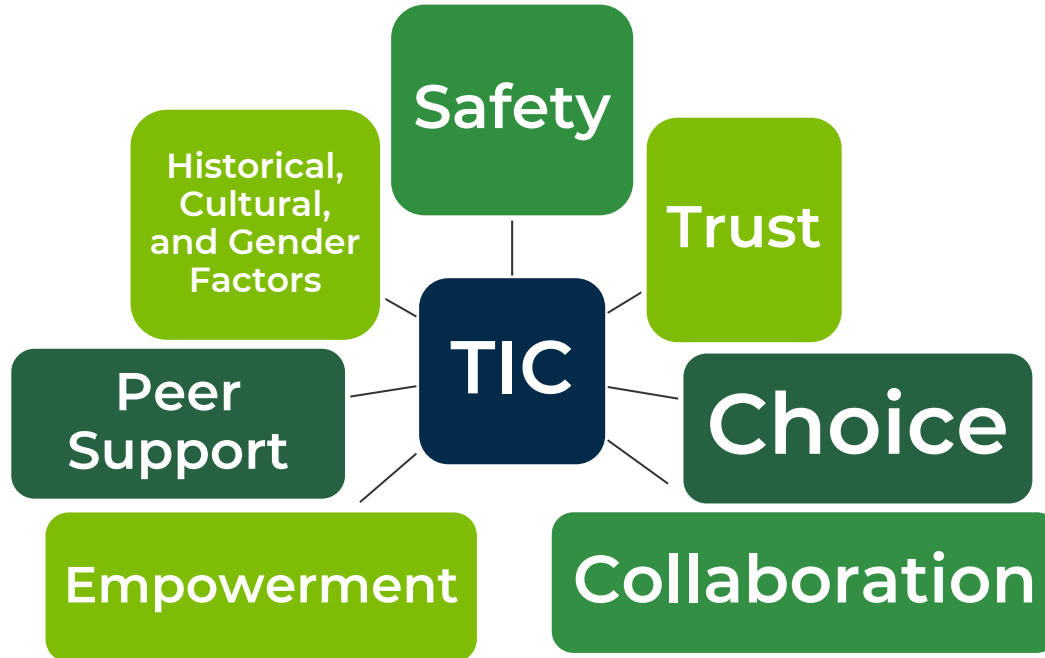
- **Dr. Gomez:** Hi, Ms. Hernandez. I know it's only the second time you've been back here since the pandemic. Are you doing ok? You can take off the mask once we start the procedure.
- **Ms. Hernandez:** I'm ok. But honestly, I read that the dentist's office is a pretty high-risk place. Especially since we are filling my cavity today...and all air is going to be flying around with your instruments. I mean, that must sound crazy because I draw people's blood for a living—so I work in a medical setting. I just don't like that I have to take my mask off for the dental work.
- **Dr. Gomez:** I can completely understand your concern, and I'm glad you were comfortable to bring it up. Honestly, it's also great to see that you are taking things seriously—that's actually a huge strength. I am happy to say we are making many efforts to keep you as safe as possible. We now have the air filtration in every room, and we are making sure all our patients are screened for COVID exposure, and everyone is masked, except for during the procedure. And of course, I live in my mask and face shield all day!

- Ms. Hernandez appears less tense.
- Dr. Gomez: And I know you are in healthcare too. In a recent study by the American Dental Association, it was found that COVID exposure in the dental setting is quite low. Because our team was able to implement enhanced safety protocols very early in the pandemic, our dental setting is actually a lower risk than many other public places. That was reassuring for all of us. The study is actually up on their website, if you are interested.
- Ms. Hernandez: Actually, maybe I will take a look at that sometime.

- **Ms. Hernandez:** Ok, that wasn't as scary as I thought it was going to be. I suppose the fact that you are wearing your mask, gloves, and the face shield is a good thing.



TIC Pillars



Source: SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach, 2014



- **Liliana:** Dr. Gomez, I have a patient--Joseph Perez--on the phone. He's very angry. He's accusing the Center of trying to steal money from his family. Dr. Gomez, he won't talk to me. He's insisting that he speak with you because you speak Spanish and he feels you know him better than I do.
- **Dr. Gomez:** Mr. Perez, is everything ok? Liliana said you are upset.
- **Mr. Perez:** You bet I'm upset. I came in for a simple cleaning with my wife and you charged us both an extra \$10 each for something called PPE on my bill. I'm told I have to pay that myself
- **Dr. Gomez:** I'm sorry you are upset. As we talked about when you came in, the center has needed extra PPE—this means personal protective equipment to protect you, the gloves, N95 masks, and face shields—for all of our procedures and patients, so now our health center has to charge our patients a bit more each time for these supplies. We had a grant that covered that supply, but now it ran out. I am sorry. I know this is hard.

- **Mr. Perez: (shouting)** You know what's hard? Losing my job last week, and having my mom sick—and wondering how I am going to afford anything. Dr. Gomez, I expected this from other people, but never from you. You have always been there for our community.
- **Dr. Gomez:** I understand. Believe me, if we could have come up with a different solution we would have Mr. Perez. I'm so sorry. If it makes you feel better, this fee doesn't need to be paid right away. The clinic says I can still see you, even if you have an outstanding balance.
- **Mr. Perez:** It doesn't make me feel better. Patients deserve better. We are already dealing with so much.
- **Dr. Gomez:** I'm sorry, I really am.

Knowledge Check Poll



What factor is most likely to contribute to Dr. Gomez's sense of moral injury?

- a) Her high workload
- b) The fact that she is a recent graduate from dental school
- c) Her commitment to working with Spanish speaking communities
- d) The need to social distance from her patients

Lunch



- **Sylvia: How are you?**
- **Dr. Gomez: I'm doing well. Can't complain. My son is having a hard time with school; remote learning really had a big impact on him.**
- **Sylvia: Tell me about it. My kids' school is hybrid and so I have to go home and be on top of my kids to make they are actually logging on and doing the homework. Since the pandemic, the kids call me all day, asking about every little thing. It's like the school thinks we don't have jobs.**
- **Dr. Gomez: Exactly. I never thought I'd regret getting divorced! Now that it is just me, there is so much to do.**

Enforcing Social Distancing



- **Dr. Gomez: (irritated) Ms. Clark, I'm sorry but you were not supposed to bring the other kids to the appointment today. It is for everyone's safety.**
- **Ms. Clark: I know. But where else can I leave them? And really, there are no other patients here.**
- **Dr. Gomez: Ms. Clark, we are expecting other patients. We are operating at a very reduced capacity here, and we have to adhere to the safety guidelines. I am going to need you to wait with the kids in the car. And the kids cannot be in here without a mask.**
- **Ms. Clark: Honestly, I think it's all overblown. But fine, I'll wait in my car. Ridiculous!**

Knowledge Check Poll



Which action best exemplifies trauma informed principles of collaboration and supporting frontline providers' safety during the pandemic?

- a) Allow clinicians to make individual decision about safety protocols
- b) Have security guards approach patients who do not comply with masking
- c) Send patients an email about the masking protocol before the appointment
- d) Encourage providers to shape clinic policies

Reaching Out



Text Conversation



- Jackie: Just checking in on you? Did you eat lunch?
- Dr. Gomez: Not gonna lie—a little bit. It was a hard day.
- Jackie: Let's talk?
- Dr. Gomez: Sure, for a few minutes. I'm so tired.

On the phone



- **Jackie:** I can understand why you are hesitant. You should not have a diagnosis on your record when your reactions are so normal—so human. But sometimes mental health providers need to give a diagnosis for insurance. What kind of support is your workplace giving you right now?
- **Dr. Gomez:** Well, there is the outdoor eating area. They tried to decorate it. And we are lucky, our clinic just got remodeled before the pandemic, so it's a nice space.
- **Jackie:** I mean, the space is important for sure. But what about in terms of getting you all some support? Let me send you some information. Remember your family loves you, ok?
- **Dr. Gomez:** Thanks. What I miss most is just the chance to really relax and joke around with my co-workers, you know? I never knew how much I loved that break room.

Knowledge Check Poll



Based on her lunch break conversation, what kind of support is Dr. Gomez lacking?

- a) Emotional Support
- b) Instrumental Support
- c) Informational Support
- d) Companionship Support

Implementing System Change





- **Dr. Gomez:** Before we finish this meeting, I have one more concern. It's hard for staff—with everything we are already doing to have to be the bad guy all the time. It's just exhausting having to enforce all the rules that involve masks and social distancing. Is there anything you can think of that might help us?
- **Director:** I'm glad you brought it up. I can see how that would be exhausting. In addition to your clinical load, you now have patients who are upset about the new rules, including the PPE fees and the restrictions to make the waiting area safe. What do you think would help?
- **Dr. Gomez:** I'm not sure. I mean, it's a challenge for anyone. Maybe some kind of updated letter and posting signage for all patients and from the health center management---just saying that our rules have really helped keep people safe. I mean, at least they would know it's not our personal fault that this stuff is happening.
- **Director:** I think we can definitely do that. Let me draft something. We can also survey our staff to see if there are some other ways we might be enforce social distancing and mask wearing. I'm open to suggestions.

Knowledge Check Poll



What is the first step for an organization that wants to provide support for frontline providers?

- a) a) Create mandatory support groups for clinicians
- b) b) Provide free mental health apps for healthcare providers
- c) c) Create video conference groups with a social theme
- d) d) Create a way for front line providers to collaborate with management when creating or selecting a program

Discussion

Next Up:



TIC Didactic Session:

- Session 2: Real-world Applications of Trauma Informed Care Principles: Non-Medical Drivers of Health (SDoH) and Diversity, Equity, and Inclusion (DEI)
- Tuesday, August 8th, from 12:00-1:00pm CST

TIC Open Office Hours:

- Session 2: SDoH & JEDI
- Tuesday, August 22nd, from 12:00-1:00pm CST

Thank you!



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