

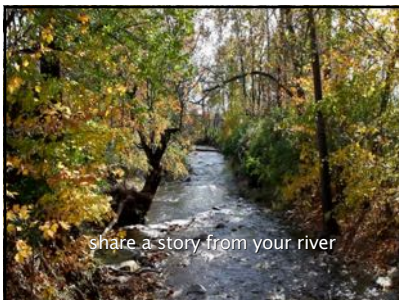
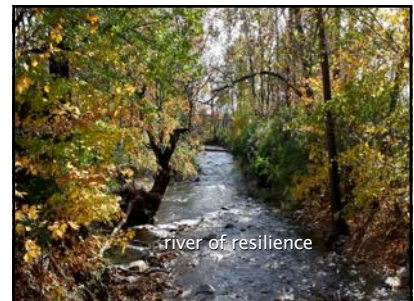


Trauma-Informed Care
Fostering Post-Traumatic Growth

Washington Association for Community Health
 Tacoma, WA
 March 22, 2019

t think • teach • transform **ken kraybill**

grounding



Relevance of trauma-informed care in health/behavioral health care

Traumatic experiences have a direct impact on patients' health and on how they engage in health care.

If a patient discloses current or past trauma, you need to know how to respond.

Knowing about the impact of trauma can improve patient outcomes.

Understanding trauma can help you better manage risk.

SAMHSA-HRSA Center for Integrated Health Solutions

Ways medical care can re-traumatize

- Invasive procedures
- Removal of clothing
- Physical touch
- Personal questions that may be embarrassing/distressing
- Power dynamics of relationship
- Gender of healthcare provider
- Vulnerable physical position
- Loss of and lack of privacy

SAMHSA-HRSA Center for Integrated Health Solutions

How trauma can affect patients' engagement in health care

- Repeatedly missed or cancelled appointments
- Avoiding preventive care
- Poor adherence to treatment recommendations
- Chronic unexplained pain
- Anxiety about certain medical procedures

SAMHSA-HRSA Center for Integrated Health Solutions

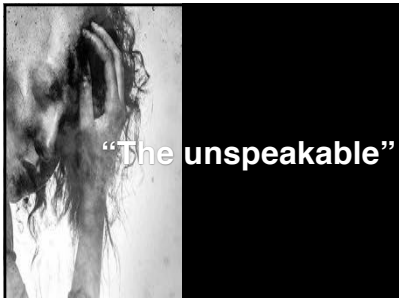
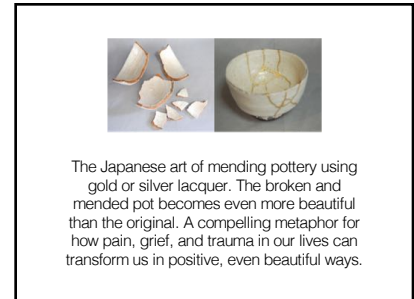
Why a trauma-informed approach matters for patients and staff

- Patients receive better services and care
- Staff able to cope more effectively with their work and is associated with greater resilience among workers
- Promotes staff retention and reduces turnover
- Reduces levels of vicarious trauma experienced by staff



How might survivors of long-term trauma complete this stem?

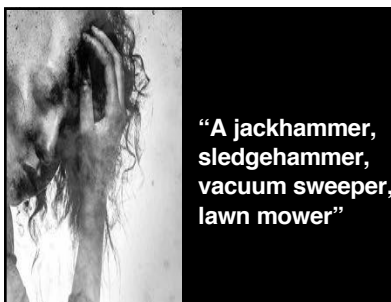
The world is...
They always think that I...
I will never be...
Because of me...
I am...
If they really cared...



“Trauma is the most avoided, ignored, denied, misunderstood, and untreated cause of human suffering.”
Peter A. Levine in Healing Trauma

“No one any longer denies the fact that wars can ruin the lives of soldiers and their families. But when it comes to physical and emotional violence within the family...society continues to avoid the grim evidence.”
Mary Sykes Wylie in The Long Shadow of Trauma

“The ordinary response to atrocities is to banish them from consciousness.”
Judith Lewis Herman in Trauma and Recovery



Under Construction
Heidi H.

I used to have no trespassing signs all over my body
Some people don't know the meaning of boundaries
One day they came busted down my door
they came in violating code
they tore up my floors and gutted my soul
they put a jackhammer through my walls
and a sledgehammer to my head.
I have enough yellow police tape to hang myself.

Untitled

Catherine H.

Trying to get close to my mother was like
getting close with a vacuum sweeper;
And being close with my father has been
being close with a lawn mower.

“Trauma
disconnects people
from their bodies.
In love we are
'swept off our feet.'
In trauma, our legs
are pulled out from
under us.”

Peter Levine



“Normal”

“I was taken from my mother when I was
five years old. Every day I looked after the
herd. Every night I was raped by my
master. I always thought, without
understanding, that this was normal.”

In Mauritania, where I'm from, hundreds of
thousands of people are still held this way
today. But I was lucky. My brother escaped
his masters and found an organization
working to stop slavery. He asked them to
help free me.”

But when they came to take me away, at
first I completely refused. I couldn't
imagine a life away from my masters...
This was the only life I had ever known.”

Haby mimi Rabah, Alwasz Sept 2015



“A thief”

What gets stolen?

sense of safety; trust; belief in goodness of self, other people and world; self-regulation, inner calm, feeling of groundedness; ability to problem-solve; ability to respond vs. react; control, autonomy, empowerment; confidence; health/protective factors; self-esteem, connection to own body...

Trauma

Definitions, sources, types, prevalence

stress

negative stress

traumatic stress

Post-traumatic stress

Overwhelming demands placed upon the physiological system that result in a profound felt sense of vulnerability and/or loss of control.

– Robert D. Macy

Trauma

“Traumatic events overwhelm the ordinary systems of care that give people a sense of *control, connection, and meaning.*”

– Judith Herman

“Being traumatized means continuing to organize your life as if the trauma were still going on – unchanged and immutable – as every new encounter or event is contaminated by the past.”

Bessel van der Kolk, *The Body Keeps the Score*

“Long after the actual event has passed, the brain may keep sending signals to the body to escape a threat that no longer exists.”

Bessel van der Kolk, The Body Keeps the Score

“Trauma almost invariably involves not being seen, not being mirrored, and not being taken into account.”

Bessel van der Kolk, The Body Keeps the Score

“In short, trauma is about loss of connection — to ourselves, to our bodies, to our families, to others, and to the world around us... It is often hard to recognize, because it doesn't happen all at once. It can happen slowly, over time...”

— Peter Levine

Sources of Trauma

- “Natural” disasters
- Human events
- Insidious trauma
- Historic trauma

Types of Trauma

Acute
Trauma from a one-time event

Chronic
Multiple traumatic experiences that occur over time

Complex
Trauma that starts in early childhood and impacts learning, developing, coping, and relationships into adulthood

Trauma

Monica is a 35 year old woman who was living in New Orleans when Hurricane Katrina hit in 2005. She had to leave her dog behind and relocate to another state where she did not know anyone. In the intervening years she has struggled to secure regular employment and maintain housing. She was recently diagnosed with Type 1 diabetes

Acute?
Chronic?
Complex?

Trauma

Jackson just received news about the sudden and unexpected loss of his mother. He needs to move back home temporarily to support his family.

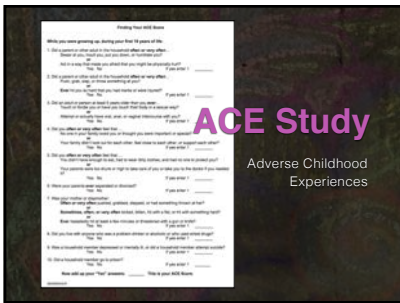
Acute?
Chronic?
Complex?

Trauma

Jane grew up in a violent household. She was sexually abused and witnessed domestic violence at a young age. While in the military, she was sexually assaulted. Since her discharge, she has struggled with depression and substance misuse.

Acute?
Chronic?
Complex?

Prevalence of trauma



ACE study participants
 17,337 Kaiser Permanente members
 Recruited between 1995-97
 Nearly half female, half male
 74.8% white
 Average age = 57
 75.2 had attended college
 All had jobs and good health care (Kaiser HMO)

- Questions asked**
- Types of childhood trauma**
- Physical abuse
 - Sexual abuse
 - Emotional abuse
 - Physical neglect
 - Emotional neglect
 - Mother treated violently
 - Household substance abuse
 - Household mental illness
 - Parental separation or divorce
 - Incarcerated household member

What's missing?

Explicit and implicit bias/racism, witnessing violence outside the home, bullying, losing a parent to deportation, living in an unsafe neighborhood, involvement with the foster care system, experiencing homelessness, living in a war zone, moving many times, witnessing a sibling being abused, witnessing a father/caregiver/extended family member being abused, involvement with the criminal justice system, attending a school that enforces a zero-tolerance discipline policy...

ACE study findings

ACEs are much more common than anticipated or recognized

Center for Nonviolence and Social Justice

- ACE study findings**
- About two-thirds reported at least one ACE
 87% with one ACE reported at least one additional ACE
- Prevalence of
- emotional abuse 10.6%
 - physical abuse 28.3%
 - sexual abuse 20.7%
 - emotional neglect 14.8%
 - physical neglect 9.9%

ACE study findings

ACEs have a powerful correlation to health outcomes later in life

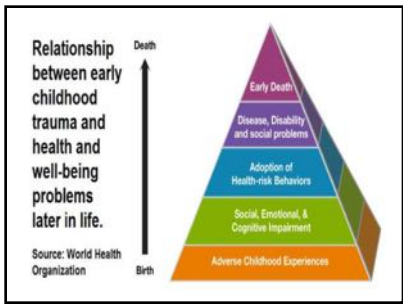
Center for Nonviolence and Social Justice

ACE study findings

Impact of Trauma
 Increases the risk of neurological, biological, psychological and/or social difficulties such as:

- Changes in brain neurobiology;
- Social, emotional & cognitive impairment;
- Adoption of health risk behaviors as coping mechanisms (eating disorders, smoking, substance abuse, self harm, sexual promiscuity, violence); and
- Severe and persistent behavioral health, physical health and social problems, early death.

Felitti, et al. 1998



Correlation of ACEs to health outcomes

ACEs have a strong influence on adolescent health, teen pregnancy, smoking, substance abuse, sexual behavior, the risk of re-victimization, performance in the work force, and the stability of relationships, among other health determinants.

Center for Nonviolence and Social Justice

Correlation of ACEs to health outcomes

The higher the ACE score, the greater the risk of heart disease, lung disease, liver disease, suicide, HIV and STDs, and other risks for the leading causes of death.

Center for Nonviolence and Social Justice

Correlation of ACEs to health outcomes

Compared to ACE score of zero, *four* adverse childhood experiences associated with:

- *seven-fold* increase in alcoholism
- *doubling* of risk of being diagnosed with cancer
- *four-fold* increase in emphysema

Correlation of ACEs to health outcomes

People with an ACE score of *six or higher* die nearly 20 years earlier than those whose ACE score is zero

An ACE score *above six* was associated with a 30-fold increase in attempted suicide

Understanding the pervasive
Impact
of trauma

Trauma and the brain

Trauma and the brain

<https://www.youtube.com/watch?v=1-Bq-wQSA1w&feature=youtu.be>

Reactions to trauma

Fight

Flight

Freeze (Appease)


The bio-psycho-social-spiritual impact of trauma

Impact of Trauma:
Ability to Function

High levels of distress, anxiety, sometimes panic
 Confusion, disorientation, loss of control
 Dissociation
 Intrusive thoughts, hyper-arousal, avoidance
 Re-experiencing traumatic events (triggers)

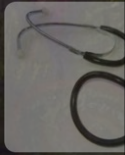
Impact of Trauma:
Shattered Belief Systems

The world is unsafe.
 Other people are unsafe and cannot be trusted.
 God has abandoned me.
 My own thoughts and feelings are unsafe.
 I'm unworthy.
 I'm not capable.



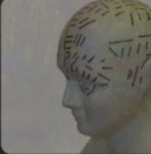
Impact of Trauma:
Physical Health

Chronic pain
 Gynecological difficulties
 Gastrointestinal (GI) problems
 Asthma
 Health palpitations
 Headaches
 Musculoskeletal difficulties



Impact of Trauma:
Mental Health


Post-traumatic stress disorder
 Depression
 Anxiety/Panic disorder
 Attachment disorders
 Substance use issues
 Dissociative disorders
 Somatization
 Eating disorders
 Bipolar disorder
 Borderline personality disorder
 Schizoaffective



Characteristics of PTSD

Intrusion Flashbacks Nightmares Recurrent images Intense response to triggers	Avoidance Constricted activities Avoiding reminders of the trauma
Hyper-arousal Irritability Poor concentration Hyper-vigilance	Dissociation Not remembering Feeling detached, disconnected, numb

loss
 grief
 guilt
 shame




"The compassion we seek is that which stands in awe at what (people) have to carry, rather than stand in judgment about how they carry it."
 Fr. Gregory Boyle, *Tattoos on the Heart*

Seeing through a trauma-informed, healing-centered engagement lens



How a trauma-informed approach differs from trauma treatment/therapy



Trauma informed care broadly refers to a set of principles that guide and direct how we view the impact of severe harm on... people's mental, physical and emotional health.

Trauma informed care encourages support and treatment to the whole person, rather than focus on only treating individual symptoms or specific behaviors.

Shawn Ginwright (2018)

Trauma-informed care is based on an understanding that recovery is possible and achievable for everyone, regardless of how vulnerable they may appear.

Hopper, Bassuk, & Olivet, 2010

"A strengths-based framework grounded in an understanding of and responsiveness to the impact of trauma.


It emphasizes physical, psychological, and emotional safety for providers and survivors, and creates opportunities for survivors to rebuild a sense of control and empowerment"

Hopper, Bassuk, & Olivet, 2010



Promoting post-traumatic growth


- New opportunities emerge
- Change in relationships
- Increased sense of inner strength
- Greater appreciation of life
- Deepened sense of spirituality/meaning



Befriending the emotional brain

- Dealing with hyperarousal
- Self-awareness, mindfulness
- Relationships
- Communal rhythms and synchrony
- Getting in touch
- Taking action

The Body Keeps the Score, Bessel van der Kolk, 2014



"I am more than what happened to me, I'm not just my trauma."



"Chad"

<https://changingmindsnow.org/stories>



"Unique"

<https://changingmindsnow.org/stories>

Principles and guidelines of trauma-informed care

- Understanding trauma and its impact
- Promoting safety
- Supporting client control, choice, and autonomy
- Sharing power and governance
- Promoting healing through relationships



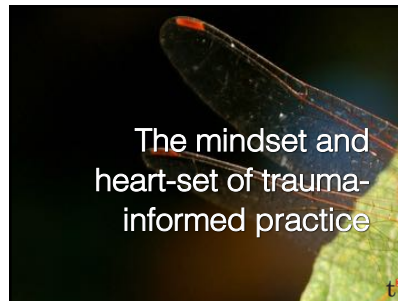
Principles and guidelines of trauma-informed care

- Practicing cultural humility
- Integrating care
- Recognizing that recovery can and does happen
- Addressing secondary traumatization and promoting self-care

Adapted from Quattrio, Soares, Konradi, Corvill, & Baszuk, 2009



The mindset and heart-set of trauma-informed practice




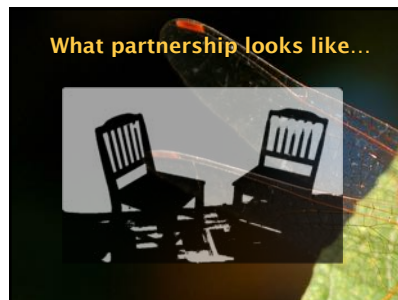
- Partnership
- Acceptance
- Compassion
- Evocation



PARTNERSHIP – a collaboration; demonstrating profound respect for the person; both parties have expertise; dancing rather than wrestling; best practices are not done *on* or *to* people, but *with* and *for* them

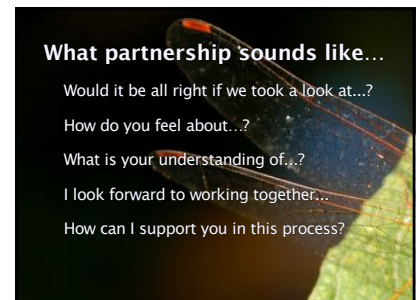


What partnership looks like...

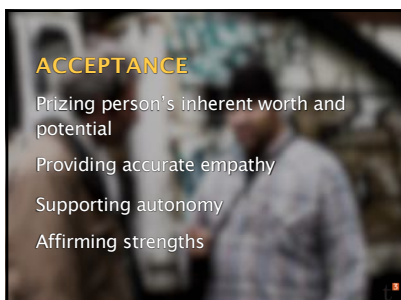
What partnership sounds like...

- Would it be all right if we took a look at...?
- How do you feel about...?
- What is your understanding of...?
- I look forward to working together...
- How can I support you in this process?



ACCEPTANCE

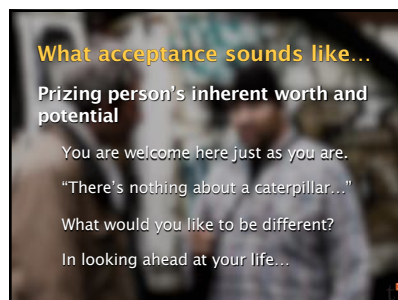
- Prizing person's inherent worth and potential
- Providing accurate empathy
- Supporting autonomy
- Affirming strengths



What acceptance sounds like...

Prizing person's inherent worth and potential

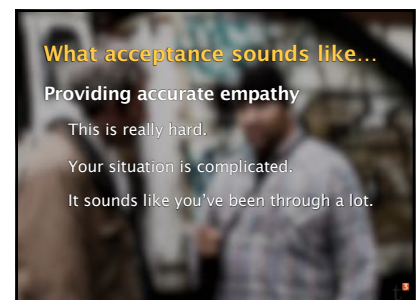
- You are welcome here just as you are.
- "There's nothing about a caterpillar..."
- What would you like to be different?
- In looking ahead at your life...

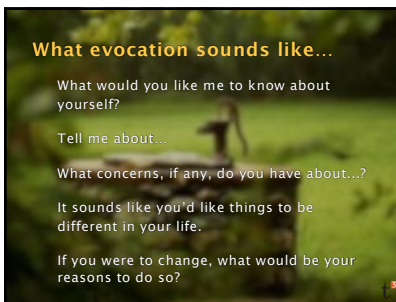
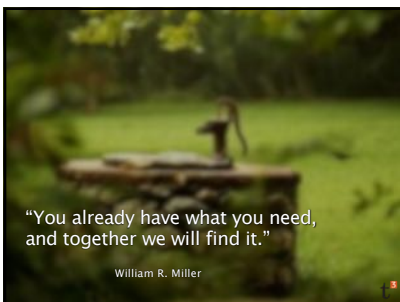
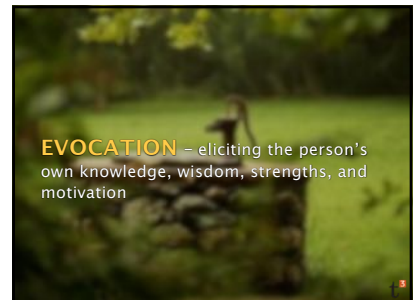
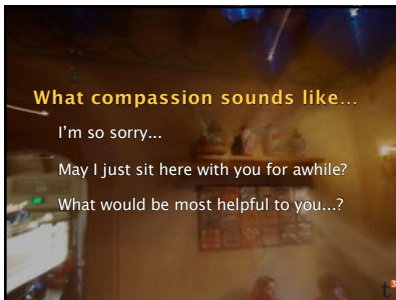
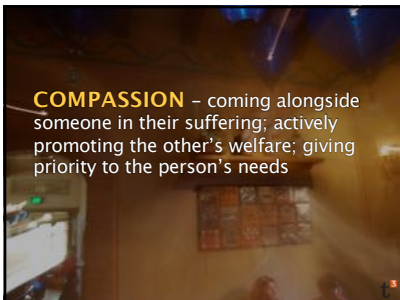
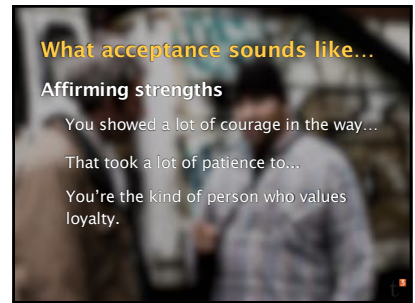
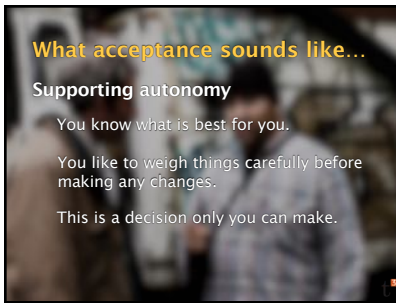
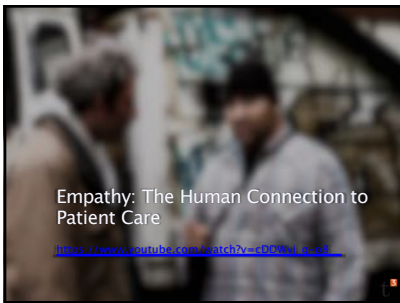


What acceptance sounds like...


Providing accurate empathy

- This is really hard.
- Your situation is complicated.
- It sounds like you've been through a lot.






Characteristics of trauma-informed organizations



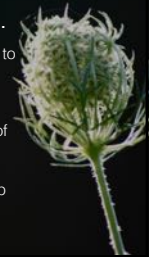
Trauma-informed organizations must provide services through the lens of trauma. This may involve modifying their values, principles, culture, and practices.

Various policies and procedures must be put in place—with input, feedback, and involvement of program participants.




Trauma-informed organizations/programs...

- Decrease hierarchy; find ways to share power
- View negative patient/client behaviors as adaptive; a way of trying to get needs met
- Regard the helping relationship as a partnership; both parties have expertise




Trauma-informed organizations/programs...

- Focus on patient's goals and hopes while promoting recovery and healing.
- Make proactive plans and decisions to avoid being crisis-driven
- Emphasize patient strengths, control, and choice



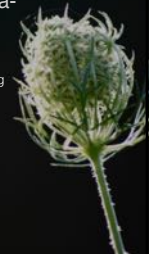
Activity

"I have this manipulative, drug-seeking patient who's always splitting staff. He goes to one person and asks for something, then goes to someone else and asks for the same thing when he's already heard "no." I don't even know why he keeps coming back to this clinic."




Convert to a more trauma-informed version

"I have this manipulative, drug-seeking patient who's always splitting staff. He goes to one person and asks for something, then goes to someone else and asks for the same thing when he's already heard "no." I don't even know why he keeps coming back to this clinic."

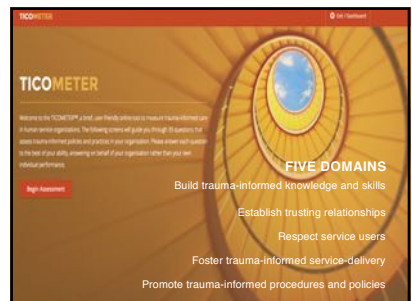


A word about words...

- Manipulative*
- Drug-seeking*
- Frequent flyer*
- Non-compliant*
- Putting self at risk*
- Unmotivated*
- Attention-seeking*
- Entitled*



Implementing Trauma-Informed Approaches

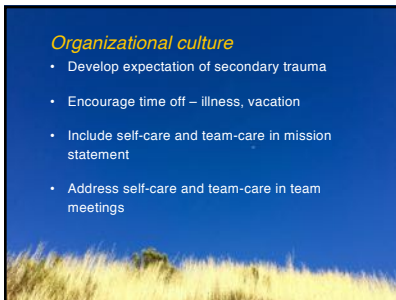
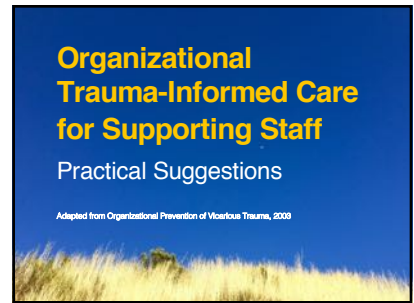
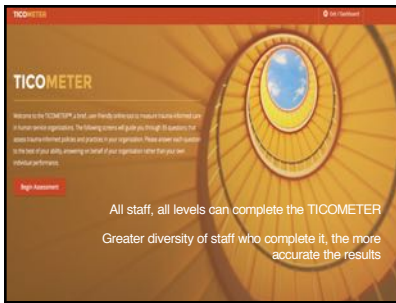
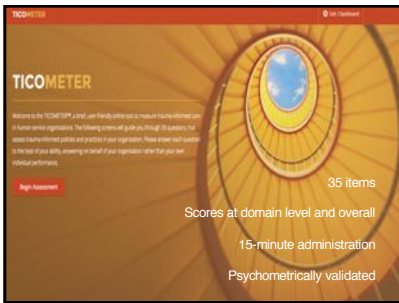


TICOMETER

WELCOME TO THE TICOMETER™ portal, your friendly online space to promote trauma-informed care in human services organizations. The following screen will guide you through 10 questions that explore common misconceptions and practices in your organization. There is no time limit on the test or your ability to answer in detail if your organization allows for your own individual performance.

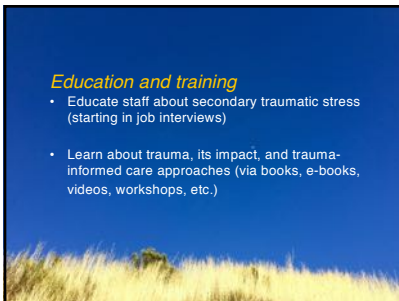
FIVE DOMAINS

- Build trauma-informed knowledge and skills
- Establish trusting relationships
- Respect service users
- Foster trauma-informed service-delivery
- Promote trauma-informed procedures and policies



Education and training

- Educate staff about secondary traumatic stress (starting in job interviews)
- Learn about trauma, its impact, and trauma-informed care approaches (via books, e-books, videos, workshops, etc.)




Group support

- Encourage social support within the organization – celebrations, grieving, team-building activities, staff retreats, etc. Debrief (both critical incidents and ongoing secondary impact of trauma)
- Peer support groups




Secondary Traumatic Stress and Self-Compassion



Laura van Dernoot Lipsky
with Connie Burk



“...the entire conversation about how we come to do this work, how we are affected by it, and how we make sense of and learn from our experiences.”



I can never do enough

No matter what I do or how well I do it, it won't be enough

vs.

It's a long road... I need to take good care of myself and my health

Feeling helpless and hopeless

The world is plunging into greater chaos, despair

Difficult to see positive changes, possibilities

Diminished creativity

Going through motions, bored

Energy spent just getting through the day

Playful spirit and creative energy missing in action

Chronic exhaustion

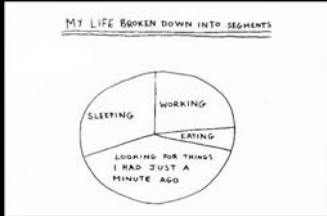
Bone tired

Soul tired

Heart tired

Spirit tired

Dissociative moments



Guilt

How can I experience the joy of

- sleeping in a warm bed
- going out for a nice meal
- traveling for fun
- getting a massage

when others are struggling to survive?

Anger and sarcasm

While anger is a natural response, sarcasm is a coping mechanism for dealing with anger, or other feelings, that we may not be able to manage.

SarcasmaSM
sarcasm relief capsules

Are you tired of repeating the phrase, "No Thank?" Do you often bite your lip during meetings to suppress your blatant sarcasm from spewing out? Think, you don't have to live with it anymore. **Now there's Sarcasma - the sarcasm suppressant.** Just one Sarcasma Capsule a day cuts you and others from your normally arrogant, abrasive attitude.

Comforting relief
From the pain of being mocked and conveying sarcasm

"I experience Sarcasma to all of my patients. Some, some of them don't really need it, but for just being of feeling their ego."

Read Our Sarcasma Success Stories!

"I'm almost cured, if you can call it that!"
"I used to suffer from severe, long-standing Hypertension (Sarcasm). Then someone, well EVERYONE, in my office told me about Sarcasma. Sarcasma has already eliminated my need to ask: 'Thank, Sarcasma?' 'Where's that? Or your former patient of 100, people say?' 'I'm 'Sarcasma says THANK!'?"
- Janet H.

"I no longer shoot my CO-WORKERS!"
"Since I started taking Sarcasma, I've noticed a major change in my attitude. And, not as many people use the word 'Thank' when I speak to them." - John D.

SarcasmaSM
If you know how to ReakitSM your life, you can do it with Sarcasma. **Now there's Sarcasma.**

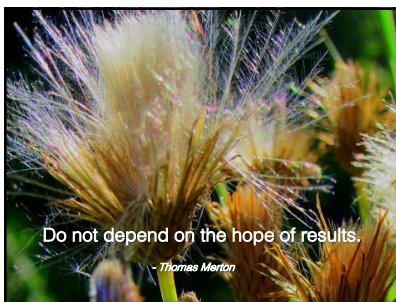
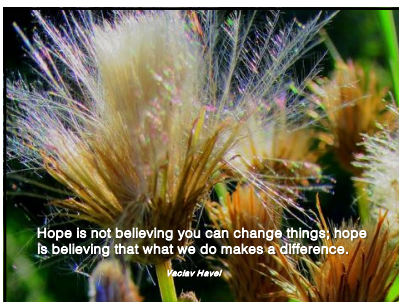
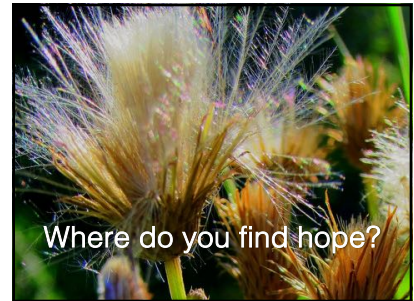
Ask your doctor before taking any prescription or over-the-counter drug with Sarcasma. Sarcasma may interact with other drugs. See your doctor for more information.

Addictions

What unhealthy attachments do I cling to?

What am I most resistant to give up?

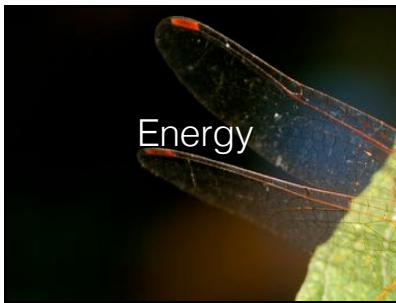
What do I count on to help me numb out?



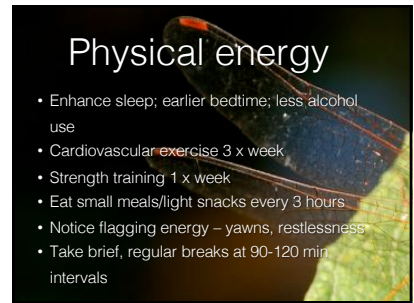


Manage your energy, not your time

"Manage Your Energy, Not Your Time" by Tony Schwartz and Catherine McCarthy, Harvard Business Review, October 2007

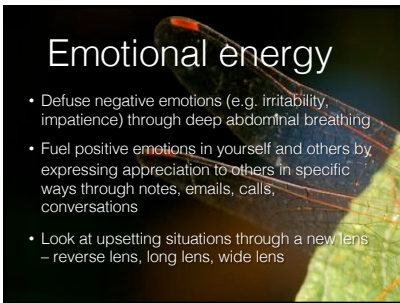


Energy



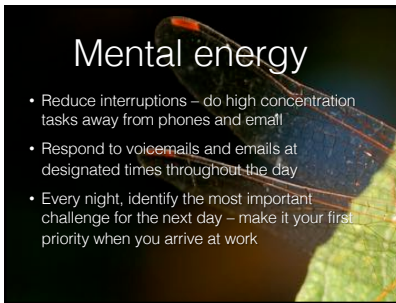
Physical energy

- Enhance sleep; earlier bedtime; less alcohol use
- Cardiovascular exercise 3 x week
- Strength training 1 x week
- Eat small meals/light snacks every 3 hours
- Notice flagging energy – yawns, restlessness
- Take brief, regular breaks at 90-120 min intervals



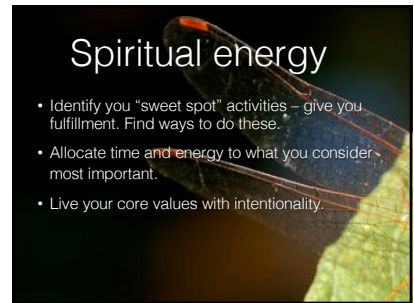
Emotional energy

- Defuse negative emotions (e.g. irritability, impatience) through deep abdominal breathing
- Fuel positive emotions in yourself and others by expressing appreciation to others in specific ways through notes, emails, calls, conversations
- Look at upsetting situations through a new lens – reverse lens, long lens, wide lens



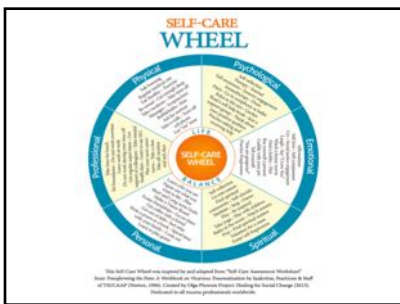
Mental energy

- Reduce interruptions – do high concentration tasks away from phones and email!
- Respond to voicemails and emails at designated times throughout the day
- Every night, identify the most important challenge for the next day – make it your first priority when you arrive at work



Spiritual energy

- Identify your "sweet spot" activities – give you fulfillment. Find ways to do these.
- Allocate time and energy to what you consider most important.
- Live your core values with intentionality.




IGNACIO's Self Care Plan!

- Mind:** MEDITATE, TAKE LOTS OF BREAKS, MUSIC, FUN!, LIFE-LONG LEARNING
- Body:** TEA, NOURISHING FOOD, EXERCISE, SLEEP EIGHT HOURS, EVERYTHING IN MODERATION
- Spirit:** MEDITATE, HUMAN CONNECTIONS, SELF-REFLECTION, FULFILLMENT THROUGH USING MY AWESOME SKILLS
- Supportive People in My Life:** GRETCHEN MOM, VIC VIEJO, ALBERTO, LYANNE, CAROLINE, REED, DEBORAH
- I want to accomplish:** PEACE, SERENITY, CONTROL, HAPPINESS, GOOD WORK, BE A GOOD PERSON



**EAT WELL
MOVE DAILY
HYDRATE OFTEN
SLEEP LOTS
LOVE YOURSELF
REPEAT FOR LIFE**

How often do you...?

- Do physical activity that is fun for you
- Get away from technology such as phones, e-mail, social media
- Read literature unrelated to work
- Practice receiving from others
- Spend time outdoors



How often do you...?

- Find things that make you laugh
- Spend time with joyful people
- Sing
- Have time when no one needs anything from you
- Have awe-full experiences



What can you do...?

- In 1 minute
- In 5 minutes
- In an hour
- In the morning
- At noon
- In the evening
- For free
- With \$20
- With someone else



Thank you!

Ken Kraybill, MSW
kkraybill@center4si.com
Center for Social Innovation/3
www.think13.com