

Workshops and Training Curriculum that Support a Trauma Healing Network of Care

CHCN Trauma Healing Roadmap

Foundations of Trauma Informed Care and Resilience

Trauma Informed Care (TIC) is a philosophy of care that recognizes the potential role and long-term impacts of traumatic stress, and the relationship to overall health and wellness. In a foundations workshop, participants will explore the multidimensional nature of trauma and traumatic exposures, learn about adverse childhood experiences (ACEs), and understand the physiology of trauma and its holistic impacts on physical, mental, behavioral, and social health. A workshop would also offer an introduction to organizational TIC and consider trauma healing systems of care. Furthermore, key concepts include how enhancing resilience is embedded in the framework of trauma responsive care, as well as addressing impacts and experiences of health professionals and staff in the health system.

Empathic Communication (*series*)

Empathy and empathic communication are foundational techniques for trauma-informed care and healing organizations. For many people, health care settings can increase anxieties, the toxic stress response, and ultimately, trigger a traumatic reaction. In addition, impacts can be harmful for communities that hold a deep historical mistrust, which is often the case for marginalized communities and communities of color.

Empathy, empathic language, and other essential empathic communication practices are powerful evidence-based skills that can build patient trust and reduce anxiety. Empathy is associated with patient engagement in health care and increased satisfaction with the health system. Improving empathic expression and presence with patients can also improve health care team relationships. Empathy skills have benefits for health care professionals working in safety net settings to prevent outcomes of burnout and compassion fatigue.

While we all feel empathy, it can take practice to convey it effectively. Empathic communication workshop(s) will cover the different types of empathy and their impact on ourselves and in relationship with others. In addition, the workshops will present skills modules on empathic language and expressions, verbal and non-verbal techniques, specific communication practices, and highlight burnout prevention for health care staff. In best case scenario, this would be offered as a series of revolving workshops for all health care setting staff to learn and practice skills.

Pillars of Wellness and Mitigating the Toxic Stress Response (*series*)

There are numerous ways to support clients and offer system wide interventions to reverse the experiences of adversity, trauma, toxic stress, and their sequelae on overall health and wellbeing. In addition, holistic interventions and education can supplement usual care in patients who are at risk for toxic stress. As outlined in the CA Surgeon General's report "Roadmap for Resilience," supportive strategies emphasize strengths-based stress mitigation approaches that are in line with tertiary prevention. A paradigm shift into holistic approaches

broadens the context of the biomedical model into embracing ancient wisdom models of protective factors that foster resilience and personal growth.

In this workshop series, each session will be based on the “ACE Stress Busters,” and include integrative health and healing strategies for toxic stress intervention. These include: healthy and supportive relationships; high-quality restorative sleep, balanced and trauma-informed nutrition, regular physical movement; mindfulness and meditation practices; access to nature; and behavioral and mental healthcare for emotional regulation. In addition, the workshops will integrate an understanding of the mind-body connection for trauma and healing; skills for engaging in trauma-responsive conversations; and review specific tools for embodying self-care strategies for staff as well as for guiding patients in resiliency practices.

Relationship Centered Care and Communication

Caring and communicating caring are two different things. The majority of people who work in healthcare do so largely because they feel a calling to help others, with compassion at the heart of what they do. However, most have never had specific training in the behaviors and language cues that patients and coworkers interpret as caring and compassionate. Clients with histories of adversity and trauma often experience healthcare and other systems as impersonal, judgmental, and harmful. Relationship centered care and communication takes a step beyond patient centered care, and is a clinical philosophy that considers comprehensive relationship styles, while stressing partnership, attention to relational processes, self-awareness, and collaborative decision-making. Among the key features are relational healing strategies, trauma informed conflict resolution skills such as non-violent communication, and embracing trauma responsiveness through mindfulness, empathy and compassion; all as methods to move beyond a biomedical lens of disease and pathology to adopting a bio-psycho-social-spiritual lens of strengths and healing. An option for individual coaching to accompany and further support skills and professional development is possible.

Trauma Responsive Care Management and Leadership (*Series*)

Care management involves a set of skills and activities intended to improve patient care by enhancing coordination of care and helping clients more effectively manage health conditions. These efforts have demonstrated potential to improve quality and reduce costs for patients with complex care conditions, especially when integrated within multidisciplinary team settings. A trauma sensitive care management process brings forth the assumption that trauma is pervasive and that all persons within the system may be coping with the effects of traumatic and toxic stress, with a need to adapt care accordingly. This workshop series will emphasize professional development and leadership through fostering key skills on the principles of TIC within care management functions, combine interactive practice-based learning opportunities and tools to strengthen skills, and offer attention to personal resilience practices to address staff satisfaction and retention. An option for individual coaching to further support skills and professional development is possible.

Conducting Sensitive Screenings

Most people that work in health care know that screenings are a required part of practice. There are also reimbursements attached to conducting regular screenings such as the Adverse Childhood Experiences (ACES) or PEARLS questionnaire for children. “Sensitive screenings” are any screening process that asks questions that might be considered invasive, or that are associated with historically stigmatized conditions or behaviors (such as substance use, mental health, intimate partner violence, and trauma in childhood). With the transition to telehealth, many health staff are conducting sensitive screenings over the phone or through video. There is no doubt that many have mixed feelings or anxiousness about asking patients sensitive questions, and that health care staff and patients can develop “screening fatigue.” This underscores the importance of delivering screenings in a skillful and human-centered way. This workshop will review the “why” behind health care screenings, focus on how to consider screenings from a connecting and humanizing perspective so that patients are invited to bring their whole selves into the care and feel comfortable to share struggles, especially with socio-emotional health. In addition, this workshop will review tips, skills, scripts, and how to manage challenges and follow up conversations when conducting sensitive screenings. This workshop may be divided into two parts: fundamentals of conducting sensitive screenings; and holding follow-up conversations for ACES and PEARLS screenings.

Resilience and Strength-Based Client Engagement

With increasing attention to trauma informed care, it is well acknowledged that traumatic experiences and adverse childhood experiences (ACEs) represent and can lead to serious and negatively impactful health and behavioral effects. The good news is that ACEs and adversity are not destiny. There are ways to buffer the negative impacts of trauma, and post-traumatic growth is possible. Resilience is the ability to cope, adapt, and grow despite negative circumstances or environments, and is a developmental, relational, and skills-based process. While many of the ACEs and trauma informed care approaches in health care focus on dysfunction, this workshop would offer a shift into a positive growth mindset and resilience building strategies. Participants will apply resilience-oriented client care and conversations through prompts and skills activities that consciously address emotion regulation, patterns of response, and long-held negative mind and body energies. An outcome will be to help foster individual core strengths to meet life challenges from a space of hope and healing.

Caring for Yourself While Caring for Others: Wellbeing for Health professionals through Compassion Resilience

For health care staff, providing the best care for clients can be rewarding as well as emotionally draining and physically demanding. We know all too well that burnout and fatigue are pervasive, and can exacerbate the experiences of toxic stress and underlying trauma. Compassion resilience is “the ability to maintain our physical, emotional, and mental well-being while responding compassionately to people who are suffering.” This also includes identifying, preventing, and minimizing compassion fatigue within ourselves. A focus on compassion resilience will guide all staff back to their core set of values to rediscover the meaning, purpose, and joy that brought them to work in health care. A compassion resilience workshop will

include an overview of a set of skills to manage expectations, set professional and personal boundaries, build effective collegial relationships and trust, and foster personal practices for ongoing self-care, connection, empowerment, and mindful empathy.

For leaders and administrators, there is a strong business case for promoting and improving the wellbeing of employees. A learning process would include steps that have been shown to contribute to organizational compassion such as collective noticing, feeling and responding to pain within an organization, and promoting collective compassion through policies that foster a culture of wellness, protective factors, and personal resilience.

Trauma-Informed human centered design for community-based health organizations

Human-centered design (HCD) is an approach to achieve solutions for challenges that puts people first. The goal of human-centered design is to find the right solution for real world problems that people experience, and takes into account their unique and specific needs, contexts, perspectives, and constraints. A trauma-informed approach to design considers how traumatic experiences affect individuals, patients, and staff, and works towards creating the best practice of care that places them at the heart of service design and delivery. A human centered design approach will emphasize the core principles of trauma informed care, including equity and equitable care, inclusivity of all opinions, valuing relationships and collaboration, encouraging empowerment and resilience, and bring these concepts into all design practices. For organizations working towards trauma responsiveness and healing, starting with HCD modeling and co-creating solutions with staff and patients is key.

Leading with Trauma Consciousness: A workshop for leaders

Health care leaders and managers are agents of change who can motivate staff and serve as champions to create and sustain momentum. Trauma informed leadership and supervision is a holistic relationship-based model that incorporates domains of empathy to facilitate a culture shift in methods of supervision. The framework includes the core principles of trauma-informed approaches, adaptive leadership skills, fostering supportive environments and implementation strategies for organizational change. A workshop will also consider how implicit biases may play out within team dynamics and in supervision relationships, ways to approach supportive dialogue, and reduce care management team burnout with attention to trauma sensitive and compassionate modeling. This workshop covers intentional strategies to cultivate human-centered cultures to respond effectively, especially during times of crisis, as well as enduring and sustainable trauma responsive practices.

Trauma Responsive Racial and Social Equity

Trauma-informed approaches to care need to consider the critical and insidious impact of racial, social, historical and present-day trauma on patient health and staff well-being. The work of trauma-responsive care requires a nuanced understanding of how trauma impacts the lives and care of patients, how trauma affects staff, and the root causes behind that trauma. This workshop would help bridge what are widely perceived as two separate fields: trauma informed care and racial equity. Healing and relational engagement brings in vulnerable

conversations on structural and institutional inequities, implicit bias and unconscious behaviors, intersectionality, and diversity and inclusion within a safe container. In its best sense, trauma informed racial and social equity would be embedded across all organizational initiatives, and embraced and modeled by leadership. In this workshop, outcomes may be to define what a racial and social trauma responsive care and system may look like, lift up internal and community expertise, refocus efforts to incorporate advocacy and healing practices, and build in accountability efforts.

Ensuring a Healing Environment: Human Centered Safety

“Trauma-informed design” is a concept that is gaining momentum as a method to integrate the principles of trauma-informed care into environmental spaces in health care settings. Human-Centered Safety is an integrated design approach that puts the safety and security of patients, families, staff and providers at the center of the design process while creating a compassionate and healing environment. It views care through a comprehensive and holistic view, while also emphasizing how the physical environment has an impact on attitude, mood, behavior, empowerment, and that there is a strong link between our physiological state, our emotional state, and the physical environment. In this workshop, participants will learn techniques that support human centered safety, envision trauma responsive spaces, and create empathy maps that resist re-traumatization and foster security and healing.