Trauma-Informed Care


Scott Webb, LCSW
Trauma-Informed Care Coordinator
Cleveland Clinic Video on Empathy

https://www.youtube.com/watch?v=cDDWvj_q-o8
Why Trauma-Informed Care?

“We are a traumatized field working with traumatized clients, sending them to a traumatized recovery community.”

- Dan Griffin
“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.” (Hodas, 2005)
Trauma-Informed Care

What it is:

- A principal-based culture change process
- It focuses how trauma may affect an individual’s life and their response to behavioral health services

What it is not:

- An intervention to address PTSD
- A “flavor of the day” approach
Trauma-Informed Care

“What’s wrong with you?”

“What happened to you?”

“What’s right with you?”
A TIC approach incorporates four key elements

- **Realizing** the prevalence of trauma
- **Recognizing** how trauma affects all individuals involved with the program, organization, or system, including its own workforce
- **Responding** by putting this knowledge into practice
- **Resist** re-traumatization

(SAMHSA, 2014)
Wisconsin’s TIC
Guiding Principles

- Healing happens in relationships
- Understand the prevalence and impact of trauma
- Promote safety
- Earn trust
- Embrace diversity
- Provide holistic care
- Respect human rights
- Pursue the person’s strengths, choice, and autonomy
- Share power
- Communicate with compassion

8
Five Primary TIC Principles

- Safety
- Trustworthiness
- Choice
- Collaboration
- Empowerment

(Fallot and Harris, 2006)
Comparison

<table>
<thead>
<tr>
<th>Traditional</th>
<th>Trauma-Informed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Key Question:</strong> “What’s wrong with you?”</td>
<td><strong>Key Question:</strong> “What happened to you?”</td>
</tr>
<tr>
<td>o Key focus in symptom reduction</td>
<td>o Symptoms seen as adaptations to trauma</td>
</tr>
<tr>
<td>o Rules, directives, and use of token systems to maintain order</td>
<td>o Wellness plans, stress reduction are among many tools used to recover</td>
</tr>
<tr>
<td>o Therapy sessions viewed as the primary and often sole healing approach</td>
<td>o Healing can happen in healthy relationships</td>
</tr>
</tbody>
</table>
Re-traumatization

- A situation, attitude, interaction, or environment that replicates the events or dynamics of the original trauma that triggers overwhelming feelings.
- It can be obvious or not so obvious.
- It is usually unintentional.
- It is always hurtful.
Re-traumatization within the System

- A female with second operating while intoxicated charge is placed in an all male psychoeducation group.
- A receptionist meets a new client with a scowl and provides instructions in a short, curt manner.
- Clinic has poor soundproofing in private offices.
What Does TIC Look Like?

- Avoid forcing eye contact
- Be aware of your proximity
- Avoid asking too many questions
- Pace client meetings by offering breaks
- Draw upon past success
- Ask before touching or hugging
- Provide choice when possible
- Ask about client’s goals and priorities
What Does TIC Look Like?

- During emotional times ask “How can I support you right now?”
- When the trauma story overwhelms or leaves you speechless, be willing to sit in supportive silence
- Provide clear information about when, where, and by whom services will be provided
- Be prepared to repeat information many times; repetition is commonly needed when consumers are working with an overwhelmed nervous system
Treating Trauma

Marich (2014) lists three stages of trauma treatment:

1. Stabilization
2. Reprocessing
3. Reintegration
Safety

Best practices

- Avoid retraumatization
- Consider the role of shame in both addiction and trauma
- Avoid judgments
- Be genuine as you build rapport
- Ask open-ended questions
- Convey experience, strength and hope
- Have closure strategies ready
Trauma-Informed Care

TIC

- Is a way of being.
- Is understanding what people are going through.
- Is a way of talking.
- Is a way of offering care.
Exposure to adversity is a public health issue

Three levels of intervention: primary, secondary, and tertiary

- Primary intervention is aimed at everyone—universal precautions
- Secondary interventions are aimed at people who are at risk for a problem
- Tertiary interventions focus on trying to help people who already have whatever problems it is we are defining

(Sandra Bloom, 2015)
Interventions

- Primary intervention: *Trauma-informed care* because everyone should be informed
- Secondary intervention: *Trauma-responsive services* because we can assess who is at risk
- Tertiary intervention: *Trauma-centered services that are used to help traumatized people heal*

(Sandra Bloom, 2015)
Going Forward with TIC

- Based on what we know, it is time for all our sectors to take a lifespan approach.
- As a society, we have a moral responsibility to do something with the knowledge we now have that most of the suffering brought about in the world today is preventable.

(Sandra Bloom, 2015)
TIC and Organizational Culture Change

- Need leadership buy-in and ongoing support
- TIC Champions
- Meaningful consumer involvement
- Trauma-sensitive human resource practices
- Trauma-sensitive environment
- Trauma sensitive strategies and tools
- Work toward fidelity
Trauma-Informed Care: Empowering. Engaging. Effective.

TRAUMA-INFORMED CARE RESOURCES
Evidence-Based Practices

- Cognitive-behavioral therapy (CBT)
- Cognitive processing therapy (CPT)
- Exposure therapy
- Eye movement desensitization and reprocessing (EMDR)
- Motivational interviewing
- Narrative therapy
- Skills training in affective and interpersonal regulation (STAIR)
- Stress inoculation training
Trauma-Specific Models and Interventions

- Sanctuary Model [http://www.sanctuaryweb.com/](http://www.sanctuaryweb.com/)
- Trauma, Addiction, Mental Health and Recovery (TAMAR) [http://nicic.gov/wodp/program/246-trauma-addictions-mental-health-and-recovery-tamar](http://nicic.gov/wodp/program/246-trauma-addictions-mental-health-and-recovery-tamar)
General Trauma Resources

- SAMHSA Programs
  https://www.samhsa.gov/programs
- National Center for Posttraumatic Stress Disorder
  http://www.ptsd.va.gov/
- International Society for Traumatic Stress Studies
  http://www.istss.org/
- International Society for the Study of Trauma and Dissociation
  http://www.isst-d.org/
- The Anna Institute
  http://www.theannainstitute.org/
Other Tools You Can Use

- Alphabetical list of trauma and PTSD measures: http://www.ptsd.va.gov/professional/assessment/all_measures.asp
Other Resources


- The National Center on Family Homelessness. Trauma-informed organizational toolkit. www.familyhomelessness.org/media/90.pdf

- Trauma interventions for schools. https://www.nnctc.org/
Other Resources (cont’d)

- Substance Abuse and Mental Health Services Administration’s Tribal Training and Technical Assistance Center.
  http://www.samhsa.gov/tribal-ttac

- Gathering of Native Americans (GONA).
“Every life is a piece of art, put together with all means available.”

Pierre Janet
Tonier Cain

https://www.youtube.com/watch?v=SX Ct0qO6LDY
Contact Information

Scott Webb, LCSW
Trauma-Informed Care Coordinator
Division of Care and Treatment Services
608-266-3610
scott.webb@dhs.wisconsin.gov
www.dhs.wisconsin.gov/tic/index.htm