SAMHSA-HRSA
CENTER for INTEGRATED HEALTH SOLUTIONS

Advanced Behavioral Health Integration in Primary Care: Implementing Trauma-Informed Care

Linda Ligenza, LCSW

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Slides for today's webinar will be available on the CIHS website:

www.integration.samhsa.gov

Under About Us/Innovation Communities

Innovation Community Participants

Organization Name:	Contact Person	Email Address	Phone Number
Central MS Civic Improvement Association, Inc.	Dr. Jasmin Chapman, CEO	jhchc@comcast.net	601-364-5142
Stone Mountain Health Services	James L. Werth, Jr.	jwerth@stonemtn.org	276-870-3008
Westbrook Health Services	Dr. Eric Limegrover	elimegrover@westbrook health.com	304-485-1721
Vocational Instruction Project Community Services, Inc	Deborah Witham, EVP General Counsel	dwitham@vipservices.or g	(718)466-4503
Bakersville Community Health Center	Tim Evans, LCSW, BHP	tevans@thebchc.org	828-688-2104
Rockbridge Area Health Center	Tasha Walsh, Director of Integrated Health Services	twalsh@rockahc.org	5404648700
East Bay Center, Inc.	Robert A. Crossley, President/CEO	rcrossley@eastbay.org	(401) 465-8724
West Hawaii Community Health Center	Victoria K. Hanes, Psy.D. Behavioral Health Director	vkhanes@westhawaiichc .org	808-326-5629

Innovation Community Participants

Organization Name:	Contact Person	Email Address	Phone Number
The Healthcare Connection	Barbara M. Bailey, COO	bbailey@healthcare-connection.org	513-483-3082
Sacopee Valley Health Center	Marty Braga, LCPC;Director of Allied Health Services	mbraga@svhc.org	2076252231
Dept of Health Services, Women's Health Programs and Innovation	Paula Binner, LCSW	pbinner@dhs.lacounty.gov	310.222.3871
Health Partners of Western Ohio	Jolene Joseph, Director of Behavioral Health & Substance Abuse Services	jjoseph@hpwohio.org	419-222-3546
Comprehensive Community Action, Inc.	William Hochstrasser-Walsh, Senior Vice President / Chief Operating Officer	whochstrasserwalsh@comcap.org	401-562-8302
Rensselaer County Department of Mental Health	Michelle Marte, Director of Children's Services	mmarte@rensco.com	(518) 270-2800
Southern Illinois Healthcare Foundation	Dale Fiedler Corporate Director of Planning and Development	dfiedler@sihf,org	(618) 332 0694
Berks Counseling Center	Denise Ebelhar, LCSW	Debelhar@berkscc.org	610-373-4281 ext 254

Listserv
Look for updates from:
trauma_informed_care_ic

Please send any additional contacts to be added to the listserv to
madhanap@thenationalcouncil.org

Our format:

Structure
Presentations from experts

Polling You
At designated intervals

Asking Questions
Responding to your written questions

Follow-up and Evaluation
Ask what you want/expect
and presentation evaluation

Setting the Stage:
Today's Moderator

Madhana Pandian

Associate

SAMHSA-HRSA Center for Integrated Health Solutions

Setting the Stage:
Today's Facilitator

Linda Ligenza

Faculty Lead

SAMHSA-HRSA Center for Integrated Health Solutions

Webinar Agenda

- Welcome

- Overall Goal of the Innovation Communities

- Goals of Implementing Trauma-Informed Care

- About Your Implementation Process and Team

- What to Expect from the Innovation Community

- What We Expect of Participants

- Next Steps

About Your CIHS IC Team:

Facilitator: Linda Ligenza LCSW/lindal@thenationalcouncil.org

Coordinator: Madhana Pandian/madhanap@thenationalcouncil.org

Faculty will be comprised of 2 CIHS staff, and subject matter experts who will provide webinar content and coaching in collaboration with the CIHS staff

- Faculty deliverables will include support of participants with educational materials, supportive monitoring of participant progress toward achieving TIC goals, and timely follow-up to questions
- Dedicated page on the CIHS website for all IC
- Listserv specifically for TIC IC

Goals of Innovation Communities

The innovation community is designed to address **three key components** associated with innovation implementation, including:
1. Topic-specific foundational information, knowledge, and best practices
2. Innovation implementation planning
3. Adoption and sustainability of the innovation

The Trauma-Informed Care Innovation Community (TIC-IC)

Primary goal of the TIC-IC

To assist integrated care sites to adopt trauma-informed principles and practices that will ultimately lead to improvements in engagement, health outcomes and client satisfaction

What is trauma-informed care?

"*Takes into account an understanding of trauma in all aspects of service delivery and places priority on the person's safety, choice and control*"

Defining Trauma-Informed Care – the 4R's

Realizes the prevalence of trauma

Recognizes how trauma affects all individuals involved with the program, organization, or system, including its own workforce

Resists re-traumatization

Responds by fully integrating knowledge about trauma into policies, procedures, practices and settings

SAMHSA

Why is TIC Important?

- Good medicine
- Many current problems may be related to traumatic life experiences
- People who have experienced traumatic life events are often very sensitive to reminders of the original event
- These reminders or triggers may cause a person to relive the trauma and view our setting/organization as a source of distress rather than a place of healing and wellness

Trauma-Informed Approaches in Primary Care Can:

- Minimize triggers in the environment
- Improve non-adherence to treatment and use or overuse of services
- Help individuals understand how trauma impacts their current health
- Connect people with appropriate resources
- More effectively engage and interact with clients
- Address issues around suicide, intergenerational trauma, health disparities and promoting resilience

Poll Question #1

What best describes your current experience with the provision of trauma-informed care?

A. Great deal of experience
B. Some experience
C. Little experience
D. Hardly any experience

The Big Question

How do we create a treatment/service environment that:

- *feels physically and emotionally safe and respectful for all*

- *routinely identifies past and current trauma experiences*

- *where staff feel competent to engage clients around the sequelae of trauma*

- *recipients of services are engaged in multiple, meaningful ways*

What We Can Do

- We can ask, "what happened to you", rather than "what is wrong with you"

- We can create systems that ensure that screening and assessment of trauma occurs routinely

- We can use posters, brochures, other mechanisms to communicate to staff and clients that at our organization, it is OK to talk about trauma

- We can examine our environments, practices, policies and procedures to ensure that they are NOT hurtful but helpful

- We can educate and train staff on the impact and prevalence of trauma and what it means to provide trauma-informed care and trauma-specific services

It's all about relationships!

How will we accomplish the primary goals of the TIC-IC?

By focusing on **4 key areas**:
- The 5 domains of TIC
- Implementation process
- Monitoring progress and outcomes
- Strategies, tools and resources

Domains of a Trauma-Informed Primary Care Setting

Domain 1: Early Screening & Comprehensive Assessment of Trauma

Domain 2: Patient Voice, Choice and Collaboration

Domain 3: Workforce Development and Best Practices

Domain 4: Safe and Secure Environment

Domain 5: Data Collection and Performance Improvement

Key Elements of Implementation Process

- Create an implementation team to guide the process
- Consider leaders, data person, recipients of services, PC partners and trauma champions for the team
- Decide on dates/times of meetings (at least 2x month)
- Assess where your organization is regarding TIC and where you want to be by end of IC using the TIC Organizational Self-Assessment (OSA)
- Develop a strategic plan with measureable goals
- Ensure that you have a data collection system in place
- Engage in process that monitors progress and outcomes

John Kotter Stages of Change

Let's Chat

About Your Team:

Use the chat box to briefly tell us of any concerns or questions related to selecting your implementation team members

Monitoring Progress and Outcomes

- Based on OSA, develop achievable goals, objectives, persons responsible and timeline
- Identify specific performance indicators to measure progress
- Use team meetings to review progress and challenges (use Performance Monitoring Tool-PMT)
- Address challenges or obstacles to progress
- Share and celebrate progress and outcomes

Let's Chat

About Performance Indicators:

Use the chat box to type in one example of a TIC area/goal and the performance indicator you would use to measure the outcome

Strategies, Tools and Resources

- Access to SME's through webinars and or coaching calls
- Numerous tools available to support your work such as OSA, PMT
- TIC resources related to each domain
- Website will house all tools and resources
- Listserv will connect all participants to one another

Webinar Topic Areas

- Implementation of TIC
- Data collection and monitoring of progress/outcomes
- Guiding principles of TIC
- Tools and informational resources to support TIC
- Screening and assessment of trauma
- Creating safe and secure environments
- Workforce development and best practice approaches
- Consumer voice, choice and advocacy

Poll Question #2

Use the chat box to type in:

- Additional topics of interest
- Suggested speakers

What to Expect from the IC

- Provide educational and logistical support to participants
- Assist participants to apply the principles and practices of continuous quality improvement to achieve goals
- Facilitate individual and small group coaching calls
- Facilitate access to the full range of tools, resources and trauma-informed care expertise through SME's
- Respond to listserv questions
- Assess member needs and provide technical assistance
- Facilitate educational webinars, listserv and update website

What We Expect of Participants

- Actively participate in all IC activities including webinars and coaching calls
- Create a Core Implementation Team (CIT)
  – Senior administrator with authority to address barriers and support change
  – Primary care, behavioral health, peer support staff
  – Person with data collection and evaluation expertise
  – Clients affected by the change
  – Champions and those with trauma and/or TIC expertise
- Complete an Organizational Self-Assessment (OSA) to establish TIC baseline and goals
- Develop a plan to achieve goals
- Establish performance indicators, monitoring process and outcomes

Poll Question #3: What best describes your model of integration?

We are a Primary Care Site:

A. Co-located with a BHO

B. With our own BH specialist on site

C. Providing Care Coordination with off site PCP's

D. Other (enter type into chat box)

Poll Question #4: What best describes your model of integration?

We are a BH Organization:

A. Co-located with a primary care facility

B. With our own PCP on site

C. Providing Care Coordination with off site BH Providers

D. Other (enter type into chat box)

Let's Chat

Use the chat box to tell us what you expect your biggest challenge to be in implementing trauma-informed care (TIC)

Next Steps:

1. Establish your implementation team
2. Complete the Organization Self-Assessment (OSA) by February 1st
3. Based on the OSA,
   a) Develop a work plan with 1 to 3 goals by February 15th
   b) Work plan should include steps and timeline (SMART)
4. Mark your calendars for the January Webinar and Coaching call!

January Webinar Date: January 21 at 2:00pm

The Innovation Community is Dynamic

The proposed structure, process and content is a starting point!

The experience, needs and wants of Innovation Community members helps to shape how the Community evolves over time!

Q & A

Thank you for joining us today!

Please take a moment to provide feedback by completing the survey at the end of today's webinar

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