SAMHSA-HRSA
CENTER for INTEGRATED
HEALTH SOLUTIONS

Trauma-Informed Care Innovation Community: Implementation and Planning Process

Linda Ligenza, LCSW

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Setting the Stage:
Today's Moderator

Madhana Pandian

Associate

SAMHSA-HRSA Center for Integrated Health Solutions

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

www.integration.samhsa.gov

Under About Us/Innovation Communities

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

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@westbrookhealth.com	304-485-1721
Vocational Instruction Project Community Services, Inc	Deborah Witham, EVP General Counsel	dwitham@vipservices.org	(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

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

Setting the Stage:
Today's Facilitator

Linda Ligenza

Faculty Lead

SAMHSA-HRSA Center for Integrated Health Solutions

Webinar Agenda

- Welcome
- About our IC Members
- IC Goals and Culture Change
- Implementation Science
- Review of Implementation Steps/Process
- Available Tools and Resources
- Next Steps

About Our IC Members

- Prior TIC experience – hardly to little – 50%

  some to great – 50%

- Integration Models – contracting with BHO – 1

  co-located with PC – 5

  own PCP – 6

- Biggest concerns – supporting and training staff

  having enough time

  getting buy-in

Why TIC?

- Gets at the causative factors associated with high incidence of poor health outcomes and early death of individuals with serious mental illness

- Intense fear, anxiety, stress of the early trauma alters the brain and stays in the body causing ongoing stress and social, behavioral and physiological adaptations

- To promote healing, need to address what we believe about the individuals we work with and how we think, feel and behave

- TIC addresses staff care, client care and our environments

Culture Change

- Shifting from Blame, Shame and Stigma to Understanding, Empathy, and Compassion

- Creating a Shared Vision and Comprehensive Approach To Care - Trauma Informed Approaches

- Guiding the Process of Implementation and Sustainability

John Kotter's Eight Stages of Change

The Heart of Change
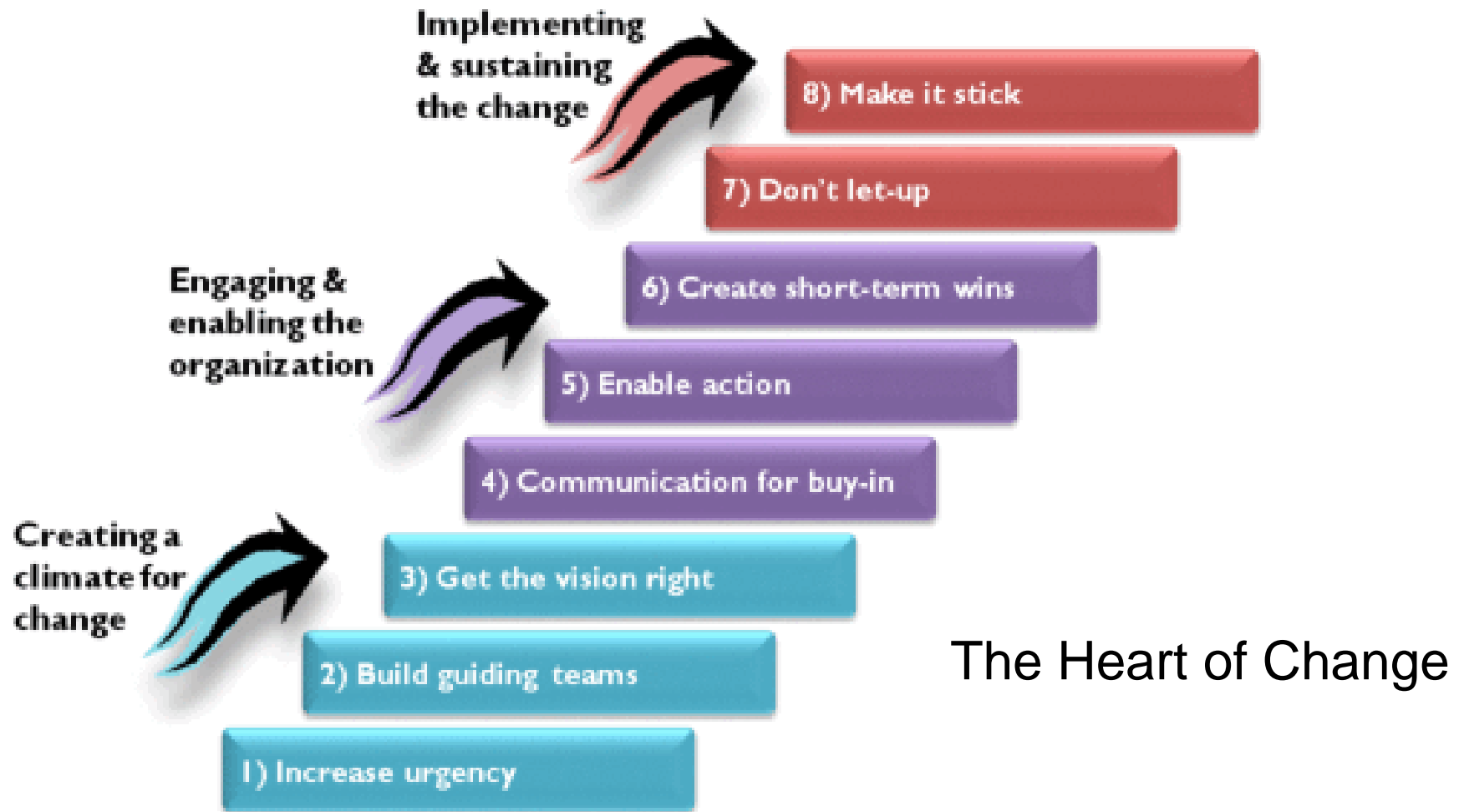
Adoption of TIC Practices: Implementation Process

1. Gain commitment from leadership
2. Develop Implementation Team
3. Build consensus
4. Create a shared vision
5. Communicate for buy-in
6. Assess your organization
7. Develop a plan
8. Create a monitoring system
9. Take action

Poll Question #1

Has your organization engaged in a culture change process before?

Yes   No

Were there any lessons learned you want to watch for this time?

Use the chat box to enter one lesson!

1. Gain Commitment from Leadership

Engaging and supporting the executive leadership of your organization to promote the work of the Implementation Team

Poll Question #2

Do you have leadership support to implement TIC?

Yes   No

2. Develop Implementation Team (CIT)

- Leadership with responsibility and authority to guide the change process
- Those affected by the change (consumers/patients)
- Those expected to carry out the change
- Those with TIC experience or knowledge
- Those with quality improvement and data expertise
- Those who can provide needed resources
- Those whose values, interests, beliefs, and orientation aligns with the improvement effort (champions)

Poll Questions #3

Have you already established your implementation team?

Yes   No

Have you had your first meeting

Yes   No

3. Build Consensus

Team members engage in conversations:

- Why is trauma informed care important to team members personally and professionally?

- What does TIC mean for your organization; what will it look like (review TIC Domains)?

- What do members hope to accomplish by participating in this initiative?

4. Create A Vision for Your Organization

Process:

- Awareness and knowledge of TIC principles and practices

- Sharing personal and professional perspectives

- Building consensus

- Creating a shared vision for the organization

- Review of Vision Guide

Creating a TIC Vision Statement -Team Activity and Vision Guide

- Review Vision Guide

- Brainstorm using words that reflect the meaning of a trauma-informed organization (TIC principles)

- As a group, use these words to create a vision statement

- Discuss how and where to promote your vision

5. Communicate for Buy In – Buy-in Tool

- Influencing attitudes, beliefs, expectations, perceptions and worries in a direction that supports the adoption of trauma informed care principles and practices

- Increasing positive feelings about the change in a way that overcomes the "negative" feelings often associated with change: **Control   Meaning   Status**

- Review of tool

- ABC's of TIC (website)

Poll Question

Use the chat box to tell us who you would
  like to get buy-in from

6. Assess Your Organization – OSA Tool

- OSA helps to assess baseline, develop implementation plan and measure progress
- OSA helps answer the question "where do we begin?"
- Progress spreads to other domains
- Re-assessing, using the OSA assists members to gauge progress and focus efforts
- Using the tool

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Let's Chat

Use the chat box to ask questions about the OSA

7. Developing A Plan – Work Plan Tool

Achieving your vision:

- Decide where you want to begin this initiative (at one site/service area or all)

- Identify the domain(s) you wish to focus on

- Within this domain, identify your goals and objectives in measurable terms

- Determine how you will know you are achieving your goals-choose performance indicators for each goal

- Review of tool

TIC IC Work Plan - Project Goals and Objectives Tool

TIC Domain	Goals/Objectives	Performance Indicators (measures/outcomes for each G/O)	Action Steps (include lead person and date to be achieved for each step)
	1.		
	2.		
	3.		
	4.		

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Performance Indicators:

Four core areas of evaluation to address:

- Screening and Assessment
- Health Improvement Indicators (those indicators aligned most closely with the needs of the selected cohort)
- Patient and Workforce Experience and Perceptions of the Change Process
- Adoption of Trauma-Informed Principles and Practices

Example: Performance Indicator Data

Cohort: Patients with poorly managed chronic pain
Total number estimate = 84

- Number likely to be seen in the health center during the course of the project = 65
- Number screened for trauma = 41
- Positive screens for trauma = 31
- Number who are recommended to meet with the BH practitioner for assessment = 31
- Number who met and completed a trauma assessment = 19
- Number referred for trauma specific support:
  Individual in house = 11
  group in-house = 6
- Number referred for outside trauma specific support = 2
- Number of patients who engaged in trauma specific support
  (Individual in house = 6   Group in-house = 4   Outside = 1)

Health Improvement Related Indicators

- Patient self-report (e.g., intensity, duration and functional consequence of pain; report of wellbeing; increase in positive perception of primary care; positive feedback about the trauma related inquiries and supports)

- Service utilization (e.g., improvement in appointment keeping, follow up with specialty care; less use of emergency services)

- Health behavior change (e.g., improvement in weight, blood pressure, BMI, activity level)

- Blood chemistry indicators

- Standardized measures of wellness, health, self-management, patient activation

Workflow Decision Support

Identify Cohort (high priority population)

Screening process

Trauma assessment process

Trauma related support

Health Outcomes

Let's Chat

Use the chat box to identify one example of a performance indicator you are considering

8. Create a Monitoring System – Performance Monitoring Tool (PMT)

- A tracking tool used to monitor progress across domains
- Helps teams monitor the results of their improvement efforts
- Keeps the team focused and working towards measurable goals
- Helps teams organize and share progress and short term wins with key shareholders and leadership
- Provides the innovation community faculty with information that can assist in supporting improvement efforts
- Review of tool

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

Patient data Log

ID	Screened (+ -)	Received trauma assessment Y N	Recommend Trauma service	Accepts Recommendation 1,2,3,4,	Engagement In service 1,2,3,4	Perceived Helpfulness 1,2,3,4
N.K	+	Y	Y	2	2	2
B.V.	-	N	X	X	X	X
T.S.	+	Y	Y	1	1	1
R.F.	+	Y	N	X	X	X

9. Take Action

- IT has direct access to and support of executive leadership

- Time and resources available to take on serious tasks associated with adopting and sustaining goals

- Short term action steps are observable and meaningful

- There is a system in place to communicate across the organization

- Positive changes are reinforced and there is acknowledgement of how everyone contributes to outcomes

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Take Action

- Expect process to be non-linear - bumps are inevitable as well as signs you're making real change

- There will be forces at work to resist the change

- Keep an eye on the process at all times

- Have a system in place to insure that the initiative is a high priority goal for the organization

Strategies to Keep Focus on Trauma-Informed Care Initiative

- Establish regular and consistent meeting times of the implementation team

- Build in reporting on the project in regularly occurring organizational meetings

- Make gains public; keep information flowing

Next Steps:

- Establish your implementation team now
- Complete the Organization Self-Assessment (OSA)
    and Performance Monitoring Tool (PMT) by
    February 1st
- Based on the OSA and PMT findings,
    a) Develop a work plan with 3 goals by February 26th
    b) Work plan should include steps and timeline
- Establish a monitoring system
- Mark your calendars for the February Webinar
    February Webinar Date: February 18th at 2:00pm
    Hold 3rd Thursday of each month
- Use doodle calendar to schedule team coaching call

Webinar Topic Areas

- Five domains of TIC and finalizing performance indicators
- Getting buy-in
- Screening and assessment of trauma
- Creating safe and secure environments
- Workforce development and best practice approaches
- Consumer voice, choice and advocacy

Resources

And SAMHSA's Concept Paper on trauma

Link:	http://store.samhsa.gov/shin/content/SMA14-4884/SMA14-4884.pdf

SAMHSA TIP 57 on TIC

Link:	http://store.samhsa.gov/shin/content/SMA14-4816/SMA14-4816.pdf

Webinar Schedule

Webinar Number	Date	Time
February #2	Feb. 18	2 - 3pm
March #3	Mar. 17	2 - 3pm
April #4	Apr. 21	2 - 3pm
May #5	May 19	2 - 3pm
June #6	Jun. 16	2 - 3pm
July #7	Jul. 21	2 - 3pm
August #8	Aug. 18	2 - 3pm

Listserv

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Q & A

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov   1-877-SAMHSA-7 (1-877-726-4727)

HRSA
Health Resources & Services Administration

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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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