



# SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

## Trauma-Informed Care Innovation Community: Sustaining TIC: 'Maintaining the Momentum'

Presenters:

Linda Ligenza, LCSW

Kathryn Dosch, LPC

Katie Blickenderfer, LCSW

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# Setting the Stage: Today's Moderator

Michael Petruzzelli

Associate

National Council for Behavioral Health

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

[www.integration.samhsa.gov](http://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

# Listserv

Look for updates from:  
[trauma\\_informed\\_care\\_ic](#)

# Linda Ligenza, LCSW SAMHSA-HRSA Center for Integrated Health Solutions – TIC IC Facilitator





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## Today's Guest Presenters:

Kathryn Dosch, LPC

Katie Blickenderfer, LCSW

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# Katie Blickenderfer, LCSW



# Overview: “Maintaining the Momentum”

- Challenges to TIC Sustainability
- Sustainability Guidelines
- Lessons Learned from AspenPoint
- Sustainability Resources
- Next Steps

# Let's Chat – use the chat box to reply

What do you see as one major challenge to sustaining your TIC efforts and momentum?

## Challenges

Expectation that change would occur quickly

Staff turnover could threaten change efforts

Change in leadership

Need for continued buy-in of direct staff

## Strategies

Publicly share small and large gains along the way

Involve numerous people throughout the organization-

Plan to orient new leadership

Promote TIC in hiring practices and performance evals

# Challenges to TIC Sustainability

- Feasibility - costs to organization in time and money
- Availability of resources
- Competing organizational priorities and initiatives
- Infrastructure to support ongoing performance outcomes
- Adapting to a changing healthcare system
- Continuity of consumer/family involvement

# Let's Chat -

What is one strategy you are planning to use to maintain your TIC efforts/momentum?

# Two Dimensions to Sustainability

Making changes, gains and accomplishments stick

Keeping the momentum moving forward for continuous quality improvement

# Sustainability Guidelines

1. Organizational Infrastructure
2. Policies and Procedures
3. Human Resources
4. Workforce Development
5. Data Collection
6. Community Engagement and Leadership

# Organizational Infrastructure

Does your Core Implementation Team:

- have ongoing presence and support of leadership?
- have the right compliment of members?
- replace members when they leave?
- meet regularly (no less than once per month)?
- divide tasks and report back to the group on progress?
- celebrate successes?



# Organizational Infrastructure

Does your Core Implementation Team:

- use data to sustain efforts?
- have governing board support for TIC efforts and direction?
- make TIC part of the organization's vision/mission?
- include TIC in the organization's strategic plan?
- report progress to leadership and the rest of the organization?

# Policies & Procedures

- Does all documentation (EHR, tools) reflect TIC language, processes?
- Do your policies and procedures support and reflect trauma-informed care principles and practices?
- Does your quality improvement process include benchmarks for trauma-informed care activities?

# Policies & Procedures

- Does your quality improvement data drive trauma-informed care change processes?
- Does your organization have policies and procedures to support the health and wellness of your employees?
- Are TIC changes aligned with reliable fiscal streams?

# Human Resources

- Do your job descriptions for all staff in the organization include key tasks associated with trauma-informed care?
- Do your staff performance evaluations include trauma-informed care goals, milestones, and outcomes?
- Does your new staff orientation include education/information on trauma and trauma-informed care?
- Do your job postings include language about special consideration given to those with trauma expertise?

# Human Resources

- Does your organization's hiring practice include various meaningful positions for people with lived experiences of trauma?
- Do you include consumers/peers in hiring/interview panels?
- Do you visibly reinforce and recognize staff who contribute and support desired changes?

# Workforce Development

- Are you maximizing staff involvement at all levels of the organization?
- Does your staff development program include trauma-informed care training?
- Is there a plan to offer ongoing training on this topic?
- Are supervisors trained on trauma and trauma-informed care?
- Are trauma and trauma-informed care a regular topic of discussion in supervision sessions?

# Workforce Development

- Does staff understand that each person employed by the organization makes a difference in a trauma-informed environment?
- Does staff understand that performance evaluations are linked to the ability to provide trauma sensitive practices?
- Is there a mechanism in place to celebrate and encourage staff excellence?
- Is there a mechanism in place for staff to get support to deal with Compassion Fatigue and their own trauma histories?

# Data Collection

- Does your clinical record support documentation of trauma-informed care screening, assessment, treatment planning, and progress of treatment?
- Can your system generate individual or population based data (registries) for staff to use to support trauma-informed care efforts?
- Do you have a system in place to review and use data at Core Implementation Team and staff meetings?
- Is progress shared with leadership, the board, clinical and support staff and consumers using data generated reports?



# Community Engagement & Leadership

- Does your organization regularly meet with community leaders?
- Has your organization taken a leadership role within the community to establish partnerships?
- Have you partnered with academic institutions?
- Have you developed partnerships with research centers on shared projects related to trauma-informed care?
- Do you see yourself as experts – are you sharing your knowledge, experience and expertise in as many venues as possible?

# Let's Chat

What is one *new* strategy you plan to employ to sustain TIC efforts?

# Lessons Learned

- Believe that TIC is the right thing...the BEST practice
- Have the right people on your Core Implementation Team (deeply committed to TIC principles, part of their value system, invested)
- Any aspect you have control over, you can shape practice
- Shout it from the mountain top...talk about it everywhere, and all the time
- Keep it in the forefront of people's minds (mixed media)
- Take it to the next levels
- Identify your partners and resources and use them
- It's a journey of ups and downs
- Never give up...Be Persistent !!!

# Key Factors to Remember:

- According to Dr. Felitti, (ACE Study) the experience of trauma is an epidemic in the US; and once we know this, we have an obligation to act (use universal precautions-TIC approaches)
- As part of your TIC strategic plan, it is advisable to update your org mission to include commitment to TIC
- Healing from trauma is *possible*, even in the absence of asking about it or providing trauma-specific treatment
- Healing takes place within the context of respectful, caring, culturally sensitive *relationships* in an environment that is safe, welcoming and comfortable

# Key Factors to Remember:

- Adopting a TIC organization requires a paradigm shift by all staff from leadership to front desk staff; and TIC is about clients and *staff*
- Culture shift begins with educating all staff about the impact of trauma; how to promote the principles and practices of TIC and continues with conversations about TIC and seeing all they do through a trauma-informed lens
- Making changes stick involves practice, policy, documentation changes, using all modes of communication to address TIC including posters, mission statement, staff meetings, newsletters, bulletin boards

‘Nothing in this world can take the place of persistence.

Talent will not: nothing is more common than unsuccessful men with talent.

Genius will not; unrewarded genius is almost a proverb.

Education will not: the world is full of educated derelicts.

*Persistence and determination alone are omnipotent’*

Calvin Coolidge

# Sustainability Resources

- TIC Sustainability Guide
- TIC Sustainability Plan Template

# Next and Final Steps

- Innovation Community Evaluation
- Report Out Calls – August 17 and 18
- TIC IC Website
- TIC IC List serv
- Consultation



# Questions