

Trauma-Informed Primary Care:

Fostering Resilience and Recovery



For the trainer:

Please note this slide deck is not a train the trainer presentation with fully developed scripts and exercises. These slides and accompanying notes are offered as suggestions. Slides may be used separate from the slide deck and in a different order than how they are currently presented.

If slides are used, please use the citation below and maintain all original citations found on the slides.

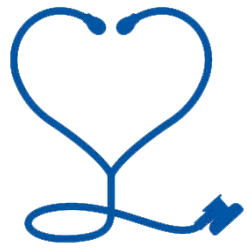
National Council for Behavioral Health. *Fostering Resilience and Recovery: A Change Package for Advancing Trauma-Informed Primary Care.* 2019.

Communications@TheNationalCouncil.org

202.684.7457

1400 K St. NW, Suite 400, Washington, DC 20005

www.TheNationalCouncil.org



Trauma-Informed Primary Care: Fostering Resilience and Recovery



Compassion in our Work and our World

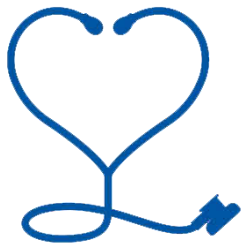
Secondary Traumatic Stress and Staff Self-Care

Communications@TheNationalCouncil.org

202.684.7457

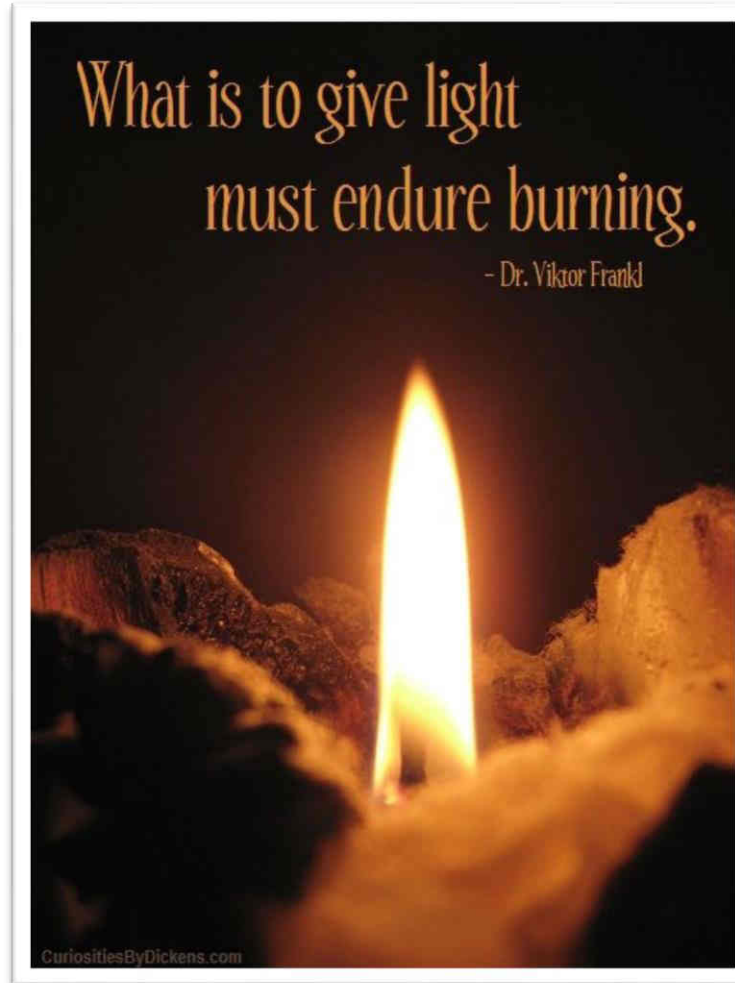
1400 K St. NW, Suite 400, Washington, DC 20005

www.TheNationalCouncil.org



Trauma-Informed Primary Care:

Fostering Resilience and Recovery

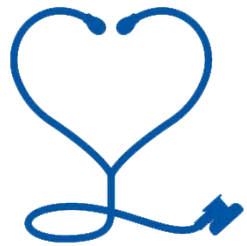


Communications@TheNationalCouncil.org

202.684.7457

1400 K St. NW, Suite 400, Washington, DC 20005

www.TheNationalCouncil.org



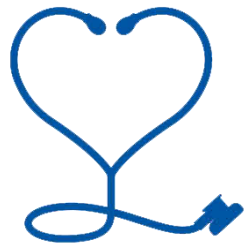
Trauma-Informed Primary Care:

Fostering Resilience and Recovery



Staff and Providers

- Often have their own traumatic histories
- Seek to avoid re-experiencing their own emotions
- Respond personally to others' emotional states
- Perceive behavior as personal threat or provocation



Trauma-Informed Primary Care:

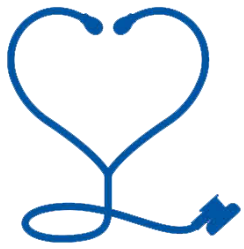
Fostering Resilience and Recovery



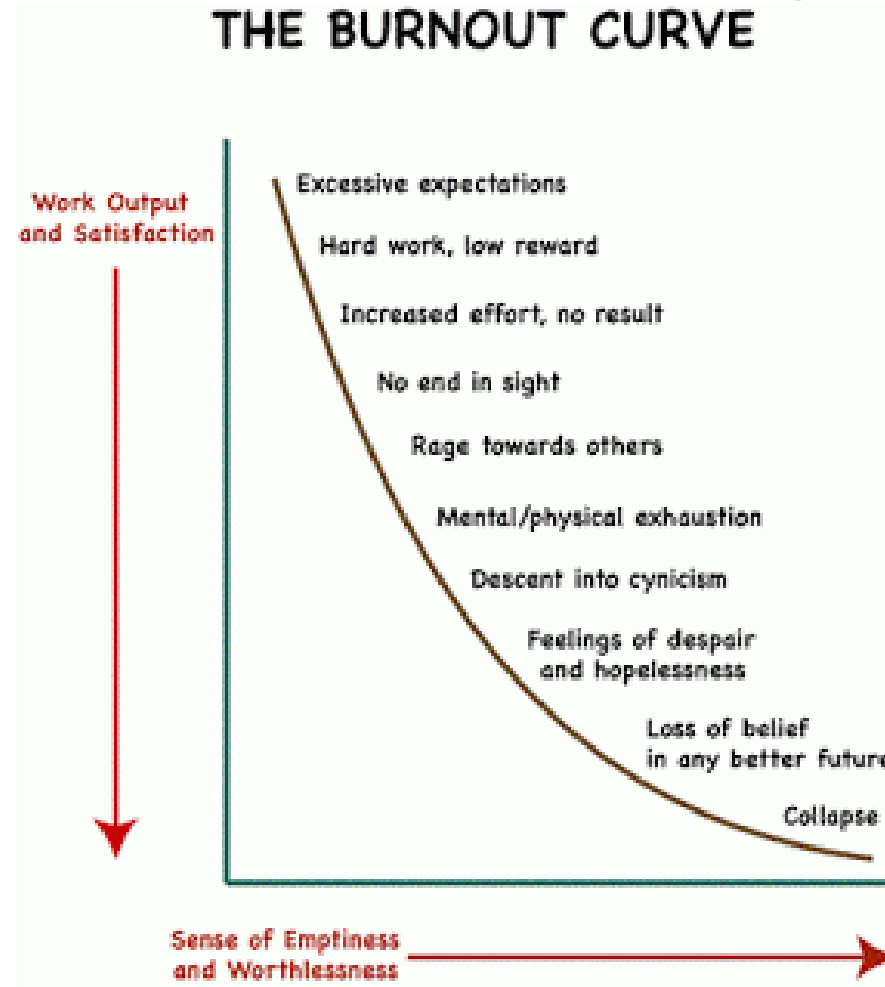
Work Force Concerns

- Compassion Fatigue
- Secondary Traumatic Stress
- Vicarious Trauma
- Burnout

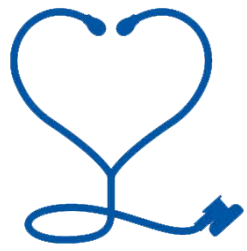




Trauma-Informed Primary Care: Fostering Resilience and Recovery



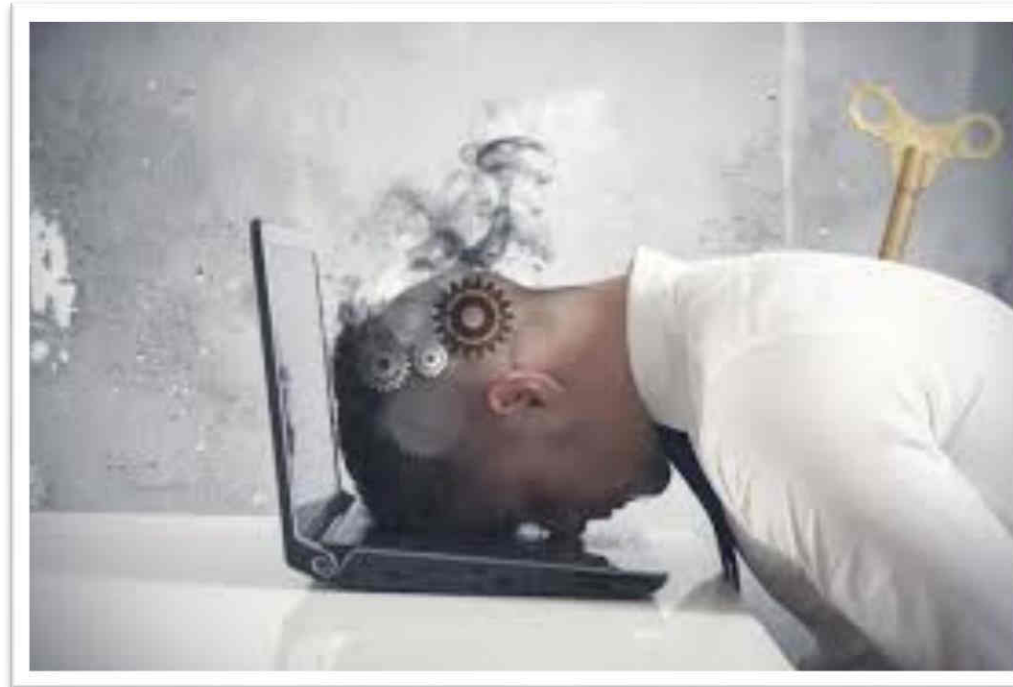
Source: Adapted from Coyote, C. (2006). Slow leadership. Retrieved May 25, 2018 from <https://sites.google.com/site/teacherburnoutandresources/home>



Trauma-Informed Primary Care: Fostering Resilience and Recovery



Is “burnout” an ethical problem?

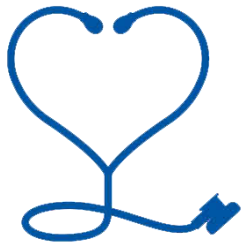


Communications@TheNationalCouncil.org

202.684.7457

1400 K St. NW, Suite 400, Washington, DC 20005

www.TheNationalCouncil.org



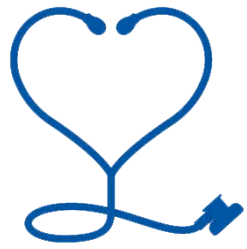
Trauma-Informed Primary Care:

Fostering Resilience and Recovery



Warning Signs

- Thinking the worst in every situation
- Reacting disproportionately
- Never taking a vacation
- Forgetting why you do your job
- Decreased performance
- Constantly not getting enough sleep
- Increased arguments with your family
- Decreased social life



Trauma-Informed Primary Care:

Fostering Resilience and Recovery

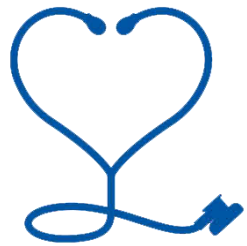


Compassion Resilience

The ability to maintain our physical, emotional and mental well-being while responding compassionately to people who are suffering

Compassion Satisfaction

The ability to experience pleasure from doing the work



Trauma-Informed Primary Care:

Fostering Resilience and Recovery



Building Resilience - Individual and Organizational

Expectations

- Realistic ones for yourself
- Realistic ones for others

Boundary Setting

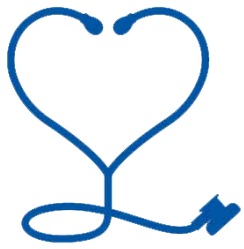
- Know what you want/can say 'yes' to

Staff Culture

- Connecting with colleagues in a way that heals & helps

Self-Care

- Mind
- Spirit
- Strength
- Heart



Trauma-Informed Primary Care:

Fostering Resilience and Recovery



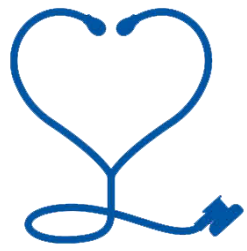
Individual

- Mind
- Body
- Spirit
- Strength



Organization

- Colleague relationships
- Organizational compassion
- Community collaboration

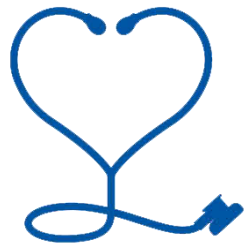


Trauma-Informed Primary Care: Fostering Resilience and Recovery



Unclear, hidden or unrealistic expectations drive compassion fatigue





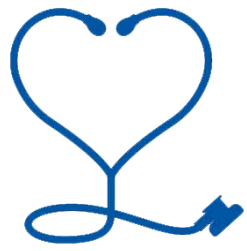
Trauma-Informed Primary Care:

Fostering Resilience and Recovery



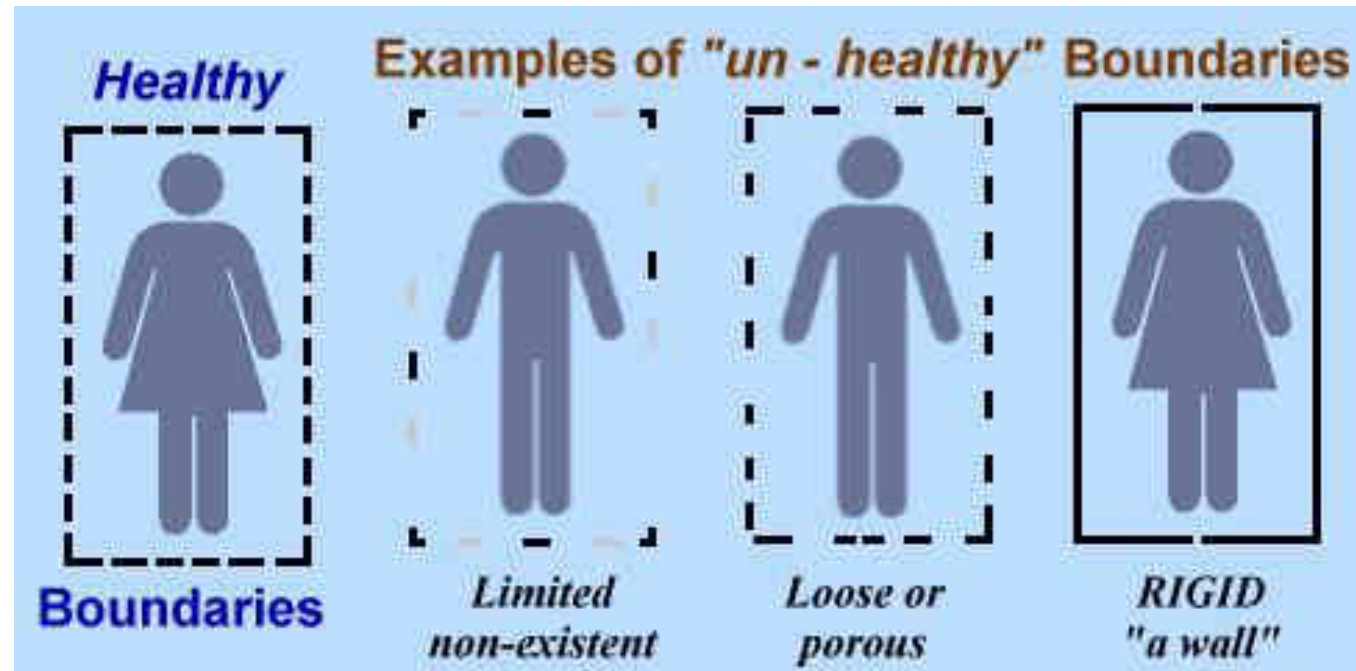
Understanding your expectations

- What positive role do expectations play?
- What impact have your unrealistic self-expectations had on your well-being?
- What has the impact been of others' unrealistic expectations of your capacity?
- How do you assess if expectations are set at a helpful, aspirational level?

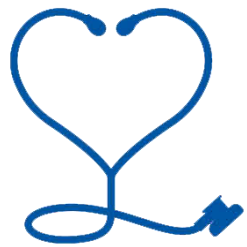


Trauma-Informed Primary Care: Fostering Resilience and Recovery

Boundaries - What's OK and What's Not OK



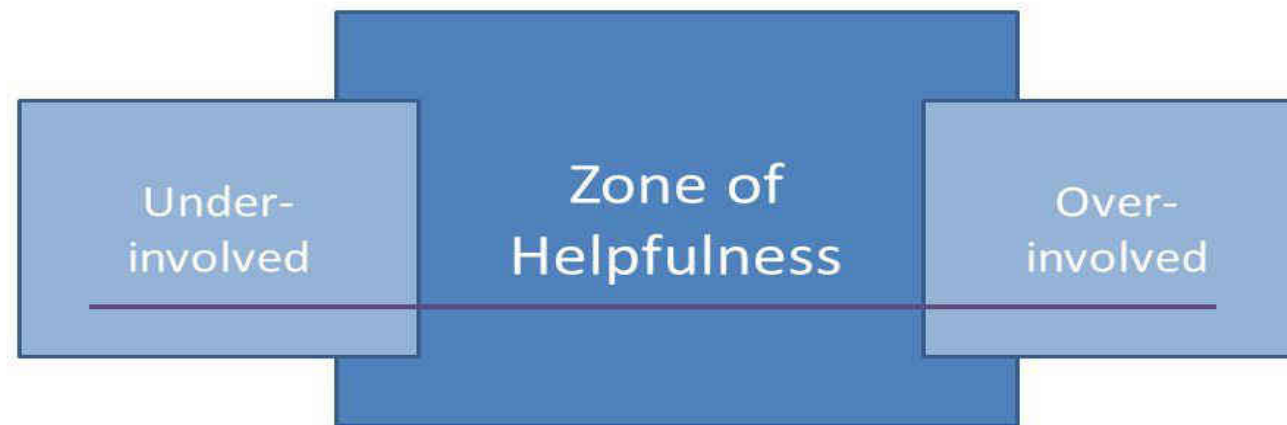
Source: Kristi Holl, *How Healthy Are Your Boundaries?*
Retrieved 11/1/2019 from <https://www.kristiholl.com/how-healthy-are-your-boundaries/>

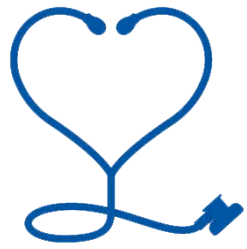


Trauma-Informed Primary Care: Fostering Resilience and Recovery



Compassionate Boundary Setting



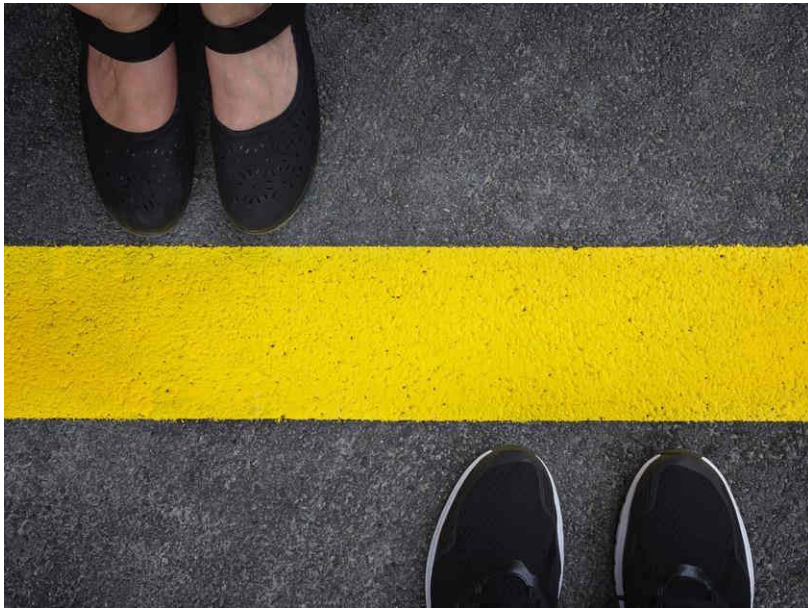


Trauma-Informed Primary Care:

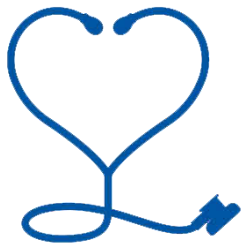
Fostering Resilience and Recovery



Tips for Setting Compassionate Boundaries



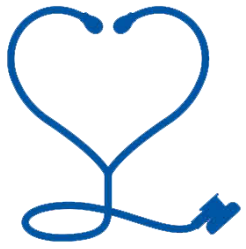
1. Know what you want to say “Yes” to in your life (values and priorities).
2. Be proactive. Have “meetings” to discuss boundaries. Structure offers safety for both sides.
3. Just say it! Don’t make them guess. Use simple and direct language.
4. Reinforce by pointing out the violations IN THE MOMENT.
5. Give explanations that are specific, relevant to the other person, and offer shared solutions.
6. Back up your boundary with action. If you give in, you invite people to ignore your needs.



Trauma-Informed Primary Care: Fostering Resilience and Recovery



Set a boundary with a colleague that complains too much about what you cannot control:
“I am working on showing up with good energy for my clients, I find that talking too much about what I can’t control makes that hard for me. Let’s switch topics.”



Trauma-Informed Primary Care:

Fostering Resilience and Recovery



Empathy

The ability to understand and share the feelings of another

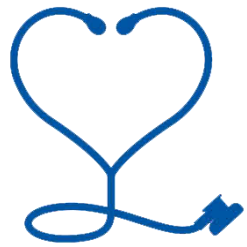


Communications@TheNationalCouncil.org

202.684.7457

1400 K St. NW, Suite 400, Washington, DC 20005

www.TheNationalCouncil.org



Trauma-Informed Primary Care:

Fostering Resilience and Recovery



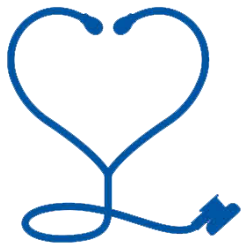
Boundary language examples

To respond to angry patient:

“I want to work with you to figure this out. It will be hard if our brains are not calm enough to think. How about we take a 5 minute break?”

To say no to extra commitments:

“Although our team goals are really important to me, I need to discuss what can come off my plate or what I can do in a different manner in order to take on anything new. I am working on how to balance my family’s needs and my workload.”

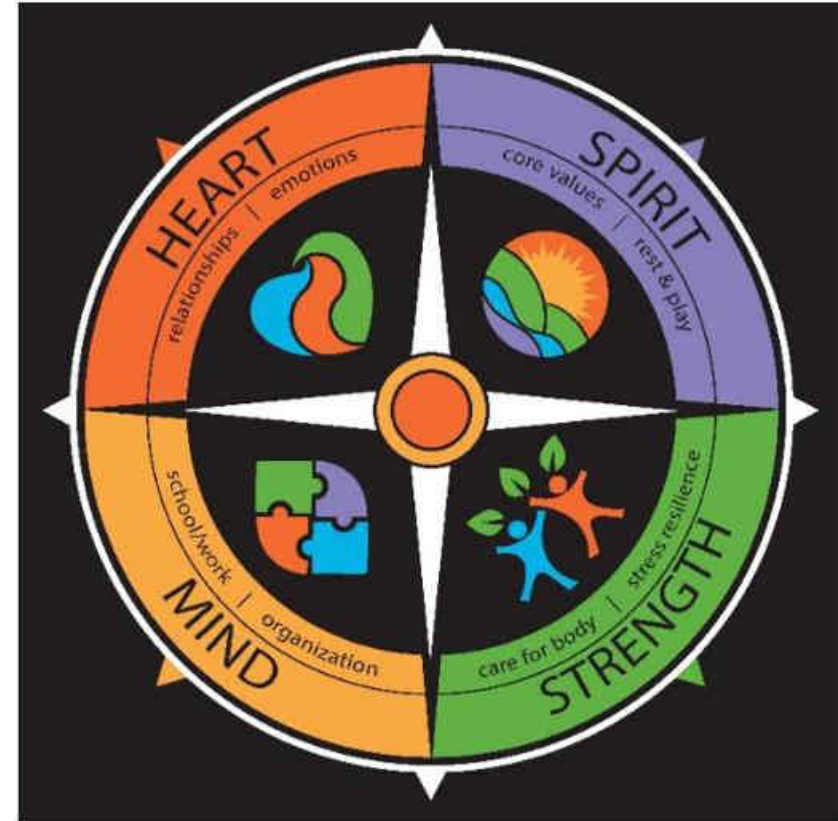


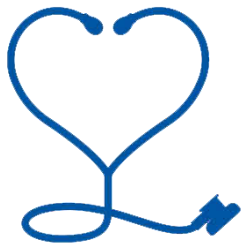
Trauma-Informed Primary Care: Fostering Resilience and Recovery



Individual Self-Care

Compass Model of Wellness





Trauma-Informed Primary Care:

Fostering Resilience and Recovery



HEART

Relationships: the ability to create and maintain healthy connections with others in your life

Emotions: the ability to express your emotions and receive others' emotions in a healthy way



MIND

School/Work: the ability to get the most out of educational, volunteer, and employment opportunities

Organization: the ability to manage time, priorities, money, and belongings



SPIRIT

Core Values: the development of a personal value system that supports your sense of meaning and purpose

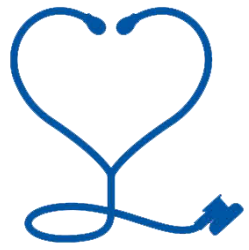
Rest & Play: the ability to balance work and play to renew yourself



STRENGTH

Stress Resilience: the ability to deal positively with the challenges of life

Care for My Body: the ability to build healthy habits around your physical well-being, and to end unhealthy habits



Trauma-Informed Primary Care: Fostering Resilience and Recovery



The Importance of Care for the Body

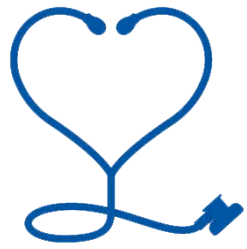


Communications@TheNationalCouncil.org

202.684.7457

1400 K St. NW, Suite 400, Washington, DC 20005

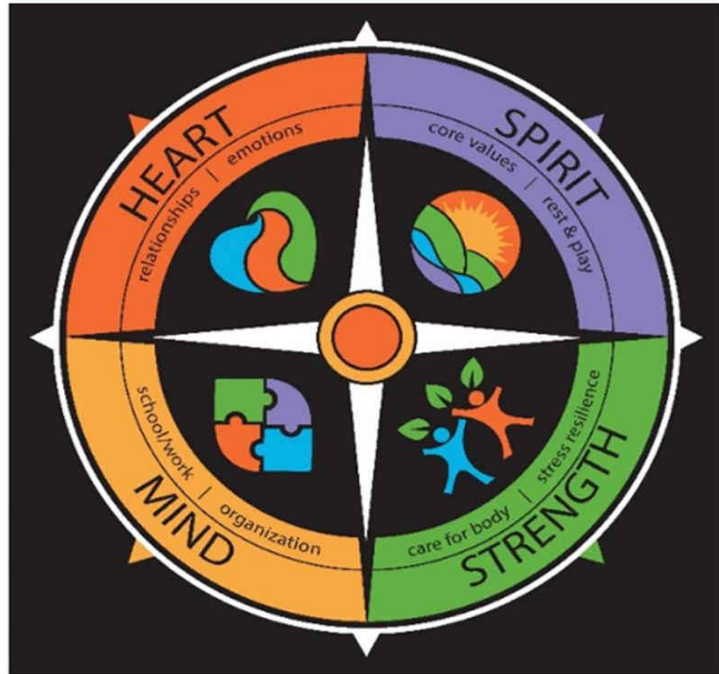
www.TheNationalCouncil.org



Trauma-Informed Primary Care:

Fostering Resilience and Recovery

Compassion Resilience Reflection

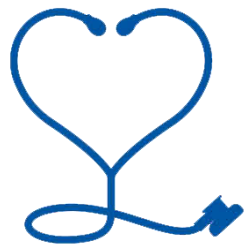


How is my Self-Care?

How is My Self-Care?

HOW IS MY SELF-CARE?	HEART	SPIRIT	MIND	STRENGTH
relationships	relationships	core values	school/work	care for body
emotions	emotions	rest & play	organization	stress resilience
core values				
rest & play				
school/work				
organization				
care for body				
stress resilience				

Notes:



Trauma-Informed Primary Care:

Fostering Resilience and Recovery



Asking for Help

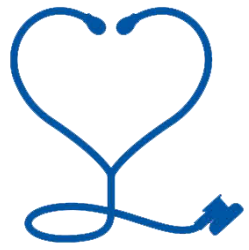


Communications@TheNationalCouncil.org

202.684.7457

1400 K St. NW, Suite 400, Washington, DC 20005

www.TheNationalCouncil.org



Trauma-Informed Primary Care:

Fostering Resilience and Recovery



A Break for our SPIRIT

When do you feel most alive, most like yourself? What are you doing?
What or with whom are you surrounded?

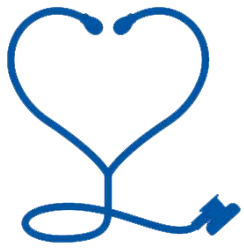


Communications@TheNationalCouncil.org

202.684.7457

1400 K St. NW, Suite 400, Washington, DC 20005

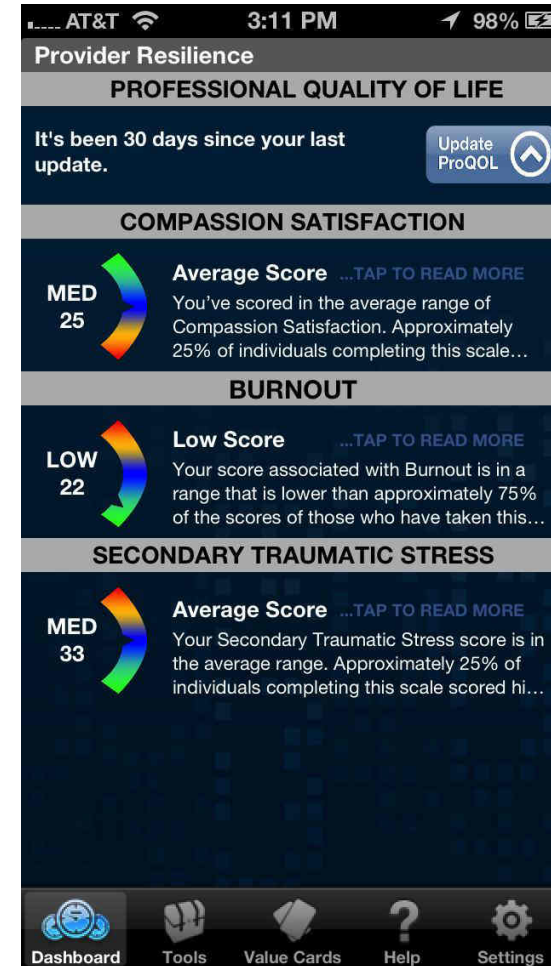
www.TheNationalCouncil.org



Trauma-Informed Primary Care: Fostering Resilience and Recovery



Provider Resilience App



Communications@TheNationalCouncil.org

202.684.7457

1400 K St. NW, Suite 400, Washington, DC 20005

www.TheNationalCouncil.org