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.

Compassion in our Work and our World

Secondary Traumatic Stress and Staff Self-Care
What is to give light
must endure burning.

- Dr. Viktor Frankl
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
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Work Force Concerns

• Compassion Fatigue
• Secondary Traumatic Stress
• Vicarious Trauma
• Burnout
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Is “burnout” an ethical problem?
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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
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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
### Building Resilience - Individual and Organizational

<table>
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<th>Expectations</th>
<th>Boundary Setting</th>
<th>Staff Culture</th>
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| Realistic ones for yourself | Know what you want/can say ‘yes’ to                      | Connecting with colleagues in a way that heals & helps | Mind
| Realistic ones for others   |                                                        |                                                    | Spirit
|                        |                                                        |                                                    | Strength
|                        |                                                        |                                                    | Heart

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Individual
- Mind
- Body
- Spirit
- Strength

Organization
- Colleague relationships
- Organizational compassion
- Community collaboration

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Unclear, hidden or unrealistic expectations drive compassion fatigue

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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?

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What positive role do expectations play?
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Understanding your expectations

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Boundaries - What’s OK and What’s Not OK

![Diagram showing healthy and unhealthy boundaries](https://www.kristiholl.com/how-healthy-are-your-boundaries/)

Compassionate Boundary Setting

- Under-involved
- Zone of Helpfulness
- Over-involved

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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.

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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."

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Empathy

The ability to understand and share the feelings of another
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.”
Compass Model of Wellness

Compassion Resilience

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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

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The Importance of Care for the Body
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Compassion Resilience Reflection

How is my Self-Care?

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Asking for Help

Be smart enough to know when you need help and brave enough to ask for it.
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?
Provider Resilience App