



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.

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

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Infusing Trauma into our Daily Work

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We need to have



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Ability to adapt well to
stress, adversity,
trauma or tragedy



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Defining Resilience

1. Emotional regulation: The ability to control our emotions, attention, and thus our behavior
2. Impulse control: The ability to manage expression of our feelings
3. Accurate identification of the cause of adversity
4. Self-efficacy: The sense that we can solve problems and succeed
5. Realistic optimism: Being positive about the future *and* realistic
6. Empathy: Able to read others behavior, to understand their states, and build relationship
7. Reaching out: The continued drive to take on more challenges and opportunities



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Risk Factors

- ACE's
- Poverty
- Racism
- Intergenerational trauma
- Lack of support
- Isolation
- Hopelessness
- Difficulty regulating emotions
- Poor self-confidence
- Poor problem solving skills



Protective Factors

- Optimism
- Faith
- Sense of meaning
- Self-efficacy
- Flexibility
- Emotional regulation
- Empathy
- Close relationships
- Spirituality
- Effective problem solving

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Promoting Resilience Involves Teaching



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Language Matters

- Vocabulary reinforces feelings and beliefs
- Helps guide behavior
- Leads to greater options for acting
- Allows us to be able to recognize resilience in self/others





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Three Statements of Resilience

I Have...

a recognition of what is available

I Am...

a recognition of my value

I Can...

a recognition of mastery, sense of the future



-Strengthening the Human Spirit by Edith Grotberg, Ph.D., 1995

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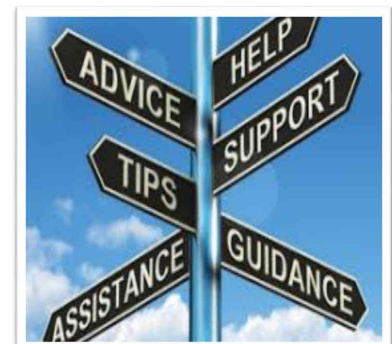


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I Have (external supports)

- People around me I trust and who love me, no matter what
- People who set limits for me so I know when to stop before there is danger or trouble
- People who show me how to do things right by the way they do things
- People who want me to learn to do things on my own
- People who help me when I am sick, in danger, or need to learn



Safety and security are the CORE of resilience.

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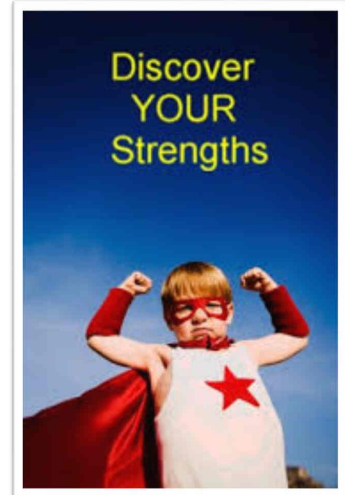


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I Am (internal, personal strengths)

- A person people can like and love
- Glad to do nice things for others and show my concern
- Respectful of myself and others
- Willing to be responsible for what I do
- Sure things will be all right



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I Can (social/interpersonal skills)

- Talk to others about things that frighten me or bother me
- Find ways to solve problem that I face
- Control myself when I feel like doing something not right or dangerous
- Figure out when it is a good time to talk to someone or to act
- Find someone to help me when I need it



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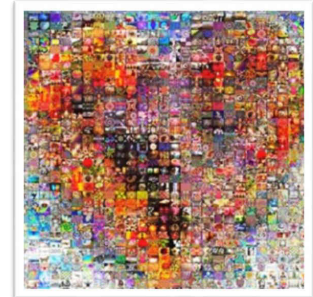


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Build Relationships

- Honor voice and choice
- Partner with people
- Request feedback
- Ensure comfort



“Keep the Human in Human Services”

-Dr. Pat Deegan

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One-on-One Policy



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COMPLIANCE



IMPACT

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Universal Education

- Post-card size handouts
- Pamphlets
- Posters



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Daily Translation of TIPC Principles

- Be patient and persistent
- Convey respect
- Be validating and affirming
- Read clients' needs and respond accurately
- Set realistic expectations and goals
- Provide ongoing choices and supports
- Know your role
- Follow through with what you say you will do
- Provide consistency; minimize surprises

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The importance of relationships

WHAT HURTS?

- Interactions that are humiliating, harsh, impersonal, disrespectful, critical, demanding, judgmental

WHAT HELPS?

- Interactions that express kindness, patience, reassurance, acceptance, and listening
- Frequent use of words like PLEASE and THANK YOU

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The importance of the physical environment

WHAT HURTS?

- Congested areas that are noisy
- Poor signage that is confusing
- Uncomfortable furniture
- Separate bathrooms
- Cold non-inviting colors and paintings/posters on the wall

WHAT HELPS?

- Comfortable, calming, and private treatment and waiting.
- Furniture is clean and comfortable
- No wrong door philosophy
- Integrated restrooms
- Messages conveyed throughout that are positive and hopeful

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The importance of our attitudes and beliefs

WHAT HURTS?

- Asking questions that convey the idea that there is something wrong with the person
- Judgments and prejudices based on cultural ignorance
- Regarding a person's difficulties only as *symptoms* of a mental health, substance use or medical problem

WHAT HELPS?

- Asking questions for the purpose of understanding what harmful events may contribute to current problems
- Understanding the role of culture in trauma response
- Recognizing that *symptoms* are often a person's way of coping with trauma or are adaptations

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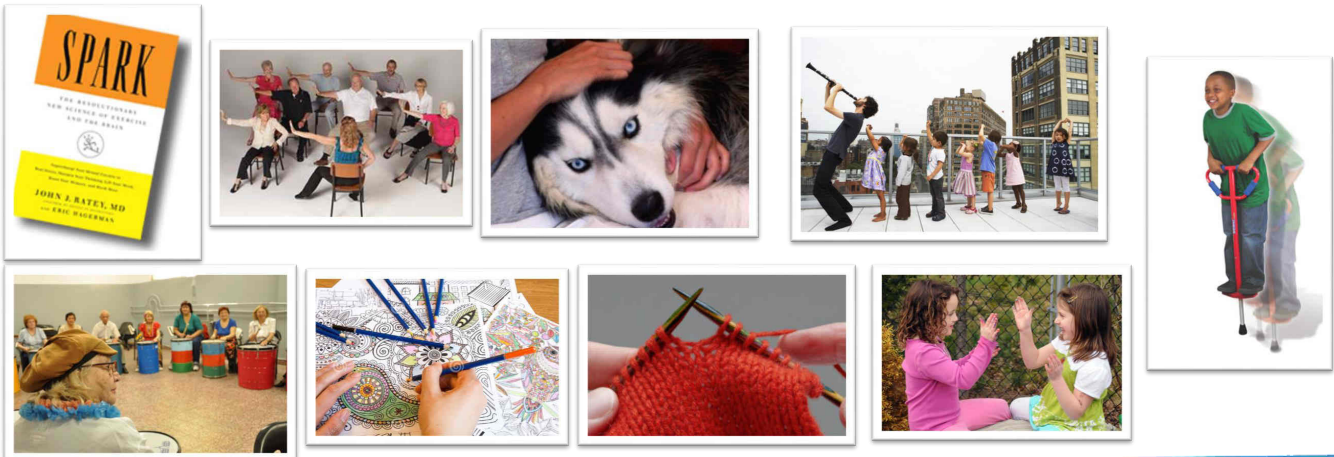
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Understand the Mind/Body Connection



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Grounding Techniques

Grounding techniques can help:

- Keep someone in the present
- Reorient a person to the here-and-now and in reality
- A person manage overwhelming feelings or intense anxiety
- Someone to regain their mental focus from an often intensely emotional state

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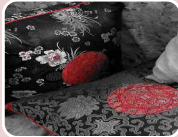


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Grounding Exercise



Hold a pillow, stuffed animal or a ball



Place a cool cloth on your face, or hold something cool such as a can of soda



Listen to soothing music



Put your feet firmly on the ground



FOCUS on someone's voice or a neutral conversation



5-4-3-2-1 Game

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