

Providing Trauma- Informed Care & Building Resilient Providers in a School-Based Health System

Primary Care Clinical Skills (D5)

June 28th 2022



TODAY'S PRESENTERS



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School-Based Health Alliance

Transforming Health Care for Students

Our **Focus**

The School-Based Health Alliance Works to Support & Grow SBHCs

Policy



Establishes and advocates for national policy priorities

Standards



Promotes high-quality clinical practices and standards, including for telehealth

Data



Supports data collection and reporting, evaluation, and research

Training



Provides training, technical assistance, and consultation

- We support the improvement of students' health via school-based health care by supporting and creating community and school partnerships www.sbh4all.org

Welcome



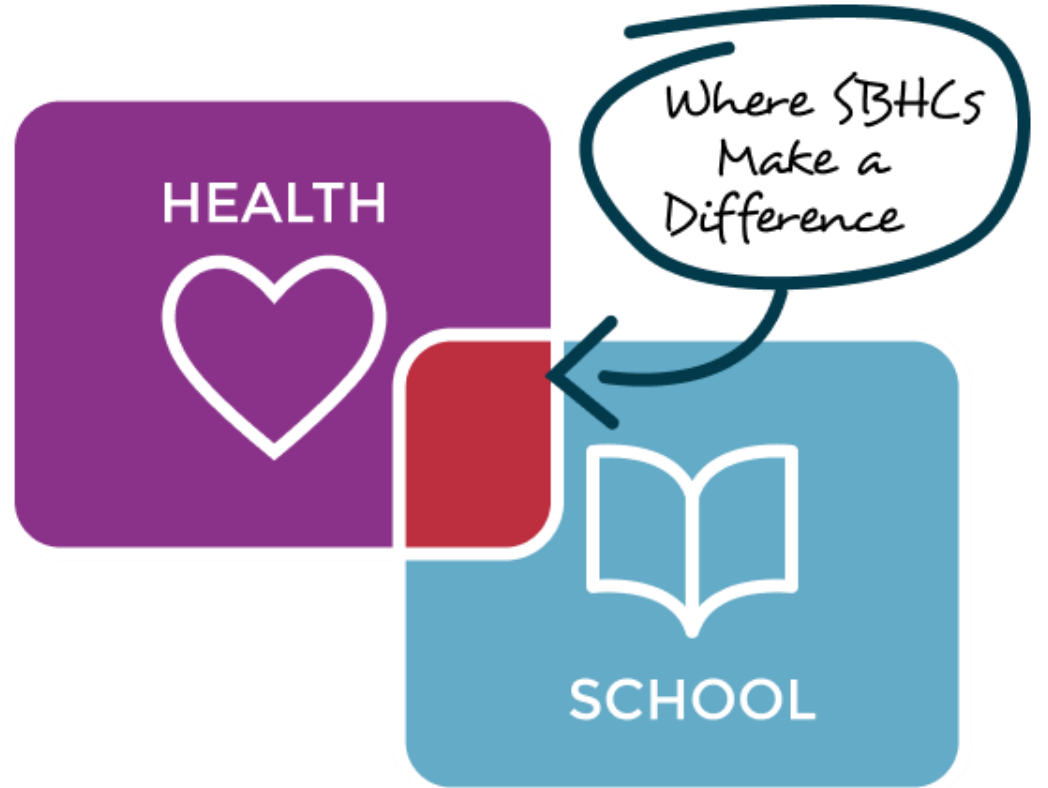


A **school-based health center** is a shared commitment between a school, community, and health care organizations to support students' health, well-being, and academic success by providing preventative, early intervention, and treatment services where students are: in school.

SCHOOL-BASED HEALTH CENTERS

The Intersection of Health and Education

- Increase access to health care
- Contribute to positive education outcomes
- Reduce emergency room us
- Lower Medicaid costs
- Expand access to mental health services



<https://www.thecommunityguide.org/>

Evidence Based Approaches and Recommendations

<https://www.thecommunityguide.org/content/task-force-recommends-school-based-health-centers-promote-health-equity>



Health Equity

School-Based Health Centers: recommends the implementation and maintenance of school-based health centers in low-income communities to improve educational and health outcomes.

Economic Evaluation

SBHCs contribute meaningful economic benefits to society and to healthcare payers (especially Medicaid). Establishment of more SBHCs would benefit the society as a whole, and bring more savings to the Medicaid program, as well as savings to the students (including their parents).



SBHC DELIVERY MODELS

	Traditional (87.1%)	School-Linked (3.8%)	Mobile (3.0%)	Telehealth Exclusive (11.5%)
<u>Location where a student accesses care</u>	A fixed site on school campus	A fixed site near school campus	Mobile van parked on or near school campus	A fixed site on school campus
<u>Location where providers deliver care</u>	Physically onsite, and remotely for some services	Physically onsite, and remotely for some services	Physically onsite, and remotely for some services	All primary care delivered remotely and other services may be available onsite or remotely



2016-17

National School-Based Health Care Census



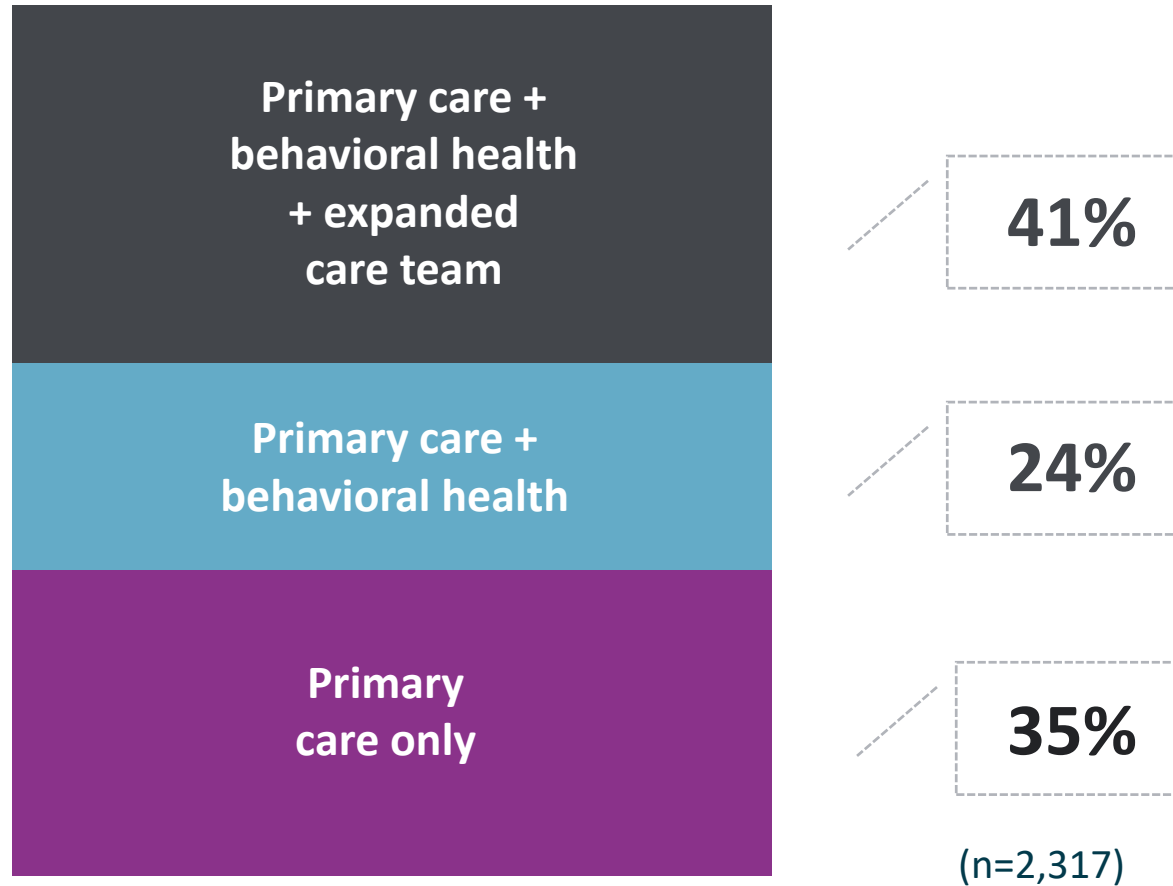
2016-17

National School-Based Health Care Census

SBHC PROVIDER TEAMS

HOURS:
31 or more
hours
per week: 75%

SPONSOR:
FQHC: 51%



Note: Expanded care team is defined as at least one of the following providers: Dentist, Dental assistant, Dental hygienist, Care coordinator, Health educator, Nutritionist, Ophthalmic technician, Optometrist or ophthalmologist, Outreach coordinator, or Registered dietitian.

Learning Objectives

- Participants will be able to define trauma-informed care and principles for a trauma-informed organization.
- Participants will be able to demonstrate professional and personal self-care strategies as part of a trauma-informed environment.
- Participants will increase self-awareness on personal development to recognize and reduce the risk of compassion fatigue and secondary traumatization from clinical care.



SAMHSA Concept of Trauma

Individual trauma results from an ***event***, series of events, or circumstances that is ***experienced*** by an individual as physically or emotionally harmful or life threatening and that has lasting ***effects*** on an individual's functioning and mental, physical, social, emotional, or spiritual well-being.

From SAMHSA's Concept of Trauma and Guidance for a Trauma Informed Approach, July 2014, <http://store.samhsa.gov/shin/content/SMA14-4884/SMA14-4884.pdf>



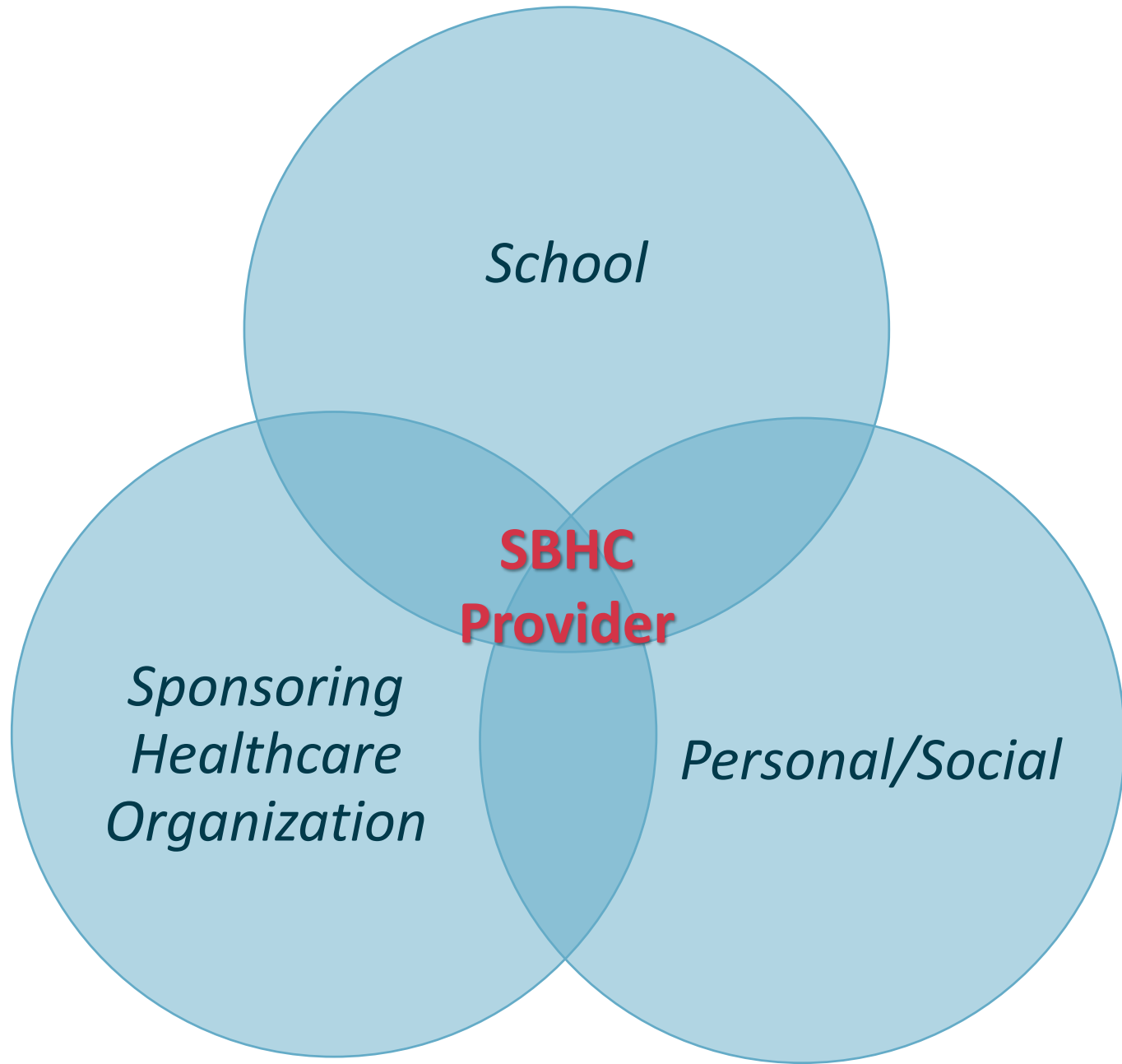
SBHCs and Pandemic Trauma

Immense systems are overwhelmed:

1. Education
2. Healthcare
3. Society at large

And SBHCs are sitting at the critical intersection of all these over-stressed systems...





Effects on Schools



- All levels: administrators, teachers, support staff...
- Rapid transition to remote education – “redesigning the entire US public education system overnight”
- Lack of infrastructure/connectivity – absent or aging
- “Till this is over mentality”
- Districts using up “rainy day” funds
- Complicated new health and cleaning protocols
- Staff feeling they have to choose between their own kids or their students
- Intense concern for at risk students who “disappear”
- People are leaving the profession in droves!

Effects on Sponsoring Healthcare Organizations



- Complete change to job description:
- New supervisory and billing structures, confidentiality, etc.
- Lack of tools to assess/mitigate risk (suicide, etc.)
- “Till this is over mentality”
- Lack of sustainability – for individuals, teams, orgs – we can’t operate in “crisis mode” forever!
- People are leaving the profession in droves!

Personal and Social Effects



- Feeling concerned/responsible for EVERYBODY, at work *and* at home
- Fearing illness in their own networks and students' networks
- Fearing job loss, economic stress, etc.
- Grief/loss: deaths, PLUS inability to grieve in traditional ways
- They + their students grieving loss of “normal,” altered opportunities
- PLUS for POC and other marginalized groups, health equity issues – socially + disproportionate risk for illness, etc.

“Compound Trauma” for SBHC Providers

Intersection of trying to support everyone else + survive themselves

We normally think of SBHCs as this amazing solution to so many social determinants of health...

And they are! They bridge the complex worlds of education and healthcare to meet student needs and enable success

But the pandemic is placing enormous stress on them.



WHAT'S NEXT?

Exposure of issues that were there before and are now reaching a breaking point across all these systems...

can we rewrite the script and rebuild in a healthier way for all?

Is there an opportunity here?



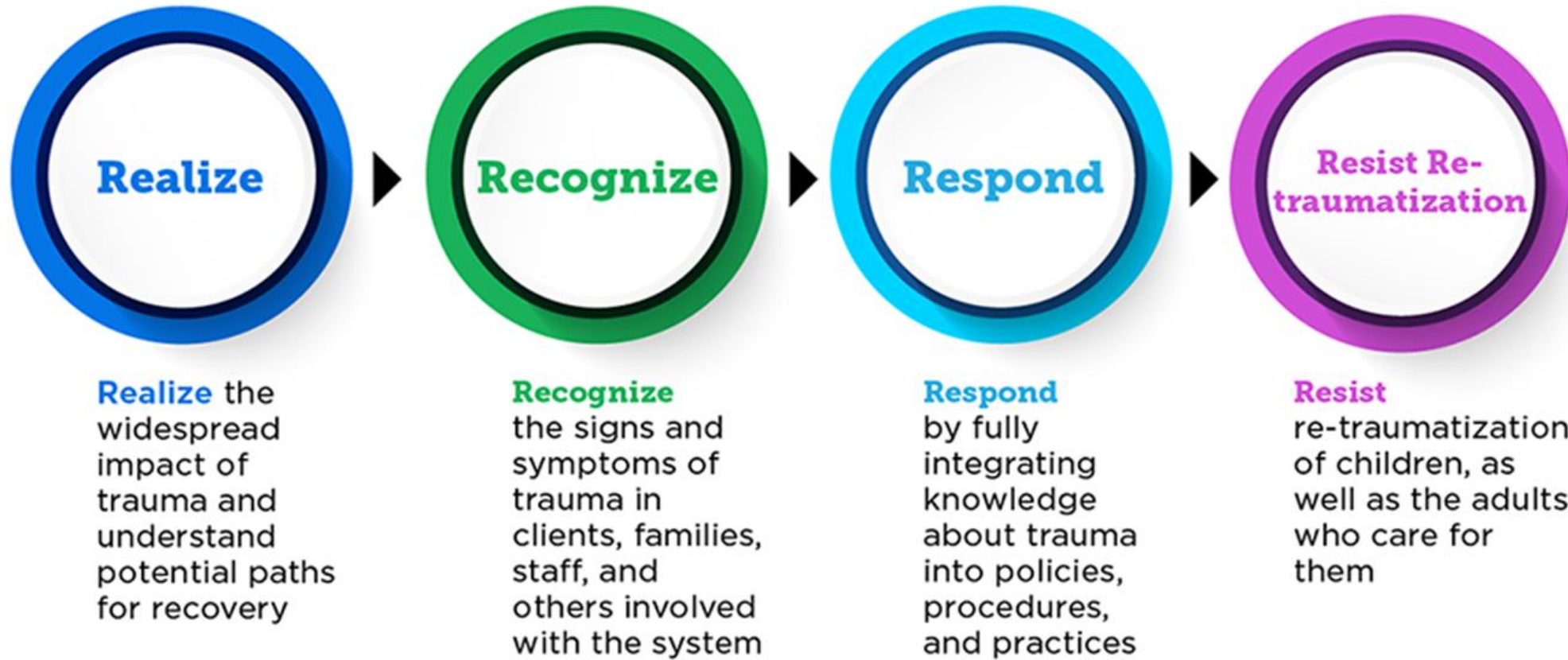
What Does it Mean to be Trauma-Informed?

A program, organization, or system that is trauma-informed realizes the widespread impact of trauma and understands potential paths for recovery; recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system; and responds by fully integrating knowledge about trauma into policies, procedures, and practices, and seeks to actively resist re-traumatization.

Substance Abuse and Mental Health Services Administration. *SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach*. HHS Publication No. (SMA) 14-4884. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2014.



The Four Rs of Trauma-Informed Care



This figure is adapted from: Substance Abuse and Mental Health Services Administration. (2014). SAMHSA's concept of trauma and Guidance for a trauma-informed approach. HHS publication no. (SMA) 14-4884. Rockville, MD: Substance Abuse and Mental Health Services Administration.



Rebuilding Professional Quality of Life

Compassion Satisfaction Positive aspects of working as a helper

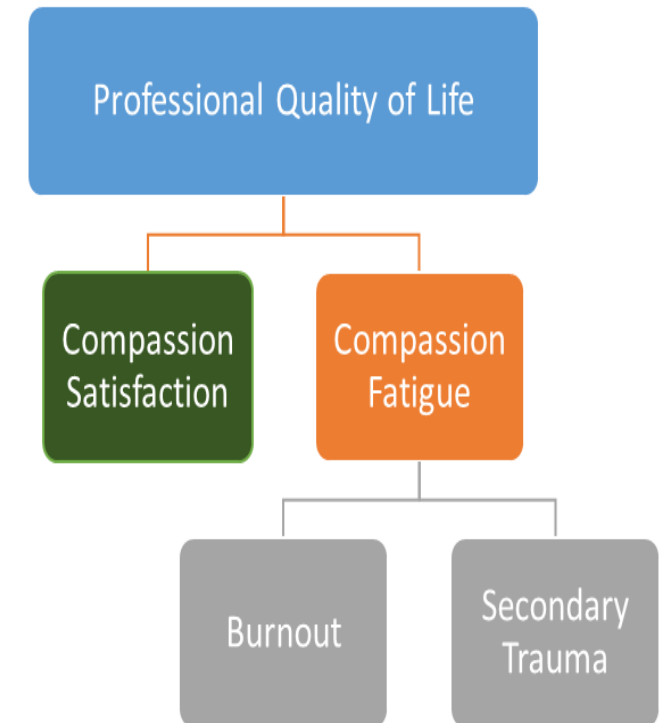
Compassion Fatigue Negative aspects of working as a helper

Burnout Inefficacy and feeling overwhelmed

Work-related traumatic stress

- Primary traumatic stress: direct target of event
- Secondary traumatic exposure: to event due to a relationship with the primary person

Resilience - person's ability to adapt in a positive way to difficulty and trying situations



What is Compassion Satisfaction

The positive aspects of helping

Satisfaction gained from working in a care giving system

Often related to:

- Providing care
- To the system
- Work with colleagues
- Beliefs about self



Significance of Professional QOL

Health Care Providers are most at risk for professional burnout, depression, fatigue, and suicide:

- Nurses have the highest prevalence of burnout and emotional exhaustion
 - (43% more than other US workers)

Effects patient outcomes and experiences, cost of care, increases health-care associated infections, medical errors, mortality.

Dyrbye et al (2017); Brom et al (2016); Trautmann et al (2015);
Letvak et al (2012); Benson et al (2016); Wang et al (2019).



Trauma-Informed Care

- Focuses on root problem
- Is preventative
- Increases support system
- Facilitates collaboration
- Shares workload
- Empowers client
- Provides consistency in agencies/systems
- Uses evidence-based best practices

Trauma-Informed Organization

- Focuses on the root problem
- Are preventative
- Increases support systems at work
- Facilitates collaboration across staff
- Shares the workload across staff
- * Empowers the employee
- * Provides consistency across the workplace (including accountability)
- * Uses evidence-based practices



Supporting Resilience in the Workplace

Train and Enhance

Self-reflection

Psychological hardiness

Resilience

Self-care



Self-Reflection

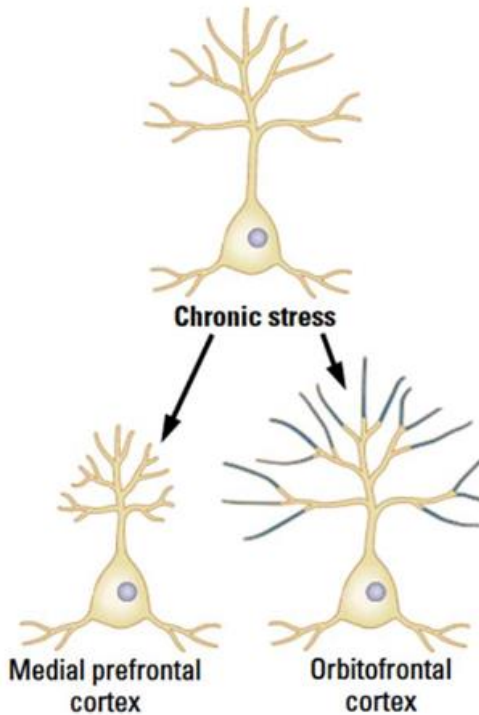
And awareness of chronic stress and burnout

Physical Symptoms

- Headaches
- GI Symptoms
- Nausea
- Diarrhea
- Stomachaches
- Interrupted Sleep
- Hair Loss

Physiological Symptoms

- Stress
- Anxiety
- Depression
- Irritability
- PTSD
- Suicide



Reminder

Secondary Trauma Triggers



Occurs when people who have been traumatized start to experience the traumatic events that others have experiences

Symptoms are similar to PTSD (re-experiencing the trauma, avoidance of triggers, hyperarousal



How to Protect Yourself and Your Staff:

- **ANTICIPATE COMPASSION FATIGUE**
- Elements of Job Stress
- **SELF-CARE METHODS FOR PRACTITIONERS**
- Factors of Professional Self Care
- Creating a Professional Greenhouse
- **THE ABCS OF SELF-CARE**
- AWARENESS, BALANCE, CONNECTION



Social Support at Work

Key component in Employee Engagement and Retention....
and building resilience in and with staff.

- I work with helpful people.
- I work with people who take a personal interest in me.
- My supervisor is helpful.
- My supervisor is concerned about my welfare.



Reflection: Factors of Professional Self-Care

- Meaningful work
- Maximizing the experience of professional success
- Avoiding grandiosity (and relish in small “I made a difference” mentality)
- Thinking long-term
- Creating and sustaining an active, individual method towards your work
- Professional self-understanding
- Using professional venting and expressive writing to release distress emotions
- Understand the reality of professional anxiety
- Increasing cognitive excitement
- Minimize ambiguous
- Set boundaries, create limits, say “no” to unreasonable requests



Creating a Professional Greenhouse

Learning Environment where Practitioner Growth is Encouraged

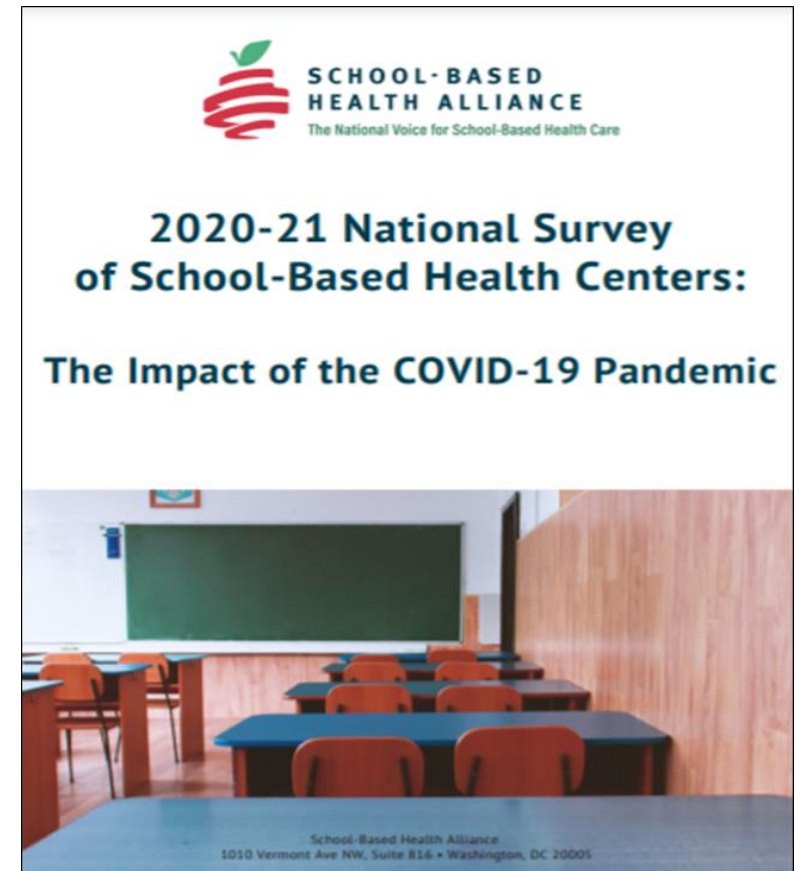
- Leadership that promotes balance between caring for others and self
- Professional social support from peers
- Being nurtured from your work as mentor, supervisor, or manager
- Learning how to be professional and playful
- Receiving support from mentors, supervisors, or bosses



Resources

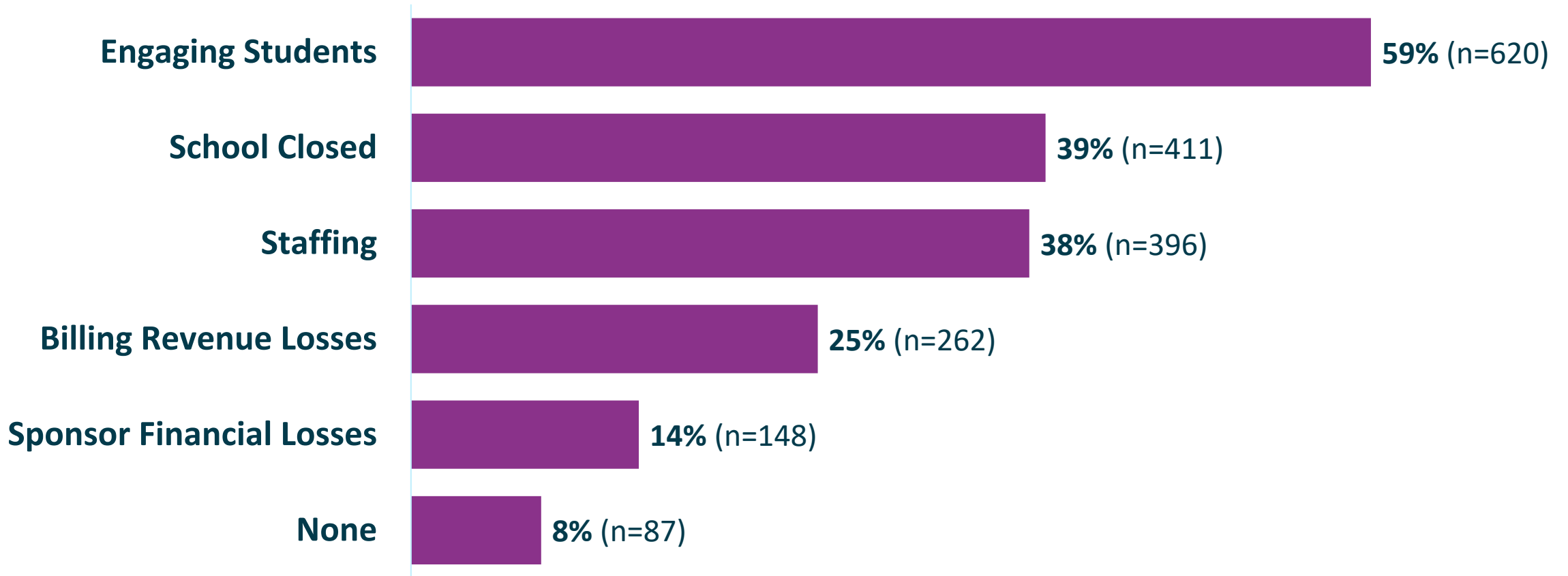
2020-21 National Survey of School-Based Health Centers: The Impact of the COVID-19 Pandemic

<https://www.sbh4all.org/wp-content/uploads/2022/01/National-Survey-2021-Summary-Report-Final.pdf>



Challenges During the 2020-21 School Year

The most common challenge was reaching or engaging students.

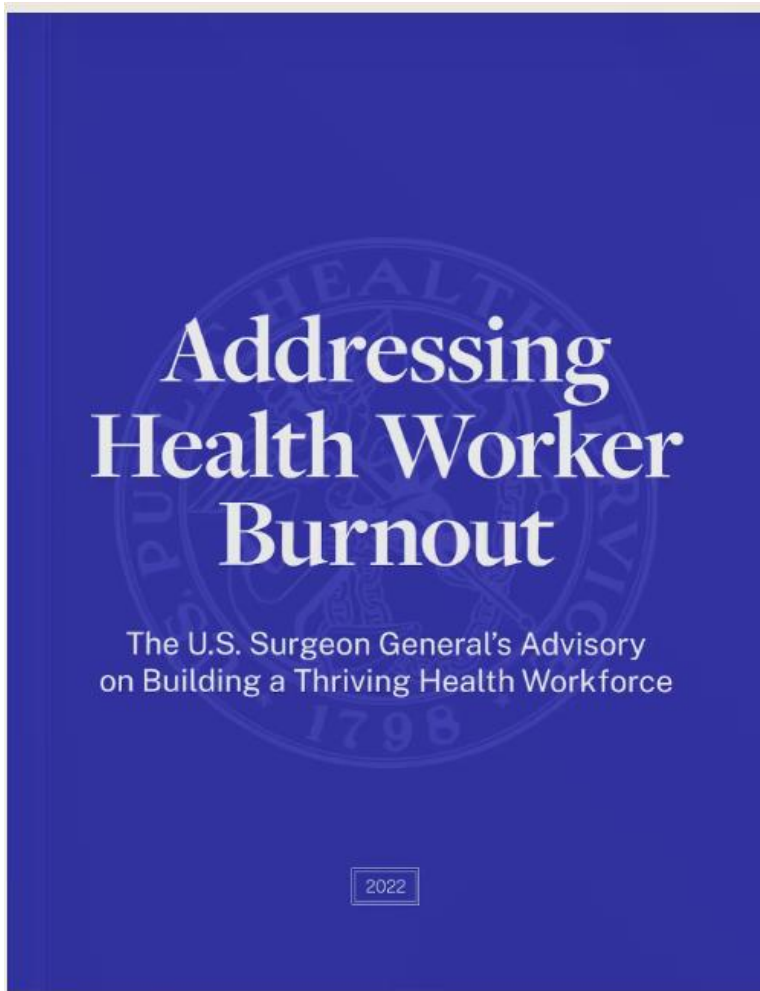


<https://www.sbh4all.org/wp-content/uploads/2022/01/National-Survey-2021-Summary-Report-Final.pdf>

Total responses to this question: n = 1,043



Surgeon General Advisory



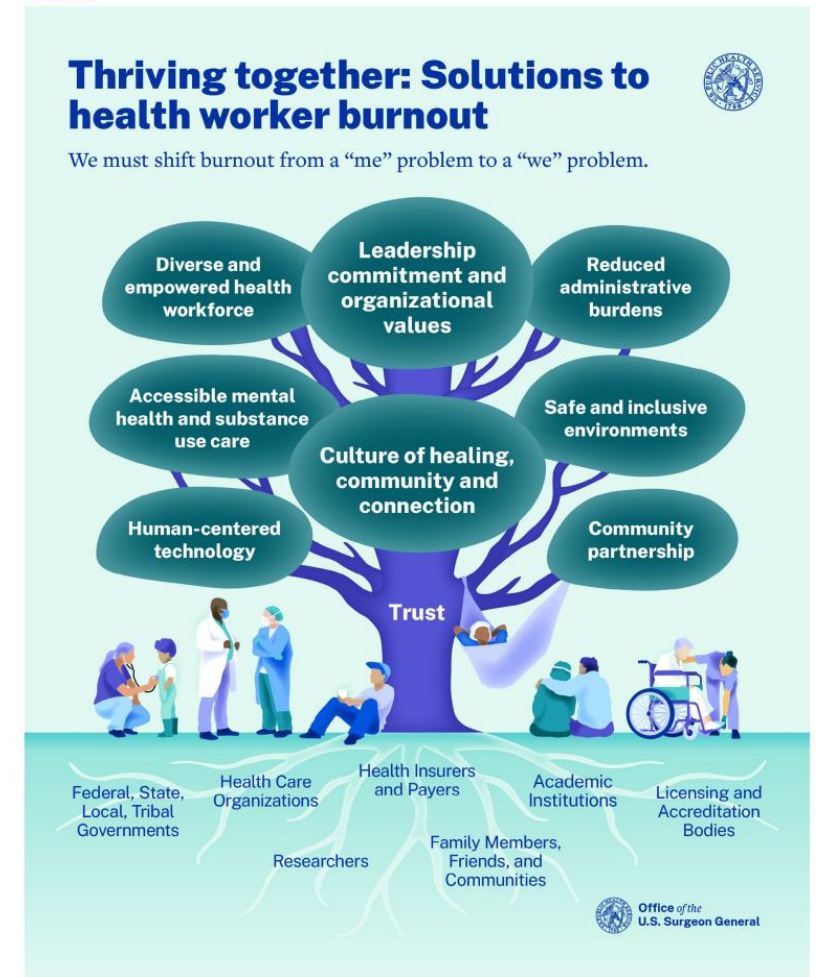
Health worker burnout can have many negative consequences

- Health Workers**
 - Insomnia, heart disease, and diabetes
 - Isolation, substance use, anxiety, and depression
 - Relationship and interpersonal challenges
 - Exhaustion from overwhelming care and empathy
- Patients**
 - Less time with health workers
 - Delays in care and diagnosis
 - Lower quality of care
 - Medical errors
- Health Care System**
 - Health workforce shortages and retention challenges
 - Limited services available
 - Risk of malpractice and decreased patient satisfaction
 - Increased costs
- Community and Society**
 - Erosion of trust
 - Worsening population health outcomes
 - Increased health disparities
 - Lack of preparedness for public health crises

"I can't provide the best care to my patients..."

"I can't get the care I need..."

Office of the U.S. Surgeon General



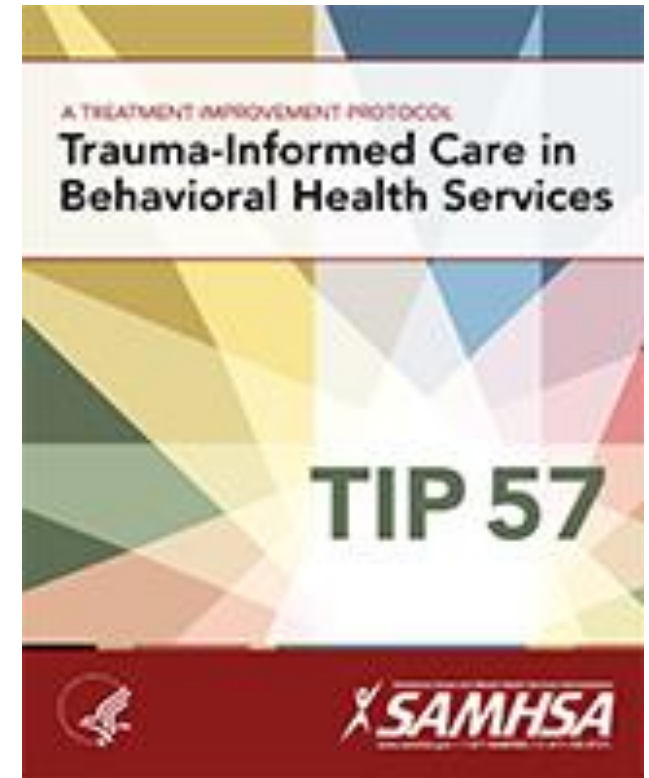
hhs.gov/surgeongeneral/priorities/health-worker-burnout/index.html



Trauma-Informed Care in Behavioral Health Services

Trauma-Informed Organizations

Vision, mission, and value statements provide a conceptual framework for TIC development and delivery. They should not be created in isolation; they should reflect voices from the community, populations, and other stakeholders that the organization serves. These statements develop through input, discussion, and assessment. They are not static; they evolve as needs, populations, or environments change



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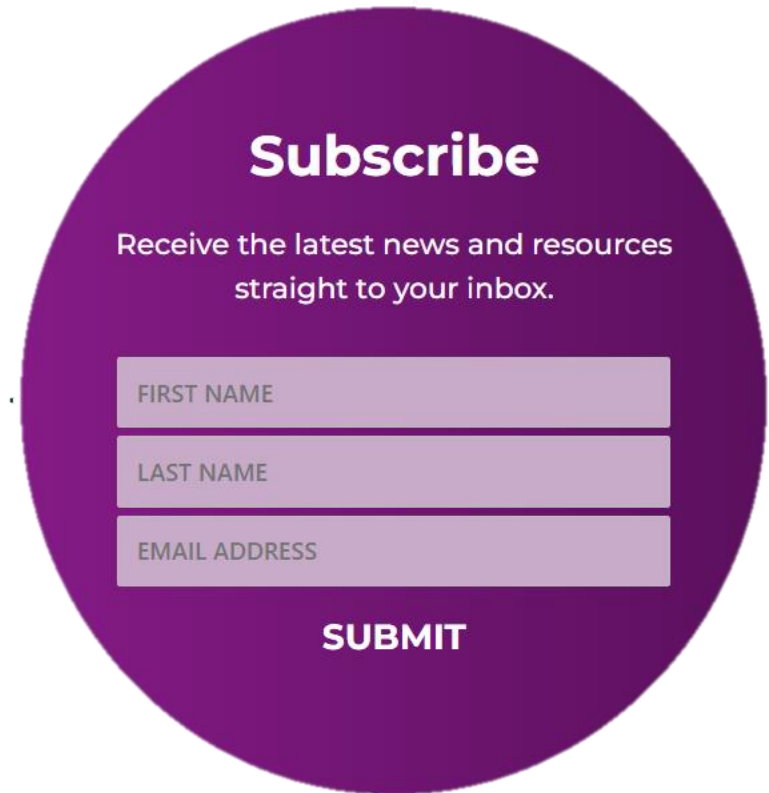
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Thank You!

Thank you for being here, and all you do, whatever your role, to support young people in these difficult times

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QUESTIONS?

