

From Trauma-Informed to Trauma Responsive Care: Taking the Next Step

Part 3

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Division of Care and Treatment Services
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Learning Objectives

- Review Trauma Informed Supervision Concepts
- Become familiar with the Trauma Informed to Trauma Responsive Model (Covington, Bloom)
- Define and identify components of a Guide Team
- Increase understanding of implementation process
- Identify tools and resources to apply in an implementation process
- Become familiar with the next steps to implementing trauma-informed, trauma-responsive care in the workplace

TIC Principles and TIS Concepts



Safety



Collaboration and Mutuality



Trust and Transparency



Empowerment, Voice and
Choice



Peer Support



Cultural, Historical & Gender
Factors

Communication

Flexibility

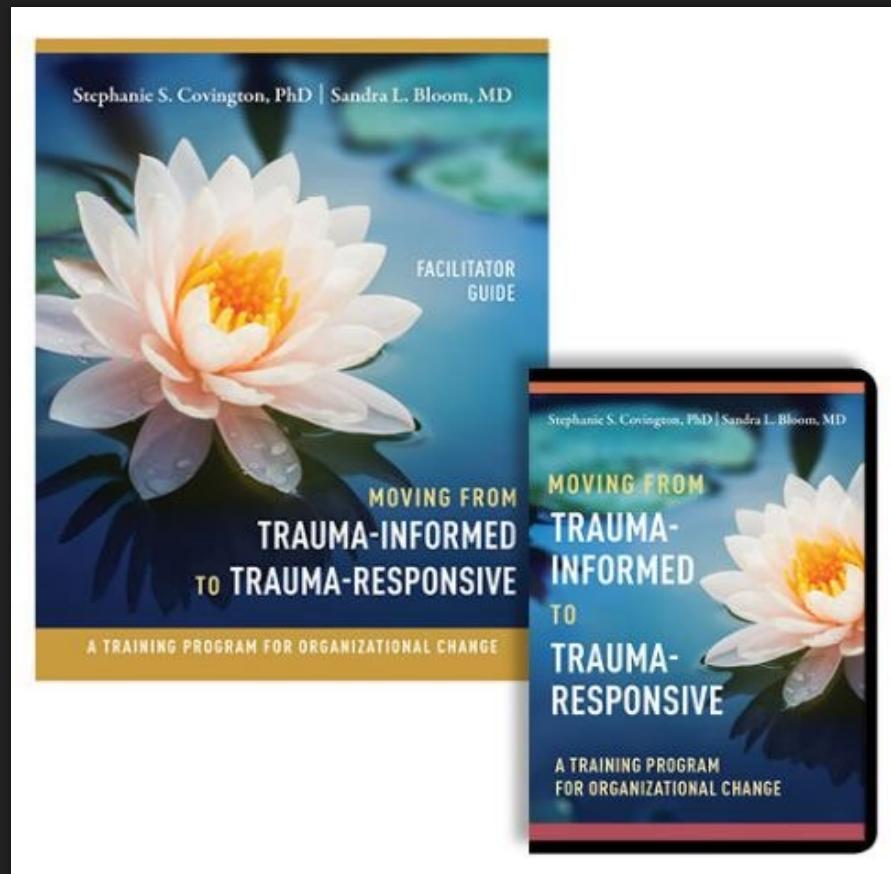
Partnership

Empathy

Support

Self-care

Moving Beyond Trauma-Informed Care



This nine-segment training program helps organizations evaluate their programming, environment, language, and values and involve all staff in becoming trauma-responsive.

Includes:

- DVD
- Facilitator guide
- Flash drive with handouts

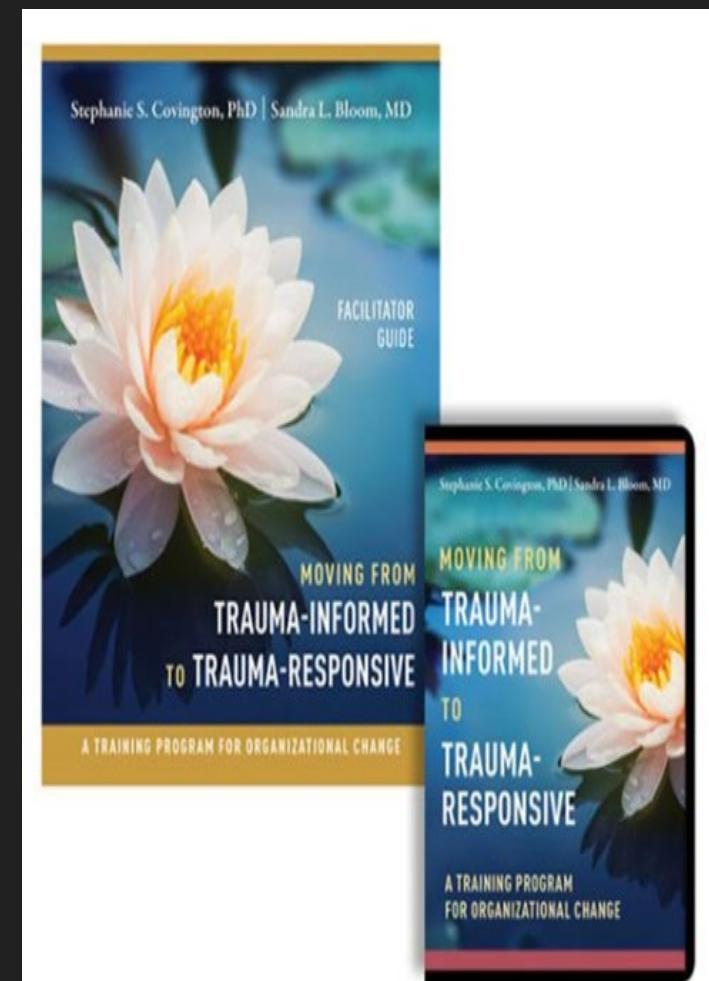
Moving Beyond Trauma-Informed Care

- Segment 1: Understanding stress, adversity, and trauma
- Segment 2: Identifying organizational stress and trauma
- Segment 3: Understanding the concept and structure of a Guide Team
- Segment 4: Improving your physical space



Moving Beyond Trauma-Informed Care

- Segment 5: Improving your organization's sense of safety
- Segment 6: Leadership qualities and skills needed to initiate change
- Segment 7: Creating a shared language and tools
- Segment 8: EVP and implementing trauma-specific curricula
- Segment 9: Creating a self-care plan



Composition of Guide Team

- Consists of eight to ten people **committed to the process**
- Represents a cross-section of the administration and staff
- Team composition includes:
 - Senior leader
 - Supervisory staff
 - Support staff
 - People receiving services

Implementation Team (Guide Team) Leader

Four primary functions of a Team Leader:

- Generate interest in overall change efforts
- Act as a “Point person” for the Guide Team
- Ensure Guide team has representation from various levels or departments within the agency
- Monitor delivery of all trauma-informed and trauma-responsive processes in order to report to senior leadership the effectiveness and work of change initiative in an ongoing manner

Leaders

- Important to find leaders in the organization who:
 - Are positive role models
 - Open to change
 - Strategic thinkers
 - Strong work ethic
 - Loyal

Exploration Stage

- Important for implementation team to meet with all staff and introduce TIC
- Conduct an assessment of potential barriers to implementing TIC
- Important to foster buy-in and understanding of the benefits of participation (What's in it for me? Us?)
- Important to gather information about the organization's capacity including resources, fit, need, etc.
- Create a strategic plan

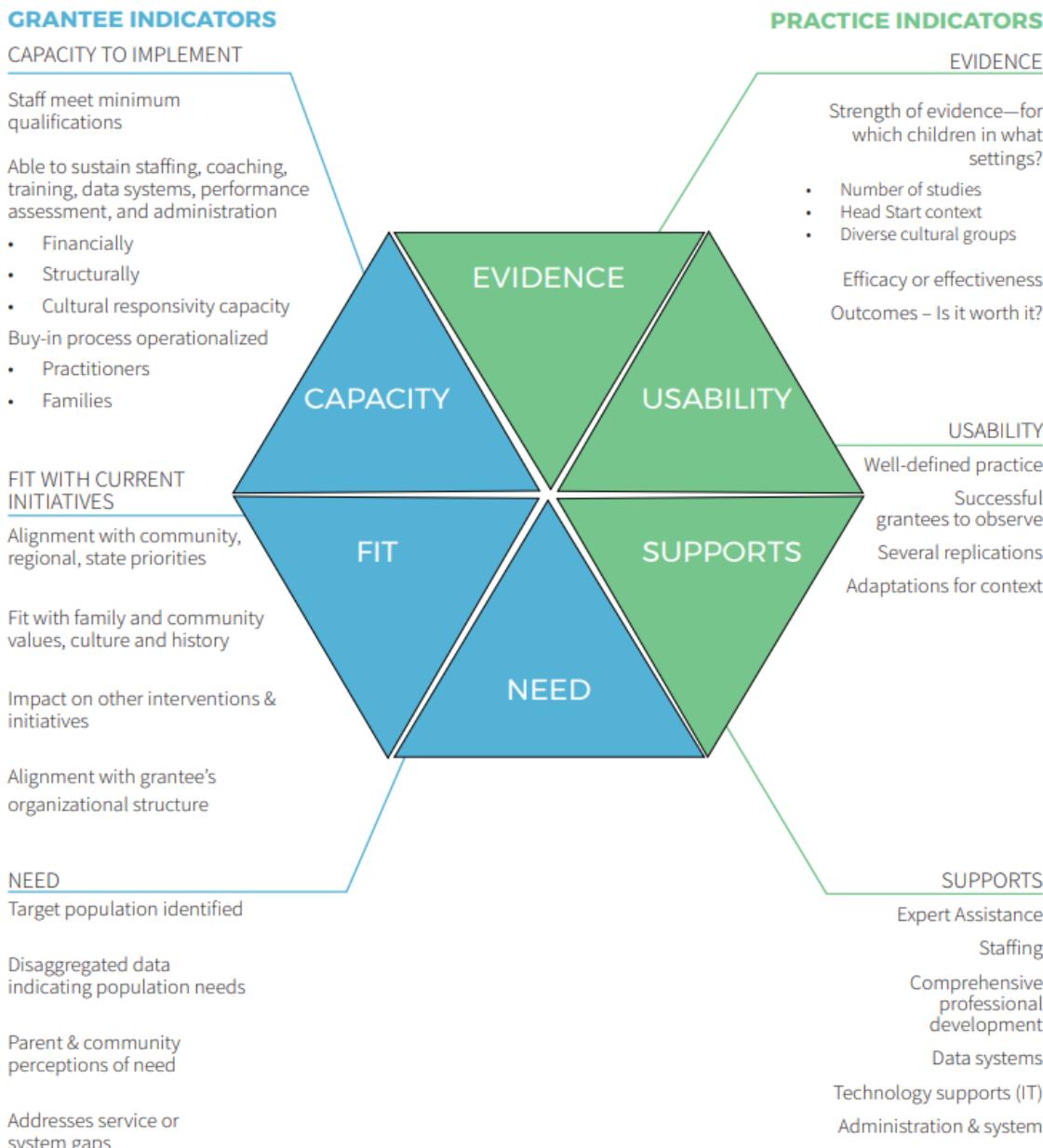
Exploration Stage

- Instruments to consider:
 - SOAR Analysis
 - Hexagon Tool
 - Cost Benefit Analysis (CBA)

Strategic Planning

The Hexagon: An Exploration Tool

The Hexagon can be used as a planning tool to guide selection and evaluate potential practices for use.



The Hexagon Tool helps states, communities, and agencies systematically evaluate new and existing interventions via six broad factors: needs, fit, resource availability, evidence, readiness for replication and capacity to implement.

<https://nirn.fpg.unc.edu/national-implementation-research-network>

Hexagon Tool

- Assists implementation team to determine the right next steps
- Not necessary to answer all the questions on the Hexagon Tool
- Rubric for scoring- a way to systematically make decisions

SOAR Analysis

Strengths

What the organization does well, along with its key assets, resources, capabilities, and accomplishments.

Example questions:

- What do we excel at?
- What are our greatest accomplishments?
- What are we most proud of?
- What makes us unique?
- What do we provide that is world class?
- What strengths are most valuable in our marketplace?
- What do we do or have that's better than anyone else?

Opportunities

Circumstances that your team could leverage for success, eg. to improve profitability, market share, or competitive edge.

Example questions:

- What partnerships would lead to greater success?
- What changes and trends in the market align with our strengths?
- What threats do we see that we could reframe as opportunities?
- What needs and wants are we currently not fulfilling for our internal and external stakeholders?
- Are there gaps in the market that we could fill?

Aspirations

An expression of what you want to be and achieve in the future. A vision to build on current strengths, provide inspiration, and challenge the current situation.

Example questions:

- What do we want to achieve in the future?
- What should our future business look like?
- How can we make a difference?
- What are we passionate about?
- What strategies and actions support our perfect future self?

Results

Tangible outcomes and measures that demonstrate you've achieved your goals and aspirations.

Example questions:

- What measures will tell us we are on track to achieve success?
- How do we translate our vision of success into tangible outcomes?
- How do we know when we've achieved our goals?

Cost Benefit Analysis (CBA)

- Benefits of status quo
- Negatives of status quo
- Negatives of making change
- Benefits of making change

ProQOL: Professional Quality of Life Scale

- Is free
- It contains a 30 item self report measure of the positive and negative aspects of caring
- It measures compassion satisfaction and compassion fatigue
- It has two subscales: (Burnout and secondary trauma)
- It is the most widely used measure in the world
- It has proven to be a valid measure of compassion satisfaction and fatigue
- It is not a psychological test
- It is not a medical test

TIC and Organizational Change

- For true organizational culture change, you need leadership buy-in and support
- How do you get that buy-in?

You need data

Data

What kind of data? For three months, gather:

- The number of employees that are on extended medical leave
- How many call-ins for illness?
- How many employees are injured on the job?
- How many employees are coming to work late?
- Results of patient/client surveys

Data

What kind of data? For three months, gather:

- PROQOL data
- Attrition rate
 - What is the cost of replacing employees who have left the organization?
 - How much time is spent interviewing for vacant positions?
- Exit interview responses – when people leave the organization, why?

(Adapted from: Health Management Associates, 2016)

Questions?



Thank You!

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Resources

Adaptive Leadership: Marty Linsky

<https://www.youtube.com/watch?v=af-cSvnEExM>

Adaptive Leadership:

<https://www.youtube.com/watch?v=m3WiORr-oyw&list=TLPOQMTEwMjlwMjFhRvisvoEM6w&index=2>

https://www.google.com/search?safe=active&q=adaptive+leadership+theory&rls=com.microsoft:en-US&ie=UTF-8&oe=UTF-8&startIndex=&startPage=1&safe=active&gws_rd=ssl#spf=161314120

[Resilient Wisconsin Trauma-Informed News and Notes Sign Up](#)



Resources

Resilient Communities

<http://www.resilientcommunitieswi.com/>

Trauma Informed News Letter

Resilient Wisconsin Trauma-Informed News and Notes Sign Up

Resilient Wisconsin

<https://www.dhs.wisconsin.gov/resilient/index.htm>



Resources

Theory of Change Model

<https://www.theoryofchange.org/what-is-theory-of-change/>

Logic Model Worksheet

<https://dissemination-implementation.org/pdf/PLAN%20Blank%20Fillable%20PDF%20Worksheet.pdf>

Dissemination and Implementation (D & I) Models

<https://dissemination-implementation.org/content/plan.aspx>



Resources

Heptagon Tool

<https://www.activeimplementation.org/resources/heptagon-tool/>

Logic Model of D & I Project

https://dissemination-implementation.org/pdf/IS%20Logic%20Model_v8_10.22.20.pdf

Multiple Models Compared

https://dissemination-implementation.org/viewAll_di.aspx

RE-AIM Model of Change

<https://www.re-aim.org/about/what-is-re-aim/>

<https://www.re-aim.org/about/what-is-re-aim/>

<https://www.youtube.com/watch?v=thpAniodvQU> (Russ Glasgow)

<https://www.youtube.com/watch?v=rCtV-StJMnc> (Marcia Ory)

