

From Trauma-Informed to Trauma Responsive Care: Taking the Next Step (Part I)

Donna Riemer, RN-PMH
Nurse Consultant
Wisconsin Department Of Health Services

Rebecca Wigg-Ninham, MSW, SAC, ACE Master Trainer, Rosen Method Bodywork Intern



WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

Division of Care and Treatment Services
Bureau of Prevention, Treatment and Recovery

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Learning Objectives

- Review key terminology and concepts related to trauma
- Articulate what trauma-informed care is and identify the six principles of a trauma-informed, compassionate workplace
- Increased awareness of how past trauma can affect employee engagement, health, and productivity

Take Care

- Breathe
- Self empathy
- Count to ten
- Put lotion on hands
- Fidgets
- Doodle
- Embodied Self-Awareness
and Movement



Trauma Review

What is trauma?

- It is literally a wound.
- Disease of disconnection (Judith Herman, MD)
- It is extreme stress. (threat to life, bodily integrity, or sanity)
- It is subjective.
- It lives in the body.
- It often interferes with relationships.
- It's a lot more common than you think.

The Many Faces of Trauma

- Acute
- Complex
- Historical
- Sanctuary
- Vicarious
- Collective



Why Trauma-Informed Care?

We are a traumatized field working with traumatized individuals, families, sending them to a traumatized recovery community.

Based on

Dan Griffin

Reminders or “Triggers”

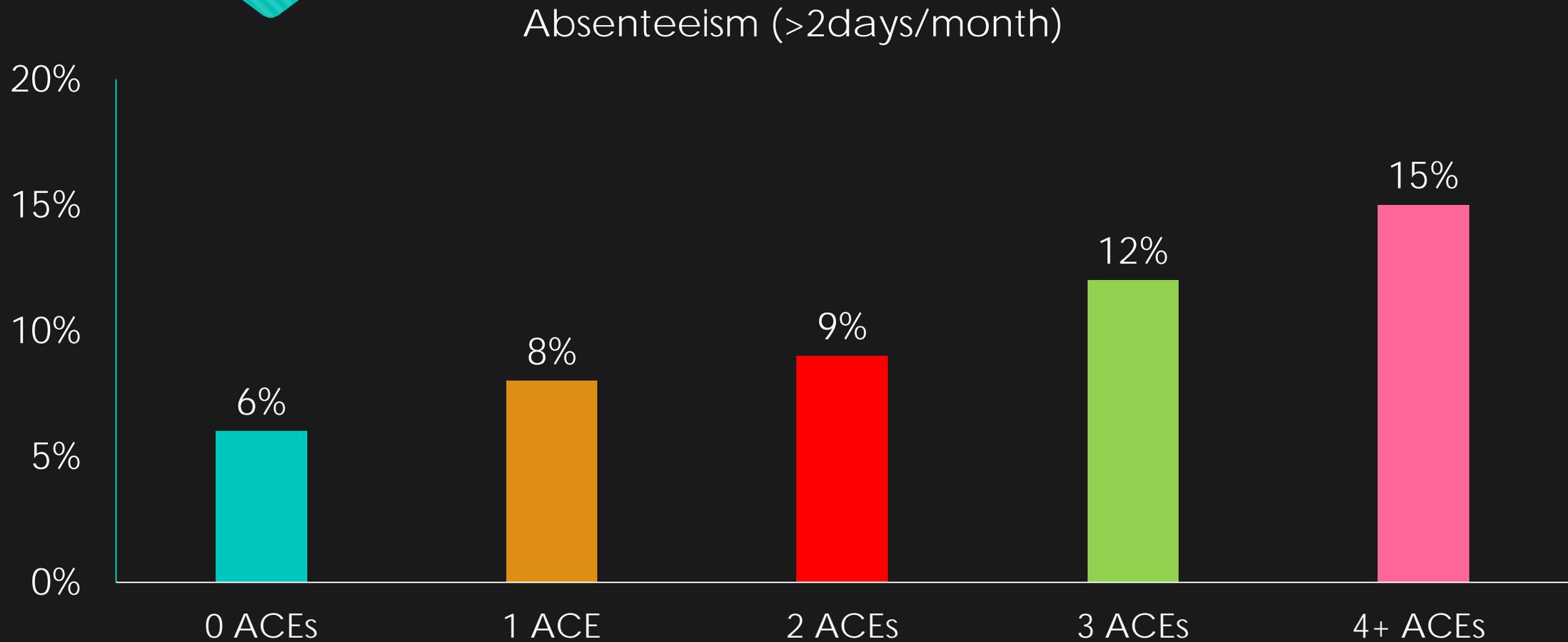
A trigger can be a person (or approach), place, thing, time, event, date, smell, or texture.

Reminders or “Triggers”

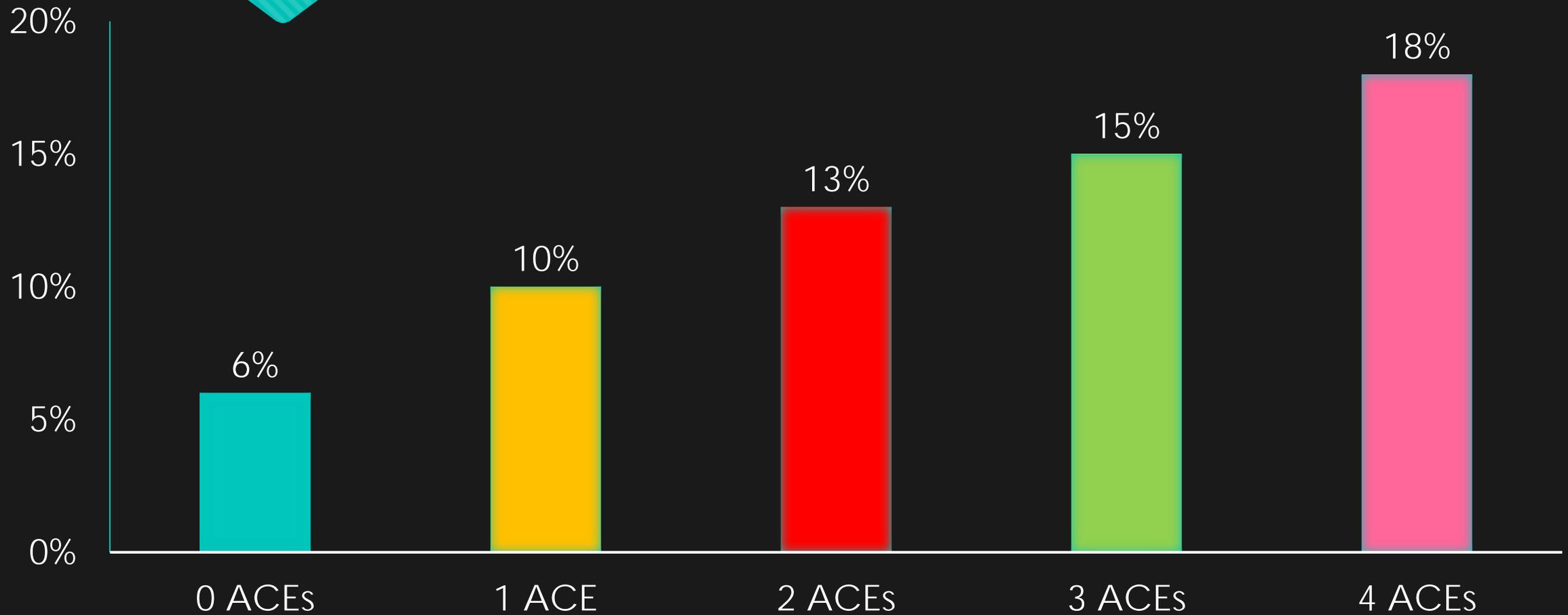
- Lack of control
- Threats or feeling threatened
- Isolation
- Authority figures
- Authoritative Approach
- Lack of privacy
- Separation or loss
- Transitions or disruptions in routine
- Being touched or watched
- Loud noises
- Intrusiveness
- Being locked in a room
- Being ignored
- Condescending looks

Trauma in the Workplace

ACEs and Absenteeism



Serious Problems Performing Job



Group Activity: The Way You Spend Your Day

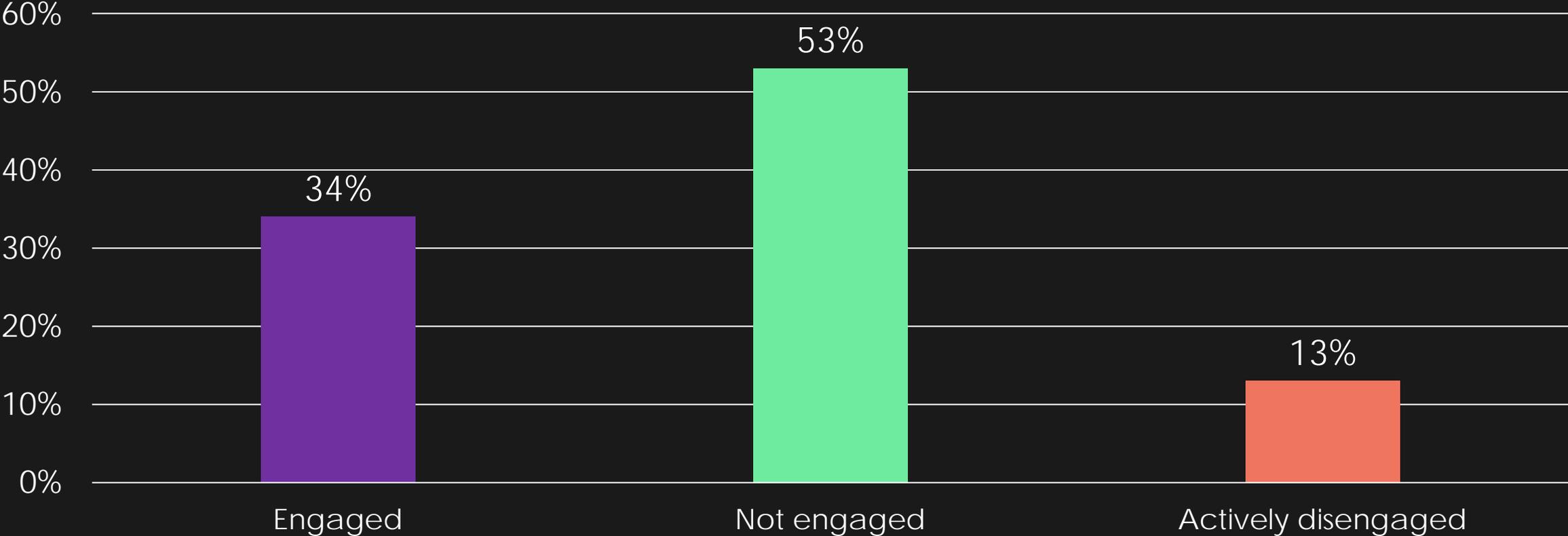
Leader



Boss

Employee Engagement

Employee Engagement in the U.S.



Engagement

Employees who are supervised by highly engaged managers are **59%** more likely to be engaged than those supervised by actively disengaged managers.



Engagement Video

10 Data Driven Ways To Improve Employee Engagement:

<https://www.youtube.com/watch?v=nRmjj2dT4Ts>

Organizations Are People Too

- Resist change
- Resist new leadership
- Become trauma-organized
 - Reactivity replaces strategy
 - Us versus them mentality
 - Loss of healthy communication (gossip fills the void)
 - Interpersonal conflicts erupt and aren't dealt with

Organizations Are Living, Complex, Adaptation Systems

- Vulnerable to Stress (chronic, repetitive)
- Group is hurt (hyper-arousal)
- Lack of feeling safe
- Lack of trust
- Avoidance

Organizations Are Living, Complex, Adaptation Systems

- Retreat
- Denial
- Collusion
- Communication erodes
- Increase for sentinel event

Impact on Staff

Cognitive

Negative

Pessimistic

Intrusive thoughts

Black and white thinking

Social

Reduced collaboration

Withdrawn

Easily angered

Emotional

Helplessness

Hopelessness

Depressed

Hyper vigilant

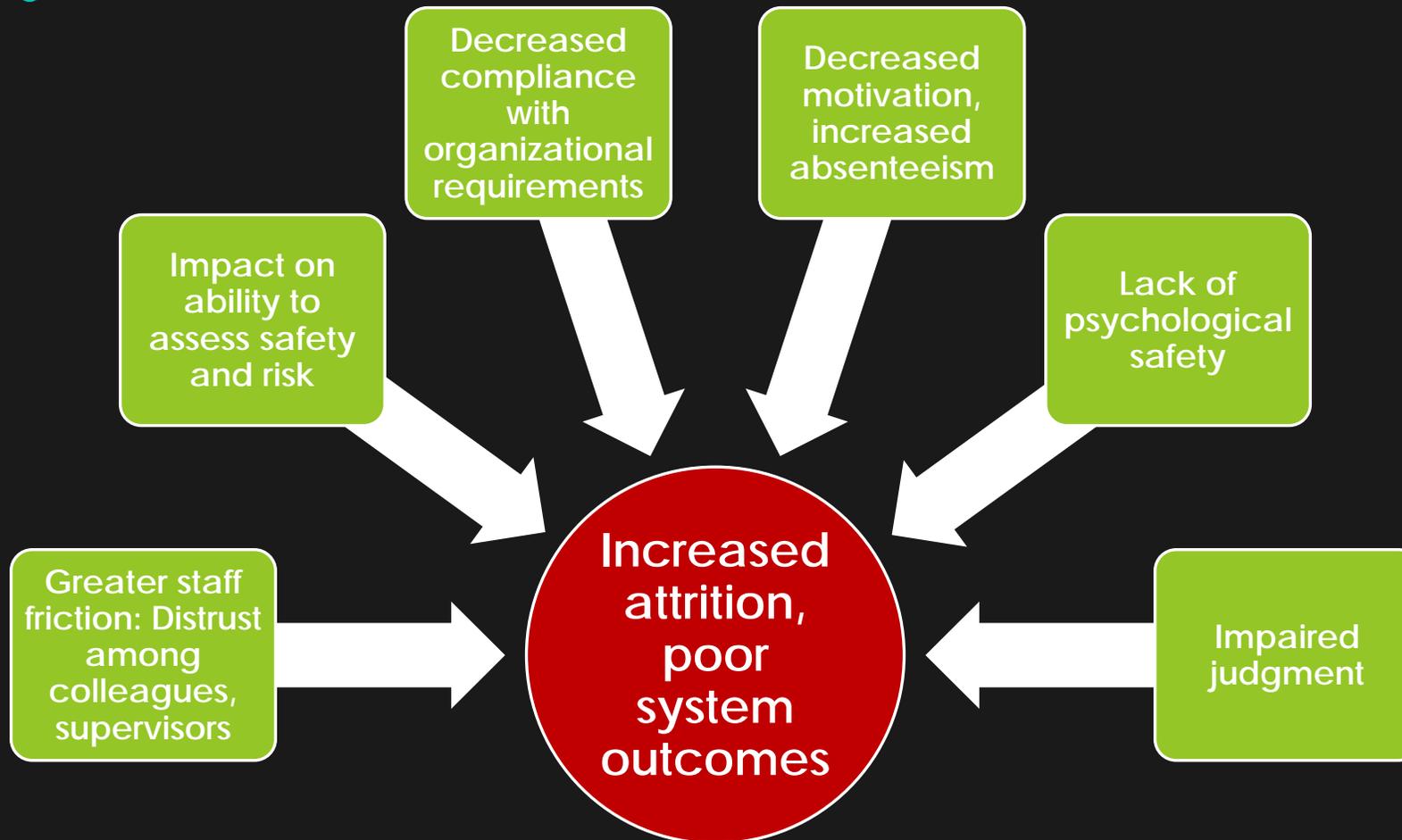
Physical

Headaches

Tense muscles

Fatigue

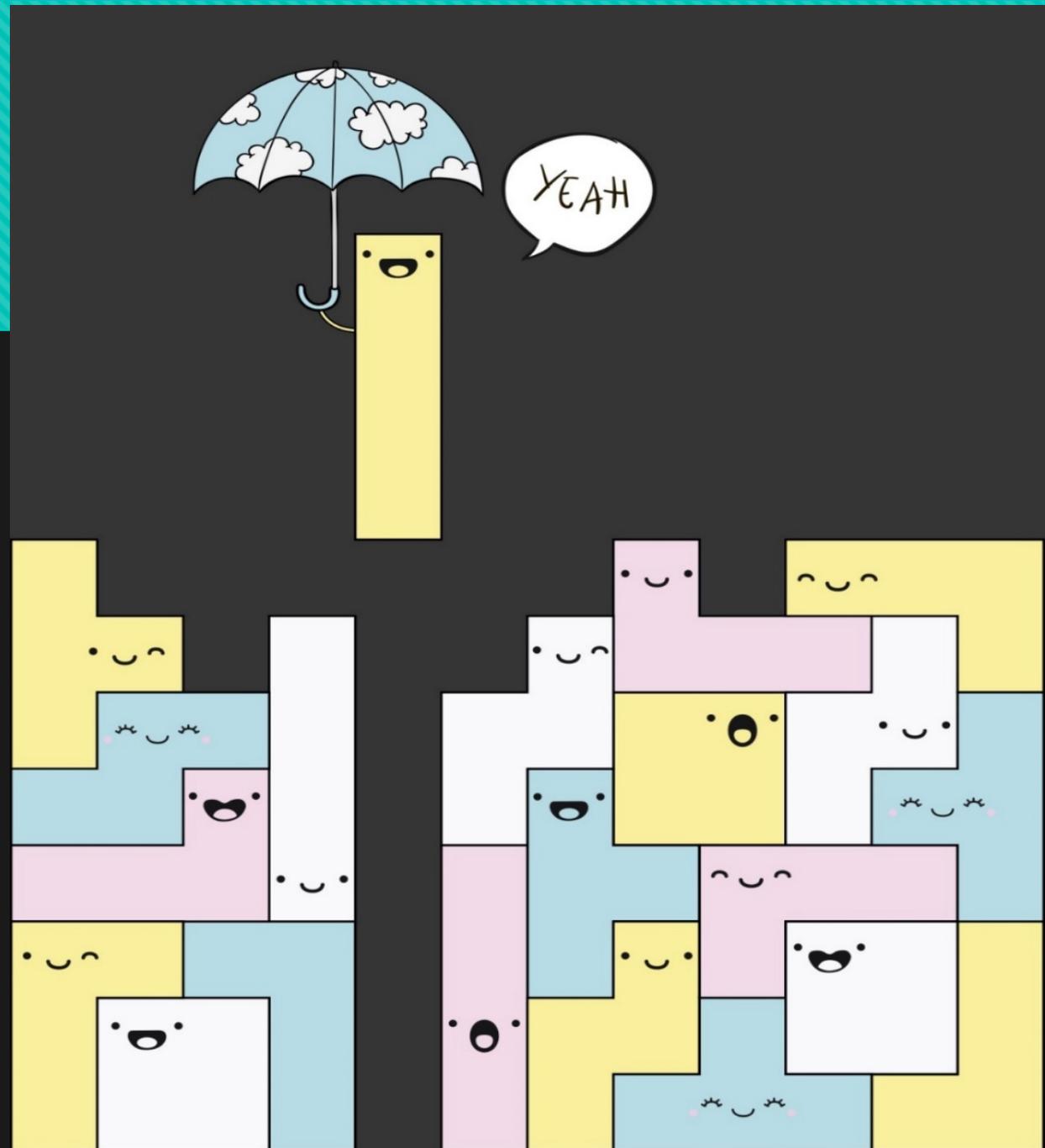
System Level Impact



The Tetris Effect

“The Tetris Effect is a metaphor for being stuck in a pattern of thought or behavior. When we are looking for something, we see it everywhere.”

Source: The Happiness Advantage



The Tetris Effect

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"OK, I'm sensing a lot of negativity."

Trauma Worldview

- No place is safe
- Other people are unsafe – can't be trusted
- My own actions, thoughts and feelings are unsafe
- I expect crisis, danger and loss
- I have no worth and no abilities



Trauma Inducing to Trauma Reducing

Trauma-organized

- Reactive (crisis-driven)
- Us versus them
- Interpersonal conflict (silos)
- Avoiding, numbing
- Authoritarian leadership

Trauma-informed

- Shared language
- Foundational understanding of trauma and healing
- Understanding the nature and impact of trauma

Trauma-responsive

- Reflective
- Collaborative
- Culture of learning and curiosity
- Growth and prevention oriented
- Relational leadership

Group Discussion

Process Improvement

What are we trying to accomplish?

How will we know a change is an improvement?

What changes can we test?

Langley, Nolan,
Nolan, Norman,
and Provost

NIATx

An easy to use model of process improvement designed specifically for behavioral health:

- Plan (objective, why, questions, predictions, who, what, where, when)
- Do (carry out plan, document barriers, begin data analysis)
- Study (complete data analysis, compare to predictions, summarize)
- Act (Improvements to make, abandon, adapt or adopt plan?, sustain the gain)

Homework

Change Project

Thank You!

Scott Webb, MSE

Trauma-Informed Care Coordinator

Department of Health Services

scott.webb@wisconsin.gov

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Donna.Riemer@dhs.wisconsin.gov

Rebecca Wigg-Ninham, MSW, SAC, ACE Master Trainer,

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wiggninham@gmail.com

