Demystifying Trauma Informed Care
Objectives

• **Learn or Review** the potential impact of Adverse Childhood Experiences on lifelong health, disease, and general functioning

• **Understand** common stumbling blocks in approaching Trauma Informed Care

• **Feel more comfortable** implementing aspects of Trauma Informed Care in one’s own setting
“...Place the oxygen mask on yourself first before helping small children or others who may need your assistance.”
The Adverse Childhood Experiences (ACE) study

- Vince Felitti, Kaiser
- Rob Anda, CDC

17, 421 Kaiser adults
What are ACES?

- Abuse of child
- Neglect of child
- Household dysfunction
What is an ACE Score?

• 10 questions

• Each positively answered question worth 1 point

• Total number of points is your ACE Score
ACE Score vs. Intravenous Drug Use

% Have Injected Drugs

0 1 2 3 4 or more
- Alcoholism and alcohol abuse
- Chronic obstructive pulmonary disease (COPD)
- Depression
- Fetal death
- Health-related quality of life
- Illicit drug use
- Ischemic heart disease (IHD)
- Liver disease
- Risk for intimate partner violence
- Multiple sexual partners
- Sexually transmitted diseases (STDs)
- Smoking
- Suicide attempts
- Unintended pregnancies
- Early initiation of smoking
- Early initiation of sexual activity
- Adolescent pregnancy
- Psychotropic Medications Prescribed
ER visits
Medical office visits
Fractures

EARLY DEATH FROM MI
Other recognized traumas

- Bullying
- Discrimination
- Violent neighborhood
- Foster Care
- Refugee/Immigrant Status
- Natural Disasters
- Person-powered disasters
- Historical Trauma
- Medical Trauma
ACE Pyramid

Mechanisms by Which Adverse Childhood Experiences Influence Health and Well-being Throughout the Lifespan
Epigenetics
Gross anatomy

ACG

HYP

PFC

vmPFC

AMY

Brain stem
Healthy Brain

This PET scan of the brain of a normal child shows regions of high (red) and low (blue and black) activity. At birth, only primitive structures such as the brain stem (center) are fully functional; in regions like the temporal lobes (top), early childhood experiences wire the circuits.

An Abused Brain

This PET scan of the brain of a Romanian Orphan, who was institutionalized shortly after birth, shows the effect of extreme deprivation in infancy. The temporal lobes (top), which regulate emotions and receive input from the senses, are nearly quiescent. Such children suffer emotional and cognitive problems.
ACEs are common

Household Exposures
Alcohol Abuse 24%
Mental Illness 19%
Drug Abuse 5%
Incarceration 3.4%

Childhood Abuse
Physical 28%
Emotional 11%
Sexual 22% (28% women, 16% men)
ACEs Cluster

40% reported 2 or more ACEs

12.5% reported 4 or more ACEs

ACE Study
Oregonians with ACE score of Four or Higher: 22%
ACEs

Have a dose response relationship with many health problems and behaviors
We Also Know

• Childhood trauma does not end at childhood
• One in three US women report domestic violence: stalking, physical and/or sexual assault
• In 2018, Oregon sexual and domestic violence services answered 128,786 calls for help
• Intimate partner violence accounts for 15% of all violent crime.
Trauma Informed Care
• Trauma Sensitive Care

• Trauma Informed Care

• Trauma Specific Care
What Gets In The Way?
The healthcare system

We want it to be like this  It is really more like this
KEEP CALM AND FOLLOW PROTOCOL
Look Familiar?

* This algorithm applies only to the assessment for overweight and obesity and subsequent decisions based on that assessment. It does not include any initial overall assessment for cardiovascular risk factors or diseases that are indicated.
Hello
My name is
Perfectionist
BUREAUCRACY BASICS

EPISODE 15
Personal Sources of Concern

• I wasn’t trained to do this
• I don’t have time to address this
• It is just too complicated

One’s Own Trauma History
NOT ROCKET SCIENCE
A Process

Not An Endpoint
This Is A Public Health Issue
A Public Health Framework

Larger Community

Clinic

Self

Other
Self
Self Care as a practice.
NOT ROCKET SCIENCE
Can We:

• Listen to music instead of the news?
• ‘Beauty Scavenger hunt’
• Give oneself a deep breath before knocking on an exam room door?
• Have a reminder once an hour to relax/stretch?
• Take time to eat, at least one bite?
• Say thank you.
• Keep a photo of puppies, kittens, babies as a screen saver
• Pet your pet
• Breath fresh air
• Go outside
• Look out the window
Self-Care Assessment

MAKE time
For YOU.
YOU are IMPORTANT.
Lassie Finally Gets Help
And Then There Are Two

Self

Other
Radical acceptance
Judgments?
Judgments?
Impact of trauma on world view
The ‘difficult’ patient/parent/family member

• Chronically late or ‘no shows’
• ‘Loses it’ with the front office staff
• Complains about anything and/or everything
• Short tempered with their children
• ‘Frequent Fliers’
• ‘Non-compliant’ patients
• ‘Parentectomy’ desired
• ‘Dead Beat Dads’
“People almost never change without first feeling understood.”

- Stone et al., Difficult Conversations
Listening

When we take the time to listen, patients feel we have spent more time with them than we actually have.
“I have learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou
Chinese Hanzi: To listen

A Chinese hanzi often requires multiple characters to create a unique word. This word uses the characters from which it is made to greater convey its meaning.

‘to listen’

ears

eyes

undivided attention

heart
In An Office Setting

Office

Self

Other
“I can tell within about 30 seconds of walking into a doctor’s office whether it is a safe place or not”

Related to Dr Jeff Todahl, U of Oregon Center for Prevention of Abuse and Neglect’
Avoid Re-traumatization
Trauma Informed Care

Not so much about WHAT we do in providing care, but more about HOW we provide that care.

Attitudes

Language and Cultural Barriers

Policies

Physical Environment

Connection to Community Services
How a Trauma Informed Office is Different

Knowledge: All Staff are aware of:
- the prevalence of trauma
- its impact on health and well-being

Safety: All Staff are able to communicate with:
- One another
- Patients
- Families
In a manner that feels safe and respectful
◆ The Physical Environment:
  ❖ Welcoming and Calm

◆ Families are Involved and Empowered:
  ❖ Clinical decision making
  ❖ Program Development
  ❖ Feedback is solicited

◆ The Clinic is Connected
  ❖ To Community Support Services
The Trauma Informed Office Carrot Cake
“The world is moved not only by the mighty shoves of the heroes, but also by the aggregate of the tiny pushes of each honest worker.”

- Helen Keller
Every contact
Where Do I Start?
Work Group

Administrative Support

Identify Champions

Education
Work Group

- Identify Strengths
- Acknowledge Challenges
- Cost/Impact Analysis
- Develop a Timeline
You don't have to see the whole staircase, just take the first step.
“I’m here about the details.”
Do We/How Do We?

• Assess for ACEs/Trauma and Resilience?
• Aim for full integration of mental/physical health
• Include Family/Patient voice
• Best work with Community Partners?
• Address Social Determinants of Health
• Promote self care with our staff?
• Have Access to Peer Support Services
A bed of roses?
It Takes a Village
HIGH CAPACITY COMMUNITIES REDUCE DEPRESSION & SERIOUS PERSISTENT MENTAL ILLNESS AMONG YOUNG ADULTS WITH 3-8 ACES

Ages 18-34

<table>
<thead>
<tr>
<th>Condition</th>
<th>High Capacity</th>
<th>Low Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serious Mental Illness</td>
<td>16.10%</td>
<td>4.40%</td>
</tr>
<tr>
<td>Severe Depression</td>
<td>22.70%</td>
<td>8.20%</td>
</tr>
<tr>
<td>Depressed</td>
<td>43.00%</td>
<td>28.50%</td>
</tr>
</tbody>
</table>

Significant differences after controlling for age, education, income, race/ethnicity, and ACE score.
As A Community

• Change our attitudes (YOYO’s vs WIT’s)
• Increase education (Parents, Schools, Police, business community, library, etc)
• Increase Peer Support
• Coordinate services
• Listen
A Trauma Informed Community

- At the grocery store
- Homeless population
- Parents struggling in public places
- Children Struggling in public places
Who is on your side?

- **The CDC** (Center for Disease Control)
- **AAP** (American Academy of Pediatrics)
- **AAFP** American Academy of Family Physicians)
- **NCTSN** (National Child Traumatic Stress Network)
- **SAMHSA** (Substance Abuse and Mental Health Services Administration)
- **CHHS** (California Health and Human Services Agency)
- **Surgeon General of California** (Dr. Nadine Burke Harris)
- **First 5 Humboldt**
OPAL
The Oregon Psychiatric Access Line

- Telephone Consult Service
- State funded
- Insurance blind
- For patients of all ages

503 346-1000
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