

A misty, autumnal landscape with a river and trees. The scene is bathed in soft, golden light, likely from a low sun, creating a hazy atmosphere. The trees are in various stages of autumn, with some showing vibrant orange and yellow leaves, while others are still green. The river flows through the center of the frame, reflecting the surrounding foliage and the mist. The overall mood is serene and contemplative.

Building A Culture of Trauma Informed Care

A STARTING POINT FOR SENIOR SERVICES ORGANIZATIONS

JESSI KAUK, DNP, RN

Objectives

Recognize the three domains that benefit from trauma-informed care implementation and understand how those domains are interrelated

Identify opportunities within the organization for trauma-informed change and acknowledge guidelines and standards of practice for trauma informed care

Examine strategies to propel trauma-informed care forward and understand key indicators for successful implementation



Background

Realize

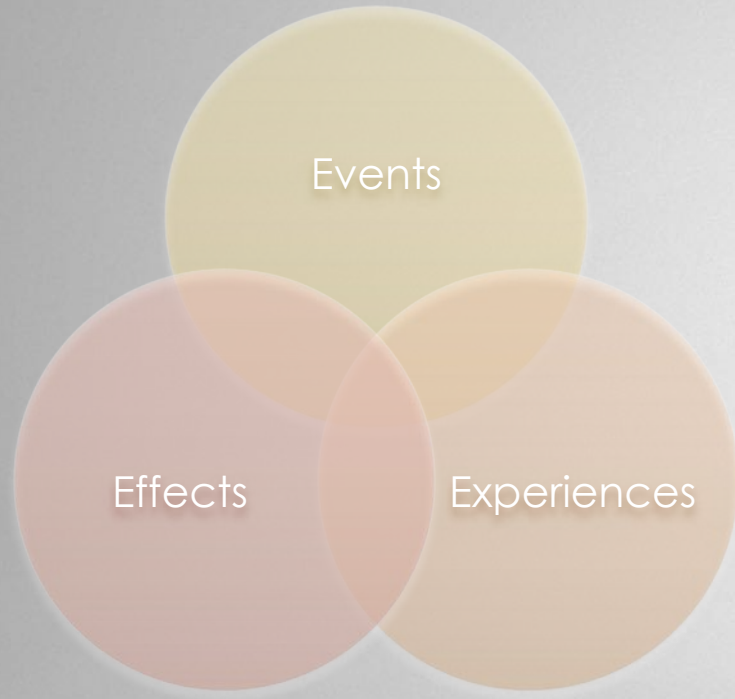
Recognize

Respond

Resist

Unique
Human
Experience

What is trauma?



Significance of Trauma

N.E.A.R Science

Neurobiology

Epigenetics

Adverse childhood
experience

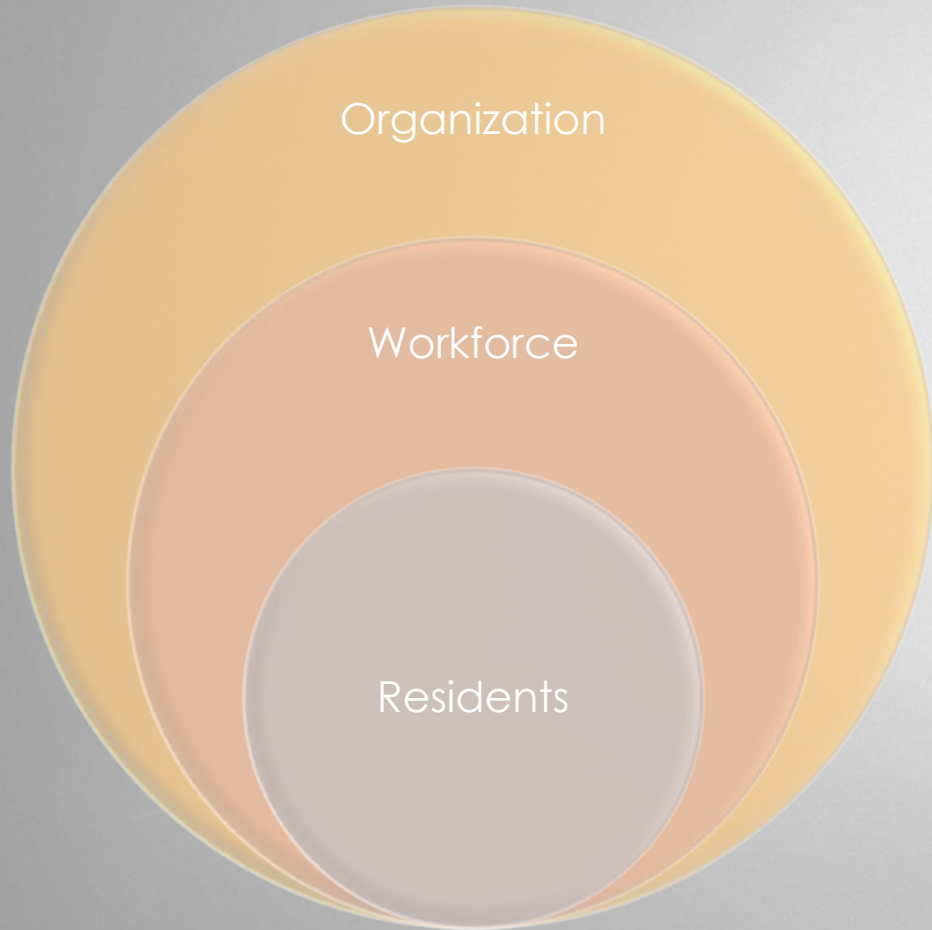
Resiliency

One of the greatest
public health concerns

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Platforms



Residents

Standard of Practice

Universal
trauma
precautions



Trauma
specific
services



TIC and Dementia

Perception of
time and
reality

Decreased
protective
factors

Dementia
contributor



Workforce

The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.

- Rachel Naomi Remen



Organization

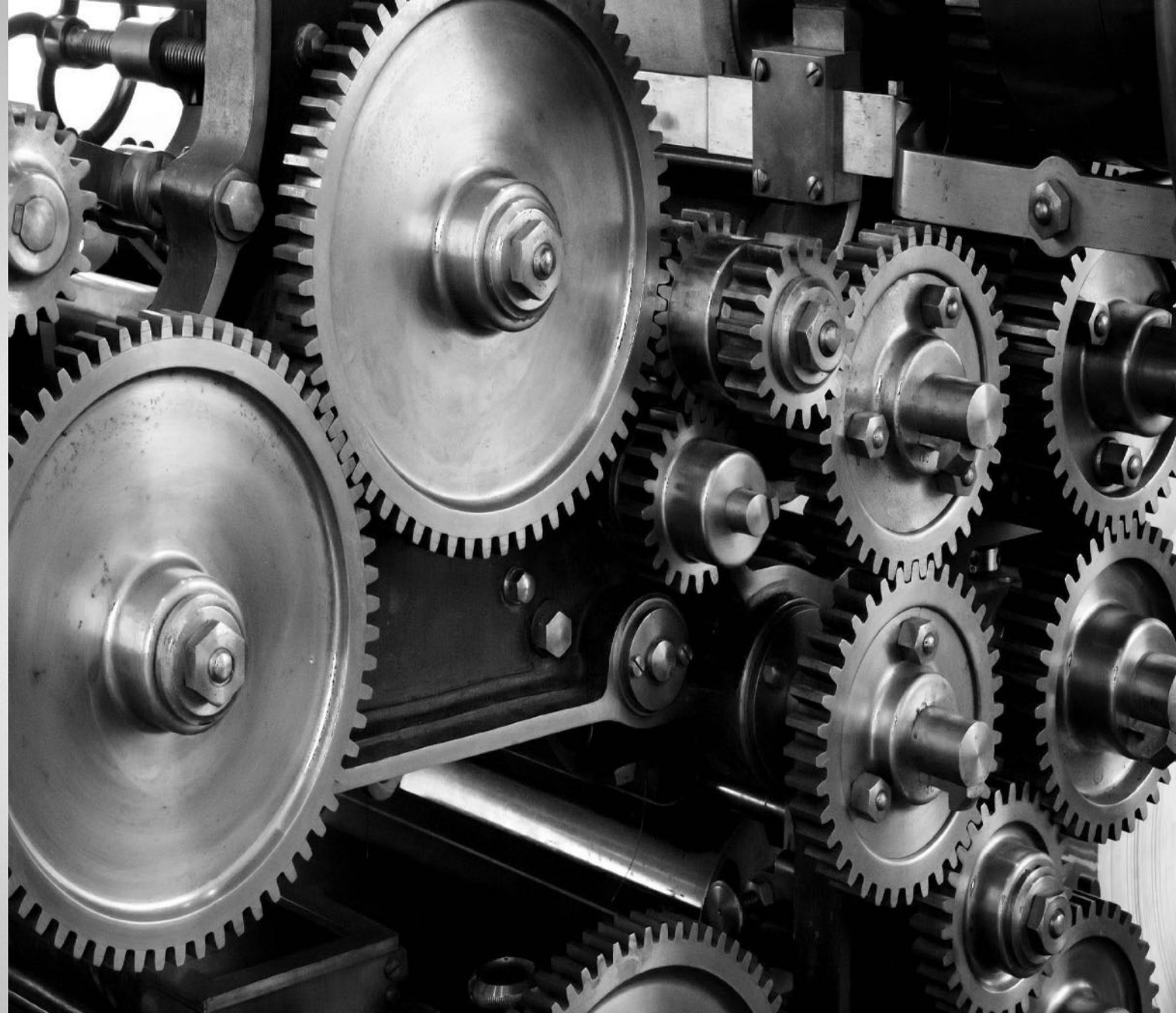
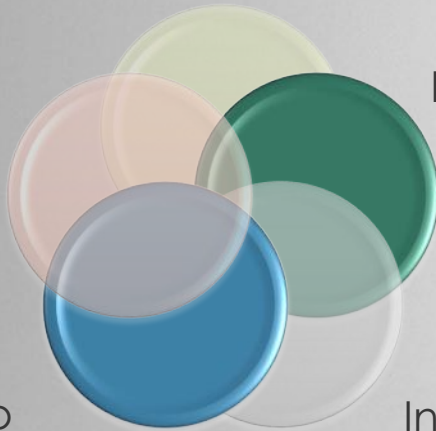
Policies

Environment

Supervision

Leadership

Infrastructure

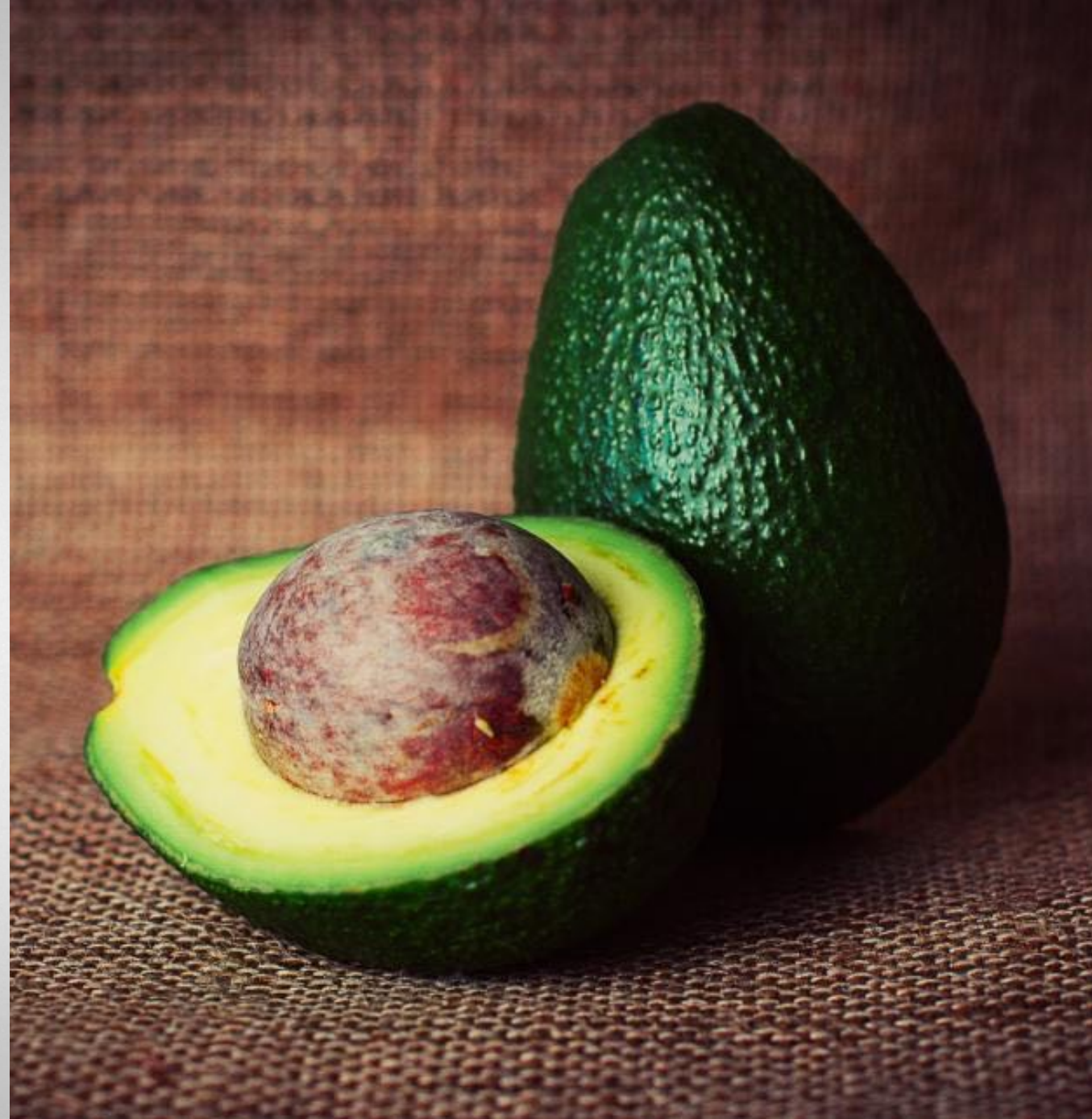


Organization Benefits

Enhanced positive living
experiences and care
interactions

Increased staff satisfaction
and professional quality of
life

Intention to stay →
Retention →
Quality advancement →
Improved organization wide
outcomes



Pillars of TIC

Safety

Trustworthiness
and
Transparency

Peer Support

Collaboration
and Mutuality

Empowerment,
Voice, and
Choice

Cultural,
Historical, and
Gender issues



@manu

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Safety

Physical setting
and
interpersonal
interactions



Trust and Transparency

Transparency in
operations and
decisions = Trust



Collaboration and Mutuality

Partnering
and leveling
power
differences



Peer Support

Cultivate relationships that promote safety, trust, hope, and collaboration



Empowerment, Voice, and Choice

Build upon
strengths and
experiences



Cultural, Historical, and Gender Issues



Actively
move
past
biases

Acknowledge
injustice rooted
in trauma

Value cultural
connection



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Organizational Change Model

Aware

- Awareness
- Attitudes
- Foundational Knowledge

Sensitive

- Knowledge building
- Assessment
- Process and infrastructure

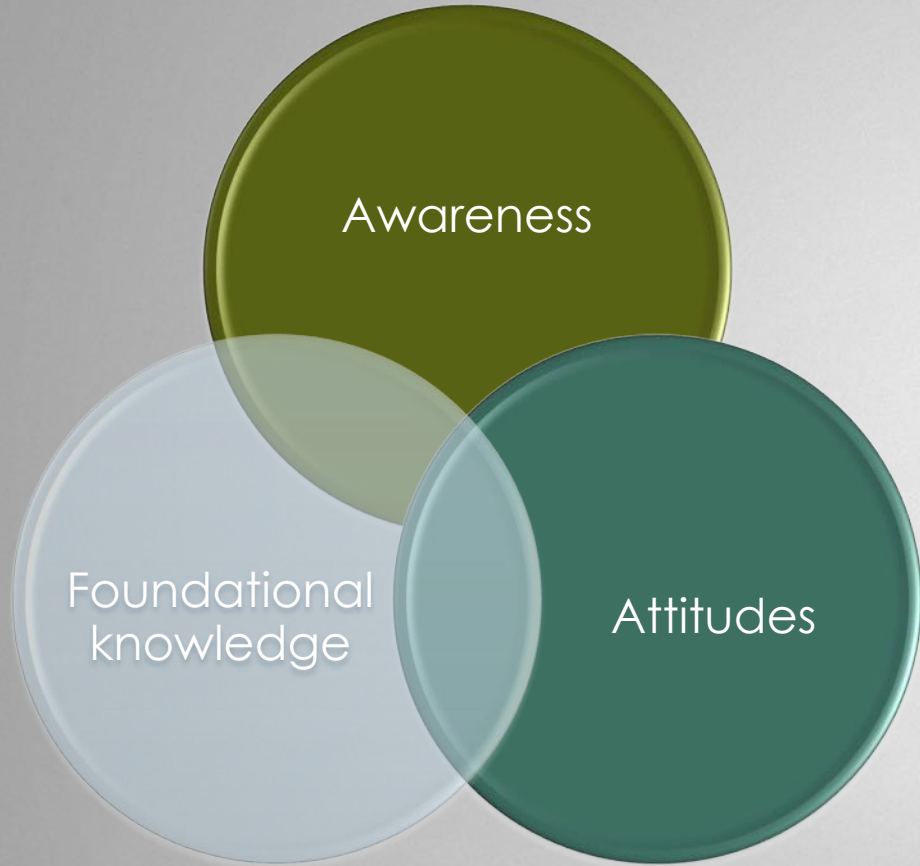
Responsive

- Change
- Integration
- Continued Service Development

Informed

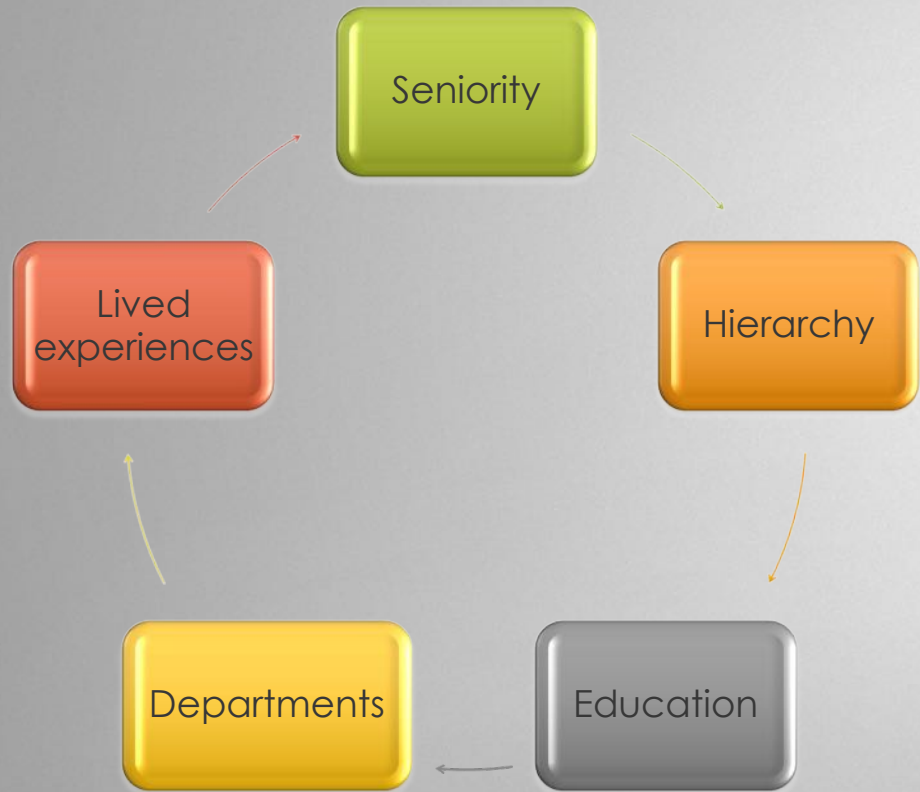
- Sustainability
- On-going Assessment

Aware

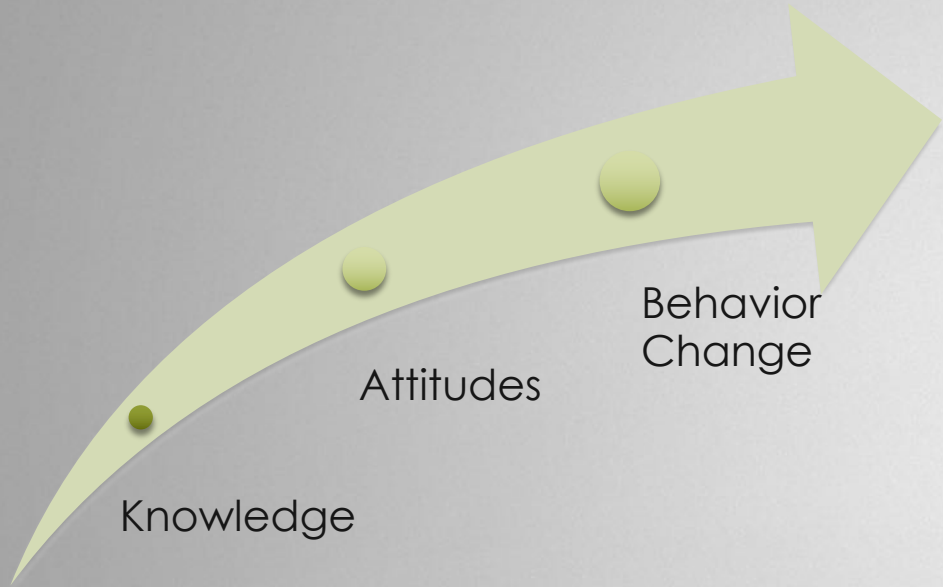


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Champion Team



Trainings as the First Step



What are the outcomes on the workforce?

What are the outcomes on the residents?



Training Approach

Length of
training

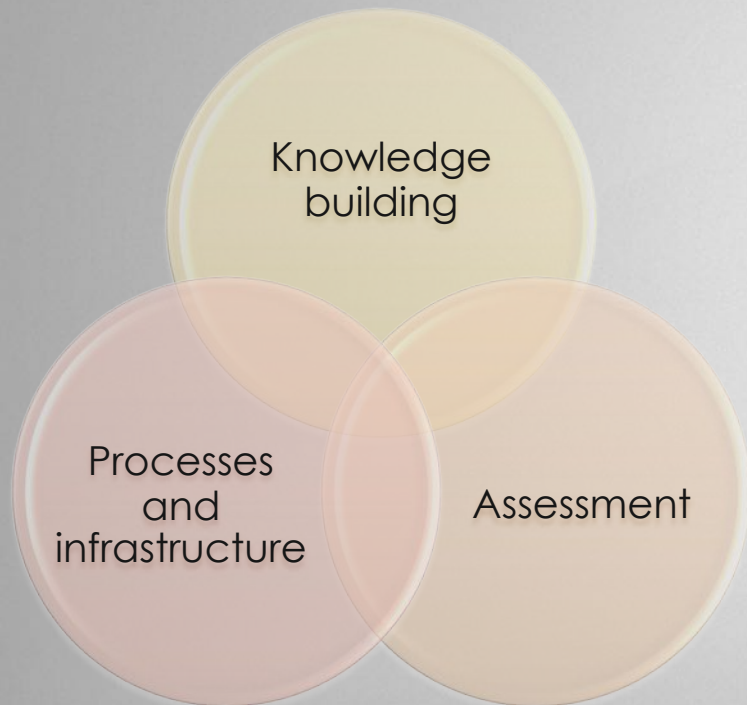
Audience

Practice
setting



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Sensitivity



TIO Organizational Assessment



We haven't started yet

We've done a little

We've done quite a bit

We're stellar!



Agency Commitment and Endorsement



Environment and Safety

Physical
environment



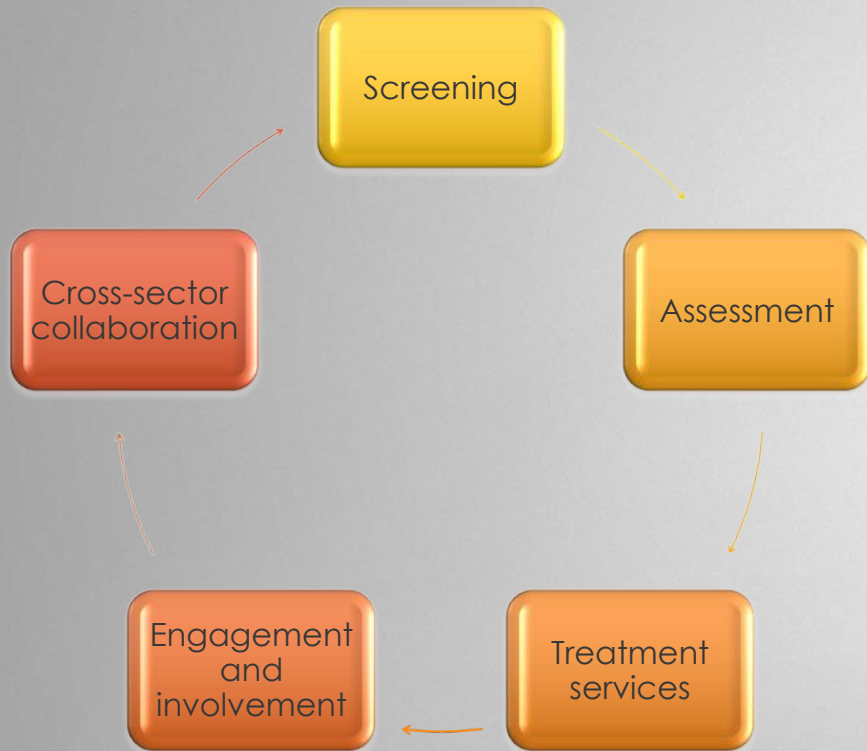
Engagement
and
involvement



Workforce Development



Services and Service Delivery



Systems Change and Progress Monitoring



Trauma Lens for Policies

Clarity

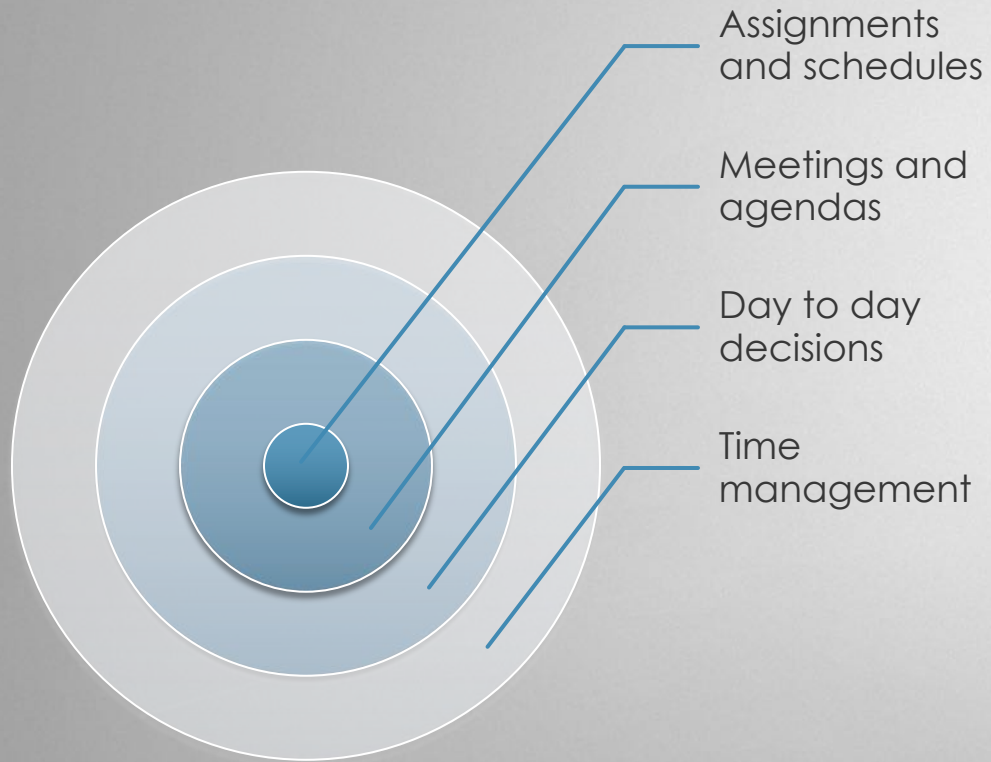
Accountability

Predictability

Accessibility



Policy in Practice



Responsive

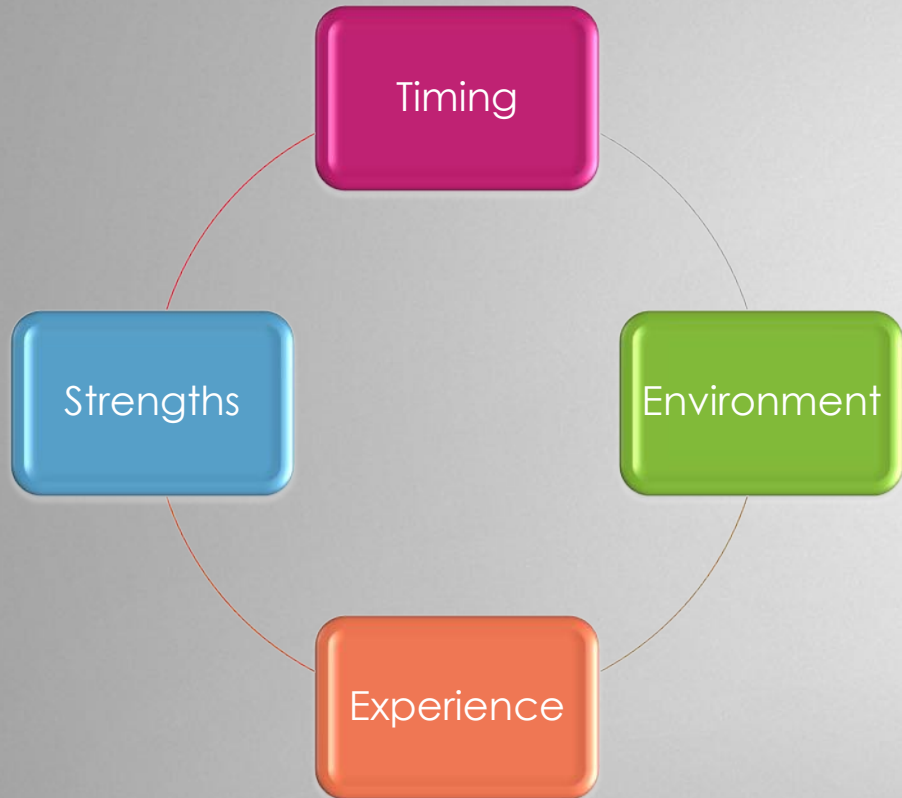
Change

Integration

Continued
service
development



Screening



Authenticity

Quality of
conversations

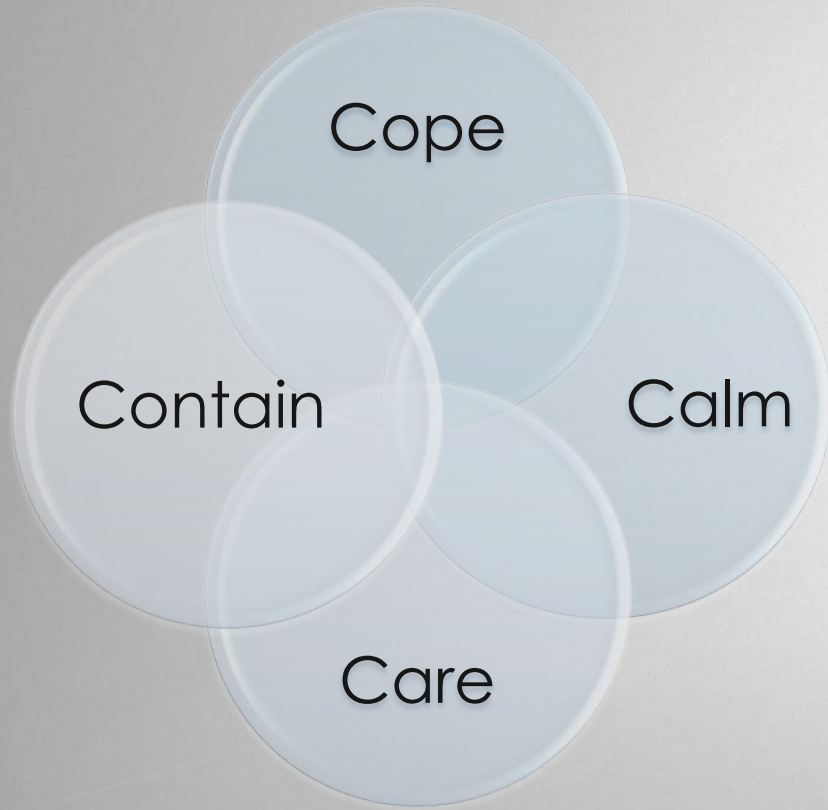
Listening to
understand

Boundaries

Sincerity



Trauma Lens in Practice



Informed

Continued
assessment

Sustainability

Evaluation
tools



Challenges

Definitive
metrics

Abstract nature

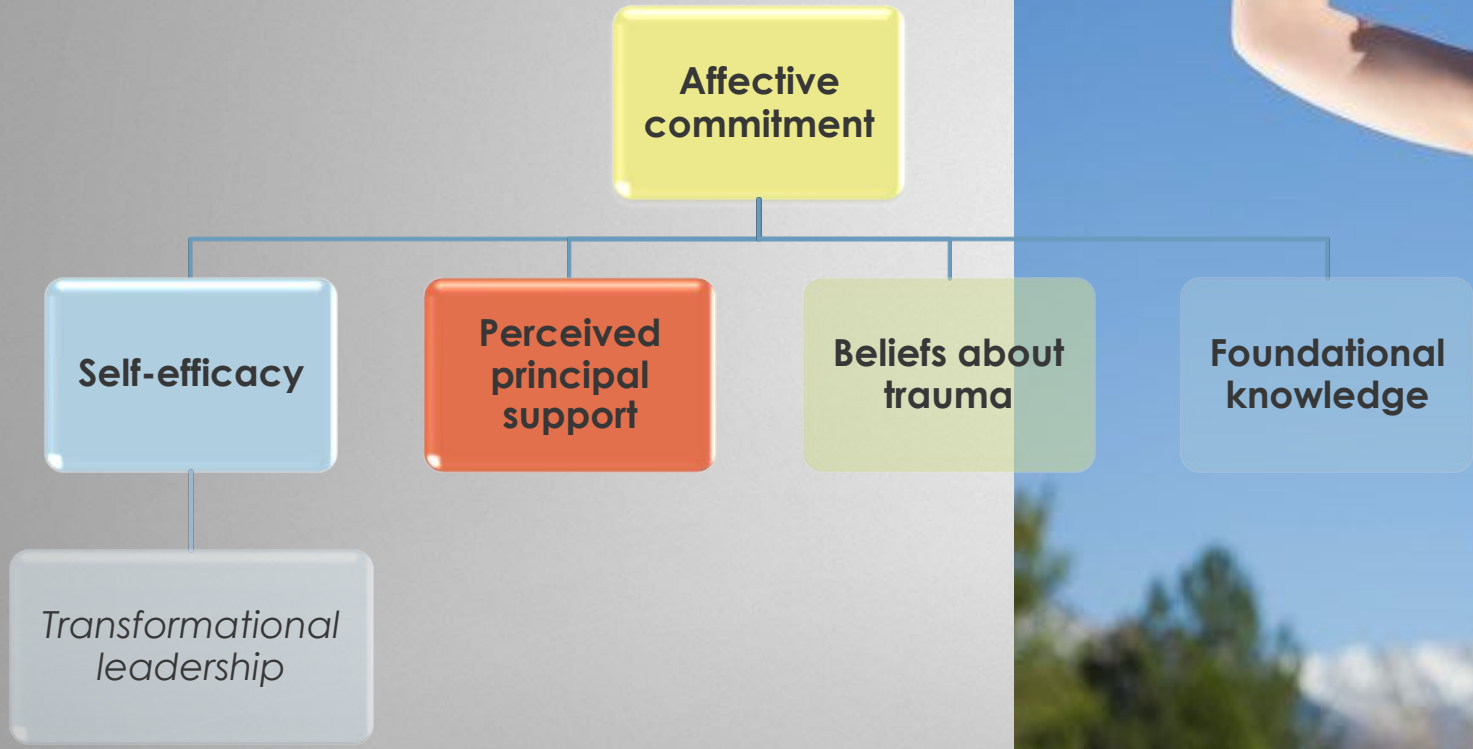
Restructuring of
organizational
factors



Barriers



Drivers of Success



Key Findings



Toolkit

- TIC overview
- Timeline
- Practice recommendations

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