

Physical Health

Title Sponsors



**U.S. Department of
Veterans Affairs**

Partner Sponsor





2023 Statewide Symposium in Support of Service Members, Veterans & Their Families

APRIL 19-20, 2023 | PHOENIX, ARIZONA

 arizona coalition
for military families



Trauma Informed to Trauma Responsive

Session 2





Integrating Complementary & Alternative Medicine with Conventional Care to Address Complex Health Care Needs

Agenda

1 Recap of Session 1 - Physical Health

2 The Whole Health Model

3 Trauma-Informed to Trauma-Responsive

4 Red Cross Interactive Activity

5 Session Wrap Up & Questions

6 Closing and Evaluation

Briefing 1 Recap: Physical Health

- Research shows an interconnection with a veteran's physical, mental & social well-being
- Emotionally traumatic events while serving add to the difficulty of adjustment to civilian life
- Depression within 1 year of separation from the military is the most influential factor of well-being
- Integrated care models best meets these needs

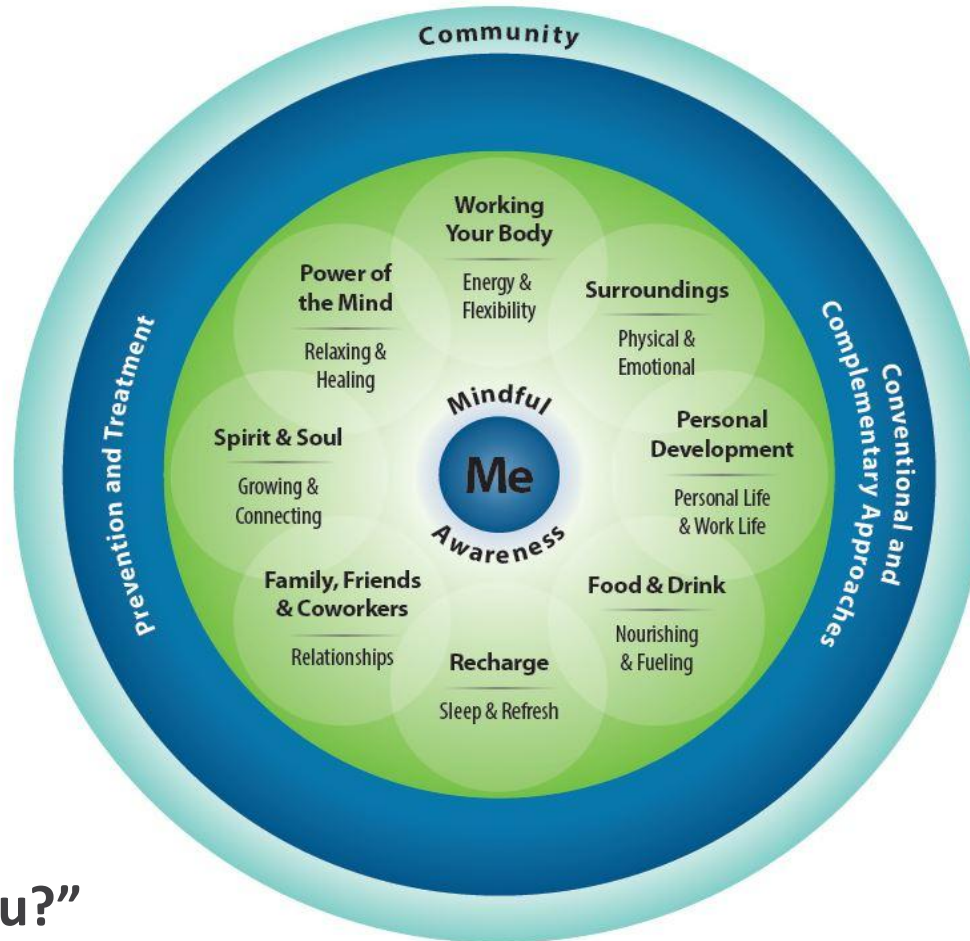
The Whole Health Model

It is not...

“What is the matter with you?”

but rather...

“What matters to you?”



Trauma-Informed Care

- Trauma-informed care is a service delivery approach focused on an understanding of and responsiveness to the impact of **trauma**.
- It promotes positive outcomes by emphasizing physical, psychological, and emotional safety.
- It offers engagement that enhances client well-being by empowering individuals to define their needs and goals and make choices about their care and services.

The Three E's

Event(s)

Events/non-events/
circumstances cause trauma

Source: Substance Abuse and Mental Health Services Administration (SAMHSA). Trauma and Justice Strategic Initiative, 2021, p.2

Trauma Defined – The Three E's

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

Awareness of Traumas

- Traumatic events can include a host of situations involving grief, loss and threats to safety and well-being.
- Examples include:
 - Physical separation
 - Warfare and natural disasters
 - Coercive control tactics including bullying and cyberbullying
 - Chronic, historical stressors
 - Intergenerational trauma.
- The COVID-19 pandemic and response are now added to this list with the impacts of social isolation, missed milestones, increasing illness rates, death tolls, and the fear associated with the virus as well as its effects.

Moving from Trauma-Informed to Trauma-Responsive Care

- Adopting a **TRAUMA INFORMED APPROACH** is not accomplished through any single, particular technique or checklist.
- It requires:
 - constant attention
 - caring awareness
 - sensitivity
- and possibly a cultural change at organizational level(s).

Trauma-Informed Principles of Care



1. SAFETY



2. TRUSTWORTHINESS
& TRANSPARENCY



3. PEER SUPPORT



4. COLLABORATION
& MUTUALITY



5. EMPOWERMENT
VOICE & CHOICE



6. CULTURAL, HISTORICAL,
& GENDER ISSUES

The goal:

To not re-traumatize the client

Principle #1: SAFETY

- Throughout an organization, clients who are served (and fellow providers and support staff) **feel physically and emotionally safe.**
- Not only is the physical setting safe, but **interpersonal interactions** also promote a sense of psychological and physical safety.
- Providers strive to understand **safety from the perspective of the client.**

Principle #2: TRUSTWORTHINESS

- **Build and maintain trust**
 - With clients and their family members
 - Among staff and leadership
 - With all other stakeholders and partners
- Have a culture of (*impeccable*) honesty
- Follow through on commitments to each other and to the client

Principle #3: PEER SUPPORT

- Value the **insights and knowledge of people with lived experiences** of trauma
- *If working with children*, providers strive to involve adults who experienced trauma and children or family members of children who experienced traumatic events.
- Include peers in service delivery and ensure they have input into how services are designed and offered.

Principle #4: COLLABORATION

- There is value in partnering and leveling power differences between ourselves and clients.
- Recognize that healing happens in relationships and in the meaningful sharing of power and decision-making.
- Everyone, especially clients, have a role to play in deciding what services are needed and how they are delivered.
- Promote a sense of control and agency in others.

Principle #5: **EMPOWERMENT** (Voice & Choice)



- Providers **recognize and celebrate the strengths** of others and uphold the centrality of our clients.
- There is a **belief in resilience** and in the ability of individuals, organizations, and communities **to heal**.
- Providers focus on **shared decision-making**, identifying and **offering choices** for service delivery.
- **Listening to understand** the meaningful goals of the client is critical for successful outcomes.

Principle #6: **EMPOWERMENT** (Voice & Choice)



- **Acknowledge and respond** to cultural, historical, and gender issues
- **Balance** the need to understand, honor, and respond to cultural and intersectional differences
- **Offer culturally competent and gender responsive services** while at the same time moving past cultural stereotypes and biases in expectations and service delivery.

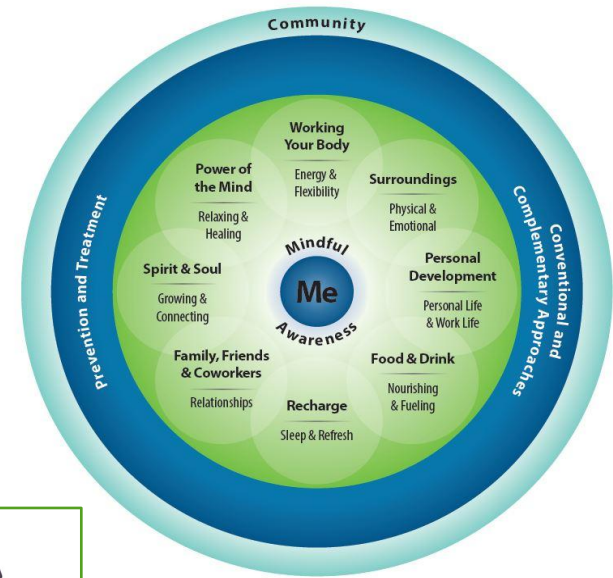
The Whole Health Model

It is not...

“What is the matter with you?”

but rather...

“What matters to you?”



1. SAFETY



2. TRUSTWORTHINESS & TRANSPARENCY



3. PEER SUPPORT



4. COLLABORATION & MUTUALITY



5. EMPOWERMENT
VOICE & CHOICE



6. CULTURAL, HISTORICAL,
& GENDER ISSUES

It is not... *“What is wrong with you?”*

but rather... **“What happened to you?”**

Trauma Informed Model

Moving to Trauma Responsive

- **Being trauma responsive is more than** knowing about *trauma informed care* (TIC).
- It means **adopting the TIC principles and applying them** directly to work with clients and families.
- At every turn, it is **about honoring and not re-traumatizing** the client.
- The desire is for providers to **equip their clients** to move from surviving trauma(s) to **experiencing post-traumatic growth and thriving in their world.**



Interactive Activity

Mind - Body Program

American Red Cross

Trauma Responsiveness

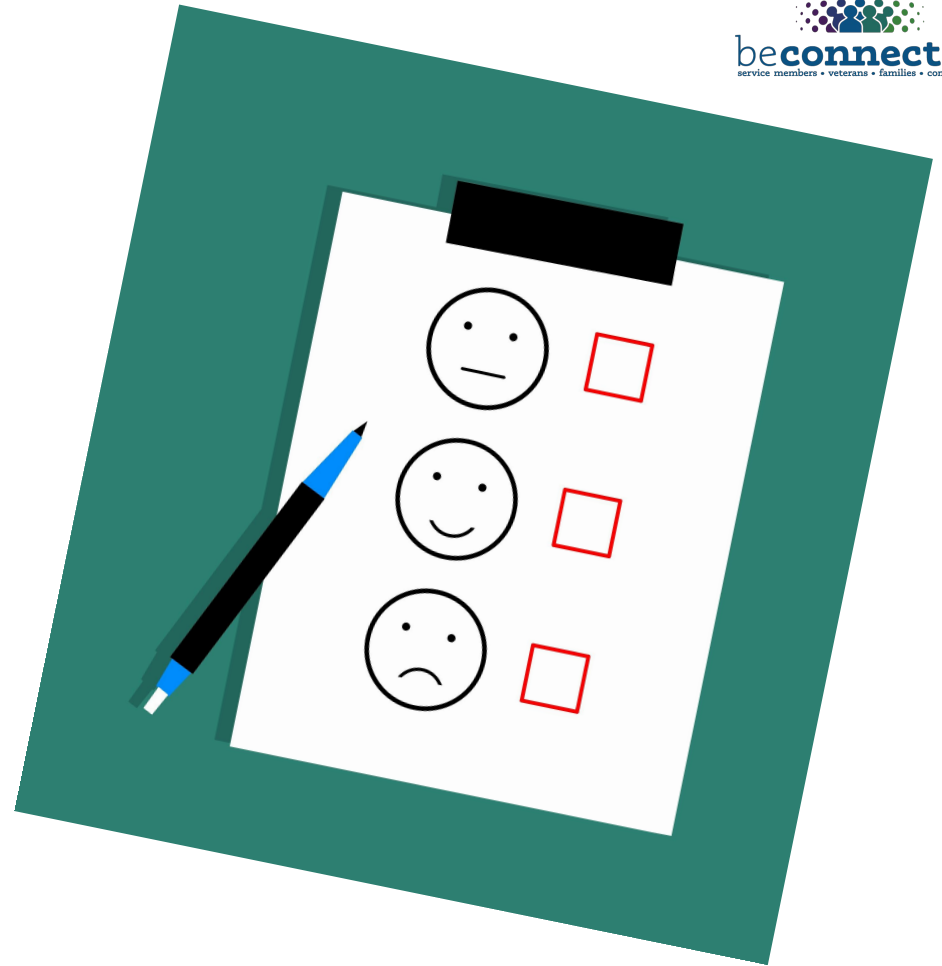
- Impacts **organizational leadership**
- Addresses **training and workforce development** (*including recognition of secondary trauma*)
- Develop responsive policies & **decision-making**
- Ongoing, evaluate the **physical environment**
- Engage in **continuous quality improvement**
(*“Are we having the desired impact and outcomes?”*)

Questions?



Session Evaluation

We want to hear from you!



Session Wrap Up & Speaker Information



Kristin Musch RN-BC, CCM
Quality Management Nurse
Blue Cross® Blue Shield® of Arizona

602-864-5488

Kristin.Musch@azblue.com

www.azblue.com

Susan (Sue) M. Wolf, PhD
Educational Psychologist and Public Health Consultant
Empowerment Research, LLC

480-354-9000; www.EmpowermentResearch.com DrSueWolf@me.com

Martha Iskyan – Contact Martha via Riley Swanson at:
riley.swanson@redcross.org