An Inward-Facing Trauma-Informed Approach: Organizational Lessons
We invite you to share:

• Name
• Organization
• Role
• Why are you interested in this?
Today’s Presenters

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An Inward-Facing Trauma-Informed Approach Series

December 8- Organizational Lessons

January 26- Behavioral Health Lessons

February 23- General Medical Lessons

March- Dental Lessons
• Define a Trauma-Informed approach.
• Why Trauma-Informed Care at Eisner?
• Discuss the organizational implementation process.
• Trauma-Informed Care & COVID.
A trauma informed approach is a way of being and interacting that considers life experience and stress as contributors to thoughts, feelings, behaviors, to promote overall health and wellness.
What is a Trauma-Informed Approach?

- Resist
- Recognize
- Respond
- Realize
Principles of a Trauma-Informed Approach

1. Safety
2. Trustworthiness & transparency
3. Peer support
4. Collaboration & mutuality
5. Empowerment, voice & choice
6. Cultural, historical, & gender issues
Internally Facing Approach

- Focuses on developing a culture of safety (physical & emotional)
- Shared language
- Uses SAMHSA’s 4 R’s & Principles of a Trauma Informed Approach
“Once you understand how your body and brain are primed to react in certain situations, you can start to be proactive about how you approach things. You can identify triggers and know how to support yourself and those you love.”

—Dr. Nadine Burke Harris in The Deepest Well
About Eisner

- Downtown LA (4), South LA (1), San Fernando Valley (3)
- Full life-cycle primary care
- 8 primary care including dental plus labor & delivery at 2 hospitals
- We are 100 years old!
Why An Internally-Facing Trauma-Informed Approach?

It’s not just customer service

Our staff are our patients
Stages of Development- Getting Started

• Introduced to leadership first
• Dedicated Trauma-Informed Care Coordinator
• Site specific approach
• Assessment
Role of Trauma-Informed Care Coordinator

- Coordinated with employee engagement initiative
- Available to support
- Skill-building/Wellness
- Culture building
- Emergency responder for staff
Strengths going in

- Close-knit community
- Asking employees about their experiences
- All staff meetings
- Holiday celebrations
- Mediation in HR
- Employee appreciation recognition
- Site specific celebrations & recognitions
Discussion: What are strengths of your site?
<table>
<thead>
<tr>
<th>Practice</th>
<th>Culture</th>
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<tbody>
<tr>
<td>• Every site is different</td>
<td>• Conflict</td>
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<tr>
<td>• Budgeting &amp; Time</td>
<td>• Problem-solving vs acknowledging</td>
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<td>• Project management</td>
<td>• Open communication</td>
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<td>• Boundaries</td>
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<td>• Behavior = communication</td>
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Stages of Development-COVID Edition

- Trauma Informed Care Coordinator Role
- Communication!!
- Wellness Focus
- Time & Budget
Key Takeaways

• Trauma Informed Care is an opportunity to improve organizational culture
• A senior leadership champion is crucial
• Each person and department moves at a different speed
• Communication and participation in Trauma Informed practices - on both micro and macro levels - are key!