



**EISNER
HEALTH**

An Inward-Facing Trauma- Informed Approach: Organizational Lessons

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

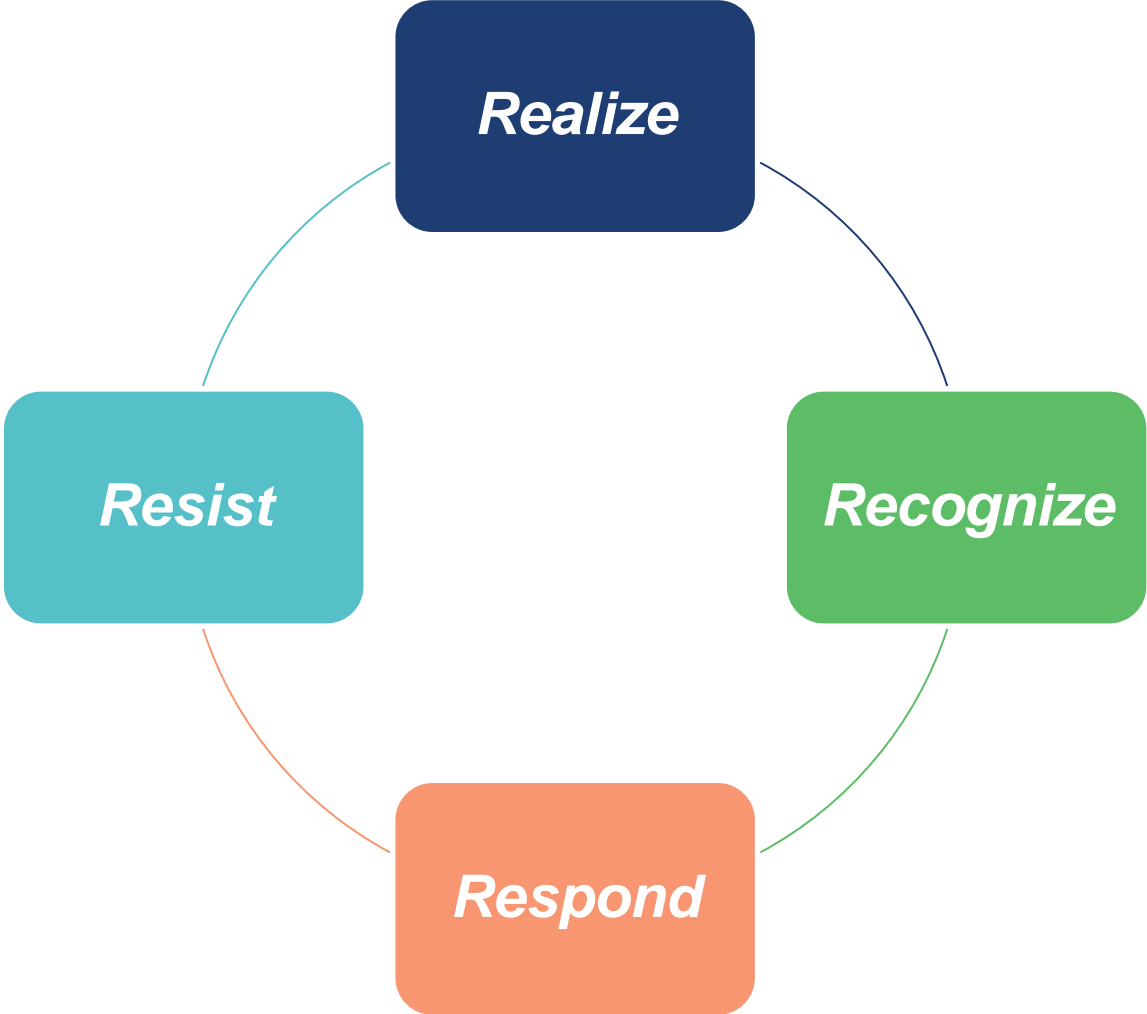
Agenda for Today

- 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?



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



Stages of Development- Translation Into Practice & Culture

Practice

- Every site is different
- Budgeting & Time
- Project management

Culture

- Conflict
- Problem-solving vs acknowledging
- Open communication
- Boundaries
- Behavior = communication

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!