We invite you to share:

- Name
- Organization
- Role
- Why are you interested in this?
An Inward-Facing Trauma-Informed Approach: Dental Lessons
An Inward-Facing Trauma-Informed Approach Series

- December 8: Organizational Lessons
- January 26: Behavioral Health Lessons
- February 23: General Medical Lessons
- March 30: Dental Lessons
Agenda for Today

• What is an Inward-Facing Trauma-Informed Approach?
• How did we integrate a trauma-informed approach into practice and culture?
• What changed during the COVID response?
• What are some key takeaways?
What is a Trauma-Informed Approach?

- Realize
- Resist
- Recognize
- Respond
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
Why an inward facing approach?

- Staff is our community high rates of historical trauma
- Variety of cultures represented within the staff, trust staff communication styles
Stages of Development - Our Approach

- Pilot
- Departmental Training
- Core Team Meetings & Department Meetings
- COVID
Strengths Going in

- Senior leadership buy-in
- Dedicated Trauma-Informed Care Coordinator
- Integrated clinics
- Openness & teamwork
- Wellness with staff
- Culture of celebration
Eisner Health

- Whole person care
- Downtown LA
  - Dental Clinic *
  - Pediatric
  - Women’s health
- Lynwood*
- Sherman Oaks*
- Schools
  - 3 elementary schools

- Focus on convenience and accessibility for patients
Experiences impact how we see the world.
Dental Director - Translation Into Practice & Culture

- Clinic practice
  - Empathy
  - Collaboration across departments

- Clinic culture
  - Culture of checking-in
  - Teamwork & celebration
What changed?

- Shared language
- Additional Training
- Relationship before resources
- Environmental Changes
Dental Manager- Translation Into Practice & Culture

- Clinic role
- Clinic practice
  - Empathy towards patients
  - Ask for help
- Clinic culture
  - Not take things so personally
  - Talk about emotions
  - Celebrations & Kudos
What changed?

Understanding family culture

Open to mental health

Response to stress
COVID

Staff impact

Added location

Organizational Supports

Wellness Focus
Key Takeaway Tips

• When we are at peace and take care of ourselves, we are able to create a peaceful and positive environment for everyone. Everyone wins!
• When we realize our own activators and traumas, we can break the cycle. Lots of “Aha!” moments. It starts with you!