

We invite you to share:

- Name
- Organization
- Role
- Why are you interested in this?





**EISNER
HEALTH**

An Inward-Facing Trauma- Informed Approach: Dental Lessons

Today's Presenters



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Dental Director



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Dental Manager



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Trauma Informed Care Coordinator

An Inward-Facing Trauma-Informed Approach Series



December 8- Organizational Lessons



January 26- Behavioral Health Lessons



February 23- General Medical Lessons



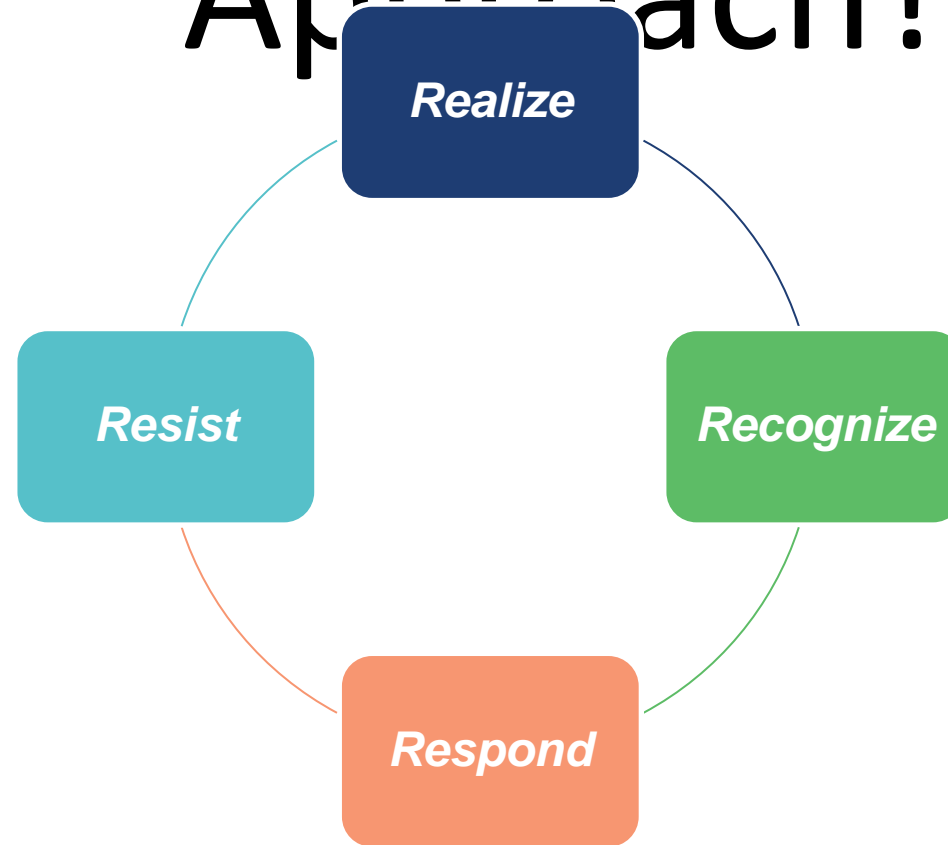
March 30- Dental Lessons

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?



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

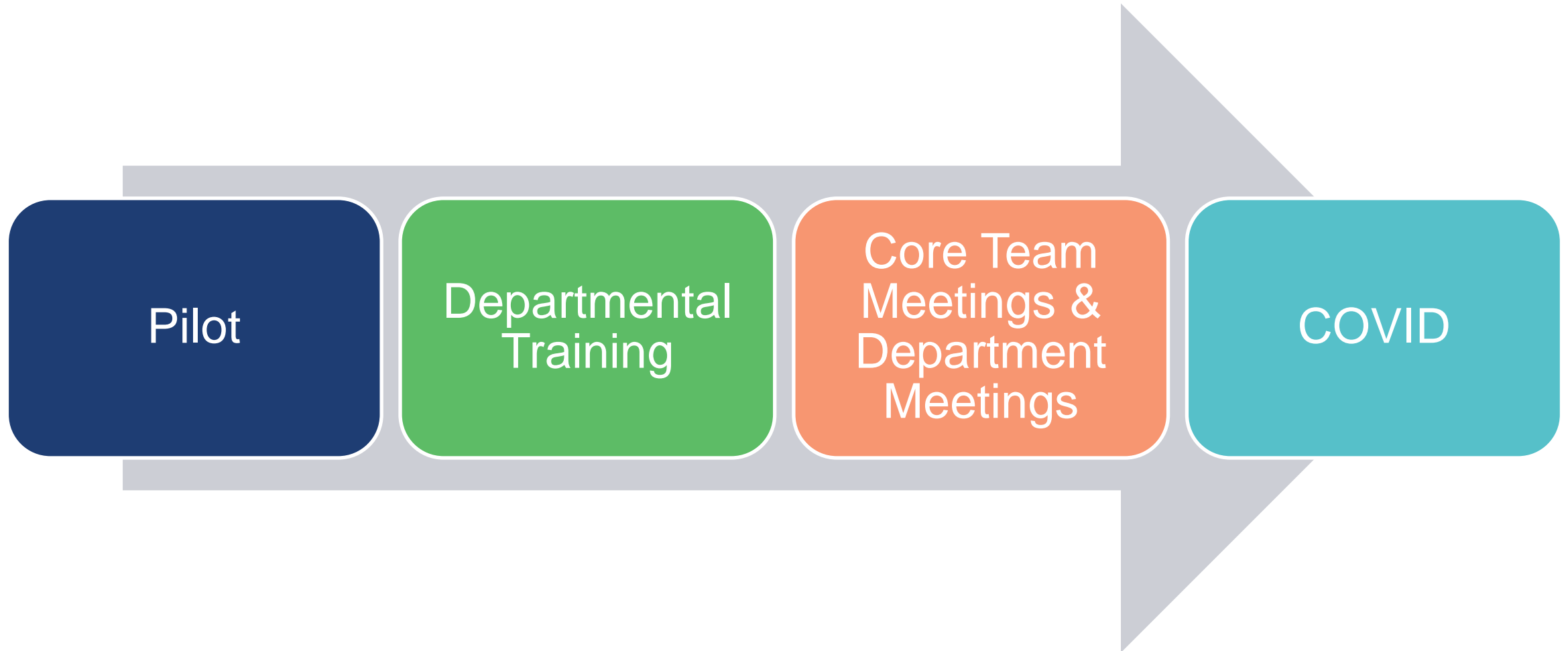


Why an inward facing approach?

- 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



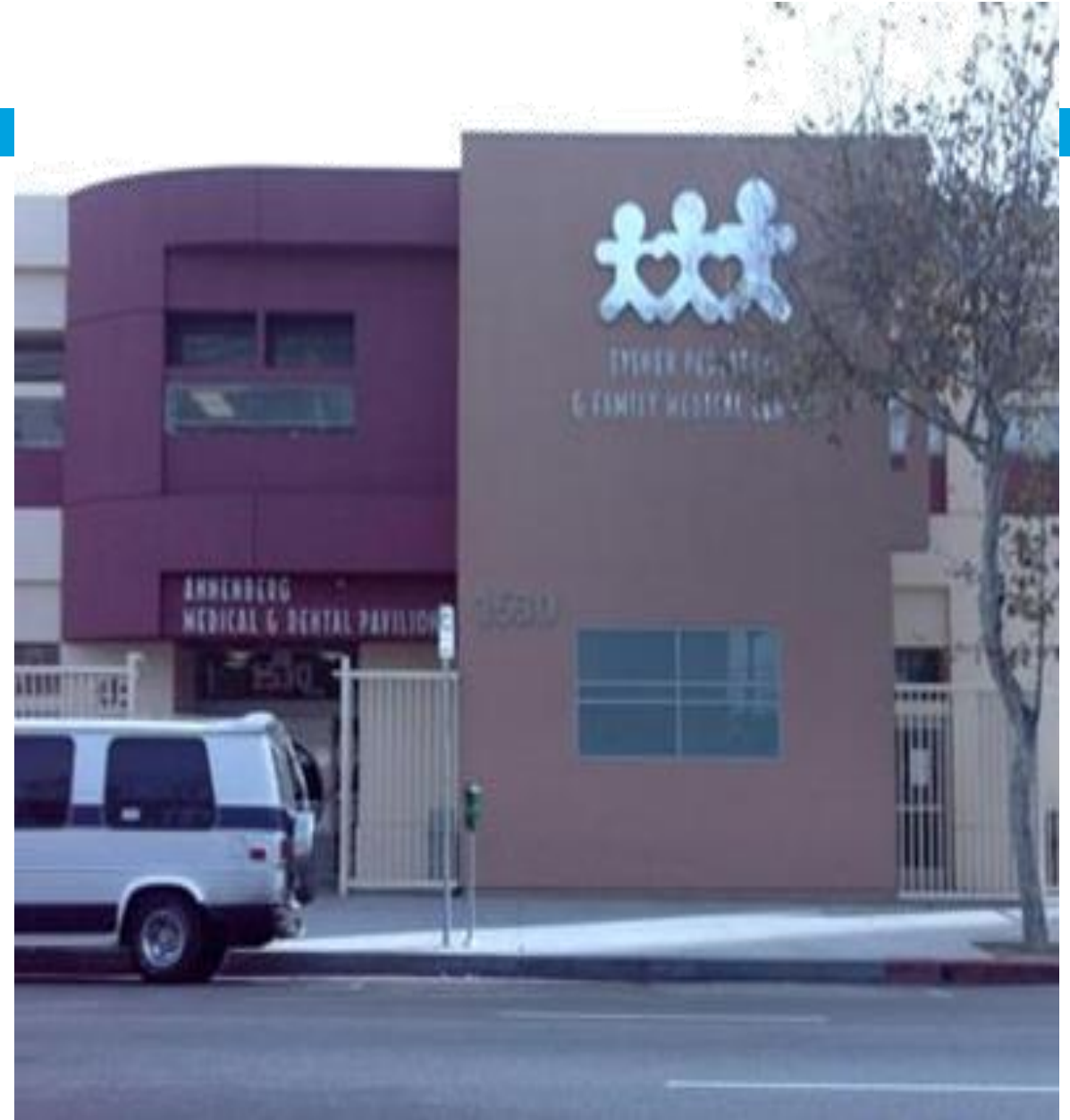
Strengths Going in

- 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!

