We invite you to share:

- Name
- Organization
- Role
- Why are you interested in this?
An Inward-Facing Trauma-Informed Approach: Medical Clinic Lessons
Today’s Presenters

- **Chris Hillson, MD**
  Clinical Director at Lynwood

- **Michelle King**
  Clinic Manager at Sherman Oaks

- **Jessica Polio**
  Lead Medical Assistant at Lynwood

- **Andi Fetzner, PsyD**
  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?
Trauma-informed care recognizes and responds to the signs, symptoms, and risks of trauma to better support the health needs of patients who have experienced ACEs and toxic stress. Resisting re-traumatization by approaching patients who have experienced ACEs and/or other adversities with non-judgmental support.

~ACESAWARE.com
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
Eisner Health

- Downtown LA (4), Lynwood (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!
“This is real and this is all of us.”

―Dr. Nadine Burke Harris, California Surgeon General
What did an internally-facing approach mean for us?

- It’s not (only) about patients
- Importance of communication
- Culture shift
- Power Dynamics
Strengths Going in

• Senior leadership buy-in
• Dedicated Trauma-Informed Care Coordinator
• Integrated clinic
• Culture of celebration
• Peer support
Clinic Manager - Translation Into Practice & Culture

- Clinic role
- Clinic practice
  - Shift in leadership style
- Clinic culture
  - Communication
  - Teamwork
  - Boundaries are ok
Medical Assistant - Translation Into Practice & Culture

- Clinic role
- Clinic practice
  - Listen
- Clinic culture
  - Collaborative
  - Advocacy
  - Fun!
Clinical Director - Translation Into Practice & Culture

- Clinic role
- Clinic practice
  - Connection First
  - Behavior is communication
- Clinic culture
  - Culture in checking-in
  - Define roles
  - What does “strong” mean?
COVID

Overcoming Isolation
Organizational Supports
Wellness Focus
Key Takeaway Tips

- Be open to trying something new
- Practice makes progress
- Trauma-informed starts with each of us