An Inward-Facing Trauma-Informed Approach: Behavioral Health 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 30: Dental Lessons
Agenda for Today

• What is an Inward-Facing Trauma-Informed Approach?
• How did Behavioral Health integrate it 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
“High Stress affects the part of the brain responsible for judgement, memory, reasoning, & problem solving.”

—Dr. Nadine Burke Harris, California Surgeon General
Behavioral Health at Eisner

- **Services:**
  - Integrated Behavioral Health
  - DMH contracted services for Children/Adolescents
  - Case Management

- **Sites in DTLA, Lynwood, & Valley**

- **Bilingual staff**
An Internally-Facing Trauma-Informed Approach?

- Not an intervention
- Behavior is communication
- Documentation Expectations
Stages of Development- Our Approach

- Informal inventory
- Intentional planning
- Investment in staff
- Quarterly review
Strengths Going in

- Senior leadership buy-in
- Dedicated Trauma-Informed Care Coordinator
- Collaboration between Medical & Behavioral Health
- Culture of celebration
- Peer support
- Established self-care days
Discussion: What are strengths of your site?
• Intentional meetings
• Caseload review
• Invested in professional development training
• Uplifting Case Management
• Build empathy among colleagues/peers
• Clinical implications
Case Manager - Translation Into Practice & Culture

• Clinic role
• Clinic practice
  – Motivational Interviewing
• Clinic culture
  – Respect for roles
  – Empowerment
  – Management support
COVID

Communication

Organizational Support

Wellness Focus
Key Takeaway Tips

• TIC is an opportunity to improve patient care and staff satisfaction and wellness.
• Senior leadership is key.
• Invest in ongoing training.