

Behavioral Health Institute (BHI)

Training, Workforce and Policy Innovation Center

Behavioral Health Telehealth Resource

Telehealth Provider Forum Series, Fridays 11 – 12PM

Visit our [website](#)

Email: melmckee@uw.edu

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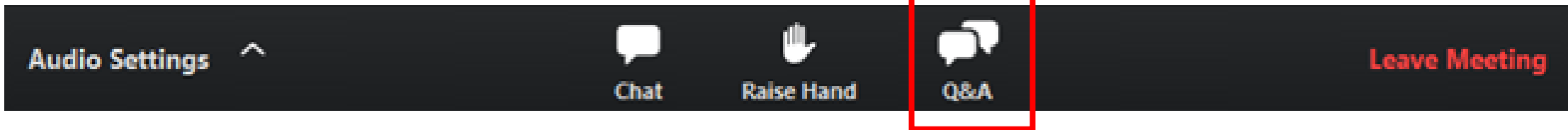
Training, Workforce and Policy Innovation Center

The Behavioral Health Institute is a Center of Excellence where innovation, research and clinical practice come together to improve mental health and addiction treatment. BHI established initial priority programs which include:

- **Improving care for youth and young adults with early psychosis**
- **Behavioral Health Urgent Care Walk in Clinic**
- **Expanded Digital and Telehealth Services**
- **Behavioral Health Training, Workforce and Policy Innovation Center**

Questions -Two options (participants are muted)

1. Type question into Q&A window



2. Raise hand, called on/unmuted in order



*The host will be notified you've raised your hand.
You may lower hand if needed*

Post Session

Training, Workforce and Policy Innovation Center

- Shared in chat box at the end of the session
- Emailed post session

Responses help plan for future sessions

There will NOT be certificates or CEUS for this series

Slides and resources will be posted after the session

Today's Panelists

Brad Felker, MD VA Puget Sound Health Care System, University of Washington
Department of Psychiatry & Behavioral Sciences

Melody McKee, MS, SUDP Program Director, Behavioral Health Training Workforce
and Policy Innovation Center, Behavioral Health Institute

Cara Towle, MSN, RN, MA, Associate Director, Telepsychiatry, University of
Washington

Provider wellness: Trauma Informed Approaches (TIA) and self-care tips

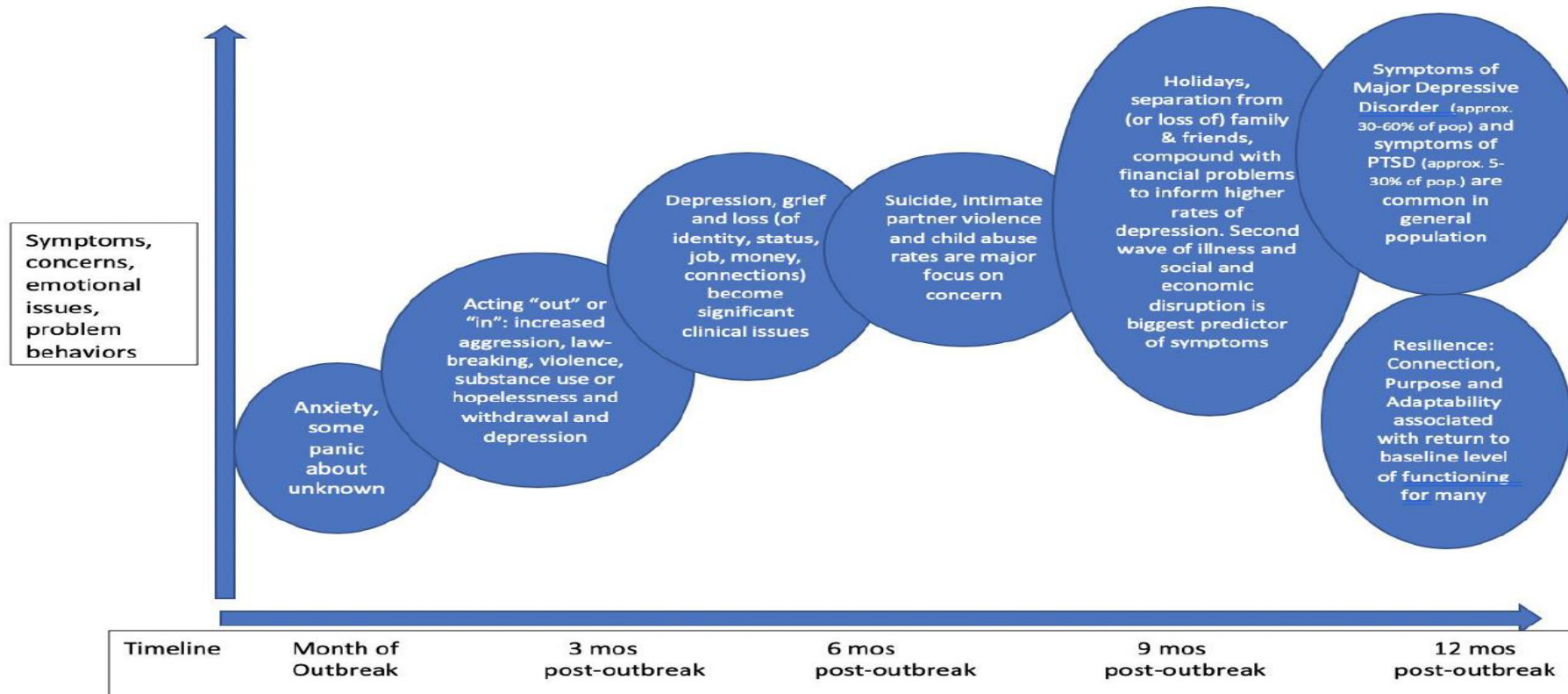
Keri L. Waterland and Diana Cockrell
Division of Behavioral Health and Recovery
June 26, 2020

Learning objectives

- ▶ Learn how trauma informed approaches (TIA) and self-care tips can support behavioral health service providers.
- ▶ Understand how we support leaders, program participants, clinicians, and ourselves.
- ▶ Learn how to use these tools and tips in professional and personal settings.

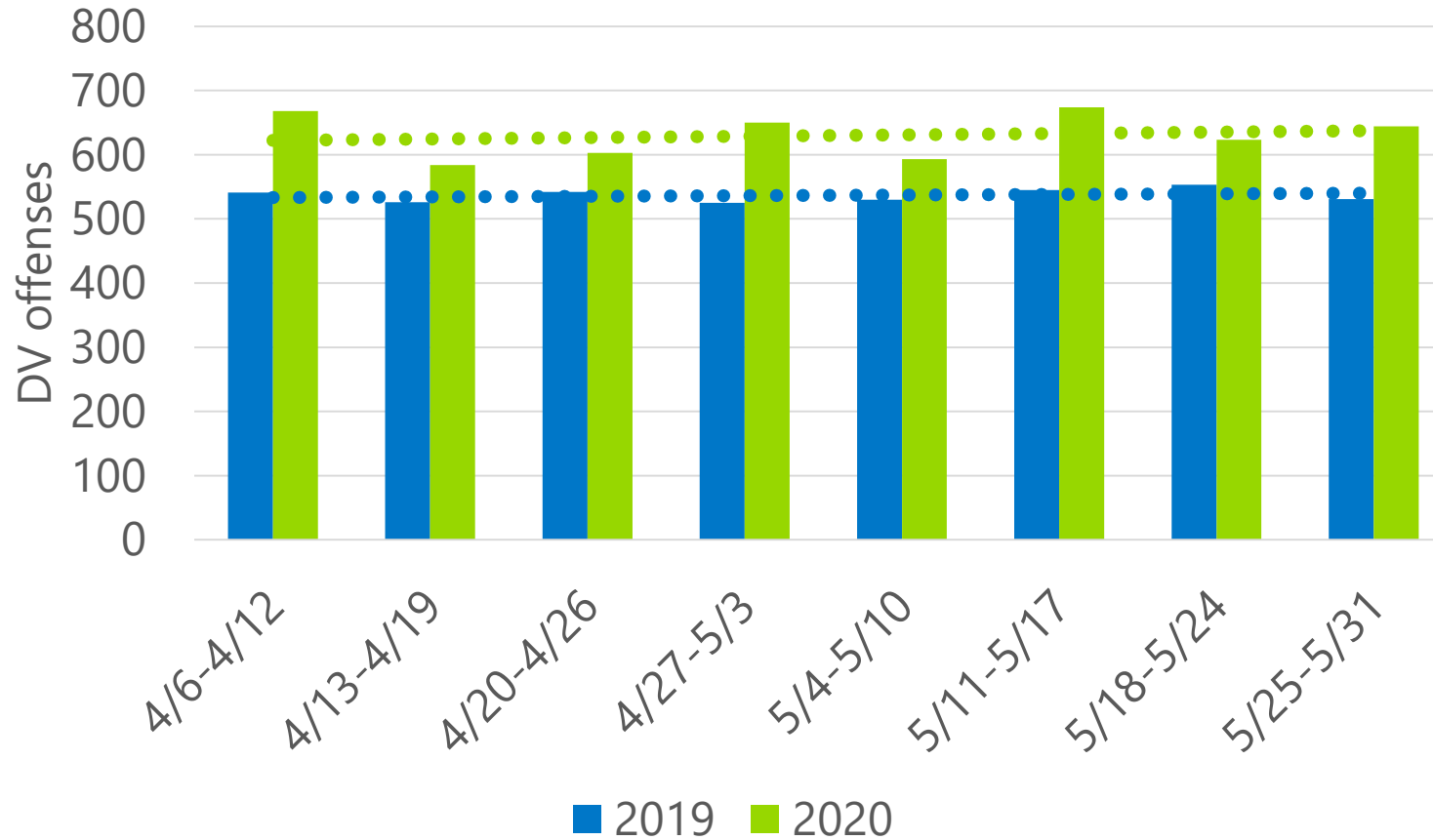
Some slides for context

▶ Do not be alarmed...but this is why this is important



Crime: Domestic violence offenses (survey sample)

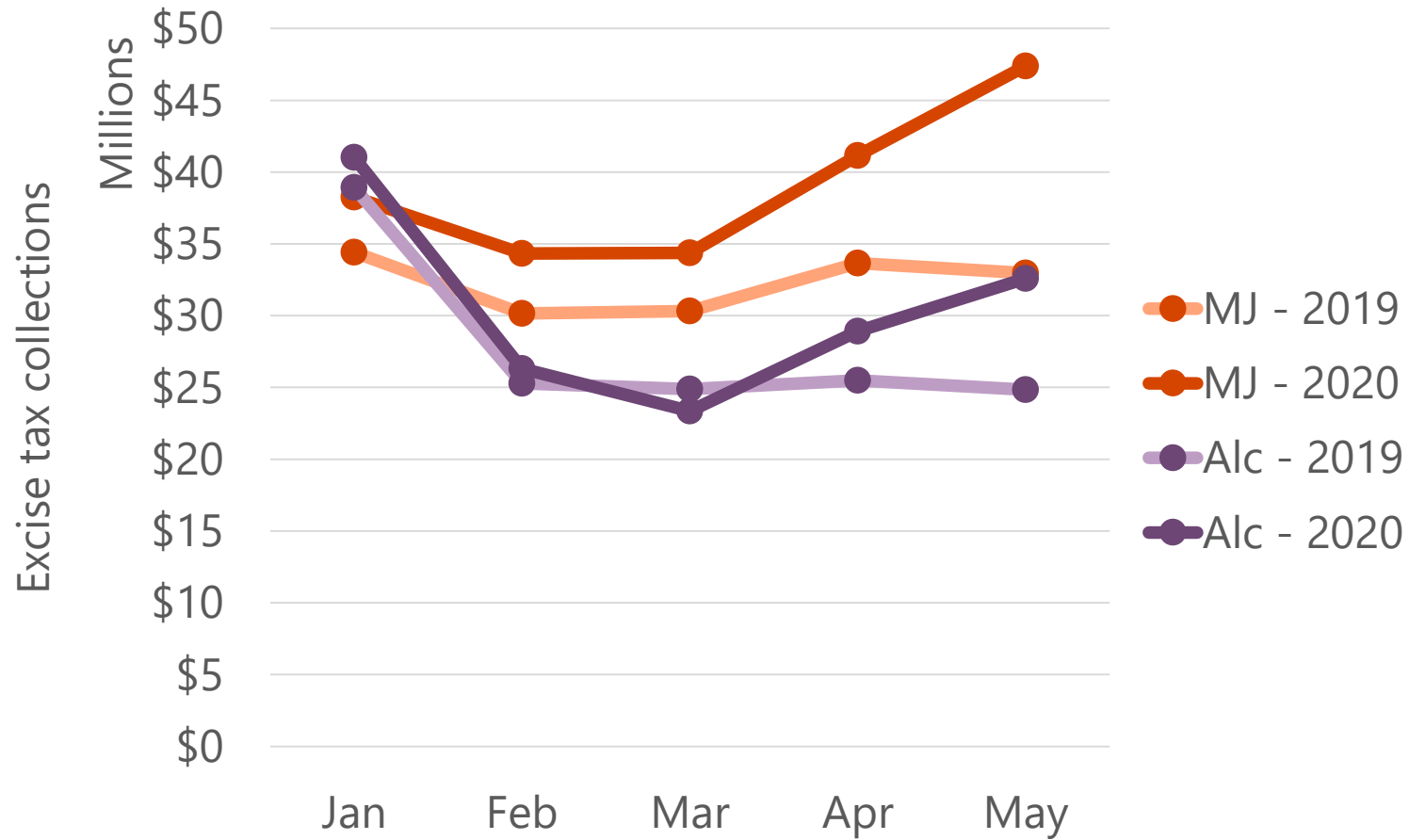
Domestic violence offenses reported to WASPC, by week: 2020 vs. 2019



Source: Washington Association of Sheriffs & Police Chiefs (WASPC)

Product sales: Marijuana and liquor taxes

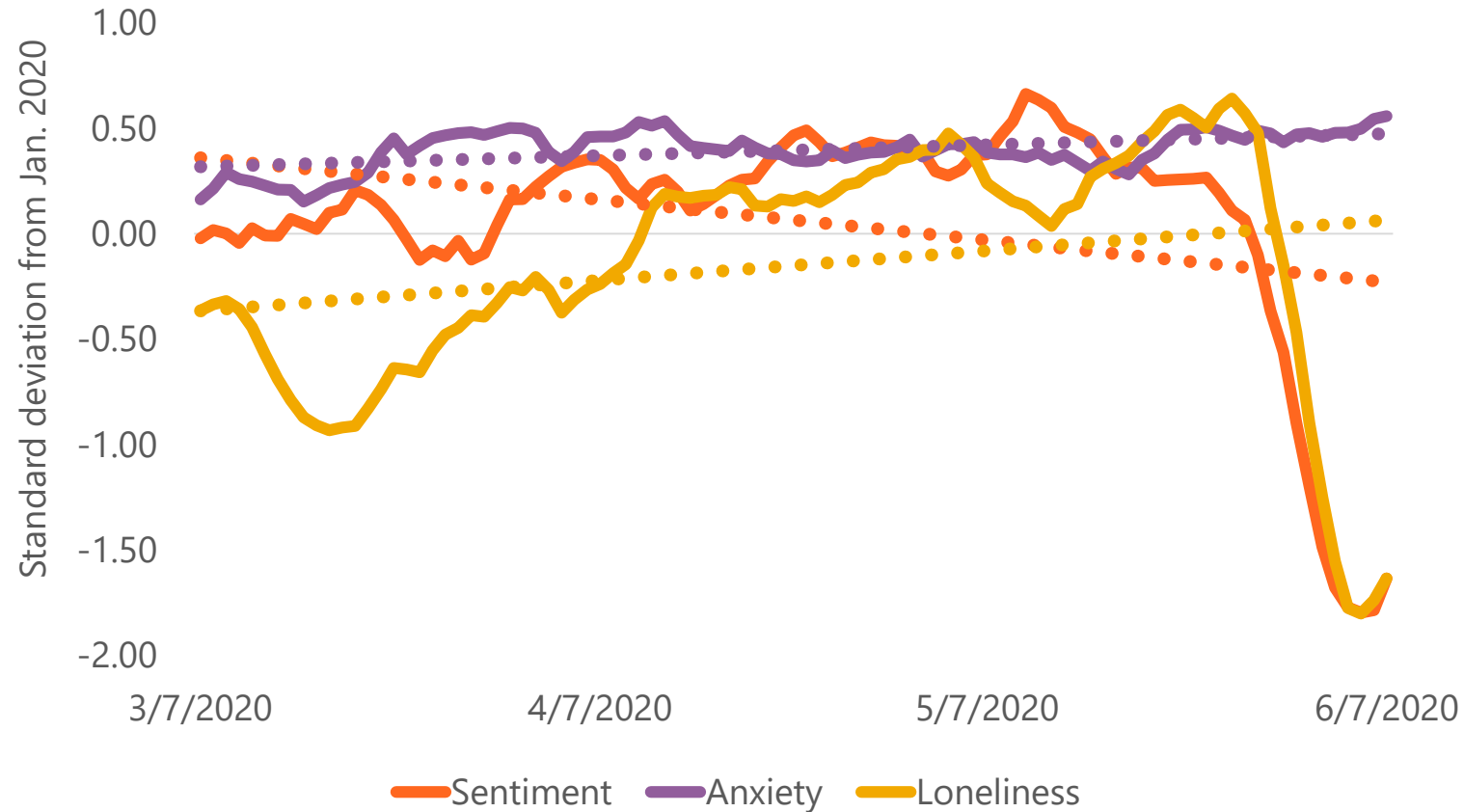
Marijuana and liquor taxes collected, by month: 2020 vs. 2019



Source: Washington State Liquor and Cannabis Board

Social media: Expressions of positive sentiment, loneliness, and anxiety

7-day moving averages of deviations in select expression measures relative to January 2020 baseline, by day: March 1, 2020 – June 7, 2020



Source: Penn Center for Digital Health

Flipping your lid

- ▶ [Daniel Siegel - The hand as a brain model](#)
- ▶ Know which 'brain' we are talking to
 - ▶ Primal – safety and consistency
 - ▶ Learning – skill build, process path and options for next time, frame up for “new mistakes next time”

Trauma Informed Approach (TIA)

▶ TIA six principles

- ▶ Safety
- ▶ Trustworthiness and Transparency
- ▶ Peer Support
- ▶ Collaboration and Mutuality
- ▶ Empowerment, Voice and Choice
- ▶ Cultural, Historical, and Gender

▶ SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach

Culture shift

- ▶ Assume everyone, staff, clients, everyone has experienced some level of trauma – areas where their mental model has been altered by an event or series of events.
- ▶ Choose to interact from trust that people are their own experts, they have deep wisdom to tap into.
- ▶ We help by supporting mental, emotional, and sometimes physical space for exploration and strengthening of connection and access to personal wisdom.

This applies to us as well!

Culture shift, continued...

Personal work each of us can do to create and support culture shift

- ▶ Honing the art of recognizing which brain we are talking with and connect accordingly
- ▶ Understanding and applying our knowledge of human development and ‘auto responses’
- ▶ Recognition of how deeply authenticity and role modeling matters, “Be the Change”

How do you self-care?



6 GUIDING PRINCIPLES TO A TRAUMA-INFORMED APPROACH

The CDC's [Office of Public Health Preparedness and Response \(OPHPR\)](#), in collaboration with SAMHSA's [National Center for Trauma-Informed Care \(NCTIC\)](#), developed and led a new training for OPHPR employees about the role of trauma-informed care during public health emergencies. The training aimed to increase responder awareness of the impact that trauma can have in the communities where they work. Participants learned SAMHSA'S six principles that guide a trauma-informed approach, including:



Adopting a trauma-informed approach is not accomplished through any single particular technique or checklist. It requires constant attention, caring awareness, sensitivity, and possibly a cultural change at an organizational level. On-going internal organizational assessment and quality improvement, as well as engagement with community stakeholders, will help to imbed this approach which can be augmented with organizational development and practice improvement. The training provided by [OPHPR](#) and [NCTIC](#) was the first step for CDC to view emergency preparedness and response through a trauma-informed lens.

Understanding worker compassion tips for disaster responders

Signs of compassion fatigue	Tips for coping
Frustrated and/or cynical	Focus on the four, core components of resilience: sleep, nutrition, physical activity, and active relaxation.
Tired-exhausted-overwhelmed	Drink enough fluids to stay hydrated
Disconnected from others, lacking feelings, indifferent	Take time for conversations, not work-related, with co-workers, friends, and family.
Depressed	Complete basic hygiene task like combing your hair, brushing your teeth, and changing clothes.
As if you need to use alcohol or other mind-altering substances to cope	Wash up after your work shift. Think of it as a symbolic “washing away” of the day.
As if nothing you can do will help	Celebrate successes with your fellow workers.

Ten things to do each day

1. Get enough sleep.
2. Eat enough of the right foods.
3. Vary the work that you do.
4. Do some light exercise.
5. Do something pleasurable.
6. Focus on what you did well.
7. Learn from your mistakes.
8. Pray, meditate, or relax.
9. Share a private joke.
10. Support a colleague.

Creating a trauma-informed organization

TIP 57 – Part two – TIA implementation

- ▶ Commit to creating a trauma-informed agency.
- ▶ Create an initial infrastructure to initiate, support, and guide changes.
- ▶ Involve key stakeholders, including individuals who have lived experience with trauma and care for trauma.
- ▶ Assess whether and to what extent the organization's current policies, procedures, and operations either support or interfere with the development of a trauma-informed approach.
- ▶ Develop an organizational plan to implement and support the delivery of TIA within the agency.

Resources

Online Trauma Informed trainings in English and Spanish for:

- ▶ Direct care providers
- ▶ Supervisors
- ▶ Agency leaders

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