

# Trauma-informed practices across the lifecycle of health care:

## Impacts on systemic mental health and well-being

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# Advisory

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This topic can feel heavy at times, particularly if you have experienced trauma yourself. We encourage you to tune in with the needs of your mind and body, and **if any portion of our discussion makes you uncomfortable, please feel free to take care of yourself in the way that best suits you.**

## The ripple effect of trauma



## Team member story



## Our Story



# Trauma defined

“Trauma is not what happens to you; trauma is what happens inside of you as a result of what happened to you. Trauma is a scarring that makes you less flexible, more rigid, less feeling, and more defended.”

—Gabor Maté

## Trauma is a universal human experience



89% of the population will have exposure to at least one traumatic event in their lifetime



These events impact sense of **safety, autonomy** and **trust**

## Prevalence of trauma in health care

70%

of team members report having experienced trauma

73%

of all violent, nonfatal workplace injuries and illnesses were to health care workers

+50%

of US population had a traumatic event before 18

25%

increase in anxiety and depression since the pandemic

40%

of health care workers estimated to have PTSD

# How it started: Trauma-informed care

A framework for supporting people who have experienced trauma so they can build resilience and move toward healing through fostering safe and collaborative relationships.

## **The Six Principles of a Trauma-Informed Approach:**

- Safety
- Trustworthiness and transparency
- Peer support
- Collaboration and mutuality
- Empowerment, Voice and choice
- Cultural, historic and gender issues

## Current landscape



### Trauma-Informed Clinical Care

- Most prominently known and implemented
- Started in medicine as a way to consider trauma history when treating and diagnosing patients
- Was initially heavily ACE focused
- Now being utilized in many other systems



### Trauma-Informed Training

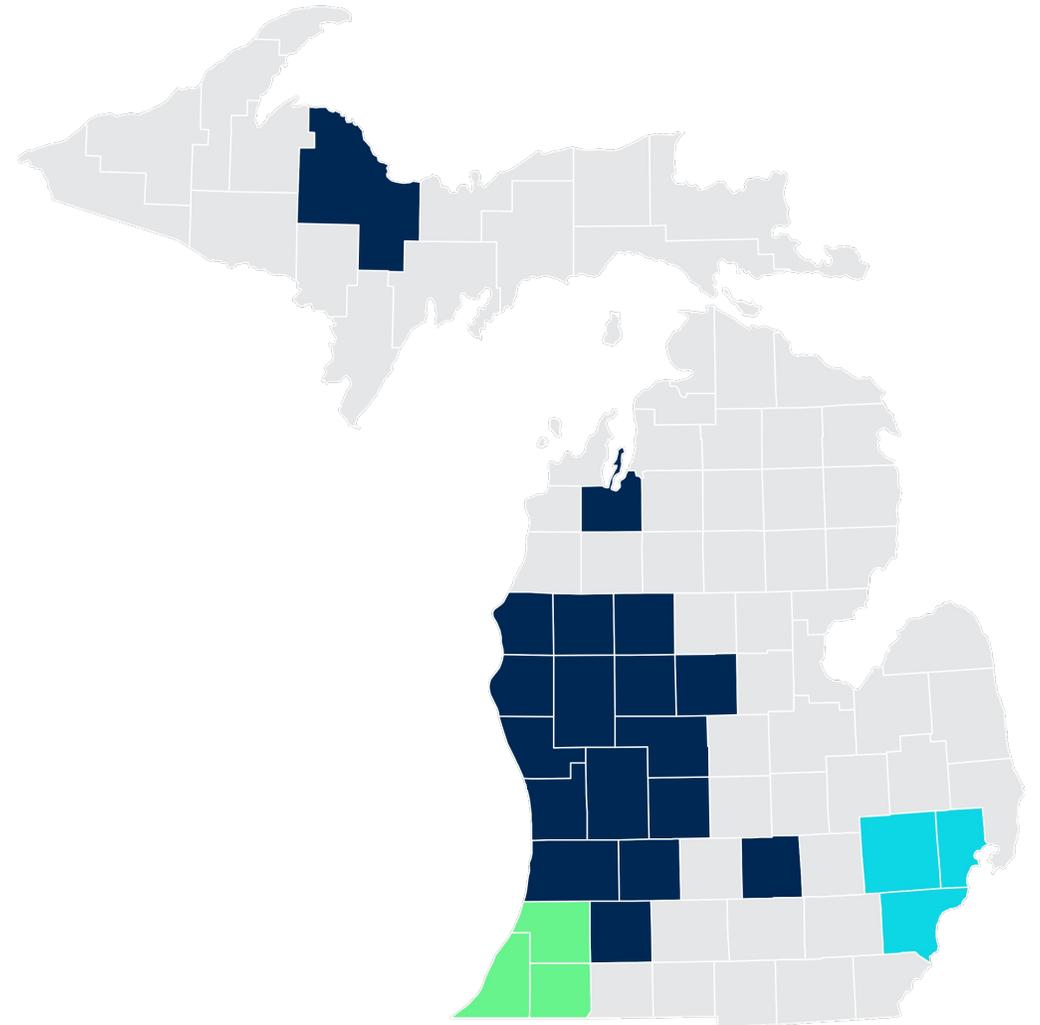
- Historically not taught in medical education but gaining popularity
- Recent development of standardized trauma-informed curriculum
- Remains patient focused



### Trauma-Informed Leadership

- Emerging focus
- Born from trauma-informed clinical care
- Often discussed in isolation
- Often focused on people leadership vs. organizational level

# Trauma-informed practices at Corewell Health



## The original ask



Trauma-Informed Clinical Care



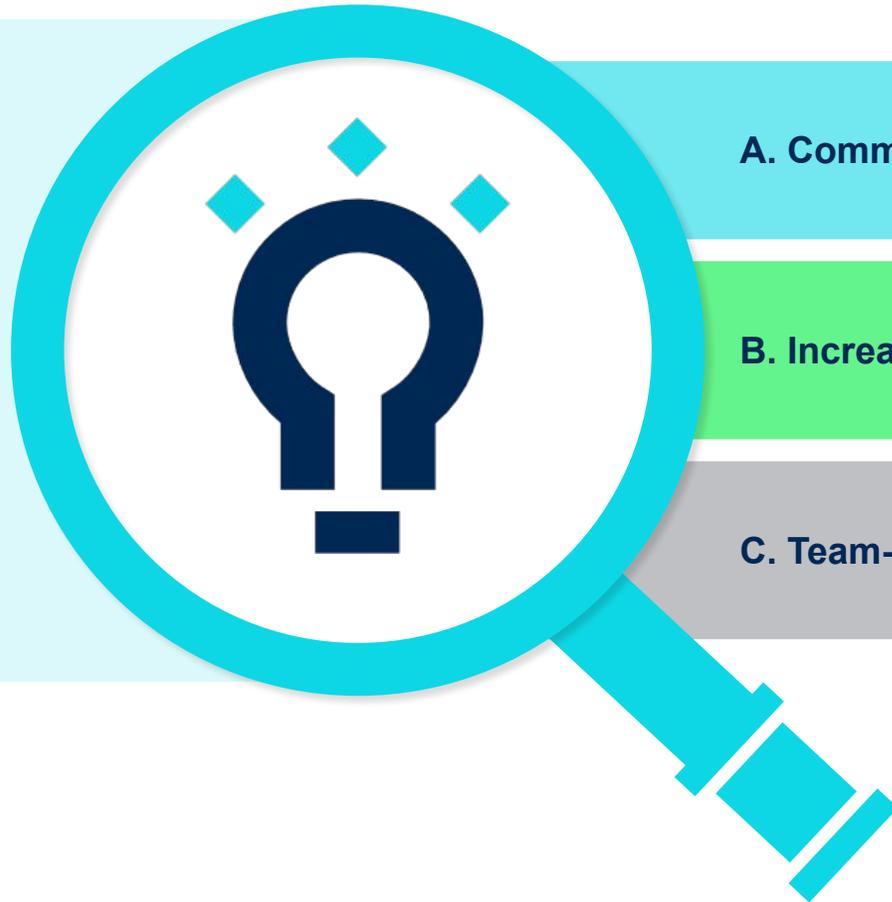
Nursing leadership expressed interest in training clinical team members in trauma-informed care with the goal to help reduce workplace violence, improve patient care and improve team member confidence of care.

Trauma-Informed Leadership



Well-being leadership began to explore bringing trauma-informed leadership training to leaders throughout the system with the goal of improving and promoting team member wellbeing.

## Needs assessment



A. Community health needs assessment



B. Increased workplace violence incidents



C. Team-member engagement survey results



## A. Community health needs assessment

“Absolutely nowhere to go with privately insured teens in crisis **unless they actually attempt or succeed in harming themselves or others.**”

—Survey respondent

“It can be hard to go to a very vulnerable place like a therapist or a doctor just because you don’t know how they’ll react or what kind of environment you will put yourself in.”

—Focus group participant

**Housing 85%**

**Health Insurance 45%**

**Access to Healthy Food 43%**

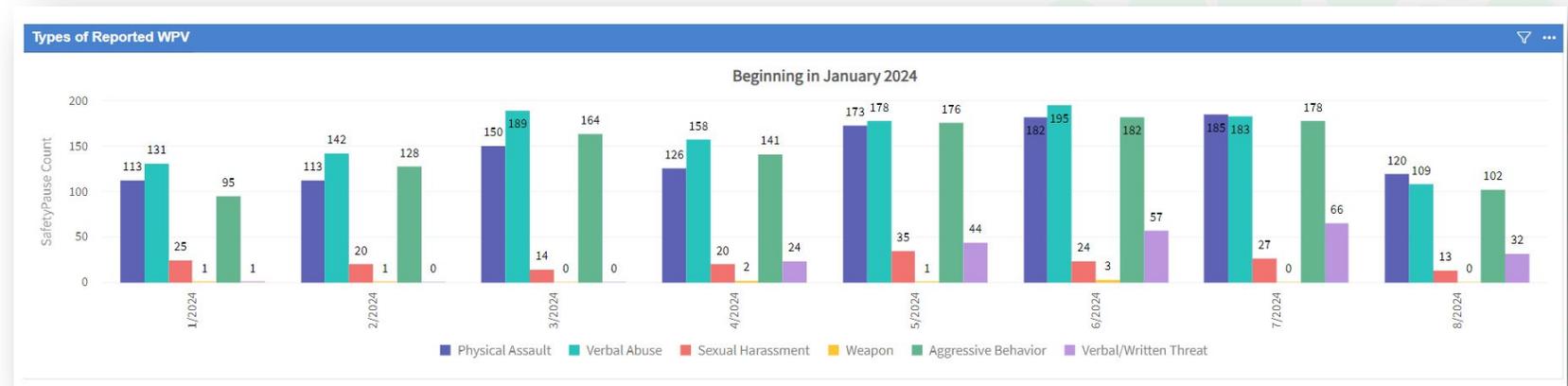
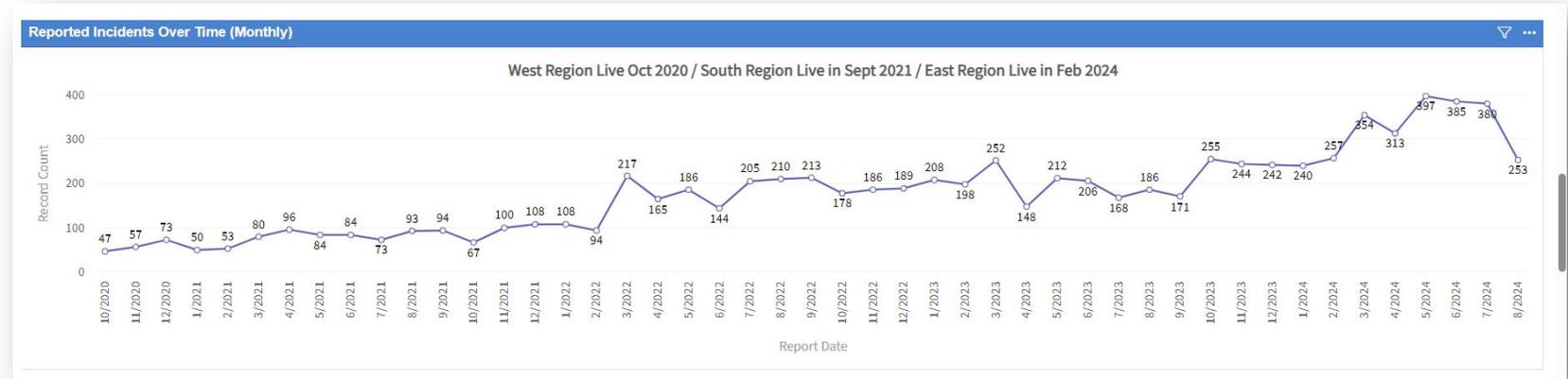
**Mental Health 39%**

## B. Workplace violence data



2020 — current

Top 2 incidents:  
Physical and Verbal Assault  
Aggressive Behavior



## Workplace violence data

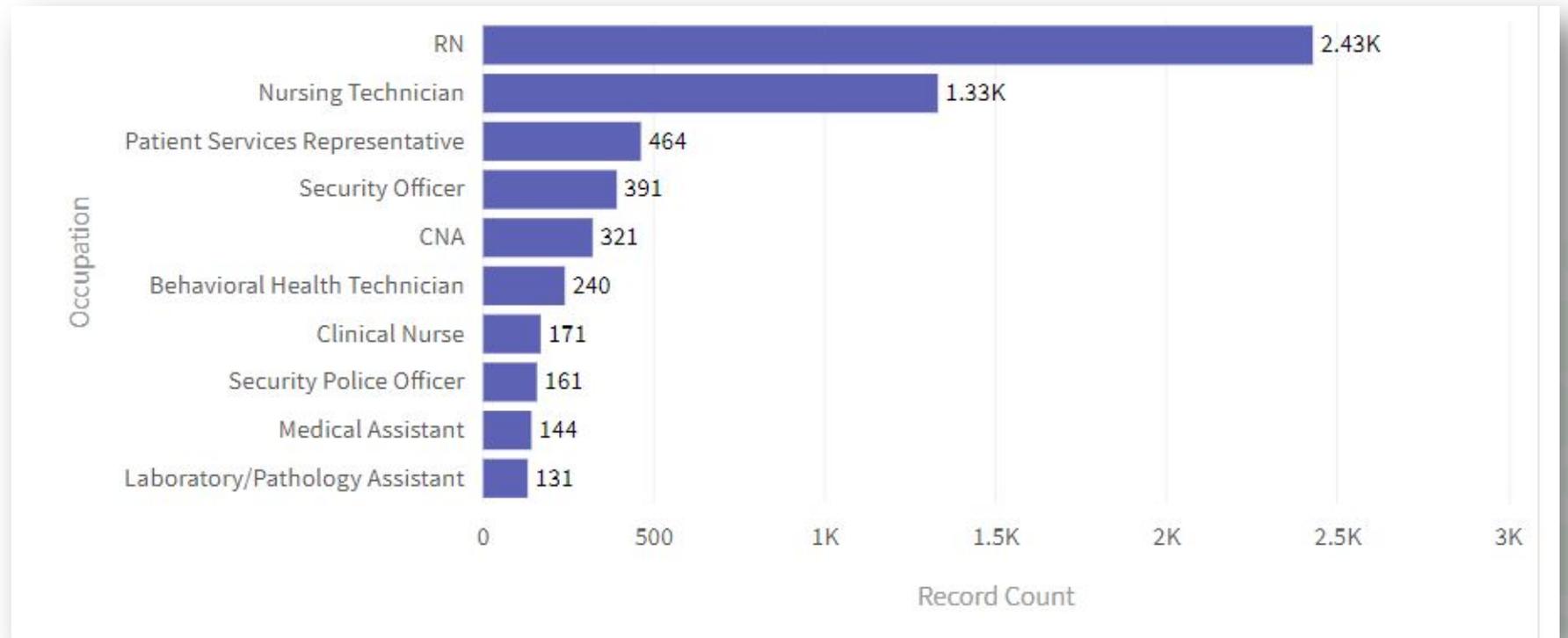
### Top 10 occupations experiencing workplace violence

2.43K

RN

1.33K

Nurse Tech



## C. Employee engagement data

Prevailing norms that may influence actions in times of stress:

### Clarity

- Leaders **unclear** what to do in times of stress, **resulting in no action**.
- Team members struggle with finding information and resources that are available.

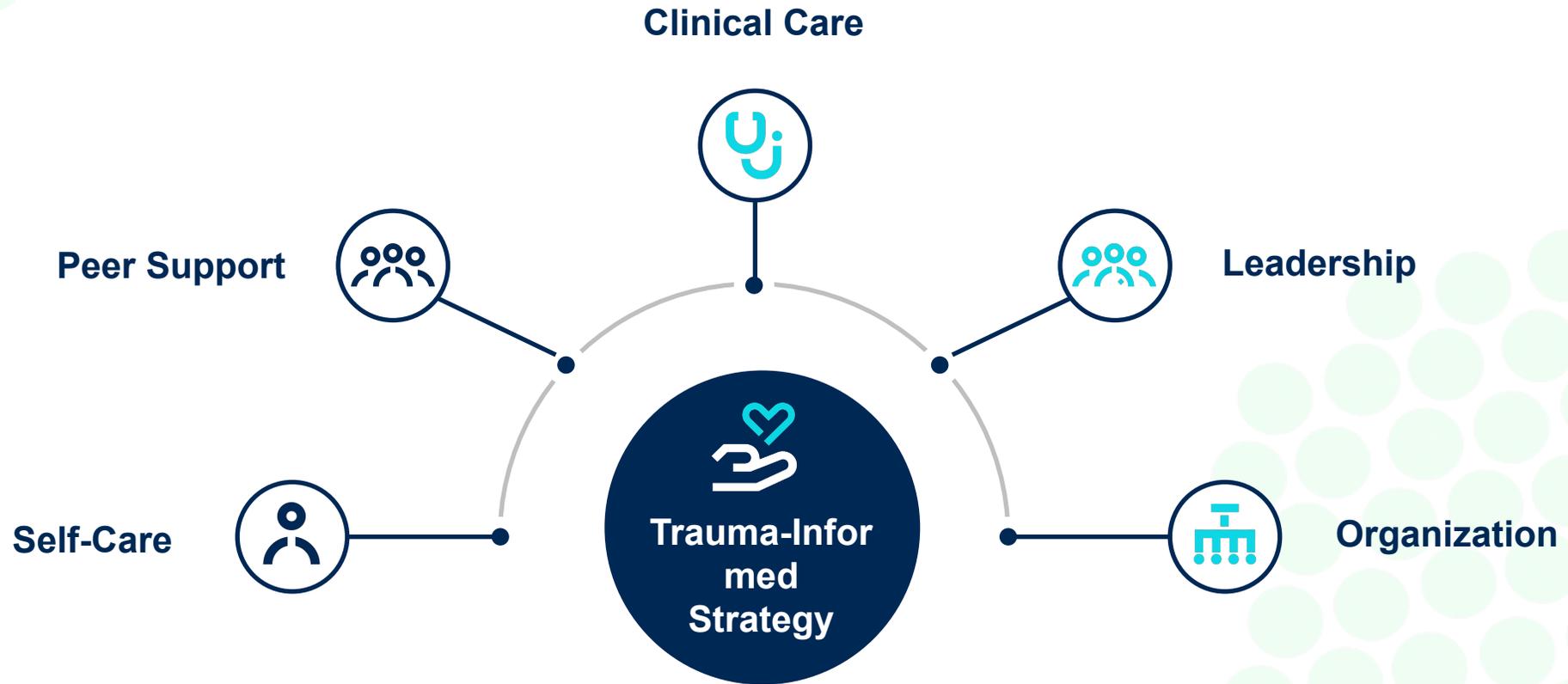
### Compassion

- Team members are good at support during personal crisis but **struggle to continue** support.
- The organization may do well during a crisis but team members do not.

# Bringing it all together



# Trauma-informed practices in health care: A lifecycle approach



## Trauma-informed practices: Beyond clinical care and people leadership

### Clinical care

- Patient care and communication

### People leadership

- 1:1s
- Leading teams

### A system approach

- Policy
- Governance
- Strategy
- Change management
- Quality improvement
- Finance
- Physical environment
- Talent acquisition and development

### External considerations

- Social and cultural
- Political
- Economic
- Legal
- Ethics
- Technology
- Environment

## The business case



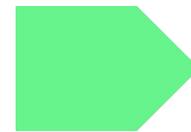
Improved well-being is connected to **reduced attrition** and **increased productivity**.



Enhanced organizational culture is connected to **increased profitability** and **improved patient care**.



Trauma-informed practices are directly connected to **increased self-awareness** and **growth**.



Trauma-informed practices **foster empathy** and **emotional intelligence**.



Trauma-informed practices help promote a **culture of vulnerability** and **trust**.

## Trauma-Informed Program Scope



- 1 Trauma-Informed Leadership Stand-alone Program
- 2 Trauma-Informed Clinical Care Program
- 3 Trauma-Informed Medical Education (Physician and Nurse Training Programs)
- 4 Trauma-Informed Peer Support Strategy
- 5 Trauma-Informed Physician Leadership Program
- 6 Trauma-Informed Response to Community Health Needs Assessment
- 7 Trauma-Informed Leadership Learning and Development Program

## Assessment metrics



**Employee  
Engagement Data**



**Well-Being Index  
(Physicians Only)**



**Aggressive Behavior  
Risk Assessment-BRAT  
(ED Only)**



**Patient  
Satisfaction Data**



**Workplace Violence  
Data**



**Pre/Post Survey**



**90-day Follow-up  
Survey**

## Kickoff event initial insights

Overall education quality of the activity?

Excellent

87%

Very Good

11%

Good

2%

85%

will change **the way** they interact patients and **better engage** other team members

*“I wanted to express my gratitude! Thank you for this excellent presentation. While I’m not a clinician, this is a topic I have some experience with on a personal level and I appreciate the insights you provided.”*

*“In your recent TIC continuing education, you helped me see the consequences of my past and present. I printed off your 2023 publication and will use it to help me with my interactions. Thank you again so much; you have helped me beyond measure to be a better employee and person.”*

BeWell

Corewell Health

**BeWell Presents:**

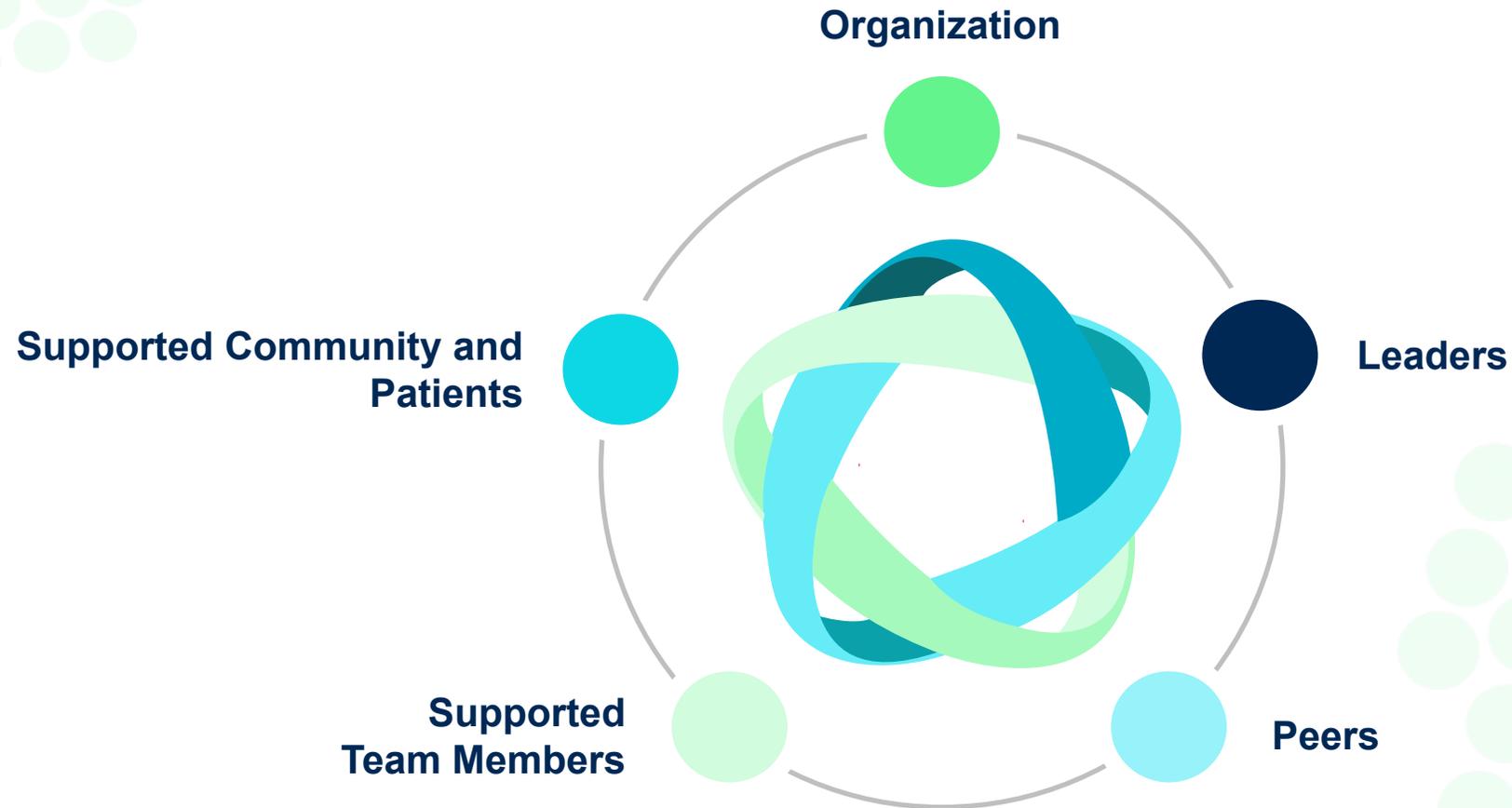
**Trauma Informed Practices Across the Health Care Lifecycle: Impacts on Systemic Mental Health and Well-being**

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## Shifting the narrative: A both/and approach



# Trauma-informed principles across the lifecycle of health care



# Be supportive. Be Human.

“Empathy is a choice. It’s a vulnerable choice because in order to connect with you, I have to connect with something in myself that knows that feeling.” —Brene Brown

# Questions?



**Thank you!**

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# Trauma-informed Leadership: A Phased Approach



## Phase One: Training Design Q1/Q2 2024

- Complete needs assessment
- Identify program objectives
- Identify training plan/outline
- Create training and evaluation tools
- Identify pilot participants/connect with key stakeholders

## Phase Two: Pilot Launch with Select Participants Q3/Q4 2024

- Establish pilot timeline
- Schedule trainings with pilot participants
- Complete training with pilot participants
- Complete pre/post survey with pilot participants

## Phase Three: Pilot Review Q1 2025

- Review pre/post metrics
- Connect with key leaders/ stakeholders for feedback
- Administer 90-day follow-up survey

## Phase Four: Develop Trauma-Informed Strategy Q1/Q2 2025

- Adjust training based on feedback
- Build out system-wide trauma-informed strategy inclusive of training rollout plan, policy, governance, etc.

## Phase Five: Begin System-Wide Rollout Q2 2025

- Begin system-wide rollout of training
- Establish ongoing governance/ steering board inclusive of key stakeholders