



Assessing Readiness & Building Resilience in the Clinical Workforce: A Foundation for ACE Screening Integration

California ACEs Aware Initiative

September 30, 2020

ACEs Aware Mission



To change and save lives by helping providers understand the importance of screening for Adverse Childhood Experiences and training providers to respond with trauma-informed care to mitigate the health impacts of toxic stress.

Presenters

Karen Johnson, MSW, LCSW

Principal, Trauma-Informed Lens Consulting

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Pediatrician and Medical Director, Santa Rosa, California

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Health Sciences Clinical Professor, Departments of Psychiatry and Pediatrics,
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Agenda



1. Define workforce resilience and trauma-informed care principles
2. Illustrate ways to build a resilient workforce and how ACE screening and trauma-informed care can help providers and their patients
3. Discuss strategies for organizational readiness and resilience programming as part of ACE screening
4. Answer audience questions
5. Provide additional ACEs Aware tools



Building a Resilient Workforce

Karen Johnson, MSW, LCSW



Unprecedented Times

Why Trauma-Informed Primary Care?



- Lays the foundation for successful screening for ACEs
- Improves patient outcomes
- Improves clinical decision making
- Builds collaborative care networks

National Council for Behavioral Health, 2019



Positive stress

*Brief increases in heart rate
Mild elevations in stress hormones*

Tolerable stress

*Serious, temporary stress responses
Buffered by supportive relationships*

Toxic stress

*Prolonged stress response activation
Absence of protective relationships*

Source: J Shonkoff Harvard University Center on the Developing Child

Regulation

The basic strategy for
quieting our lower brain

*“**Regulation** gives us the
ability to put time and
thought between a feeling
and an action.”*

Bruce D. Perry

Perry, B., 2020



Six Stress Busting Strategies



From the California Surgeon
General's Playbook at
COVID19.CA.gov

What is Resilience?

The ability to withstand or recover from stressors, and results from a combination of intrinsic factors and extrinsic factors (like safe, stable, and nurturing relationships with family members and others) as well as pre-disposing biological susceptibility.

Of note, with scientific advances in the understanding of the impact of stress on neuro-endocrine-immune and genetic regulatory health, we must advance our understanding of resilience as also having neuro-endocrine-immune and genetic regulatory domains.

Compassion Resilience

The ability to maintain our physical, emotional and mental well-being while responding compassionately to people who are suffering



<https://compassionresiliencetoolkit.org/>

What is Organizational Resilience?

The ability to

Anticipate

Prepare for

Respond to

Adapt to

Incremental change and sudden disruptions

Trauma-Informed Care Framework

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.



Trauma-informed care is a framework that involves:

- **Understanding** the prevalence of trauma and adversity and their impacts on health and behavior;
- **Recognizing** the effects of trauma and adversity on health and behavior;
- **Training** leadership, providers, and staff on **responding** to patients with best practices for trauma-informed care;
- **Integrating** knowledge about trauma and adversity into policies, procedures, practices, and treatment planning; and
- **Resisting** re-traumatization by approaching patients who have experienced ACEs or other adversities with non-judgmental support.

Two Important Tenets of a Trauma- Informed Approach

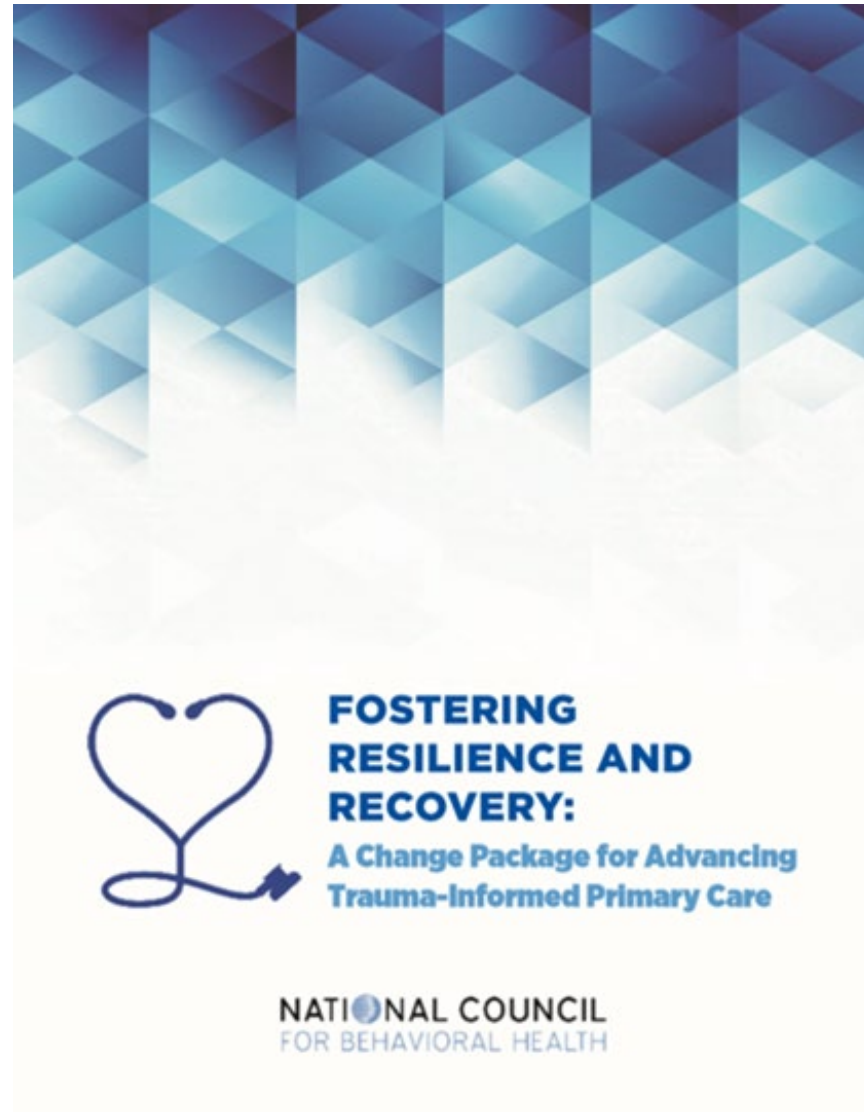
We change the question from
“What is wrong with you?” to
“What happened to you?”

*We assume everyone
is doing the best they can*

Trauma-Informed Care Principles

- Establish the physical and emotional safety of patients and staff
- Build trust between providers and patients
- Recognize the signs and symptoms of trauma exposure on physical and mental health
- Promote patient-centered, evidence-based care
- Ensure provider and patient collaboration by bringing patients into the treatment process and discussing mutually agreed upon goals for treatment
- Provide care that is sensitive to the patient's racial, ethnic, and cultural background, and gender identity





A Change Package for Advancing Trauma-Informed Care in Primary Care Settings

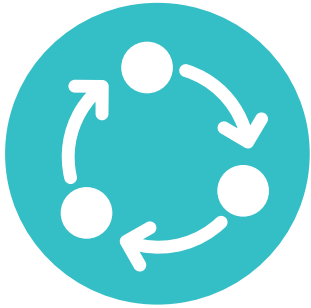
National Council for Behavioral Health, 2019

<https://www.thenationalcouncil.org/fostering-resilience-and-recovery-a-change-package/>

Step 1: Create the Conditions for Change



Create a guiding team;
Ensure leadership support



Assess your organization;
Communicate for buy-in;
Align initiatives



Develop a plan;
Take action;
Monitor progress

Step 2: Trauma-Informed Action Steps



Help all individuals feel safety, security and trust



Develop a trauma-informed workforce



Build compassion resilience in the workforce



Identify and respond to patients around trauma



Finance and sustain trauma-informed initiatives

National Council for Behavioral Health, 2019



Remember
**You are doing
the best you can
and it is enough**

Resources

- National Council for Behavioral Health – Fostering Resilience & Recovery Change Package
- American Academy of Pediatrics – Trauma Toolbox for Primary Care
- Center for Health Care Strategies – Implementing Trauma-Informed Care in Pediatric & Adult Primary Care
- Center for Health Care Strategies – Trauma-Informed Care Champions: From Treaters to Healers (Videos)

Discussion:

Implementing Successful Organizational Resilience Programs



Deirdre Bernard-Pearl, MD

Pediatrician and Medical Director, Santa Rosa, California



Eva Ihle, MD, PhD

Health Sciences Clinical Professor,
Departments of Psychiatry and Pediatrics,
University of California, San Francisco

Discussion Question 1:

Before you started ACE screening, what were some strategies or steps that you took to implement and what were some lessons you learned from this?

Discussion Question 2:

As a provider that has been embedded into clinics that implemented and/or has considered ACE screening implementation, what have been some strategies or lessons you have seen or learned that have helped in gaining buy-in?

Discussion Question 3:

How do you take care of your colleagues and staff in a trauma-informed way to reduce stress and burnout?

Please share an example of what this looks like.

Discussion Question 4:

In what ways has conducting ACE screenings changed your relationships with patients and their families?

Discussion Question 5:

How do you incorporate ACEs and trauma-informed care screening into staff onboarding? Please share an example of what this looks like in practice.

Discussion Question 6:

What advice would you give to providers and/or clinics beginning to introduce ACE screening and trauma-informed care to their patients and staff?



Questions & Answers

ACEs Aware Provider Training



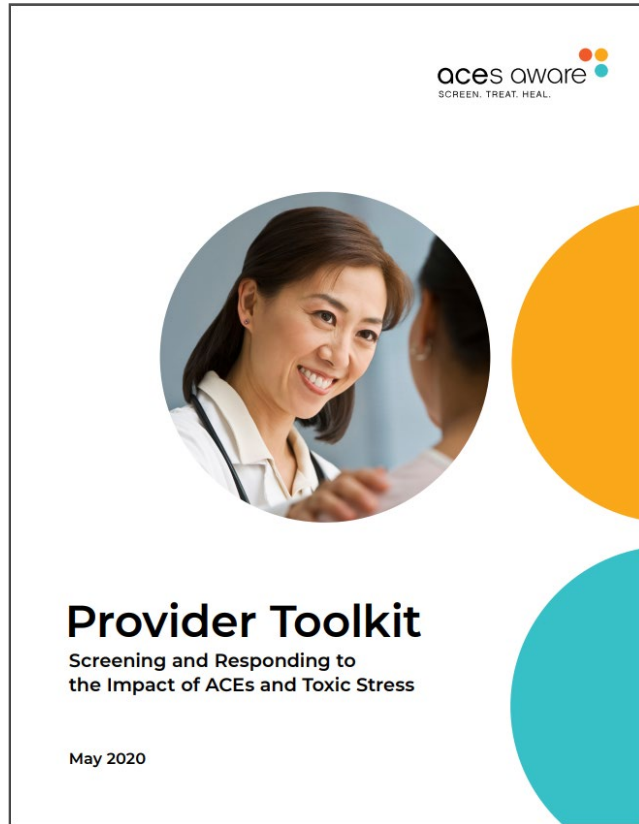
1. Get trained at www.ACEsAware.org/training

- Free, 2-hour online course that offers CME and MOC credits
- Includes information on:
 - Medi-Cal policies and requirements
 - Science of ACEs and toxic stress
 - How to screen for ACEs
 - How to implement trauma-informed care

2. Fill out a form to self-attest to completing the training at www.Medi-Cal.ca.gov/TSTA/TSTAattest.aspx

- List of Medi-Cal provider types eligible to receive payment at www.ACEsAware.org/eligible-providers/

ACEs Aware Provider Toolkit



The [Provider Toolkit](#) provides comprehensive information on the ACEs Aware initiative

ACEsAware.org/provider-toolkit

ACEs Aware Initiative

[Cover Letter from Dr. Nadine Burke Harris & Dr. Karen Mark](#)

[ACEs Aware Initiative: Overview](#)

[The Science of ACEs & Toxic Stress](#)

Screen: Training and Payment

[Screening Tools Overview](#)

[Suggested Clinical Workflows for Screening](#)

[Medi-Cal Certification & Payment](#)

Treat: Clinical Practice

[Trauma-Informed Care Overview](#)

[Clinical Response to ACEs & Toxic Stress](#)

Heal: Resources and Support

[Patient Tools & Informational Handouts](#)

[References](#)





ACE Resources

While approaches for responding to Adverse Childhood Experiences (ACEs), Conditions, and toxic stress may differ, ACEs Aware is aggregating and sharing resources, experiences that will unite us to advance the standard of care for ACEs and toxic stress.

Visit [Advanced Search](#) to filter the resources and search by keyword.

[Get Updates from ACEs Aware >](#)

COVID-19 & Stress

Educational Events

Provider Toolkit

ACEs Aware Grants

ACE Resources

Resources by Type

Clinical Resources for Adult Providers

Clinical Resources for Pediatric Providers

Patient/Family Education Handouts

Organizational Toolkits

Policy, Research and Advocacy Briefs

Resources by Topic

Science of Toxic Stress

Trauma-Informed Systems

Screening & Clinical Response

Upcoming Webinar



Supporting Patients During Pregnancy: ACEs and Maternal Health

12 – 1 pm, Wednesday, October 28th

Register for Webinars and Find Webinar Recordings at:

www.ACEsAware.org/educational-events



Questions?

Contact Us



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