## Collaborative Opportunities to Advance Community Health (COACH)

## Trauma-Informed Healing-Centered Practices Advisory Group

# BACKGROUND

Since 2015, COACH has brought together hospital/health system, public health, and community partners to address community health needs in southeastern Pennsylvania. Sponsored by the Hospital and Healthsystem Association of Philadelphia, COACH is facilitated by the Health Care Improvement Foundation.

In early 2020, health systems participating in COACH committed to collectively becoming trauma-informed healing-centered organizations. Through 2022, they have agreed to pursue the following:

* Organizational and culture change to become trauma-informed and healing-centered organizations.
* Individual team-based work to advance trauma-informed and healing centered practices (TIHCP) within organizations, in alignment with best practice and supported by technical assistance.
* Measurement and evaluation of their efforts.

# GUIDING PRINCIPLES

The following principles guide the work of COACH and the facilitation team:

* We must name the impact of pressing traumatic experiences, like the COVID-19 pandemic and systemic racism, and build systems that explicitly address these and other forms of trauma.
* We seek to center lived experience and racial equity in this work.
* We support healing at all levels and for all people, from health system staff, to patients and communities.
* We recognize organizational and culture change is a long-term journey for participating health systems. To support them on this journey, we will:
  + Strike a balance between flexibility and accountability.
  + Support each health system team in finding a pace of continuous progress that it can maintain over time.
* We will encourage transparency and shared learning within and across participating institutions.

# ADVISORY GROUP

An Advisory Group composed of local and national experts on trauma-informed care and healing-centered practices will support the health systems undertaking this work. The Advisory Group’s charge is to develop actionable recommendationsfor health system teams to adopt. Practice recommendations will address these following areas of focus:

* Building the case and leadership buy-in
* Fostering champions and strong teams
* Establishing organizational infrastructure and practices to support staff
* Delivering healing-centered patient care
* Evaluating the impact of a trauma-informed approach

Membership will consist of 20 or so individuals with the necessary perspectives that will enable COACH to act on its guiding principles. To that end, we seek members with lived experience as it relates to trauma and resilience stemming from a variety of causes, including racial injustice, and interactions with the health care system. We view expertise as arising from diverse identities, backgrounds, professional and other lived, community-based experience. We believe it is important to value members’ time and will fairly compensate any members whose participation in the Advisory Group is not undertaken as part of their professional role.

# ADVISORY GROUP COMMUNITY AGREEMENT

In order to create a safe, brave space for input and exchange of ideas, Advisory Group members have advanced and agree to honor the following principles:

* Understand that a safe space does not equate to a comfortable space…expect to and be open to feeling discomfort.
* Listen deeply and actively, respect others when they are speaking.
* Respect lived experience…individuals can only speak to their own personal experiences.
* Assume everyone’s positive intentions, but also acknowledge the impact of saying something that hurts someone else, even if it is unintended.
* Challenge yourself…be open to changing your mind and make space for others to do so.
* Be open to learning and asking for help…everyone has more to learn.
* Allow people to learn what you already know.
* Expect and accept non-closure.
* It’s ok to state a problem and not have a solution.
* Recognize that this work is undertaken with a desire for collaboration in the context of competition that may exist between or within institutions.
* Understand and reject playing into dominant power structures that amplify some voices and silence others.
* Respect confidentiality.
* Take care of yourself.

Key expectations for the group process for the Advisory Group include the following:

* We intentionally seek out complementary expertise.
* Decision-making is achieved by consensus.
* The facilitators are not the experts or the decision-makers.
* The facilitators will practice good faith accountability.