The Way Forward:
Building a trauma-informed and healing-centered community of care

Susan Choi (schoi@hcifonline.org)
Kelsey Salazar (ksalazar@hcifonline.org)
Health Care Improvement Foundation

COACH
COLLABORATIVE
OPPORTUNITIES TO
ADVANCE
COMMUNITY
HEALTH

How do we become trauma-informed as health systems?

And how do we coordinate our efforts?

How do systems begin implementing a trauma-informed approach?

Organizational Scanning and Planning

Conducting organizational assessments, establishing champions, designing pilot implementation, and planning measurement and evaluation.

Education and Awareness

Creating training and continued education for all health system staff around trauma-informed, healing-centered practices.

Infrastructure for Support and Change

Creating, implementing, and promoting supportive resources and practices to achieve organizational culture change.

Organizational Scanning and Planning

- **Conduct an organizational assessment** of existing practices and policies.

- **Identify champions** from all backgrounds and levels, from frontline staff to senior leadership.

- **Engage in implementation planning** for rolling out training and supportive resources.

Education and Awareness

- **Establish** a robust training curriculum to build awareness, competence, and commitment.

- **Offer** training and continued education opportunities system-wide over time.

- **Involve** all departments, roles, and stakeholders in transforming organizational culture around trauma.
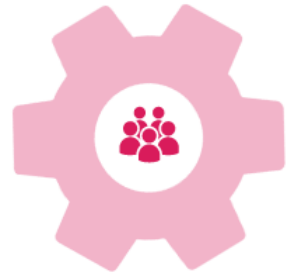
Infrastructure for Support and Change

Ensure the below core values of a trauma-informed approach are reflected in:

- **Organizational policies and practices,** like hiring and performance review

- **Available resources,** like benefits and wellness programs

- **The physical environment**

- **Interpersonal interactions**

1. SAFETY   2. TRUSTWORTHINESS & TRANSPARENCY   3. PEER SUPPORT   4. COLLABORATION & MUTUALITY   5. EMPOWERMENT VOICE & CHOICE   6. CULTURAL, HISTORICAL, & GENDER ISSUES

What are some next steps for health systems?

Taking Early Steps Towards a Trauma-Informed Approach

1. Establish a Core Team
Determine the core group of representatives who will support planning, implementation, and evaluation.

2. Assess Existing Activities
Assess what the current approach to trauma-informed care and culture is, including policies, practices, resources, and educational activities.

3. Conduct Outreach to Stakeholders
Orient stakeholders at all levels, from frontline staff to senior leaders, to why a trauma-informed approach matters.

4. Identify Champions
Recruit motivated champions from across the system who serve in different roles to advance the work.

COACH is supporting health systems in these next steps.

- **C**ollaborative **O**pportunities to **A**dvance **C**ommunity **H**ealth (**COACH**) convenes non-profit hospitals and cross-sector partners in the greater Philadelphia area.

- Sponsored by the Hospital and Healthsystem Association of Pennsylvania and facilitated by the Health Care Improvement Foundation, COACH aims to **address community and social needs through collaboration**.

How COACH is advancing a trauma-informed approach:

COORDINATE

DEVELOP

SUPPORT

COACH fulfills these core functions designed to facilitate member hospitals' adoption of **trauma-informed**, **healing-centered practices.**

This infrastructure means health systems are joining a broader, citywide movement so **no one has to do this work alone**.

COORDINATE

COACH will ensure a coordinated, systematic process of organizational culture change by:

- **Convening a multidisciplinary Advisory Group** of local experts from health systems and external institutions.

- Working with these local experts to **establish guidance for a shared approach** to trauma-informed care across member health systems.
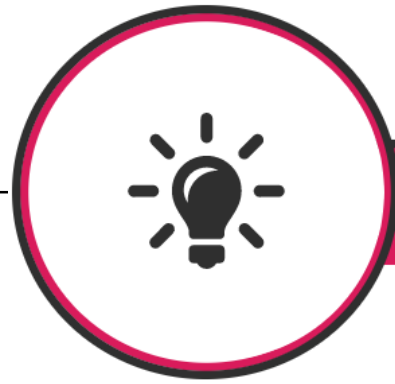
DEVELOP

The Advisory Group:

- Is made up of people with expertise and lived experience in trauma-informed and healing centered practices.

- Will engage in materials review and meeting participation throughout 2021, with the potential to continue after.

DEVELOP

COACH will work with the Advisory Group to:

- **Evaluate and recommend** training and educational opportunities to raise awareness and recognition of trauma-informed practices.

- **Review and establish** a set of supportive resources and practices for systems to adopt.

- **Recommend best practices** for evaluating and measuring the impact of a trauma-informed approach.

SUPPORT

COACH will support health systems by:

- Offering ongoing technical assistance with **planning, implementation, and evaluation**.

- Helping health systems **identify and adopt resources and practices** suited to each system's needs and strengths.

- Creating an **ongoing forum for shared learning**, to reduce the "research-to-practice" gap for all members.