

TIC Tock: It's Time to Talk About Trauma Informed Care

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Objectives

- Define trauma informed care (TIC) and requirements of participation.
- Identify the different types of trauma, how trauma can affect residents and best practices for treating those individuals.
- Apply these concepts to the dimensions of wellness and create examples of well-rounded, holistic approaches to patient-centered care.
- Demonstrate how facilities can implement TIC programming utilizing their existing resources.

Background of TIC

- Trauma-informed care (TIC) is a comprehensive approach that promotes an environment of safety.
 - Historically linked to the psychiatric field of medicine.
 - It is now evolved into a widely recognized paradigm which is becoming integrated into all aspects of healthcare and organizations.
- Assumes that someone is more likely than not to have a history of trauma
- The impact is powerful, and this approach has shown to be effective in reducing trauma-related symptoms.
- TIC as a treatment framework that involves **recognizing, understanding, and responding** to the effects of all types of trauma.

Background of TIC

- Reactions to trauma are adaptive, rather than pathological
 - They are the individual's best attempt to cope with the experience of trauma.
- TIC provides a unique model of care which is applicable in any type of service setting or organization.
- **It can promote awareness of ways to anticipate and avoid institutional practices that are likely to re-traumatize.**
 - Provides alternatives to seclusions and restraints
- It encourages the individual's participation in the development, delivery, and evaluation of TIC services.

Requirements of Participation (CMS)

- **F699** §483.25(m) was implemented beginning November 28, 2019, during Phase 3 of the requirements of participation. **Trauma-Informed care understands and considers the pervasive nature of trauma and promotes environments of healing and recovery rather than practices and services that may inadvertently re-traumatize.**
- Intent of §483.40(b) & §483.40(b)(1)
 - Upon admission, residents assessed or diagnosed with a mental or psychosocial adjustment difficulty or a history of trauma and/or post-traumatic stress disorder (PTSD), receive the appropriate treatment and services to correct the initial assessed problem or to attain the highest practicable mental and psychosocial well-being
 - Residents who were admitted to the nursing home with a mental or psychosocial adjustment difficulty or have a history of trauma and/or PTSD, must receive appropriate person, centered and individualized treatment and services to meet their assessed needs.
- Surveyors begin applying new Phase 3 Requirements of Participation (ROP) guidance covering Trauma Informed Care (TIC) beginning in October 2022. TIC is an approach to care that requires specific staff competency and a system of care delivery that provides the necessary support to care for residents who may suffer from trauma.
- TIC also is a regulatory requirement for all skilled nursing facilities. Nine CMS F-Tags (F699, F656, F659, F740, F741, F742, F743, F745, F949) cover various aspects of TIC (including the psychosocial outcome severity guide) making compliance with this critical form of care vital to nursing facility survey success and quality care.
- **F656-The services provided or arranged by the facility, as outlined by the comprehensive care plan, must be culturally-competent and trauma-informed.**

Surveyors Focusing On:

- Did the facility recognize:
 - Resident's cultural preference
 - History of trauma
 - Triggers that cause re-traumatization
- Did the facility provide interventions that are culturally competent and/or are trauma-informed?

Key Elements of Noncompliance

Facility failed to do one of the following:

- Identify cultural preferences of residents who are trauma survivors.
- Identify a resident's past history of trauma
- Identify triggers which cause re-traumatization
- Use approaches that are culturally competent and/or are trauma-informed



Key Areas for TIC

- Be aware of these issues → address them for the residents
→ avoid tags
 - Bed Rails
 - Restraints and Involuntary Seclusion
 - Unnecessary medications
 - Abuse and neglect
 - Pre-admissions screening and resident review (PASARR)
 - Admission assessments
 - Informed Consent
 - Determination of resident capacity
 - Sufficient staff
 - Skill and competency of staff

TIC Sample Questionnaire

The following questions are about events that may be stressful or disturbing to many people throughout their lifetime. If at any time you feel uncomfortable, please ask me to stop.

1. Have you ever experienced, witnessed, learned about a natural disaster (e.g. flood, tornado, hurricane, etc.)?

- ☐ No ☒ Learned about (e.g. news, radio, social media, friend, etc.)
☒ Personally experienced ☒ Witnessed
☐ Other:

2. Have you ever experienced, witnessed, learned about a serious accident (e.g. car accident, boat accident, work accident, home accident, recreational accident, fire/explosion, etc.)?

- ☐ No ☒ Learned about (e.g. news, radio, social media, friend, etc.)
☐ Personally experienced ☐ Witnessed
☐ Other:

3. Have you ever experienced, witnessed, learned about a toxic exposure (e.g. dangerous chemicals, radiation, etc.)?

- ☐ No ☒ Learned about (e.g. news, radio, social media, friend, etc.)
☐ Personally experienced ☐ Witnessed
☐ Other:

4. Have you ever experienced, witnessed, learned about a life-threatening illness or injury (e.g. cancer, leukemia, multiple sclerosis, etc.)?

- ☐ No ☒ Learned about (e.g. news, radio, social media, friend, etc.)
☐ Personally experienced ☐ Witnessed
☐ Other:

5. Have you ever experienced, witnessed, learned about a physical assault (e.g. attacked, hit, beaten up, etc.)?

- ☐ No (Skip Q5.1.0) ☒ Learned about (e.g. news, radio, social media, friend, etc.)
☐ Personally experienced ☐ Witnessed
☐ Other:

Was a weapon involved?

- ☒ Yes ☐ No

6. Have you ever experienced, witnessed, learned about a sexual assault (e.g. rape, attempted rape, made to perform a sexual act via force or threat of harm, etc.)?

- ☐ No ☒ Learned about (e.g. news, radio, social media, friend, etc.)
☐ Personally experienced ☐ Witnessed
☐ Other:

7. Have you ever experienced, witnessed, learned about combat or war-zone (e.g. combat in the military, as a medic, as a civilian, etc.)?

- ☐ No ☒ Learned about (e.g. news, radio, social media, friend, etc.)
☐ Personally experienced ☐ Witnessed
☐ Other:

8. Have you ever experienced, witnessed, learned about captivity (e.g. kidnapping, abduction, held hostage, incarceration, prisoner of war, etc.)?

- ☐ No ☒ Learned about (e.g. news, radio, social media, friend, etc.)
☐ Personally experienced ☐ Witnessed
☐ Other:



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Best Practices

- Provide staff information including copies of the Federal regulations for Trauma-Informed care and Behavioral Health Services.
- Create a working committee to complete the following:
 - Review and revise policy and procedures
 - Review and revise the Facility Assessment
 - Train staff and validate competency
- What are you currently providing?
- Does any of what you are providing line up with TIC?

TIC Model of Care

Safety



Ensuring physical and emotional safety

Choice



Individual has choice and control

Collaboration



Making decisions with the individual and sharing power

Trustworthiness



Task clarity, consistency, and Interpersonal Boundaries

Empowerment



Prioritizing empowerment and skill building

Definitions

Principles in Practice

Common areas are welcoming and privacy is respected

Individuals are provided a clear and appropriate message about their rights and responsibilities

Individuals are provided a significant role in planning and evaluating services

Respectful and professional boundaries are maintained

Providing an atmosphere that allows individuals to feel validated and affirmed with each and every contact at the agency



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Ownership of TIC

- Who holds the keys ?
- Think of this person as the TIC cheerleader
- Connected to all departments
- Monthly meetings and check-ins

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Types of Trauma

Exhibit 1.2-1 Trauma Examples

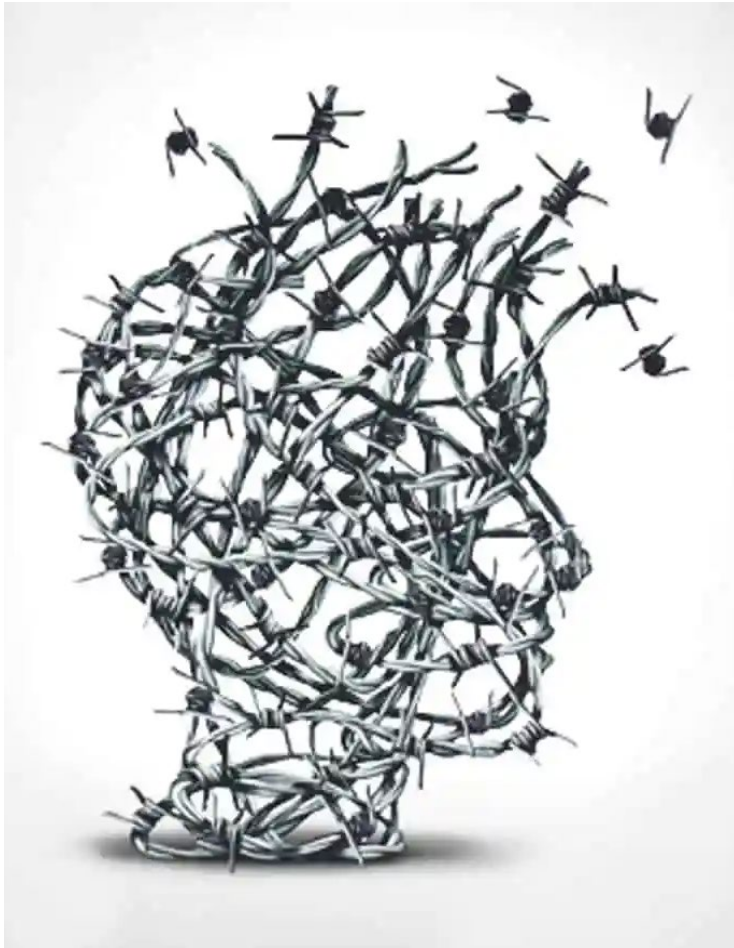
Caused Naturally	Caused by People	
	Accidents, Technological Catastrophes	Intentional Acts
Tornado	Train derailment	Arson
Lightning strike	Roofing fall	Terrorism
Wildfire	Structural collapse	Sexual assault and abuse
Avalanche	Mountaineering accident	Homicides or suicides
Physical ailment or disease	Aircraft crash	Mob violence or rioting
Fallen tree	Car accident due to malfunction	Physical abuse and neglect
Earthquake	Mine collapse or fire	Stabbing or shooting
Dust storm	Radiation leak	Warfare
Volcanic eruption	Crane collapse	Domestic violence
Blizzard	Gas explosion	Poisoned water supply
Hurricane	Electrocution	Human trafficking
Cyclone	Machinery-related accident	School violence
Typhoon	Oil spill	Torture
Meteorite	Maritime accident	Home invasion
Flood	Accidental gun shooting	Bank robbery
Tsunami	Sports-related death	Genocide
Epidemic		Medical or food tampering
Famine		
Landslide or fallen boulder		



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Types of Trauma



- **Secondary Trauma**
 - "Compassion Fatigue" or second-hand PTSD
 - Emotional duress caused when someone hears about the firsthand trauma experiences of another
 - Often occurs in professionals who work in high-stress or trauma-exposed fields
 - Child abuse investigators
 - Prosecutors
 - Therapists
 - Health care professionals
 - First responders
 - Common symptoms like those of firsthand/primary trauma

Types of Trauma



- Individual – single event to one person
- Interpersonal – occur between people (and often reoccur) who often know each other
 - Physical and sexual abuse, sexual assault, domestic violence, elder abuse
- Group – shared by a specific group
 - Team of firefighters who lose members in roof collapse
 - Responders who attempt to save flood victims
 - Doctors/Nurses on COVID floor



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Types of Trauma



- Community – shared by a community or culture
 - Trauma that affects the sense of safety within a given community
 - Mass shootings
 - Historical Trauma
 - Generational Trauma / effects an entire culture
 - Holocaust
- Mass – affect large number of individuals directly/indirectly
 - Haiti earthquake
 - 2005 tsunami in the Indian Ocean
 - COVID



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Identifying Trauma: Signs and Symptoms

It is not just PTSD.



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Identifying Trauma


- Emotional
 - Anger, fear, sadness, shame, denial
 - Emotional dysregulation
 - Numbing
- Physical
 - Sleep disturbances, gastrointestinal, cardiovascular, neurological, musculoskeletal, respiratory, dermatological
 - Urological
 - Substance Abuse
 - Somatization

Identifying Trauma

- Cognition
 - Alter and affect cognitions and beliefs
 - Cognitive errors, excessive or inappropriate guilt, idealization, hallucinations or delusions, intrusive thoughts and memories
 - Triggers and flashbacks
 - Feeling "different"
 - Dissociation, depersonalization, derealization
- Behavioral
 - Avoidance, self-medication, compulsion, impulsion, self-injury
 - Reenactments
 - Self-harm and self-destructive behaviors

Identifying Trauma

- Screenings for Trauma
- Examples Include:
 - ✓ Brief Trauma Questionnaire (BTQ)
 - ✓ Combat Exposure Scale (CES)
 - ✓ COVID-19 Exposure Scale
 - ✓ Life Events Checklist for DSM-IV
 - ✓ Life Stressor Checklist
 - ✓ Potential Stressful Events Interview (PSEI)
 - ✓ Stressful Life Events Screening Questionnaire (SLESQ)
 - ✓ Trauma Assessment for Adults (TAA)
- When to refer to physician for additional support?



“ Our world faced a global pandemic alongside widespread protests of racism, we saw in stark relief how much our actions affect the people around us and how essential it is that we learn to listen to those in trauma.”

Katharine Manning, JD

Author of The Empathetic Workplace



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Benefits of TLC

- Benefits residents, but also staff and organization
- Engage more fully in their health care
- Develop trusting relationships with their providers
- Improve long-term health outcomes
- Increase patient engagement
- Increased treatment adherence
- Reduce trauma symptoms
- Reduce burnout among healthcare providers
- Reduce staff turnover



7 DIMENSIONS OF WELLNESS



#FeelTheLove
#CultureOfCare

Incorporating TIC into Wellness and Activities



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Wellness and TIC



- What is wellness?
- What are you currently providing that would be considered wellness?
- More than just the physical aspect
- 7 dimensions of wellness



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Spiritual Wellness

- Finding purpose and meaning in life
- Benefit for TIC
- Examples
 - Yoga
 - Tai Chi
 - Worship/Chapel
 - Meditation
 - Mindfulness





Emotional Wellness

- Focuses on the ability to cope with challenges and deal with feelings in a positive and respectful way
- Benefit for TIC
- Examples
 - Music
 - Art
 - Support Groups

Physical Wellness

- Emphasizes strengthening and caring for the body to stay as independent as possible
- Benefit for TIC
- Examples
 - Exercise Classes
 - Swimming
 - Walking Groups
 - Tai Chi / Ai Chi
 - Yoga

Environmental Wellness

- Promotes interaction with nature and creating an enjoyable personal environment
- Benefit for TIC
- Examples
 - Gardening
 - Walking Paths
 - VR
 - Snoezelen Room



Vocational Wellness

- Focuses on utilizing your skills and harnessing your passions and strengths to help others
- Benefit for TIC
- Examples
 - Resident-Led Groups
 - Volunteering
 - Tutoring
 - Residents given roles in facility (Mileu)



Social Wellness

- Emphasizes the importance of social interactions
- Benefit for TIC
- Examples
 - Social
 - Online resources
 - Group events / Activities
 - Wellness Classes



A photograph of three older adults, two women and one man, smiling and looking at books. The man in the foreground is pointing at a book. The background is softly blurred.

Intellectual Wellness

- Focuses on activities that stimulate and challenge the brain
- Benefit for TIC
- Examples
 - Monthly Lecture Series
 - Brain games
 - Book club
 - Crossword Puzzles

TIC Model of Care and 7 Dimensions

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Collaboration



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Incorporating in Your Community



- Think about your current offerings
- Where are you thriving?
- Where are you struggling?
- What changes could be made to your existing offerings to incorporate all 7 dimensions?



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In Summary...

- Define trauma informed care (TIC) and requirements of participation.
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- Demonstrate how facilities can implement TIC programming utilizing their existing resources.

Thank You!

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Resources Library

- <https://www.apa.org/topics/trauma>
- <https://www.ncbi.nlm.nih.gov/books/NBK207203/>
- <https://www.banyanmentalhealth.com/2022/03/02/secondary-trauma-symptoms/>
- <https://www.ptsd.va.gov/professional/assessment/te-measures/index.asp>
- <https://socialwork.buffalo.edu/social-research/institutes-centers/institute-on-trauma-and-trauma-informed-care/what-is-trauma-informed-care.html>
- <https://yourexperiencesmatter.com/learning/trauma-informed-care/benefits-of-being-trauma-informed/>