Trauma Informed Care

Having knowledge about trauma and Trauma Informed Care (TIC) helps us be a healthier workforce, provide better services to children and families, and build a strong values based culture where we can be at our best for ourselves, each other, and those we serve. It also helps us achieve our vision of Wisconsin kids being the healthiest in the nation.

Trauma informed care at Children’s Wisconsin started with a private donor’s gift in 2015 and is adapted from the evidenced informed Sanctuary Model* of trauma informed care developed by Sandra Bloom, MD, et al. TIC at Children’s Wisconsin is integrated as part of the Children’s foundational culture work and aligns with other culture change initiatives.

Values

The seven commitments from the adapted model* are intended to provide guidelines for how we agree to relate to each other in order to create and maintain a trauma sensitive culture, and are a deepening of the values that we already have in place. Each one of these commitments is a specific antidote to one of the challenges that comes up when we experience or are exposed to trauma.

7 Commitments

- Growth & Change
- Nonviolence
- Democracy
- Emotional Intelligence
- Social Responsibility
- Social Learning
- Open Communication

Key Concepts

- We understand the impact that adverse childhood experiences have on health outcomes.
- We recognize the prevalence of trauma and its impact on children and families, our coworkers and ourselves. We respond with trauma informed practices.
- We are committed to nonviolence and promote physical, psychological, social and moral safety in our environment.
- We use a trauma informed lens and ask “What happened to you?” rather than “What is wrong with you?”
- We promote resilience and growth in children, families, our coworkers and ourselves.

Tools

- Community Meeting
- S.E.L.F.
- Emotion Management Tool (EMT)
- Self Care Plan
- Red Flag Review
- Green Flags

Examples of Tools

Community Meeting

- How are you feeling?
- What is your goal?
- Who will help support you?

Training Areas

Employees Trained

1,118
As of May 2020

Departments Trained

- Child Advocacy Center
- Community Health and Education
- Children’s Community Health Plan
- Patient Amenities and Family Services
- Child & Family Counseling
- Qualified Treatment Trainee
- Community Services
- Health Management
- Psychiatry
- Complex Care
- Dental Clinic

Findings

All participants increase TIC knowledge for:
- Themselves
- Workplace
- Children and families

Employees over age 30 demonstrate more improvement after the training while starting higher at baseline than employees ages 30 and under.

- Compassion Fatigue
- Resilience

Employees aged 30 and under need additional support.

- Compassion Fatigue
- Resilience

After 1-2 years of Implementation in the Community Services Division at Children’s Wisconsin

Departments are rated as more trauma-informed than the overall organization.

Department promotion of resilience-building and secondary traumatic stress-informed activities uniquely predict employee resilience and compassion fatigue, respectively.

What employees are saying

- "Every meeting starts out with Community meeting/green flags."
  - Child and Family Counseling

- "We are connecting as a champion group and support each other."
  - Children’s Community Health Plan

- "I have had a background in trauma informed care prior to Sanctuary, but it has given me the language to use within the CHW culture with my coworkers and a different perspective when it comes to trauma informed care amongst coworkers and not just with clients."
  - Family Case Management

Dissemination

- 2019: Pediatric Nursing Conference
- 2018: Philadelphia Trauma Training Conference, Together for Children Conference

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