

Advance Care Learning Community Workshop

Trauma-Informed Care: Traveling the Roadmap at Oregon Health Centers

Thursday, July 25, 2019

Welcome, Community Health Centers!

Coast Community Health Center

Mosaic Medical

Siskiyou Community Health Center

La Clinica

CHCs of Benton and Linn Counties/Benton Health Services

OHSU Family Medicine at Richmond

Multnomah County Community Health Centers

Asher Community Health Center

South River Community Health Center

Klamath Health Partnership

Community Health Centers of Lane County

Columbia River Health Clinic

Valley Family Health Care

Waterfall Clinic

Umpqua Community Health Center

Wallace

Virginia Garcia Memorial Health Center

A large, light blue speech bubble with a black outline, containing the text "Welcome, OHA and Trauma Informed Oregon!" in a blue, sans-serif font. The bubble is positioned on the right side of the slide, overlapping the list of health centers.

Welcome, OHA and
Trauma Informed
Oregon!

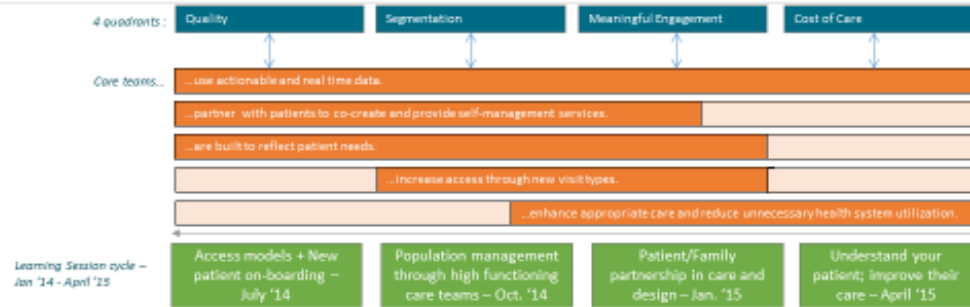


17 Health Centers
and OPCA

APCM Learning Community



Advanced Care Model

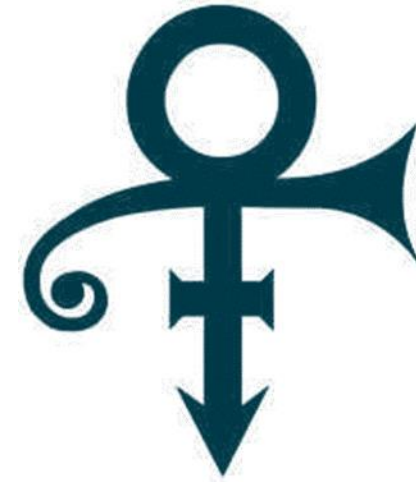


- Learning Session Deep Dives

Identify a subpopulation of focus...



...Partner with them in meaningful ways.



Advanced
Care
Learning
Community

2014 -- 2018

2018 -- ??



6 Key Principles of Trauma-Informed Practice

- Safety
- Trustworthiness and Transparency
- Peer Support
- Collaboration and Mutuality
- Empowerment, Voice and Choice
- Cultural, Historical and Gender Issues

OPCA's Strategic Plan

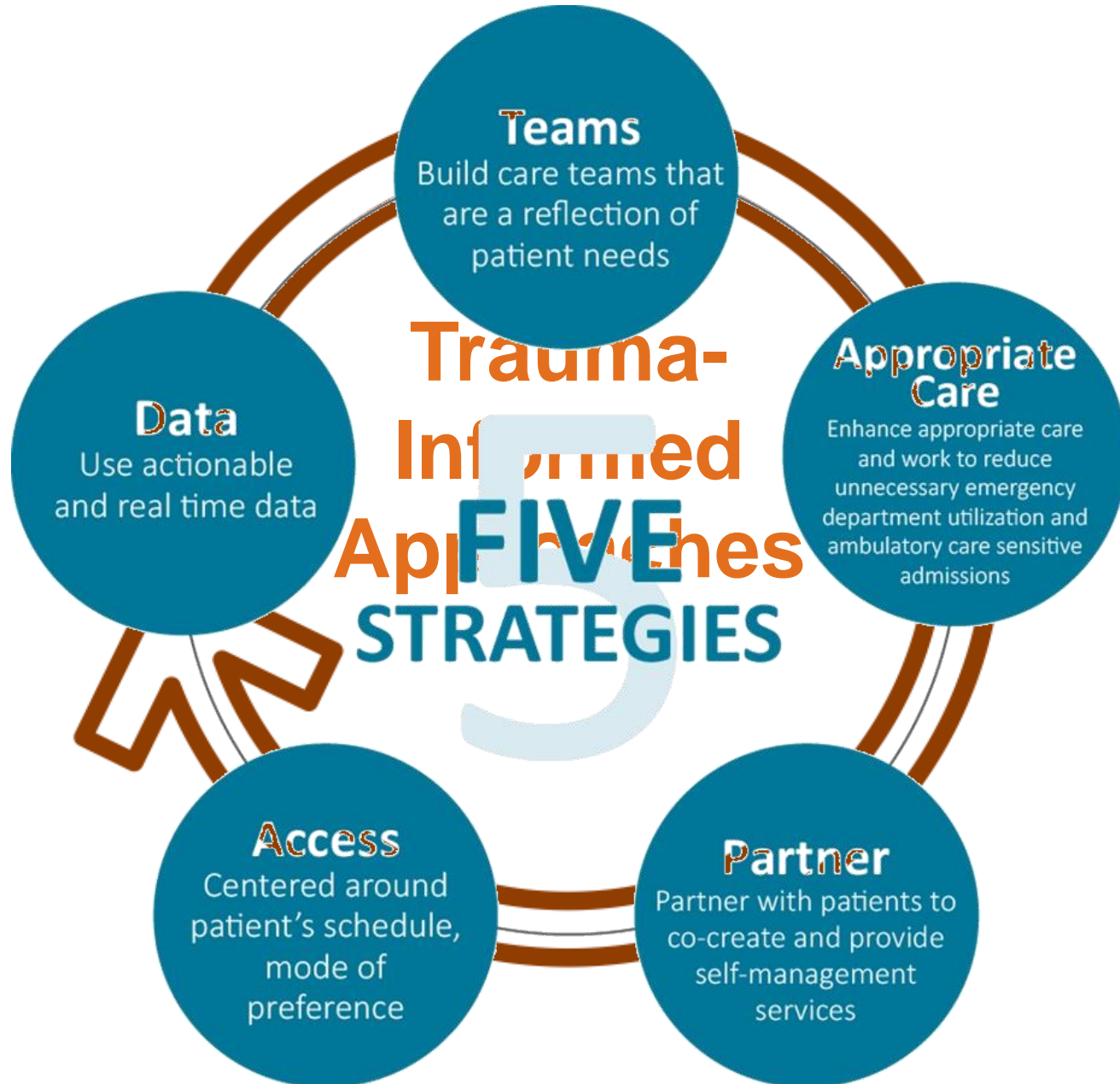
What does this have to do with Trauma-Informed Care?

- Overall goal:

By 2024, OPCA CHCs are indispensable leaders and innovators in comprehensive and equitable primary care in Oregon with data proving our value.

- Transformation Cascading Goal:

By 2024, OPCA will engage 95% of CHCs in technical assistance and training that promotes patient-centered, comprehensive services that improve patient experience and establish CHCs as leaders in care model improvement in Oregon.



Quadruple Aim

<http://hmprg.org/wp-content/uploads/2018/08/Laying-the-Groundwork-for-Investment-by-Healthcare-Systems.pdf>



To Sum it Up...

- Improving access, care and patient/staff/clinician experience, while contributing to lower system costs and greater health equity is the big, hairy goal of safety net health system transformation in our era.
- We cannot accomplish this goal without improving care for the patients experiencing the most complexity and vulnerability.
- Given the prevalence and lifespan health impact of trauma, we cannot improve care without becoming trauma-informed and healing-focused organizations.

Elevate your voices

Ice breaker activity

- Trauma Informed Oregon wants to see and hear from you about what Trauma Informed Care means to you!
 - Asking for short video submissions to be shared and included in a compilation video to be presented at the [Trauma Informed Care Statewide Conference](#)
- Let's prep content for this short video then share with your neighbor!

Video Questions

1. What is trauma informed care, in one word?

2. Why is trauma informed care important to you and your community?

3. What has been the biggest impact of trauma informed care on your org/ team/community, in one sentence?

4. What is needed for trauma informed care to work, in one word?

Video Submission

- Submissions are due August 15 here:
<https://traumainformedoregon.org/conference/tic-video-submission/>
- \$75 raffle in June, July, and August incentive
- Feel free to record in our “Zen Room” during the breaks
- Conference is October 16-18 in Sunriver, Oregon.
[Register here.](#)

KEYNOTE PRESENTATION

Dr. Miguelina German, *Montefiore Medical Center*

ALL TEACH, ALL LEARN

World Café Activity

World Café

a method for creating a living network of collaborative dialogue around questions that matter in service to real work

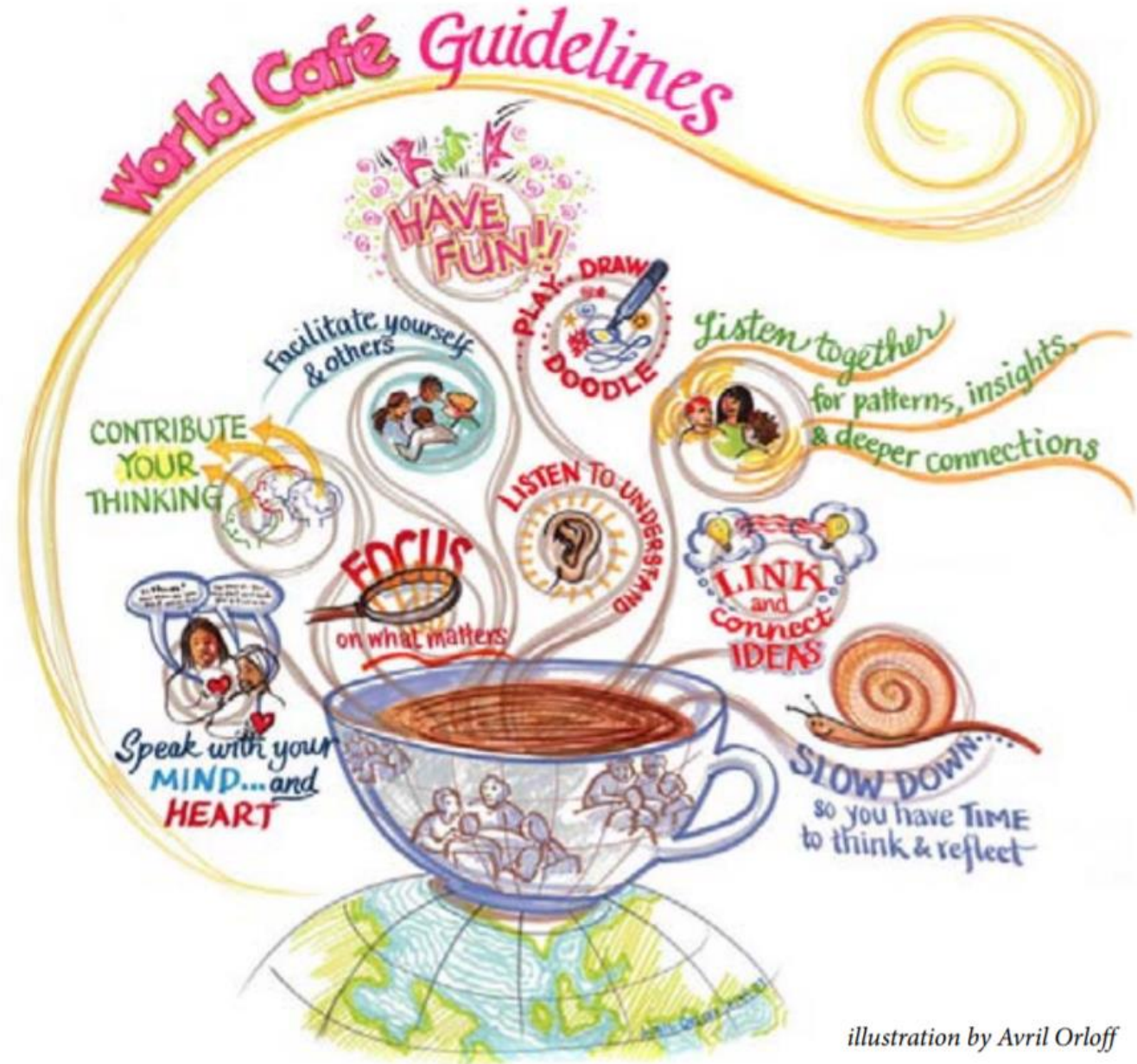


illustration by Avril Orloff

Trauma Informed Discovery Café

- The goal: to cross pollinate your ideas, promising practices, challenges and questions with your peers.
- How it works:
 - » 3 rounds (20m each) → Each round will have a specific TIC operations question
 - » Table hosts will welcome and guide conversation
 - » Travelers will bring their ideas and questions to share and note key ideas
 - » At the end of each round, travelers will find a different table and different travelers to cross pollinate your ideas



Voice and Choice

You get to choose the questions for the World Café

Please take out your phones, computers, and tablets!



Mentimeter

World Café Topics

1. What TIC Training and ongoing skill development do you provide to staff?
2. How do you elicit patient feedback about you CHC's TIC practices?
3. What would CHC spaces look like if they were designed with TIC in mind?

Good Discovery Questions

- What is your health center doing around this topic?
- What's working well?
- What's challenging?
- What do you hope to do next?
- What questions do you have for your peers?

Share your Insights

Write down light bulb ideas or “aha!” moment onto a sticky note and post

Group share out.



LUNCH



WALK AND TALK

Employee Wellness and Becoming a Trauma-
Informed Workplace

Small Group Discussion

Take a walk if it's not too hot! Or find a nice shady spot to sit and talk.

- Line up by your birth date (don't worry about the year).
- Break into groups of 6.
- Join an OPCA guide for an informal brainstorming and info-sharing conversation about employee wellness and trauma-informed practice.
- When you come back, find your health center colleagues and share what you learned. If you are here solo, find another solo health center rep and share ideas.

TEAM PLANNING



Planning Templates

Voice and Choice

- The planning template has two sides (A and B).
- One is a very generic work-planning document. The other has more focus on establishing and sharing a vision for TIC at your health centers.
- Choose whichever one feels more appropriate for you.
- Use an entirely different approach to planning, if you prefer.
- You may want to use your survey results and the TIO roadmap to support your planning process.

BUDDIES



Buddy Pairings

#	Buddy Pairs
1	Multnomah County + Virginia Garcia + CHCs of Lane County
2	La Clinica + Mosaic
3	Siskiyou + OHSU Richmond
4	Umpqua + Klamath

#	Buddy Pairs
5	Wallace + Columbia River
6	Southriver + Waterfall
7	CHCs of Benton & Linn County + Valley Family
8	Coast Community + Asher

Health centers were paired by patient population size (according to UDS)

Find your buddy and connect!



Buddy Instructions

- Sit with your buddy health center and either:
 - » Practice being a change agent by pitching your vision, mission and one-year goal.
 - » Share upcoming priorities
 - » Have whatever kind of conversation feels most useful.
- We encourage you to make plans to connect with your buddy quarterly. OPCA will check in with you to see how it's going.
- Either report out to the large group or get together with another buddy group and share.

WHAT'S NEXT?

We're trying something new!

Trauma Informed Care

(2019-2020)

Conference

(keynote speaker, peer to peer learning, breakout sessions, etc.)

Workshop

(more peer-to-peer learning, work planning time, etc.)

Webinar or
Office Hours
w/Experts

CHC Buddies

Conference

- **Focus:** Trauma-Informed Care
- **When:** January 31, 2020
- **Where:** Portland, OR
- **Format:** will include break out session and presentation from peers and content experts

Workshop

- **Focus:** TBD
- **When:** Summer, 2020
- **Where:** TBD
- **Format:** will include implementation expert, peer to peer learning, and work planning time

Webinars

- **Months:** September, November, January, March, May
- **Format:** Virtual didactic w/short presentation with Q&A

OR

Office Hours w/Experts

- **Months:** September, November, March, May
- **Format:** Virtual discussion with TI experts on selected CHC topics of interest

CHC Buddies

- **Frequency:** self selected
- **Format:** self guided, virtually and in person

Q: Do you prefer one format over the other?



Mentimeter

THANK YOU

Please complete your evaluations & safe travels!