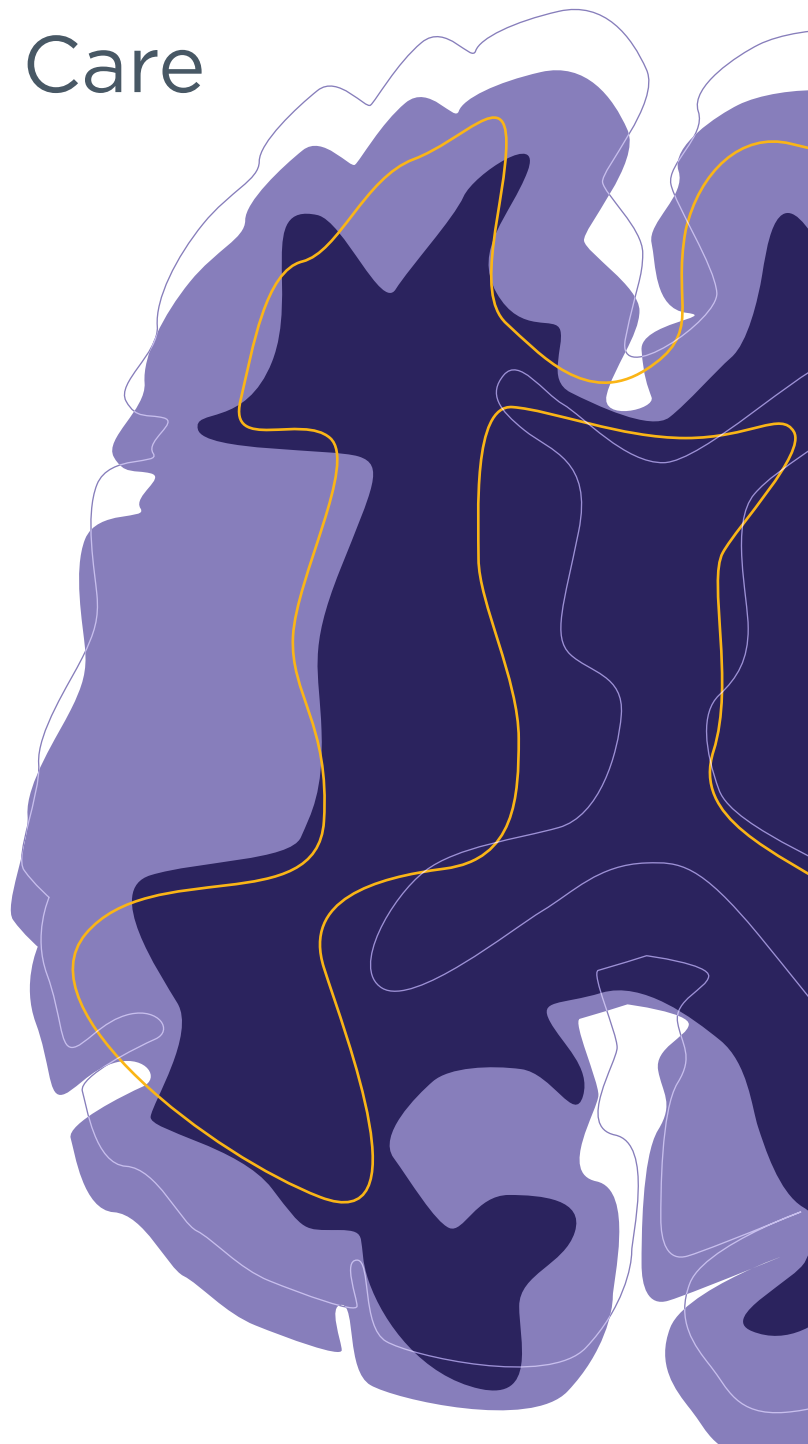


Trauma-informed care is not just a “hot topic” or the current fad—it is becoming a standard practice across all of health and human services.

Trauma-Informed Care Making It Stick

[Trauma-informed care \(TIC\)](#) is an organizational framework that involves recognizing, understanding, and responding to the effects of trauma. TIC is different from other models of care because it can be used in any type of service setting or organization.

TIC has become a widely recognized paradigm for creating safe spaces for trauma survivors, as well as addressing the effects of trauma on staff and the organization. Trauma-informed care is not just a “hot topic” or the current fad—it is becoming a standard practice across all of health and human services.



THE CHALLENGE

The experience of trauma has a widespread impact on the lives of those you serve, your staff, and your organization.

For Persons Served. For many years, a misconception was that trauma was an abnormal experience. However, resources from the [National Council on Behavioral Health](#) find that over 70% of U.S. adults will experience some type of traumatic event at least once in their lives. Furthermore, over 90% of clients receiving behavioral health services have experienced trauma.

When left unaddressed, trauma can lead to or exacerbate mental illnesses and substance use disorders. It can also lead to poorer physical health outcomes. The landmark ACEs Study was one of the first to find a definitive correlation between experiences of childhood trauma and poorer health outcomes later in life.

For Staff. Due to the prevalence of trauma in the general population, many of your staff members could be dealing with their own history of trauma. Additionally, working with persons served who have their own trauma history can result in secondary or vicarious trauma.

A range of symptoms can occur with secondary trauma, including difficulty in daily functioning, insomnia, depressed mood, and avoidance behaviors during client interactions.

For Your Organization. Increases in staff burnout, compassion fatigue, and traumatic stress can result in negative organizational outcomes. This can include absenteeism, higher turnover, and damaged team morale.

Like any other organizational change, there is a need for buy-in from all levels: the board of directors, organizational leaders, supervisors, clinicians, and persons served. It is critical that all these stakeholders have an understanding of what trauma is, in addition to how trauma affects persons served, themselves, and the organization.

Trauma-informed care is not just a clinical intervention. It involves all individuals at your organization and requires a paradigm shift away from habitual, routine procedures and traditional approaches. Rather than a one-time implementation, it is an ongoing process that requires continuous learning, diligence, and communication.



The Five Key Components in Implementing and Maintaining a Trauma-Informed Framework

Organizational Assessment

Conducting an initial organizational assessment helps to create a baseline of competencies and regularly reassess the organization for improvement.

Paradigm Shift

Practicing in a TIC framework requires a significant paradigm shift away from how “we’ve always done things” and traditional approaches. It’s not a one-time implementation.

Safety

One of the most important foundational principles of TIC is creating a safe environment for those you serve and all who work at your organization.

Wellness and Self-Care

The organizational culture needs to be one of overall wellness and self-care, not just of those you serve but all employees and supervisors as well.

Everyone Is Included

TIC isn’t a clinical intervention, it’s an approach to every element of your business and involves all staff. If your implementation of TIC involves direct care or clinical staff only, you aren’t truly trauma-informed.

THE SOLUTION

Implementing an organizational change like trauma-informed care requires strong leadership, initial and ongoing staff training and development, and clear communication that creates a foundation for positive change.

Relias has a wealth of tools to help your organization implement trauma-informed care.

Pre- and Post-Hire Assessments

One way to mitigate the impact of vicarious trauma and burnout among staff is ensuring their onboarding training properly prepares them for their role. [Relias Assessments](#) allow organizations to identify knowledge gaps among incoming staff and provide recommendations for learning that help aid professional development and job readiness. Assessments can also be used to identify strengths among incoming staff and help to place them appropriately with persons served.

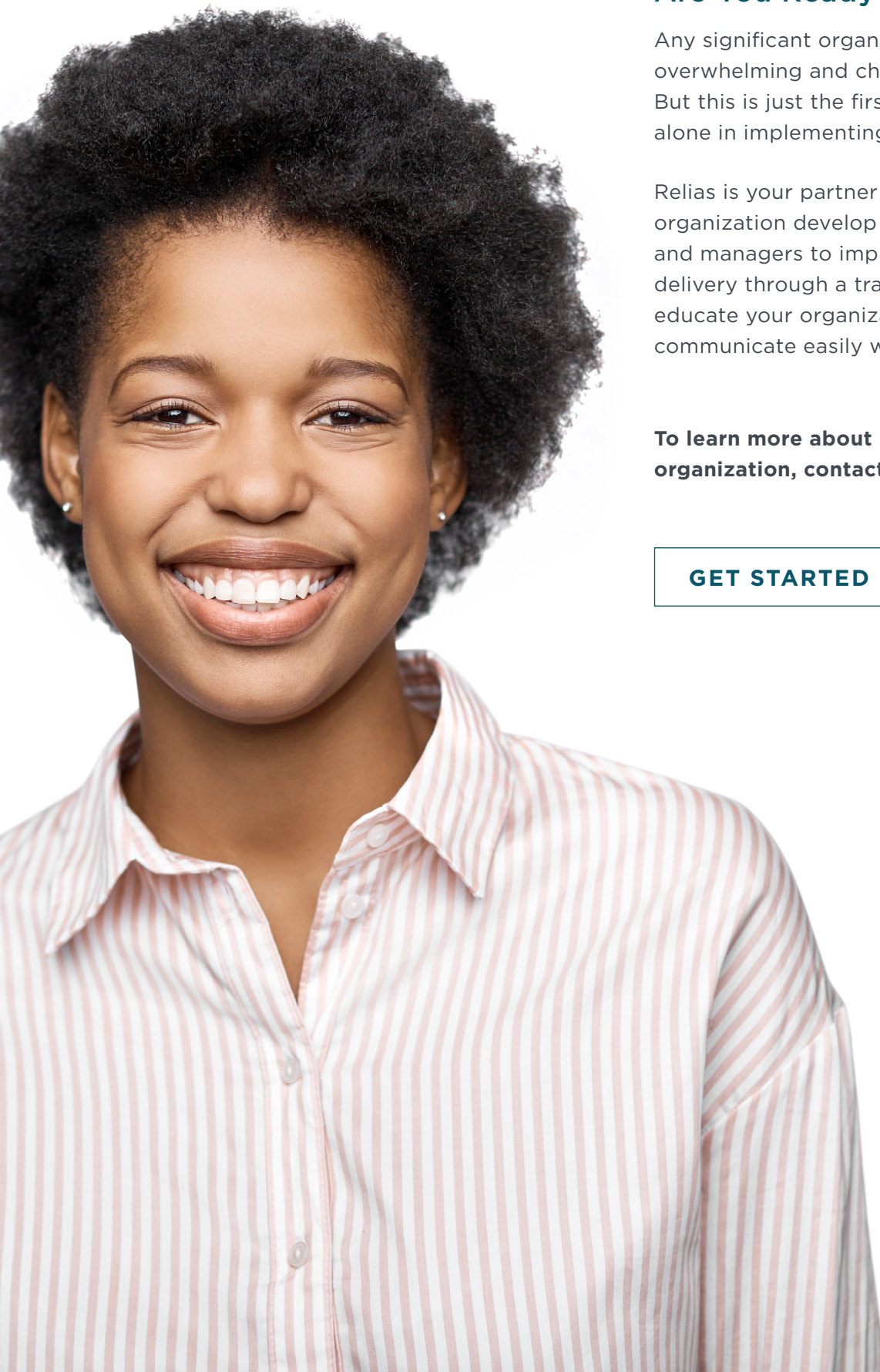
A Breadth of Learning Content

Relias has an extensive library of courses that include topics relevant to [trauma-informed care](#) knowledge and skill development. Examples of these trauma-informed training topics include:

- + The basics of trauma-informed care
- + Crisis prevention, de-escalation, and intervention
- + Abuse, neglect, and exploitation prevention
- + Cultural competency
- + Trauma-informed supervision
- + Evidence-based practices for trauma treatment
- + Employee wellness and self-care

Learning Management System

While most health and human service organizations conduct more than half of their training online, many continue to use paper, word processing files, or spreadsheets to track training. The [Relias learning management system](#) eases the burden of tracking training and allows organizations to easily assign, track, and report on training related to trauma-informed care. It also allows you to easily upload your own content so you can quickly and efficiently communicate new TIC-related policies and procedures to staff.



Are You Ready To Make TIC Stick?

Any significant organizational change can be overwhelming and challenging to undertake. But this is just the first step—you are not alone in implementing a TIC framework.

Relias is your partner in helping your organization develop your employees and managers to improve service delivery through a trauma-informed lens, educate your organizational leaders, and communicate easily with your staff.

To learn more about how Relias can help your organization, contact us.

GET STARTED

ABOUT RELIAS

For more than 11,000 healthcare organizations and 4.5 million caregivers, Relias continues to help clients deliver better clinical and financial outcomes by reducing variation in care. Our platform employs performance metrics and assessments to reveal specific gaps in skills and addresses them with targeted, personalized and engaging learning.

Learn more at [Relias.com](https://relias.com).