

# Welcome!

## Please introduce yourself and your representative agency in the chat!



### Tech Reminders:

- Keep your audio muted except for when you intend to speak
- Use Zoom's Gallery View to see more participants
- Adjust the layout of the windows on the computer so you can see the chat, Zoom screen, and other participants
- Rename yourself and add pronouns if you choose
- Find the "Raise Hand" and other reactions icons
- Type in the Zoom chat box if you need help



**NC Department of Health and Human Services  
Division of Public Health  
Women, Infant, and Community Wellness Section**

# **Trauma-Informed Practices: Supportive Work Environment in Family Planning Clinics**

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## Activity: Identify Your Team Strengths

<b>Executor</b> (Dr. Miranda Bailey)	<b>Influencer</b> (Dr. Derek Shepherd)	<b>Relationship Builder</b> (Dr. Meredith Grey)	<b>Strategic Thinker</b> (Dr. Christina Yang)
<p>Knows how to make things happen. When the team needs someone to implement a solution, these are the people who will work tirelessly to get it done. They can "catch" an idea and make it a reality.</p>	<p>Help their team reach a much broader audience. These individuals can sell the team's ideas inside and outside the organization. When the team needs someone to take charge, speak up and make sure the group is heard, look to someone with the strength to influence.</p>	<p>Provides the essential glue to hold a team together. Without these strengths on a team, in many cases, the group is simply a composite of individuals. They have the unique ability to help the group become much greater than the sum of the parts.</p>	<p>The ones who keep the team focused on what could be. They are constantly absorbing and analyzing information and helping the team make better decisions. People with strength in this domain continually stretch the team's thinking for the future.</p>
<b>Arranger</b> <b>Belief</b> <b>Consistency</b> <b>Discipline</b> <b>Focus</b> <b>Restorative</b>	<b>Activator</b> <b>Command</b> <b>Communication</b> <b>Maximizer</b> <b>Self-Assurance</b> <b>Significance</b>	<b>Adaptability</b> <b>Developer</b> <b>Empathy</b> <b>Harmony</b> <b>Includer</b> <b>Relator</b>	<b>Analytical</b> <b>Context</b> <b>Futuristic</b> <b>Input</b> <b>Learner</b> <b>Strategic</b>

**Resource:** [Gallup Four Domains of Clifton Strengths](#)

## Whiteboard Activity: Identify Your Team Strengths Activity

1. Read the definition & personality traits of each team strength domains.
2. Put a check mark next to the team strength domain that describes your personality.
3. Review your strengths definition; identify 2 personality traits that best represent you when you are at work.
4. Let us know in the chat who you most identify with.

***Don't forget which character you most relate as we'll be using this again!***

## Objectives

- Describe the benefits to staff when agencies take steps to strengthen policies that support a trauma-informed workplace
- Consider the unique stressors that affect the sexual and reproductive health workforce
- Identify tangible ways to support staff and reduce burnout

# Trauma-Informed Care (TIC)



- **Seeks to realize the widespread impact of trauma and understand the paths for recovery.**
- **70% of adults in the United States have experienced some type of traumatic event at least once in their lives.**
- **For some marginalized groups, this percentage is higher.**
- **Important to implement universal precautions in health care settings to avoid re-traumatization.**

## Review Trauma Informed Agencies:

- Understand the wide-spread impact of trauma and potential paths for healing
- Recognize signs and symptoms of trauma in staff, clients, family, and others involved with the system of care
- Respond by integrating knowledge about trauma into policies, procedures, and practices
- Actively resists re-traumatization

*A trauma-informed organization addresses trauma not only for clients, but also for staff*

# Building A Supportive Work Environment in Family Planning Clinics

Ensure your FP staff's **health, safety, and well-being** should be a key priority for both you and the organization

**Address threats** to the physical or emotional safety of your staff in a **trauma-informed way**





# Trauma Informed Care Supportive Work Environment

## Trauma-informed care is important for staff

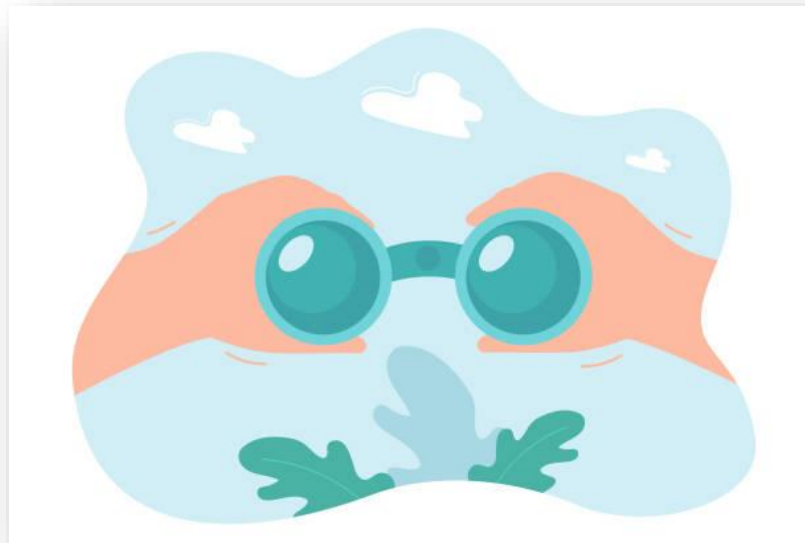
- Work conditions within sexual and reproductive health can often be demanding
- Employees experience vicarious trauma through exposure to their patients' trauma.
- Acknowledge an employee's need for a balance between work and personal life



# A Perspective.....

“...At the end of the day our job is to make sure that the patient leaves with a little less burden than when they came in. And when you look [...] at energy transfer, energy, you can’t destroy it; it moves. So that burden isn’t destroyed, it’s moved. And we take on that burden. So as her health care provider, we take a little of that burden from her or we take all of it or some of it or most of it. And then she leaves, and we hold on to that. And I think that we are doing a disservice to our medical services staff by not giving them the ability to unload that burden before they go home at the end of the day. [...]”

- Louisiana Family Planning Clinic Staff



# Challenges for Family Planning Staff

- **Vicarious Trauma** – The emotional "residue" of exposure to the traumatic experiences of others
- **Staffing** – Continuous turnover seen in the health care field; loss of institutional knowledge
- **Transparency** – Clinic staff often feel that there is a communication gap between them and leadership
- **Uncertainty** – Changes in Title X requirements, policies, and funding
- **Stigma** – Working in the field of sexual and reproductive health carries stigma

# Challenges Can Lead To Burnout

- **Conditions of the COVID-19 pandemic led to many health care workers experiencing burnout**
- **A normal reaction to prolonged occupational stress characterized by the following:**
  - Exhaustion
  - Inefficacy
  - Cynicism
- **Can result in lower productivity and diminished quality of care for patient experience**



# Breakout Room Discussion #1

## Strengths and Challenges

***Join the breakout room named after the character you identified in the icebreaker (Meredith, Derek, Christina, or Miranda) and answer the following questions:***

- 1. Share your two strengths with the group and give an example of using one at work.**
- 2. Which of the challenges mentioned impact you the most in your clinic setting?**
- 3. Do the characteristics that you identified as strengths contribute to feelings of burnout in any way (i.e. someone who is consistent and disciplined may prefer a set schedule, which may not be possible in a clinic with a lot of turnover)**
- 4. What is one strategy you have used that helps combat burnout?**

# Trauma Informed Care Strengths-Based Approach

Qualities of the work itself - job content, process, and outcomes that activate employees' ***strengths & motivations***:

## **Outcome:**

increasing employee engagement/enthusiasm, job satisfaction, coworker/patient relationship quality and overall team effectiveness.



# Other Suggestions

**Unequal Workload:** Address the high workload and stress experienced by Family Planning staff, particularly support staff, by providing adequate resources and recognition

**Decision-Making Processes:** Involve staff in decision-making processes that affect their work, ensuring that policies and procedures are applied consistently

**Respectful Treatment:** Foster a culture of respect where staff are treated with dignity and courtesy, regardless of their role or background

**Encourage Self-Care:** Recognize the importance of self-care and provide resources and support to help staff manage stress and maintain well-being

## Redefining Self-Care



**"At its core, self-care is about rituals meant to calm the nervous system."**

- Rebecca Levenson, FUTURES Without Violence

**Resource:** [Taking Care of Family Planning Providers Who Support Clients Experiencing Intimate Partner Violence Webinar |](#)



## Breakout Room Discussion #2

### Reimagining Self-Care

***Rejoin the breakout room named after the character you identified in the icebreaker (Meredith, Derek, Christina, or Miranda) and answer the following questions:***

- **Do you feel like you have time to check in with yourself (get centered/grounded) before “jumping in” with the next patient? What is one way you could do this?**
- **How often do you celebrate yourself, your patients, and your contributions to the work?**
- **What moments of professional connectedness have you experienced?**
- **What future opportunities can you imagine that could encourage such connectedness?**

## Questions ?



## Evaluation Information



<https://www.surveymonkey.com/r/LXV622K>

# Leaves on a Stream



<https://www.youtube.com/watch?v=x4Zt1ZBzMps>

# Resources



- [Taking Care of Family Planning Providers Who Support Clients Experiencing Intimate Partner Violence Webinar |](#)
- [Strengths-based Strategies for Engaging and Retaining FP Staff](#)
- [Support Staff Retention Toolkit](#)
- [Supporting Title X Staff Resiliency to Address Burnout Webinar |](#)

## Other Resources

- [Trauma-Informed Care Implementation Resource Center](#)
- [Gallup Four Domains of Clifton Strengths](#)
- [Supporting Staff in Southern Family Planning Clinics: Challenges and Opportunities](#)