

Becoming Informed:

Preparing for winter surge using trauma-informed care tactics

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Today's speaker

Jeanne Schuppe, MSN, RN, CEN

- Nurse leader with over two decades of clinical and leadership experience in acute care settings
- Colorado State Council Emergency Nurses' Association President 2017-2020
- Expert in hospital flow and throughput
- Lifelong learner of trauma-informed tactics
- Certificate in Psychology of Leadership from Cornell University



Webinar objectives

- Define trauma-informed care
- Review how 2020 has impacted health care workers
- Evidence of trauma impact from 2020
- Tools for today to help leaders bolster personal resilience
- Leadership tools to support staff resiliency

Billy Smith, age 4



Definition of trauma

Individual trauma is the result of “an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life-threatening and that has lasting adverse effects on the individual’s functioning and mental, physical, social, emotional, or spiritual well-being”
SAMHSA



Adverse Childhood Experiences (ACEs)

Abuse

Emotional
Physical
Sexual



Neglect

Emotional
Physical



Ten types of childhood trauma:

- Five personal
- Five related to other family



Adverse Childhood Experiences (ACEs) Study

- Center for Disease Control (CDC) and Kaiser Permanente in San Diego partnered from 1995-1997 to conduct a study
 - 17,000 participants volunteered from general population
 - 10 questions were asked about their own experiences from childhood
 - Data from this study continues to be utilized
- The ACE study revealed that:
 - ACEs affect physical and emotional health throughout the life span; as the number of ACEs has a direct correlation with the risk of negative health outcomes
 - Traumatic experiences happen far more frequently than previously recognized
 - 1 in 5 participants reported having 3 or more adverse experiences in their lifetime

Effect of ACEs on health

- Adults who score a four or more on an ACEs assessment
 - 1.5 times more likely to have diabetes
 - 2 times more likely to suffer from ischemic heart disease
 - 2.4 times more likely to have a stroke
 - 4 times more likely to have chronic bronchitis or emphysema
 - 2-5 times more at risk of suicide
 - 5 times more likely to have depressive disorders
- Toxic stress impacts DNA structures and results in modifications to genetic material that equate to the health of future generations being impacted by high ACEs scores.
 - Resiliency – teaching resiliency does have a positive impact on outcomes



- [illegible]

“Trauma-informed care as a “standard protocol”



- More common than uncommon
 - 70% of U.S adults have experienced some type of traumatic event at least once in their lives
 - 90% of clients receiving behavioral health services have experienced trauma
- How do the events previously experienced on personal level impact how you experience the world?



Trauma-informed care in hospitals

- Why use in hospitals?
- Patient benefits – staff benefits
- Leaning into compassion
- Compassion results in a human connection
 - Reduces burnout
 - Improves patient outcomes



Trauma-informed hospitals

Three E's and four R's of trauma-informed care:

- Events
- Experiences
- Effects

Trauma-informed care comprises four central elements:

- Recognizing the widespread impact of trauma
- Recognizing how trauma may affect children, families, staff, and others in the system
- Responding by applying trauma-informed care knowledge into practice
- Resist re-traumatization



Commitment to trauma-informed care



- Empowerment
- Choice
- Collaboration
- Safety
- Trustworthiness





scared
chest
phob
headache
stress
fear
sweating
feelings
w
rest
sym

A

Adults reported stress and worry about Coronavirus has had a negative impact on mental health and well-being:

- March 32%
- Mid-July 53%

Respondents report their mental health has been impacted by:

- Difficulty sleeping 36%
- Eating 32%
- Increase in alcohol consumption or substance use 12%
- Worsening chronic conditions 12%



Oracle study

July 16 – August 4, 2020

“2020 most stressful year ever...”

- 78% of respondents say pandemic has negatively affected their mental health
- 85% report mental health issues are causing:
 - Sleep deprivation
 - Poor physical health
 - Reduced happiness at home
 - Suffering family relationships
 - Isolation from friends
- 76% believe mental health should be an employer priority

- Resiliency
- Compassion
- Grace
- Accountability
- Empowerment



Bolstering resiliency

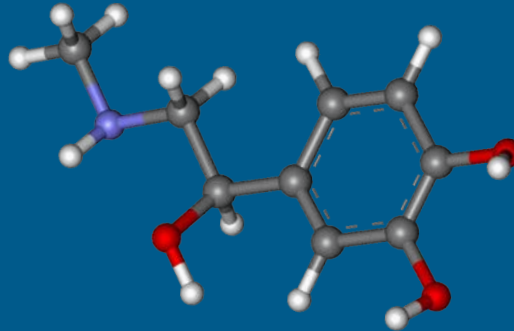


Care for yourself...first



Stress versus stressors

- Stress: neurological and hormonal response to stressors
- Stressors: what activates stress; physiological response to self-perceived risk to safety or threat
- Unable to sleep
- Adrenaline and cortisol



Sleep deprivation



- People who are sleep deprived may not recognize they are sleep deprived.
- Impaired cognitive and motor function same as legally intoxicated
 - Calculation accuracy, decision-making, logical reasoning
- Social life
 - Team communication in the workplace
 - Group decision making
 - Hostility and unethical workplace behaviors increase

Rest: when you stop using a part of you that's used up, worn out, damaged, or inflamed so it has a chance to recover

- 42% of our time spent in rest
- 8 hours of sleep
- Low demand tasks that allows brain to walk away
- Doesn't have to be long – if you'd prefer think of it as centering or reflecting
- Pay attention to your food for 30 minutes on break
- Breathe
- Loving kindness meditation





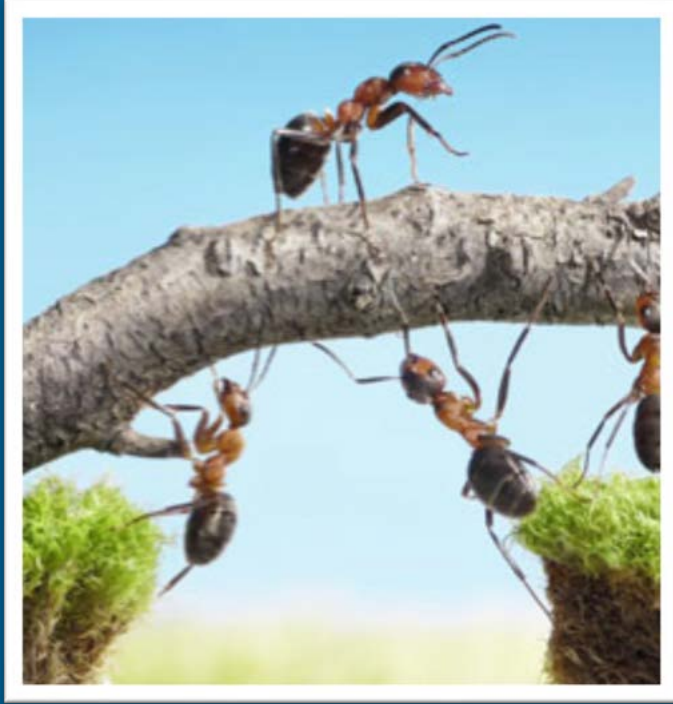
When you are broken,
go to sleep.

- French Proverb

“How can I go to my team who I know are already working very hard every day, and ask them to do yet another thing that might make their job even more difficult? They are already working under very difficult circumstances every day...”



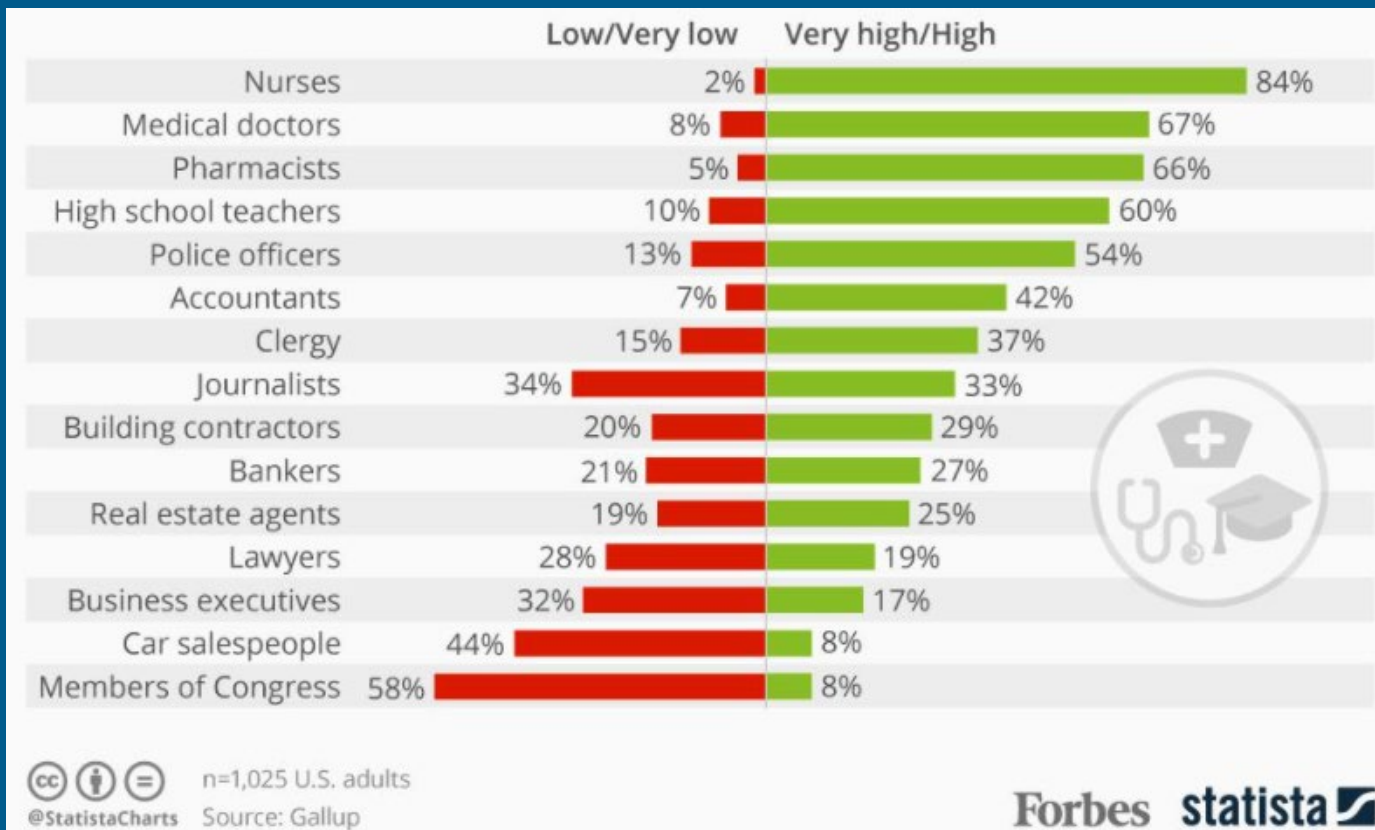
Maintain basic expectations



- Kindness
- Teamwork
- Sleep
- Boundaries are safe
 - If acting out, why?
- Empower verbalization
 - Name feelings
 - Vulnerability

America's most and least trusted professions

Rating of selected U.S. professions in terms of honesty and ethical standards in 2018



Art

- Bedside manner- building rapport
- Caring connection
- “Extra” like dessert?
- Benefits our patients
- Builds trust
- Care for patients during their most vulnerable times and in the most personal ways



Reclaiming our “birthright”



- Nursing as an Art and Science
- Delivering our care with compassion is one step we can take on the path to making ourselves stronger, passionate, and better armed to face the future.



Compassion

Burnout

- Emotional exhaustion
- Lack of personal accomplishment
- Depersonalization
 - Dehumanization
 - Referring to patients by room numbers or complaints



Practice compassion

- Answer to burnout
- Learn, exercise compassion:
 - Neuroscience-informed curriculum
 - Helen Riess, MD and Empathetics, Inc.
 - Three-to-sixty-minute modules (evidence based)



Gratitude and appreciation

- Three things daily
 - “It’s a good thing I’m in a good mood...”
Christine Chasen – YouTube
- When thanked – acknowledge it



Five take-aways

- Provide rest throughout the shift
- Complete the emotional cycle
- Maintain basic expectations
- Compassion-human connection
- Gratitude



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Questions?



Thank you!

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