

Tashi Chozom, RN¹ Sahebi A. Saiyed, MD^{1,2}, Alexis A. Bender, PhD²
¹Emory Healthcare, Budd Terrace at Wesley Woods ²Emory University School of Medicine

Introduction & Objectives

Trauma Informed Care (TIC) is an approach to delivering care that involves understanding, recognizing, and responding to the effects of all types of trauma.¹ Centers of Medicare & Medicaid Services (CMS) regulated all Long-Term Care (LTC) facilities to initiate TIC effective November 28, 2019, failure to do so can result in citation of F-Tags to the facility. Our objectives were to:

- Share implementation process of TIC and its one year experience at Budd Terrace Skilled Nursing Facility (SNF).
- Educate staff on importance of being trauma informed and its effects on patient's overall wellbeing and health outcomes.

Design & Methods

- Screening questions for Trauma were added in Baseline Care Plan assessment, completed within 48 hours of patient's admission by the Admission Nurse.
- Throughout the learning process of TIC, inspired by information obtained from SAMHSA, the Admission Nurse developed the TRAUMA acronym to help facilitate the TIC approach.
- Trauma reports were collected between November 5, 2019 to November 4, 2020.

Reference

¹Department of Health & Human Services. (2015). Trauma-Informed Care in Behavioral Health Services. Substance Abuse and Mental Health Services Administration. <https://rb.gy/zfnfsqq>.

Results

Patient Characteristics

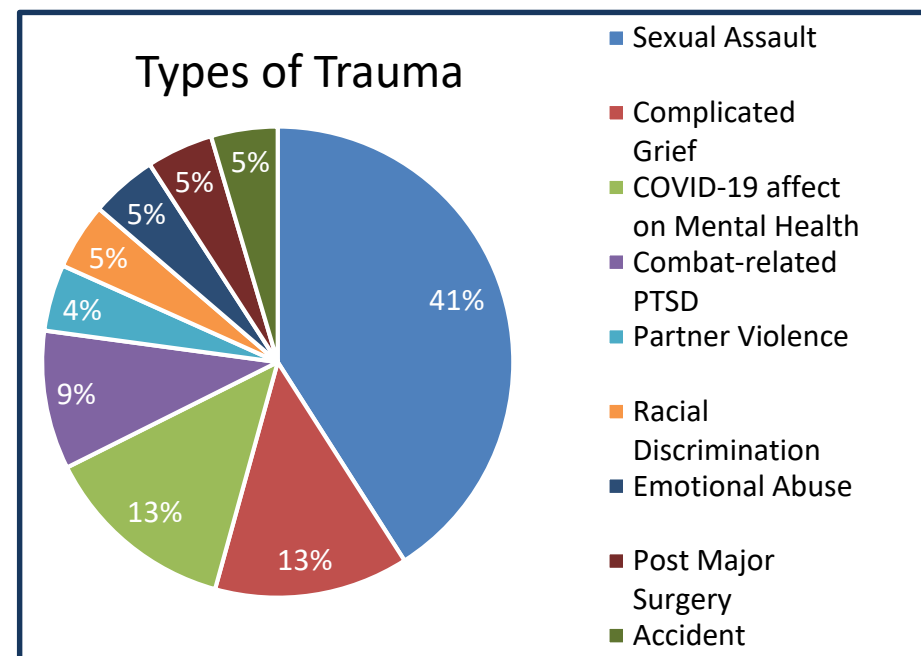
- Age range: 25 to 97
- Of the 480 admissions during this period, 4.5% (n = 22) reported a trauma experience.
- Almost three-quarters of the trauma cases were reported by women (73%). Sexual assault was the most commonly reported trauma for women (56%).
- Only men reported combat-related PTSD (33% of men).

TIC approach using TRAUMA model

- T** Earn patient's *trust* through open and clear communication.
- R** *Respect* patient's desire to disclose information.
- A** Create safe *atmosphere* that promotes security and autonomy.
- U** *Understanding* and focusing on "what has happened to you?" rather than "what is wrong with you?"
- M** *Mitigate* or avoid exposure to situation that may cause re-traumatization.
- A** *Accommodate* to patient's needs and individual preferences, and values.

Health Characteristics

- Patients experienced multiple chronic diseases.
- The four most common conditions were Hypertension (71%), CKD/ESRD (48%); CAD (43%) and Depression (43%).
- Patients also were living with Stroke (38%) and Diabetes (29%); Chronic Liver Disease (14%), PTSD (14%), Obesity (14%), Anxiety (14%), and Bipolar Disorder (10%)



IMPACT OF COVID

70 year old male with sudden loss of vision due to stroke, followed by COVID-19 diagnosis affecting renal function requiring hemodialysis. Patient expressed feeling lonely, helpless, and difficulty sleeping at night. Patient reported, "I am so used to doing stuff on my own. Now I cannot do much for myself." Patient was tearful throughout the conversation. Dialysis added to his anxiety and suffered loneliness from being in an isolation room.

Results

- TIC initiation allowed us to holistically understand our patients; their unique needs, barriers and preferences.
- Trauma survivors' stories were shared immediately with Interdisciplinary team which enabled us to create person-centered care plan with the goal to prevent re-traumatization, create safe atmosphere, and offer any help or initiate referrals while in the SNF.
- Patients welcomed this approach and shared, for example "thank you for listening," "no one has ever asked this before," and "it feels good to let it out!"

Summary and Conclusions

- During this initial implementation, we recognized the profound importance of TIC in the SNF setting.
- This process has allowed us to better connect with our patients as their own self, with their individual experiences and needs that are often overlooked in medical charts.
- It has equipped us with a unique and valuable lens to view our patients, through which we can strive to provide a holistic, personalized, and a compassionate based care.
- TIC is needed now and continually, especially due to the effects of COVID-19 on mental health.

Acknowledgements and Disclosures

We thank the residents of Budd Terrace at Wesley Woods for their participation and support. We have no disclosures to report.