

# No Longer Lost: Trauma Informed Care Delivery and Its Impact on Lost to Follow Up

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## INTRODUCTION

Patients living with HIV (PLWH) often have histories of significant trauma. Due to this trauma, microaggressions can occur in health care environments, without health care professionals being aware of causing these microaggressions.

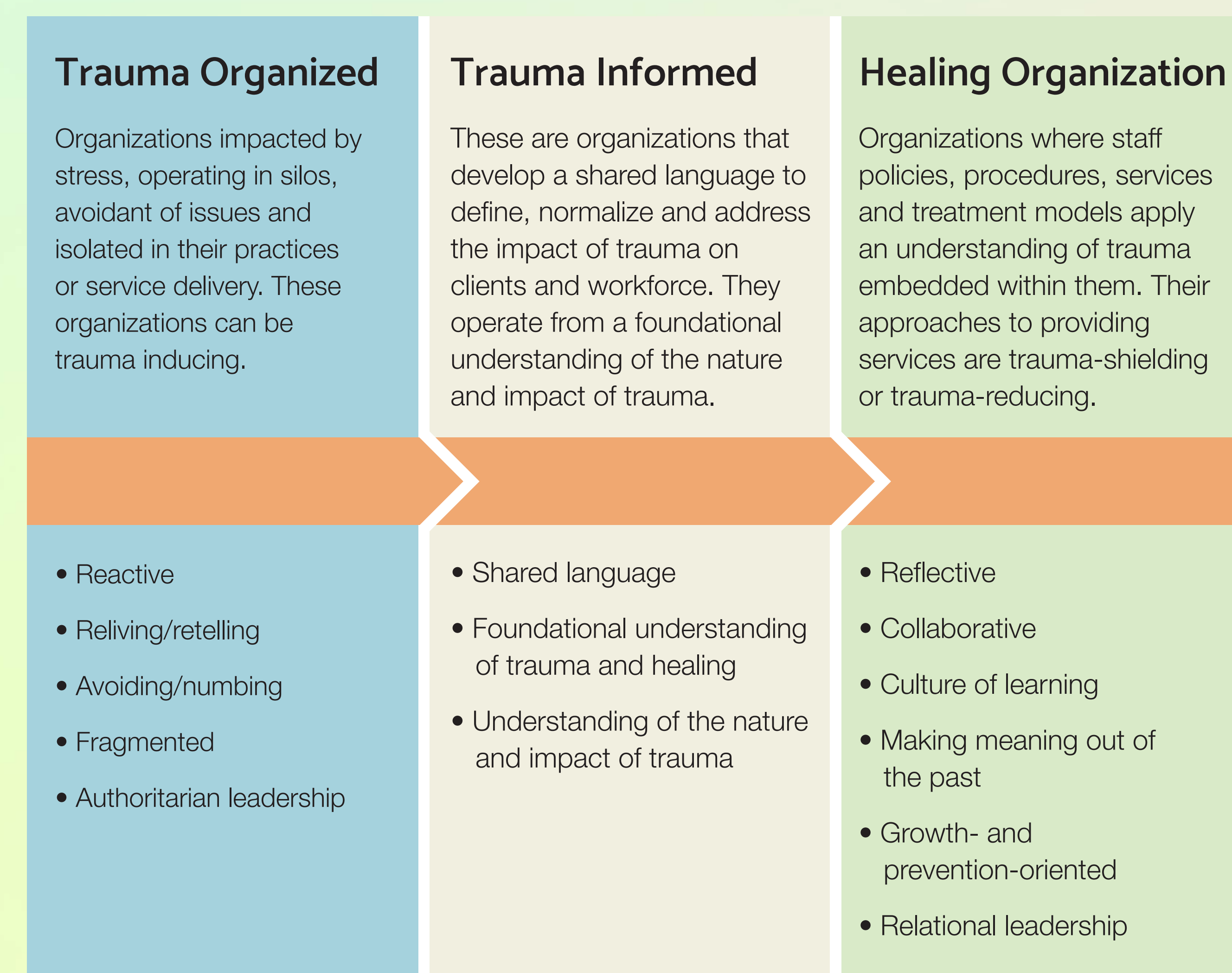
By taking a trauma informed approach to care delivery, Lehigh Valley Hospital's Comprehensive Health Services (CHS) has worked diligently to increase awareness among health care professionals, which in turn has positively impacted care delivery and reduced the programs Gap in HIV Medical Care from 10.57% to 7.92%, and it's In Care Visit Gap from 7.6% to 5.96% since 2017.

## SUMMARY OF PROCESS

CHS has undergone a culture change within our department, embracing the concepts of trauma informed care delivery in all aspects of care, services and treatment.

A trauma-informed approach to care acknowledges that health care organizations and care teams need to have a complete picture of a patient's life situation — past and present — in order to provide effective health care services with a healing orientation.\*

\*<https://www.traumainformedcare.chcs.org/what-is-trauma-informed-care/>



\*<https://www.acesconnection.com/blog/community-advocates-and-bay-area-county-health-agencies-work-together-on-trauma-informed-systems-change>

### Phase 1 (2016 - 2018) Moving to Trauma Informed

The initial phase of our journey included completion of a readiness assessment, and initial education on the principles of trauma informed care. All staff at all levels needed to rethink their approach to situations and issues, and not personalize the actions of others. Other educational offerings included De-escalation through verbal judo training, LGBT Cultural competence training, and creating safety for our team to discuss complex issues. We also revised our care delivery meetings to be called as needed and only include those who were involved in the care delivery of the client. By changing this process we became more focused on solutions and less focused on Monday morning quarterbacking and judgement. As our team embraced trauma informed care principles, a peer coaching model of care was established and implemented in January 2018. The addition of this program has had a significant impact on retention in care.

### Phase 2 (2019- present) Transforming to Healing

As we saw patient satisfaction scores and employee satisfaction scores improve, we took additional pulse checks to determine where and with what sub-populations we were still struggling. The main sub-population staff was feeling "lost" with those who were identified as using substances. CY2019 education focused on substance use and not personalizing relapse.

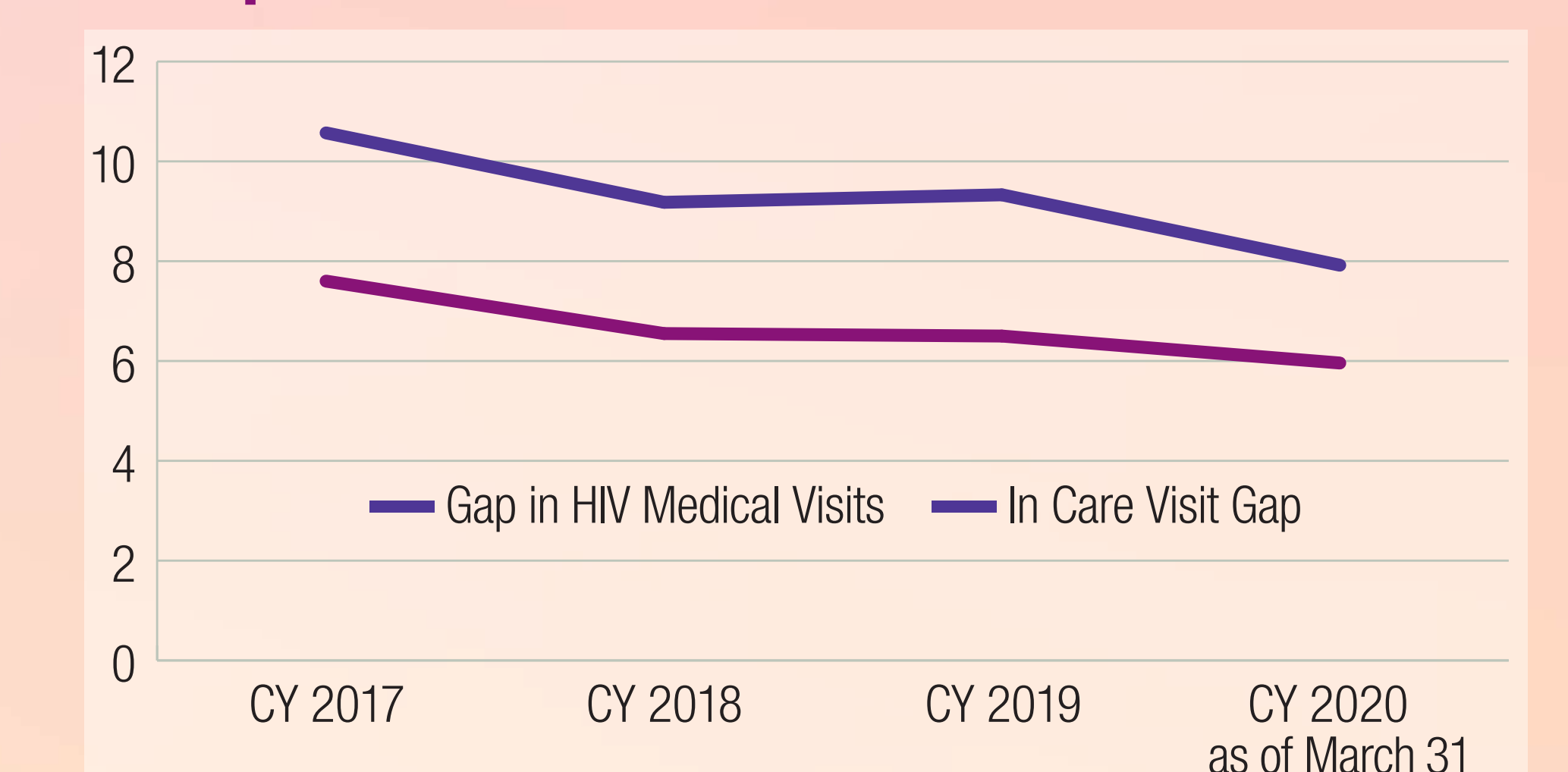
## OUTCOMES

CY 2019 Press Ganey scores for likelihood of recommending were at 100% for 8 of 12 months and overall for the period at 96.8. CHS employee satisfaction scores for engagement were among the top scores of the network and resulted in network recognition in 2018 and 2019.

### Lost to follow up

CY	Gap in HIV Medical Visits	In Care Visit Gap
2017	10.57	7.6
2018	9.18	6.55
2019	9.33	6.5
2020 as of March 31	7.92	5.96

### Lost to follow up performance measures comprehensive health services



## LESSONS LEARNED

- Our experience demonstrates that meaningful reductions in lost to follow up can be achieved through a supportive, trauma-informed, team-based.
- Our model was successful in changing health care professional behaviors as demonstrated in the sustained improvement in patient satisfaction and retention in care outcomes.
- Future work will continue to focus on enhancing care to patients with significant substance use and mental health histories.

## REFERENCES

ACEs Connection. (March 2, 2018). *Community Advocates and Bay Area county health agencies work together on trauma informed systems change*. Retrieved from: <https://www.acesconnection.com/blog/community-advocates-and-bay-area-county-health-agencies-work-together-on-trauma-informed-systems-change>

Center for HealthCare Strategies. (2019). *What is trauma-informed care*. Retrieved from Trauma Informed Care Implementation Resource Center: <https://www.traumainformedcare.chcs.org/what-is-trauma-informed-care/>