

CHANGING ORGANIZATIONAL CULTURE THROUGH IMPLEMENTATION OF TRAUMA INFORMED CARE

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COMPREHENSIVE HEALTH SERVICES (FORMERLY AIDS ACTIVITIES OFFICE) LEHIGH VALLEY HEALTH NETWORK, ALLENTOWN, PA

- Ryan White Part C recipient for 8 years
- 975 active patients HIV
- 450 referrals last year for HCV and 1000 cures of HCV program initiation
- Medical home model
 - Clinical care
 - Psycho social support
 - Behavior change
 - Prevention and testing
 - Outreach and navigation

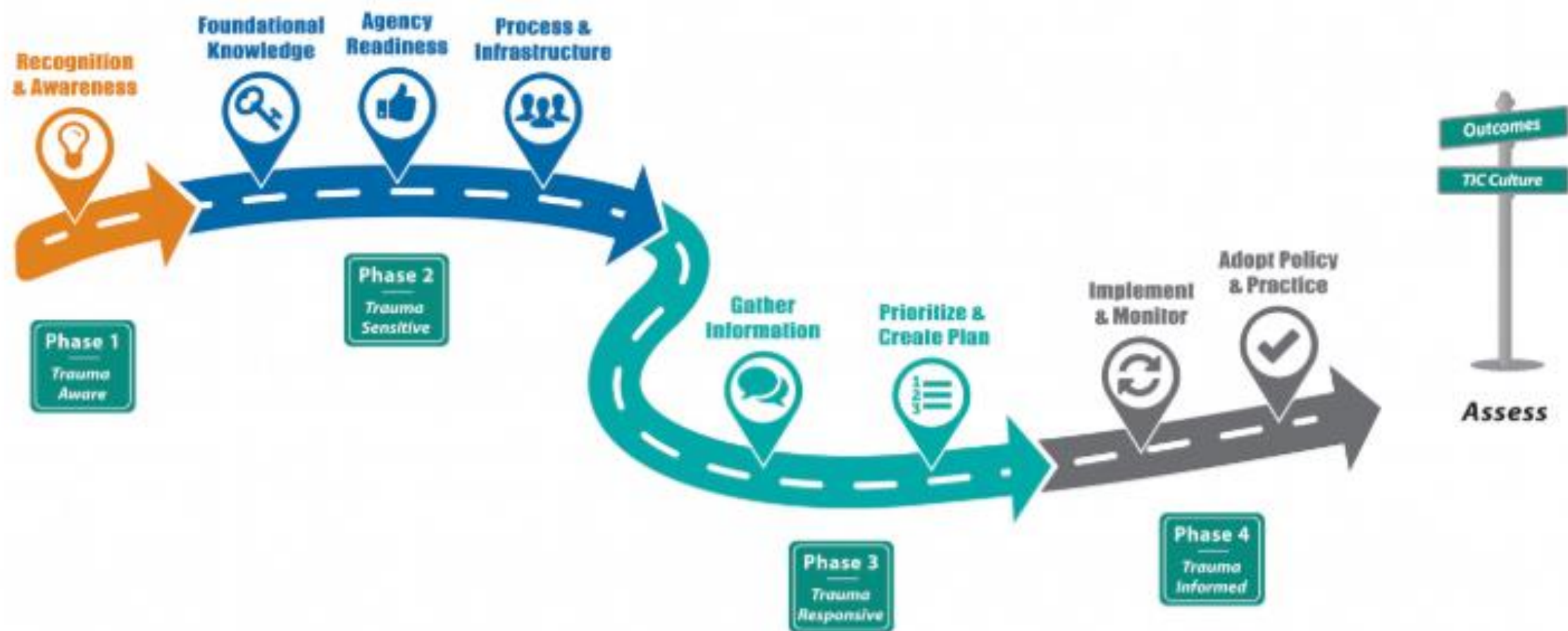


PROGRAM DEVELOPMENT

- PrEP
- Transgender Hormone Replacement



ROAD MAP TO TRAUMA INFORMED CARE



OUTPATIENT HIV/INFECTIOUS DISEASE PROGRAM, LEHIGH VALLEY HOSPITAL 2015

- Security reports
- Staff turnover
- Intra-disciplinary angst
- “ Firing of patients”
- Patient complaints and feedback reports

EDUCATION

- Initial education regarding what trauma informed care is
- Not why are you acting like this but what happened to you?
- Self care
- Verbal Judo / De-escalation
 - When you move to action you need to then take the action
- Ongoing evaluation of how we handle difficult situations
 - case review process
- Cultural competence training
- Training on substance abuse expectations

EXAMPLES OF TIC PRACTICES/OUTCOMES

- Current staff turn over = 8%
- Since 2016 8 security reports of which 4 were completed after de-escalation by our staff, (paperwork only)
- Employee engagement award X2
- Name change
- Painting class with exposure at Allentown Art Museum
- Decrease in opioid morphine equivalents with minimal patient pushback



EXAMPLES OF TIC PRACTICES/OUTCOMES

- Support groups
- Case review system
- Mission statement posted at reception desk
- Smaller items like TV in waiting room to non-polarizing channels
 - HGTV
 - Food network
- Interview questions
 - Tell us about a time when you wanted to change a behavior or helped another person to change and how did you get them to change or not?
 - If you see something that does not align with your personal belief system how do you maintain openness? How do you still respect that person's choice?
 - How do you take care of yourself?

This is a safe and respectful place for all.

- Disruptive, threatening, and disrespectful behavior towards staff or patients will not be tolerated
- No racism, sexism, homophobia, transphobia, hate-speech

Be Respectful

Be Safe

Be Kind

OTHER OUTCOMES

- Presentations by providers staff and leadership at national conferences
- Clinical outcomes
 - Undetectable viral load in patients increased from 90% to 94% over this period
- Patients trust us to do the right thing
- Non judgmental / safe place to give and receive care
- STIGMA free zone

QUESTIONS?

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