

Can Collaborative Learning Networks Transform Trauma-Informed Care?

MAY 29, 2024 | Center for Care Innovations (CCI)



RESILIENT
BEGINNINGS

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Genentech
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OUR MISSION

We spark, seed, and spread innovations that strengthen the health and well-being of historically underinvested communities.

We create lasting change in collaboration with our partners in the health ecosystem.





Resilient Beginnings

ABOUT

Since 2016, Genentech has committed to building a movement to address the negative health effects of childhood adversity through the Resilience Effect.

For over five years, the Center for Care Innovations (CCI) has been a partner to Genentech for the design, development, and management of Resilient Beginnings: 3 learning collaboratives focused on advancing pediatric care models to be trauma-and resilience-informed in safety net health care settings in the San Francisco Bay Area.

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Poll Question 1

**Have you ever been part of
a trauma-informed care
initiative?**

- Yes
- No
- Not sure

I Agenda

- 1 History of Resilient Beginnings
- 2 Program Design
- 3 Lessons Learned
- 4 Considerations for Future Programs
- 5 What's Next: The Resilient Beginnings Guidebook





History of Resilient Beginnings

I What is Resilient Beginnings?

RESILIENT BEGINNINGS COLLABORATIVE (RBC)

2017 – 2019

- RBC was a **24-month** learning program dedicated to addressing **childhood adversity in pediatric safety net care settings**.
- RBC supported **7 organizations** across the SF Bay Area.
- Over 2 years, RBC teams **advanced their organizations' capacity** in most of the interconnected elements that contribute to being trauma and resilience-informed.

RESILIENT BEGINNINGS NETWORK (RBN)

2020 – 2023

- RBN was a **3-year** learning program dedicated to advancing pediatric care delivery models that are trauma- and resilience-informed.
- RBN supported **15 organizations** across the SF Bay Area.
- Over 3 years, RBN established **foundational mindsets, capabilities, and practices** that teams reported to be advancing their organizations' journeys to be healing.

RESILIENT BEGINNINGS 2024

2024

- RB24 is focusing on **spreading and sustaining core elements of trauma- and resilience-informed pediatric care** to prevent and mitigate the effects of trauma for children and their caregivers.
- RB24 is supporting **14 organizations** who participated in RBN.





Program Design

What is Resilient Beginnings Network?

A 3-year learning program for 15 San Francisco Bay Area federally qualified health centers that provide primary care to young children from birth to 5 years old.



Resilient Beginnings Goal

Advance pediatric care delivery models that are trauma- and resilience-informed so that 100,000 young children in the San Francisco Bay Area and their caregivers have the support they need to be well and thrive.

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Environment

Establish or deepen a trauma-informed and healing-centered environment, including support for staff



Prevention & Promotion

Promote resilience and protective factors that can help prevent and mitigate the damage from ACEs and toxic stress



Clinical Practices

Test, implement, and spread clinical practices to respond to and heal early childhood adversity



Community Relationships

Build and strengthen community relationships so that referrals and coordination efforts meet needs

Equity & Racial
Justice

Strengths-Based
Approach

Patient & Family
Engagement



TRAUMA-ORGANIZED

- Reactive
- Reliving/Retelling
- Avoiding/Numbing
- Fragmented
- Us Vs. Them
- Inequity
- Authoritarian Leadership



TRAUMA-INFORMED

- Understanding of the Nature and Impact of Trauma and Recovery
- Shared Language
- Recognizing Socio-Cultural Trauma and Structural Oppression



HEALING ORGANIZATION

- Reflective
- Making Meaning Out of the Past
- Growth and Prevention-Oriented
- Collaborative
- Equity and Accountability
- Relational Leadership

TRAUMA INDUCING

TO

TRAUMA REDUCING



Poll Question 2

How does your organization provide trauma-informed care training?

- In-person
- Online
- Hybrid
- Unsure
- We do not provide trauma-informed care training



What participants...

Contributed

- Participated in program activities, such as **virtual learning sessions, webinars, in-person events, and site visits.**
- Completed assignments, such as **storytelling pitch presentations** to their senior leadership.
- Contributed to peer learning community by sharing **successes and learnings.**
- Participated in an external program evaluation, which included a **capacity assessment, quarterly progress reports, yearly roadmaps, and participant surveys and interviews.**
- Shared their story through **podcasts, articles, open webinars,** and by hosting an **open house.**

What participants...

Received

- 120K in **grant funding** over 3 years
- **Network of local peers** connected to the broader ACEs movement
- Be featured as **champions for trauma-informed pediatric care**
- Technical support:
 - An assigned **coach** and access to an interdisciplinary support team with **subject matter expertise**
 - Guidance on using **design, improvement, and evaluation methods**
 - Access to the **CCI Academy & other virtual learning tools**
 - Virtual **trauma- and resilience-informed systems training modules** & implementation support

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Resilient Beginnings Network Offerings

	YEAR 1 2020- 2021		YEAR 2 2021- 2022		YEAR 3 2022- 2023	
Stage	Understand the current state, strengthen capacity, and engage with stakeholders to determine focus		Go deeper in one or more key areas with a goal of implementation, spread, and sustainability : clinic/organizational environment, prevention & promotion, clinical practices, and/or community relationships			
Virtual Learning Sessions and Gatherings	Bi-Monthly Virtual Learning Sessions		Bi-Monthly Communities of Practice and Team Leads Calls		Open Webinars and Team Leads Calls	Final In-Person Convening
Coaching	Coaching Calls		Optional Coaching Calls		Customized 1:1 Technical Assistance (onsite or virtual)	
Other Program Offerings		Optional Workshops (Brazelton, HOPE)		Trauma and Resilience Informed Systems (TRIS) Training (optional and ongoing)		
		Film Screenings (<i>Resilience</i> film and <i>A Place to Breathe</i>)		Optional Site Visits (Southcentral Foundation and 11 th Street Family Health Services)		
Deliverables	Roadmap for Year 1	Year 1 Showcase - Storytelling Pitch Presentations	Roadmap for Years 2 & 3		Final Deliverable: Host an "Open House", be a Guest Speaker on an Open Webinar, Write an Article, or Record a Podcast Episode	



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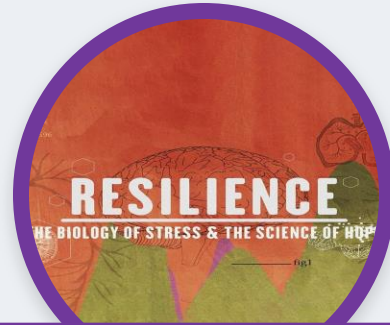


Trainings & Workshops



Trauma- and Resilience Informed Systems Training from Trauma Transformed

Film Screenings



Resilience: The Biology of Stress & The Science of Hope

Site Visits



Southcentral Foundation
Anchorage, AK



Healthy Outcomes from Positive Experiences (HOPE)



Brazelton Touchpoints Center



A Place to Breathe



11th Street Family Health Services
Philadelphia, PA





Poll Question 3

To what degree do you think coaching can help clinicians and agencies become more trauma-informed?

- Not at all
- Not much
- Somewhat
- A lot





Lessons Learned

Key Findings



Elevating Staff and Provider Wellbeing

RBN elevated **staff and provider wellbeing** as a key tenant of TRIC and most RBN teams engaged in a variety of activities to strengthen organizational practices supporting staff and providers during a time of immense stress on the health care system.



Shifting Broader Clinic Culture

In addition to sustainable progress in discrete TRIC strategies, RBN began to **shift broader clinic culture** to be more trauma- and resilience-informed.



ACEs Screening is more effective when it's situated within the larger context of TRIC

ACEs screening continues to be a concrete entry point for teams seeking to advance trauma- and-resilience-informed pediatric care and is more effective **when situated alongside other foundational efforts that support administration and response.**

Evaluation conducted by an external evaluator, the Center for Community Health and Evaluation



I Key Findings, continued



RBN's Flexible Approach

RBN's **flexible approach** in meeting teams where they were at, combined with a longer, 3-year program timeframe, allowed teams to shift work to apply new knowledge and capitalize on emergent opportunities.



Connection between equity and racial justice and TRIC

Teams reported increased awareness and understanding about the connection between **equity and racial justice** and TRIC. It took time to start to translate that learning into concrete efforts.



Internal and external supports contributed to advance TRIC

Internal and external supports and structures contributed to teams' ability to advance TRIC in their organization, even in the face of significant, systemic challenges

Evaluation conducted by an external evaluator, the Center for Community Health and Evaluation





Considerations for Future Programs

Considerations for Healthcare Providers

1

Care teams and patients are more supported when **ACEs screening is implemented alongside trauma- and resilience-informed care (TRIC)**.

2

Staff training on trauma- and resilience-informed systems is necessary and a critical foundation for doing this work. The training should include time for discussion and reflection along with the content.

3

Advancing TRIC is complex, long-term, culture change work. Key ingredients for success include:

- **a stable, multi-disciplinary team with effective leadership**
- **the ability to articulate a clear and realistic scope**
- **engagement** of and access to people who can authorize and meaningfully support its implementation (i.e., organizational leaders and decision makers).



Considerations for Funders and Program Implementers

4

There are various entry points to advancing trauma- and resilience-informed care. Funders and program implementers **need to determine the goal(s) of an investment and design and fund the program in accordance with the goal** to be successful.

5

Programs focused on TRIC must **intentionally include goals and resources related to supporting staff and provider wellbeing.**

6

The core RBN themes of *Equity and Racial Justice*, *Strengths-Based Approaches*, and *Patient and Family Engagement* **took more time and support for participants to understand, digest, and operationalize than clinical processes such as ACEs screening.**



For more about the Resilient Beginnings evaluations

End of program reports

Topical learning briefs

October 2020

February 2024



Resilient Beginnings Collaborative: Learning from early adopters in pediatric primary care

Center for Community Health and Evaluation
October 2020

What is the Resilient Beginnings Collaborative?

The Resilient Beginnings Collaborative (RBC) is a partnership between the Center for Care Innovations (CCI) and Genentech Charitable Giving and part of Genentech's Resilience Effect initiative. The two-year program launched in June 2018 and supported seven safety net organizations in the San Francisco Bay Area in strengthening their capacity to address childhood adversity and promote resiliency in pediatric care. RBC provided various types of support. It was designed to meet teams where they were at in their journey, flexing to respond to emergent needs and changes in the California safety net landscape, while fostering and sharing learning along the way.

At the beginning of the initiative, most teams reported being relatively early in their journeys to being healing organizations¹ and RBC focused on supporting teams in making the structural changes needed to impact organization-wide practices to become more trauma- and resilience-informed. In 2018, the field of trauma- and resilience-informed care was nascent but has gotten increased attention with the appointment of Dr. Nadine Burke Harris, an advocate for addressing adverse childhood experiences (ACEs), as the state of California's first Surgeon General. The public initiative to financially reimburse clinics for ACEs screening in primary care (ACEs Aware) has also generated energy across the state. Learning related to what works and promising practices for trauma- and resilience-informed care remains emergent and this document summarizes key outcomes and lessons learned from the early adopters participating in RBC.

¹ Trauma Transformed defines a healing organization as an organization that: reduces trauma by being reflective, makes meaning out of the past, is growth and prevention oriented, is collaborative, values equity and accountability, and has relationship leadership.

- RBC teams received:**
- \$80,000 grant funding
 - Individualized coaching with a trauma-informed systems leader
 - In-person learning convenings
 - Virtual sessions for information sharing and peer exchange
 - Site visits to exemplar health centers
 - Connection to subject matter experts and other relevant resources



RESILIENT BEGINNINGS: FINAL EVALUATION REPORT Center for Community Health and Evaluation February 2024

Trauma- and resilience- informed systems training



RESILIENT BEGINNINGS: TRIS TRAINING TOPICAL LEARNING BRIEF



INTRODUCTION

A growing awareness around the impact of trauma on people's health and wellbeing has underscored the need for trauma-informed and strengths-based approaches to working with patients and communities. Though trauma-informed care is gaining traction in healthcare, trauma-informed organizational change is relatively new. In a time when our healthcare workforce is depleted, organizations are stretched thin, and the emotional and physical needs of the community are greatly elevated, systemic organizational change is necessary.

The Center for Care Innovations (CCI) and Trauma Transformed collaborated to provide Trauma and Resilience Informed Systems (TRIS) training to clinics participating in the Resilient Beginnings Network (RBN) (see Box 1 for more information). The TRIS training was designed to be a foundational step in clinics' transformation efforts and in their journey toward being healing, trauma reducing organizations. It was designed specifically for staff in medical clinics and hospitals to understand how trauma and stress, including socio-cultural trauma, impacts developing bodies and brains, communities and organizations, and strategies for individual and organizational resilience. Together, four video modules (see Box 2) equip participants with a shared language and understanding of what it means to be a trauma- and resilience-informed organization and apply common practices to support the wellbeing of patients and staff.

BOX 1: RESILIENT BEGINNINGS

The three-year Resilient Beginnings Network launched in November 2020 and supports 15 safety net organizations in the San Francisco Bay Area to advance pediatric care-delivery models that are trauma- and resilience-informed. Each organization has a multi-disciplinary "RBN team" of between four and ten people dedicated to implementing the initiative.

¹ Trauma Transformed defines a healing organization as an organization that: reduces trauma by being reflective, makes meaning out of the past, is growth and prevention oriented, is collaborative, values equity and accountability, and has relationship leadership.

ACEs screening and response

RESILIENT BEGINNINGS: TRAUMA- AND RESILIENCE-INFORMED ACES SCREENING AND RESPONSE LEARNING BRIEF



INTRODUCTION

A growing awareness around the impact of trauma on people's health and wellbeing has underscored the need for trauma-informed and strengths-based approaches to working with patients and communities. Since 2018, the Center for Care Innovations (CCI) has offered programs aimed at supporting health care safety net organizations in being more trauma and resilience informed, particularly through its Resilient Beginnings portfolio (see Box 1).

Formal screening for Adverse Childhood Experiences, or ACEs, is an increasingly common strategy for identifying and addressing toxic stress in pediatric care settings. In 2020, the State of California enacted a policy that provides reimbursement for ACEs screening among patients enrolled in Medi-Cal and has invested in establishing statewide infrastructure to support screening implementation. Given this context, the Resilient Beginnings Network (RBN) included ACEs screening and response as one core component of advancing more trauma- and resilience-informed pediatric care.

Center for Community Health and Evaluation
August 2023

BOX 1: RESILIENT BEGINNINGS

Resilient Beginnings is a 5-year investment from Genentech Charitable Giving. The second phase is the Resilient Beginnings Network (RBN), a 3-year learning collaborative launched in November 2020. RBN supports 15 safety net organizations in the San Francisco Bay Area to advance pediatric care delivery models that are trauma and resilience informed. Each organization has a multi-disciplinary "RBN team" of between four and ten people dedicated to testing and implementing changes at their clinics to improve the health and wellbeing of children aged 0-5 and their families.





What's Next? and The Resilient Beginnings Guidebook

I Resilient Beginnings 2024

RB24 supports organizations in their effort to spread and sustain core elements of trauma- and resilience-informed pediatric care.



Customized 1:1 Consultation

Each organization has been matched to a consultant, based on the team's RB goals and the consultant's expertise. Teams created a consultation agreement on how the consultant can support their work this year.



In-Person Gatherings

CCI will host 3 in-person gatherings focused on connection, learning, and networking for both Champions and Senior Leaders.



Virtual Gatherings

Participants will attend virtual gatherings that will focus on connection with peers and supportive content to sustain and spread their work.



Open Webinars & Digital Guidebook

Participants are invited to join 3 open webinars on content that is relevant to the cohort, but helpful to the wider field, and have exclusive access to a digital toolkit, packed with resources from the past 5 years of Resilient Beginnings.



Guidebook to **Mitigating Trauma and Promoting Resilience**



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GOAL

The goal of this guidebook is to provide easy-to-find, curated tools and resources that share the unique value-add of Resilient Beginnings and enable independent learning for individuals beyond this program. Our hope is to broadly inspire and enable new ways of thinking and working by spreading key elements for transformation that were sparked and seeded in Resilient Beginnings.

In this guidebook:

- Understanding Stress, Trauma, & Resilience
- The Journey to Become a Healing Organization
- Preventing & Responding to Early Childhood Adversity in Pediatric Primary Care
- The Resilient Beginnings Improvement Guide



Poll Question 4

What is one idea from this webinar that you want to take with you in your work?

Type your response in the chat!



I Questions?



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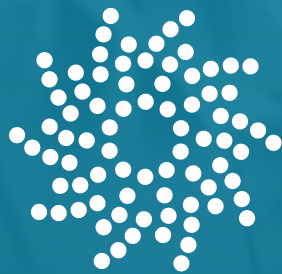
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