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Trauma Informed Care

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Trauma Informed Care 6 Henson

Grace Allen, BSN, RN

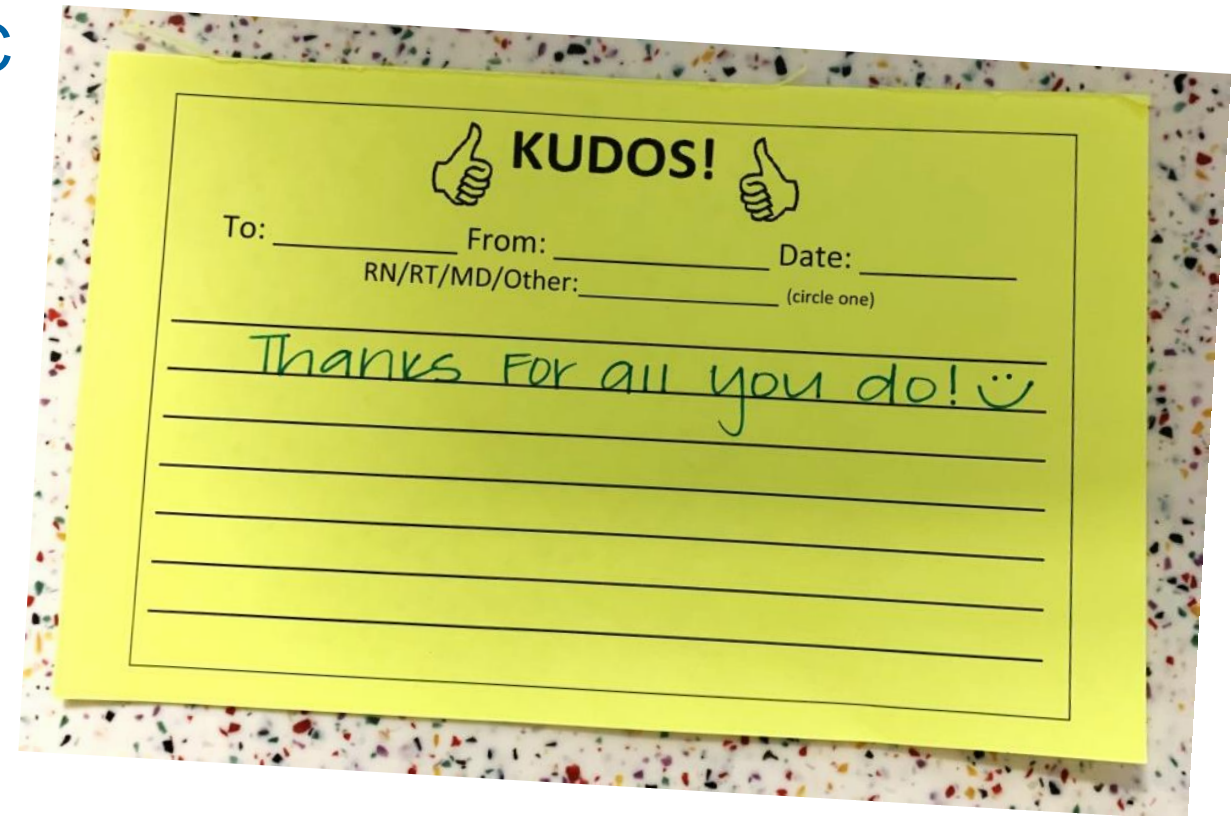
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A3 Overview

Focus: Trauma Informed Care	Owner: Nurse Residency Program	Date: 10/18/19	Date Approved:
A3 Team: Grace Allen, Regan Schoeman, Sam Brown		Department Director Signature: <i>Deanna Porter/Dustin Hahn</i>	KT Scholar: Stephanie Assad and Maddie Dexter QIC: Nikita Sharma
Clarify the Problem			
<p>Trauma informed care is defined by Children's Mercy as an organizational culture that is sensitive to "how trauma affects individuals and families seeking services, as well as how it affects the staff who serve those patients." This team is studying whether the application of trauma informed care (TIC) minimizes Secondary Traumatic Stress (STS) and impacts the rate of compassion satisfaction (CS) and burnout. The Professional Quality of Life (ProQOL) survey is a validated survey that is used to measure STS, CS, and burnout. Previous scores on the ProQOL survey for staff on 6 Henson were average or below average for all three measures; however, one result which stood out was that 86% of staff felt they are sometimes or often "worn out because of (their) work as a helper." The previous GNRP group reduced that number to 44% of staff feeling sometimes or often "worn out because of (their) work as a helper" through various projects to improve staff morale. In a free text survey, staff mentioned that improvement in the following three areas would be most helpful in their job: relationships with coworkers, access to resources, and patient load. When surveyed about access of resources, nurses stated there is not a designated space to practice self-care and adequate breaks are not taken during their shift. In a survey, 100% of nurses took their phones to lunch, resulting in frequent calls and an interrupted break. When asked why nurses take their phones to lunch, nurses stated the following: habit, easier, their patients are their responsibility, lack of trust in coworkers, and burden to coworkers.</p>			
Develop and Implement Countermeasures:			
Break Down the Problem 			
Check Results and Process			
Set a Target Our goal is to decrease the percentage of 6 Henson staff feeling they are sometimes or often "worn out because of (their) work as a helper" from 44% to 30% by March 11, 2020.			
Identify Root Cause:			
		Standardize and Follow Up 6 Henson QI <u>coordinator</u> to continue stocking "take your break" handoff cards. 6 Henson Educator will continue to work on implementing the relaxation room. 6 Henson R&R committee will continue stocking and encouraging use of KUDO's cards.	

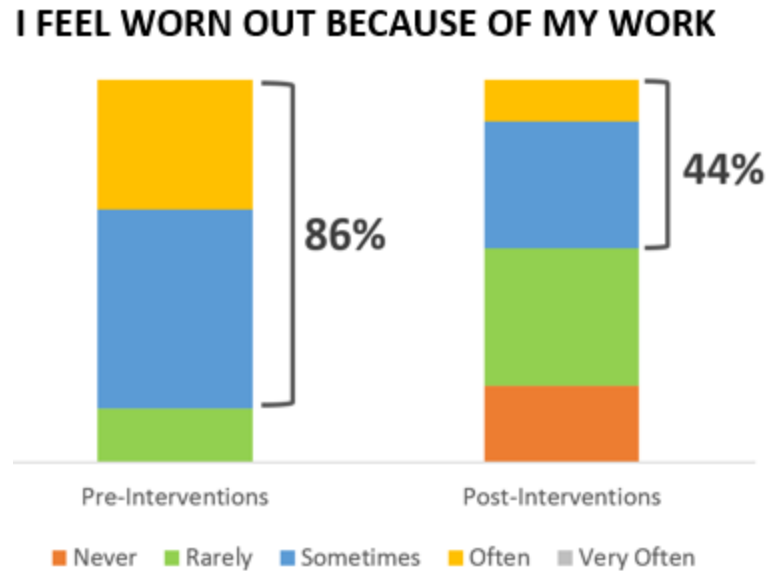
Clarify the Problem

- **Trauma Informed Care (TIC)** is an organizational culture sensitive to how trauma affects staff
- Understanding TIC and how it affects secondary traumatic stress helps recognize ways to decrease staff burnout and increase staff satisfaction and retention
- Positive staff satisfaction ratings lead to more positive patient outcomes



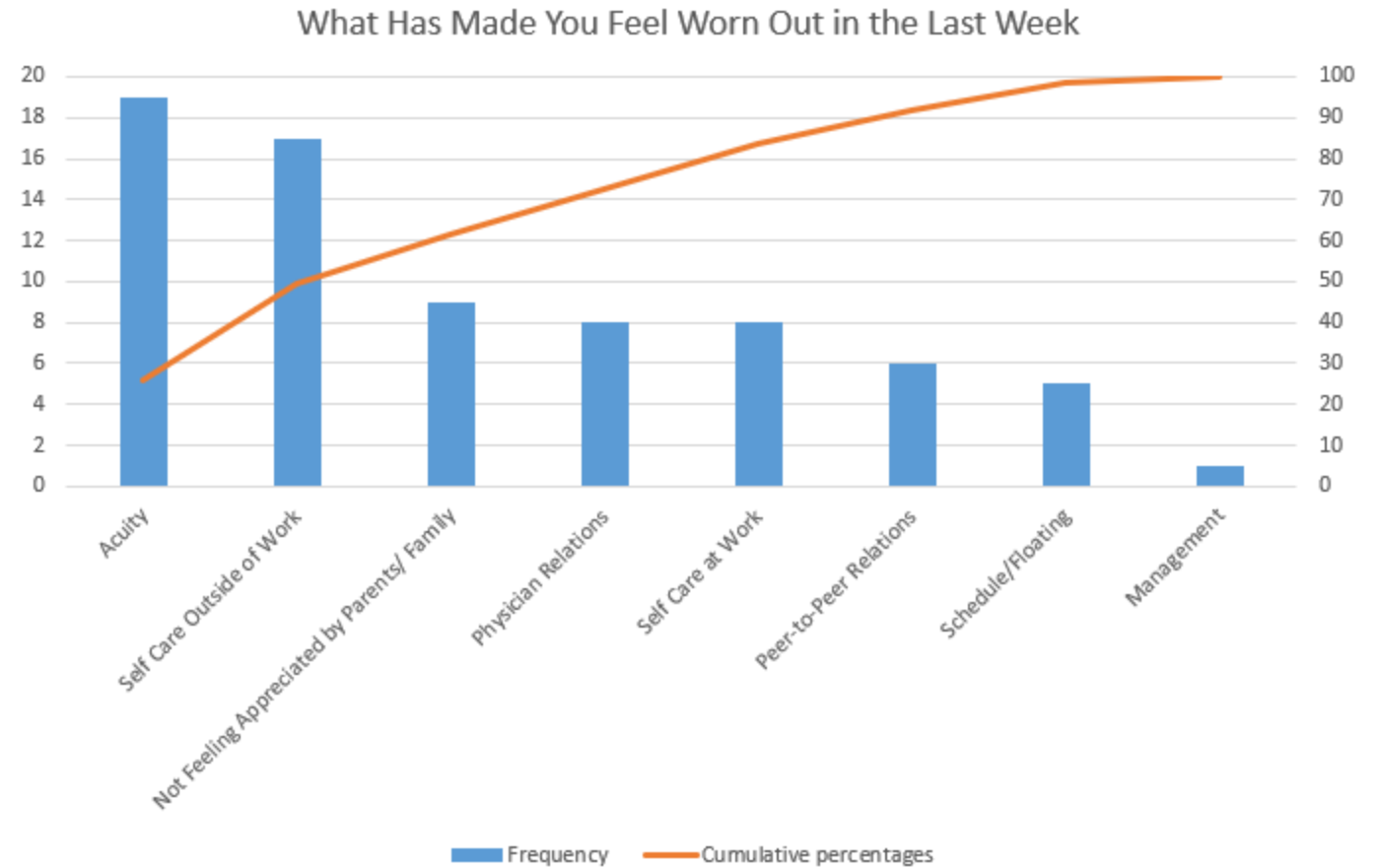
Clarify the Problem

- Used Professional Quality of Life (ProQOL) survey to evaluate TIC and its effect on secondary traumatic stress (STS), compassion satisfaction (CS), and burnout
 - Previous GNRP group focused on improving staff morale



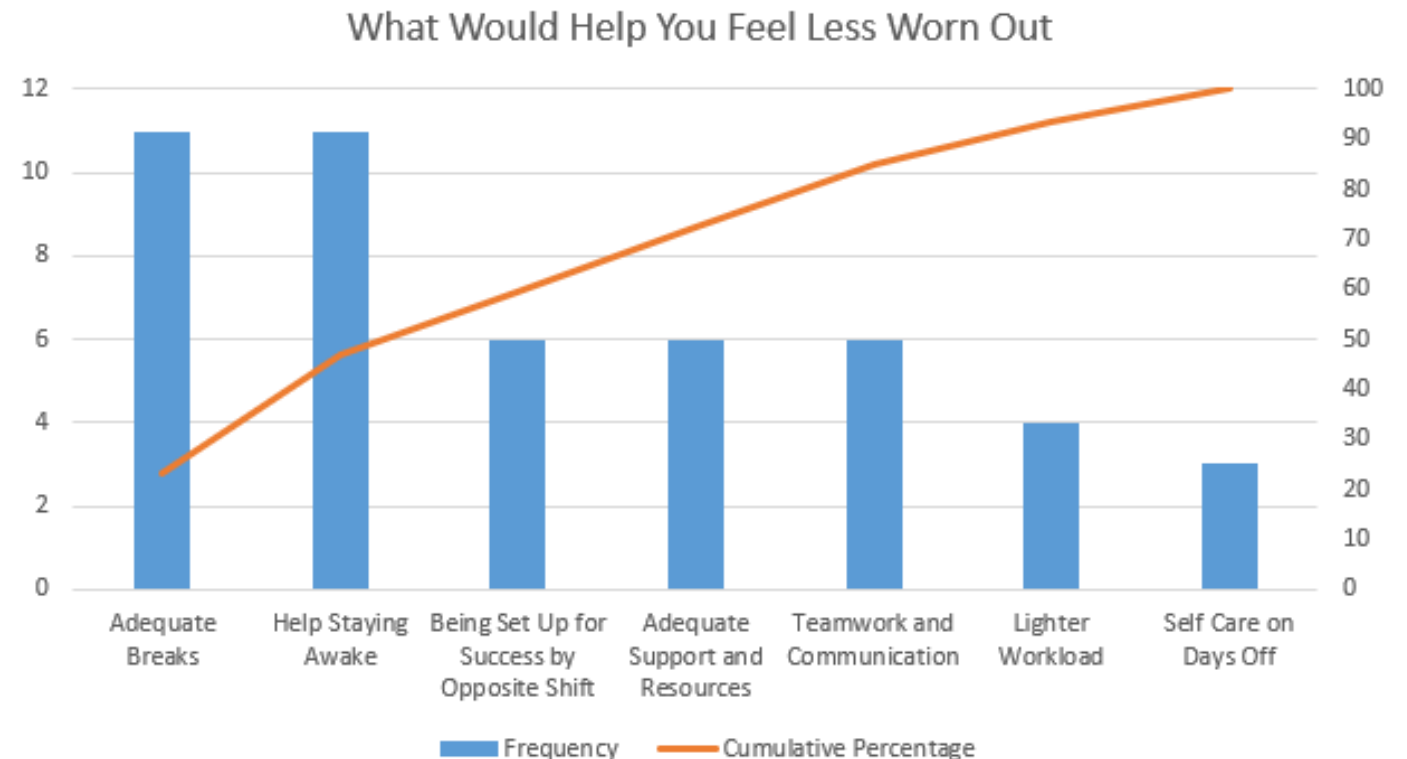
Breakdown the Problem

- In our freetext survey, improvement in the following three areas would be most helpful in their job:
 - Relationships with coworkers
 - Access to resources
 - Patient load



Breakdown the Problem

- When surveyed about access to resources, staff stated adequate breaks are not taken during their shift
 - 100% of nurses take phones to lunch resulting in uninterrupted breaks
 - Reasons include: habit, ease, feeling responsible for their patients, lack of trust in coworkers and burden on their coworkers

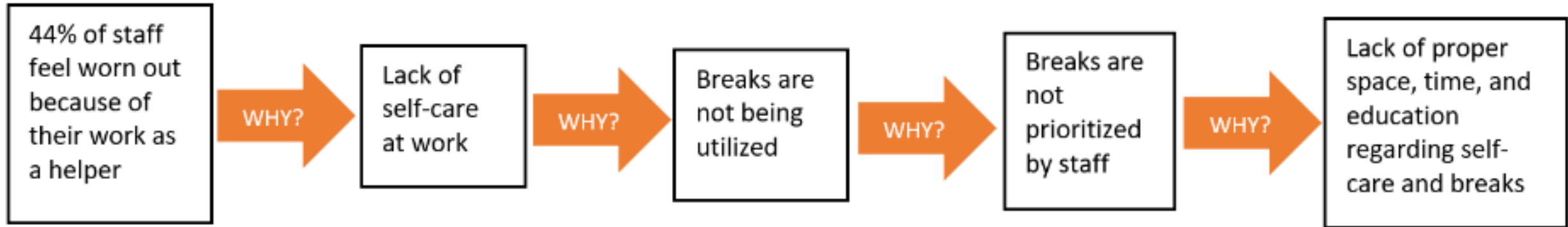


Set a Target

Our goal is to decrease the percentage of 6 Henson staff feeling they are sometimes or often “worn out because of (their) work as a helper” from 44% to 30% by March 11, 2020.



Identify Root Cause



Develop and Implement Countermeasures

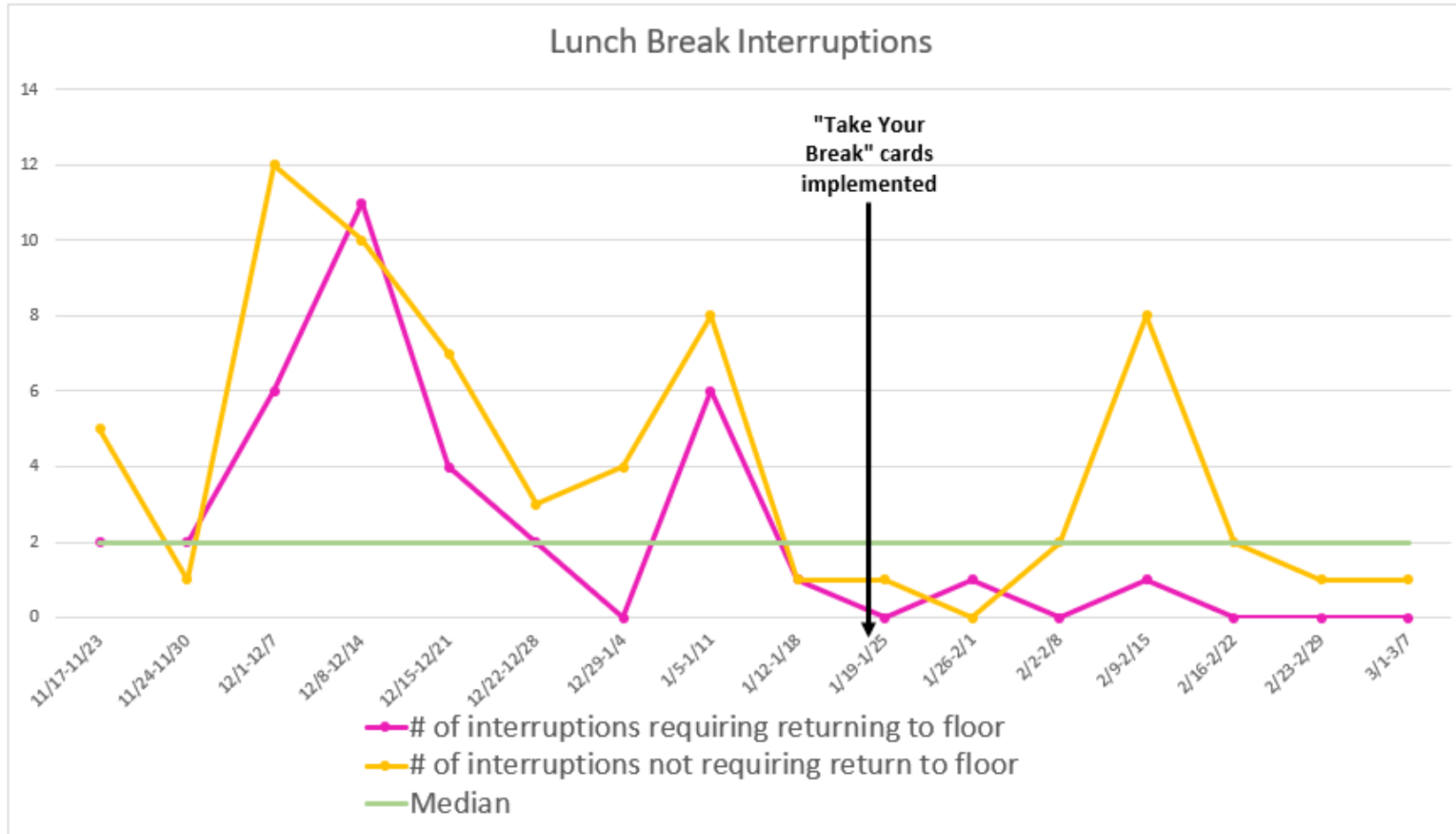
PICK Chart

Difficulty/Ease of Implementation ↑ Hard Easy	Kick-Out	Challenge
	<ul style="list-style-type: none"> New coffee machine Blue light filters on computers Number of social cases Personal chef "Bring your dog to work" day 	<ul style="list-style-type: none"> No phones on break Relaxation room Code lavender Night shift manager Adequate staffing Real-time feedback from families
	Possible	Implement
	<ul style="list-style-type: none"> Massage chair Sleeping chair Worry box 	<ul style="list-style-type: none"> Encourage KUDO's cards Education regarding self care at work and proper breaks for staff
	Low	High
	Reliability Level	

Take your Break Hand-off Card:

Room: <u>1</u> Age: <u>4y</u>	Room: <u>3</u> Age: <u>10MO</u>
Dx: <u>Cystic Fibrosis</u>	Dx: <u>Failure to Thrive</u>
Diet: <u>High cal.</u>	Diet: <u>SIMILAC pro</u>
IV: <u>PICC RUC</u> O2: <u>Ø</u>	IV: <u>Ø</u> O2: <u>Ø</u>
PRNs: <u>ENZYMES</u>	PRNs: <u>Ø</u>
Caregiver present: <u>Y</u> <input checked="" type="radio"/> <u>N</u>	Caregiver present: <u>Y</u> <input checked="" type="radio"/> <u>N</u>
Other: _____	Other: _____
Room: <u>4</u> Age: <u>8y</u>	Room: <u>10</u> Age: <u>2y</u>
Dx: <u>Diabetes</u>	Dx: <u>Bronchiolitis</u>
Diet: <u>Carb count.</u>	Diet: <u>regular</u>
IV: <u>PIV L. Hand</u> O2: <u>Ø</u>	IV: <u>PIV R. AC</u> O2: <u>2L</u>
PRNs: <u>Ø</u>	PRNs: <u>Tylenol</u>
Caregiver present: <u>Y</u> <input checked="" type="radio"/> <u>N</u>	Caregiver present: <u>Y</u> <input checked="" type="radio"/> <u>N</u>
Other: _____	Other: <u>DSNS @ 42 running</u>

Check Results and Process

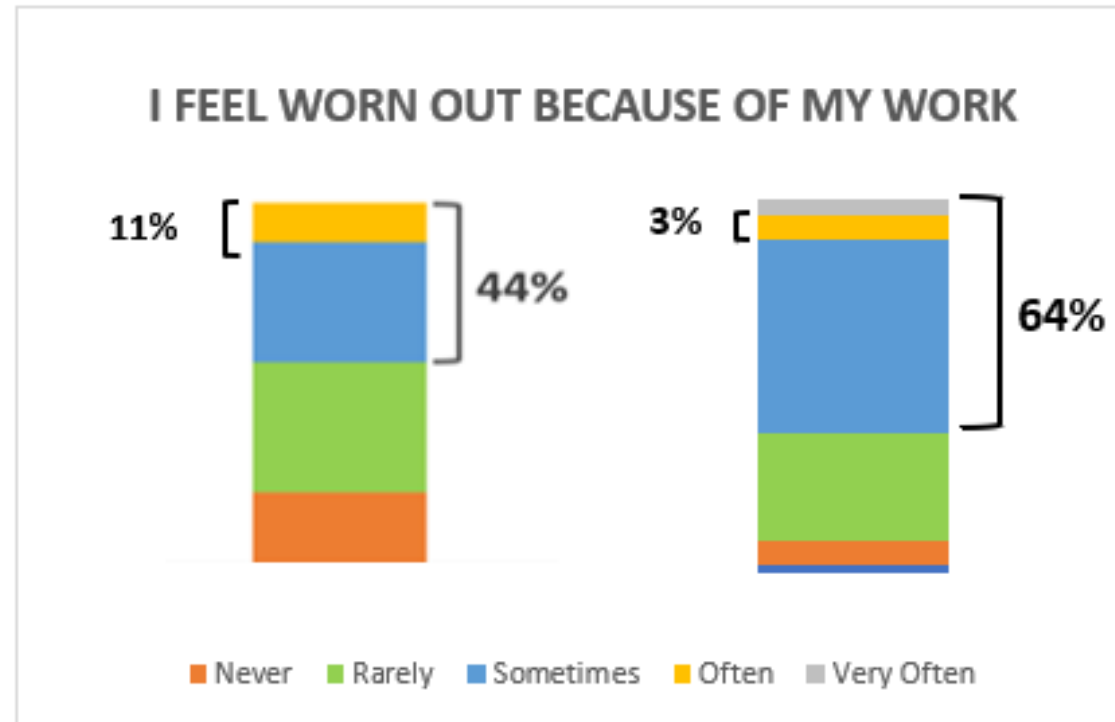


Check Results and Process

- “Take Your Break” cards implemented on 12/22
 - Continued to track break interruptions for both night shift and day shift
- Repeat ProQOL survey were sent out 2/23



Check Results and Process



Standardize and Follow Up

- 6 Henson's QI Coordinator will continue to stock "Take Your Break" cards
- 6 Henson's educator will continue to work on implementing the relaxation room
- R&R will continue to encourage KUDOS cards



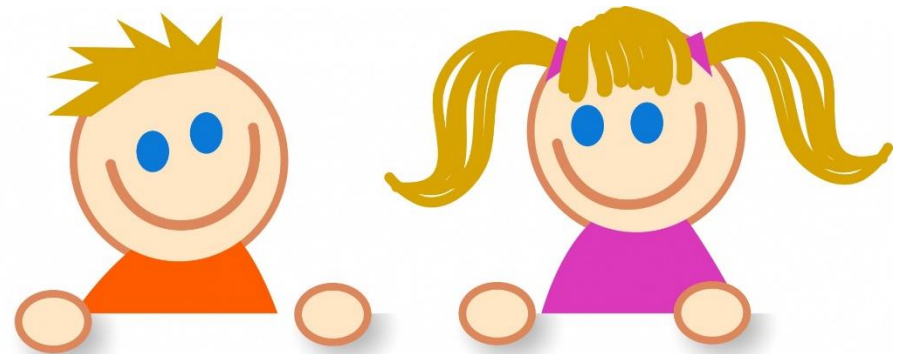
Pediatric Nursing Implications

- Trauma informed care minimizes secondary traumatic stress and impacts the rate of compassion satisfaction and burnout
- By allowing staff to take a full, uninterrupted break, our nurses were able to recharge during their shift
- Educating nursing staff on the unit about the importance of self-care raised awareness and allowed the staff to recognize their personal needs



Pediatric Nursing Implications

- Staff-to-staff recognition through KUDOS cards decreases the feelings of burnout and increases staff morale
- Both implications directly impact patient care!
 - Staff who feel appreciated and healthy provide better patient care, resulting in better patient outcomes



Conclusion

- Was AIM Statement met?
 - We did not meet our AIM statement of decreasing feelings of staff burnout from 44% to 30% by March 11.
 - We did see a decrease in the selection of “often feeling worn out” by 8%
- Our group learned the importance of educating nursing staff on trauma informed care and ways to take care of yourself as a helper.

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Questions





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