



RISK MANAGEMENT BY DESIGN

Trauma-Informed Care in a Litigious Society

Spring Education 2020

Wednesday, April 22

ZOOM Conference at 8:15am Central

Wednesday, May 20

ZOOM Conference at 8:15am Eastern

Spring Education Series Overview

Speaker: Jill A. Schumann, MBA, President and CEO, LeadingAge Maryland

Speaker Bio: Jill Schumann serves as President and CEO of LeadingAge Maryland, one of 39 state affiliates of LeadingAge joining together to expand the world of possibilities for aging. LeadingAge Maryland mobilizes not-for-profit organizations and a host of other partners to shape the future of aging in Maryland.

She was a principal in the consulting services of ParenteBeard, and for more than ten years, Schumann served as President and CEO of Lutheran Services in America (LSA). LSA is one of the largest nonprofit networks in the country, connecting over 300 health and human service organizations. Together they serve one in 50 Americans each year and have aggregated annual incomes of over \$21 billion. Before her work with LSA, she launched Kairos Health Systems, a post-acute managed care alliance and was a senior executive with Tressler Lutheran Services. She has served in executive roles with health and human service organizations and has created ground-breaking programs in post-acute healthcare, behavioral health, and addiction treatment.

Schumann currently serves on the boards of directors of the National Human Services Assembly, Bethel New Life, and Portico Benefit Services, and has served on many other boards, including the board of LeadingAge. She was a member of President Bush's Faith-Based Cabinet, and President Obama appointed her to the White House Council for Community Solutions. For the ninth year in a row in 2011, she was named by the NonProfit Times as one of the top 50 leaders of power and influence in the United States. She holds an MBA from Mount St. Mary's University and has been awarded honorary doctoral degrees by Valparaiso University and Concordia University Chicago.



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Spring Education Series Objectives

This year's Spring Education Series provided by Caring Communities and Peace Church Risk Retention Group focuses on Trauma-Informed Care. A trauma-informed organization realizes the widespread impact of trauma and recognizes the signs and symptoms of injury in residents, families, and staff. This organization will respond by fully integrating knowledge about trauma into policies, procedures, and practices to reflect this awareness, and may support trauma-informed care with activities such as screening and assessments. This virtual conference will provide a foundation for trauma-informed care, and help your teams to implement this approach successfully and to yield multiple benefits for residents, staff, and all who are a part of your community. This proactive approach to safety improves resident and staff experiences resulting in fewer incidents and claims.

Nursing and NCERS (NHA) continuing education credits will be provided.

Spring Education Series Objectives

- Understand the concept of trauma-informed care and how it creates safety for those impacted by violence and trauma.
- Participants will be able to explain why trauma-informed care is important to the aging services industry and in their roles as aging services providers.
- Learn techniques to manage risks with a trauma-informed approach.
- Learn how to build a trauma-informed culture for your staff.

Spring Education – Agenda

8:15 a.m. – 8:30 a.m. **Welcome and Introductions**

8:30 a.m. – 9:45 a.m. **Session 1: Foundations of Trauma-Informed Care**

Session Description

This session will focus on: defining trauma, reviewing the effects of trauma on older adults, and describing the principles and practices of trauma-informed care.

Intermittently, participants will share their perspectives on trauma and their observations regarding situations in which trauma was, or might have been, at play. Participants will explore their own beliefs and attitudes regarding trauma. This activity will be accomplished virtually through interactive features such as polling and chat questions and comments.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Understand the state of current research on trauma as it affects older adults.
- Describe how SAMHSA¹ defines trauma-informed care and the principles and practices involved.
- Understand the term “trauma-informed care” and its relevance in organizational policies and procedures.
- Develop action plans to strengthen trauma-informed care practices within their organizations.

9:45 a.m. – 10:00 a.m. **Break**

10:00 a.m. – 11:15 a.m. **Session 2: Implementing Trauma-Informed Care**

Session Description

This session will review the levels of implementing trauma-informed care, from basic compliance with mandates to highly integrated programs engaging staff, families, older adults, and collaborative partners. Important steps in implementation and concrete resources will be highlighted.

Intermittently, participants will complete several exercises, including creating an inventory of what they are currently doing to reinforce the six major principles of trauma-informed care; and an organizational assessment.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Review the processes, tools, and resources for implementing trauma-informed care in their organization.
- Gain a familiarity with the six principles of trauma-informed care.
- Identify strategies for promoting trauma-informed care.

11:15 a.m. – 11:30 a.m. **Break**

11:30 a.m. – 12:30 p.m. **Session 3: Going Deeper**

Session Description

This session will explore the complexities of trauma-informed care. Discussions will include neurocognitive disorders, mental health and substance misuse issues, domestic violence and elder abuse, setting and context, staff wellness, and organizational culture. Risks and ways to mitigate them will be identified.

Participants will create a list of community and supportive resources they have or need to enlist. They will create draft plans to deal with risks and identify other individuals in their organizations that need to be involved.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Develop action plans to strengthen trauma-informed care practices within their organization.
- Consider risks associated with trauma and trauma-informed care implementation and identify ways to help mitigate those risks.
- Identify staff training and learning opportunities using trauma-informed care principles.

12:30 p.m. – 1:30 p.m. **Lunch**

1:30 p.m. – 2:45 p.m. **Session 4: Member Presentations**

Session Description

This session will provide a forum for sharing innovative ideas and educational innovations. Members will present successful programs, techniques, and lessons learned that improve quality and increase safety within their communities. These presentations represent innovative ideas and care delivery practices that decrease risks, improve quality, and increase safety for residents.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Recognize clinical tools and strategies that drive falls prevention.
- Demonstrate the effective use of technology to improve organizational processes and resident outcomes.
- Identify components of a person-centered care plan that balances resident choice with resident safety.

2:45 p.m. – 3:00 p.m. **Break**

3:00 p.m. – 4:30 p.m. **Session 5: Short-Stay Toolkit Review**

Session Description

This session focuses on the revised short-stay toolkit. This toolkit was initially created in 2013 to compile and recommend resources for the management of short-stay patients in the aging population, that is evidenced-based, practical to implement, and consistent with industry standards. The shared resources will address the spectrum of post-acute care, including both intrinsic (inherent to the individual) and extrinsic (environmental) components of short-stay patients with an overall goal of reducing the risk of injury or harm.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Understand the tools available in the short-stay toolkit as it relates to Prescriptive 8 in the Risk Management Systems Prescriptives Platform.
- Describe the risk factors of a short-stay patient compared to the long-term resident.
- List three continuous quality improvement metrics to measure performance in the short-stay service line.
- Incorporate the short-stay toolkit into short-stay care initiatives within their community.

4:30 p.m. – 4:45 p.m. **Summary and Program Evaluations**