



EXPLORING TRAUMA-INFORMED PSE CHANGE

 PUBLIC HEALTH
LAW CENTER
at Mitchell Hamline School of Law


DEPARTMENT
OF HEALTH


statewide health
improvement partnership

WHO ARE WE?



**Julie Ralston Aoki, Director
Healthy Eating & Active Living
Programs**



Garin Strobl, Staff Attorney



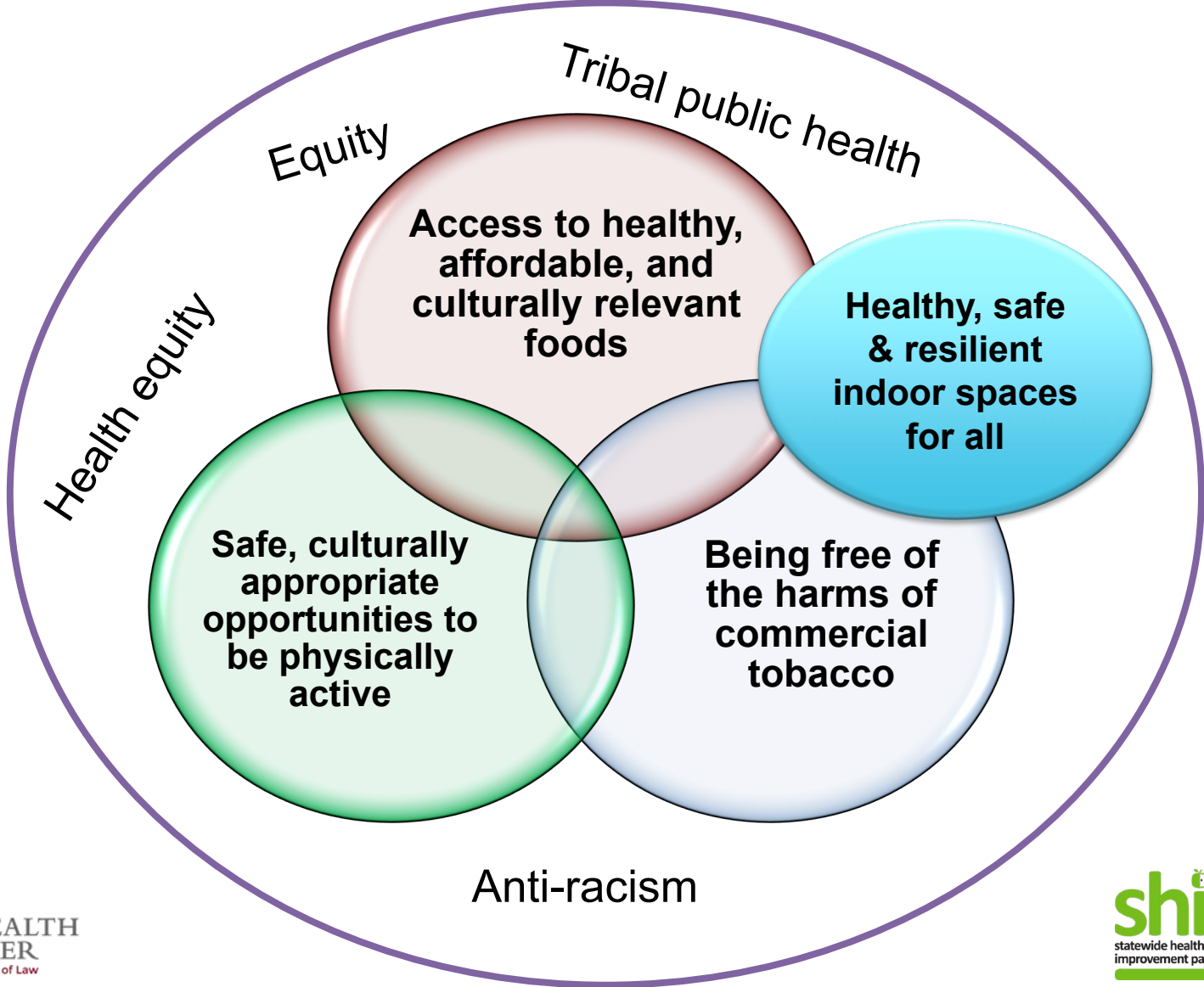
Safia Abdinur, Policy Analyst



Emma Schubert, Research Assistant



WHAT WE DO



TODAY'S WEBINAR

Goal:

- Deepen understanding of how PSE is being used to support trauma-informed public health work and worksites

Agenda:

- What does it mean to be a trauma-informed workplace?
- Why are trauma-informed Local Public Health Departments important?
- Examples of trauma-informed policies and procedures



World Health Organization: Towards Developing WHO's Agenda on Well-Being <https://www.who.int/publications/i/item/9789240039384>

WHAT IS TRAUMA?

Trauma: events or experiences that are experienced as physically, emotionally harmful, or life threatening, and have adverse effects on a person's functioning, mental, physical, social, emotional, and spiritual well-being.

- Racism and other forms of discrimination
- Adverse childhood experiences
- Secondary or vicarious trauma
- Specific traumatic events



Verifirst Blog: Support the Workforce with a Trauma-Informed
HR. <https://blog.verifirst.com/support-the-workforce-with-a-trauma-informed-hr>

7/11/2023

7

TRAUMA AT WORK

Trauma is pervasive. Research shows that around 70% of American adults have experience at least one traumatic event in their lives.

When left unaddressed, trauma in the workplace can lead to:

- Employee absenteeism
- Decreased workplace performance
- Increased depression and anxiety
- Increased turnover
- Re-traumatization

Local Public Health Departments are particularly positioned to encounter high-stress interactions

TIME FOR A SCENARIO



MN WELL-BEING TRAUMA-INFORMED PRINCIPLES

Adapted from the San Francisco Department of Public Health:

1. Understanding Trauma and Stress
2. Compassion and Dependability
3. Safety and Stability



MN WELL-BEING TRAUMA-INFORMED PRINCIPLES

4. Collaboration and Empowerment
5. Cultural Humility and Responsiveness
6. Resilience and Recovery



QUESTIONS

How do you see trauma impacting your workplace?

Where do you see the relevance of a trauma-informed approach in your work?



HR Magazine 2023: How to Create a Trauma-Informed Workplace. <https://www.shrm.org/hr-today/news/hr-magazine/spring-2023/pages/how-to-create-a-trauma-informed-workplace-.aspx>

EXAMPLES OF TRAUMA-INFORMED PSE

- Trauma-Informed Framework Policy
- Office Operations and HR Practices and Procedures
- Customer Service Practices and Procedures
- Physical and Virtual Work Structures
- Diversity, Equity & Inclusion (DEI) Initiatives

TRAUMA-INFORMED FRAMEWORK POLICY

Michigan Health & Human Services Template

- Establish a committee to lead the work
- Provide initial training
- Conduct a self-assessment
- Support community organizations



<https://bettyhardwick.org/trauma-matters/>

OFFICE OPERATIONS AND HR PROCEDURES

- City of Madison Human Resources:
[Equity in Hiring and Employee Development](#)
- Office Operations
 - Supervision
 - Staff Meetings
 - Management Practices

Source: <https://www.traumainformedcare.chcs.org/wp-content/uploads/hrpolicyguidancetraumainformed.pdf>



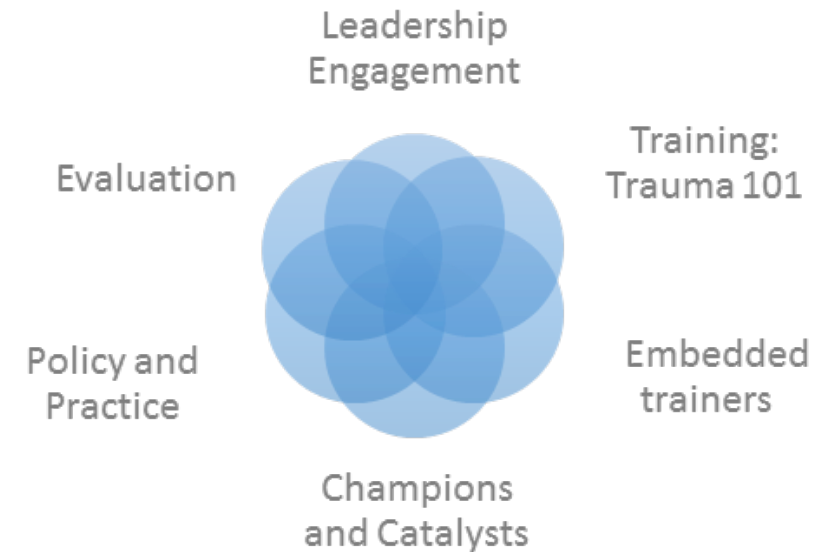
PEOPLEIMAGES.COM/STOCK.ADOBE.COM

CUSTOMER SERVICE POLICY

- Break-time Policy
 - Lactation Policy
 - Wellness Spaces
- Mandatory training on self-regulation and de-escalation

Examples:

- https://journals.sagepub.com/doi/10.1177/1090198118806942?url_ver=Z39.88-2003&rfr_id=ori:rid:crossref.org&rfr_dat=cr_pub%20%20pubmed
- <https://www.ihs.gov/mentalhealth/ticmandatorytraining/>



San Francisco Department of Public Health. Trauma Informed Initiative

PHYSICAL AND VIRTUAL WORK STRUCTURES

- San Mateo County Telework & Flex-Schedules Toolkit
 - Alternative workplace schedules that include telework options, flexible hours, alternative work weeks and voluntary time off
 - [San Mateo County, California Telework & Flex-Schedule Toolkit](#)
- Organizational policies that address creating safe and welcoming environments
 - Encourages engagement with patients; reflects and honors diversity of clients, staff, and community
 - Example: <https://travois.com/my-tour-of-the-lac-du-flambeau-dental-clinic/> and [LDF HHS website](#)



Peter Christensen Dental Clinic on the Lac du Flambeau Reservation

DIVERSITY, EQUITY & INCLUSION (DEI) POLICY

University of Minnesota Medical School, Department of Family Medicine and Community Health

- Review policies and practices to remove barriers to inclusion
- Redesign meeting processes and protocols
- Constant communication

Source: <https://journals.stfm.org/familymedicine/2021/october/peek-2021-0026/>



SYSTEMS CHANGE: KING COUNTY WA

Trauma-informed training across many departments

- [Juvenile Court](#)
- [Behavioral Health and Recovery Division](#)
- [Public Health and homelessness](#)



QUESTIONS

- Has your organization already intuitively embraced any trauma-informed approaches?
- Where do you see opportunities for growth in your organization?

CONCLUSION

Takeaways:

- Stress and trauma are at play in our everyday interactions
- Practices and procedures infuse compassion and intention into our workplaces
- A more productive and engaged environment
- Policy make practices concrete



Future of Business and Tech: Improving the Wellness of a Diverse Workplace. <https://www.futureofbusinessandtech.com/employee-wellbeing/improving-the-wellness-of-a-diverse-workforce/>

CONTACT US

Julie Ralston Aoki, Director
Healthy Eating Active Living Programs
julie.ralstonaoki@mitchellhamline.edu

Safia Abdinur, Policy Analyst
Safia.Abdinur@mitchellhamline.edu

Garin Strobl, Staff Attorney
Garin.Strobl@mitchellhamline.edu

Emma Schubert, Research Assistant
Emma.Schubert@mitchelhamline.edu



publichealthlawcenter@mitchellhamline.edu



651.290.7506



www.publichealthlawcenter.org



[@phealthlawctr](https://twitter.com/phealthlawctr)



facebook.com/publichealthlawcenter