Implementing Person-Centered, Trauma-Informed Care with Older Adults with a History of Trauma

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The Jewish Federations of North America
Center for Advancing Holocaust Survivor Care

Grantmakers in Aging
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Session Overview

1. Learn why Person-Centered, Trauma-informed Care is Important
2. Showcase examples of how the PCTI approach is used in technology classes and end of life care planning for older adults
3. Discuss ways you can infuse PCTI principles into your policies and procedures
~70% - 90% of Older Adults Experienced at Least One Traumatic Event

- Holocaust Survivors
- Veterans
- Refugees
- Survivors of Domestic Violence
- Victims of Sexual Abuse
- Victims of Elder Abuse
- Victims of Child Abuse
- Victims of Human Trafficking
Consequences of Trauma on Health

<table>
<thead>
<tr>
<th>Mental Health</th>
<th>Physical Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depression</td>
<td>Hypertension &amp; Coronary Heart Disease</td>
</tr>
<tr>
<td>Anxiety</td>
<td>Gastrointestinal Issues</td>
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<tr>
<td>Panic Attacks</td>
<td>Immunosuppression</td>
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<tr>
<td>Substance Abuse</td>
<td>Fibromyalgia</td>
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<tr>
<td>Memory and Attention Problems</td>
<td>Sleep Disorders</td>
</tr>
<tr>
<td>Irritability</td>
<td>Lung Disease</td>
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Sources: D’Andrea et al., 2011; Van Der Kolk; McFarlane, 2010
Typical Events in the Aging Process Can be Triggering

- Loss of Control and Independence
- Decreased Mobility
- Hearing or Vision Loss
- Death of Loved Ones
- Loss of Purpose
- Inability to Utilize Coping Mechanisms
## Example: How Past Trauma Impacts Holocaust Survivors

<table>
<thead>
<tr>
<th>Trauma</th>
<th>Trigger</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Chambers</td>
<td>Shower, burning smells</td>
<td>Anxiety and fear of undressing, showering, or using public restrooms</td>
</tr>
<tr>
<td>Medical Experiments, Eugenics Program, and Forced Sterilization</td>
<td>Medical professionals and settings, smell of bleach</td>
<td>Distrust of medical professionals and settings, difficulty following a treatment plan</td>
</tr>
<tr>
<td>Forced Migration</td>
<td>Moving</td>
<td>Fear of change and loss, desire to control environment</td>
</tr>
<tr>
<td>Starvation</td>
<td>Waiting in line, hunger</td>
<td>Hoarding food, keeping expired food, binging</td>
</tr>
</tbody>
</table>
Guiding Principles of SAMHSA
Trauma-Informed Care

1. Safety
2. Trustworthiness and transparency
3. Peer support and mutual self-help
4. Collaboration and mutuality
5. Empowerment, voice, and choice
6. Cultural, historical, and gender issues

What happened to you?

Source: SAMHSA
Definition of Person-Centered, Trauma-Informed (PCTI)

A holistic approach to service provision that promotes the dignity, strength, and empowerment of trauma victims by incorporating knowledge about the role of trauma in victims’ lives into agency programs, policies, and procedures.
Our Vision

Person-Centered, Trauma-Informed care becomes the **normative strategy** for serving all people as they age.
The JFNA Center for Advancing Holocaust Survivor Care’s Goals

Develop Innovations

- Fund and support subgrants for PCTI Holocaust survivor programs

Share PCTI Principles

- Build broad capacity to provide PCTI-based services to Holocaust survivors and other older adults.
Our Subgrantees

Holocaust.Center@JewishFederations.org
Trainings
Infusing PCTI on Multiple Levels

- Policies and Procedures
- Agency Space
- Staff
- Programming & Service Delivery
Programs & Service Delivery

- Physical Health
- Cognitive Health
- Mental Health
- Technologies
- Socialization Programs
- Education & Training
- Accessibility

PCTI Care
Staff

- PCTI training
- Peer support
- Self-care
- Focused supervision
- Peer coaching
- Steering committee composed of staff and clients
- Provide a “quiet room” for staff to decompress and regroup
- Create a suggestion box
- PCTI resource newsletter
Agency Space

The Jewish Federations of North America | Center for Advancing Holocaust Survivor Care
## Policies and Procedures

<table>
<thead>
<tr>
<th>Conduct an assessment to determine how we can become PCTI</th>
<th>Download resource materials on PCTI care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop &amp; implement a strategic plan to become PCTI</td>
<td>Participate in webinars or conference calls on PCTI care</td>
</tr>
<tr>
<td>Include PCTI principles into the agency’s mission, program, and policy statements</td>
<td>Discuss and train board members, staff, and community partners on PCTI care</td>
</tr>
<tr>
<td>Allocate funds to become more PCTI</td>
<td>Modify physical space to create a PCTI environment</td>
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</table>
Applications in PCTI Care

Kimberly Harris
- Older Adults Technology Services

Toby Weiss
- MJHS Hospice and Palliative Care
Next Steps

• Check out JFNA’s Center for Advancing Holocaust Survivor Care’s website: https://www.holocaustsurvivorcare.org/
• Participate in our webinars on PCTI care
• Help promote our RFP release to your constituents
• Join our Review Committee
• Strategize how you will make your office and policies more PCTI

Shelley Rood Wernick, Director
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Person-Centered, Trauma-Informed Technology-Based Programs for Older Adults

Kimberly Harris, Director of Strategic Initiatives
OATS and Senior Planet

Founded 2004
60+ / free
35,000 older adults
“Senior Planet”
25 multi-week courses
digital content
diverse geographies
diverse members
Focus on aging
(not on technology!)
Our Approach

To understand OATS, you have to understand how rare it is when people ask good questions of old people. OATS really wanted to listen before they offered solutions. I think that’s been the key to their success.

- Muriel, age 90
Person-Centered Approach

• **What we ask:**
  – *Forget about technology for a moment: what’s the most important thing going on for you right now?*

• **What we hear:**
  – *health, finances, social engagement, advocacy, and creative expression*

• **How we respond:**
  – *Content areas and a wide variety of modular programs*

• **What we measure:**
  – *Outcomes related to personal transformation*
What it Looks Like
Person-Centered Design

• Adult Learning Theory
  – *puts lived-experience front and center*

• Modular programs
  – *members can self-pace skills acquisition and match participation to their interests at their own pace*

• Flexible outcomes-oriented programs
  – *technology skills are coupled with practical outcomes*

• We measure outcomes, not skills
  – *Pre and Post – Are you healthier? Have you saved money? Have you made new friends?*
What it Looks Like
Person-Centered Outcomes

• 93% are still using the skills they learned six months after they complete a program.

• 57% who took a financial security course report saving money as a result.

• 47% of participants in the “Team Senior Planet” wellness program report losing weight, and 53% say they are sleeping better.

• Data from our social isolation program reflect a 30 point improvement on the question: “I don’t belong to anything I’d call a community.”
What it Looks Like
Trauma-Informed

• What we assume:
  – Most older adults have experienced trauma in education and the normal process of aging itself can trigger trauma

• How we prepare:
  – We do not replicate “traditional” learning environments: no tests, all course materials available to participants, classroom setup and flow, provide choices at every point
  – We build trust: consistent trainer, group learning experience, content is well-researched and clearly explained
  – we can guarantee that people who participate will learn

• What we provide: Radical Transparency, Dignity of Risk
What it Looks Like

Garrison

Ed
What it Looks Like

Garrison Phillips

About Garrison Phillips
Garrison Phillips is a loyal Mountaineer hailing from Elkins, WV. He is a graduate of WVU, a Korean War Veteran, retired actor, and a long time Volunteer who now makes his home in Florida. His blog, Everyday Strolls, is enjoying its eighth year on the Internet and his short stories and essays have been published by The New York Native, SAGE Newsletter, Allegheny

Author Updates
Blog post VERSAILLES
BY GARRISON PHILLIPS - EVERYDAY STROLLS
This magnificent group of buildings, once the royal 'country' home of the ruling French Kings, was, at first glimpse, a disappointment to me...

Ed Randolph

Sam Cooke - A Change is Gonna Come (Official Lyric Video)
by Ed Randolph
Hospice and Palliative Care is guided by Holistic Patient-Centered best practices.

National Consensus Project Definition for Quality Palliative Care –

“The goal of palliative care is to prevent and relieve suffering and to support the best possible quality of life for patients and their families, regardless of the stage of the disease or the need for other therapies.”
Domain 1: Structure and Processes of Care
Domain 2: Physical Aspects of Care
Domain 3: Psychological and Psychiatric Aspects
Domain 4: Social Aspects of Care
Domain 5: Spiritual, Religious, and Existential Aspects of Care
Domain 6: Cultural Aspects of Care
Domain 7: Care of the Patient Nearing the End of Life
Domain 8: Ethical and Legal Aspects of Care
PCTI care is an added variable and need that must be addressed in the EOL journey.

“Guiding Principles: safety, choice, collaboration, trustworthiness and empowerment.

Ensuring that the physical and emotional safety of an individual is addressed is the first important step to providing trauma-informed care.”

Each organization and care setting may employ different methods of implementing these principles.
Person-Centered, Trauma-Informed Care

Goal:

“Trauma-Informed Care understands and considers the pervasive nature of trauma and promotes environments of healing and recovery rather than practices and services that may inadvertently re-traumatize.”

NOTE: Healthcare in particular has many potential triggers that can retraumatize an already vulnerable trauma survivor
# PCTI Hospice and Palliative Care – MJHS Innovative Programs

<table>
<thead>
<tr>
<th>Holocaust Survivors</th>
<th>Veterans</th>
<th>LGBTQ</th>
<th>Diversity Committee</th>
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</thead>
<tbody>
<tr>
<td>• HS Museum program</td>
<td>• We Honor Veterans</td>
<td>• SAGE</td>
<td>• Cultural &amp; Faith-Based Outreach and Education</td>
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<tr>
<td>• HS Liaison</td>
<td>• Recognition Ceremonies</td>
<td>• Keshet</td>
<td>• Veterans</td>
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<tr>
<td>• Guidebook for Clinicians</td>
<td>• Accessing resources</td>
<td>• Education/CE</td>
<td>• LGBTQ</td>
</tr>
<tr>
<td>• Digital Toolkit</td>
<td>• Veteran Liaison</td>
<td>• SOGIE-EMR</td>
<td>• Diversity Day*</td>
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<tr>
<td>• LCAT support</td>
<td>• PTSD Assessment</td>
<td>• Bootcamp</td>
<td>• Implicit Bias</td>
</tr>
<tr>
<td>• Guests Speakers</td>
<td>• Education/CE</td>
<td>• Organize Culture of Inclusion</td>
<td>• Cultural Norms and Taboos</td>
</tr>
<tr>
<td>• National Webinars</td>
<td>• Mentor to other Hospices</td>
<td>• National Webinars</td>
<td></td>
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<tr>
<td>• CEU credits</td>
<td></td>
<td>• Coaching</td>
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* Cultural Norms and Taboos
PCTI End-of-Life Care

• MJHS Hospice approach
  – Systems level
    • Action Research Methodology & Cont. Learning Improvement
    • Education/orientation/ongoing, innovative programs (museum program, digital toolkit, LCAT), Policies/Procedures
  – Team level
    • IDT case review, liaison/navigator, collaboration and connecting with external resources in support of patient needs
  - Individual level
    • Cultural assessment, trauma assessment, integrate therapeutic interventions as needed, access relevant supportive resources
Medical Experiments
Images from Museum Program