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

Shelley Rood Wernick, Director
The Jewish Federations of North America
Center for Advancing Holocaust Survivor Care

Grantmakers in Aging
October 2019
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>
</tr>
<tr>
<td>Panic Attacks</td>
<td>Immunosuppression</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td>Fibromyalgia</td>
</tr>
<tr>
<td>Memory and Attention Problems</td>
<td>Sleep Disorders</td>
</tr>
<tr>
<td>Irritability</td>
<td>Lung Disease</td>
</tr>
</tbody>
</table>

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
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

Department of Health

Sexually Transmitted Diseases
Detoxification Center
Chest Clinic
Women's Services

Caution.
The sound effects are intended to simulate the sounds of Vietnam. If you are sensitive to sound, please be aware.
<table>
<thead>
<tr>
<th>Policies and Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct an assessment to determine how we can become PCTI</td>
</tr>
<tr>
<td>Develop &amp; implement a strategic plan to become PCTI</td>
</tr>
<tr>
<td>Include PCTI principles into the agency’s mission, program, and policy statements</td>
</tr>
<tr>
<td>Allocate funds to become more PCTI</td>
</tr>
</tbody>
</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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Patient-Centered vs. Person-Centered, Trauma-Informed Care at EOL

_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
Person-Centered, Trauma-Informed End of Life 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.
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>
</tr>
</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>
</tr>
<tr>
<td>• HS Liaison</td>
<td>• Recognition Ceremonies</td>
<td>• Keshet</td>
<td>• Veterans</td>
</tr>
<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>
</tr>
<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>
</tr>
<tr>
<td>• CEU credits</td>
<td></td>
<td>• Coaching</td>
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</tr>
</tbody>
</table>

*Note: Implicit Bias is a special focus for Diversity Committee.
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

MEDICAL EXPERIMENTS

Ancestors, driven in fact by incomprehensible desire to put down every aspect of this incomprehensible place. I began some everything with an eye towards recording it on paper. I realize now that looking at single-handedly “research” with my drawings could only come while still very young and while incapable of being so bright. Despite the blackest of circumstances. I realize now, this mission served a much greater purpose and that my commitment came out of a deep instinct. I am certain and undoubtedly helped the unimaginable horrors of life.

Alfred Kantor (1971)
Images from Museum Program
Person-Centered, Trauma-Informed Technology-Based Programs for Older Adults

Kimberly Harris, Director of Strategic Initiatives
Roseanna Sottilaro, Senior Planet Member
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 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:

The Jewish Federations of North America | Center for Advancing Holocaust Survivor Care
What it Looks Like

Roseanna
Mindfulness
a tech-themed PCTI Activity

Stop Breathe Think App

STOP
Stop what you are doing. Check in with what you are thinking and how you are feeling.

BREATHE
Practice mindful breathing to create space between your thoughts, emotions and reactions.

THINK
Broaden your perspective, and strengthen your force field of peace with personalized meditations and activities.

Overview
- What is Mindfulness?
- Benefits
- Mindfulness & Tech
- Stop, Breathe, & Think App
- App Features
- Other Popular Apps