Mental Wellbeing & Trauma-Informed Organizations

Association of University Centers on Disabilities
Today’s Presenter

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Pronouns: She/Her/Hers/Ellá
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National Council for Mental Wellbeing
Top reasons why U.S. workers left a job in 2021: Low pay, no advancement opportunities

Among those who quit a job at any point in 2021, % saying each was a major reason they did so

<table>
<thead>
<tr>
<th>Reason</th>
<th>Major reason</th>
<th>Minor reason</th>
<th>Net</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay was too low</td>
<td>37</td>
<td>26</td>
<td>63</td>
</tr>
<tr>
<td>No opportunities for advancement</td>
<td>33</td>
<td>30</td>
<td>63</td>
</tr>
<tr>
<td>Felt disrespected at work</td>
<td>35</td>
<td>21</td>
<td>57</td>
</tr>
<tr>
<td>Because of child care issues*</td>
<td>24</td>
<td>24</td>
<td>48</td>
</tr>
<tr>
<td>Not enough flexibility to choose when to put in hours</td>
<td>24</td>
<td>21</td>
<td>45</td>
</tr>
<tr>
<td>Benefits weren't good**</td>
<td>23</td>
<td>20</td>
<td>43</td>
</tr>
<tr>
<td>Wanted to relocate to a different area</td>
<td>22</td>
<td>13</td>
<td>35</td>
</tr>
<tr>
<td>Working too many hours</td>
<td>20</td>
<td>19</td>
<td>39</td>
</tr>
<tr>
<td>Working too few hours</td>
<td>16</td>
<td>14</td>
<td>30</td>
</tr>
<tr>
<td>Employer required a COVID-19 vaccine</td>
<td>8</td>
<td>10</td>
<td>18</td>
</tr>
</tbody>
</table>

*Among those with children younger than 18 living in the household.  
**Question provided health insurance and paid time off as examples. 
Note: Figures may not add to subtotals due to rounding. 
Futures price for one barrel of U.S. produced crude oil

--- WEST TEXAS INTERMEDIATE (WTI) PRICE

- JAN '17
- JAN '18
- JAN '19
- JAN '20
- JAN '21
- JAN '22
- DEC '22

GRAY SHADED AREA REPRESENTS U.S. ENERGY INFORMATION ADMINISTRATION'S 2022 FORECAST

Source: County public health departments; American Community Survey

Todd Trumbull / The Chronicle
What is Trauma?

Definition (SAMHSA Experts 2012) includes three key elements:

Individual trauma results from an event, series of events, or set of circumstances that is experienced by an individual as overwhelming or life-changing and that has profound effects on the individual’s psychological development or well-being, often involving a physiological, social, and/or spiritual impact.
Trauma & The Human Stress response
Impact of Stress on Brain Energy

During Stress
- Cognition
- Social/Emotional
- Regulation
- Survival

Typical Performance
- Cognition
- Social/Emotional
- Regulation
- Survival
Survival Mode Response

Inability to
• Respond
• Learn
• Process
The Brain’s Threat Network

AWAY THREAT
(Threat is Stronger)

TOWARD REWARD
(Reward is Better)

Source: NeuroLeadership Institute 2018
Challenges to Resilience in the Workplace
Vicarious Trauma

| Having difficulty talking about their feelings |
| Free floating anger and/or irritation |
| Startle effect/being jumpy |
| Over-eating or under-eating |
| Difficulty falling asleep and/or staying asleep |
| Losing sleep over patients |
| Worried that they are not doing enough for their clients |
| Dreaming about their clients/their clients’ trauma experiences |
Impact of Moral Injury on Organizations

- Compassion Fatigue/Burnout
- Turnover Rates
- Staff Engagement
- Organizational Resilience/Wellness
Strategies to Promote a Trauma Informed Workforce
Prioritize Workforce

Efficiency

Leadership

Self/Team Care

Assessment

Balance

NATIONAL COUNCIL for Mental Wellbeing
Resilience: Creating and Sustaining a Culture of Compassionate Resilience
Resiliencing

• A verb instead of a noun, involves feedback loops of anticipating problems, collaborating and improvising promptly to cope with adverse events, and learning from them continually
Cultural Humility to Increase Resilience

- It normalizes not knowing
- It helps you identify with your co-workers
- It helps you identify the needs of your “client”
- It creates a culture of understanding that can spread beyond work
Increasing Resilience Amongst Employees

- Feeling valued by the organization.
- Believing that their voice can be heard and matters.
- Feeling supported in their work.
- Believing they have the resources to do their jobs.
Create Safe and Secure Environments for ALL

Throughout the organization, staff and the people they serve, whether children or adults, feel culturally, physically and psychologically safe; the physical setting is safe and interpersonal interactions promote a sense of safety.
Empowerment Tools That Can Be Taught

- Emotional regulation techniques such as breathing exercises
- Self-care such as sleep hygiene, good nutrition, exercise
- Cognitive approaches, visualization or meditation
- Body work such as yoga, massage
- Creating a quiet, safe, comfortable space
- Connecting with supportive family/friends
- Group support (spending time with those who have similar experiences)
- Spiritual rituals
- Pleasurable activities
- Music, art, dance and other creative endeavors
The Trauma-Informed Organization

- Encourage and assist with practical ways to cope
- Put YOURSELF on the Calendar-block out time for self-care
- Physical self-care-involves movement of the body
- Practice challenging conversations to increase equity
- Provide access to information that increases cultural humility
- Access to wellness programs
- Modeling balance
A Break for Our Spirit

- When do you feel most alive, most like yourself? What are you doing?
- What or with whom are you surrounded?
Resources

• https://www.thenationalcouncil.org/fostering-resilience-and-recovery-a-change-package/
• https://www.healthline.com/nutrition/16-ways-relieve-stress-anxiety#section1
• https://www.helpguide.org/articles/anxiety/coronavirus-anxiety.htm
• https://adaa.org/tips-manage-anxiety-and-stress
• http://mentalhealthchannel.tv/episode/youre-wired-for-anxiety-and-youre-wired-to-handle-it
• https://compassionresiliencetoolkit.org/staying-resilient-during-covid-19/
• https://www.neurosequential.com/covid-19-resources
Resources (continued)

- Organizational Self-Care Training Activity Worksheet
- TI-ROC Climate of Equity Assessment
- National Council’s Cultural Humility Scale
- Health & Racial Equity List of Definitions

**Health Equity and Racial Justice Webpage**
National Council for Behavioral Health

See our page for more information on Webinars and Upcoming Events, Resources and Tools, and Training and Technical Assistance focused on Health Equity and Racial Justice
Assessment Tools

• Valid and reliable assessment tools can help health centers accurately measure and understand workforce engagement and well-being and identify solutions. Assessment tools to consider include:
  
  • AMA STEPS Forward Mini Z Burnout Survey includes ten items for providers.
  
  • National Academy of Medicine (NAM) Action Collaborative on Well-Being and Resilience: Validated Instruments to Assess Work-Related Dimensions of Well-Being provides an overview of validated instruments.
  
  • NAM’s discussion paper, A Pragmatic Approach for Organizations to Measure Health Care Professional Well-Being, provides a list of considerations for measuring health care professional well-being to guide in the selection of an assessment tool.
  
  • Organizational assessments:
    
    • STAR² Burnout Self-Assessment Tool includes seven questions for organizations to gauge the need for intervention to prevent burnout.
    
    • AMA STEPS Forward Practice Assessment Tool includes 12 questions to determine practice needs.
Questions?
Thank You!

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References


- Bethell et al. Positive Childhood Experience and Adult Mental and Relational Health in a Statewide Sample. JAMA Pediatrics, 2019;173(111)


References

• Klunder C.S. Preventive stress management at work: The case of the San Antonio Air Logistics Center, Air Force Materiel Command (AFMC); Proceedings of the Managing & Leading, Society of Psychologists in Management Conference and Institutes; San Antonio, TX, USA. 29 February 2008


• Sege and Browne. Responding to ACEs with HOPE; Health Outcomes form Positive Experiences. Academic Pediatrics 2017


• Substance Abuse and Mental Health Services Administration. SAMHSA’s Concept of Trauma and Guidance for a Trauma-Informed Approach. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2014.


• The Fear of Feelings at Work (Lam, The Atlantic, 2017)

