

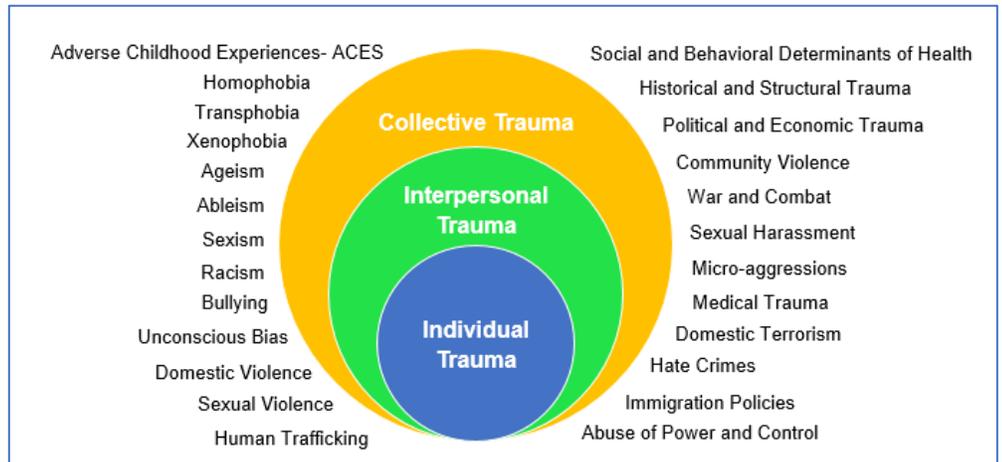
## Trauma-Informed Care

**Trauma is a pervasive experience, especially in individuals with SUD. Trauma-informed care should be applied universally in all healthcare settings to create environments that promote recovery and safety and avoid inadvertent retraumatization.**

### Understanding Trauma

**“Trauma is defined as an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or threatening, and that has lasting adverse effects on the individual's functioning and physical, social, emotional, or spiritual well-being.”**  
 SAMHSA 2014

Trauma can be experienced concurrently at the individual, interpersonal, and collective level.



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Shifting the Paradigm from...

“What’s wrong with you?”

to

“What happened to you?” and  
 “How is it affecting you today?”

### Implementing the Six Principles of Trauma-Informed Care in your Organization

Principle	Description	Sample Language
<b>Safety</b>	Throughout the organization, staff and the people they serve feel physically and psychologically safe.	<i>What can I do to help you feel safer or more comfortable today? (i.e., Keep clothes on until necessary, door open until procedure begins)</i>
<b>Collaboration and Mutuality</b>	Leveling power differences through partnership and sharing decision making Fostering meaningful relationships	<i>I would like to work in partnership with you today and during the course of your treatment. (i.e., collaborative treatment planning, patient views notes as you write, discussion of what goes into notes)</i>
<b>Peer Support</b>	Peer support and mutual self-help are key to building trust, establishing safety and empowerment.	<i>Would you like to connect with someone who has had a similar experience?</i>
<b>Empowerment, Voice and Choice</b>	Belief in the ability and resilience of patients and clients and amplifying their voice as a valuable member of their care team.	<i>I value your opinion and want to hear about your preferences and what has worked for you in the past.</i>
<b>Cultural, Historic, and Gender Issues</b>	Offers gender and culturally responsive services while recognizing historical trauma. Acknowledging and challenging biases	<i>What aspects of yourself - your identity, culture, and history are important for me to know? (i.e., race, ethnicity, gender, religion, roles, etc.)</i>
<b>Trustworthiness and Transparency</b>	Conducts interactions and decisions with the goal of building and maintaining trust. Acknowledging and validating boundaries	<i>Before we begin, is there anything that you would like to know about today's visit and/or procedure? We can pause, stop, or not talk about a topic.</i>

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