



Long-Term Recovery: Mental Health Concerns and Trauma Informed Care

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Learning Objectives

1. Identify some of the common manifestations of behavioral health and/or trauma in a primary care setting.
2. Discuss how to effectively apply strategies to address behavioral health concerns for migrants and other underserved populations in a primary care setting.
3. Identify at least two tools that can be used to address behavioral health issues in a primary care setting.

A stack of five colorful sticky notes (yellow, purple, green, pink, and blue) is shown. The top yellow note is lined and has the word "Fears" written on it in a black, typewriter-style font. The other notes are stacked behind it, showing their respective colors.

Fears

What

is

trauma

?



Trauma

Trauma refers to intense and overwhelming experiences that involve serious loss, threat or harm to a person's physical and/or emotional well being.

These experience may occur at any time in a person' life. They may involve a single traumatic event or may be repeated over many years.

These trauma experiences often overwhelm the persons coping resources. This often leads the person to find a way of coping that may work in the short run but may cause serious harm in the long run.

Examples?



Migration...

- Loss of family and social network
- Threats of violence from fellow travelers, locals and law enforcement
- Isolation from social networks as well as from social service and healthcare providers

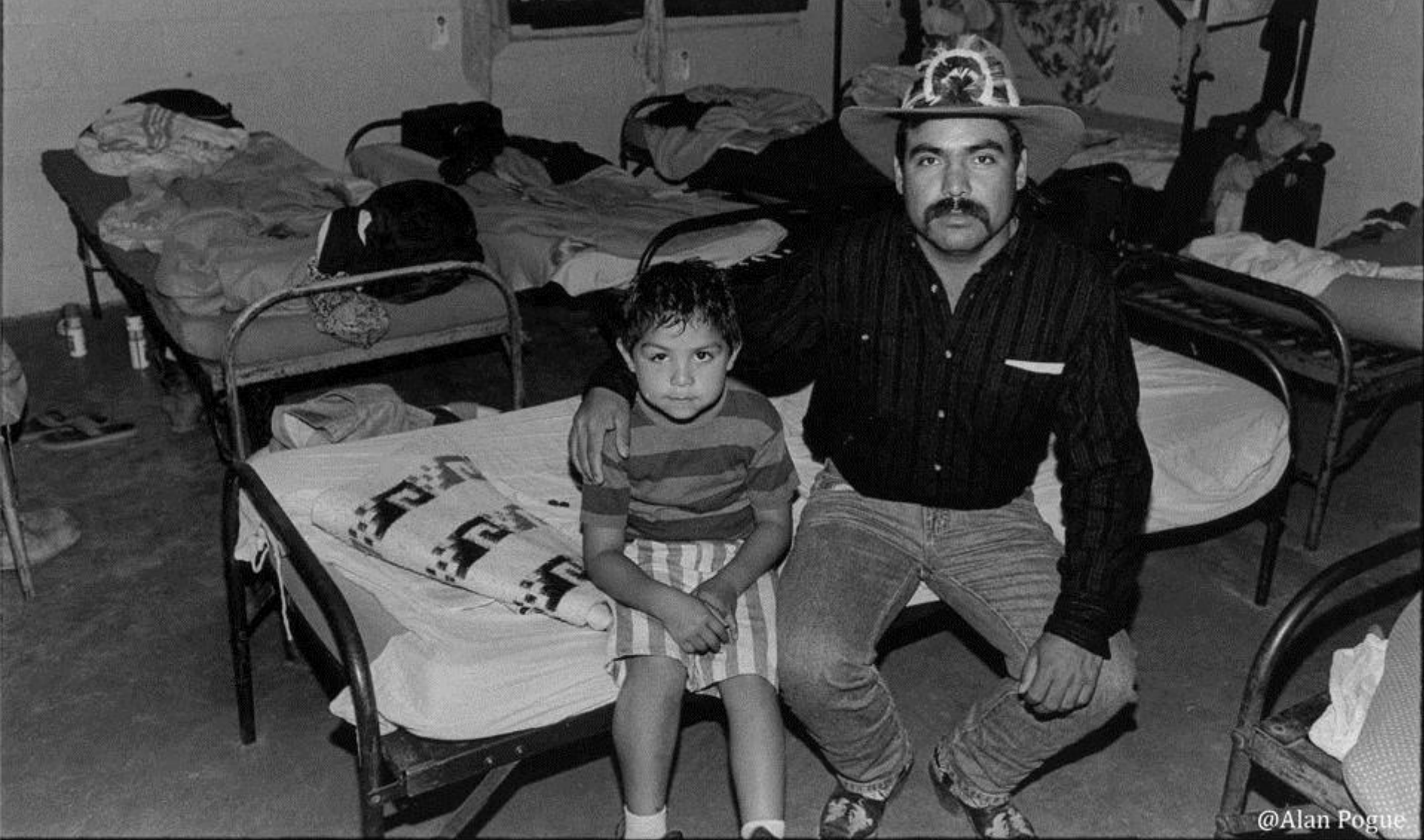




Mobility and Vulnerability

various phases:

- ✓ during transit,
- ✓ in destination communities,
- ✓ in communities of departure and return



Migration causes discontinuity and loss of familiarity



Photo © Karl Hoffman

Trauma at home and upon arrival

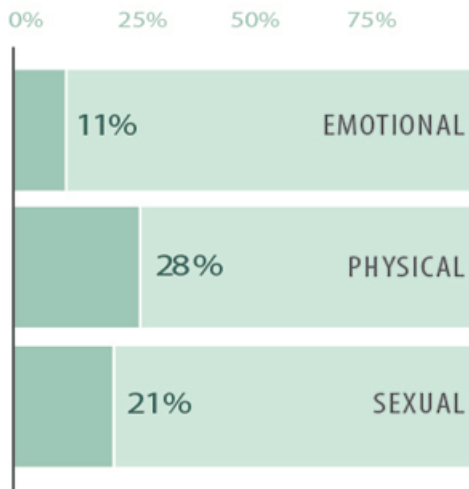


Impact

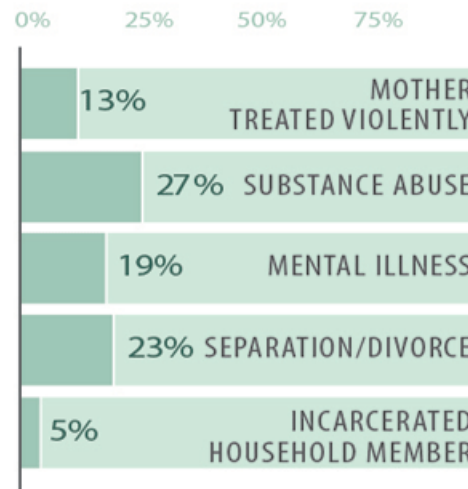
TYPES of ACES

The ACE study looked at three categories of adverse experience: **childhood abuse**, which included emotional, physical, and sexual abuse; **neglect**, including both physical and emotional neglect; and **household challenges**, which included growing up in a household where there was substance abuse, mental illness, violent treatment of a mother or stepmother, parental separation/divorce or had a member of the household go to prison. Respondents were given an **ACE score** between 0 and 10 based on how many of these 10 types of adverse experience to which they reported being exposed.

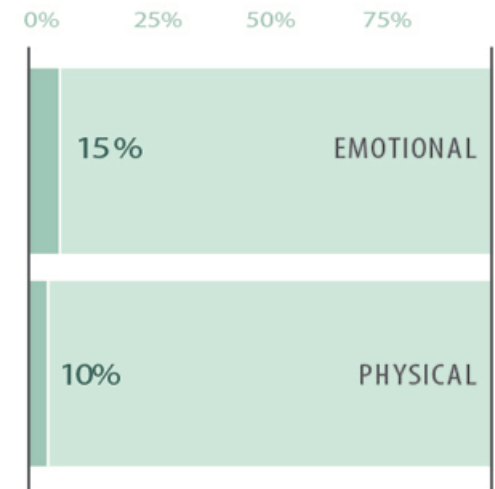
ABUSE



HOUSEHOLD CHALLENGES

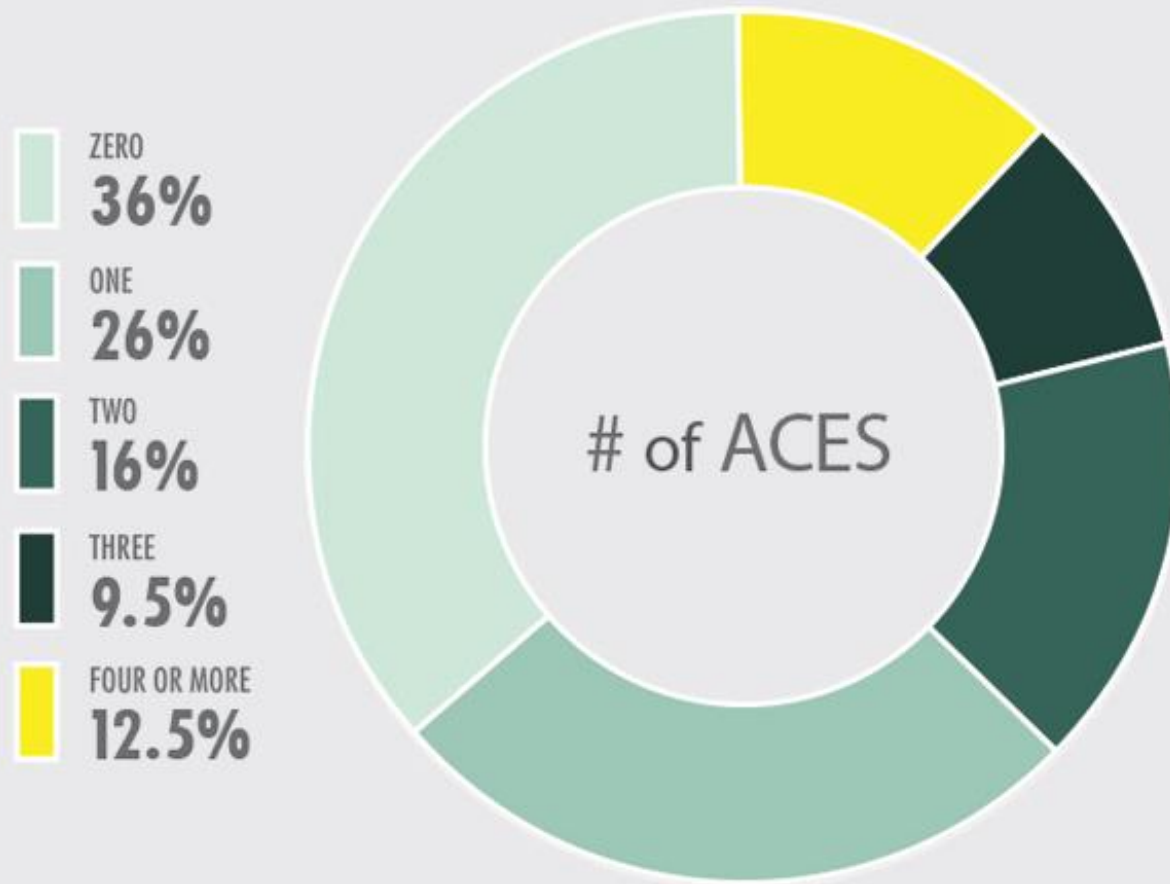


NEGLECT



How Common are ACES?

ACE Study



ACES can have lasting effects on....



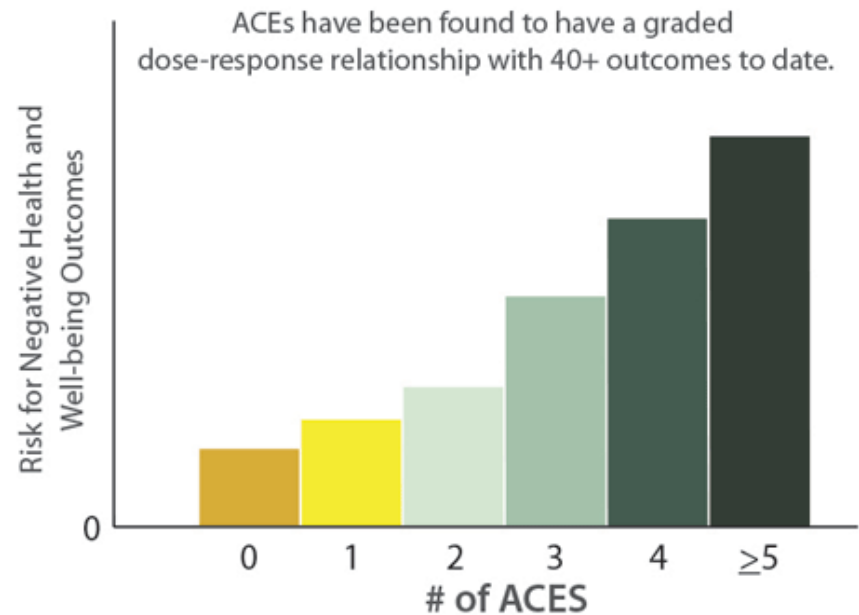
Health (obesity, diabetes, depression, suicide attempts, STDs, heart disease, cancer, stroke, COPD, broken bones)



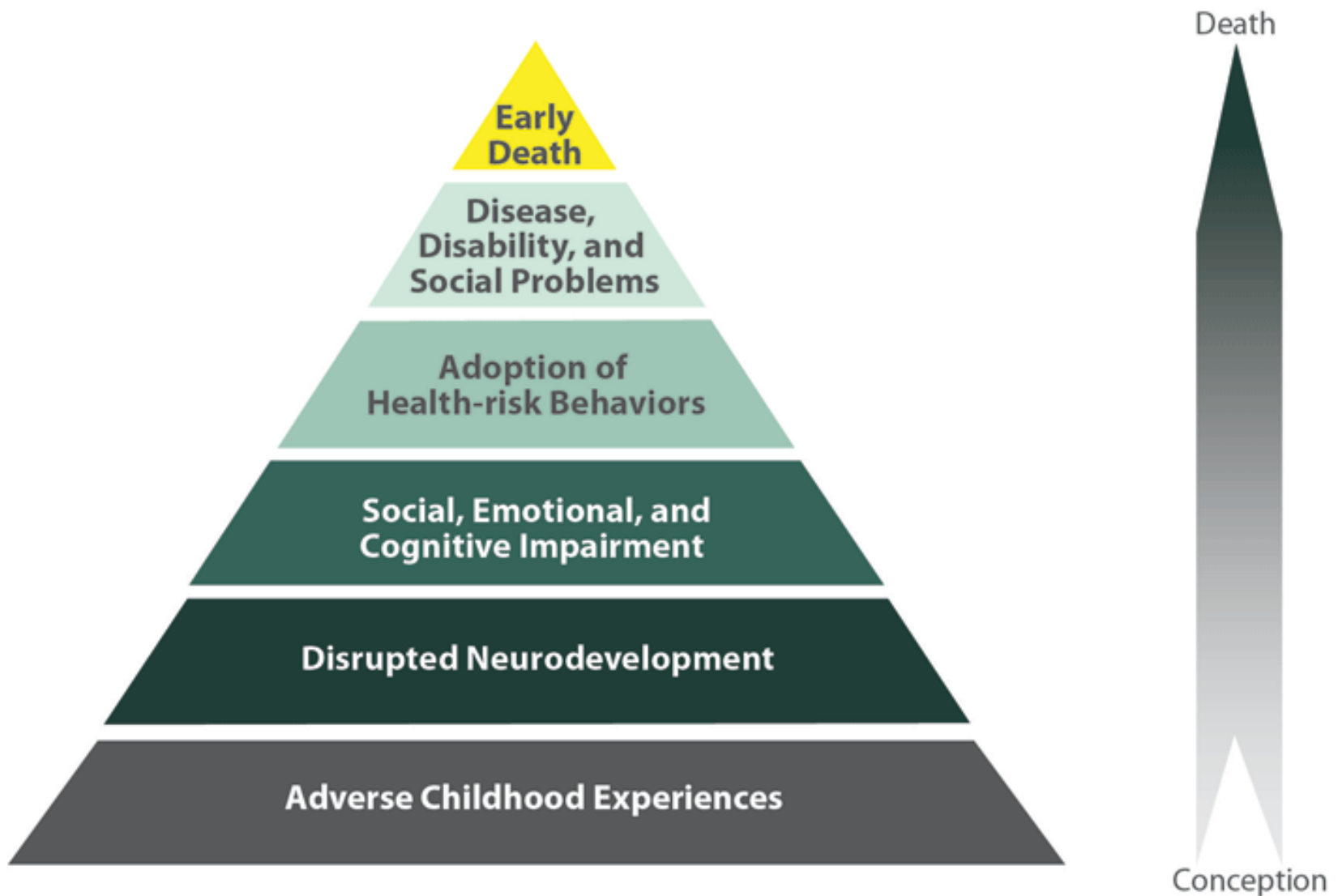
Behaviors (smoking, alcoholism, drug use)



Life Potential (graduation rates, academic achievement, lost time from work)



*This pattern holds for the 40+ outcomes, but the exact risk values vary depending on the outcome.

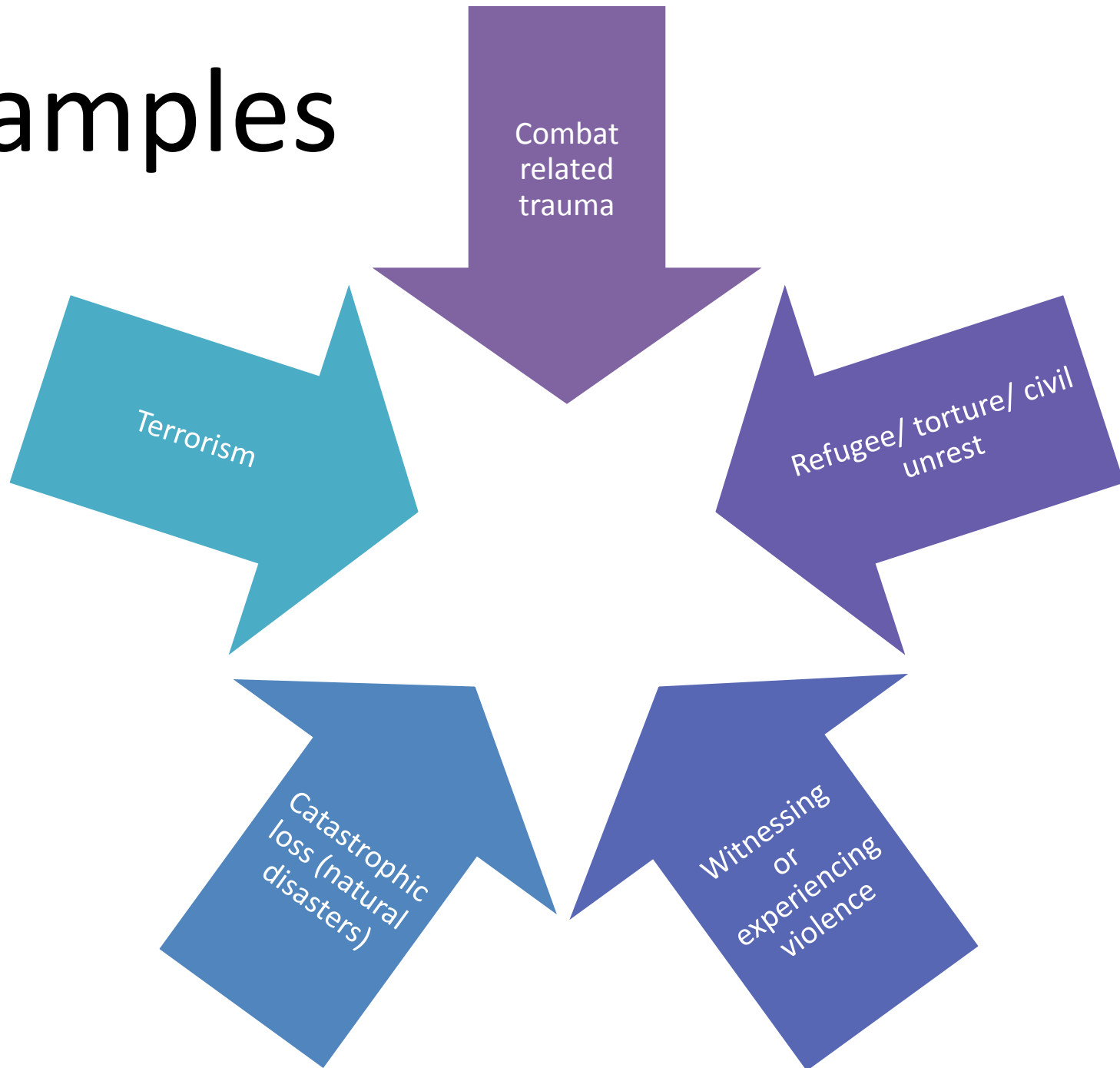


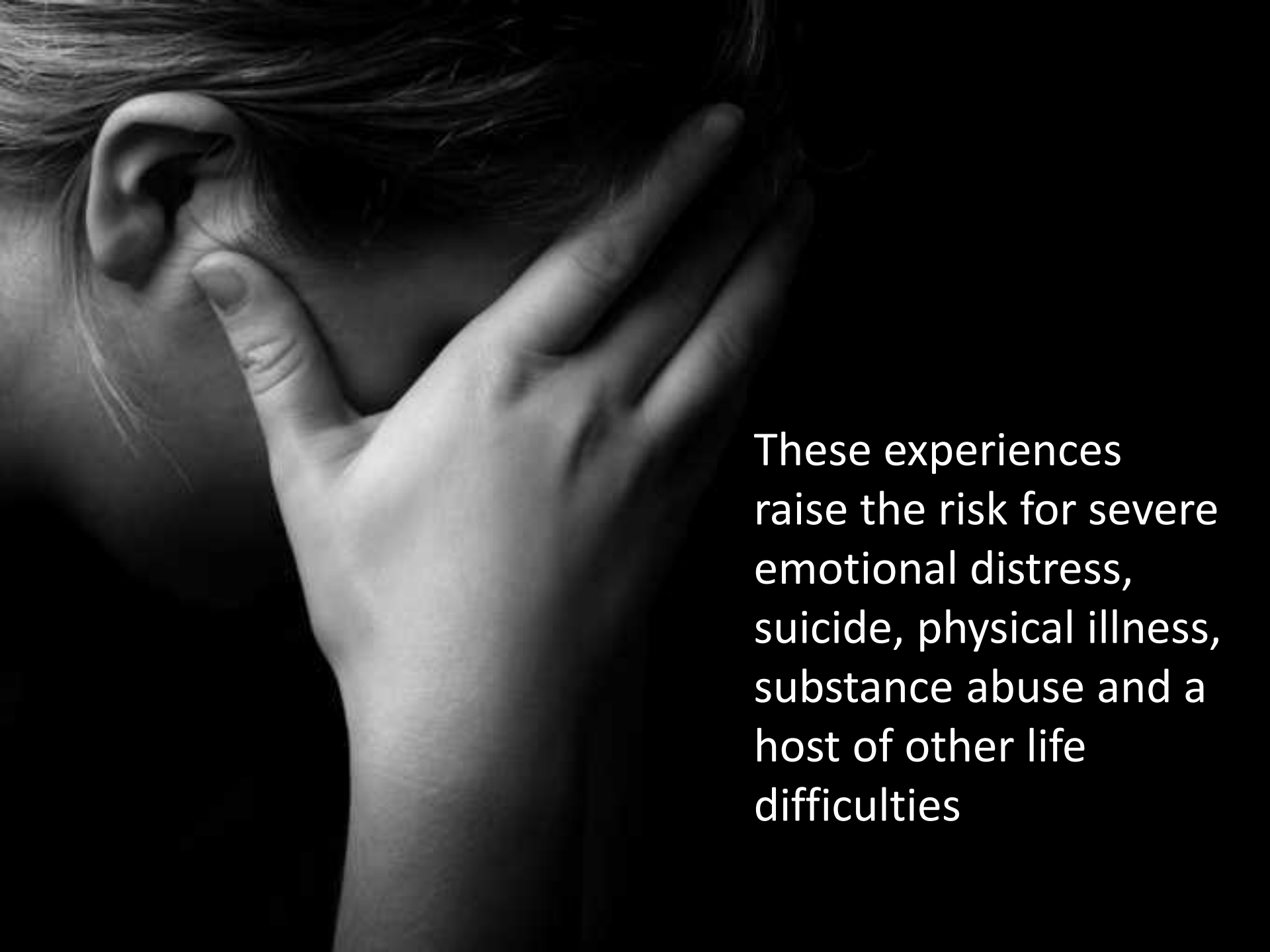
Mechanism by Which Adverse Childhood Experiences Influence Health and Well-being Throughout the Lifespan

Trauma in Adulthood



Examples





These experiences raise the risk for severe emotional distress, suicide, physical illness, substance abuse and a host of other life difficulties



Person can look like any other member of the community



The very same experience can affect two people very differently



You have to be able to provide the same level of care to all patients.



The need to migrate may supersede the person help seeking behavior



Common Symptoms



Reliving the Trauma

- ✓ Intrusive memories images, or perceptions;
- ✓ Recurring nightmares;
- ✓ Intrusive daydreams or flashbacks;
- ✓ Exaggerated emotional and physical reactions;
- ✓ Dissociative experiences (feeling disconnected from one's body and environment)



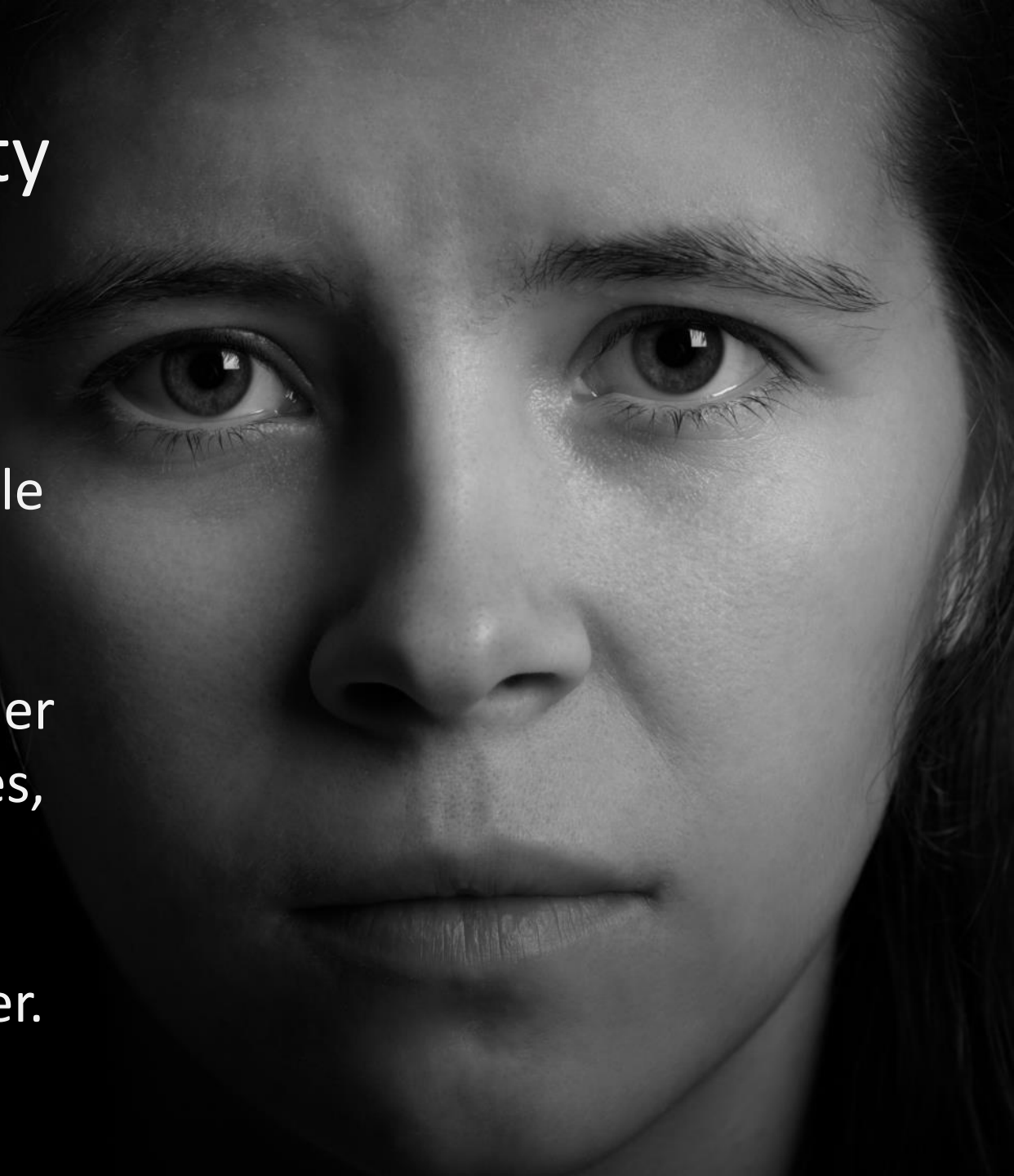
Avoidance and Numbing



- ✓ Efforts to avoid thoughts, feelings, activities, or situations associated with the trauma;
- ✓ Feelings of detachment from people, places and things;
- ✓ Inability to have positive and loving feelings;
- ✓ Limited emotions, loss of interest; and avoidance of activity.

Over Sensitivity and Irritability

- ✓ Exaggerated startle response
- ✓ Being on guard
Insomnia and other sleep disturbances,
- ✓ Difficulties in concentrating,
- ✓ Outbursts of anger.



Trauma-informed care acknowledges the need to understand a patient's life experiences in order to deliver effective care





Direct
Care

Management

Organizational
Culture and
Structure

Key
Ingredients of
Trauma-
Informed
Organizational
Practices

Leading and communicating about the
transformation process

Engaging patients in organizational planning

Training clinical as well as non-clinical staff
members


Creating a safe environment

Preventing secondary traumatic stress in staff

Hiring a trauma-informed workforce

Organizational Self-Assessment

1. [Mental Health First Aid: National Council for Behavioral Health Organizational Self-Assessment.](#)
2. [Trauma Informed Care Project Self Assessment Tool](#)

A stack of five colorful sticky notes (yellow, purple, green, pink, and blue) is shown. The top yellow note is lined and has the word "Resources" written on it in a black, monospace-style font. The other notes are stacked behind it, showing their respective colors.

Resources

Key
Ingredients
of Trauma-
Informed
Clinical
Practices

Involving patients in the
treatment process

Screening for trauma

Training staff in trauma-
specific treatment approaches

Engaging referral sources and
partnering organizations

Recommendations for effective trauma assessment with adults

Client Health History and Assessment Forms

Medical history questions

Where do you sleep?
Do you feel that it is safe and clean?

How do you make money?
Are there other ways you make extra money or do you depend on anyone else for their income?

Are you exposed to any violence?
Are you exposed regularly to drug use?

Do you have people who function as a social support system for you when needed?

Do you have any legal trouble?

Chart 1

Structural Vulnerability Assessment Tool^a

Domain	Screening questions and assessment probes ^b
Financial security	<p data-bbox="330 418 1630 448">Do you have enough money to live comfortably—pay rent, get food, pay utilities/telephone?</p> <ul data-bbox="330 458 1352 682" style="list-style-type: none"><li data-bbox="330 458 1166 488">◆ How do you make money? Do you have a hard time doing this work?<li data-bbox="330 498 1029 528">◆ Do you run out of money at the end of the month/week?<li data-bbox="330 538 973 568">◆ Do you receive any forms of government assistance?<li data-bbox="330 578 828 608">◆ Are there other ways you make money?<li data-bbox="330 618 871 648">◆ Do you depend on anyone else for income?<li data-bbox="330 658 1350 688">◆ Have you ever been unable to pay for medical care or for medicines at the pharmacy?
Residence	<p data-bbox="330 696 1298 726">Do you have a safe, stable place to sleep and store your possessions?</p> <ul data-bbox="330 736 1193 803" style="list-style-type: none"><li data-bbox="330 736 813 766">◆ How long have you lived/stayed there?<li data-bbox="330 776 1193 806">◆ Is the place where you live/stay clean/private/quiet/protected by a lease?
Risk environments	<p data-bbox="330 821 1360 851">Do the places where you spend your time each day feel safe and healthy?</p> <ul data-bbox="330 861 1394 1042" style="list-style-type: none"><li data-bbox="330 861 1219 891">◆ Are you worried about being injured while working/trying to earn money?<li data-bbox="330 901 1244 931">◆ Are you exposed to any toxins or chemicals in your day-to-day environment?<li data-bbox="330 941 1394 971">◆ Are you exposed to violence? Are you exposed regularly to drug use and criminal activity?<li data-bbox="330 981 1108 1011">◆ Are you scared to walk around your neighborhood at night/day?<li data-bbox="330 1021 938 1051">◆ Have you been attacked/mugged/beaten/chased?
Food access	<p data-bbox="330 1061 1174 1090">Do you have adequate nutrition and access to healthy food?</p> <ul data-bbox="330 1100 738 1239" style="list-style-type: none"><li data-bbox="330 1100 738 1130">◆ What do you eat on most days?<li data-bbox="330 1140 697 1170">◆ What did you eat yesterday?<li data-bbox="330 1180 716 1210">◆ What are your favorite foods?<li data-bbox="330 1220 726 1250">◆ Do you have cooking facilities?

Social network	<p>Do you have friends, family, or other people who help you when you need it?</p> <ul style="list-style-type: none"> • Who are the members of your social network, family and friends? Do you feel this network is helpful or unhelpful to you? In what ways? • Is anyone trying to hurt you? • Do you have a primary care provider/other health professionals?
Legal status	<p>Do you have any legal problems?</p> <ul style="list-style-type: none"> • Are you scared of getting in trouble because of your legal status? • Are you scared the police might find you? • Are you eligible for public services? Do you need help accessing these services? • Have you ever been arrested and/or incarcerated?
Education	<p>Can you read?</p> <ul style="list-style-type: none"> • In what language(s)? What level of education have you reached? • Do you understand the documents and papers you must read and submit to obtain the services and resources you need?
Discrimination	<p><i>[Ask the patient]</i> Have you experienced discrimination?</p> <ul style="list-style-type: none"> • Have you experienced discrimination based on your skin color, your accent, or where you are from? • Have you experienced discrimination based on your gender or sexual orientation? • Have you experienced discrimination for any other reason? <p><i>[Ask yourself silently]</i> May some service providers (including me) find it difficult to work with this patient?</p> <ul style="list-style-type: none"> • Could the interactional style of this patient alienate some service providers, eliciting potential stigma, stereotypical biases, or negative moral judgments? • Could aspects of this patient's appearance, ethnicity, accent, etiquette, addiction status, personality, or behaviors cause some service providers to think this patient does not deserve/want or care about receiving top quality care? • Is this patient likely to elicit distrust because of his/her behavior or appearance? • May some service providers assume this patient deserves his/her plight in life because of his/her lifestyle or aspects of appearance?

^aThis tool should be used along with common questions regarding intimate partner violence, alcohol/substance use, diet, and exercise.

^bThe questions in bold function as initial screens that could potentially be quantified. They are followed by assessment probes to elicit more detail and context.

Integrating Refugee Health and Well-Being

Creating pathways for refugee survivors to heal



**REFUGEE HEALTH
SCREENER - 15 (RHS-15)**

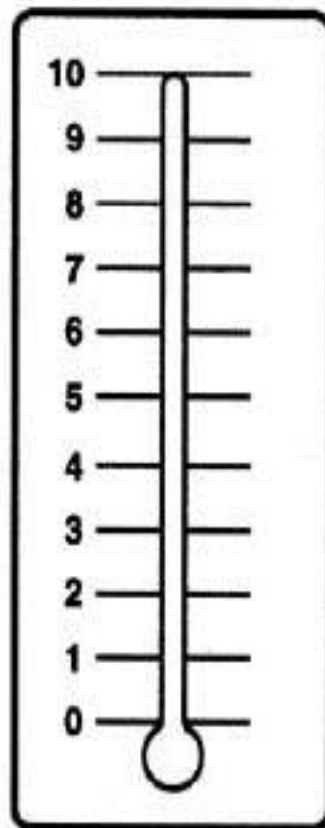




SYMPTOMS	NOT AT ALL	A LITTLE BIT	MODER- ATELY	QUITE A BIT	EXTREMELY
1. Muscle, bone, joint pains	0	1	2	3	4
2. Feeling down, sad, or blue most of the time	0	1	2	3	4
3. Too much thinking or too many thoughts	0	1	2	3	4
4. Feeling helpless	0	1	2	3	4
5. Suddenly scared for no reason	0	1	2	3	4
6. Faintness, dizziness, or weakness	0	1	2	3	4
7. Nervousness or shakiness inside	0	1	2	3	4
8. Feeling restless, can't sit still	0	1	2	3	4
9. Crying easily	0	1	2	3	4

Distress Thermometer

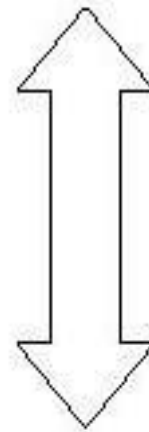
FIRST: Please circle the number (0-10) that best describes how much distress you have been experiencing in the past week including today.



Extreme distress

No distress

“I feel as bad as I ever have”



“Things are good”

Roles





Photo © Alan Pogue

Front desk staff

Eligibility staff



Lab staff

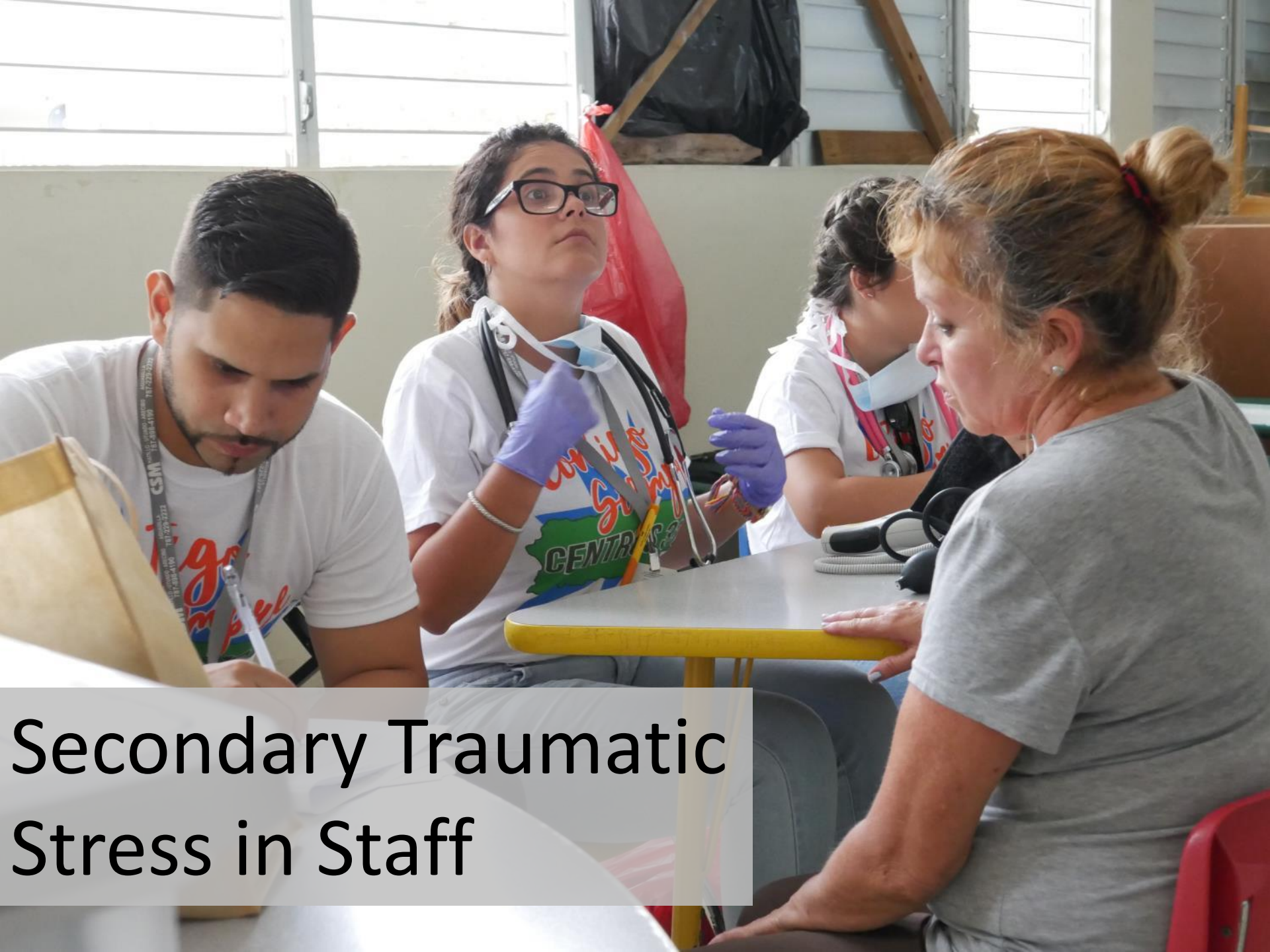




Medical Assistant



Clinician



Secondary Traumatic Stress in Staff

- ✓ Providing trainings that raise awareness of secondary traumatic stress;
- ✓ Offering opportunities for staff to explore their own trauma histories;
- ✓ Supporting reflective supervision, in which a service provider and supervisor meet regularly to address feelings regarding patient interactions;
- ✓ Encouraging and incentivizing physical activity, yoga, and meditation; and
- ✓ Allowing “mental health days” for staff.



THE *witnessing* PROJECT
witnessing

Contact



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