

A Self Assessment Tool for Providers on Trauma-Informed Care

Catherine Classen, PhD, CPsych



Women's College Hospital
WOMEN'S COLLEGE RESEARCH INSTITUTE

Meeting funded by

Canadian Institutes of Health Research

Meeting, Planning, Dissemination Grant

Meeting held June 1 -2, 2012

Research Team

- Catherine Classen, Principal Investigator
- Carrie Clark, Project Director
- Anne Fourt, Co-Investigator
- Christine Courtois, Co-Investigator
- Janice DuMont, Co-Investigator
- Robin Mason, Co-Investigator
- Clare Pain, Co-Investigator
- Carol Stalker, Co-Investigator

Meeting Participants

- Farah Ahmed
- Pamela Alexander
- Sandra Bloom
- John Briere
- Laura Brown
- Alain Brunet
- Lisa Butler
- Teresa Dremetsikas
- Bonnie Green
- Steve Gold
- Tuula Heinonen
- Harriet MacMillan
- Nancy Poole
- Laurie Robinson
- Candice Schachter
- Victoria Scott
- Barbara Secker
- Tim Wall

Aim of project

1. Develop the first draft of a tool for non-mental health providers so they can gauge their knowledge of trauma and trauma-informed care
 - Aim is to identify any gaps in knowledge and direct respondent to resources to fill those gaps
2. Plan next steps for tool development
3. Develop a strategy for dissemination of the tool and associated educational material

Phases of project

- Survey health providers
- Modified Delphi to identify domains of knowledge
- Item generation for first draft of assessment tool
- Research planning for next steps

Survey of health providers

Survey of health providers

- Survey open for 77 days (Feb 14 to May 1, 2012)
- 188 completed the survey
- 156 (83%) were females

What is your professional training?

Number of respondents by profession

- 28 midwives
- 36 nurses
- 35 physicians
- 43 psychologists
- 17 social workers

- 29 other (including addictions counsellor, dentist, dental hygienist, mental health therapist, occupational therapist, pharmacist, physiotherapist, etc.)

How many years have you been practicing in this profession?

	Response Percent	Response Count
0-5 years	22.7%	42
6-10 years	19.5%	36
11-15 years	13.5%	25
16-20 years	9.2%	17
20+ years	35.1%	65
<i>answered question</i>		185
<i>skipped question</i>		3

What setting do you currently work in?

	Response Percent	Response Count
Community agency	3.8%	7
Community mental health health centre	3.8%	7
Community health centre	7.0%	13
Hospital	58.4%	108
Private clinic	11.4%	21
Private practice	28.1%	52
Settlement services	1.1%	2
Shelter	0.0%	0
School (k - grade 12)	1.1%	2
University	10.8%	20
Other (please specify)	21.6%	40
<i>answered question</i>		185
<i>skipped question</i>		3

Have you received formal training in your discipline about how to treat survivors of psychological trauma?

	YES N (%)	How extensive in general?
Midwives	20 (71%)	minimal
Nurses	20 (57%)	minimal
Physicians	19 (54%)	minimal
Psychologists	41 (98%)	75% extensive
Social Workers	14 (82%)	50% extensive

Have you engaged in self-directed training in psychological trauma?

	YES N (%)
Midwives	22 (92%)
Nurses	25 (76%)
Physicians	17 (50%)
Psychologists	35 (90%)
Social Workers	16 (100%)

Do you suspect that one or more of your clients/patients may have a history of trauma?

	YES N (%)
Midwives	24 (100%)
Nurses	29 (88%)
Physicians	33 (97%)
Psychologists	39 (100%)
Social Workers	16 (100%)

Why do you suspect...?

- Some have told me that they have experienced trauma, and others have displayed behaviours that I suspect are related to trauma, i.e. poor eye contact, reluctance to share information, apparent fear.

Is it important to know if your client has a history of trauma?

- Virtually everyone believed it was important to know if the patient/client had a history of trauma

Do you ask if your patient/client has a history of trauma?

	Yes, All patients N (%)	Yes, Some patients N (%)	No N (%)
Midwives	20 (83 ⁰ %)	4 (17 ⁰ %)	0
Nurses	9 (27 ⁰ %)	18 (55 ⁰ %)	6 (18 ⁰ %)
Physicians	5 (15 ⁰ %)	21 (62 ⁰ %)	8 (24 ⁰ %)
Psychologists	30 (77 ⁰ %)	9 (23 ⁰ %)	0
Social Workers	7 (44 ⁰ %)	7 (44 ⁰ %)	2 (13 ⁰ %)

Why do you NOT ask whether there is a history of trauma?

	Midwives	Nurses	Physicians	Psychologists	Social Workers
Not applicable. I do ask my patients/clients whether they have a history of psychological trauma.	75.0%	45.5%	29.4%	69.2%	75.0%
This information is not relevant to my scope of practice	0.0%	6.1%	20.6%	5.1%	0.0%
It would be inappropriate for me to ask	4.2%	6.1%	14.7%	7.7%	12.5%
I am not convinced that asking this question is helpful to all patients	8.3%	12.1%	29.4%	7.7%	18.8%
I don't want to destabilize or upset the patient	12.5%	18.2%	17.6%	15.4%	18.8%
It is someone else's responsibility to gather this information	0.0%	3.0%	0.0%	0.0%	0.0%
I don't have time	8.3%	3.0%	8.8%	0.0%	0.0%
I don't know how to ask	8.3%	6.1%	5.9%	0.0%	0.0%
It makes me uncomfortable to ask	4.2%	3.0%	8.8%	0.0%	6.3%
I would not know how to respond if a patient/client told me they had a history of trauma	0.0%	3.0%	5.9%	0.0%	0.0%
I am not sure why I don't ask	4.2%	15.2%	20.6%	2.6%	0.0%

Why do you NOT ask whether there is a history of trauma?

	Midwives	Nurses	Physicians	Psychologists	Social Workers
Not applicable. I do ask my patients/clients whether they have a history of psychological trauma.	75.0%	45.5%	29.4%	69.2%	75.0%
This information is not relevant to my scope of practice	0.0%	6.1%	20.6%	5.1%	0.0%
It would be inappropriate for me to ask	4.2%	6.1%	14.7%	7.7%	12.5%
I am not convinced that asking this question is helpful to all patients	8.3%	12.1%	29.4%	7.7%	18.8%
I don't want to destabilize or upset the patient	12.5%	18.2%	17.6%	15.4%	18.8%
It is someone else's responsibility to gather this information	0.0%	3.0%	0.0%	0.0%	0.0%
I don't have time	8.3%	3.0%	8.8%	0.0%	0.0%
I don't know how to ask	8.3%	6.1%	5.9%	0.0%	0.0%
It makes me uncomfortable to ask	4.2%	3.0%	8.8%	0.0%	6.3%
I would not know how to respond if a patient/client told me they had a history of trauma	0.0%	3.0%	5.9%	0.0%	0.0%
I am not sure why I don't ask	4.2%	15.2%	20.6%	2.6%	0.0%

Anesthesiologist

- The only trauma I specifically ask about is if they have had 'problems' with previous anesthetics. Sometimes they describe an incidence of awareness which is a trauma that I would need to know about. Otherwise, I think most patients would find it very strange that the anesthesiologist is asking them about a history of psychological trauma.

Psychologist

- At times, other issues are more urgent.

Does knowing about a client's trauma negatively impact your sense of well-being

	Yes, N (%)	No, N (%)	Don't know N (%)
Midwives	9 (38%)	12 (50%)	3 (13%)
Nurses	6 (18%)	21 (64%)	6 (18%)
Physicians	5 (15%)	22 (65%)	7 (21%)
Psychologists	4 (10%)	34 (87%)	1 (3%)
Social Workers	2 (13%)	13 (81%)	1 (6%)

Midwife

- Until this weekend I would have said no to this question. I was on call for another midwife's client whom I had not met and when the midwife gave me a report she indicated that the woman had a history of sexual abuse, was undergoing counselling, was overdue, and had agreed to a vaginal exam for a procedure called stripping the membranes as a method of encouraging labour. It took my colleague 20 minutes to get her fingers to the introitus, she barely could get far enough in to reach the cervix and the woman began sucking her thumb during the procedure. The whole thing was done in consultation with the woman about the best way to do it, she could stop it at any time. A subsequent attempt to do the same thing was done and this time the woman was only able to do it on her side (fetal position). We midwives have frankly been extremely disturbed by this and have been personally strongly negatively affected by this. We have nothing but compassion for the woman but we are also reeling a bit from it.

**Do you need more knowledge
about.....**

...recognizing the signs and symptoms of psychological trauma?

	Yes, N (%)	No N (%)	Not relevant N (%)	Don't know N (%)
Midwives	24 (100%)	0	0	0
Nurses	22 (67%)	11 (33%)	0	0
Physicians	14 (42%)	14 (42%)	4 (12%)	2 (6%)
Psychologists	17 (44%)	21 (54%)	0	1 (3%)
Social Workers	7 (44%)	8 (50%)	0	1 (6%)

...responding to trauma disclosures?

	Yes, N (%)	No N (%)	Not relevant N (%)	Don't know N (%)
Midwives	23 (96%)	1 (4%)	0	0
Nurses	22 (67%)	9 (27%)	1 (3%)	1 (3%)
Physicians	18 (55%)	12 (36%)	3 (9%)	2 (6%)
Psychologists	15 (39%)	24 (62%)	0	0
Social Workers	8 (50%)	7 (44%)	0	1 (6%)

...recognizing the impact of trauma (other than signs and symptoms)

	Yes, N (%)	No N (%)	Not relevant N (%)	Don't know N (%)
Midwives	20 (83%)	4 (17%)	0	1 (4%)
Nurses	23 (70%)	9 (27%)	0	2 (6%)
Physicians	17 (52%)	12 (36%)	3 (9%)	2 (6%)
Psychologists	18 (46%)	21 (54%)	0	0
Social Workers	9 (56%)	6 (38%)	0	1 (6%)

...taking care of a distressed trauma survivor?

	Yes, N (%)	No N (%)	Not relevant N (%)	Don't know N (%)
Midwives	24 (100%)	0	0	0
Nurses	22 (67%)	9 (27%)	2 (6%)	0
Physicians	25 (76%)	5 (15%)	4 (12%)	0
Psychologists	24 (62%)	15 (39%)	0	0
Social Workers	12 (75%)	4 (25%)	0	0

...asking clients if they have a history of trauma?

	Yes, N (%)	No N (%)	Not relevant N (%)	Don't know N (%)
Midwives	19 (79%)	5 (21%)	0	1 (4%)
Nurses	18 (55%)	13 (39%)	1 (3)	2 (6%)
Physicians	15 (46%)	16 (49%)	4 (12%)	1 (3%)
Psychologists	9 (23%)	30 (77%)	0	1 (3%)
Social Workers	8 (50%)	7 (44%)	0	1 (6%)

Limitations

- Convenience sample
 - Not a representative sample
 - Survey data likely skewed towards those who are more knowledgeable about trauma
 - E.g., psychologists

June 1, 2012

Modified Delphi

Modified Delphi Technique

- A group problem-solving technique
- A process to gather input and find consensus among experts
- An iterative process of problem definition, gathering information, providing feedback and reporting conclusions
- Aim was to identify the domains of knowledge for trauma-informed care

Modified Delphi – Round 1

“From your perspective, what are all the topic areas, content areas, and key constructs a healthcare professional would need to be informed about and sensitive to when working with a patient/client who has a history of psychological trauma?”

Round 1

- 15 out of 24 participants responded
- 360 items generated by participants
- Eliminated obvious redundancies and 266 topics remained
- Literature review resulted in 339 chapter titles
- 9 topics were added based on literature review
- Redundancies again removed leaving 143 topics for ranking in round 2

Round 2

- Using Survey Monkey, 19 participants rated each of 143 items on a scale of 1 (not at all important) to 5 (extremely important)
- Two ratings per item
 - Health care provider
 - Mental health care provider
- An average score calculated for each item
- All items with a rating below 3.5 were eliminated (based on health care provider ratings)

Round 3 – In person meeting

- 105 items
- Together, participants sort items into natural themes
 - Is this item connected to any of the others?
- Create group consensus
 - Discuss shared meaning of each of the sorted groups
 - Remove items that don't fit
- Create theme description (i.e., domains of knowledge)

Step 1 of consensus building exercise

- Randomly place 40 items on the wall
- Identify pairs of items – which pair of items go together?
- Randomly place 40 more items on wall
- Identify pairs of similar items
- Add more items and slowly begin to cluster into groups of 3 or larger

First sorting of 105 items...



...resulted in 27 categories



Further sorting...

Eleven domains of knowledge

- Principles of trauma-informed care
- Adverse impacts
- Assessment
- Prevalence
- Trauma responsive relationship
- Cultural competence
- Preventing and responding to retraumatization
- Interpersonal effects
- Challenges in self care
- Legal issues
- Provider wellness

Breakout groups

- Each group assigned one or more domains of knowledge
 - Task was to identify learning objectives for the topics within their domains

Return to large group

- Each small group shares the learning objectives they have generated...
- And, nine hours later, we collapse in exhausted exhilaration

Participants and volunteers



June 2, 2012 – Plan next steps

- Develop questions and educational material for the self assessment tool
- Develop a website to house the tool and educational materials
- Develop and implement a dissemination plan

Conclusion

- While there is a growing awareness of the need for TIC, so far we have been preaching to the converted
- Greater awareness about trauma and TIC across the health care system is needed
- Self assessment tools may be one method to engage and educate health professionals
- Get involved!