

	# 850	TRAUMA INFORMED CARE PROTOCOL	
		<input checked="" type="checkbox"/> Workflow	
Date of Inception:	7-31-2023	_____ Approval:	
Current Approval Date:	7-31-2023	CMO Approval (If Required):	

STEPS	WHAT	WHO
1.	Screening for Adverse Childhood Experiences (ACEs) and trauma is embedded in the Comprehensive Assessment, which is completed for new members and/or as part of the members' annual assessment. The Comprehensive Assessment is completed by the member's Case Manager and is reviewed and approved by a Behavior Health Professional.	Care Team
2.	Areas of need determined by the assessment appear at the end of the assessment. A completed assessment results in a generated document maintained within the electronic health record.	Care Team
3.	Recommendations for services and treatment are made based upon the results of the screening/assessment. The member can choose the treatment and services they would like or ask for other support if it was not offered. The member can choose to wait on any given service or treatment recommendation until a later time. The services and treatment that the member chooses will be included in their Integrated Service Plan.	Care Team
4.	<p>If a member is interested in services, referrals and resources are identified based on individual member needs and member preferences.</p> <p>A. The Care Team will make referrals for activities within Provider Health as available. Provider Health has a cadre of counseling staff who provide evidence-based services using techniques that have proven to be effective in addressing trauma. These include Cognitive Behavior Therapy, Dialectical Behavior Therapy, EMDR and mindfulness.</p> <p>B. Provider Health also collaborates with a number of other providers who deliver trauma-related services. A referral to resources or a preferred provider is completed with the member's consent when (1) the member chooses another provider, or (2) if it is determined by the Care Team that the member may benefit from services, supports or resources not offered by Provider Health.</p>	Care Team

STEPS	WHAT	WHO
5.	All clinical teams are made aware of the resources available to provide trauma informed service through clinical supervision and clinical training provided to all staff on a monthly basis.	Clinical Director
6.	<p>Provider Health provides training in Trauma Informed Care on an annual basis to all staff who interact with the individuals we serve.</p> <p>A. As part of the annual training requirement staff are required to complete 1.5 hours of Trauma Informed Training via the Relias platform.</p> <p>B. An additional 1.5 hours of Trauma Informed Training will be provided by Provider Health’s doctoral interns, supervised by the Chief of Clinical Education. Training will be provided annually during site all-staff meetings.</p> <p>C. Staff also receive over 2 hours of annual training on a variety of topics that address engagement techniques, which include empathy, identifying trauma during assessments, and treatment resources for trauma. 3.2 A</p>	Learning & Development / Clinical Education
7.	Documentation of completed trainings are recorded in the Relias database and maintained by Provider Health’s Learning and Development Department.	Learning & Development