Integrating Secondary Trauma Reduction Strategies into Child Death Review Work

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<table>
<thead>
<tr>
<th>Time</th>
<th>Topics</th>
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<tbody>
<tr>
<td>10:00 – 11:15</td>
<td>Safety Culture in MI Child Welfare</td>
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<tr>
<td>11:15 – 11:30</td>
<td>Break</td>
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<tr>
<td>11:30 – 12:30</td>
<td>Systemic Incident Review</td>
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<tr>
<td>12:30 – 2:00</td>
<td>Lunch (90 minutes)</td>
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<tr>
<td>2:00 – 3:00</td>
<td>Safe Systems Improvement Tool</td>
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Creating A Safety Culture

Commits resources to safety concerns AND acknowledges the high risk nature of an organization's activities and the determination to achieve consistently safe operations.

Promotes a blame-free environment where individuals are able to report errors or near misses without fear of reprimand or punishment AND encourages collaboration across ranks and disciplines to seek solutions to problems.
Secondary Trauma and Burnout

• Secondary Traumatic Stress/Vicarious Trauma (STS/VT): STS is a secondary trauma which results from indirect exposure to trauma. Defined by Dr. Charles Figley, Secondary Traumatic Stress Disorder is “the natural consequent behaviors resulting from knowledge about a traumatizing event experienced by a significant other. It is the stress resulting from helping or wanting to help a traumatized or suffering person” (Figley, 1995).

• Burn-out is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterized by feelings of energy depletion or exhaustion; increased mental distance from one’s job, or feelings of negativism or cynicism related to one's job; and reduced professional efficacy. (WHO, 2019)
Shoji, et. al. (2015) What Comes First, Job Burnout or Secondary Traumatic Stress? Findings from Two Longitudinal Studies from the U.S. and Poland
Some Early Data Tells Us…

**PSYCHOLOGICAL SAFETY**
The shared belief team members are accepted, respected, supported, and able disclose a concern or mistake

- Increasing psychological safety
  (Leake et al., 2017; NPCS data, 2021; Vogus et al., 2016)

**MINDFUL ORGANIZING**
Measures teamwork and team resilience – how teams monitor, plan, innovate, learn, and support one another

- Increasing mindful organizing
  (NPCS data, 2021; Vogus et al., 2016)

- Increasing mindful organizing
  (Epstein et al., 2020; NPCS data, 2021)
Conclusions The authors found differences in SAQ dimensions at the country, hospital and unit level. The general emphasis placed on teamwork and safety climate in quality and safety efforts appear to be highlighting dimensions that vary more at the unit level than the hospital level. They suggest that patient safety improvement interventions target unit level changes, and they support the emphasis being placed on teamwork and safety climate, as these vary significantly at the unit level across countries.
Team Health is Contagious!

Being DISCONNECTED is a significant health risk
How might we create teams-based strategies?

Mindful Organizing

Psychological Safety

Intentional Design
Psychological Safety

Feeling accepted, respected, supported -- able to disclose an error, mistake, or to respectfully challenge

Distinctive from Trust (though that's always good)

Conflated with Comfort (not the same and not always good)
Psychological Safety

What it is:

• A shared belief that comes from shared experiences.
• A state of feeling accepted, supported, respected, and free to take interpersonal risks.
• A place where mistakes are treated as opportunities to learn – not a time to blame and punish.

What it is NOT:

• Free from accountability.
• A place where people always feel comfortable.
Psychological Safety - Discomfort and Safety

- How People Go Nowhere
- How People Grow and Learn
- How People Get Hurt
- What People Avoid

Edmonson, 2015
The “what ifs” that get in the way

What if I’m wrong?

What if I look incompetent?

What if I’m seen as negative?

What if I sound disruptive?

Think of a time when you didn’t feel psychologically safe — Put in the chat one fear you had that got in the way.

What if they get angry?

What if they don’t like me?
Getting There... 4 Stages of Psychological Safety

Inclusion Safety
- Membership
- Valued
- Treated fairly

Learner Safety
- Ask questions
- Learn from mistakes
- Grow and Change

Challenger Safety
- Candid
- Challenges ideas and norms
- Speaks up with concerns

Collaborator Safety
- Engage respectfully
- Equal voice
- Constructive Debate

Clark (2020)
Mindful Organizing

A social process and collective capability to detect and respond to unexpected events - it depends on understanding context and capabilities. Teamwork and team resilience – how teams monitor, plan, innovate, learn, and support one another.
HOPE / DOUBT
Six Habits for Mindful Organizing and Psychological Safety

1. Spend time identifying what could go wrong
2. Talk about mistakes and ways to learn from them
3. Test change in everyday work activities
4. Develop an understanding of who knows what and communicate
5. Appreciate colleagues and their unique skills
6. Make and respect candor and a precondition

Team-based Strategies for Building Habit

Plan Forward
- Huddles and Briefings

Reflect Back
- Triggered debriefings

Communicate Effectively
- Structured tools, SBAR, Conscious narratives

Test Change
- Driver Diagrams and PDSA cycles

Promote Professionalism
- Struggling well together, Self-care
Struggling Well Together

WHY?

Barton et al, 2022
Relational Pauses for team health and psychological safety

Huddles

Debriefs

Barton et al, 2022
Communicate Effectively

• Attend to the content
• Conscious narrative

No Splatting!

Miller, 2020
Self Care Strategies that can Help

• Exercise
• Time away
• Mindfulness

Miller, 2020
Thank You!

Visit our website

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