From: Holder, Abigail

Sent: Thursday, August 23, 2018 2:18 PM

To: Sandrelli, Marika <Marika.Sandrelli@fraserhealth.ca>

Subject: RE: ED Trauma Informed Practice Courses

Here is what I am thinking for Abstract, but please send me any feedback you have. I am happy to make changes, just didn’t want to add to your workload.

I will also need your preferred contact number for submission.

Thank you for all your help.

Background

Fraser Health Authority's (FHA) Emergency Network (FHEDN) provides leadership and guides practice in 12 Emergency Departments (EDs). In response to the ongoing overdose crisis, and through validation by people with lived experience, it was identified that stigma can have a significant negative impact on patient-caregiver interactions and patients' help-seeking behaviors. In further exploring the concept of 'stigma' through staff interviews, findings indicated that service providers' distress tolerance and professional quality of life also affects these interactions.

It was concluded that FH ED staff and patients would benefit if ED staff received trauma informed practice training. Trauma informed practice courses were introduced in Nov 2017 and continue to run to date. A building resilience course was developed for FH ED Overdose Response Champions and clinical leaders. A "Staying Humane" course is being offered to ED Physicians.

Methods

Findings from interviews with people with lived experience about their perception of stigma in the ED was analyzed, as well as, disclosures from staff about their perception of their caregiver satisfaction. These findings informed a comprehensive change management strategy that utilized developmental evaluation to continuously improve efforts that were based in transformative learning.  Additionally, outcome data were examined from post course surveys about how staff’s caregiver satisfaction had changed. Data related to patient complaints as well as interviews with people with lived experiences were used to evaluate overall success in improving the patient experience.

Results

Do you have any specific outcome data that can demonstrate results? Education was used to influence culture in order to improve patient and caregiver experiences.

Conclusions

Using transformative education and situated learning to influence culture in the ED can significantly impact patient and caregiver interactions, decrease the experience of stigma, and improve caregiver satisfaction.

From: Sandrelli, Marika

Sent: Thursday, August 23, 2018 2:10 PM

To: Holder, Abigail <Abigail.Holder@fraserhealth.ca>

Subject: RE: ED Trauma Informed Practice Courses

Ah- I would love to co-present with you as well. I just want to ensure that I am not intruding J

The deadline for abstracts is Sept 7th- so you need any help in submitting?

From: Holder, Abigail

Sent: Thursday, August 23, 2018 2:02 PM

To: Sandrelli, Marika <Marika.Sandrelli@fraserhealth.ca>

Subject: RE: ED Trauma Informed Practice Courses

Awesome. She wants me to submit on developing all our ED education, including the course for ER Physicians, and you were a big part of it so I hope you don’t mind but I would love to co-present with you J

A

From: Sandrelli, Marika

Sent: Thursday, August 23, 2018 1:28 PM

To: Holder, Abigail <Abigail.Holder@fraserhealth.ca>

Subject: RE: ED Trauma Informed Practice Courses

Would love to if you think it would be helpful.  I will be at the Forum already

From: Holder, Abigail

Sent: Thursday, August 23, 2018 1:18 PM

To: Sandrelli, Marika <Marika.Sandrelli@fraserhealth.ca>

Subject: RE: ED Trauma Informed Practice Courses

Hey Marika,

Sheila has asked me to submit an abstract to present this work at the 2019 Quality forum (Feb 2019).

Any chance you want to co-present something with me about developing and implementing the TIPS, Building Resilience (OD champions) and Staying Humane (ERP) courses?

A

From: Sandrelli, Marika

Sent: Thursday, August 23, 2018 11:30 AM

To: Holder, Abigail <Abigail.Holder@fraserhealth.ca>; Scarborough, Katherine (Kathy) <Katherine.Scarborough@fraserhealth.ca>

Cc: 'Laura Kelly' <laurajkelly66@gmail.com>; Van Osch, Mary <Mary.VanOsch@fraserhealth.ca>; Shortt, Janet <Janet.Shortt@fraserhealth.ca>; Smith, Cathryn <Cathryn.Smith@fraserhealth.ca>

Subject: RE: ED Trauma Informed Practice Courses

Hello Kathy and Abby,

Kathy, you may be aware as well about the work with Janet Shortt from Professional Practice on  Direct Care Leadership Pathway Project.  I am supporting the embedding of Trauma & Resiliency Informed Practice into the Supervising Skillfully curricula with Cathryn Smith.  Both are c.cd on this response as well.

It looks like significant  convergence happening, and perhaps we may consider a meeting to support some strategic alignment for TRIP across our efforts.

Warmly,

Marika

From: Holder, Abigail

Sent: Thursday, August 23, 2018 10:55 AM

To: Scarborough, Katherine (Kathy) <Katherine.Scarborough@fraserhealth.ca>

Cc: Sandrelli, Marika <Marika.Sandrelli@fraserhealth.ca>; 'Laura Kelly' <laurajkelly66@gmail.com>; Van Osch, Mary <Mary.VanOsch@fraserhealth.ca>

Subject: ED Trauma Informed Practice Courses

Hi Kathy,

I am a CNE for the Emergency Network working on our Response to the ongoing opioid crisis. Sheila Finamore asked me to ensure that you are aware of some work being done by the Emergency Network to present trauma informed practice content to our staff.

Specifically we have developed three courses for emergency staff: one for all frontline ED nurses (Trauma informed practice in Emergency Departments – developed with Marika Sandrelli); one for overdose response champions (Building Resilience for ED leaders and ED Overdose Response Champions) and one for Emergency Physicians (developed with Dr. Laura Kelly and Marika Sandrelli).
Mary sent you an email about this work a few months ago (please see below) but we did not hear back from anyone on your team, so wanted to reach out again to see if anyone from professional practice should be involved in this work.

Thank you for your time.

Abby Darby

CNE Emergency Network

604-787-3937

From: Scarborough, Katherine (Kathy)

Sent: Thursday, May 17, 2018 8:35 AM

To: Van Osch, Mary

Cc: Holder, Abigail; Barclay, Neil G; Per, Jacqueline

Subject: RE: Professional Practice email for ERP TIPS Course

Thanks Mary. I will forward onto our team. I know that Maneet and others.

Regards,

Kathy

Kathy Scarborough, MSN, RN

Director, Clinical Professional Development

Professional Practice

Fraser Health

From: Van Osch, Mary

Sent: Wednesday, May 16, 2018 2:19 PM

To: Scarborough, Katherine (Kathy)

Cc: Holder, Abigail; Barclay, Neil G; Per, Jacqueline

Subject: FW: Professional Practice email for ERP TIPS Course

Hi Kathy,

Hope all is well!

Due to the ongoing opioid crisis, Emergency Network has focused on a number of initiatives directed at patients who present in the Emergency Department with an opioid overdose or identified as at risk for opioid overdose.  One of these initiatives is to ensure all ED nurses and physicians receive education on Trauma Resiliency Informed Practice.

I just wanted you to be aware, that we are partnering with frontline Emergency Department Physicians to develop a trauma informed practice course that also focuses on physician wellness and will be specifically designed for FH Emergency Physicians. Representatives from the FNHA and MHSU have also been instrumental in guiding this work.

If Professional Practice has an interest in being involved in the development of this course please contact Abby Holder, our regional Emergency Network CNE to discuss further.

Thanks,

Mary

Mary Van Osch, RN, MSN, ENC (C)

Clinical Nurse Specialist, Emergency Network

Fraser Health Authority

Tel:  604-360-5374

Email: mary.vanosch@fraserhealth.ca

Clinical Nurse Specialists lead through collaboration and consultation by integrating clinical expertise with research  to improve client, population and health system outcomes