

# MIXED METHOD EVALUATION OF TRAUMA- & VIOLENCE-INFORMED CARE WORKSHOPS:

## RESULTS OVERVIEW

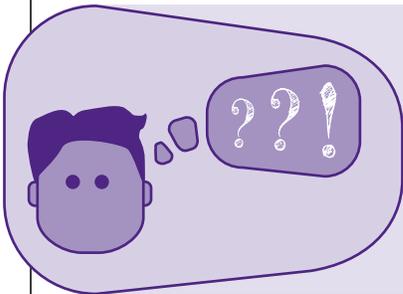
### THE STUDY

We examined the impact that Trauma- and Violence-Informed Care (TVIC) workshops had on individual knowledge and practice, and on organizational-level policies and strategies. The workshops, conducted from 2017 through 2019, were half to full-day sessions for health/social service providers and leaders aimed at introducing the core TVIC concepts and providing immediately implementable strategies for individuals and organizations. This document summarizes results from the 67 attendees who completed an online survey and 7 who also completed a follow-up interview.

### CHANGES IN AWARENESS & THINKING

Many participants reported changes in their TVIC knowledge and/or awareness due to the workshops. For example, some said it served as a “refresher” that helped “reinforce,” things they already knew; one said it made them feel “energized”. In the survey, the most often endorsed change (63%) in thinking related to the links among violence, trauma, behaviour, pain, and substance use.

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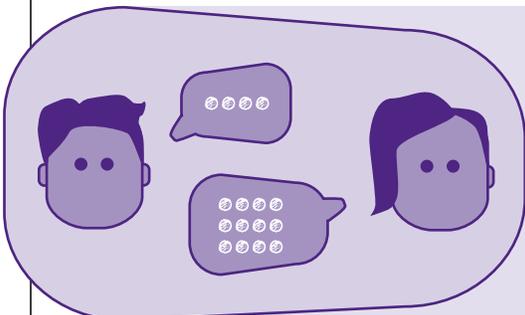
*“I am more aware of how systemic trauma and violence have impacted certain subgroups to have higher levels of certain diseases or to use unhealthy coping behaviors.”*

*“I am more compassionate and have a greater understanding about addiction.”*

### CHANGES IN PRACTICE

Although less common than changes in thinking, many participants reported changes to how they interact with the people they serve, such as being more careful with documentation, providing additional assistance with referrals, and more carefully communicating verbally and non-verbally. In the survey, the most commonly endorsed change (55%) was how they spoke with clients initially and/or during the care process.

2



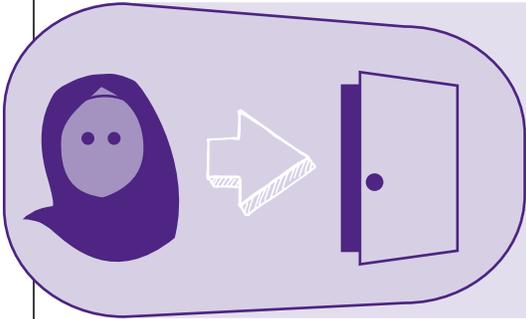
*“...there was more conscious conversations and conscious preparation prior to going into appointments... not asking questions that are trigger[ing] when you're not ready or if the client's not ready for that.”*

*“Making sure that you're not standing above people, ensuring that you're always sitting down... starting a conversation with a smile...”*

## CHANGES IN ORGANIZATIONS AND PRACTICE SETTINGS

3

Changes to the physical environment, incorporation of TVIC into clinical curriculum, new educational opportunities, being more understanding of missed appointments, and attempting to keep the conversation regarding TVIC going among staff were reported by participants. The most commonly endorsed change (34%) was well-being supports for staff who experience vicarious trauma or related distress due to their work.



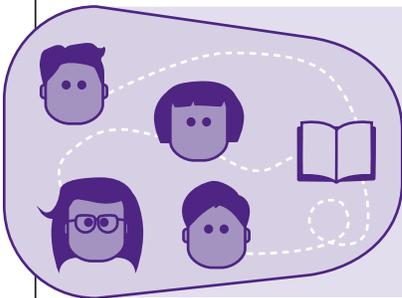
*"I find myself checking in more with my colleagues for signs/symptoms of compassion fatigue etc."*

*"We have considered TVIC when revising our program intake/registration form."*

## THE IMPORTANCE OF TVIC

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Many survey participants were interested in receiving more TVIC education. All interview participants discussed how TVIC should be foundational for anyone working in the health or social service sectors.



*"I think everyone should have to take it. I think it should be one of those mandatory trainings that we have, not if you want to... we should be doing it regularly... once every 5 or 10 or 15 years is not going to be good enough."*

*"TVIC is sort of like a basic, it's like 'my God, at least you've got to understand this.'"*

## FUTURE RESEARCH

- Explore in more depth, and from a critical lens, how health and social service professionals and organizations "do the work" of TVIC, and what enables (or impedes) this
- Evaluate how different modes of TVIC education compare
- Develop and test better measures of the full range of TVIC principles and dimensions, allowing us to better define and evaluate the "success" of TVIC for patients, providers and organizations

## TAKE AWAY MESSAGES

- Educating health professionals and others (e.g., educators) about trauma, violence, and discrimination is not easy
- TVIC education can help shift potentially stigmatizing attitudes which can then precipitate practice change
- These approaches are emerging as an important way to improve health care experiences, health outcomes, and quality of life

### For more information on this study, see:

Wathen, C. N., MacGregor, J. C. D., & Beyrem, S. (2021). Impacts of trauma- and violence-informed care education: A mixed method follow-up evaluation with health & social service professionals. *Public Health Nursing*. Online: <https://onlinelibrary.wiley.com/doi/abs/10.1111/phn.12883> or by emailing: [nwathen@uwo.ca](mailto:nwathen@uwo.ca)

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