



The Norman Knight Nursing Center
for Clinical & Professional Development

PCAs Quick Reference: Trauma Informed Care

What is trauma Informed Care?

- Trauma: The experience of violence and victimization including sexual abuse, physical abuse, severe neglect, loss, domestic violence, and/or the witnessing of violence, terrorism or disasters. (National Assoc of State Mental Health Program Directors, 2012)
- Traumatized individuals suffer from physical maladies (cancer, endocrine, cardiovascular, pulmonary, upper and lower GI, urinary, dermatologic, musculoskeletal) at a greater rate than the non-traumatized. (Schnurr, Spiro, & Paris, 2000)
- Recognizes the pervasiveness & impact of trauma
- Helps us to recognize signs & symptoms in individuals
- Seek to minimize re-traumatization
- Facilitates healing
- Acknowledges impact on providers and organizations

What do you need to know?

- Understand influence of trauma on brain and subsequent behavior
- Traumatized patient's may be anxious, fearful, untrusting, controlling, overly reactive and have maladaptive behaviors.
- Acknowledge and accept that patients 'are who they are'.
- Do not expect them to easily fit in to our routines/environment.
- Work to **adapt your approach** to help this patient stay calm and engaged. We cannot expect them to respond (cope) normally.
- **We can** meet them where they are.
- This person may not appreciate our hard work.
- We may not always be successful, but every encounter is a new opportunity.

What is the role of the PCA (under the direction of the RN)?

- Be aware of triggers that might cause the patient to re-visit their trauma experience
 - Feeling disrespected
 - Don't say "no". Find another way to say it.
 - Feeling out of control
 - Hunger
 - Not being listened to
 - Lack of privacy
 - Feeling lonely
 - Darkness
 - Being teased
 - Feeling pressured
 - Being isolated
 - Being touched