TRAUMA-INFORMED CULTURE:
SHODAIR CHILDREN'S HOSPITAL

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Nursing Contact Hour Disclosure

In order to receive 1 full contact hour, the learner must attend the entire presentation for a total of 60 min=1 contact hour, complete an evaluation after the presentation. No partial credits will be awarded.

No identified conflict of interest for any planner or presenter of this program.

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For additional questions, please contact Alona Jarmin, RN, BSN MSN at ajarmin@mpqhf.org
**Learning Objectives:**

- Define Culture and understand the **harmful impacts** of a toxic culture versus the **healing opportunities** of a courageous culture.
- Learn two cultural tools you can use today to work towards a more **courageous culture**.

**Who will teach us:**

- Dr. Brené Brown has spent the past two decades studying courage, vulnerability, shame, and empathy and is the author of five #1 New York Times bestsellers. Her TED talk – The Power of Vulnerability – is one of the top five most viewed TED talks in the world with over 45 million views. Brené Brown’s work on leadership and vulnerability has been transformative for companies from Google, to Pixar, to The US Special Forces.
- Dr. Bloom served as Founder and Executive Director of the Sanctuary programs, inpatient psychiatric programs for the treatment of trauma-related emotional disorders. Over 350 programs have been trained in the Sanctuary Model® which is a blueprint for organizational change.
JOURNEY WITH ORGANIZATIONAL CULTURE
WHAT IS CULTURE ANYWAY?

Culture is the sum of our collective values, actions, and emotions that build daily experiences.

- What behaviors are rewarded? Punished?
- What rules / expectations are followed? Ignored?
- What stories are legend and what values do they convey?
- How prevalent are shame and blame and how do they show up (i.e. gossip)?
- What is the collective tolerance for discomfort? Failure?
WHY DOES CULTURE MATTER?

Without a healthy culture, mission and vision will fail.

Harmful Impacts:

- Corrosive Cultures create disengagement which costs the US economy $500 billion a year
  - Translates to $100 billion in healthcare alone
  - $5,929 per employee per year (Kaiser Family Foundation, 2018)

- Toxicity and disengagement is strongly rooted in the nursing profession:
  - 60% of new nurses quit their first job within 6 months because of bullying
  - 1 in 3 consider leaving profession because of lateral violence
TOXIC CULTURES DESTROY ...

- Courage
- Empathy
- Trust
- Innovation
- Accountability

- Adaptability
- Inclusivity
- Hard Conversations & Feedback
- Problem-solving
- Resilience
HOW CAN YOU TRANSFORM CULTURE?

- Trauma Theory
- Courage Building Skills
- Sanctuary Model: Toolkit
**Adversity & Shame** are universal to the human experience and shape the way we behave.

- **Adversity** is any unfavorable event marked by significant stress.

- **Shame** is the intensely painful feeling or experience of believing that we are flawed and therefore unworthy of love, belonging, and connection.

Our response to shame is the same as our response to trauma because our brains react to social pain just as it does physical pain. Shame is the emotion that is most likely to push you out of your integrity.
### How Shame Shows Up at Work

There are many ways that shame can show up in organizations:

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<thead>
<tr>
<th>Back-channeling</th>
<th>Discrimination</th>
<th>Perfectionism</th>
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</thead>
<tbody>
<tr>
<td>Blaming and finger-pointing</td>
<td>Favoritism</td>
<td>Power-over</td>
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<td>Bullying</td>
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<td>Self-worth tied to productivity</td>
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<td>Cover-ups</td>
<td>Invisible Army</td>
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<td>Nostalgia</td>
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HOW CAN WE MINIMIZE SHAME AND BUILD RESILIENCE?

- All individuals and organizations can cultivate **Resilience** when safe spaces are established.

- Shodair utilizes **Dare to Lead™** skillsets and **Sanctuary Tools** to build resilience.

- Shodair uses **Empathy** and **Sanctuary Tools** to diffuse the power of shame and recognize adversity.
SANCTUARY MODEL: COMMUNITY MEETINGS BUILD EMPATHY

- How are you feeling, (really)?
- What is your goal?
- Who can you ask for support?
Safety plans are relational tools; we share them with one another so we can build community, manage our emotions, and normalize asking for help.
DARE TO LEAD™ SKILLSETS

RUMBLING with Vulnerability
LIVING into Our Values
BRAVING Trust
LEARNING to Rise

the four skill sets of courage
DARE TO LEAD™ TOOL

FEEDBACK TOOLBOX

Rumble Language

___ The story I make up
___ I’m curious about
___ Tell me more
___ That’s not my experience
___ I’m wondering
___ Help me understand
___ Walk me through that
___ What’s your passion around this
___ Tell me why this doesn’t fit/work for you
Without a healthy culture, mission and vision fail. 

Employees feel burned out and leave. 

Patient care suffers.
TEAM EXPERIENCES

Turnover
PATIENT EXPERIENCE

2018 Admissions

• 19% Increase

2018 Special Procedures

• 68% Decrease

2020 Patient Experience

• 34% (average) increase in life satisfaction as reported by Shodair patients
Culture change is circuitous. Keep braving to get it right.
RESOURCES

Sanctuary:
• https://shodair.org/about-shodair/culture-at-shodair/
• http://www.thesanctuaryinstitute.org/

Dare to Lead™
• https://brenebrown.com/
• The Call to Courage (Netflix)
• OverstoryMT.com

Ted Talks (Trauma Theory and Mental Health):
• Nadine Burke Harris
• Jenny Buscher