

# Healing the Fracture

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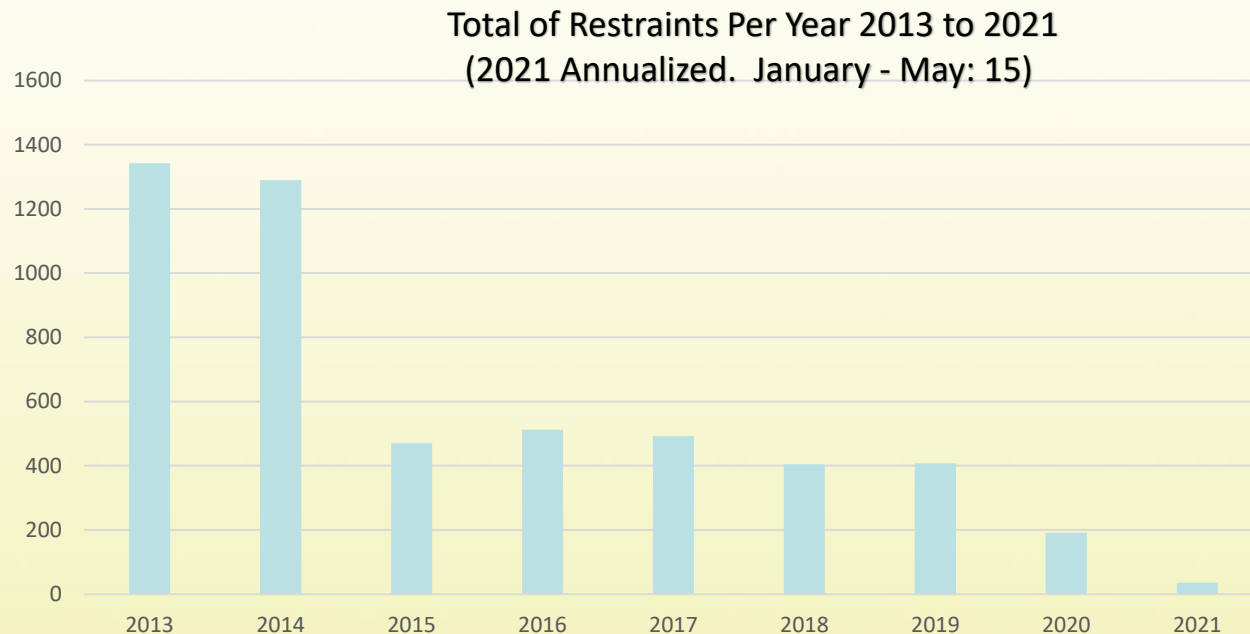


# Introduction

- The Traumatic Stress Institute
- Barry Robinson
- Need for change
- Introducing ourselves and our roles



# Reduction in Restraints- Number



**How did we do this? And, notice how long it took.**

# Trauma-Informed Care Implementation

- The change process
- Choosing your transformation partner
- Important elements of the process- it takes time
- Sustainability- train-the-trainer model
- Use of data



# Barry Robinson Initial Restraint Reduction



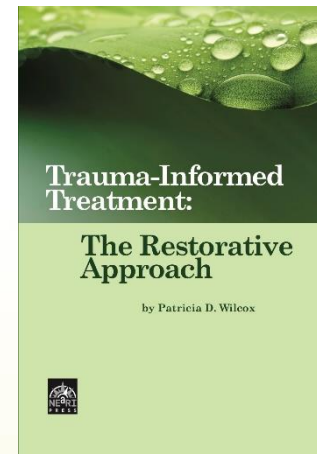
- The impact of restraint on child and staff
- Six SAMSHA Core Strategies
- Changes in organizational structure (nursing example)
- Difficulty changing the culture
- Staff fears and concerns
- Staff were not involved in initiative or training
- Clinical Director and COO presented a training model: “The Restorative Approach” / “Risking Connection”.

# Risking Connection Training Model



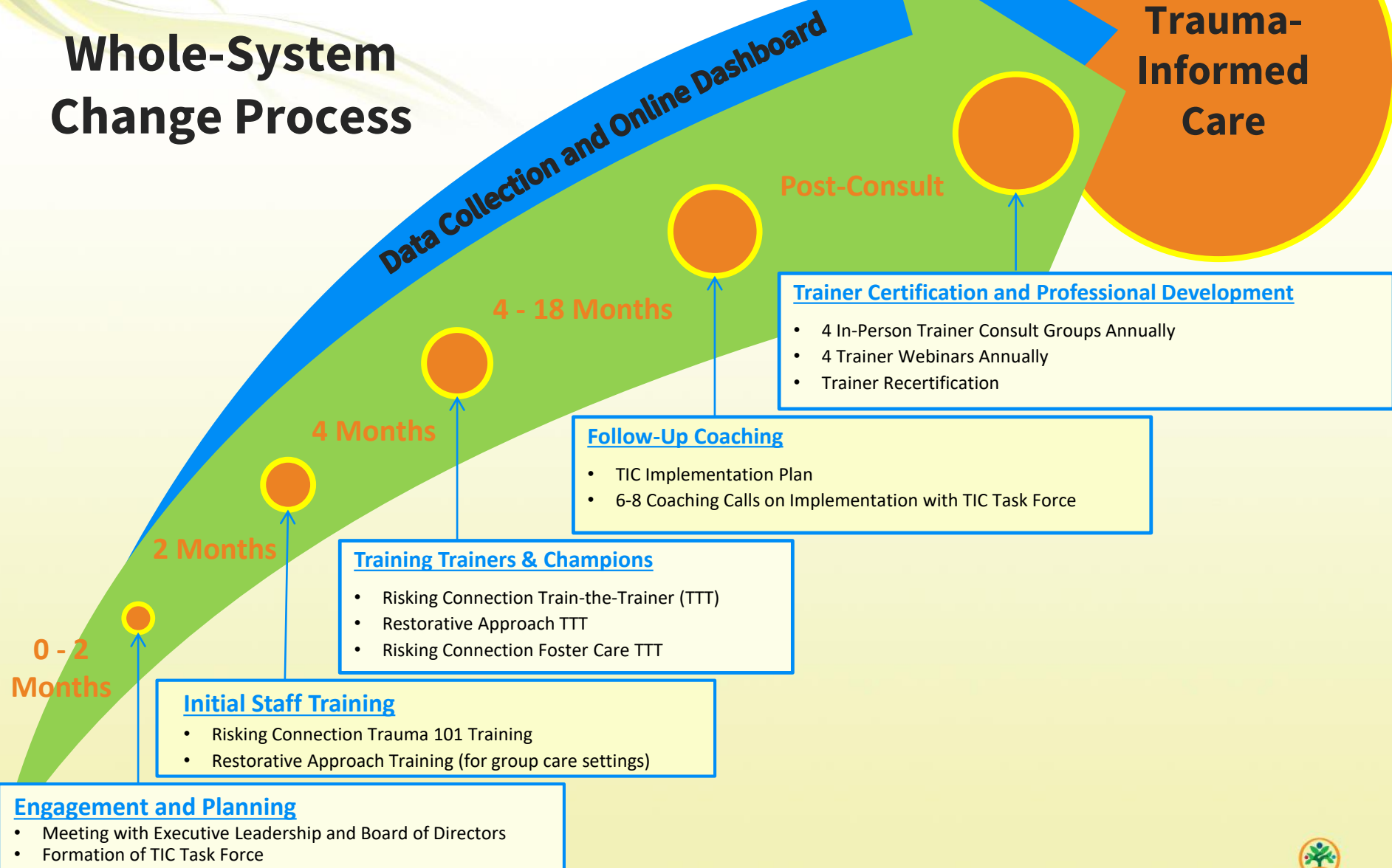
- Foundational trauma training model
- Philosophy of service provision, not treatment technique
- Creates common language
- Relationships as primary agent of change
- Particular emphasis on self of the helper
- Join international community of organizations implementing TIC

# The Restorative Approach<sup>SM</sup>



- Answers the question “*But what do I actually do on Monday?*”
- Trauma informed technique for treatment of children and adolescents.
- Concrete alternative to points and level systems.
- Grounded in the importance of relationships for healing.
- Based on restorative justice principles

# Whole-System Change Process





## Perils of Change Management - Leadership



# The role of administration

- Organizational expectations
- CEO sets the stage -wanted to decrease and move toward the elimination of restraints
- CEO take the doors off the “seclusion rooms”
- More than just agreeing- must actively participate
- Use a common language



## Next Steps

- CEO was supportive but not engaged.
- We trained everyone – as anticipated there was resistance and gave out T-Shirts “Connection Before Correction”
- The initial training did not cause this to be part of our DNA. So we did a “refresher” training



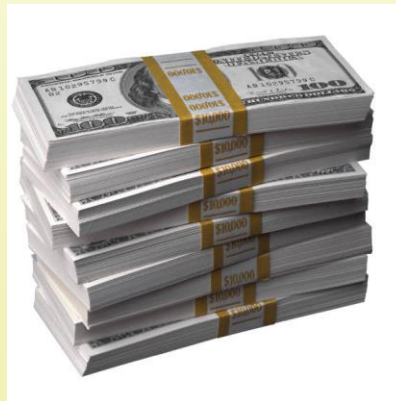
## Next steps continued

- At the same time we threw away our point system.
- Not seeing results
- Staff had not taken ownership.
- We reviewed restraints and critical incidents at our morning meeting- displays CEO commitment
- More Executive attention



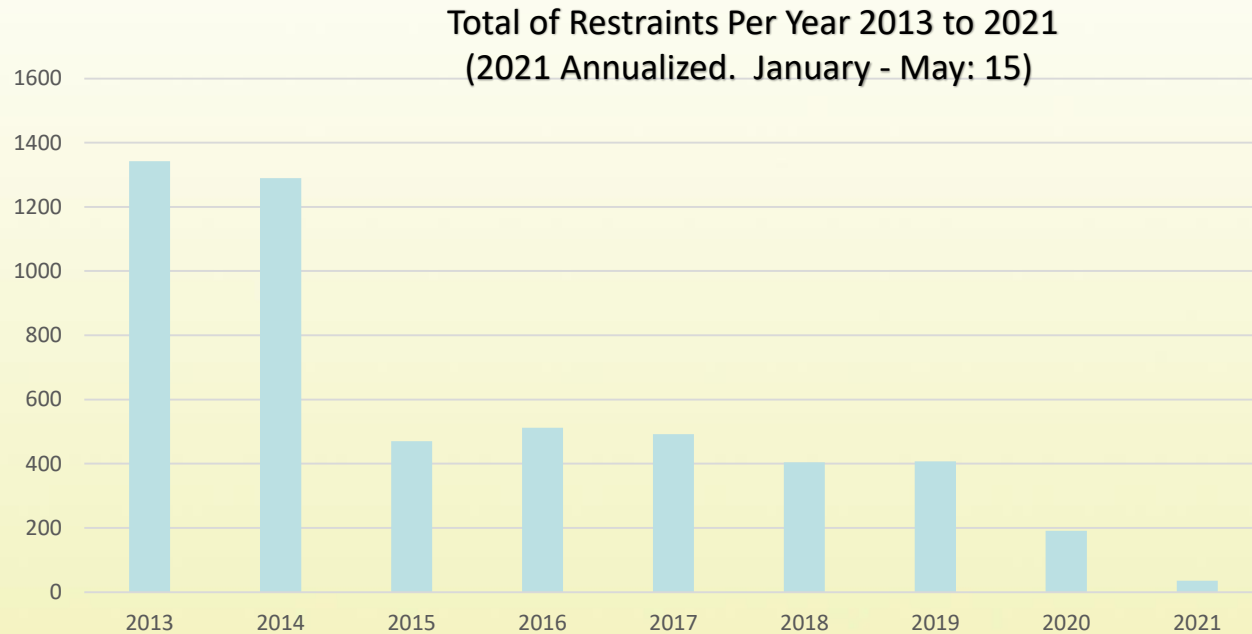
# Where we are now and what we have learned

- Trauma -informed care makes financial sense
  - Decrease workman's comp
  - Decrease turnover
  - Increase ability to grow when you can find and keep staff



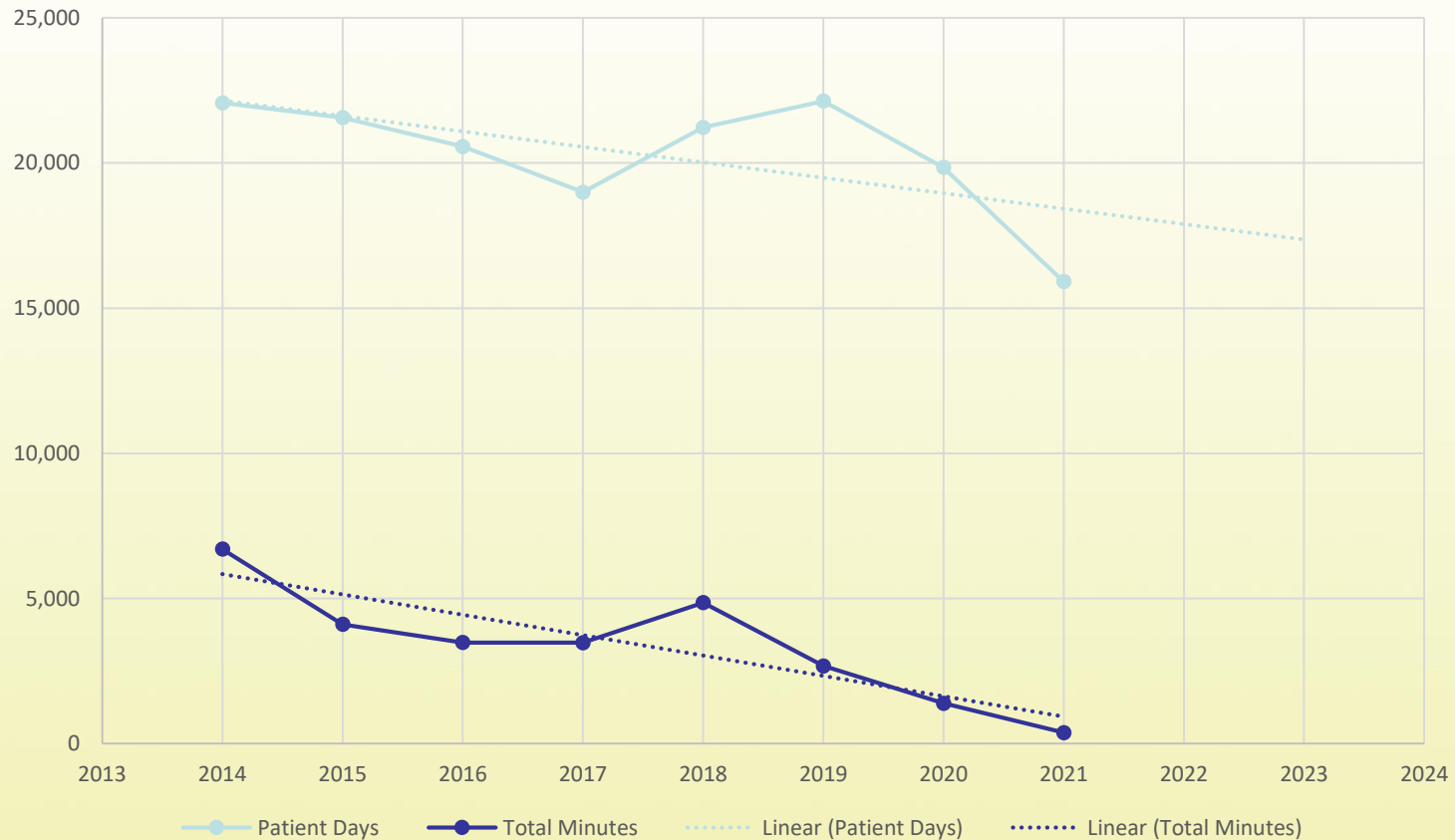


# Reduction in Restraints- Number

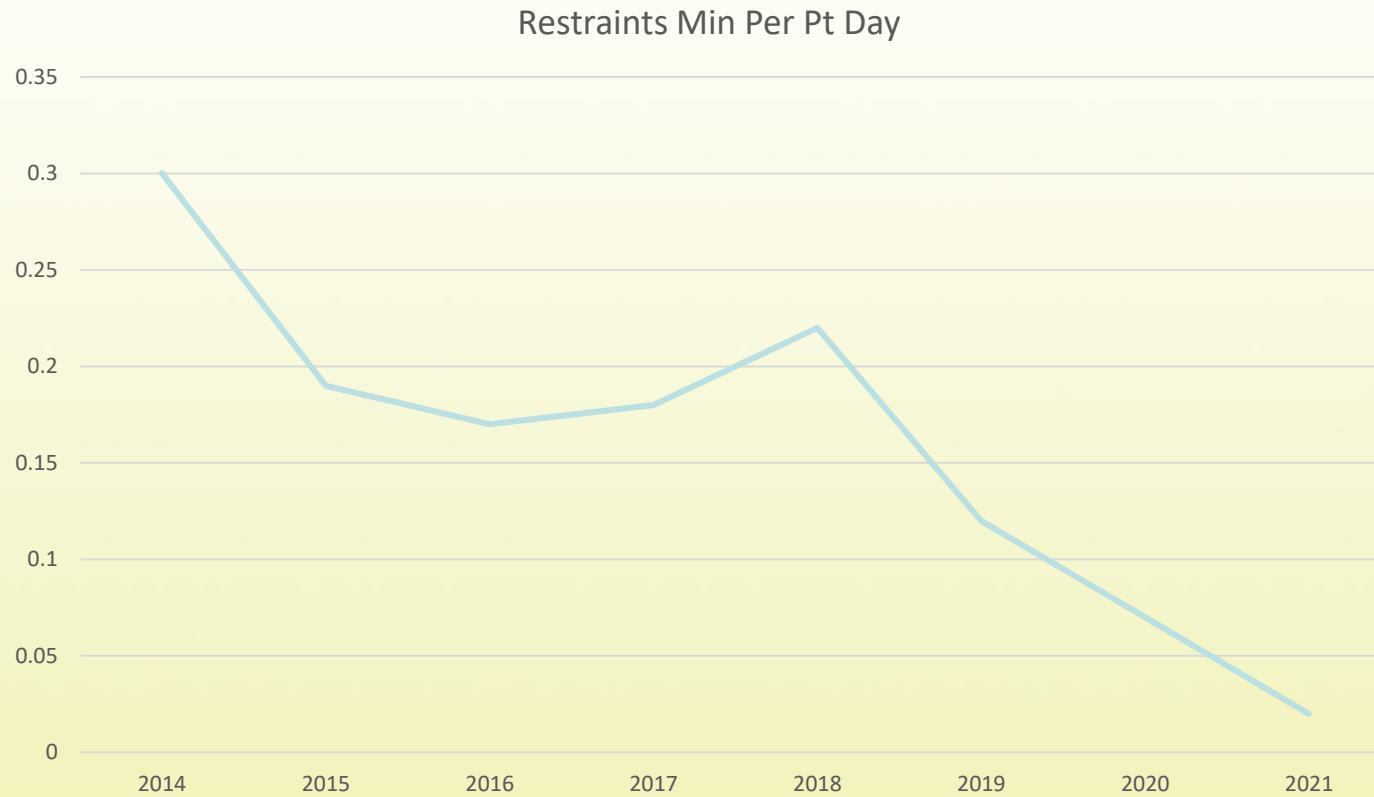


# Reduction in Restraints- Duration

Pt. Days vs. Min in Restraints



# Reduction in Restraints- Duration

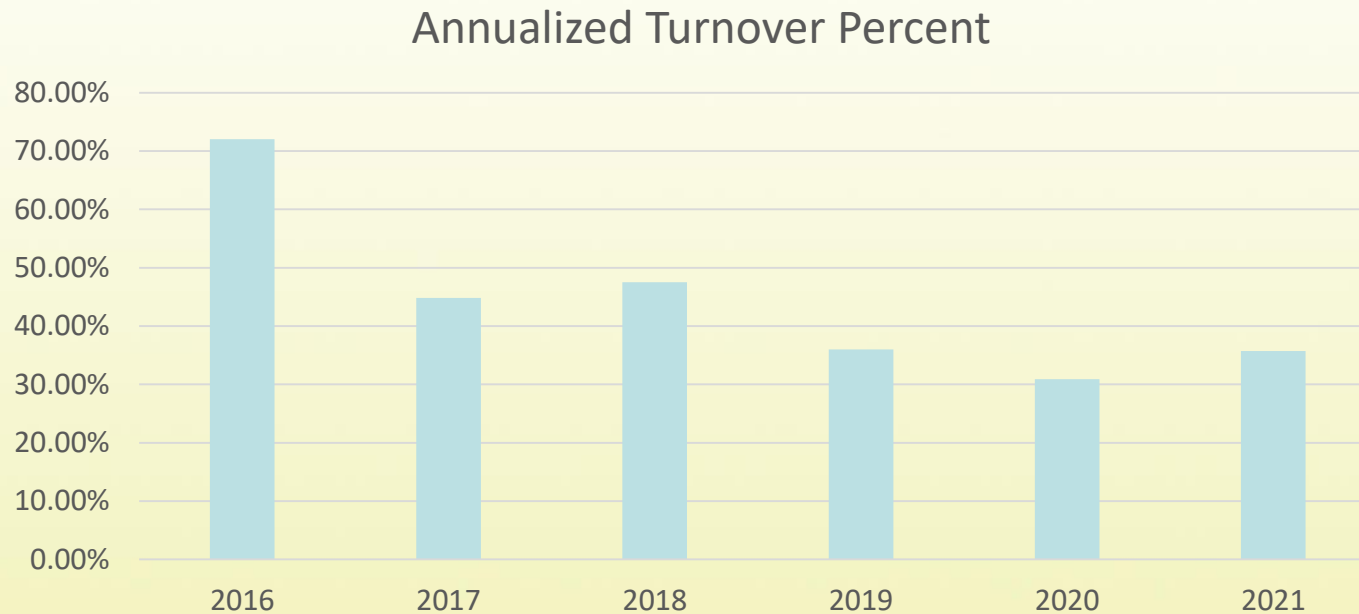




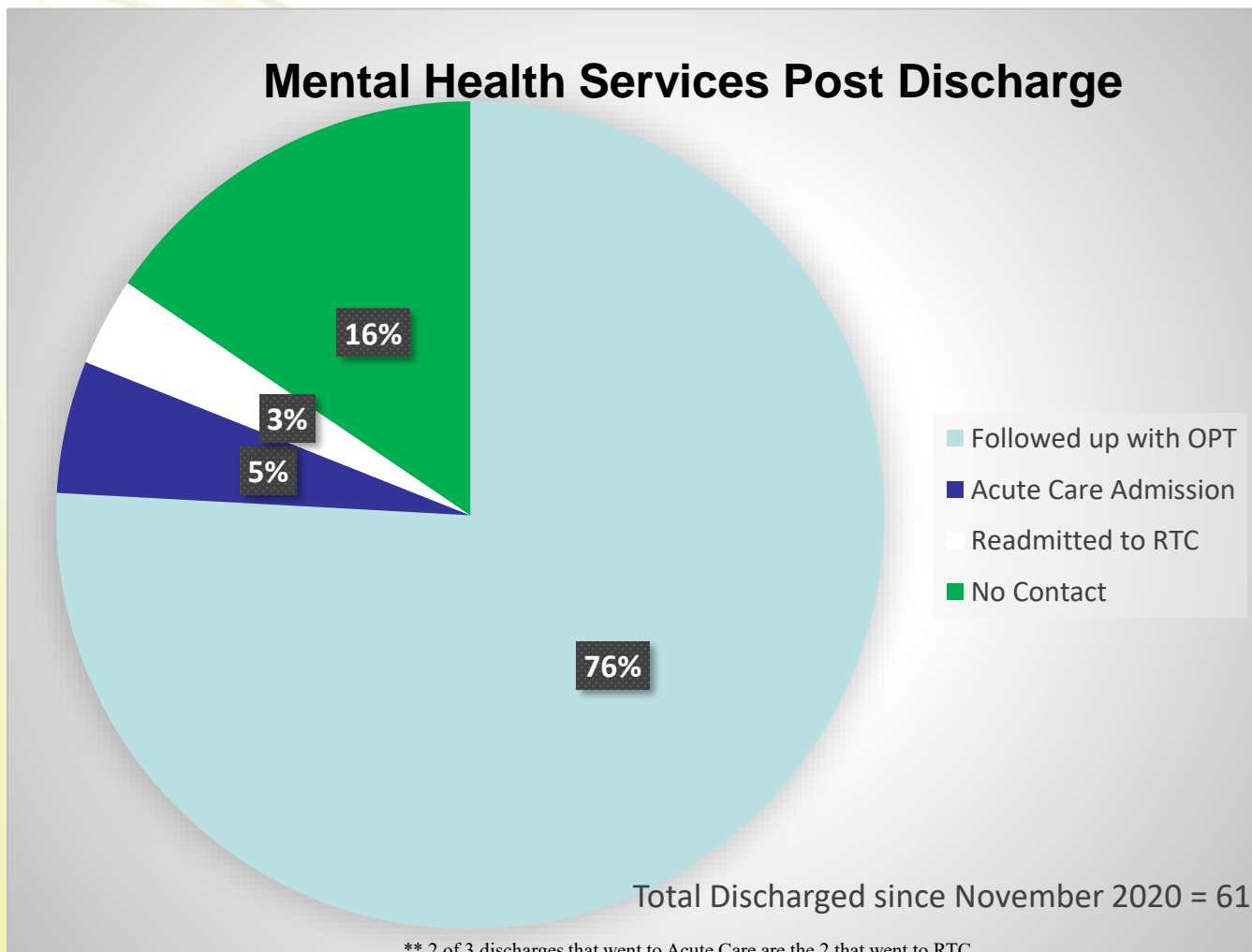
# Workers Compensation Claims 2016-2021



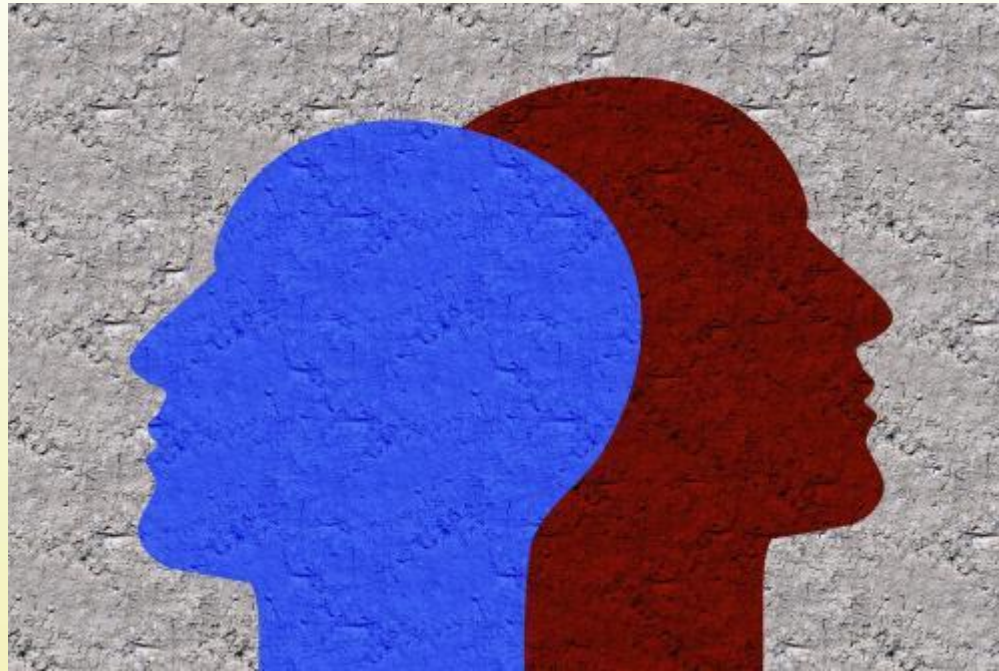
# Employee Turnover 2016-2021



# Post Discharge Outcomes



# Hal's Story: How it change The Barry Robinson Center



## An incident that tests the approach

- Hal's story
- The incident
- Rob's initial response – “We need to let him go.” Charlene (the COO) telling Rob he was not being RICH (Respect, Information Connection and Hope)
- Rob's expectations for Hal
- Hal meeting with Rob
- Hal moving forward

## The Impact of the Incident

- Rob talks about impact on the CEO and impact on the organization
- Rob became very engaged. It is important that the CEO has tremendous influence on what gets focused on. Even when the CEO feels that they have minimal impact.
- Result has been the decrease and almost elimination of restraints.
- Decrease in staff injuries and increase in staff job satisfaction.

# Where we are now and what we have learned

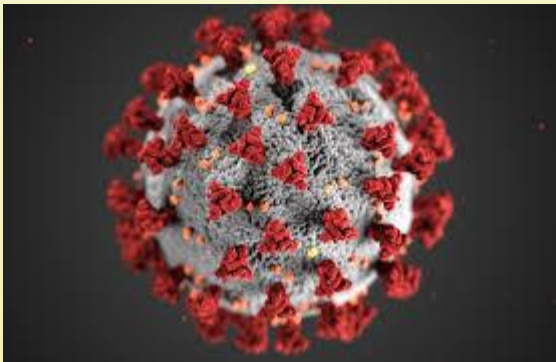
- Sustaining also takes effort from CEO and everyone
- Training new staff- train-the-trainer
- Milieu has changed:
  - Focus on staff engagement
  - Proactive not just reactive
  - Know clients as whole people
  - Staff working more cooperatively with each other
- Examining one-to-one use
- Restorative Approach book club



# Where we are now and what we have learned

Affects training and on boarding staff- Trauma trained staff do hiring

- Focus on mid level managers
  - Train and support
  - Meet in admin building
  - Increased leadership confidence in direct care staff
  - Better feedback and growth
- Culture held through COVID despite lack of in person training





# Thoughts? Questions?



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