

Applying a Trauma-Informed Approach to PHP Processes: Rationale, Implementation, and Improved Outcomes

Catherine V. Caldicott, MD, FACP – Medical Director, PBI Education
Holly Wade, MA, LCPC, LPC, LCPAT, ATR_BC – Clinical Manager, Center for a Healthy Maryland

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What you can do tomorrow

- Address the communication skills of your staff, including those who answer the phone. Begin to integrate the ideas from the presentation.
- Research TIA training for your staff
- Review the wording on your questionnaires and forms
- Review your website
 - Is it welcoming?
 - What information is confidential vs. public?
 - Are FAQs written sensitively?

The four Rs of a trauma-informed approach

- REALIZE the widespread impact of trauma
- RECOGNIZE the signs and symptoms of trauma
- RESPOND by fully integrating knowledge about trauma into policies, procedures, and practices; and
- RESIST RE-TRAUMATIZATION

Staff and board member training

- The Council on Licensure, Enforcement and Regulation (CLEAR) offers basic and specialized National Certified Investigator and Inspector Training (NCIT). For those who have completed this training, CLEAR offers additional programs that target specific issues and topics for compliance and discipline professionals, such as investigating reports of sexual misconduct. See [NCIT Third Tier Programs](#) for the full listing and descriptions.
- PBI Education can provide custom trainings for agency staff or board members and staff on trauma-informed regulation. www.pbieducation.com
- Justice 3D, a provider of advanced-level training and consulting for investigations and responses to violent crimes. A frequent presenter at medical regulatory conferences. <https://www.justice3d.com/>

Literature cited in presentation

- Benjet C, *et al.* The epidemiology of traumatic event exposure worldwide: results from the World Mental Health Survey Consortium. *Psychol Med* 2016; 46(2): 327-343.
- Biggar S, *et al.* ‘Virtually daily grief’—understanding distress in health practitioners involved in a regulatory complaints process; a qualitative study in Australia. *International Journal for Quality in Health Care* 2023; 35(4):1-12.
- Felitti VJ, Anda RF, *et al.* Relationship of childhood abuse and household dysfunction to many of the leading causes of death in adults. The Adverse Childhood Experiences (ACE) Study. *Am J Prev Med.* 1998; 14(4): 245-258.
- Trauma-Informed Care: <https://www.traumapolicy.org/topics/trauma-informed-care>
- [Trauma-Informed Care Implementation Resource Center](#)
- [UCSF Center to Advance Trauma Informed Health Care](#)
- Williams BW, *et al.* Adverse Childhood Experiences in Trainees and Physicians With Professionalism Lapses: Implications for Medical Education and Remediation. *Acad Med.* 2021; 96(5): 736-743.

Other resources

- Van der Kolk, B. (2014). *The Body Keeps the Score*. New York: Penguin Books
- California public health campaign to increase public understanding of ACES and provide resources and strategies to manage toxic stress, heal from adversity, and end cycles of trauma: [ACEs and Toxic Stress Campaign](#). Brief video: [Understanding ACEs](#)
- The Centre for Addiction and Mental Health (CAMH) is Canada’s largest mental health teaching hospital and one of the world’s leading research centres in its field. CAMH is fully affiliated with the University of Toronto and is a Pan American Health Organization/World Health Organization Collaborating Centre. See [The Mental Illness & Addiction Index](#) for an easily searchable alphabetized listing of a wide array of mental health and addiction conditions, including treatment and recovery information.
- Application of a trauma-informed approach in the criminal justice system, both from ACEs Too High:
 - [This isn’t your usual article about how bad domestic violence is; it’s about a solution](#)
 - [To end domestic violence, heal the abusers...say those who do](#)
- The documentary “Step Inside the Circle” examines the pervasiveness of childhood trauma, one of the key factors behind America’s high level of incarceration. It describes the effectiveness of a compassionate, trauma-informed approach to individuals who commit wrongdoing. See <https://compassionprisonproject.org/>.
- [IACP Successful Trauma Informed Victim Interviewing](#). IACP=International Association of Chiefs of Police