

<h1>Centered Care</h1>	<p>Embodying Qualities Central to Trauma- Sensitive Care</p> 
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<h2>Aspire Training & Consulting</h2>	
<p>Interactive</p> <p>Take Aways</p> <p>Personably Professional</p> <p>Confidential</p>	<p>Melinda A. Marasch, LCSW (920) 415-4430 Melinda@Aspire2BU.org</p> 

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Learning Objectives

Learning Objectives:

Integrate the aims of Healing Informed Care/TIC with at least 2 embodied qualities related to the personhood of the practitioner.

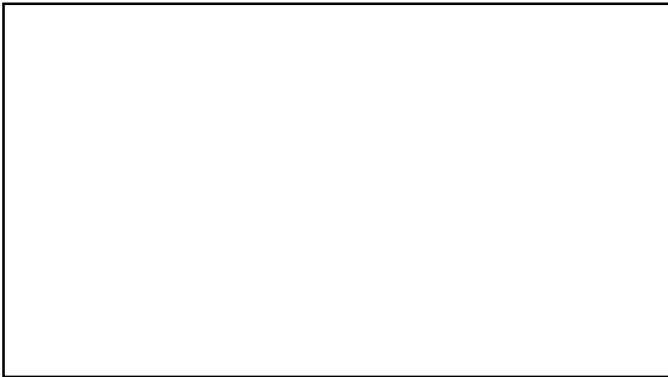
Identify at least 1 cognitive, 1 physiological, and 1 attentional change in threat cognition and it's opposite, mindfulness cognition.

Differentiate and summarize working definitions for empathy, empathic distress, compassion, self-compassion as we review measurement tools and current findings.

Describe the impact of personhood/quality of relationship on health care outcomes

Explore the neurobiology of universal and personal obstacles that block these qualities and one actionable step to bring back to your practice

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Stress & Trauma

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Brain evolution

NEOCORTEX
cognition, language
sensory perception
spatial reasoning

MAMMALIAN
BRAIN
emotion and feeling

REPTILIAN BRAIN
instincts

Shutterstock, purchased license

How our minds work...

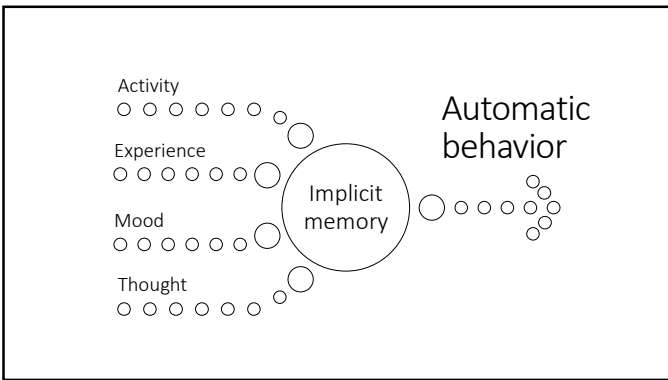
Wired to avoid threats
Wired to seek resources
Wired by habituation & conditioning

Biologically changed
By childhood adverse experiences
Epigenetics
Trauma
Toxic stress

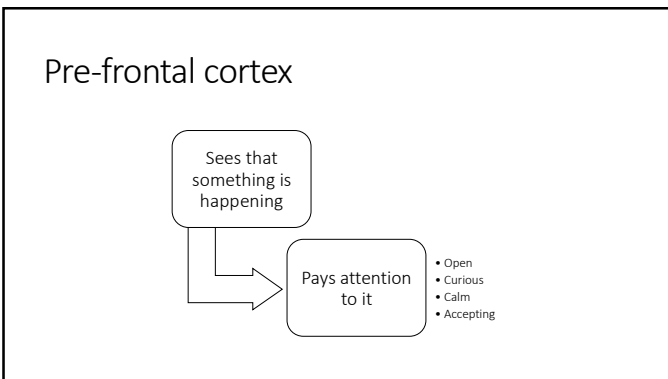
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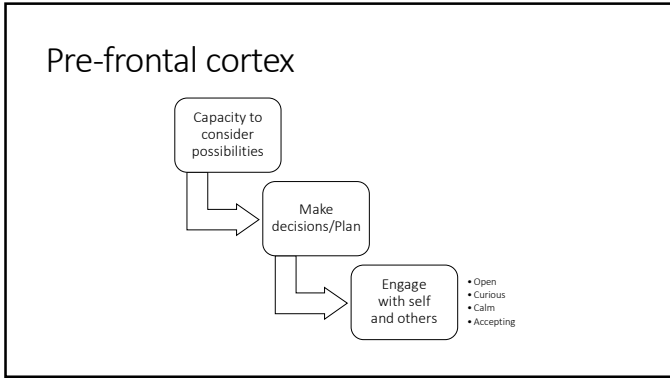
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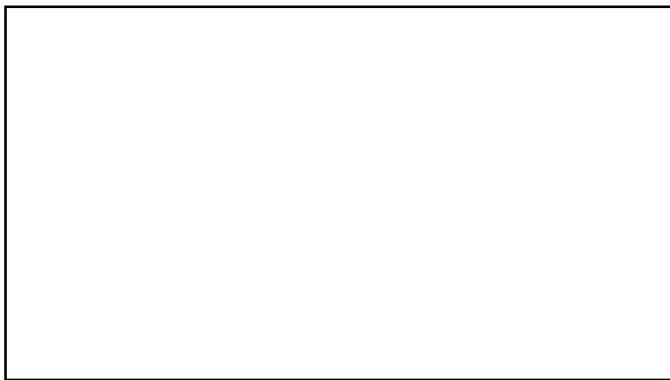
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Trauma-Informed

- Safety
- Trustworthiness & transparency
- Peer support
- Collaboration & mutuality
- Empowerment & choice
- Cultural, historical & gender issues

(SAMHSA, Substance Abuse and Mental Health Services Administration, 2014)

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Trauma-Informed

- Recognize
- Realize the impact
- Respond with awareness & skills
- Resist Re-traumatization

(SAMHSA, Substance Abuse and Mental Health Services Administration, 2014)

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“For me, I realized the term slipped into the murky water of deficit based, rather than asset driven strategies to support young people who have been harmed. Without careful consideration of the terms we use, we can create blind spots in our efforts to support young people.”

-Dr. Shawn Ginwright

Healing

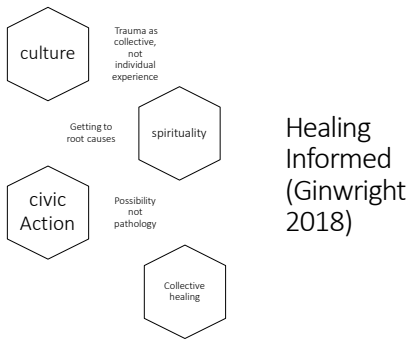
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“The body is where we fear, hope, and react; where we constrict and release; and where we reflexively fight, flee or freeze. If we are to upend the status quo of white-body supremacy, we must begin with our bodies.”

-Resmaa Menakam, MSW, LICSW

The Body

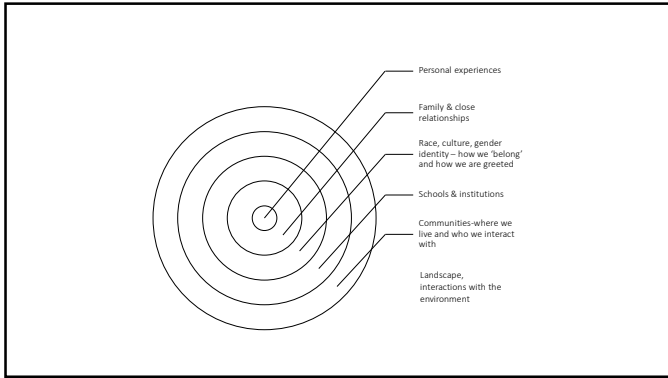
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Healing –informed
-generative
-resilience
-joy

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HIC = Keep Stress/Trauma in Mind: Know What You Are Doing & Why	
We Asked	We Need to Ask
What is wrong with you?	<ul style="list-style-type: none"> • How might this behavior be understood in terms of stress/trauma? • What's going on? • What happened?
What's wrong?	What's strong in you? <ul style="list-style-type: none"> • I have • I can • I am

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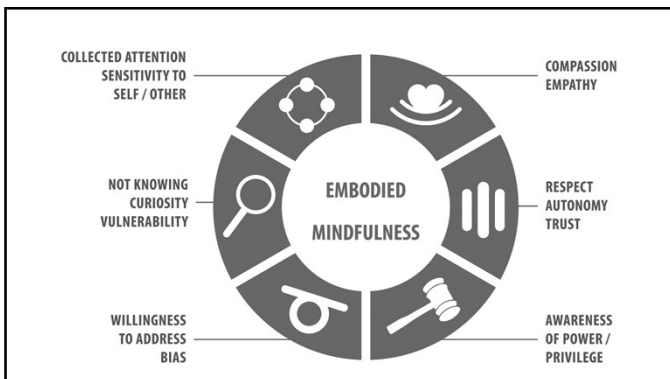
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**Embodied Mindfulness:
Collected Attention**

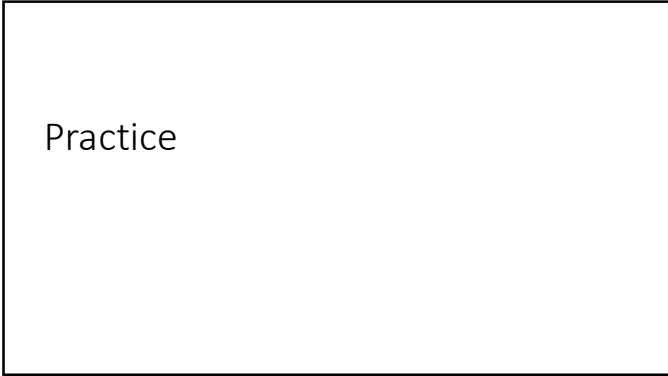
Mindfulness and anchors
Intention, Attention & How we show up with Presence
Red zone/Green zone & the Healing Alliance

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As you begin to observe yourself, be fascinated,
intrigued, and in no way critical.

-Laura vanDernoot Lipsky

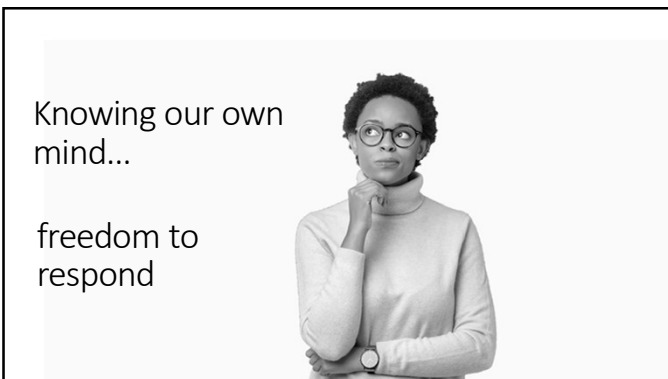
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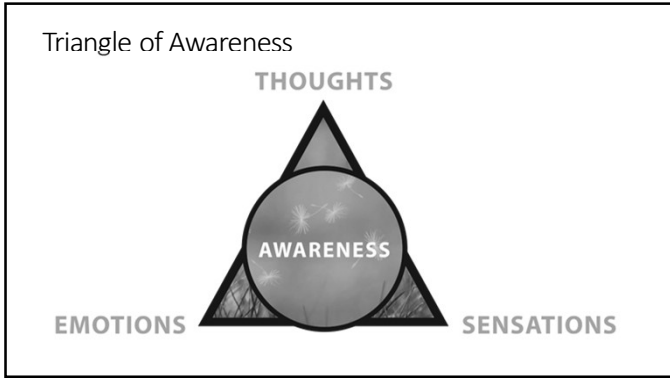
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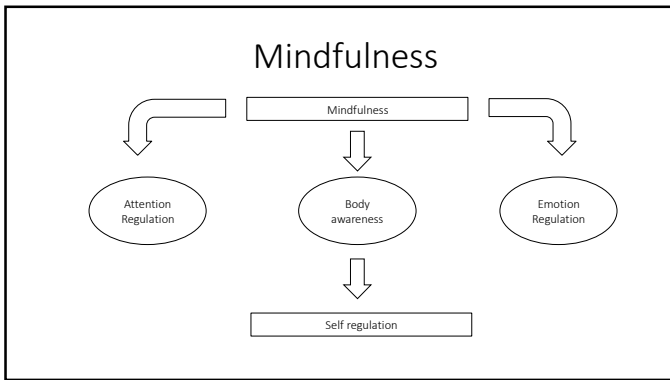
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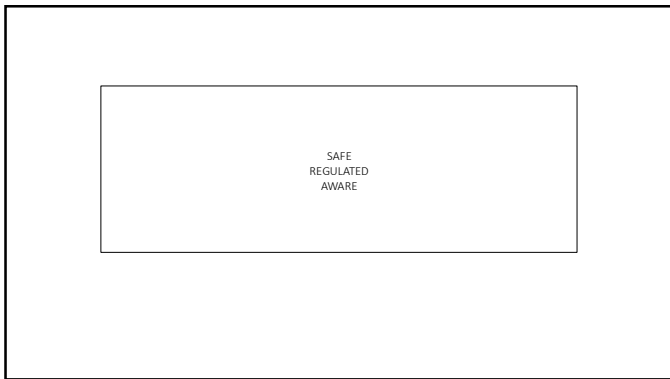
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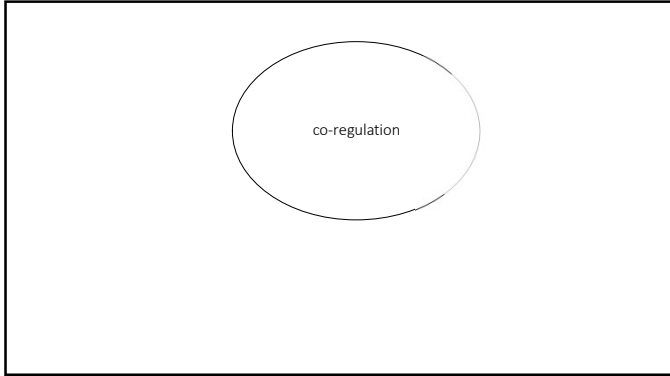
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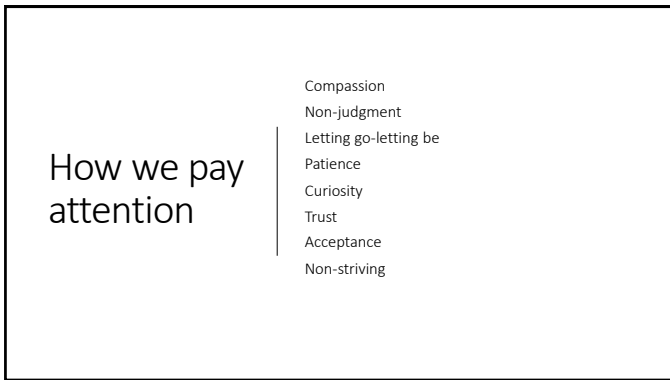
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Polyvagal theory

Autonomic Nervous System (ANS) = Parasympathetic (PNS) & Sympathetic Nervous System (SNS) & Enteric (ENS) systems

Vagus Nerve: Regulates the ANS, connecting the brain to major systems in the body supporting mind-body

PNS: rest & digest...has an inhibitory affect on heart & SNS...relaxation, digestion & regeneration

SNS: fight, flight, flee, submit...directs body's rapid involuntary response to dangerous or stressful situations following a flood of hormones

PNS & SNS are supposed to work in rhythmic alternation to support healthy digestion, sleep & immune system functioning

Stephen Porges, PhD:
<https://www.youtube.com/watch?v=ec3AUMDjtKQ>

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In times of threat

PNS goes into defensive mode; slows or shuts down
SNS releases adrenalin & cortisol increasing heart rate, respiration, blood flow, digestion & glucose

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(VVC) Ventral Vagal Complex: Signaling System for motion, emotion & communication. (Our Social Engagement System)

(SNS) Sympathetic Nervous System: Mobilization System for Flight or Fight Behaviors. (Our Aggressive Defense System)

(DVC) Dorsal Vagal Complex: Immobilization System for Conservation Withdrawal. (Our Passive Defense System)

Our Autonomic Nervous System fires muscular tensions triggered by feedback signals from the external & internal world at millisecond speeds below conscious awareness. These muscles tensions fire our Thoughts?

<https://vivifychangepolyvagal.wordpress.com/2016/10/06/polyvagal-theory-fight-freeze-or-engage/>

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FREEZE
Body collapse
Immobility
DORSAL VAGAL
Shame
Shut-Down
Hopelessness
Preparation for death
Trapped

FIGHT
Sympathetic
Rage
Anger
Irritation
Frustration

SOCIAL ENGAGEMENT
VENTRAL VAGAL
Joy
In the Present
Groundedness
Curiosity/Openness
Compassion
Mindful

Adapted by Ruby Jay Walker from Cheryl Sanders, Steve Haskins, Steven Porges and Peter Levine

<https://vivifychangepolyvagal.wordpress.com/2016/10/06/polyvagal-theory-fight-freeze-or-engage/>

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You Can Help

↓ Decrease stress-/trauma-response
↑ Increase resilience

Hyper-Arousal
Emotional overwhelm, panic, feeling unsafe, angry, racing thoughts, anxiety, etc.

Window of Tolerance
OPTIMAL AROUSAL ZONE
Carrying on with daily life in the river of well-being

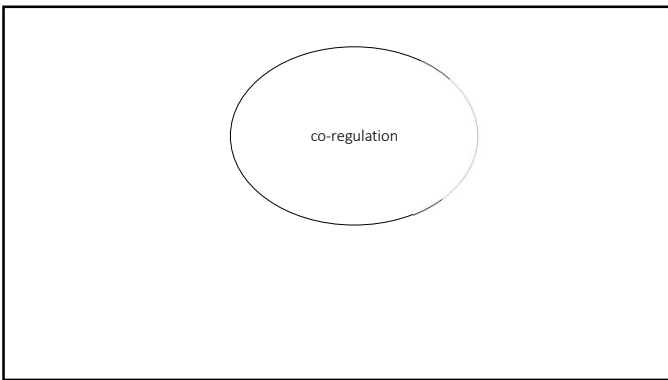
Hypo-Arousal
Numb, no feelings or energy, can't think, shut down, ashamed, disconnected, depression, etc.

<http://www.brassballstenderheart.com/wp-content/uploads/2017/10/Window-Of-Tolerance.png>

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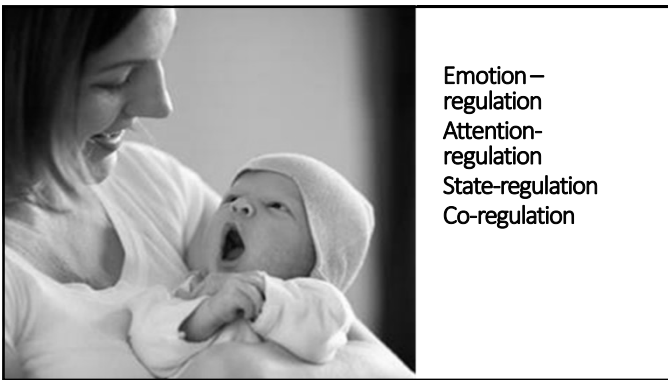
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 <p>Self Others Safety World Spirituality</p>	<p>Secondary Trauma Experiencing the cumulative effect Witnessing a traumatic event Having knowledge about a traumatic event experienced by another Working with traumatized individuals</p>
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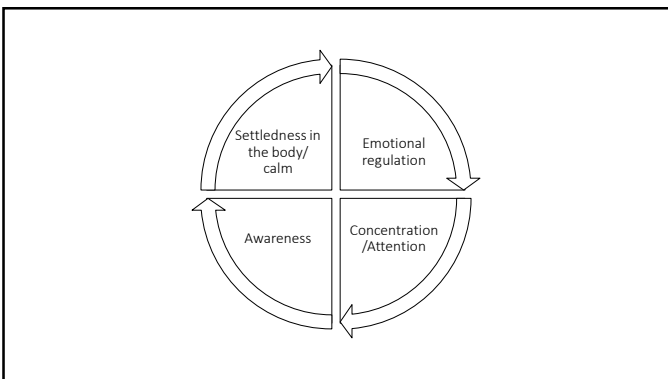
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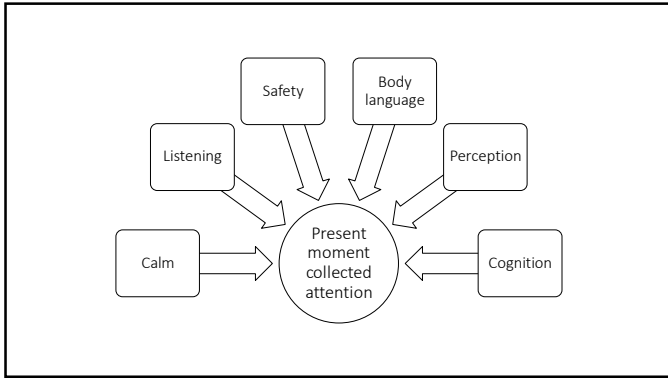
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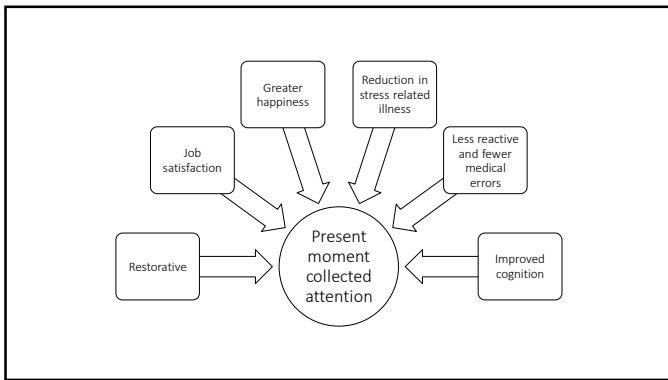
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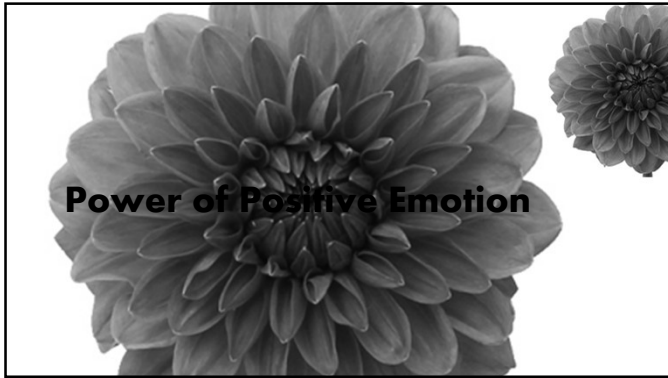


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Responsive & Reactive Modes of Mind

<p>Green zone Safe, satisfied, content Asserting, aspiring, caring Building up, restorative Salutogenic- supports wellbeing Peace, contentment, love positive</p>	<p>Sense of self/experience Responds to life Effects on the body/wellbeing Central experience Bias- outlook</p>	<p>Red Zone Unsafe, dissatisfied, disconnected Resisting, grasping, clinging Wearing down, depleting Pathogenic- stress related disease Fear, frustration, heartache negative</p>
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Autopilot vs. Mindfulness

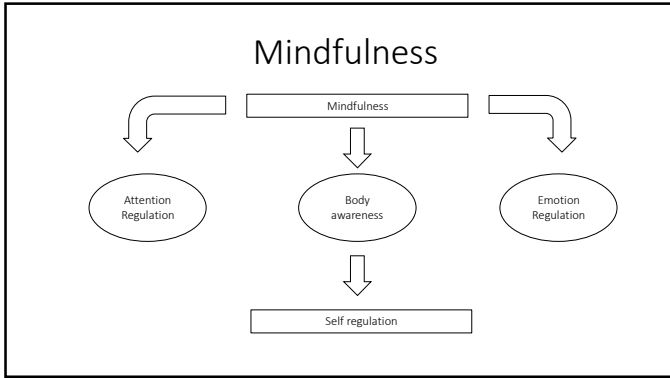
Autopilot	Mindfulness
Disconnected from sensory feedback	Come into senses
Attention is diffuse, scattered and not needed to be on our activity	Attention can be engaged intentionally
Mind wandering	Present moment
Reduced sense of wellbeing/happiness	Emotional & Attentional regulation
Doing mode	Being mode

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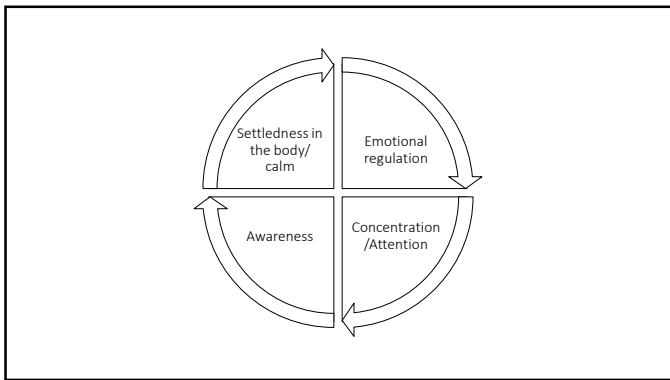
Threat Cognition vs. Mindfulness Cognition

Threat Cognition	Mindfulness
Selective sensory awareness - vigilance	Come into senses
Attention is aimed at worries	Attention can be more spacious (BOTH/AND)
Negativity bias – we see what’s wrong	We see the pleasant, and unpleasant, the good and the bad
Highly reactive- ‘snap’ judgment – less prefrontal cortex /big picture	Less reactivity, more ‘gap’ to choose actions
Cognition – black and white, shame and blame	Cognition- nuanced, diversity is possibility, challenges viewed creatively
Fight, flight, or freeze	Calm, connect

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Can we care too much?
Empathy, Compassion and the edges of stewardship

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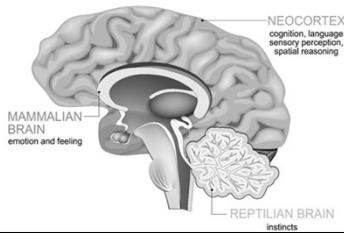
		<p>Wired for Empathy & Compassion</p> <p>Emotional health Secure relationships Health behaviors Physical health & wellbeing</p>
		

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Changes with practice

- Physiological changes in the brains of meditators
- Prefrontal cortical activity (executive functioning, attention)
- Buffers stress & related aging (caregivers) (Epel)
- Growth in hippocampus – learning and memory (Lazar)
- Decreases amygdala-led reactivity

Brain evolution



Wired for belonging & connection
Wired for altruism & empathy

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Kindness & Compassion

- Evolved aspect of human nature (Kantner, 2004)
- Innate human capacity – “in our brains” – biologically wired
- Physiological changes
- Some minds are more ‘evolved’ (Filkowski, 2016)
 - greater activity in the limbic & cortical regions
 - Associated with higher altruism

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To feel with:
Empathy as
an edge state



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Empathy & Compassion

"FEELING WITH"/ EMPATHY

I suffer with you
I am actually suffering
Suffering causes discomfort, stress
Negative emotion
Red zone

COMPASSION

I feel love for you
I see you are suffering, dear one,
and I want this suffering to be
relieved
Generative, warm, connected
Positive emotion
Green zone

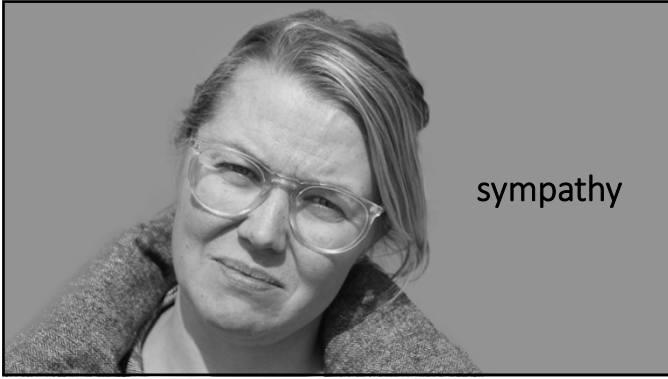
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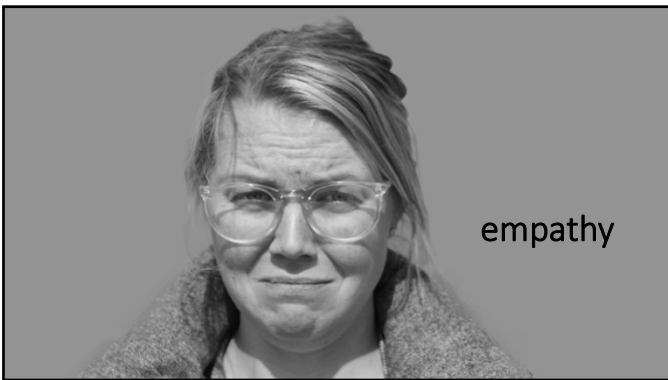
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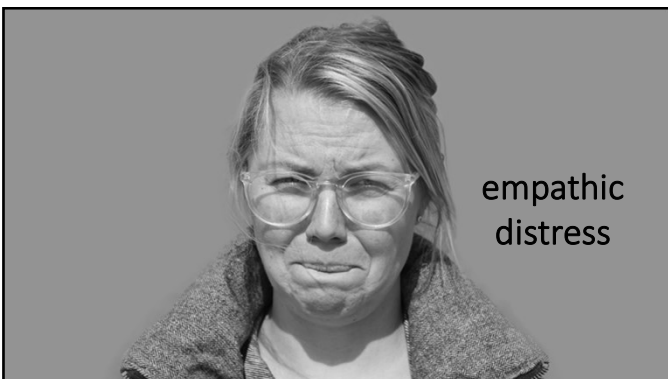
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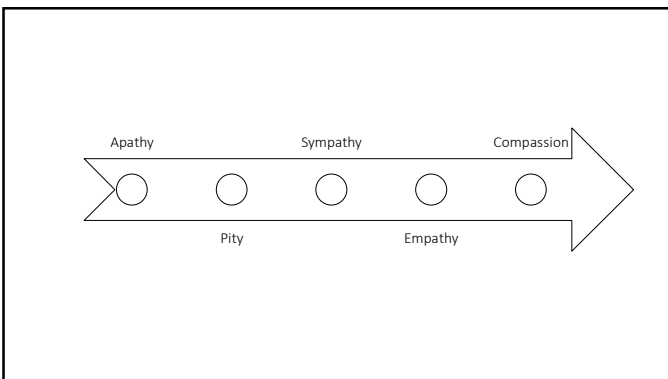
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Framework for Defining Compassion (Strauss, 2016)

- Recognizing Suffering
- Understanding universality
- Emotional Resonance
- Tolerating Uncomfortable Feelings
- Motivation to act/alleviate suffering

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Kindness has a nourishing quality;
it has the intent to touch into the good
and then to extend into it.

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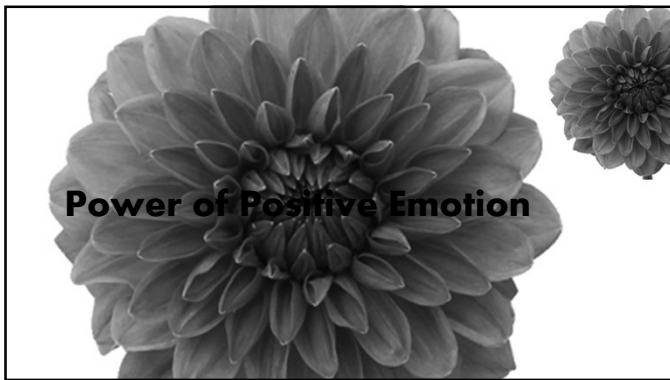


Power of Positive Emotion

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Compassion is the protective intent: to sense the suffering, to prevent further damage & to heal.
- from Ajahn Sucitto

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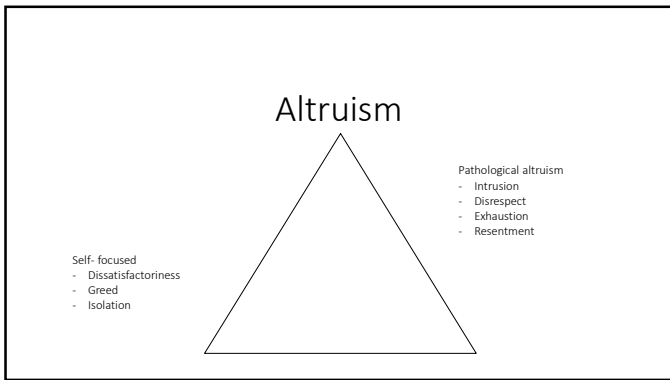
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Compassion satisfaction:
When empathy drives altruistic action...
and leads to the alleviation of suffering for the patient. (Sacco, 2018)

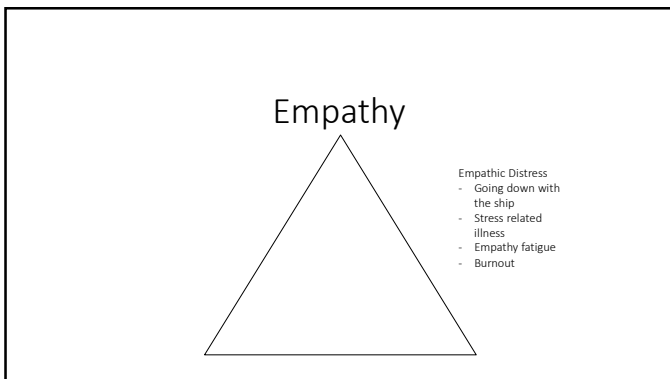
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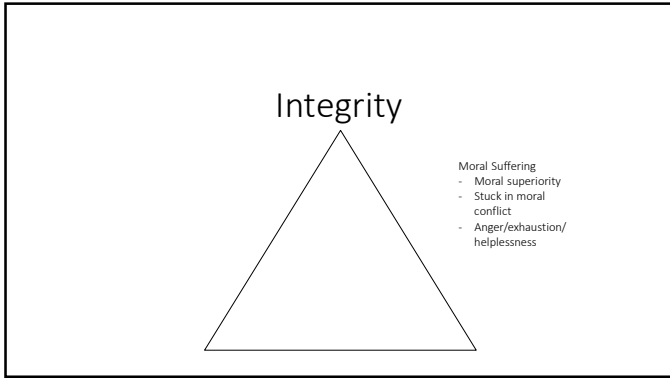
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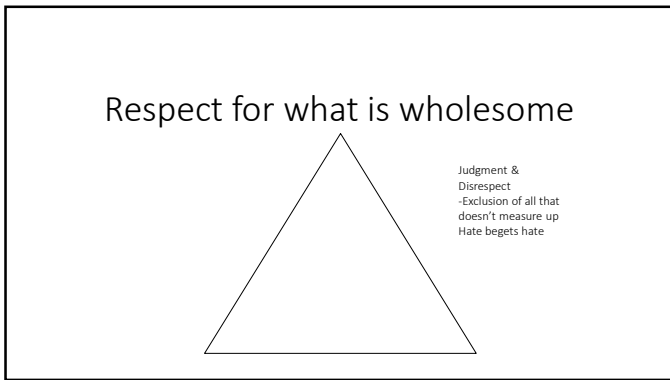
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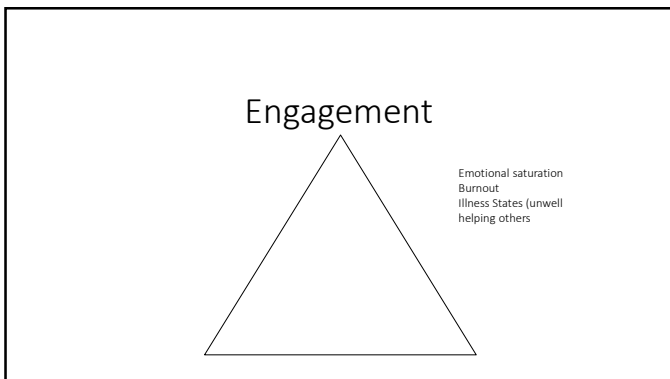
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Helping, Fixing or Serving? (Remen)

<p>Helping</p> <p>See life as weak</p> <p>Help from "privilege" or strength (not vulnerable)</p> <p>Has an implicit power dynamic</p> <p>"I" ego is a helper</p>	<p>Fixing</p> <p>See life as broken</p> <p>I see a solution for you</p> <p>Implicit privilege & disrespect</p> <p>Ego is "expert"</p>	<p>Serving</p> <p>See life as whole</p> <p>Serve from our wholeness: "our wounds, our broken places, our darkness"</p>
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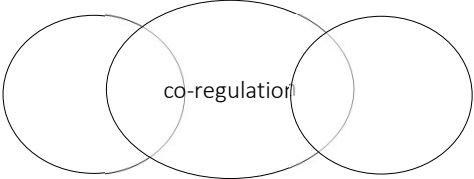
Draining & Depleting

Affirming & Generative

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Compassion satisfaction:
The caregiver experiences hope and optimism. (Sacco, 2018)

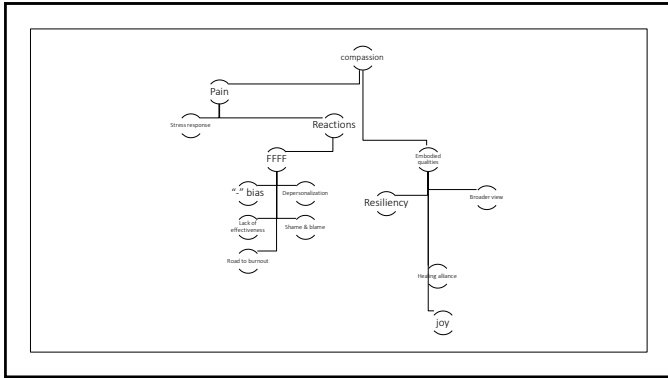
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co-regulation

Compassion and pro-social behaviors are physiologically incompatible with stress.
– Stephen Porges

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Does Compassion Matter?

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Care grounded in compassion (Compassionomics)

- Associated with fewer medical errors (West 2009)
- Results in improved outcomes for patients
- Meaningful/supportive emotional connection reduces the risk for coronary artery disease and stroke (Valtorta, 2016), improves immune response
- Reduces anxiety before/during & after procedures
- Reduces pain ("more than double the effect of phenobarbital") (Egbert, 1964)

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Compassionomics

- patient safety increases, and there are significant reductions in medical errors (West, 2009)
- unnecessary and costly tests and interventions decrease (Trzeciak, 2019)
- patient outcomes improve
- health care costs can be reduced by billions of dollars (Periera, 2016)

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Compassion Crisis

- 64% of patients say they were treated without compassion
- 74% of end of life conversations in the ICU had ZERO compassionate statements (Carroll 2017)
- Physicians miss 60-90% of opportunities to respond with compassion (Wing 2008) (Levinson 2008)
- Blind spot: we don't see it (Kenny 2010)
- 50% or more of educators, social workers, health workers report burnout (depersonalization, emotional exhaustion)

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COMPASSION

"A fatigued, overwhelmed, or defended heart" can block compassion and loving-kindness. So how do we tend to these states of shutting down, shutting off? We begin by acknowledging them. In this way, by washing over these obstacles with our attention, they start to dissolve. Then we'll know what to do next. There is always somewhere to begin when we stay with our actual experience. — Karen Laing

WISDOM IS THE WAY

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Compassion-blockers

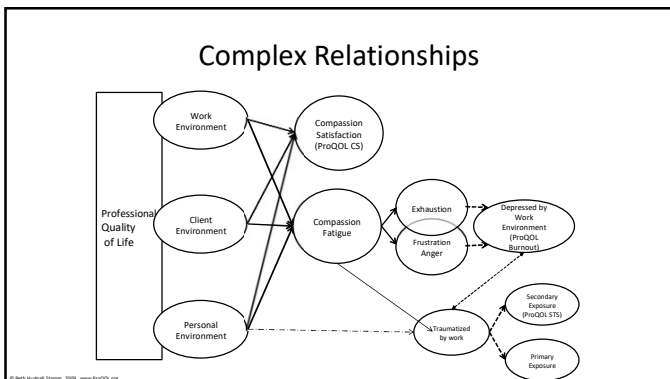
- Stress (Porges)
- Oppressive work conditions (Lipsky, 2010)
- Burnout
- Trauma
- "Emotional Saturation" (Sheppard, 2014)
- Need to have the will to value compassion

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"Every nurse said to me at some point that they may have compassion fatigue but they still have compassion. I have urged experts to a different term: emotional saturation. You're just full. Your shoulders are not big enough to take take all this on."

Kate Sheppard, interview

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H	Have experiences that you fully inhabit
E	Enrich the sensory experience
A	Absorb
L	Link

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Improving Health Care
 3 Frameworks for health care improvement
 6 Qualities or Attributes

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Equitable
Care
Relationships

- Humility
- Cultural Awareness
- Respect
- Acknowledgement

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QIAN 謙
(Humbleness)
curriculum

(Chang, 2010)

- Q- importance of self-Questioning and critique
- I- bi-directional cultural Immersion
- A- mutually Active-listening
- N- flexibility of Negotiation.

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Equitable
Care
Relationships

Oparah, Jones, Hudson,
Oseguera, & Arega, (BWBI,
2018)

Awareness of stress & trauma & willingness to address it

Key attributes:
Reassurance, calm, patience and support, "genuine" empathy, understanding, shared vulnerability

Respect for the individual's values, beliefs, and choices

Key attributes:
autonomy, freedom, trust, shared decision-making, reaching consensus, "free from control, coercion or fearmongering"

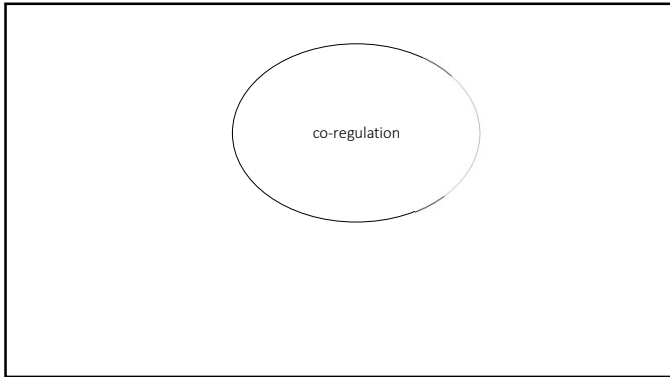
Effectiveness and Competency

Key attributes:
engaging, providing accurate information,

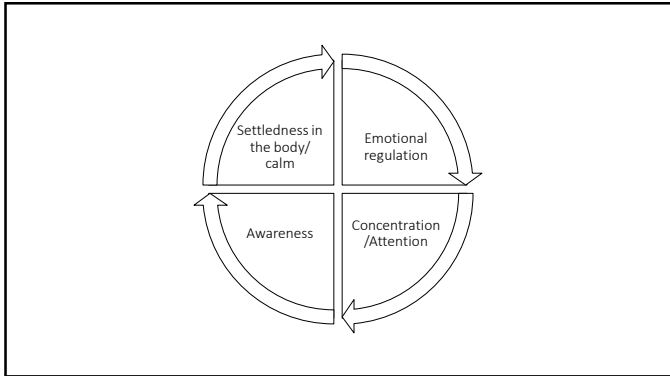
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“The experience of being interpreted is different than the experience of being understood.”
– Kimberly Seals Allers

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Relationship-Centered

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RCC

Each partner is a unique individual with his or her own set of experiences, values, and perspectives.

Affect and emotion are fundamental to the developing, maintaining, and terminating of relationships.

Reciprocal influence grounds all clinical relationships as partners develop each other's character.

It is through genuine and authentic relationships that clinicians are capable of being renewed in their practice.

Soklaridis (2016)

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Synthesis

Trauma-informed	Relationship-Centered	Equitable
Cultural, historical Safety	Unique individuals with set of experiences, values, and perspectives.	Acknowledgment & willingness to be ally in healing trauma
Trustworthiness & transparency	Affect and emotion	Autonomy, freedom, trust, shared decision-making.
Peer support	Conscious entering, maintaining & terminating of relationship	"genuine" empathy, understanding, shared vulnerability
Collaboration & mutuality	Reciprocal Influence	Humility & Curiosity
Empowerment & choice	Genuine and authentic relationships	Mutuality
		Empowerment & Choice

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Centered Care

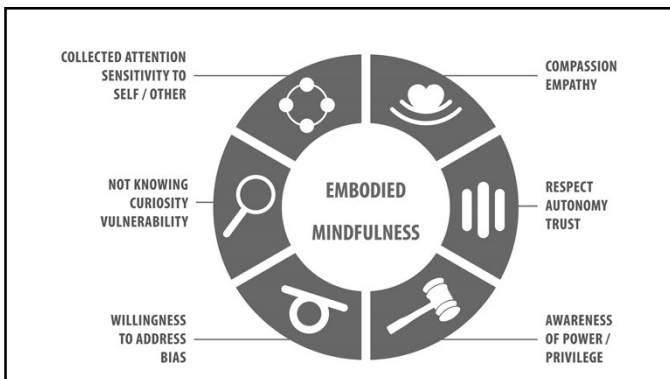
Embodying equitable, trauma-informed and relationship centered care

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“Embodiment”

Central to pro-social behavior
 Why have we become more ‘disembodied’?
 Impacts on our wellbeing
 Impacts on our social connections & relationships
 Trauma & embodiment

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Collected Attention

- Mind wandering
- Habits/conditioning (doing vs being)
- Stress
- Empathic distress
- Burnout /Emotional Saturation
- Biological factors
- Cultural

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Compassion Empathy

- Implicit bias
- Empathic distress
- Burnout /Emotional Saturation
- Depersonalization
- Hidden curriculum

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Not knowing Curiosity Vulnerability

- Assumptions/judgments
- Stress and 'pressure'
- It feels good to be the 'expert' – alleviates distress
- Having all the answers is how we prove ourselves
- Don't want to let someone make a mistake

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Respect
Autonomy
Trust

- Training to be an expert
- Primacy of our own agenda
- Implicit bias
- Racist signature pattern (Harter)
- Empathic distress
- Burnout /Emotional Saturation
- Depersonalization
- Hidden curriculum

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Awareness
of power &
privilege

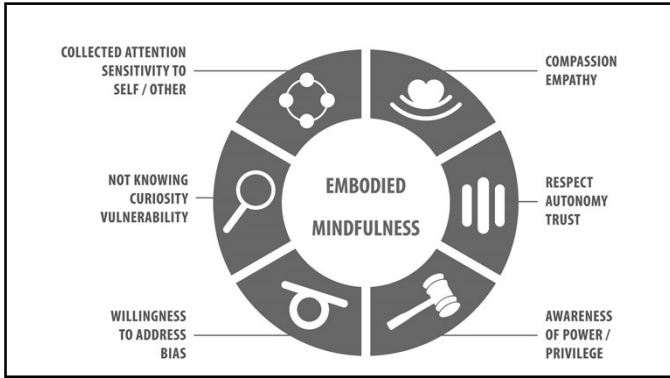
- Hard wired Implicit memory
- Perfectionism/self-view
- Attached to the narrative
- Identity – self reference

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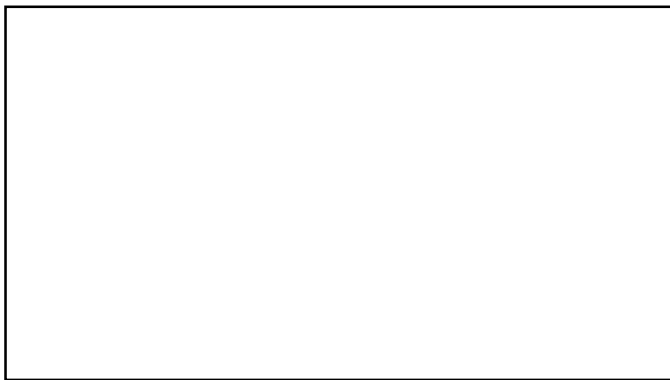
Willingness
to address
bias

- Attached to the narrative
- Attached to our comfort
- Identity – self reference
- Relies on awareness
 - of sub-conscious urges/reactions
 - of what we are doing, as we are doing it
 - willingness to look at what we tend to resist/guard against
- Relies on inner resource/stability

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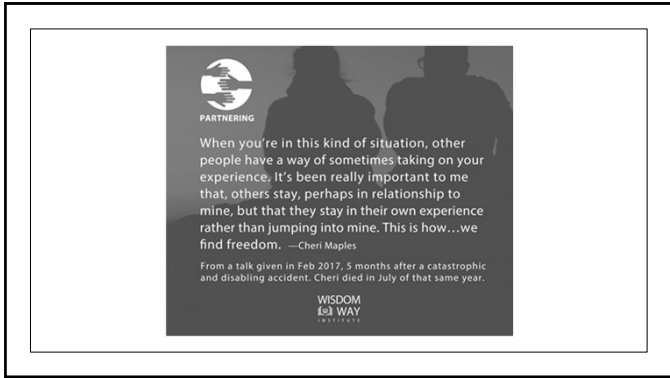
124



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“There are a lot of people who are very sincere in their renunciation of prejudice...Yet they are vulnerable to habits of mind. Intentions aren't good enough.”
-Patricia Devine

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Personhood Matters

So why don't we tend to the qualities that directly impact care outcomes?

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Skills & Challenges

- Introspective awareness (Devine)
- Habits & Conditioning /Implicit
- Mind Wandering- self-referencing
- Emotional regulation & coping
- Stress & worker culture
- Trauma
- Mindful self-compassion

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Common themes

BIG OBSTACLES	BIAS OR DEPERSONALIZATION	HABITS & CONDITIONING
FEAR	DISCONNECTION	RACISM
ANGER	UNCONSCIOUS BIAS	OTHERING
HATRED	PITY	FIXING
ENVY	JUDGEMENT	PERFECTIONISM
	GUILT	SHAME
	DISTANCING FROM PAIN	

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How we change...

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Hope is a feeling
that waxes and wanes:
your job is to be faithful to the labor.

—Valarie Kaur, founder of Revolutionary Love

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