

Q & A from August 6, 2018 Webinar

Question	Answer
Should there be a “safety officer” or is there a current type of role conducive to bringing together these ideas?	It depends on what you mean by “safety officer”. If you are referencing a security guard type officer, it is recommended that they not wear “security guard” or “police-type” uniforms but are instead in plain clothes with a nametag that clearly identifies who they are. If you are referencing a more administrative position to focus on this domain, it depends on the type of organization, its location and type of facility. It also depends on how you incorporate safe and secure environment into your organizational structure. Some organizations do separate out safe and secure environment into an entirely new department. Others infuse it into the Quality Improvement or the Facilities departments. That is a discussion for your core implementation team to have. Please contact your coach if you have any further questions.
We will be building a new facility in the next 2 years. Do you have examples of layouts for particularly TIC and integrated behavioral health for a primary care FQHC? Or, any other ideas that help with the flow of patients and comfort for patients in primary care?	Many ideas are present in the Safe and Secure Physical Environment Scan that was provided with this webinar. There are also many ideas on our website under Domain 5: <a href="https://www.nationalcouncildocs.net/trauma-informed-care-learning-community/resources/domain-5-safe-and-secure-environments">https://www.nationalcouncildocs.net/trauma-informed-care-learning-community/resources/domain-5-safe-and-secure-environments</a> You also might take a look at our TIC in Primary Care section of the website.
What types of meetings should have this as a standing agenda? Admin? Treatment team? Committees?	All meetings can have trauma-informed care on the standing agenda.
Are there resources around mitigating and navigating when there is an organizational restructure? Reductions in force, termination and how to mitigate the stress from a TIC perspective?	There are not specific resources that we are aware of to address an organizational restructure. However, with coaching, one team modified their action plan in a recent learning community to focus on compassion fatigue, burnout and trauma stewardship to navigate through a 20% layoff that was grossly impacting all staff. Allowing staff to debrief and safely express their feelings is a start.
What is the balance between staff and serving?	50/50 – Everyone needs to feel safe.