Purpose
As part of the Phase III Requirements of Participation (which must be implemented by November 28, 2019), facilities will be expected to “ensure that residents who are trauma survivors receive culturally competent, trauma-informed care in accordance with professional standards of practice and accounting for residents’ experiences and preferences in order to eliminate or mitigate triggers that may cause re-traumatization of the resident.” (Appendix PP State Operations Manual F699)

There has been no specific guidance to date about these requirements or what the surveyors will review during a survey to determine compliance. There is a possibility that additional information will be forthcoming from Centers for Medicare & Medicaid Services (CMS) sometime in 2019; however, it is not too early to start efforts to address this federal regulation.

Below are topics to for potential inclusion into your facility’s current Social Services Admission Assessment or History. These are some additional questions you may choose to ask your residents or resident representatives as part of creating and supporting a culture of trauma sensitivity.

Important Considerations
Introduction
At the beginning of the Social Services Admission Assessment or History it may be helpful to begin by sharing with the resident or resident representative that the facility believes it is important to get to know the individual as completely as possible in order to meet their needs, wishes or goals. Sample language could include:

“We want to create an environment here at _____ (facility name) _____ that is sensitive to your needs as an individual. In order for us to do this, I will be asking you questions about your social history, interests, strengths and family. This information will help us develop an individualized, person-centered care plan for you.”

Questions to Gather Important Resident Information
If the resident and/or resident representative prefer not to answer a question, move on, respecting their preferences. At the end of the assessment, thank them for their time. You may wish to say that you will check back with them in a day or two to see if they have any questions and to ask if there is any additional information they believe might help you care for them in the best possible way.

1. What have been the most difficult times(s) of your life?
2. Have you ever been through anything life threatening or traumatic?
3. What helped you get through those difficult times? (Strengths)
4. What are some things that you do now to help you manage consequences of having gone through tough times?
5. Are you aware of any particular “triggers” that may make this worse for you?

References

- WI Department of Health Services Trauma Informed Care (Join the email list to receive updates and helpful information.) [https://www.dhs.wisconsin.gov/tic/index.htm]