

Stress, Trauma, and Resilience at the Wexner Medical Center



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THE OHIO STATE UNIVERSITY

WEXNER MEDICAL CENTER

STAR

STRESS,
TRAUMA AND
RESILIENCE



Reclaim your sense of safety. We help trauma survivors heal.



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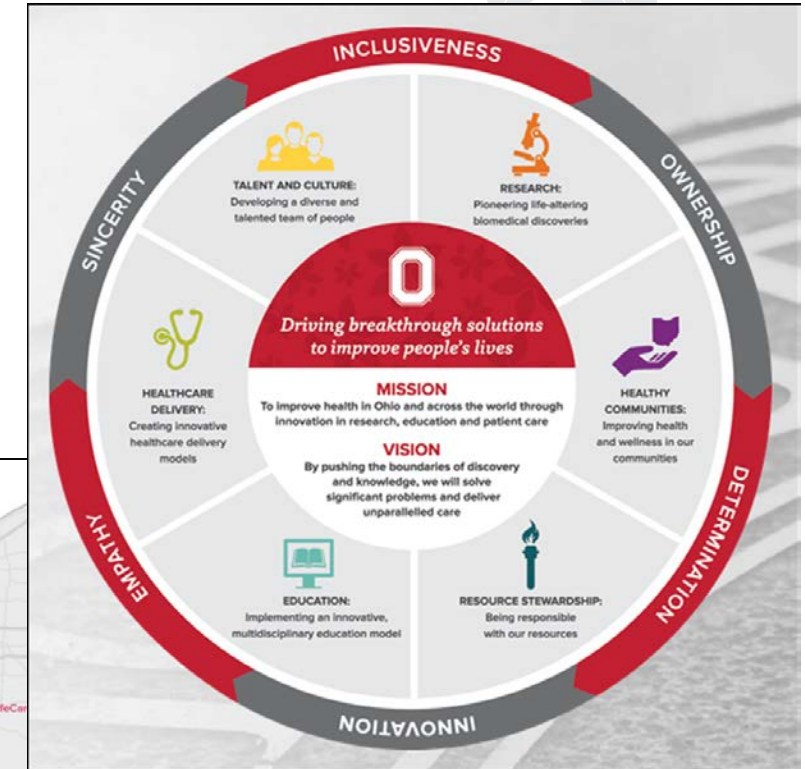
OSU Wexner Medical Center At a Glance

- **People:**
 - **845** Medical Students
 - **861** Interns, Residents and Fellows
 - **1,944** Regular Faculty (>1,600 medical staff)
 - **16,853** Health System Employees
- **1,517** Inpatient Beds
- **64,534** Patient Admissions
- **5,246** Births
- **2.72 million** Practice Plan provider encounters
- **1.92 million** Health System outpatient encounters
- **132,632** Emergency Department visits
- **18,346** Inpatient Surgeries/**28,347** Outpatient Surgeries
- **\$4.03 billion** Medical Center Operating Revenue



OSU Wexner Medical Center

- One of two universities in the country with all 7 Health Sciences colleges on one campus
- 7 hospitals on two campuses in Columbus
- 6 other regional University campuses around the state
- 14 affiliate hospitals and 2 affiliate post-acute providers around the state
- 2017 Strategic Plan with a focus on “Talent and Culture”



Stress, Trauma and Resilience (STAR) Program

- Founded in 2009 within OSU/Harding Behavioral Health
 - Initial focus on mitigating the impact of stress and trauma in the lives of behavioral health patients
 - Second focus became psychological trauma experienced by those patients undergoing physical trauma
 - Third focus became healthcare workers as “second victims” of trauma
- Start-up funding from the Medical Center with matching dollars provided by donors
 - Now includes the endowed David Schuller Professorship for Patient Compassion held by the STAR Director
 - Serves as the programmatic focus of our “Faces of Resilience” annual behavioral health community development event (\$494,000 raised in 2019)
 - Leveraged into VOCA grant - \$6m over first four years



Building a Framework for Understanding Stress and Trauma

Four “R’s” of Trauma-Informed Care

According to SAMHSA’s concept of a trauma-informed approach, “A program, organization, or system that is trauma-informed:

1. *Realizes* the widespread impact of trauma and understands potential paths for recovery;
2. *Recognizes* the signs and symptoms of trauma in clients, families, staff, and others involved with the system;
3. *Responds* by fully integrating knowledge about trauma into policies, procedures, and practices; and
4. Seeks to actively resist *re-traumatization*.”



Brief increases in heart rate, mild elevations in stress hormone levels.

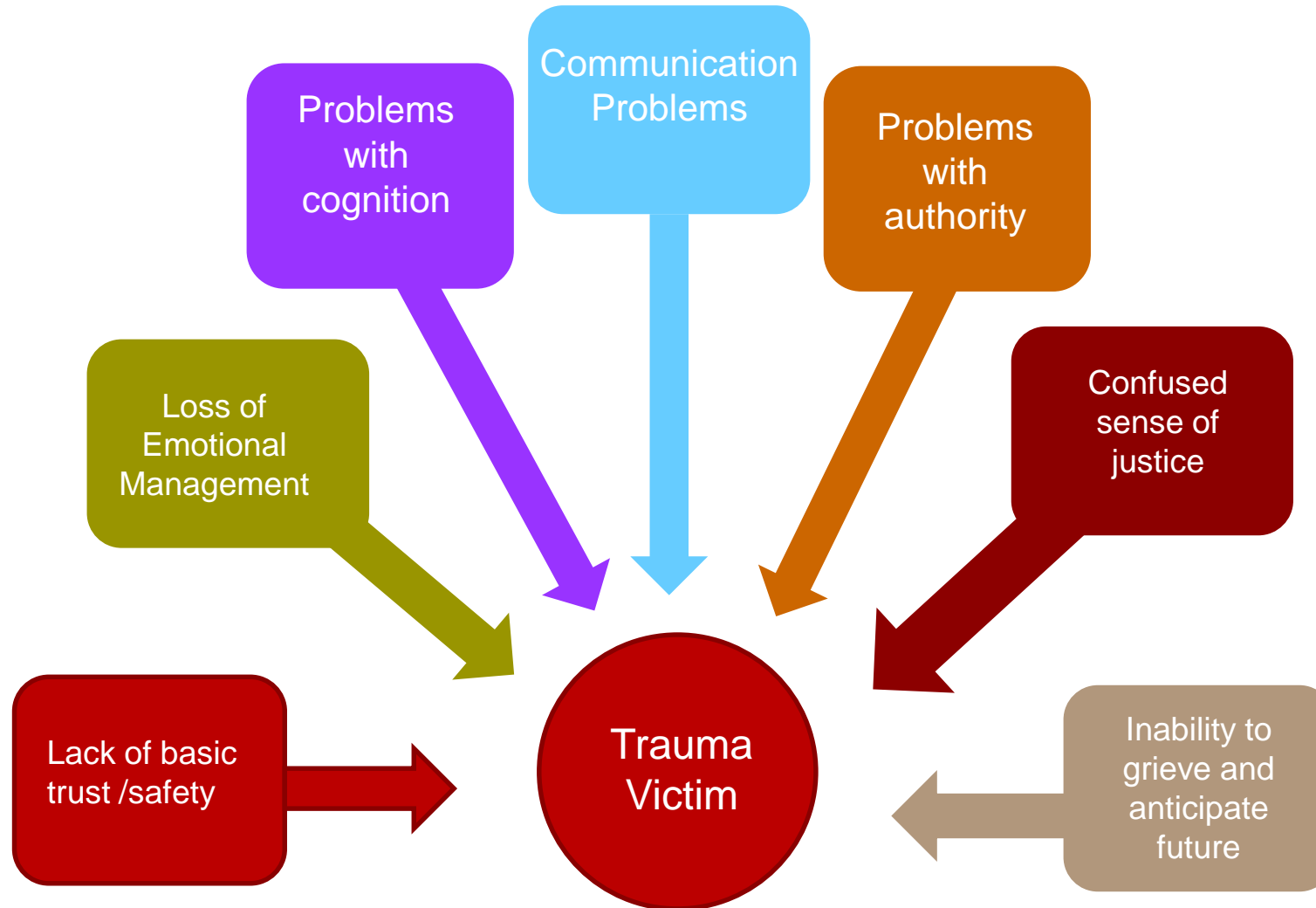
Serious, temporary stress responses, buffered by supportive relationships.

Prolonged activation of stress response systems in the absence of protective relationships.

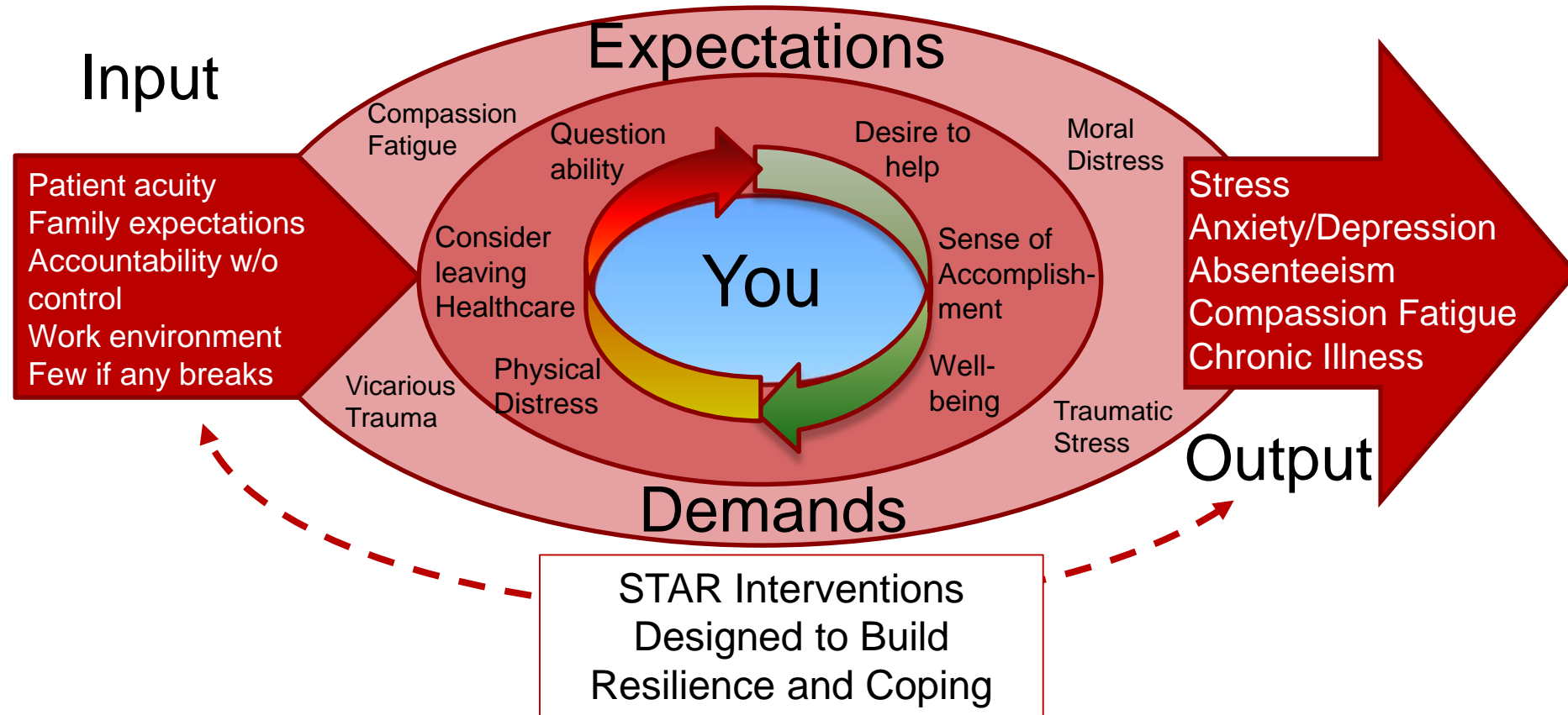
“Think of sunglasses...you put them on and everything is shaded differently. Trauma can have that type of effect on how a person perceives their world.”



Trauma – Organized Person



Building Resilience: Individual Response to Workplace Stressors



STAR Program: Wexner Medical Center



- Widespread implementation of trauma-informed care
- Education on impact of chronic, high levels of stress on providers
- Proactive rounding
 - Focus on high-stress areas including intensive care units, emergency departments, labor and delivery
- Brief Emotional Support Team (BEST) Program
 - Training frontline staff to recognize and intervene when a peer is impacted by day-to-day stress
- Schwartz Rounds – monthly attendance of over 100 doctors, nurses, social work, and other health care providers



STAR Program: Wexner Medical Center

- Sentinel events and other adverse events
 - STAR response can vary from individual intervention to team debriefing
 - Real-time support for providers involved in sentinel event and during event reviews
- Any unit/team trauma – e.g., unexpected death of a colleague
- Staff support for unique situations
 - 2011: Epic inpatient “Big Bang” implementation
 - 2014: opening of new Abercrombie and Fitch Emergency Department (August) and James Cancer Hospital (December)



Related Medical Center Programs

- **Gabbe Health and Wellness Program**
 - Mindfulness in Motion training program
 - Culinary Medicine
 - Fitness Center discounts
 - Wednesday Wellness Walks
 - Unit-based wellness events
 - Wellness “Lunch and Learn” series in conjunction with University
- **Behavioral Emergency Response Team (BERT) Program**
 - ERT program focusing on patients with severe behavioral health issues who are admitted to non-behavioral health units
 - Provide proactive support for nurses, doctors and other care providers who do not routinely care for behavioral health patients
 - Has been critical with significant increase in opiate use disorder patients being admitted for medical/surgical problems



STAR Program: University and Central Ohio Community

■ University Community

- Collaboration with Student Life regarding injuries, traumas and deaths
- 2015 Staff suicide at campus Arts Center
- 2016 OSU Main Campus terror attack

■ Central Ohio Community

- Grant from the Ohio Attorney General through Victims of Crime Act (VOCA) funds to develop STAR Trauma Recover Center
 - Victims of violent crime can receive over 10 free office visits with a focus on PTSD risk reduction
- Outreach to first responders for local police and fire departments
 - Focus on prevention efforts through training and department resources
 - Referrals of first responders made to the STAR Program for those experiencing significant trauma including injury on duty
- Local music festival with proceeds supporting the STAR Program (2019)

