

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



March 8, 2023

### Trauma-Informed Care Training for Providers

Blue Cross is hosting four training courses on trauma-informed care for healthcare providers. The training will be led by **Dr. Tolulope Monisola Ola, MPH**. Dr. Ola is the Founder and Executive Director of Restoration for All Inc; a nonprofit organization with the mission to nurture and empower individuals, organizations, and communities to renew, discover and restore their culture of well-being. She is the CEO of Cultural Health Education & Research, LLC. She is a Mental Health Practitioner, African Storyteller, and an advocate for cultural healing through mind, body, and spirit practices. She is a Co-chair for the Mental Health and Wellness Action Team of Ramsey County Public Health. She is an entrepreneur and a social researcher with several journal articles, book chapters, and two books to her credit and has presented extensively on the role of culture in improving mental health and well-being at local, state, national, and international conferences. She has expertise in public health and rights-based responses to chronic diseases and their psychosocial impacts on immigrants and refugees from Africa. She is a public health expert with experience in empowering and mobilizing communities to bring about social change through health education, sensitization, and advocacy to create an environment that is physically, socially, and culturally inclusive.

#### Training Description

Trauma is common in immigrant and refugee communities, and it has major impacts on their health and wellness. Poverty, on the other hand, plays a role in immigrant and refugee health-seeking behaviors. It is essential for providers—doctors and nurses, and social services agencies like counties—to have the knowledge and tools to provide support to refugees and immigrants who have experienced trauma. Trauma-informed care is an approach to engaging people with histories of trauma caused by intense physical and psychological stress. This training will teach participants how to recognize trauma symptoms in themselves and others and acknowledge the role that trauma has played in people's lives.

#### Training Objective & Design

The four training sessions are focused on helping providers learn to acknowledge and address systemic bias in health care that impacts member care and health outcomes. This training is designed as a practical overview and will cover a basic understanding of what is trauma and adversity, how it is experienced culturally, the connection to poverty, and how to dive past the normal question of "what is wrong with you" to explore other necessary questions, like "what happened to you" and the impact of our words and how to provide trauma-informed care in the real world.

**Poverty and Health-seeking Behaviors Webinar** | Tuesday, March 28, 5-6:30 pm  
*Registration information will be provided via Provider Quick Point on March 22, 2023.*

Poverty and financial insecurity in the refugee and immigrant population can have profound negative effects on mental and physical health outcomes. When refugee and immigrant families cannot access financial resources, the choices they can make about housing, food, medical care, and other key factors in living a long and healthy life are limited. Transforming refugee and immigrant health outcomes requires more than simply improving the

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quality or availability of health care services. We must also address the health-seeking behaviors and cultural practices of individuals and communities and the norms that underpin them. In this webinar, our panel of experts will discuss trends in poverty among refugees and immigrants in Minnesota, explore Health-Seeking Behavior (HSB) towards Poverty-Related Diseases (PRDs) and describe how poverty is connected to trauma.

**Trauma-Informed Care 101 Webinar** | Thursday, June 29, 5-6:30 pm

*Registration information will be provided via Provider Quick Point on June 14, 2023.*

Trauma of many different kinds is pervasive in refugee and immigrant cultures. Refugees and immigrants suffer, and all too often, the suffering continues long after the traumatizing event and affects mental and physical health. Trauma-Informed Care is an approach to healthcare that acknowledges the possibility of prior trauma and in which care providers and the care environments are designed to heal without re-traumatizing. Research and clinical evidence document that trauma-informed approaches to delivering healthcare services include understanding trauma and the impact it can have across settings, services, and populations. In this webinar, we will define trauma and different types of traumas, look at trauma through the lens of refugee and immigrant worldview and poverty, highlight symptoms of trauma that may indicate a trauma history via a case study, define retraumatization and how it occurs, discuss the trauma-informed paradigm shift and the five values and principles of trauma-informed care.

**Trauma-Informed Care 102 Webinar** | Tuesday, September 28, 5-6:30 pm

*Registration information will be provided via Provider Quick Point on September 13, 2023.*

Integrating Trauma Informed Care initiatives and interventions into healthcare organizations working with refugee and immigrant populations will bring a return on investment because Trauma Informed Care is an approach that helps providers identify and address adverse experiences in individual's lives, which improves patients' outcomes, improve job satisfaction, and reduce costs – consistent with the Triple Aim. In this webinar, our panel of experts will discuss the organizational imperative to explore trauma-informed care approaches to healthcare delivery, highlight the organizational processes and standards needed to provide trauma-informed care, examine the six core components of being trauma-informed, share ways to practice trauma-informed care and ways to measure the effectiveness of this approach.

**Cultural Considerations in Trauma-Informed Care Webinar** | Thursday, November 30, 5-6:30 pm

*Registration information will be provided via Provider Quick Point on November 22, 2023.*

It is through and within a cultural frame that people construct their realities, meanings, and identities. Trauma is not experienced independently of cultural context, and cultural and societal configurations influence and sometimes cause trauma. In this webinar, we will explore how trauma intersects in many different ways with culture, history, race, gender, location, and language, explain the concept of culture and its complexities, define cultural competence and cultural humility, and give examples of these concepts in action, describe why cultural competence and cultural humility are important to creating equitable and inclusive Trauma Informed Care, and the need to move from cultural competence to cultural humility.