



WELCOME!

PSA = People-Service-Action

Victims No More: Trauma-Informed Peer Support in Facts and Figures

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PSA Behavioral Health Agency

PSA is a private, nonprofit behavioral health agency dedicated to the treatment and recovery of individuals with psychiatric illnesses who may also suffer from substance abuse, trauma, and/or other behavioral health issues.

PSA promotes

Hope, Recovery, Diversity & Wellness

VICTIMS NO MORE ...

****Session Objectives****

- 1. Identify 10 ways clinical settings may traumatize/re-traumatize victims of abuse and neglect;**
- 2. Know 5 innovative programs based on self advocacy, strengths, hope & creativity;**
- 3. Discuss PSA Survey Findings to learn added value of Peer Support Specialists.**

Certified Peer Support Specialists CPSSs

- Are Professionals & Professionally Trained
- Share Lived Experience
- Offer Hope with Emphasis on Recovery & Resiliency
- Self Disclose When Requested & Appropriate
- Are Advocates for Self, Participants & Systems
- Are Bridges Between Clinical Staff & Participant
- Are Team Players with Clinical Staff
- Follow Ethical Boundaries to Protect Self & Others
- Feel a “Calling” to Help Others ...

Victims No More ...

Trauma-Informed Care

What is **Trauma**?

Trauma is the experience of physical or emotional abuse, sexual abuse, neglect or abandonment, war experiences, or having been in a natural disaster, such as a tornado, or man-made disaster, such as 9/11.

WHEN DOES **TRAUMA** OCCUR?

- Trauma occurs when an **external** threat overwhelms a person's coping resources.
- Traumatic experience may have happened early in childhood or in adulthood.
- Trauma can have long-lasting effects on people.
- With institutional abuse, such as seclusion & restraint.
- Any situation where one person misuses power over another.

Reports of Trauma within Psychiatric Setting*

1. Being handcuffed & transported by police car.
2. Being “taken down” by police/staff, or witnessing it.
3. Being placed in seclusion.
4. Being put in restraints of any kind.
5. Being “strip-searched.”
6. Medications used as a threat/punishment.
7. Commitment used as a threat/punishment.
8. Being forced to take medicine against your will.
9. Staff calling you, “crazy,” “idiot” &/or verbal bullying.
10. Security guard/police outside seclusion room door.

MY PSYCHIATRIC EXPERIENCE IN A NUTSHELL...

- Four Hospitalizations between 1984-2001
 - Police car, handcuffs & leg shackles with our protests
 - Forced injections against our protests; allergic
 - Forced medications when in “voluntary” observation
 - Threats of commitment
 - Seclusion after asking for “something to help calm me”
 - Security Guard/Policeman in ER room with me alone
 - Dragging me along hallway floor to ER when voluntary
 - Staff not truthful about when, where, who and how
 - Staff unavailable behind Plexiglas window

NO PEER SUPPORTS anywhere to be found

WHAT DO OUR PEERS WANT?

- To be given dignity & respect
- To be heard; really listened to & heard
- To be treated as human beings with feelings
- To be treated as human beings with needs
- To have access to appropriate services

- Not to be judged as “less than”
- Not to be labeled as “crazy,” “idiot”
- Not to be stigmatized or disgraced

VICTIMS NO MORE

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Sample size = 129

Males = 33

Females = 85

Other = 11

Ages:

18-25 = 7

26-35 = 17

36-45 = 14

46-55 = 28

56+ = 41

Worked in BH? = 17

Worked ANY Job? = 103

VICTIMS NO MORE

PSA-PSS Study Spring 2016

Have you ever had a bad/traumatic experience with a **non-PSA** Provider?

YES = 67

NO = 50

N/A = 10

If Yes, How traumatic was it for you?

- **Somewhat (1-3) = 5**
- **Medium (4-6) = 14**
- **Very (7-9) = 44**

VICTIMS NO MORE

PSA-PSS Study Spring 2016

Non PSA

- **Placed in restraints—locked in seclusion room**
- **Would not give me my meds when withdrawing from them**
- **Psychiatrist told me I was stupid and an idiot**
- **Dr. approached me in fast manner without warning**
- **Dr. asked why I wasn't curious when sexually abused**
- **Went there; told them I had problems; locked me up**
- **Psychiatrist assaulted me**
- **Therapist assaulted me**
- **Made to feel humiliated**
- **Clinician/ Dr. not listening**
- **Family members murdered; admitted, just given pills; no help**
- **I would rather not discuss**

VICTIMS NO MORE

PSA-PSS Study Spring 2016

Have you ever had a bad/traumatic experience with a
PSA Provider?

YES = 18

NO = 96

N/A = 4

If Yes, How traumatic was it for you?

- **Somewhat** (1-3) = 3
- **Medium** (4-6) = 6
- **Very** (7-9) = 9

VICTIMS NO MORE

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PSA

- **Person with disrespectful attitude on staff**
- **[Staff] keeps saying that I broke the printer**
- **Issues with staff**
- **Have had 80 deaths (strange) in my family and no compensation ... situation ignored... poverty**
- **It was long ago but it was resolved**

VICTIMS NO MORE

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Have you ever worked with a PSA PSS?

YES = 93

NO = 24

N/A = 7

Has the PSA PSS helped you in any way?

YES = 99

NO = 16

N/A = 11

VICTIMS NO MORE

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Has the **PSA PSS** Helped You in Any Way?

- Listening; Understanding; Helpful; Kind; Supportive
- Lets me say without interruption ... doesn't judge
- Helps me realize I have coping skills
- They give me other avenues to take negative to positive
- Helps me deal with issues
- There for me when I had bad times
- They want the best for me
- Provides encouragement
- Allowing me to understand myself and others
- Felt safe and not judged
- Compassionate; listen well, gave helpful hints
- They know not to cross a line; my anxiety is now better

VICTIMS NO MORE

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Specifically, has the PSA PSS helped you in any way heal from a bad/traumatic clinical experience ...

YES = 61

NO = 21

N/A = 25

VICTIMS NO MORE

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Has **PSA PSS** helped you heal from traumatic clinical experience...

- Talking to me; Supportive; Give understanding & acceptance
- Overcoming the pain
- Helping me with trust issues
- It is a healing atmosphere
- It's helped me take my mind off of it
- Helps ground me, and reinforce recovery goals & skills
- I have not been back to the hospital after joining PSA
- Reassurance that I am valued
- I'm more stable. I have purpose. It is healing here
- They bring out different aspects of healing
- Keeping me focused on future goals and my recovery
- Yes. When I got raped, they helped me get over it

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Let's Review Our Objectives ...

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THANK YOU!

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***Reference:**

Frueh BC, Knapp RG, Cusack KJ, et. al.: Patients' reports of traumatic or harmful experiences within the psychiatric setting. *Psychiatric Services: Special Edition on Seclusion and Restraint.* 56:9 1123-1133, 2005.

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