



# Process and Infrastructure

---

### Purpose

Adopting Trauma Informed Care (TIC) in an agency takes time and requires commitment and dedication. Driven by a belief in this approach to service delivery, agency leaders and staff must create a process that supports ongoing efforts to integrate a TIC perspective into the agency culture through policies and practice. Below, are considerations when creating organizational buy-in and infrastructure to support a TIC change process.

### Considerations

- Committing to TIC is reflected in an agency's mission and vision.
- Implementing TIC within an organization requires leadership commitment and internal champion(s).
- Sustaining the implementation of TIC is most successful when organizations identify an internal group to shepherd the effort:
  - Workgroups can be new or existing.
    - Some organizations use their safety committee or quality assurance team – if they have the capacity to take on TIC.
  - Workgroups often include the following roles:
    - Serving as champions on this topic and working to keep it on the minds of others within the organization.
    - Assessing the agency for current TIC efforts and areas of opportunity.
    - Prioritizing and recommending opportunities for TIC.
    - Creating a system for communicating progress to the rest of the agency.
    - Creating opportunities for gathering feedback.
  - Workgroups are representative of the agency (multi-level and cross program).

- Workgroups include individuals with the ability to make change.
  - Balancing the power within the group is important. Individuals may not participate if too much power rests with just a few people. If there is not enough power, it is difficult to make change.
- Workgroups have members that are interested and engaged in TIC implementation:
  - Consider what will keep you (or other work group members) engaged?
  - What are the important priorities?
  - Are staff given productivity credit for participating?
  - What will keep the agency focused on TIC?
- Workgroups are successful when they clarify the process:
  - Who is selected?
  - What are the roles and responsibilities?
  - What is the length of commitment?
  - How are decisions made (e.g. consensus voting)
  - Who will take notes or facilitate?
- Workgroups have members who model trauma informed care and use TIC principles to make decisions.

## Resources

- Standards of Practice



Trauma Informed Oregon is funded through Oregon Health Authority, and is a partnership between Portland State University, Oregon Health Sciences University and Oregon Pediatric Society.

Visit [traumainformedoregon.org](http://traumainformedoregon.org)