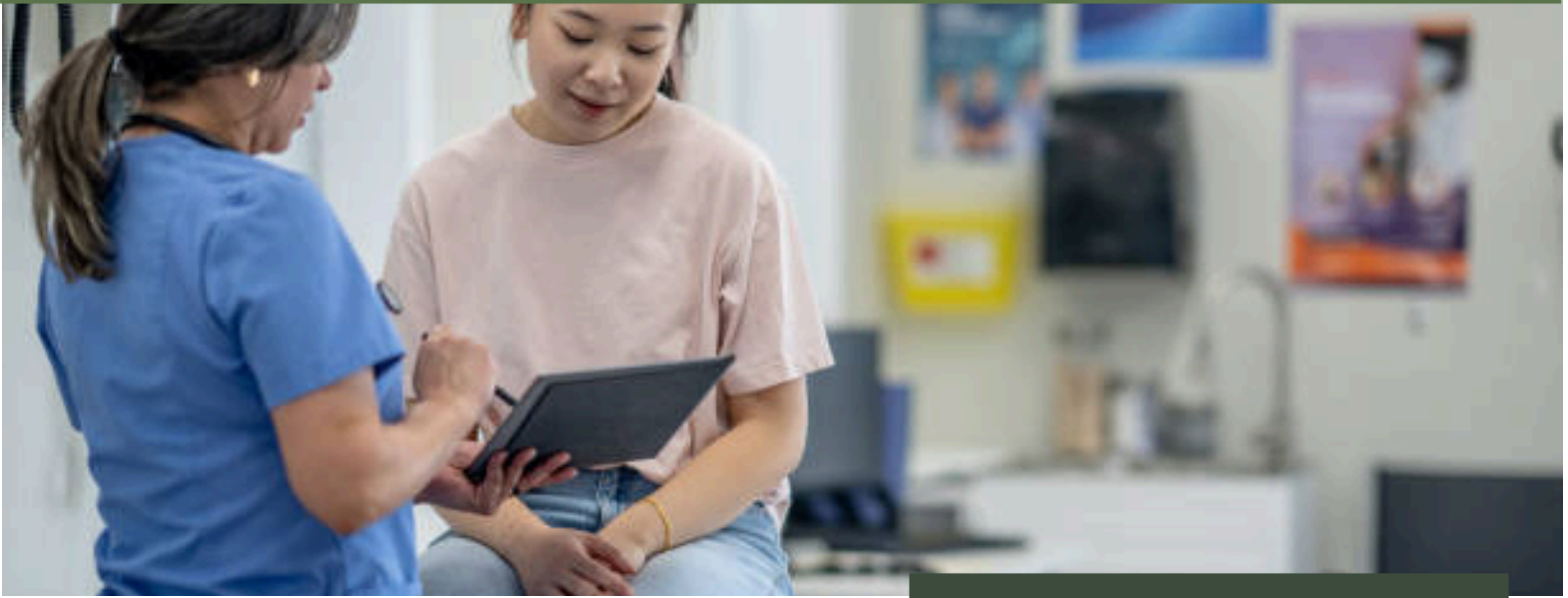


# PATIENT-CENTERED PRACTICES



## Welcome to Patient-Centered Practices!

The Reproductive Health Branch (RHB) of the NC Department of Health and Human Services, Division of Public Health is excited to bring you our inaugural newsletter, created specifically for our state's Title X grant recipients. Title X programs are required to provide client-centered and quality family planning services, and the RHB wants to be a resource to you in reaching this important goal.

We recognize that each funded site is on its own journey and that providing patient-centered care will look differently based on the unique population you serve. With this quarterly newsletter, however, we hope to provide ideas, information, and support to our grantees.

In this first issue, we're taking a closer look at **trauma-informed care**, which is an area respondents of respondents of the Training Survey prioritized as a topic they were interested in more training in. Feel free to reach out with ideas for future issues - we'd love to hear from you!

## In This Issue

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- Women, Infant, and Community Wellness Section's Reading Circle (pg. 2)
- Secondary Traumatic Stress (pg. 3)
- Upcoming Learning Opportunities from the Reproductive Health Branch (pg. 3)

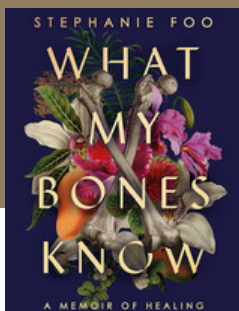
# PATIENT-CENTERED PRACTICES

## WICWS Reading Circle

The Women, Infant, and Community Wellness Section (WICWS) is on its own journey to learn more about patient-centered care. Staff currently have the opportunity to join a quarterly “Reading Circle” to discuss a book that focuses on a topic that could enhance quality of care.

Last summer, the Section read “What My Bones Know” by Stephanie Foo, a memoir chronicling the author’s journey in coming to terms with a diagnosis of complex post-traumatic stress disorder, which describes the symptoms of “prolonged, repeated trauma.”

This book reminded us that the impacts of trauma can be long lasting and difficult to confront, Foo’s story highlights the compassion she extended to herself as she began to accept her diagnosis and move toward healing, and reminded us of the compassion we should extend to ourselves and others.



### **Patient-Centered Care in Focus: Trauma-Informed Care**

Title X services are required to be trauma-informed, but what does that mean? Trauma-informed care refers to when every part of an agency (from front desk to administration) are aware of the effects of traumatic events, and interact with all clients with sensitivity in order to avoid re-traumatization (RHNTC, 2020). Clinicians can adjust their interactions with individual patients, but agencies should also consider making changes to the physical environment and implementing policy to further advance this work.

### **Patient-Centered Care in Practice: Durham County**

Durham County Public Health has been on a trauma-informed care journey for the past 18 months and is working toward transforming their organization. Recognizing that becoming a trauma-informed agency will have benefits for both patients and staff, they implemented an agency assessment last fall. As part of their action plan, they recently hosted a Trauma-Informed Care Symposium with the goal of increasing provider skills and self-efficacy to provide trauma-informed care in Durham. We hope to highlight their work in a future RHB webinar.

# PATIENT-CENTERED PRACTICES

## Trauma-Informed Care Toolkit

The RHB offered a popular webinar on trauma-informed reproductive health care in March 2022, which highlighted ways to incorporate trauma-informed care into the Family Planning clinical visit. The Reproductive Health National Training Center recently released a [Trauma-Informed Toolkit for Title X agencies](#), which can help your agency create a plan for making achievable steps to delivering trauma-informed services. We are currently planning opportunities to look at this tool together in the coming year!



COMING  
SOON

## Exploring the Social Determinants of Health Webinar Follow-Up

In response to last year's Training Survey, we hope to offer several webinar opportunities on topics that promote patient-centered care throughout the year. Over 40 NC Title X grantees attended the December 12th webinar on how to address the various social determinants of health within the Family Planning visit. A recording is now available on the [website](#).

## Secondary Traumatic Stress

Secondary traumatic stress disorder, is a normal outcome of working with clients who have experienced trauma. Certain professions, including nurses, physicians, and social workers, are vulnerable to developing this type of stress, which can be disruptive to both one's professional and personal life.

There are interventions at both the individual and organizational level that can help prevent or treat secondary traumatic stress. Knowing that in your position you will likely encounter secondary trauma, consider becoming more aware of signs, symptoms, and interventions.

Some additional resources include this quick [article](#), or this longer [book](#).



now  
available

## Minor's Consent and NC Session Law 2023-106: What did and did not change for LHDs

This webinar, presented by Kirsten Leloudis of the UNC School of Government, addressed NC's minor consent law, including when minors can consent to certain care on their own and how records related to those encounters must be handled under state law and HIPAA. A recording of the webinar and handouts can be found [here](#).

We want to  
hear from you!

Is your Title X program putting patient-centered care into practice?

Is there a topic you're interested in learning more about?

Let us know! Contact Reproductive Justice Coordinator, Jessica Johnson, at

[Jessica.L.Johnson@dhhs.nc.gov](mailto:Jessica.L.Johnson@dhhs.nc.gov) with any ideas or to be featured.