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Mercy Kids |

Sometimes you have to spill a little paint to make a masterpiece



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Mercy Kids | Why are we here?

- Become aware of worldviews and how they shape personal interaction
- Relate the importance of values to self and others
- Recognize stereotypes are universal and have purpose
- Understand the neurobiology of stereotypes
- Identify areas in practice to integrate learnings
- Develop positive practices professionally and personally
- Learn about Trauma Informed Care and discuss how to incorporate it into our personal and professional practice

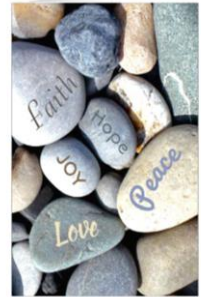


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Mercy Kids | Values

Value (noun):
 1. the importance, worth, or usefulness of something
 2. a person's principles or standards of behavior; one's judgment of what is important in life

- Values are formed and informed by:
- Family & friends
 - Upbringing
 - Culture
 - Religion
 - Life experiences
 - Values may change over time or how we prioritize them may change

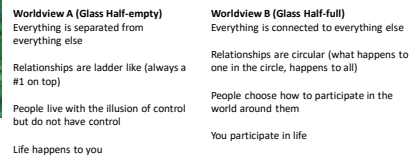


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Mercy Kids | Worldview



Worldview (noun):
 1. A particular philosophy, way of thinking or looking at the world around you.
 Worldview influences how you:
 • Respond to circumstances
 • Interact with those around you
 • Develop and prioritize values



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MercyKids | **Stereotype (noun):**
1. a widely held but fixed and oversimplified image or idea of a particular type of person or thing

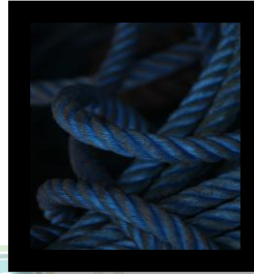
Stereotyping:

- Is a mental shortcut
- Is wired in our brain
- Is an unconscious thought
- Was designed to keep us safe
- Allows us to take in millions of stimuli at any given time
- Has no value of good or bad in and of itself



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MercyKids | **Safe or Unsafe**



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If it fires together, it wires together

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MercyKids | **What Fires Together Wires Together**

Sameness = Safeness

Different = Danger/Unsafe

MercyKids |

"The super-power of humankind is our capacity to connect; it is regulating and the major route by which we can teach, coach, parent, heal and learn. We are wired to connect together."



Dr. Bruce Perry

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MercyKids | Just a little more vocabulary...

- Explicit Bias (noun):**
1. refers to the attitudes and beliefs we have about a person or group on a conscious level. Much of the time, these biases and their expression arise as the direct result of a perceived threat.
- Implicit Bias (noun):**
1. bias that results from the tendency to process information based on unconscious associations and feelings, even when these are contrary to one's conscious or declared beliefs.
- Stigma (noun):**
1. a mark of disgrace associated with a particular circumstance, quality, or person, as assigned by society or communal group.
- Prejudice (noun):**
1. preconceived opinion that is not based on reason or actual experience.
2. dislike, hostility, or unjust behavior deriving from unfounded opinions.
- Discrimination (noun):**
1. the unjust or prejudicial treatment of different categories of people or things, especially on the grounds of that they are perceived as not a part of the "in-group" or "accepted norm".

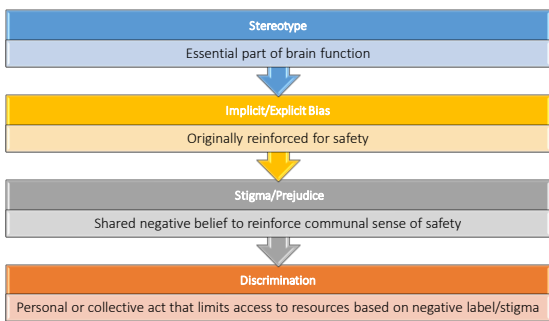


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MercyKids | So, what's with all the gray?



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How do you identify your implicit bias?



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MercyKids | Archetypes

- Archetype (noun):**
1. the original pattern or model from which all things of the same kind are copied or on which they are based; a model or first form; prototype.
 2. (in Jungian psychology) a collectively inherited unconscious idea, pattern of thought, image, etc., universally present in individual psyches or types of thinking.
- So, when you think of archetypes, think *set patterns of behavior shared by all of humanity.*
 - Archetypes tap into the emotions of our inner world and give life a sense of personal meaning.
 - Archetypes allow us to connect with others we may find personally difficult to engage with.
 - We can be curious with them.



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Stereotype vs. Archetype

Stereotype	Archetype
Flat/one dimensional	Rounded/multi-faceted
Written out of the story	Invitation to the story
Brunt of jokes/punchline	Humor with respect
Unable to change	Endless possibilities
Dehumanizing/ not a person	Shared humanity/ a person



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- Set clear boundaries
- Practice seeing the archetype not the stereotype
- Practice the art of creating curious questions
- Build and strengthen positive neuropathways
- Recognize when bias is occurring
- Develop a vocabulary of person-centered language
- Engage with empathy



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Unconditional listening with compassionate boundaries

"When you listen generously to people, they can hear the truth in themselves, often for the first time."

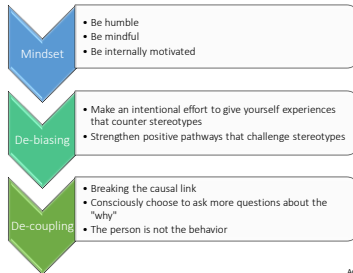
Rachel Naomi Remen

- Be clear in your role
- Be self-aware of your attitudes and beliefs
- Practice Empathy
- Be present to the person you are with
- Communicate clearly
 - Seek clarification as needed
- Be aware of what makes you feel safe and unsafe



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Only the way we see the way

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Adapted from Dr. Jerry Kiang UCLA

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Why is trauma informed care important?

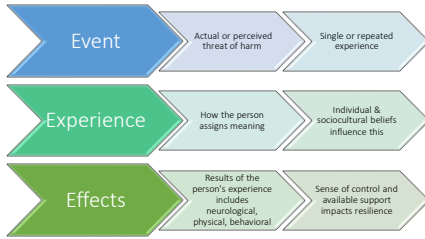


- Trauma is a public health issue
- 60% of adults report experiencing abuse or other difficult family circumstances during childhood
- Trauma experiences have long-term health implications
- As the number of traumatic events experienced during childhood increases, the risk for the following health problems in adulthood increases depression; alcoholism; drug abuse; suicide attempts; heart and liver diseases; pregnancy problems; high stress; uncontrollable anger; and family, financial, and job problems
- Changing how we understand trauma and its impact creates better health outcomes for patients

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Only the way we see the way

(National Center for Mental Health Promotion and Youth Violence Prevention, 2012)

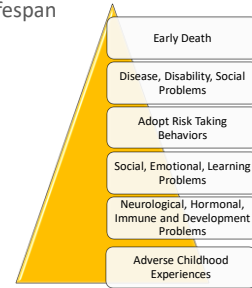
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Impact of ACES Across Lifespan

- The original ACE Study was conducted at Kaiser Permanente from 1995 to 1997 with two waves of data collection
- Over 17,000 Health Maintenance Organization members from Southern California receiving physical exams completed confidential surveys regarding their childhood experiences and current health status and behaviors



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Trauma's impact on our patients and families



Healthcare providers can be seen as perpetrators

Procedures and routine care can exacerbate a sense of loss of control of their body and safety

May have previous negative experiences with providers who dismissed or diminished symptoms or pain. "It's all in your head"

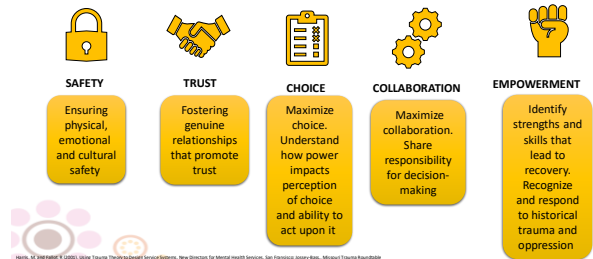
Heightened stress response/pain may look like patient "non-compliance" or hostility toward care providers



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Principles of Trauma Informed



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Mercy Kids | Creating Compassionate Partnerships

- Know your bias**
Examine your beliefs and values concerning people from multiple backgrounds and life experiences. Be aware that our values and beliefs influence how we interact with families.
- Suspend Judgement**
Be aware of personalities and situations that you may have a preconceived idea or bias. Leave personal opinions, advice and judgement at the door. Be aware of your own triggers.
- Find Compassion**
Patients and families need our best compassionate care. Understanding and having compassion does not necessarily condone certain behaviors but can help us meet families where they are. Once you understand why someone is behaving in a certain way you can find the safest and more effective way to help.



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