

A TSN (Re)Launch – Building a Foundation for Success

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trauma survivors
network
provided by **ATS**
survive. connect. rebuild.

MEMORIAL[®]
HERMANN
The Woodlands
Medical Center

1. I'VE JOINED TSN....NOW WHAT?

**2. I'VE BEEN A TSN SITE FOR ____
MONTHS/YEARS, BUT WE HAVEN'T DONE
MUCH...HOW DO I REVIVE IT?**

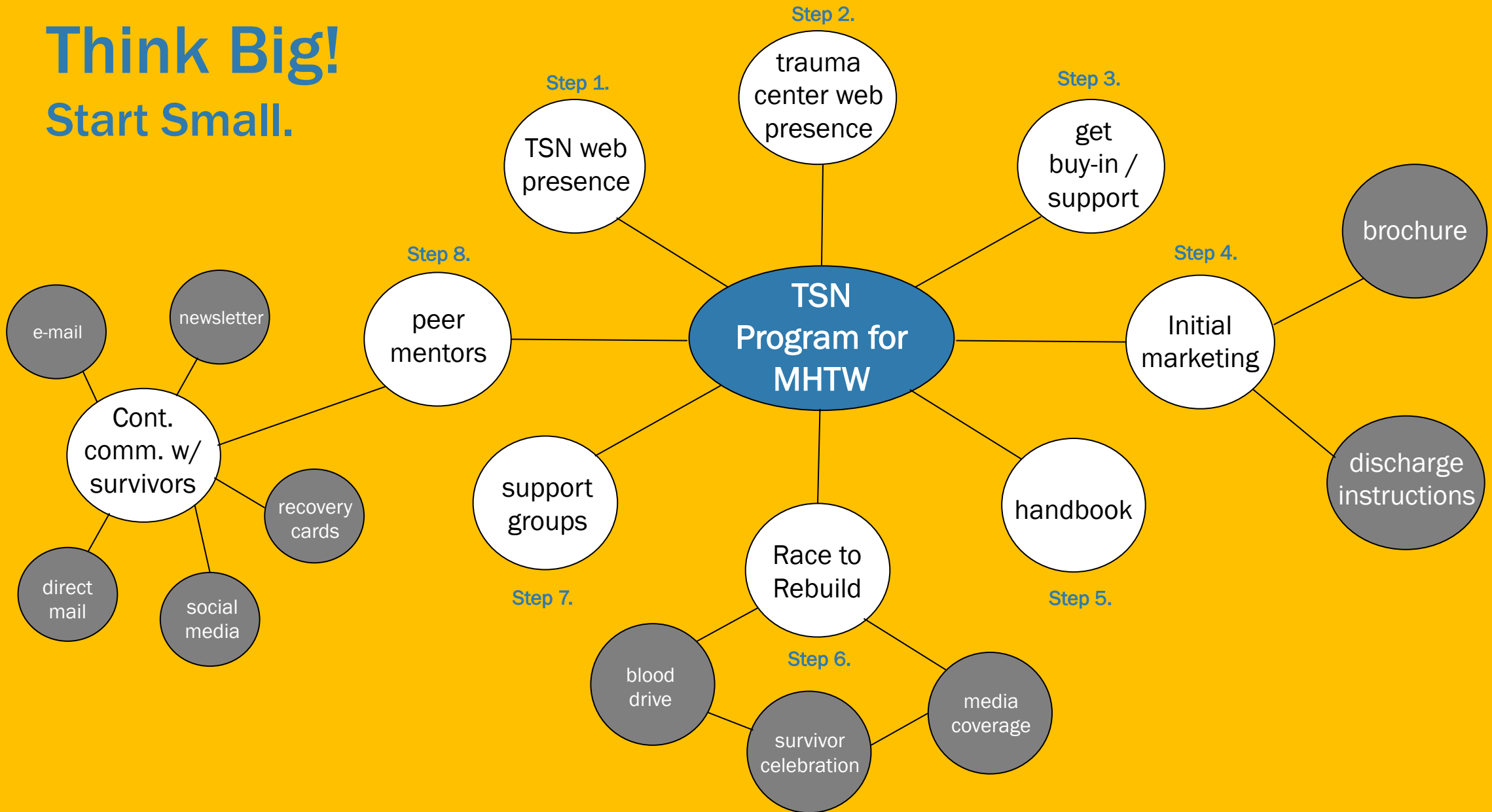
Start With a Strong Foundation



- When building a home, you don't start with the paint!
- If you put up walls without a solid foundation, your house would blow over and fall apart.
- There is usually a logical order that things should be done in.
- Of course, you can be completely flexible to your budget and trauma center.

Think Big!

Start Small.





1. Create/Update Your TSN Website Presence

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- Work with your marketing department on an accurate description of your trauma center.
- Update your name, photo and contact info
- Find the list of national resources on the TSN website
- Talk to your social workers to see what local resources they recommend that you add.
- Upload the resources to your site.

Memorial Hermann The Woodlands Medical Center

[Edit Trauma Center](#)



Welcome to The Trauma Center at Memorial Hermann The Woodlands. For more than 35 years, our medical center has been recognized for delivering the highest quality of care to The Woodlands and surrounding area. It is still the first and only hospital in Montgomery County to be granted Magnet® status for nursing excellence by the American Nurses Credentialing Center, and has earned an 'A' grade from Leapfrog for patient safety consecutively since spring of 2015.

Memorial Hermann The Woodlands Medical Center is a 397-private bed, full-service, acute care facility that brings together the ultimate in healthcare technology, expertise and healing for families in south Montgomery County and surrounding communities in north Harris County.

Memorial Hermann The Woodlands Medical Center has been a designated Trauma Center since 2007, became a Level II Trauma Center in late 2017 and was reaccredited in July 2021. The Trauma Services team and affiliated physicians are dedicated to offering trauma patients the most advanced technology, surgical suites, and critical care services available. Trauma Services are composed of coordinated emergency and pre-hospital care; including LifeFlight® air services, comprehensive surgical services including trauma, neurologic, orthopedic, cardiothoracic, facial, and hand surgery.

The Trauma Services team at Memorial Hermann The Woodlands is always prepared to provide immediate care for the severely injured trauma patient – close to home.

Did you know?

Traumatic injury is the leading cause of death for people under the age of 45. The three most common causes of traumatic injury presenting to Memorial Hermann The Woodlands are:

- 1. Unintentional Falls
- 2. Motor Vehicle Crashes
- 3. Motorcycle Crashes

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Telephone
486-2630 Fax: 713-486-2721

American Chronic Pain Association
www.theacpa.org
Since 1980, the ACPA has offered peer support and education in pain management skills to people with pain, family and friends, and health care professionals. The information and tools on this site can help you to better understand your pain and work more effectively with your health care team toward a higher quality of life.

American Trauma Society
www.amtrauma.org
The American Trauma Society is dedicated to the elimination of needless death and disability from injury. For 50 years, the ATS has served as an advocate for the trauma care system, trauma prevention programs, and survivors of trauma and their families throughout the United States. Our mission is to Save Lives, Improve Care, & Empower Survivors.

AMPOWER
www.empoweringamputees.org
The mission of AMPOWER is to empower and strengthen those affected by amputation or limb difference through peer mentorship, educational resources, and community events.

Amputee Coalition
www.amputee-coalition.org
The mission of the Amputee Coalition is to reach out to and empower people affected by limb loss to achieve their full potential through education, support and advocacy, and to promote limb loss prevention. Resources and information for children, adults, and families.

Catholic Charities
www.catholiccharities.org
For nearly 80 years, Catholic Charities has provided food, clothing, shelter and a network of support services to people of all ages and from all walks of life and religious backgrounds. We also promote social justice, serving as a voice for the poor and vulnerable. (713) 526-4611

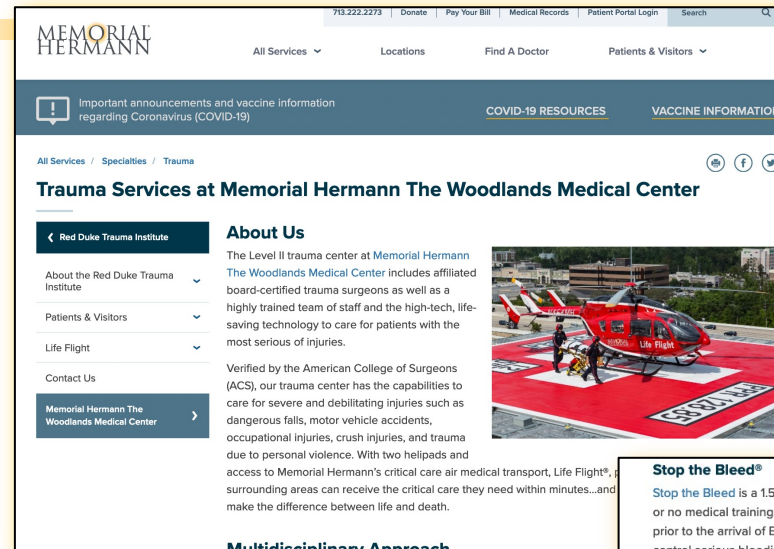
Anxiety and Depression Association of America
<https://adada.org/>
The Anxiety and Depression Association of America (ADAA) is dedicated to the prevention, treatment, and cure of anxiety, depression, obsessive-compulsive, and trauma-related disorders through education, practice, and research. It helps people understand the disorders and educates them about scientifically supported treatments so they can make informed decisions.

Brain Injury Association of America
<https://www.biausa.org/>
The Brain Injury Association of America (BIAA) works to advance awareness, research, treatment, and education to improve the quality of life for adults and children affected by brain injury. BIAA is dedicated to increasing access to quality health care and raising awareness and understanding of brain injury. It has a network of state affiliates, local chapters, and support groups.

2. Create/Update Your Trauma Center's Website Presence

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- Work with your marketing department
- Include your specific trauma program's information and programs
- Include your injury prevention professionals
- Include information about PTSD



Stop the Bleed®

Stop the Bleed is a 1.5 hour hands-on course aimed at providing members of the community, who have little or no medical training, with the knowledge and skills to provide basic trauma care and hemorrhage control prior to the arrival of EMS personnel. The course teaches participants how to learn three quick actions to control serious bleeding by applying direct physical pressure to wounds, packing wounds, and applying tourniquets.

Stop the Bleed classes are offered to schools, entertainment venues, hotels and resorts, residential living complexes, businesses and more. To schedule a Stop the Bleed class at your location, please contact our Trauma Injury Prevention Coordinator or call (713) 897-2831.

Trauma Survivors

Trauma Survivors Network

The Trauma Center at Memorial Hermann The Woodlands is a member of The American Trauma Society's Trauma Survivor Network (TSN). You can visit our TSN site [here](#) for an extensive list of local and national resources and to register for local TSN benefits and future trauma survivors' activities or contact our local TSN Coordinator.

The Trauma Survivors Network is a community of patients and survivors looking to connect with one another and rebuild their lives after a serious injury. The underlying goal of their resources and programs is to ensure a stable recovery for the survivors of trauma and to connect those who share similar stories.

Resources offered through the TSN include other survivor stories, online self-management recovery classes, peer support, and an extensive list of resources from topics like traumatic injuries to pain management and rehabilitation among others.

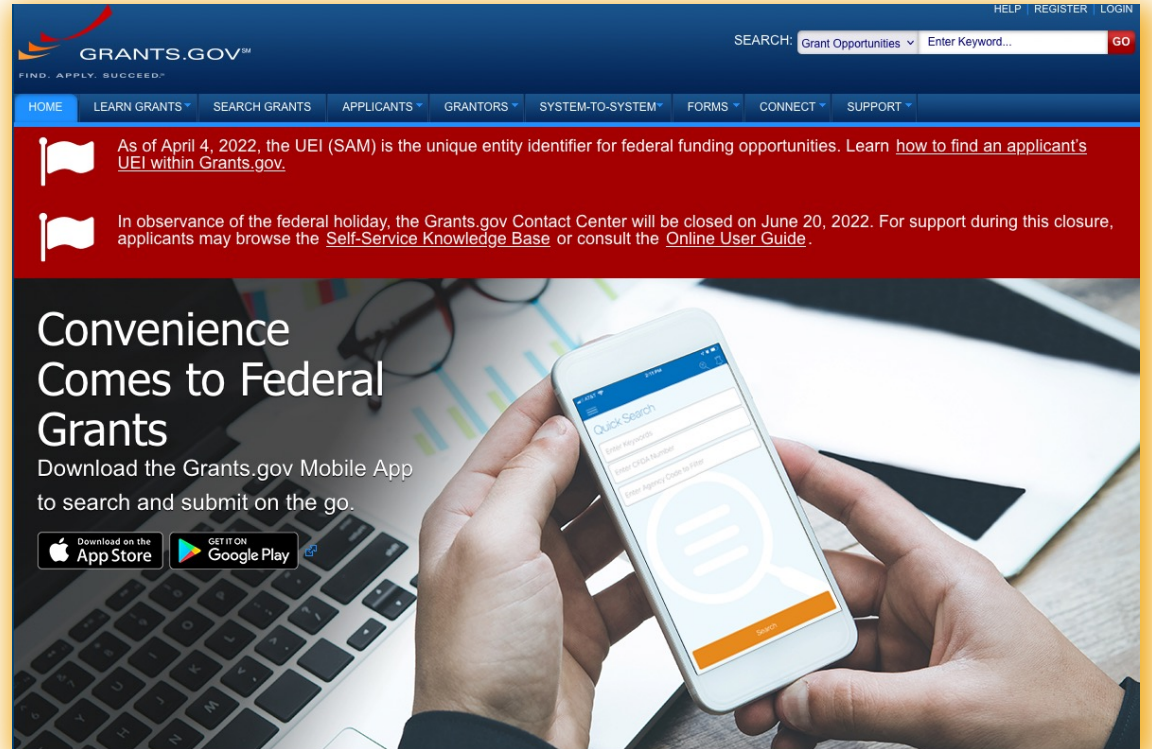
PTSD/Coping

PTSD is a type of anxiety that occurs in response to a traumatic event and was first recognized in combat veterans. PTSD had defined symptoms that are present for at least 4 weeks. While all patients are likely to experience at least a few of the PTSD symptoms, that does not mean they actually have PTSD. The patient must have a certain number of symptoms for a certain length of time in order to be diagnosed with PTSD.

3. Determine How Much Funding You Have/Will Need?

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- It will take months, if not years, so plan accordingly.
- Start small, budget for more as you can.
- Does your hospital have financial gifts available to use?
- Apply for grants.
- Get local sponsors
- TSN grants - coming soon...



4. Make a Detailed Plan.

4. Make a Detailed Plan.

- I listed everything that I wanted to accomplish.
- I broke that down into smaller tasks.
- I checked each one off as I accomplished it.
- Plan for more time that you think it will take

Trauma Survivors Network Implementation Plan

TSN Coordinator Questions

- Can I host webinar on TSN – Where do I start?
- How can we improve the forum on the website (posts with no replies, etc.)?

1. Update MHTW website

- ~~Separate pages for ED and Trauma~~
- ~~Creating a new Trauma Services page for MH System based on meeting on 1/7~~
 - ~~Will take months, separate workgroup working on~~
 - ~~Will create temp page for MHTW to use until then...then will link to main trauma services page.~~

2. Create Handbook for Trauma Patients and Their Families (given to Dr. Hodges 12/15 for edits)

- Make edits based on Hodges' comments
- Administration approval?
- Send completed/approved document to Lorna and Mindy for design
- .pdf version to be on website
- Print when budget allows

3. Create brochure - (given to Amanda 12/29; last email for checkup on 2/3; no reply; Denise sent email on 2/8)

- o doctor's offices
 - Hodges
 - Woodlands Sports Med
 - UT Physicians Ortho
- o SICU waiting area
- o IMU waiting area
- o Outpatient therapy locations/TIRR
- o Social workers

4. Create presentation to educate nursing leadership

5. Modify presentation for social workers

6. Create slides for TPRC meeting

7. Meet with relative parties to solicit input

- Meet with:
 - o Meet w/ Stephanie and Robert
 - o Scheduled meeting with Gaynelle and Katie they no-showed

8. Process for getting staff educated prior to launch:

- Once a brochure has been developed education will need to take place for the following groups: (be sure to individualize presentation for each group based on how it will affect them). –

- o Leadership
 - Top (C-suite): Denise at TPRC (Feb)
 - Nursing
- o Social workers
 - Follow up with Kim once brochure is ready
 - Create a folder(?) handbook on TSN for social workers/case managers
- o MDs
 - TPRC
 - Ortho/Fracture
- o Nursing staff
 - Nursing lounges
 - Nurses station
 - staff bathrooms
- o PT/OT/ST, Rehab, Pharmacy
 - Rounds
- o TIRR
 - ??
- o Outpatient rehab facilities – we have 4 locations (DO ALL SEE TRAUMA PATIENTS OR JUST IRONMAN/TIRR?)
 - Email to lead with flyers for putting in staff area, giving brochures
- o Grand Rounds
- o Boards – get with Amanda after brochure ready

9. Process for getting patients educated and signed up – met with Kim Wyers on 12/15 to discuss how much is appropriate for social workers to be responsible for...will require good communication b/t SW and TSN Coordinator.

- Social Worker will:
 - o Assess if patient is appropriate for TSN
 - NO substance abuse, prisoners, GCS <10, dementia, victims of violence, patients <18, older adult fall, etc. – HOWEVER, family/caregivers may be educated on TSN and how it can benefit them.
 - o Goals of the first meeting with patient will include
 1. Give Trauma Handbook (when available)
 - ◊ Will depend on whether pt. is ready (sometimes resources aren't given immediately)
 2. Assess the patient for readiness to receive the information on TSN
 3. Identify others in the patient's support system appropriate for the TSN resources (spouse, family, caregivers)
 4. Educate the patient and family about the TSN when ready
 - ◊ MHTW's TSN page lists local and national resources
 - ◊ NextSteps online class
 - ◊ TraumaMedia
 - ◊ Survivor Stories
 - ◊ Expert Videos
 - If patient/family interested in more information OR signing up with TSN OR good candidate for future follow-up, social worker will:
 - ◊ Demonstrate navigation of the TSN website and assist in signing up if desired
 - ◊ Send referral to TSN Coordinator (text or email) to follow up
 - TSN Coordinator will visit patients/families as needed and provide additional

5. Start Getting Stakeholder Buy-in

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- Make a list of all your stakeholders
- Find your champions and educate them first, then elicit their help and support
 - They're the ones that love you, love their patients, believe in support, etc.
- Once you have your champions educated, you can use them as leverage to help with the rest
- Use trauma meetings

- TPM/TPD/TPM
- Physicians
- APPs
- Administration
- Clinical Directors
- Clinical Managers
- Nursing Staff
- RT/OT/PT/ST
- Pharmacy
- PI Professionals
- Injury Prevention
- Social Work
- Case Management
- Marketing

5. Start Getting Stakeholder Buy-in – CONT.

- Schedule short presentations
 - Samples on TSN Site >Coord. Resources
 - Tailor each presentation to its audience
- “SELL” the program
- Tell them current and long-term goals
- Post “teaser” flyers to build excitement

6. TSN Brochure

6. TSN Brochure

- Work with marketing.
- Include a QR code for easy sign-up
- Think about where you will place these...who will hand them out to patients
- Be sure to read about who is and is not a good TSN candidate

The Trauma Survivors Network

The Trauma Survivors Network is a community of patients and families who are looking to connect with one another and rebuild their lives after traumatic injury.

Joining this community can help ease the anxiety and frustration often experienced following a traumatic event, hospitalization and recovery process.

Some of the benefits of taking part in the Trauma Survivors Network include:

- Connecting with others in similar situations, sharing your experiences and learning from other survivors
- Learning about injuries and recovery from trauma experts
- Discovering how to meet the challenges of everyday life after injury
- Giving hope and inspiration to others



Contact Us

Memorial Hermann The Woodlands Medical Center
9250 Pinacraft Dr.
The Woodlands, TX 77380
memorialhermann.org

For more information on the Trauma Survivors Network, call **713.897.2831** or email woodlandstrauma@memorialhermann.org

To sign up and receive FREE support services by the Trauma Survivors Network and Memorial Hermann The Woodlands, simply use your mobile phone camera and scan the QR code to link to the TSN website, then click on "Join TSN." Be sure to choose "Memorial Hermann The Woodlands" as your trauma center from the drop-down box.



You may also visit traumasurvivorsnetwork.org to sign up or for more information.




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The Trauma Survivors Network Website

Once you join the **Trauma Survivors Network (TSN)** and sign up with the Trauma Center at Memorial Hermann The Woodlands Medical Center, you have access to the following FREE resources:

- An **online community** where trauma survivors and their families share experiences and information, as well as provide support and hope to one another.
- **Survivor Stories** featuring personal experiences about life after injury and the road to recovery.
- An online version of Memorial Hermann The Woodlands' **Handbook for Trauma Patients and Their Families**, which provides information about care at the trauma center and what to expect in the hours and days after injury.
- Access to **"The Traumapedia,"** an online resource where you can learn about specific injuries, trauma care and rehabilitation.
- Information about other TSN programs and events that may be available through Memorial Hermann The Woodlands.
- Access to NextSteps™, an online class designed to help survivors manage life after serious injury.

Trauma Survivors Network
Survive, connect and rebuild






nextsteps
Managing Life After Trauma

NextSteps™

NextSteps™ is an online, interactive program provided by the Trauma Survivors Network to help you manage your life after a serious injury. It will help you explore the ways your life has changed and how you can move forward.

NextSteps™ recognizes that YOU play the most important role in your recovery. It will help you take control of your situation and become more active in your recovery. It uses techniques that have been scientifically proven to increase self-confidence and feelings of empowerment.

NextSteps™ is not a substitute for medical care or individual counseling. It is designed to help you work with your healthcare team in your recovery.

The NextSteps™ program includes:

- Becoming part of a class with other trauma survivors
- Completing 6 weeks of classes: two, 20-30 minute lessons each week
- Participating in a weekly online chat led by a trained leader and interacting with other trauma survivors

The NextSteps™ program will:

- Teach effective problem-solving
- Provide a way to learn and practice skills to improve your health
- Help set goals and track your progress
- Build confidence in managing health problems after traumatic injury

7. Discharge Instructions & Patient Portal

7. Discharge Instructions & Patient Portal

- This is super cheap way to promote TSN
- Include a QR code for easy sign-up
- Add education on PTSD
- Make available on patient portal
- Many (most) patients may not realize the need for TSN until weeks to months after discharge

ADDITIONS TO TRAUMA PT. DISCHARGE INSTRUCTIONS

UT Health Trauma & Resilience Center – (under “Follow-up”)

THE UT HEALTH TRAUMA AND RESILIENCE CENTER OFFERS HOME-BASED MENTAL HEALTH TELE-VISITS TO SURVIVORS OF ALL FORMS OF TRAUMA

The UT Health Trauma and Resilience Center (TRC) is a treatment, research, and education center devoted to helping people in the aftermath of traumatic life experiences. We offer home-telemedicine, evidence-based, trauma-focused care for patients struggling with complex trauma, post-traumatic stress disorder (PTSD) and trauma-related behavioral health conditions. Our team of expert clinicians and staff serve people impacted by disasters, severe accidents, and other traumatic events. These visits occur directly in their homes via telemedicine on a computer, phone, tablet or other device.

We were established to address these increasing needs, while improving accessibility to resources in our community. Informed by the latest advances in research and treatment, we are dedicated to helping patients overcome trauma, build resiliency, and improve their quality of life.

Phone: 713-486-2630
Fax: 713-486-2721
Email: TRC@uth.tmc.edu

Trauma Survivors Network – (under “Follow-up”)

In 2008, the Trauma Survivors Network (TSN) was developed by the American Trauma Society (ATS) to help trauma centers provide the support and services patients and their families need during their recovery from serious injury at NO CHARGE to patients. The program works to:

- Bring together trauma survivors and families to connect with one another and share support and information about the recovery process
- Enhance survivor skills and self-efficacy to manage day-to-day challenges
- Establish a network of state-of-the-art, hospital-based peer support programs and other resources for trauma survivors and their families
- Train health care providers to deliver the best care and support to patients and their families and friends
- Build a community of advocates dedicated to improving prevention efforts, trauma outcomes and trauma systems

We invite you to scan the QR code below or visit www.traumasurvivorsnetwork.org/signup to receive more information on these valuable FREE resources.

trauma survivors
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QR
CODE

PTSD – (under “Education”)

What is PTSD?

PTSD Basics

It's normal to have upsetting memories, feel on edge, or have trouble sleeping after a traumatic event. At first, it may be hard to do normal daily activities, like go to work, go to school, or spend time with people you care about. But most people start to feel better after a few weeks or months.

- **PTSD Basics**
If it's been longer than a few months and you're still having symptoms, you may have PTSD. For some people, PTSD symptoms may start later on, or they may come and go over time.

More PTSD Topics

- **Avoidance**
~~Avoidance~~ is a common reaction to trauma. It is natural to want to avoid thinking about or feeling emotions about a stressful event. But when avoidance is extreme, or when it's the main way you cope, it can interfere with your emotional recovery and healing.
- **Trauma Reminders: Anniversaries**
On the anniversary of a traumatic event, some survivors have an increase in distress. These “anniversary reactions” can range from feeling mildly upset for a day or two to a more extreme reaction with more severe mental health or medical symptoms.
- **Trauma Reminders: Triggers**
People respond to traumatic events in a number of ways, such as feelings of concern, anger, fear, or helplessness. Research shows that people who have been through trauma, loss, or hardship in the past may be even more likely than others to be affected by new, potentially traumatic events.
- **Very Young Trauma Survivors**
Trauma and abuse can have grave impact on the very young. The attachment or bond between a child and parent matters as a young child grows. This bond can make a difference in how a child responds to trauma.
- **PTSD in Children and Teens**
Trauma affects school-aged children and teenagers differently than adults. If diagnosed with PTSD, the symptoms in children and teens can also look different. For many children, PTSD symptoms go away on their own after a few months. Yet some children show symptoms for years if they do not get treatment. There are many treatment options available including talk and play therapy.

If you feel like you may be experiencing symptoms of PTSD or have other concerns, you can reach out to your private family doctor, a psychiatrist or psychologist, or you may visit www.ptsd.va.gov. (Note: You do not have to be a veteran to receive help from the VA (Veterans Administration) website.)

IF YOU FEEL LIKE YOU ARE HAVING A CRISIS:

- Call 9-1-1.
- Go to the nearest Emergency Room.
- Contact the **National Suicide Prevention Lifeline**: 1-800-273-8255 ([En Español](#)): 1-888-628-9454

8. Handbook for Trauma Patients & Families

8. Handbook for Trauma Patients & Families

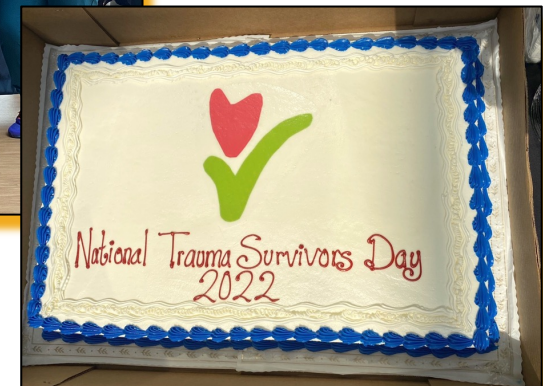
- A customizable template is available on the TSN website under Coordinator > Resources > Manuals and Handbooks
- Customize for your campus with your trauma team
- If budget is an issue (and when is it not?) you can start with a .pdf version on your TSN and trauma center websites.
- Be sure to work with marketing for branding, and get approval from legal



9. Survivor Day Celebration

9. Survivor Day Celebration

- National Trauma Survivors Day
 - 3rd Wednesday in May
- Host a Survivors Day Celebration
 - Have in atrium or conf. room with cake
 - Have survivors speak if you have some willing, etc.
 - Have cake, invite hospital staff
 - Have injury prevention information, handouts
 - Promote your trauma program
- Host a Blood Drive in honor of survivors



10. The Race to Rebuild

10. Race to Rebuild

- Trauma Awareness Month – May
- Natl. Trauma Survivors Day – 3rd Wednesday in May
- Recruit staff if no survivors are members yet (builds recognition of program)
 - Have an honor walk, plant a tulip garden, offer staff photos, host a blood drive, etc.



11. Building on The Foundation

11. Building on The Foundation

- Recruit survivors
- Recruit peer mentors
- Determine logistics for on-campus support group
- Determine a facilitator for support groups
- Consider a “Snacks and Chat” for family members
- Audit the NextSteps class so you will know what you are promoting



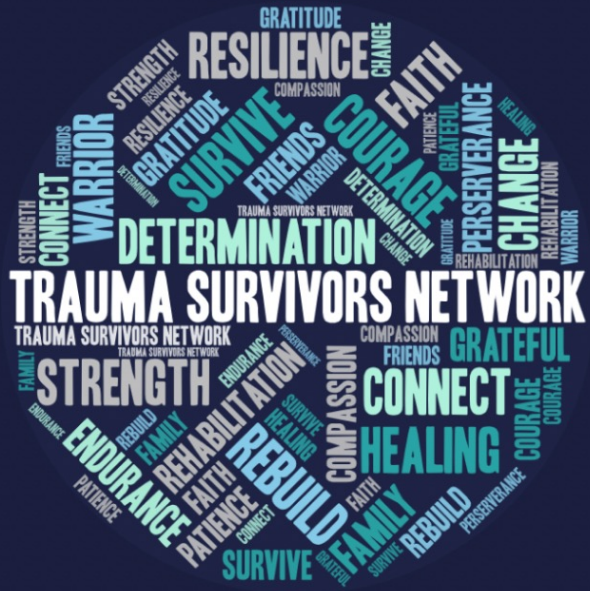
12. Maintain Contact with Patients & Families

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- Webinar from Abby Beerman, MPH on TSN website under Coordinator > Resources > Slides and Presentations
- Send newsletter
- Post to social media
- Send emails
- Recovery Cards

MAKING AND MAINTAINING CONTACT WITH PATIENTS AND FAMILIES POST DISCHARGE

November 3, 2021

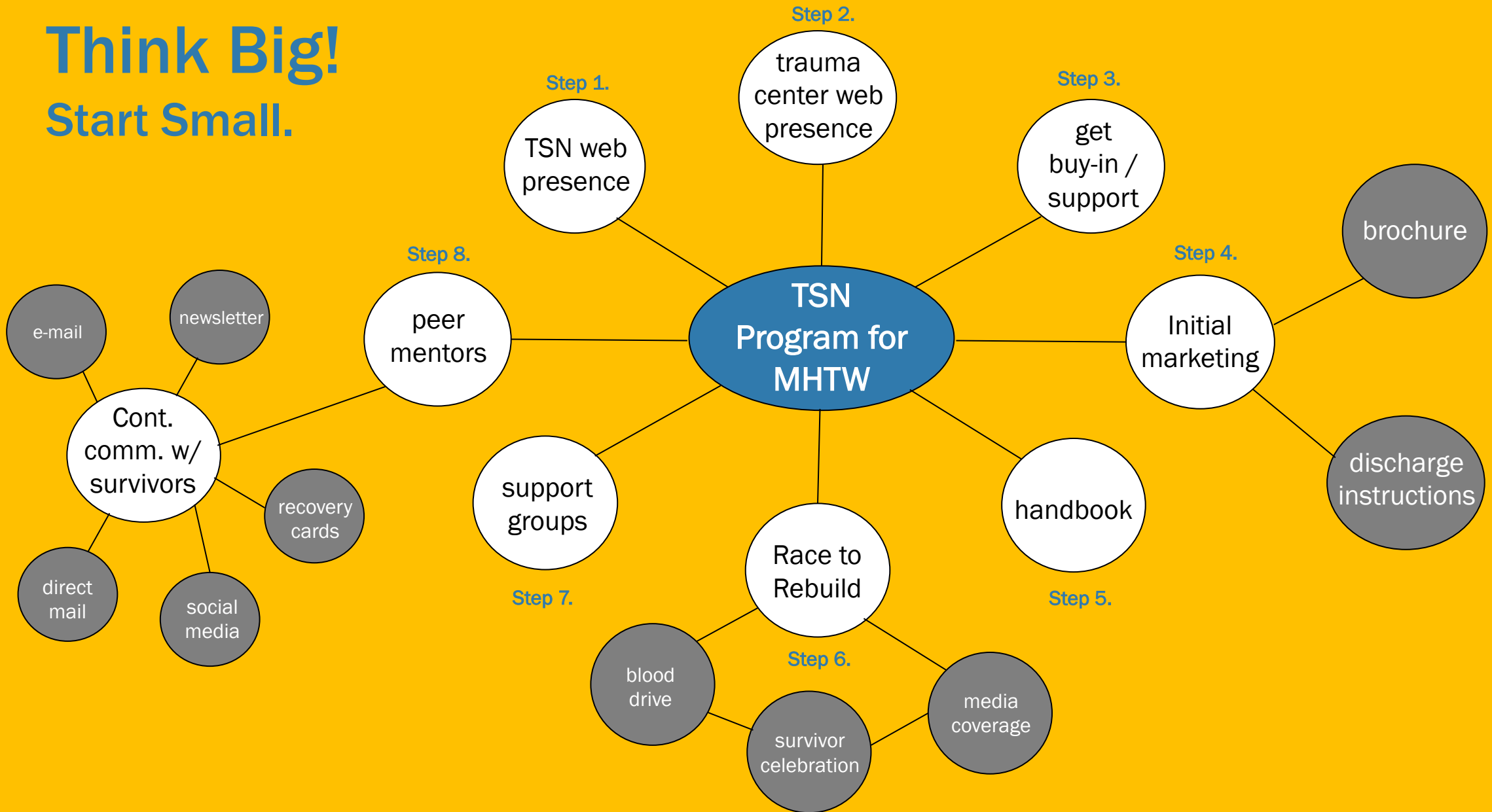


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TSN Coordinator Resources

QUESTIONS?

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