



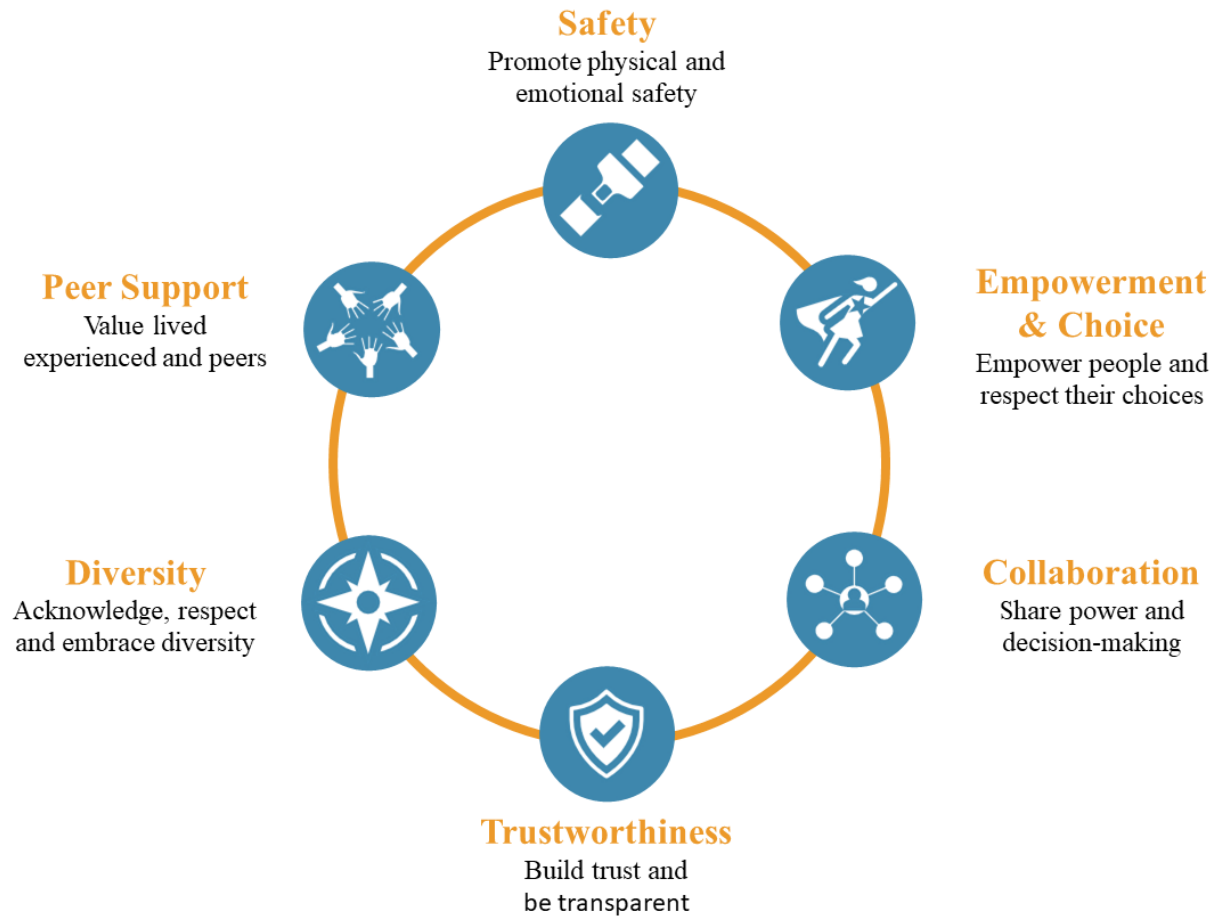
Trauma-Informed Care

Procedure & Workflow in Clinical Setting

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Trauma-informed Care




Trauma-Informed Care

Procedure and workflow in clinical setting

Child Protection (Child Abuse) clinical experience

- Principle
- Hands-on clinical handling
- Expected outcome and effect

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1. **A warm welcome...**
 2. A comfortable encounter...
 3. A reasonable check-up...
 4. A familiar face to see again...

1. A warm welcome...

Direct hospital admission

- Specially arranged direct admission to ward
- By-passing Accident & Emergency Department (AED)

- ❑ Designated contact person in each hospital
 - Medical Coordinator of Child Abuse (MCCA)
- ❑ Direct communication and bed arrangement
- ❑ Guaranteed and prepared admission



1. A warm welcome...

Direct hospital admission




To avoid

1. Prolonged waiting time in AED
2. Repeated recall/ description of the event

To provide

1. Immediate safe place for relieve (physically and emotionally)

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1. A warm welcome...
 2. **A comfortable encounter...**
 3. A reasonable check-up...
 4. A familiar face to see again...

2. A comfortable encounter...

Joint interview

- Involvement of multiple core professional parties
- Joint interview in one-go
 - Doctor
 - Nurse
 - Medical social worker
 - School/ Integrated family social worker

- Coordinated by medical social worker
- Calling up designated, experienced personnel
- Formation of the core professional team with no delay




2. A comfortable encounter...

Joint interview

To avoid

1. Repeated history taking from different parties
2. Miscommunication between professionals

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1. A warm welcome...
 2. A comfortable encounter...
 3. **A reasonable check-up...**
 4. A familiar face to see again...

3. A reasonable check-up...

Reasonable medical investigations

- Tailor-made investigations & check-ups
- Avoid unnecessary blood taking for compatible injuries
- Taking into account that **THEY ARE THE VICTIM**




- Reasonable medical judgement
- Pattern recognition and clinical diagnosis

3. A reasonable check-up...

Reasonable medical investigations

To avoid

1. Unnecessary pain and suffer of child abuse victims
2. Habitual numbness and indifference of health care providers

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1. A warm welcome...
 2. A comfortable encounter...
 3. A reasonable check-up...
 4. **A familiar face to see again...**

4. A familiar face to see again... (follow up)

Fixed (same) therapist upon medical follow-up

- Designated doctor/ therapist who is familiar with the case
- Requires dedicated staff and special arrangement

- Child Protection Clinic
- Dedicated manpower and timeslot
- Tailor-made for each case

4. A familiar face to see again... (follow up)


Fixed (same) therapist upon medical follow-up

To provide

1. On-going rapport building with trust

To minimize

1. Re-traumatization by repeated history taking
2. Unnecessary recall and re-experience of events

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1. A warm welcome...
 2. A comfortable encounter...
 3. A reasonable check-up...
 4. A familiar face to see again...
 5. **Conclusion and forward**

CONCLUSION

Trauma Informed Care

- All about experience and sensitivity
- **Crucial but subtle**
- **Organization level & Individual level:**
缺一不可

- 將心比己

