

Trauma-Informed Care Practice Checklist

Is your practice prepared to immediately tend to specific experiences of trauma in a manner consistent with mandatory reporting laws? Use this checklist to identify areas of strength and opportunities for growth within your practice.

- Our office provides calm waiting areas and exam spaces that are safe and welcoming.
- Patients receive clear information on services and know what to expect at their first visit.
- Our office gives patients a significant role in planning and evaluating services.
- We create an atmosphere that allows patients to feel validated and affirmed with each contact.
- Our office reviews all policies and procedures through a lens of diversity, equity, and inclusion.
- Staff receives education and training on responding to individuals in distress.
- Our office provides time and resources for staff to process difficult situations.
- Office staff carries out trauma-sensitive interactions that take trauma-related histories, symptoms, and behaviors into consideration.
- Staff listens patiently without interruption, providing all patients opportunities to speak and be heard.
- Staff is trained and able to provide warm, nonjudgmental, empathetic, and genuine interactions at all times.
- Our office has a process in place for referring patients to trauma-informed agencies, providers, and services.
- Our office works to examine our racial identity, relationships, power dynamics, and privilege to decrease discomfort discussing racial content.
- We avoid replicating negative, racist, or otherwise oppressive interactions.
- We reflect on how culture and experiences act as a filter through which we create meaning and express both trauma symptoms and wellness differently.

This checklist was created with information referenced in:

“Fostering Resilience and Recovery: A Change Package for Advancing Trauma-Informed Primary Care,”
National Council for Mental Wellbeing, https://www.thenationalcouncil.org/wp-content/uploads/2022/02/FosteringResilienceChangePackage_Final.pdf.

REV. July 2023

Coverage by Vista Health Plan, an independent licensee
of the Blue Cross and Blue Shield Association.

KF_232931200-4



Keystone First

www.keystonefirstpa.com