



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Promoting Alternatives for Restraint through Trauma Informed Care (TIC)**

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Empowerment  
Collaboration  
Strength-based Resilience Strategy

**Introduction**

Acute psychiatric wards were reported to have the highest rates in occurrence of violent incidents. Research demonstrates that 90% of adult mental health clients have been exposed to trauma. Trauma-informed care has evolved as an effective recovery-oriented and person-centered approach for the care of clients who have experienced trauma. It is a strength-based framework that is responsive to the impact of trauma by using five core values namely: safety, trustworthiness, choice, collaboration and empowerment. This approach can help to create a truly safe and healing environment in hospital setting. It can improve efficacy in provision of care to the traumatized individuals by promoting alternatives for use of restraints and enhancing effective application of de-escalation for better control of the violence situations. Besides, patients' satisfaction is enhanced through continuity of trauma-informed care and collaboration across the clinical systems.

**Objectives**

- To early detect for trauma exposure and related symptoms which are integrated in the recovery plan
- To reduce physical restraint application rate
- To enhance de-escalation technique
- To empower staff competence in providing TIC for increasing patients resilience and minimizing re-traumatization
- To enhance patient's satisfaction in hospital service

**Methodology**

**Staff Aspect**

- Strengthening de-escalation technique through regular MOV drills
- Enhancing competence in providing trauma-informed care

**Patient Aspect**

- Early screening for trauma exposure and related symptoms through ACE Score\*

- De-Escalation Preferences\*(個人危機處理計劃) for strengthening personalized resilience strategies as alternatives for restraints and seclusion
  - Crisis Intervention Plan\* (自得其樂計劃) especially for clients who put on violence risk
- Ward Aspect
- Promotion of Trauma Informed Culture
  - Implementation of 7 tips for preventing re-traumatization

### **Result**

Trauma-informed care (TIC) was implemented since March 2017. Comparing the two six-month periods before and after implementation, the number of violent incidents dropped by 19% and the use of physical restraint decreased by 47%. A survey was carried out to measure patients' satisfaction level in hospital service in 2017. A total of 352 discharged patients conducted the survey. The result showed that 93.4% of patients were satisfied with nursing service. These positive outcomes suggested that TIC could promote alternatives for restraint and bring improvement in delivering patient care in recovery approach.