

Creating Calm

How Trauma Informed Care Supports Every Role in Primary Care



In the fast-paced world of primary care, it's easy to become so focused on getting patients in front of providers that we overlook the vital contributions of every team member. Yet, every interaction—from the front desk to the exam room—shapes how safe, supported, and respected a patient feels. That's where Trauma-Informed Care comes in.

This overview is designed to highlight how trauma-informed care principles can empower every role in your practice—not just clinicians—to foster calm, build trust, and support both patients and colleagues. Whether someone is greeting patients at the front desk, assisting with paperwork, or coordinating care behind the scenes, their presence and approach matter.

Together, we'll explore how small shifts in awareness and behavior can lead to meaningful improvements in both patient experience and staff well-being.

What will we cover?

- What is Trauma Informed Care?
- Why It Matters for Non-Clinical Roles
- Actionable Strategies
- Real-Life Scenarios
- Next Steps & Resources

To watch the 23 minute webinar [click here](#) to request the presentation (it's free!).

To view the slides [click here](#).

Further Trauma Informed Care Resources:

[Cultural Competency: RMHP Disability Trainings](#)

[Trauma Informed Care Implementation Resource Center by Center for Health Care Strategies](#) Comprehensive collection of tools, case studies and implementation guides

[Campaign for Trauma-Informed Practice and Policy Toolkit for Trauma-Informed Workplaces](#) Concepts, strategies, and tactics to build workplaces that support well-being

[TIC Training Center](#) Free online training modules around trauma informed care

[Crisis & Trauma Resource Institute](#) Variety of podcasts, on-demand trainings and other resources focused on culturally competent TIC

For more information please reach out to Kylanne.Briggs@uhc.com

Rocky Mountain Health Plans | 2775 Crossroads Blvd | Grand Junction , CO 81506 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email & social marketing for free!