

TRANSPARENCY

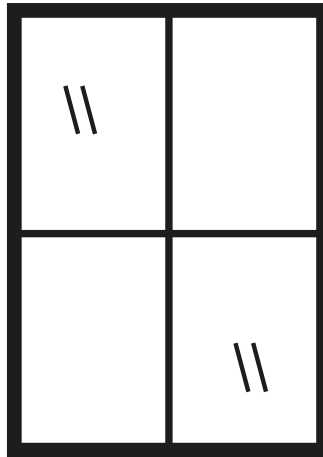
A PUBLICATION OF THE TRAUMA-INFORMED CARE COMMITTEE AT LANCASTER BEHAVIORAL HEALTH HOSPITAL

Be Transparent? What's in it for *me*?

As a matter of fact, there's **a lot** to gain when you're transparent; that is, if you've got the courage to be a little vulnerable. Professional transparency is not without its risks: peers and even managers may not always respond the way you would hope. Still, there's always something to gain when colleagues respond in good faith.

Let's use an example:

Damaris is the newest member of a registration department in a small mental health hospital. When a person calls identifying themselves as a patient's spouse, but doesn't provide the correct security information, Damaris patches them through the unit, anyway. *After all*, she thinks, if *she* were in the hospital, *she* would want to hear from *her* spouse.



ABOUT THIS PROGRAM

1. Safety
2. Trustworthiness and Transparency
3. Peer Support
4. Collaboration and Mutuality
5. Empowerment, Voice and Choice
6. Cultural, Historical and Gender Issues

These are the *Six Principles of Trauma-Informed Care*, identified by the Substance Abuse and Mental Health Services Administration (SAMHSA). As a part of LBHH's commitment to trauma-informed care, our hospital pays special attention to one principle each month.

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But when the unit staff answer the phone, they realize the caller is someone the patient had identified as unsafe. Good catch on the part of the unit staff.

The registration manager receives a complaint from the unit staff and asks the registration staff who took the call.

Damaris acknowledged that it was her mistake. Instead of taking punitive actions, the registration manager explains why the security measures are in place.

In this example, both Damaris and her manager exhibit transparency: Damaris was transparent about her workflow and process ignorance. Her manager modeled a clear explanation of why the process exists in the first place. Being aware of the safety implications of her role is enough to ensure that Damaris doesn't make that mistake again.

TRANSPARENCY Looks Like...

- Being honest about mistakes and taking ownership of them
- Sharing your workflow with someone else
- Leadership explaining decisions clearly
- Opportunities to see for oneself rather than taking another's word
- Communicating the reason (respect/confidential) when being less than transparent

Forbes:
The Case for
Transparency
in the
Workplace



Next
Month's
Theme

PEER SUPPORT