

TO DO:

- BE TRUSTWORTHY

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

What Makes Someone Worthy of Trust?

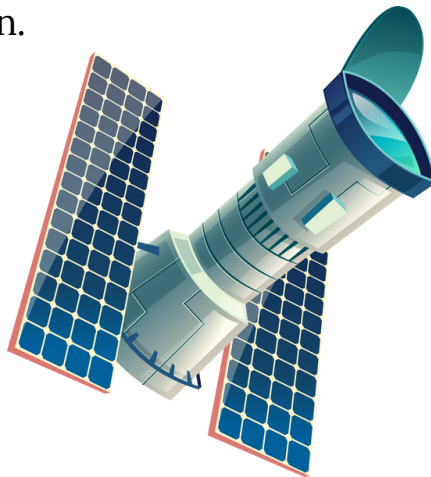
It sounds like a simple question, but the world would be full of trustworthy people if it were easy. Think about it: what makes you trust one person but not another?

Context matters. We wouldn't trust a short-order cook to operate the Webb Space Telescope, much less an astronomer to work the back of the house at The Greasy Spoon.

But assuming we're at least in the right ballpark, philosopher Onora O'Neill says that being worthy of trust comes down to only three things:

1. Competence

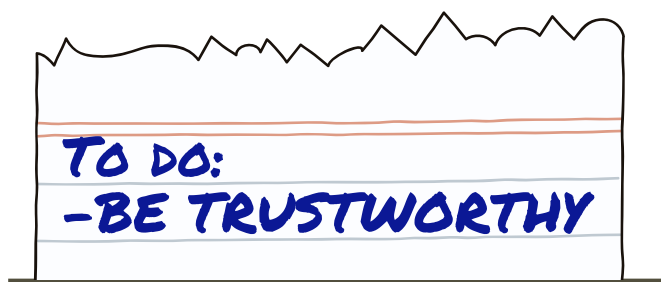
Do you know your stuff? When someone has a question, how often do you have the answer? Do you feel like a cook in a diner? Or a cook at the helm of the James Webb Telescope? The difference will impact your trustworthiness.



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.



2. Honesty

The great thing about honesty is that you don't have to be 100% competent. You just have to know when to say "I don't know." Telling someone the truth, even when it's a *bad* truth, builds trust. "Good" lies erode trust.

3. Reliability

What's your track record? If you're trying to change old habits, remember that it can take a long time to earn a new reputation. Reliability is about having the same, consistent results time and time again.

Even if you have a track record of being untrustworthy, you can begin to change that *immediately* by taking accountability for that record. Being trustworthy is always a viable option.

TO BE TRUSTWORTHY Looks Like...

- Keeping sensitive information confident
- Doing something when you say you will
- Saying "I don't know" when you don't know
- Admitting when you made a mistake or misspoke
- Not allowing circumstances to change your integrity
- Taking ownership of an issue instead of blaming

Word of the Month

at·tune·ment *noun*

the process of developing an internal awareness of someone else's emotions and needs

Next
Month's
Theme

Peer
Support