

Person-Centered Care

8:00-8:05: Session Overview (Karen Huyck, MD)

8:05-8:15: Trauma-Informed Care (Sadie Elisseou, MD)

8:15-8:25: The Employer's Voice (Michelle Milligan)

8:25-8:30: Q & A

Chairperson: Karen Huyck, MD, PhD, MPH, FACOEM

Tuesday, March 24th, 2026

8:00 – 8:30am

Disclosures

None

Trauma-Informed Care

Sadie Elisseou, MD

Instructor in Medicine, Harvard Medical School

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If any portion of our discussion makes you uncomfortable, please feel free to take care of yourself in the way that best suits you.

Objectives

1. Explore the relevance of trauma in work-related injury
2. Identify the key principles of trauma-informed care
3. Describe a trauma-informed approach to communication, physical examination, written documentation, professional self-care, and HR leadership practices



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Trauma-Informed Care (TIC)

A **framework** for supporting people who have experienced trauma that can be applied universally as a means of building **resilience**.

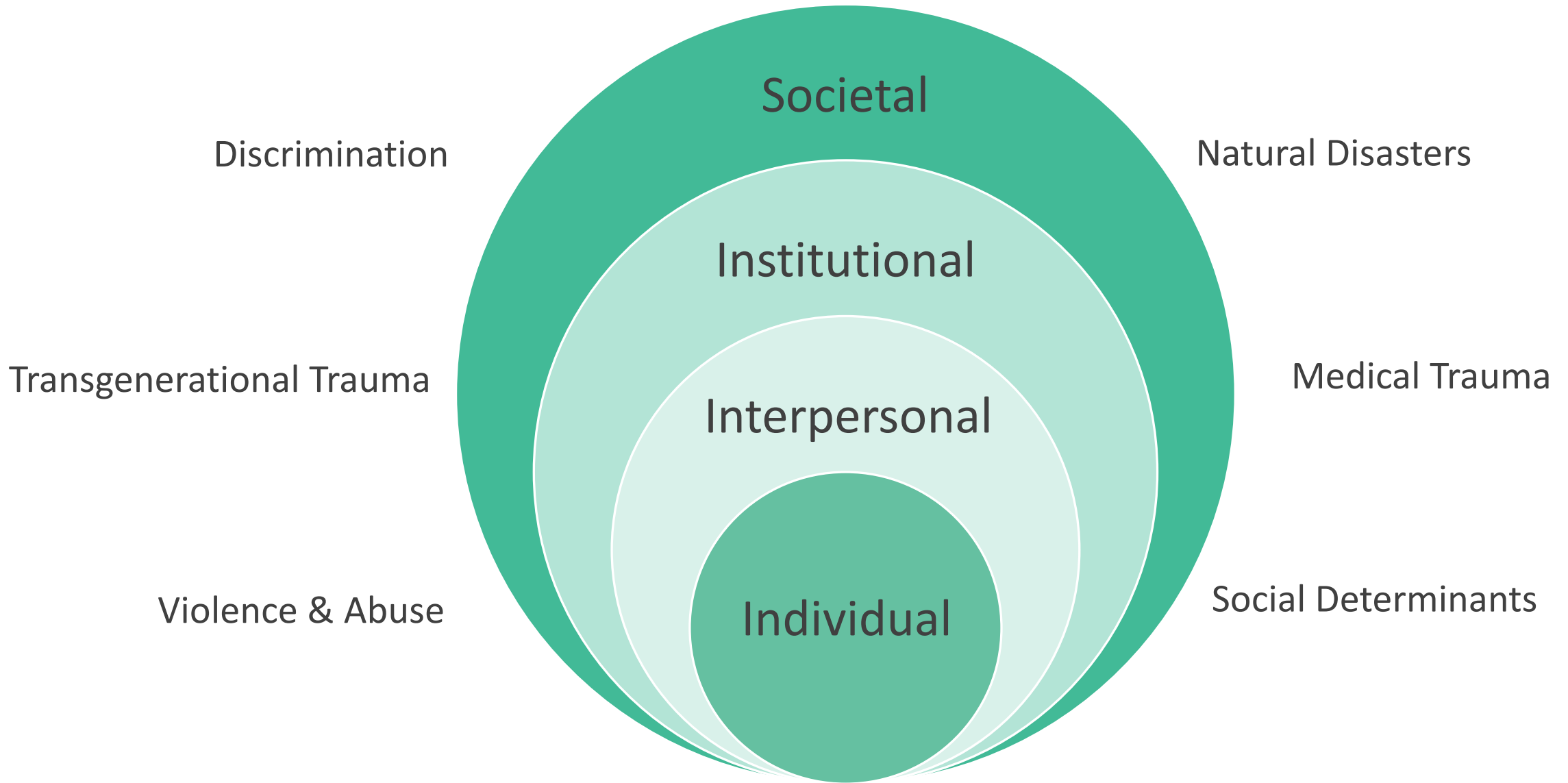
Fosters **healing** through safe and collaborative **relationships**.



What is Trauma?

An **event** or circumstance that is **experienced** as harmful or life threatening and has lasting adverse **effects** on function and well-being.

-SAMHSA



Injuries → Trauma



Healthcare → Trauma



4 Rs of TIC


Realize

Recognize


Respond

Resist

Trauma-Informed Communication



“When do you want me to say you can go back to work?”




“When do you think you can go back to work?”


Trauma-Informed Physical Exams



Trauma-Informed Documentation

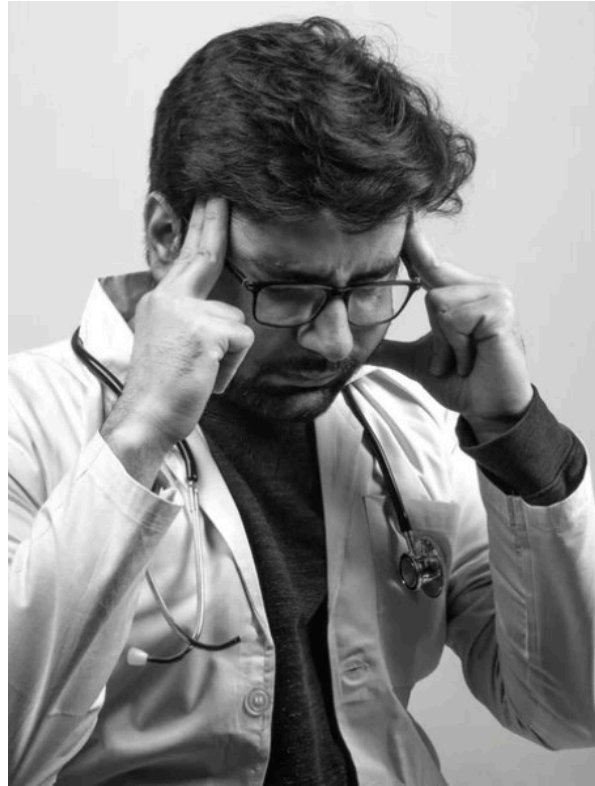


45 yo homeless
alcoholic patient
complaining of chronic
knee pain after being a
victim of assault.



45 yo man with housing
instability and alcohol
use disorder presents
with chronic knee pain
after surviving an
assault.

Trauma-Informed Self-Care



Trauma-Informed HR Practices

- Practice transparency
- Acknowledge workers' challenges
- Celebrate diversity
- Offer flexible scheduling
- Normalize mental health care
- Inspire hope



Thank you!

THE EMPLOYER'S VOICE

Michelle Milligan

Senior Claims Administrator

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The Employer's Contribution Power



MY BACKGROUND



Fortunate to have 40 + year career in the insurance industry. My experience includes Adjuster, Supervisor, Manager, Consultant and currently the Senior Claims Administrator for a Boston-based health care system; assigned to handle the work-related injuries for their self-insured program

MY ROLE

- My role in reducing the stress for injured workers as well as facilitating their return to work
- Contact the injured worker to explain WC benefit calculations, medical benefits, and related time frames
- Remain the point of contact for concerns regarding benefit calculation, modified duty, and compensability determination
- Communicate with treaters; providing WC information as well as immediate approvals when appropriate
- Biweekly team meeting with each hospital to include Occupational Health, Leave of Absence team, and Human Resources
- Utilize the medical expertise with our system's Occupational Health and specialists at each hospital. Our specialists collaborate with us to provide quality treatment, timely appointments and follow up care.

Thank you!