

# TSNNotes

A publication of the **American Trauma Society**  
Winter 2015

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## Looking at the growth of the TSN in 2014 and plans for 2015

2014 has been an **exciting** year for the TSN. We have welcomed 12 new trauma centers to the TSN team and have seen many of those centers make progress in providing resources and support to survivors. We continue to work with many other trauma centers that are exploring ways in which they join team TSN.

In an effort to support new TSN sites, we have offered multiple training webinars on each of the TSN programs. These webinars have provided guidance and practical advice for implementation.

We celebrated our first annual National Trauma Survivors Day and are excited to celebrate again in 2015. There is nothing more important to the TSN than celebrating life after trauma.

NextSteps® Online has also been a success. NextSteps® in an online self-management class. It is an interactive program designed to help survivors manage their life after a serious injury. This class was offered five times in 2014 and had 90 survivors sign up. In 2015 we have six courses available to survivors through out the year.

For current class information about NextSteps® Online please visit [www.nextstepsonline.org](http://www.nextstepsonline.org).

We are also happy to report that our research partners at Johns Hopkins have made wonderful progress as they study the effectiveness of the TSN under the collaborative care model.

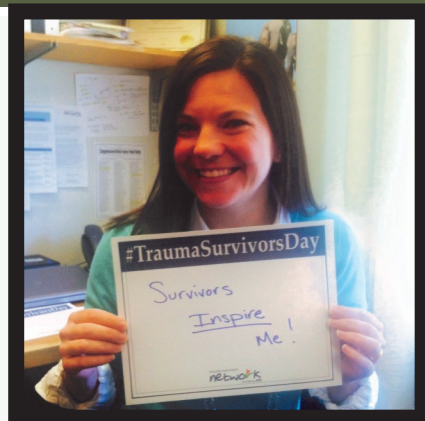
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**"I am constantly reminded of how beneficial this program is for patients on their road to recovery. From the tears of uncertainty at the bedside, the smile of confidence after a peer visit, to the connections made at a support group or other TSN opportunity. The TSN makes a difference in the lives of survivors and their families."**

**-Katherine Ordonio, TSN Coordinator**

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If you work at a hospital that does not yet have the TSN yet but you want to find out more, please contact us. We are happy to talk to you about the TSN and how it can enhance the care you already provide to patients each day. The TSN is a free member benefit to all ATS Institutional Members. Please visit [www.amtrauma.org](http://www.amtrauma.org) for more information.



Dear Reader,

Welcome to the Winter Edition of TSNNotes, a newsletter of the American Trauma Society's Trauma Survivors Network. As the National TSN Coordinator, I am pleased to continue to report that the TSN grows in both strength and numbers.

In this edition we take a look at the TSN in 2014 and feature the story of Nannette Reilly, a trauma survivor from MetroHealth Medical Center in Cleveland, OH. We also feature a piece on TSN Holiday Celebrations and an interview with the TSN Coordinators at the R Adams Cowley Shock Trauma Center in Baltimore, MD.

Please enjoy this edition of TSNNotes, and remember, feedback and questions are always welcome!

**Elizabeth Wysocki, MS**  
**National TSN Coordinator**

**METROHEALTH LEADS  
THE WAY TO REGIONALIZE  
THE TSN IN CLEVELAND**

By Sarah Hendrickson

The Northern Ohio Trauma System (NOTS), a collaboration of The Cleveland Clinic and The Metro-Health System, has extended their support to the TSN to advance services and regionalize programming so that we may serve patients and families all over our region with the same great care and attention as they embark on their journeys toward recovery. Created to improve trauma care and utilization across the Greater Cleveland area, NOTS will be the first trauma system of its kind to look beyond pre-hospital and acute care to the “What’s Next” aspect of a patient’s experience. NOTS has proven that this system has saved lives and improved the quality of care across our region. In 2015, we will collaborate to improve the quality of life, as well.

Survive. Connect. Rebuild.

# Celebrating Together

Many of the TSN sites have an opportunity to celebrate the holidays together in December. During this time volunteers are honored, food and companionship is shared, and life is celebrated. Below is a snapshot of some of the 2014 TSN Holiday Parties.



**Find Us!**

**Facebook:** [Trauma Survivors Network](#)

**Twitter:** [@TraumaSurvivors](#)

**Instagram:** [traumasurvivors](#)

## WELCOME TO THE NEW TSN SITES

Proudly, we welcome the following Trauma Centers to the team of centers offering the TSN to patients and families. You can connect with these TSN centers in the Trauma Centers section of the TSN websites. There you can find out more about the programs offered and ways to get involved.

- Memorial Hospital of South Bend– South Bend, IN
- University of Texas Health Science Center– San Antonio, TX
- Grant Memorial– Columbus, OH
- Wake Med– Raleigh, NC
- Virginia Commonwealth University Medical Center– Richmond, VA

## An Interview with Katherine Ordonio & Frannie Grissom, BSN, RN

### Meeting the needs of patients and families in Baltimore

#### Could you both briefly describe your roles at the hospital?

**Katherine**— As a TSN Coordinator my role is to provide TSN services and resources during a patient's hospitalization and after discharge. I also implement the Trauma Collaborative Care Intervention Study (TCCI) and provide additional support and resources to orthopaedic trauma patients.

**Frannie**— As a TSN Coordinator my role spans from education and support of patient and families, to managing and growing our peer visitor program and support group. I also operationalize community, educational, volunteer and social programs for hospital staff and our members, in addition to development of program funding. Together, we do it all!

#### How do you work together to serve the largest trauma hospital in the United States?

We believe our success has largely come from our availability to one another as well as our commitment to constant communication. We have also done a pretty fine job at honing our skills and being able to prioritize and size up the jobs to be done. We share our responsibilities for most all TSN activities. We also work together in problem solving and often find ourselves working in an "assembly line" while stuffing brochures, preparing mass mailings, or preparing for support groups. Our shared mission for the TSN in supporting patients is vital in implementing a meaningful and effective program for our survivors and their families.

#### What is unique about the TSN at the STC?

Along with the uniqueness within our trauma center, the work we do outside of the hospital setting is very unique. With such a large patient population, we cater to a very large support group. In 2014, we've had a total of 140 different people accounting for 310 monthly support group encounters. With an average support group attendance of 25, it is important to still meet the individual and group needs of our survivors while keeping the therapeutic support group experience. Another unique aspect of the TSN at our center is the passion and dedication of our peer visitors and the way we implement our Peer Visitor program. We do not host group or weekly peer visiting sessions. Instead we have found tremendous success by individualizing patient and family needs with customized timing and carefully selected peers who are a best match to meet schedules, needs, experiences and/or personalities. It is impossible to quantify the passion and dedication that drives our peer visitors so we will let the data do the talking. In the first half of FY15 our TSN had 81 individual peer visits that totaled over 66 hours of direct survivor to survivor contact!

#### What advice would you give other coordinators that serve large trauma centers?

Large trauma center or small trauma unit, there are three pieces of advice we would give any TSN coordinator. The first is to wear your passion for your work and the



*Pictured Above: Frannie Grissom & Katherine Ordonio*

TSN on your sleeve. Radiating enthusiasm will draw positive attention to the program, and this can only serve to grow support, understanding and utilization of the TSN. Secondly, always remember that the TSN must ultimately be about the survivors. Ask them what they need, where they'd like to see the TSN go, and how to get there. This program must be in the hands of the survivors as they are the ones who matter the most. Lastly, find friends who are willing to be champions for any small part of your work load. Solicit local universities for that energetic intern to be your right-hand man. Contact your facility's professional development department to help you contact clinical staff in need of projects or initiatives that will satisfy clinical advancement criteria. Think outside of the box for anyone willing to help.

## JOIN THE TSN

Interested in establishing a TSN Chapter in your Trauma Center?

Contact the ATS at 800-556-7890 or [admin@traumasurvivorsnetwork.org](mailto:admin@traumasurvivorsnetwork.org)



# Survivor's Corner

## TRAUMA SURVIVOR NANETTE REILLY TALKS ABOUT HER TRAUMA AND THE LESSONS SHE HAS LEARNED

During the summer of 2005, Nan Reilly was enjoying a day at the beach with her family and friends. It was a wonderful day until she was in a terrible power ski collision. Nan was airlifted to MetroHealth's Trauma Center where she was in critical condition. She spent months receiving care in the trauma center and rehabilitation center uses what she has learned to help others as a volunteer at MetroHealth. We asked Nan about her recovery, and reasons for volunteering with the TSN and this is what she said.

### **What helped during your recovery and what motivates you now to help others?**

I cannot easily pinpoint one thing that helped me most during my recovery. My goals, my support system, and my faith are all equally important to my recovery. I have always been goal driven and as I was recovering I kept setting goals and working toward achieving them. In week six of my recovery I remember wanting to walk to the nurses' station across from my room, fifteen feet away. It took me close to two weeks to reach this goal, but I was so happy when I made it. Having a support network of family and friends definitely was helpful. My husband was almost always at my side and seemed to always know when I was struggling. My church arranged meals to be delivered a couple of times a week so my family did not have to worry about cooking. People don't realize that when you get home, life is not the same and you learn to measure your achievements from where you came from after the accident, not before. My friends and family helped me through these tough times and helped me achieve the small goals I set for myself.

My faith in God motivates me today, and I feel that I was kept here for a reason. While I was in the hospital, I received letters of encouragement from former pottery students I had taught. They spoke of how much I had done for them, and that I had made a difference in their lives. If I could do this for others, maybe that is why I am still here. When my trauma surgeon, recommended me for the TSN as a peer visitor, I could not say no. I felt I could help those going through similar challenges that I went through. It is sometimes difficult to explain your fears to your nurse and doctors, not only because it is hard to put into words, but because the nurses and doctors are approaching our challenges from a physical lens, not an emotional lens. I have learned that healing from trauma is a lifetime experience, not something you get over in a year or two. I want to be there to help others on this journey of recovery and discovery of what new adventures lay ahead. We cannot always do what we did before, but there is a world of new things we can do and may not have tried yet.

I owe my life to the people at MetroHealth. MetroHealth is an amazing learning hospital that is on the cutting edge of new programs and technology. They put the patient first and are always looking for ways to make the experience better for the patient and family. It does not surprise me that Metro would be pioneering this program and I am happy and proud to be a part of something that will help so many people.

## **MetroHealth TSN Coordinator, Sarah Hendrickson, on the TSN at MetroHealth**



*Pictured Above: Sarah Hendrickson and Nan Reilly*

Nan Reilly became involved with MH TSN program in July 2014. Nan participates in the Trauma Support Group, Peer Visiting and Community Events. Nan has been a tremendous asset to the TSN program. Due to her experience, Nan has a unique compassion for our trauma patients, especially those with lengthy hospital stays. She has a calm and comforting nature and embodies the potential that recovery holds for patients. Nan provides peer visits on both scheduled times and is available on emergent basis. She also attends our community events, such as our annual walk/run. Nan has been with us nearly 6 months and has made a tremendous impact. The success to MH's TSN program is due to volunteers like Nan.

Read Nan's full story and find out more about the TSN program at MetroHealth's

Trauma Center go to

[www.traumasurvivorsnetwork.org](http://www.traumasurvivorsnetwork.org).

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