

Concept	Technique/Example
Safety	Manage the physical environment and provide information Example: The nurse ensures lighting and comfort for the interaction and explains what the conversation or procedure will be about.
Trust	Use open communication, transparency, and advanced notice Example: The nurse introduces self and invites the client to share. The nurse informs the client of scheduled activities.
Supportive others	Include family members and peers Example: The nurse acknowledges the client's supportive others.
Partnering	Level power differences between staff and client Example: The nurse speaks of staff members as collaborating to assist the client.
Empowerment	Build upon client's strengths and experience Example: The nurse assists the client with strengths identification. The nurse acknowledges the client's experience.
Cultural and gender issues	Move beyond stereotypes and bias Example: The nurse examines own values, is nonjudgmental of client's beliefs, and considers the client's perspective and incorporates it into mutual decision-making.

Table 12.1 Trauma-Informed Care