

USER AGREEMENT

Please read this agreement carefully. Your signature at the end of this document indicates that you have read and agreed to the following terms of use and will communicate them to all relevant parties within your institution.

TICKET TERMS OF USE

TICKET (Trauma-Informed Care Knowledge, Education, and Tools) for Healthcare Teams (TICKET) is an online system aiming to accelerate well-defined, evidence-based efforts to improve trauma-informed practice, built on the extensive set of resources at HealthCareToolbox.org.

TICKET is designed to help healthcare teams and institutions:

- Define clear goals and targets for change
- Select activities and resources that fit their team and setting from a custom menu
- Deliver & track online training and assessment
- Evaluate progress towards goals
- Link to expert consultation when needed

■ Settings and intended use

TICKET is designed for use with **healthcare institutions**.

- If users are interested in using and adapting TICKET for non-healthcare settings, please contact cpts@chop.edu to discuss.

TICKET is designed for use in **staff training and/or quality / practice improvement (QI/PI) efforts**.

- Users should consult with appropriate bodies within their institution to determine whether approval or oversight is needed for data collection associated with formal QI/PI projects.
- Teams or institutions who wish use TICKET resources to support human subjects research projects should consult with their institution's Institutional Review Board (IRB) or other appropriate ethics body.

TICKET may also be used in the context of education and training for future healthcare professionals.

TICKET and TICKET materials, including staff surveys, assessments, and course evaluations, are **not intended and should not be used** to evaluate individual employee job performance.

User fees

At this time, TICKET is available at no cost to the user.

Should teams need more extensive assistance, CPTS can provide consultation to help with defining goals and targets, selecting activities and resources, and implementing and evaluating progress towards goals. Depending

on the nature and scope of consultation, there may be a cost for this service.

■ **Use and dissemination of TICKET tools and materials:**

Use of the TICKET system is available to registered institutional users.

Unless otherwise noted, TICKET tools and materials created by CPTS are protected by copyright. Please do not distribute TICKET tools and materials outside of your registered institution, or place them on a public website without written permission from the Center for Pediatric Traumatic Stress.

The TICKET system also provides information and links to a wealth of relevant resources that were not developed by CPTS. Users are responsible to check the copyright status of these tools and materials to understand how this may fit their intended use or adaptation.

■ **Customization and adaptation of TICKET tools and materials:**

Users may wish to adapt TICKET tools to best suit their team's needs. Please follow these guidelines, and contact CPTS if you have any questions.

- For **TICKET materials (handouts, informational materials, and slide sets / presentations) developed by CPTS (look for the TICKET logo)**, the following are acceptable changes:
 - You may add your institution's logo.
 - If adapting content within these materials, include the statement "Adapted from materials created by the Center for Pediatric Traumatic Stress (CPTS) - <https://www.healthcaretoolbox.org/ticket-for-teams>"
- CPTS's **online interactive courses**, including those made available in the HealthCareToolbox.org course library, and **assessment measures**, including the TIC Provider Survey, should not be adapted without explicit permission from CPTS.
- Many tools and materials in the TICKET system are available in a variety of languages. We welcome **translation / adaptation of CPTS-developed materials into additional languages** – please contact CPTS for more information before initiating a translation project (cpts@chop.edu).
- TICKET provides information on, and links to, many additional resources that were not developed by CPTS. For those resources, users must follow any adaptation guidelines provided by the developers.

■ **Data and information sharing**

Registered users of the TICKET system must provide CPTS with information regarding their use of TICKET tools or materials at their institution.

CPTS will use this information to help us continue to maintain and improve the TICKET system, and may share summaries of the information provided in presentations or publications.

TICKET users should not share with CPTS any personally identifying information (PII) or protected health information (PHI) regarding individual patients, family members or staff members.

Unless otherwise agreed in advance, the following information should be provided within 3 months of project completion (for projects lasting less than 1 year), or at least annually (for ongoing projects) :

- Number and type of TICKET activities undertaken, for example:
 - Use of TICKET slidesets in staff meetings or Grand Rounds
 - Incorporating TICKET informational sheets into staff or patient activities

- Use of TICKET Tips of the Month
- Training activities administered by the institution as part of TICKET activities
 - Describe training topic(s) and modalities, number of trainings delivered, departments / teams / types of staff participating, number of staff participating, summary of any outcome evaluation
- Surveys or assessment measures administered by the institution as part of TICKET activities
 - Patient / family surveys: Describe content & purpose, departments / teams participating, number of patients/families participating, summary of results
 - Staff surveys: Describe content & purpose, departments / teams / types of staff participating, number of staff participating, summary of results
- QI/PI projects or research studies (see note above about ethics review / IRB approval)
 - Project description, reports on specific activities as above, summary of project outcomes
- Publications or presentations of work that used the TICKET system, tools, or materials should include the following citation: Center for Pediatric Traumatic Stress (2023). Trauma-Informed Care Knowledge, Education, and Tools (TICKET) Program. <https://www.healthcaretoolbox.org/ticket-for-teams>.

■ **Courses and surveys administered to healthcare staff via the TICKET system**

As part of their use of the TICKET system, institutions may choose to have the TICKET system administer one or more of a library of online learning courses and online surveys / assessments to participating staff.

- CPTS can provide the institution with information regarding staff completion of TICKET courses or surveys as well as aggregate results of surveys or course evaluations.
- CPTS provides aggregated data designed to protect individual participant privacy to the best of our ability, unless specifically authorized and agreed in advance under an IRB-approved protocol.