



Weekly Field Placement Journal

Name: Kaitlyn Goffin **Hours worked this week:** 27

Week of: February 4-8 **Total hours this semester:** 290 **Grade:** 10

Please include the following when journaling:

1. Using the journal rubric on eclass, describe *learning activities/experiences* for this past week. Specify the date and time of your required supervision as well as what you did for self care. (Please start at the beginning of the week and describe events chronologically covering each day. Quantity of the description should match total hours accrued. See journal example on eclass.)

2/8/19

I arrived to the office on Friday afternoon and met up with Ashley. She was speaking on the phone with a Social Worker from a nursing home facility. She called in regards to a family member of a resident that both Ashley and I had spoken too. This family member had a lot of concerns about her mother's care, which were addressed at a care plan meeting that Ashley attended. Since then however, this family member has not been satisfied with the facilities attempts to make the changes they said that they would. When I spoke to her earlier in the week, she was very upset with the Ombudsman program for not working fast enough and caring enough about her mother's case. I shared with Ashley the concerns and she said that we would work on them, but that the state had already done an investigation and had not substantiated anything. This conversation happened on Tuesday. Now it was Friday and this family member was so angry she called everyone out on the Internet. She made a Facebook post to try to gain attention. Now the facility was angry and freaking out. They are trying to discharge the resident. However, the family does have the right to appeal. I will admit that I feel terrible about the situation considering that I was the one to take the call on Tuesday, but by Friday I had not called the facility back. This was a great experience for me to learn the importance of following up and working on cases a lot faster. We will be going out Monday to visit the facility. After this phone call, Bella arrived at the office. She is doing her 40-hour practicum experience and today was her first day. Ashley and I gave her a tour of the building and gave her the rundown of what she could expect. Ashley also told her that she would be leaving for her new job soon and explained how Bella could continue doing her hours here at Elder Services.

After this we went out to do a quarterly visit to show Bella what these visits were and get her comfortable with the population and environment. Ashley and Bella went together to talk to residents, but I went on my own. I talked with several individuals and no one had any concerns. After I ran out of rooms, I went to join Ashley and Bella. At this point Ashley sent Bella with me and we spoke to a resident. This resident had several concerns about the facility and her care. There was a rude staff member, the food was not conducive to her low sodium diet, and she felt that there were not enough

activities. Through talking with this individual, I had to use a lot of interviewing skills. Since she often talked in incomplete thoughts, I had to pause thought the conversation and use clarification to make sure I understood what she needed. This resident was also very nervous and struggled to give me consent to bring her concerns to the administrator. She even teared up when I asked her. I had to use empathy at this moment in order to sooth her and let her know that even though this was a hard decision, if she decided to do so, I would be with her through the journey. Reassuring her of this helped her feel more comfortable and she gave me permission to share. I was so happy I was able to help empower her in this way.

After this we went to another facility to check on a resident- to- resident altercation. We spoke with both the social worker and administrator at this time. Ashley ended up letting me speak with the residents who were involved. Neither were able to remember the incident. After this we went back to the office and that was the end of the day.

I have also counted tow extra hours for today. One hour is for documentation of this journal, and the other is for self care. Since my life is probably about to drastically change, it is even more important for me to put effort into me self care. I took a self care assessment that showed me areas of self care that I need to improve in. The areas of personal and physiological self care are the lowest for me. I will start being more intentional with my self care by rating which self care activities get me the most relaxed an ready to face the week. This Friday, my self care was spending time with friends. I sent out to dinner with my sister and her boyfriend. On a scale of 1-10, I would rate going out to dinner a 6 on the relaxation scale. It did help clear my mind a little, but we still talked about work and school which brought back up the stress. Next week I need to find a better way to indulge in some self care.

2/6/19

Wednesday morning I arrived at the facility bright and early. I helped Ashley set up the break room in the back of the office because today Ashley was going to do a volunteer training. Originally the plan we for me to do office work while Ashley did the training. But due to the lack of technology and Wi-Fi in the office, I was not able to do the tasks because Ashley was using her laptop for the presentation. I really enjoy the office of Elder Services, but the lack of good technology and Wi-Fi is an issue. Plan B was that I would just go through the training again and I could assist Ashley in reading or elaborating if she needed me to. This training was so much better then the previous training I was in. This training came in the form of a power point presentation. This made it a lot more interesting and helped move the training along at a faster pace. I was able to assist in the presentation by reading sections out of the manual and by telling stories of things that I had experienced in the field. Christina, the director of Elder Services, was there being trained as well. She took notes as to how I did. I glanced over and read what she wrote and she wrote that I needed to speak louder and have more confidence. I know that these are two areas that I really need to work on, especially if I as stepping into a professional role soon.

The training lasted a good portion of the day. While I had head this information before, I still enjoyed going through it again. It really helped me feel more confident in what the Ombudsman Program is and gave great refreshers and tips on how to do the job better.

After the meeting was over, I helped Ashley clean everything up. We then went to her office and Ashley checked her emails. One of the emails that she received was from Lauren her boss in regards to me taking the Ombudsman position. Ashley then printed out a job description and went through the job responsibilities with me. She also taught me about what an audit is and how to prepare for it. We went through her binder in which she keeps all of the audit information for me to look at. Some components were actually able to be undated, and so we did that together. While I am still excited about the job, I did feel a bit nervous and overwhelmed. I just want to do a really great job in this

position if I do get it, and there are so many parts and such big shoes to fill that I am just a little bit intimidated. One thing that is helping me think through it all is that Ashley does not mind to mentor me in the future and my potential bosses seem to be very helpful and willing to work with me to help me grow.

Journal 2/5/19

Instead of going to the office today, I ended up meeting with Ashley, along with Elder Services at the main Partnership office. Today was a meeting called "Engage" the agency has these meeting regularly and each are hosted by different departments within the agency. At these meeting the department that is leading talks about all of the different services they do in the community. This months meeting was going to be lead by Elder Services. I enjoyed listening to all of the staff members talk about what they do and whom they serve. Even though I have been in that department a while now, I had never heard many of these individuals actually talk about their programs. I think the Elder Services is such a unique setting with very valuable programs. After the meetings, all of Elders services went out to lunch together. This was a fun time. After lunch we went back to the office. I was able to do some documentation, which was really needed because I am getting behind. After documenting, it was time to go.

2/4/19

This morning Ashley sent me out on my own to three different facilities in order to do quarterly visits. This was so exciting because it was my first time being completely independent. The first facility that I went to had no complaints really, but it was hard being there first thing in the morning. Everyone was so busy. Nurses and CAN's were working to get all of the awake residents taken care of so I had very limited rooms I was able to go into. One resident I spoke with had concerns that her Oxygen tank tubing had some clogging issues in the nosepiece. I asked her if I could get a nurse and she said yes. I immediately left the room as spoke to a nurse in the hall to check on her.

The next facility I went to was an assisted living. There were many more residents that were awake and it made this visit so much easier. I spoke to several residents and all seemed to be having a good experience. One lady that I spoke to wanted to change her POA and had some questions about how to do so. I asked if I could text Ashley about it an she said yes. I ended up getting great advice from Ashley and was able to connect the resident with Legal Aid of East TN.

The last facility I visited was gorgeous! It was a huge, fancy, and new assisted living. It was nicer then the hotels I have stayed at. When I entered this facility, the receptionist was very thorough and asked me about my role and why I was there. They had me sign in electronically, took my photo and, enter my phone number. The executive was also there right away to great me. She was unsure of what a quarterly visit was and so I explained it to her. I then walked around and spoke to residents. I received concerns about food temperature and room temperature. At the end of the visit I ended up speaking wit the executive about the concerns. She said that she would follow up with the residents who were concerned. After this I headed back to the office.

This is when I told Ashley and Christina that I would accept the job offer. It was so exciting! WE had a little meeting to talk through some details and then I worked with Ashley to work on my new learning plan. I had to take out anything Ombudsman related. We also worked on gathering all information to fill out my application for Southern in order to work and do practicum at the same place.

I received a phone call from a family member of a resident that Ashley was working with. This resident was very upset with the Ombudsman program. She did not think that we really cared about her mother and she was so angry that we had not gotten back in tough with her since the care plan meeting Ashley attended wit her. I tried to explain that I had called her twice last week, but had not

heard back from her at all. She was not having it. I just had to concede and say; well maybe the voicemail didn't go through. I was on the phone with this individual for about 25 minutes. She explained to me all of the problems that were still going on in the facility even after the care plan meeting. She said that some things were better, but others were worse. I told her that I was just an intern and that I would share with Ashley and then contact the facility.

2. For each learning activity/experience, describe how you implemented learning from the coursework.

Reference each competency and practice behavior that applies to the learning activities/experiences described (i.e. 1:2 = competency #1 and practice behavior #2). You must cover a minimum of four competencies each week to earn full credit. Please see the rubric and sample on eclass.

COMPETENCY	PRACTICE BEHAVIOR #	DESCRIPTION OF LEARNING (1-2 SENTENCES)
Competency 1:	1:2	This week I was able to take some extra time to work on my self care plan. Having a good self care plan in place will help me be able to recharge and reflect so that I am ready to face the next week.
Competency 2:		
Competency 3:		
Competency 4:		
Competency 5:		
Competency 6:	6:2	This week I needed to use a lot of clinical skills in order to speak with residents and family members.
Competency 7:		
Competency 8:	8:C	This week I attended the Engage meeting in which I learned about other programs in Elder Services. Learning about these other programs were great because in my practice I may be able to refer someone to them.
Competency 9:	9:D	This week I was able to talk with Ashley about the importance of evaluation and following up with clients after interacting with them.

3. Describe areas of growth or concern to address during supervision (2-3 sentences):

I was so excited to be independent this week with quarterly visits! I was also so honored to be offered this amazing opportunity to become an Ombudsman. I know that there are still a few hoops to jump through before it is official, but just to be considered is amazing!

Task Supervisor's Comments:

Field Instructor's Comments:

Kaitlyn did a WONDERFUL job completing visits completely on her own.

I am also pleased to see Kaitlyn taking time out to assess her self-care. We have spent some talking specifically about how critical taking time out for herself is going to be in the coming weeks before graduation.

2nd (If Applicable) Task Supervisor's Comments:**Director of Field Education's Comments:**

I have done that same self care assessment multiple times and it always serves as a wake-up call to me that I need to take better care of myself. Let me know if you have any questions or concerns!

Student's Signature: (Goffin, Kaitlyn): Kaitlyn Goffin Feb 10, 2019 6:31 PM

Task Supervisor's Signature: (Christina St. Germaine):

Field Instructor's Signature: (Pelham, Ashley): Ashley Pelham, LMSW Feb 11, 2019 12:18 PM

Field Director's Signature: (Savannah Grignon): Savannah Grignon Feb 17, 2019 12:03 AM

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