



## Weekly Field Placement Journal

**Name:** Kaitlyn Goffin      **Hours worked this week:** 25  
**Week of:** January 28-February 1      **Total hours this semester:** 263.25      **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.)

2/1/19

Friday afternoon I came into the office to get a few extra hours for the week. When I came into the office, Ashley was working on documentation. We ended up having some supervision time and talked for a while about grad school options and how to both work full time and get an MSW. Ashley talked about her experience doing this process and that helped me realize that it is hard, but doable. This was really reassuring because I know that if I do accept this position, that I can do it. It is just really important for me to schedule out my time to make sure that I am completing everything that I need to do in order to graduate. After talking, Ashley wanted to show me how to complete a Monthly Beneficiary Report. This is a report that is required by Partnership for most employees to fill out. It is a way to track the number of cases opened and closed during the month as well as the percent of clients that were satisfied or unsatisfied with the outcome of their case. It is a fairly simple form to fill out, but Ashley helped me learn how to navigate Ombudsmanager in order to calculate the required numbers. Besides this, I tried to call some family members of a resident in order to follow up with how everything was going since the care plan meeting. I just left messages however because no one answered the phones. While doing this, I received a phone call from a resident of a different facility who had some concerns about her care. It was a difficult conversation because this resident was very hard of hearing. I had to ask questions multiple times and I think she was getting frustrated. But I was able to get all of the information through using skills of clarification and empathy. I got her consent to talk to the facility. I called the administrator and spoke with him about the concerns. He said that he would go and talk with her. I will be following up with him as well as the resident next week. One Friday after practicum I was able to do an hour of self-care. I went out to eat with my fiancé and his family. It was a lot of fun!

1/30/19

Wednesday morning I arrived at the office at 8:30. I was able to spend a bit of time working on a learning plan project in which I am writing a reflection on how the NASW code of ethics and Tennessee regulations for Long term care facilities. I only worked on this reflection for about 30 minutes because at 9:00 we had a staff meeting. I like staff meetings at Partnership because everyone gets together and brings breakfast food items so we can all eat during the meeting. This staff meeting was very short and not a lot of information was given, but this is when it was announced that Ashley had resigned. Another

thing that I learned is that Partnership is still trying to move into a new location. I wonder how realistic this is at this point and I wonder how it will affect me. After the meeting Ashley and I went back to her office to discuss what we would be doing. There is a facility that is very far away, and the administrator had sent Ashley an email asking if she would speak with a resident who was having some concerns. Ashley decided that today would be a great day to go and speak with the resident, but to also do a quarterly visit. She told me that today, I would be speaking with the resident to see what was going on. I was excited, but also nervous as I had struggled on Tuesday with my first complaint visit. I wanted so badly to do better today. It was a long drive to get to the facility. Ashley took the time to talk to me in much more detail about what the Ombudsman job entails and what she will help me learn how to do before she leaves. I appreciated this so much! We talked about trainings that I would need to attend, how to connect with other Ombudsman, and a report she has to put together yearly. Once we arrived at the facility, we first went and spoke with the Social Worker. She filled us in on a lot of important background information. Learning about this resident's situation was very helpful so that I could better prepare for how to interact with him. I learned that he is far more competent than many others in this facility and the only reason he is still here is because his home is unsafe. Knowing this helped me be much more empathetic towards him. When I met with the resident he was very friendly and talked a lot. I had the chance to use some of my clinical skills in this situation. A lot of this resident's problems, I could not help with because they were not anything regulations related. This individual was very lonely because he was not able to connect with the other residents due to their lower cognitive abilities. He also really wanted to go home, which is not an option for him. I felt that in that moment, my job was just to give him time and listen to his story. In the end, there was a few things that I was able to help him with. One was letting the facility know that specific time in the morning he wanted to be up by, another thing was getting him a phone in his room, and lastly, letting him run a Bible study. This resident had conducted a Bible study in the facility before, but quit because he did not feel as though the facility took it seriously enough. Upon further questioning it was discovered that this was because the location was right outside the kitchen and people were interrupting and being noisy. Ashley came into the room with the social worker and helped me advocate for this client. All the concerns went really well except for the Bible Study. The more we talked about it, the more difficult working with the resident became. He shared with us that he did not want "any contention" in his bible study and if people disagreed with him, he would kick them out of the group. This was really hard to deal with because having a group that runs like this is not something the facility can do. If it is an official event, then residents cannot be told that they are not welcome. Finally after about an hour, the resident was content with doing his study with just two of his friends. This group would not be put on the activities and he could just invite those few friends by word of mouth. After this I spoke with the administrator about the phone issue and he said that he would work on it. I will be calling back to follow up. After this by the time we made it back it was already 5:00.

1/29/19

I do not usually come into the office on Tuesdays, but this week I have been trying to get some extra time in. Ashley told me that today after doing some office work, we would be traveling to a facility where a resident to resident had been reported. Whenever there is a 1215, we have to go out and investigate even if APS does not pick it up. Ashley also let me know that I would be doing this complaint visit pretty independently. I was fairly nervous. On the way to the facility Ashley and I talked about some good questions to ask so that we are getting all the information needed. She told me to make sure to ask if the residents felt safe and that the facility handled the incident well. Once we got to the facility, I met with the DON and the administrative staff member that handles these situations. At first Ashley was in the room with me, but then she got a phone call and left the room. At this point I get very nervous. I think I got all the information needed, but I was so awkward in my questions and responses. I could tell that this gentleman was judging me a lot, which I found very intimidating. After speaking with them, I met back up with Ashley and I proceeded to visit the victim of this resident-to-resident altercation. I began by talking to her about her new room (as she was moved for her safety). She told me that she thought the facility had moved her there because they were "out to get her". I realized quickly that this resident had some competence issues. She was not able to answer straightforward questions very well and insisted that facility was trying to kill her. I panicked and left the room to talk with Ashley. She gave me a little

pep talk and told me to go back in there and present myself as a helper and ask if there was anything that she needed. By taking this approach the resident was able to communicate with me her recollection of the incident. She said that she was happy to be moved into a private room. I asked her more questions about the facility being "out to get her" but she did not give me consent to bring up these concerns. After this I went to speak with the perpetrator. This was not a good conversation. The resident was very angry and was very difficult to talk to. I was nervous and did not do a great job of explaining my role of talking with her. Ashley had to come in the room and clarify everything. The resident began to calm down a bit though she was still upset. After this Ashley and I had supervision. We talked about my nerves and my confidence levels. She helped me practice this scenario a few different times where she pretended to be the client and I was the Ombudsman. This was very helpful and even just from that I felt more confident.

1/28/19

This morning I was able to talk with Ashley about the possibility of the state approving form me to be hired as the Ombudsman. She was going to meet with Christina and speak with Lauren on the phone to see if it was a possibility. I ended up talking with Christina and she had me make a potential schedule as to how I would work in school hours, practicum, and working full time. After preparing this potential schedule, I was quite overwhelmed. I ended up talking with Ashley who helped me talk through it and Ashley ended up thinking we may be able to ask for me to start out as part time. I certainly felt more comfortable with this option. The day went by so quickly. I found out that yes, I was approved to be hired, and I also found out that they would allow me to start out part time until my practicum hours were completed. This was a big relief to me. I also really appreciated that I was given a week to decide which gave me time to talk with Professor Guster and figure out some more details. Ashley then helped me work on updating me learning plan. We went through each competency and brainstormed ways in which I could grow in my skill set. We also tried to pick activities outside of the Ombudsman program in case I decided to take the job. On Monday I was also able to do some documentation as well as take some phone calls. One of the calls I received was very interesting. It was a call from a family member who was calling on behalf of a cousin. This cousin and her siblings were being barred from seeing their mother, as she was dying on Hospice. The PAO, who was another aunt, was the one restricting them from coming in. I took down notes and then shared the information with Ashley. Ashley was then able to call her back and get more information. From there we called the facility. WE found out that the dying resident had specifically requested not to see her children and the administrator suspected that they were after her money. Ashley wanted to get a 3rd part perspective, so we also called Hospice and spoke with the nurse who was caring for this resident. The nurse said that the resident did not want to see anyone. Ashley had to call this cousin back and let her know that there is nothing that could be done at this point.

- 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:E	This week I used a lot of supervision and consultation in order to improve my skills and gain deeper knowledge.
Competency 2:		
Competency 3:		
Competency 4:		

Competency 5:		
Competency 6:		This week I was able to use a lot of clinical skills. When speaking with residents, I was empathetic and used skills like reflection and clarification to best understand them.
Competency 7:	7:A,D	This week I both read through 1215 reports and spoke with facility staff members to gather as much information as I could before speaking with the resident. This way I was able to review that data and think about how to speak with the clients that would be most beneficial to them.
Competency 8:	8:d	This week I was able to advocate on a residents behalf for him to have access to a phone in his room. I also advocated for a resident with concerns about long call lights and late meals.
Competency 9:		

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

I have grown so much just in this one week. I was far more independent that I have been before. But I would like to grow in my confidence in handling complaint visits.

**Task Supervisor's Comments:**

**Field Instructor's Comments:**

It has been a big week for Kaitlyn and I am continually impressed by her willingness to jump right in and learn as much as she can in my last few weeks serving as the Ombudsman.

**2nd (If Applicable) Task Supervisor's Comments:**

**Director of Field Education's Comments:**

I am glad to see that you are experiencing such growth at your placement! Please let me know if there is anything myself or the rest of the field team can do to support you during this transition!

**Student's Signature:** (Goffin, Kaitlyn): Kaitlyn Goffin Feb 3, 2019 11:57 AM

**Task Supervisor's Signature:** ():

**Field Instructor's Signature:** (Pelham, Ashley): Ashley Pelham, LMSW Feb 4, 2019 4:20 PM

**Field Director's Signature:** (Savannah Grignon): Savannah Grignon Feb 8, 2019 2:04 PM

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