

Safety & Quality- Something that I accomplished to maintain a safe environment was keeping patient confidentiality and using therapeutic communication to make the patient feel safe. I also made sure to not bring a clipboard or pens to prevent the patients from harming themselves or others.

Clinical Judgment- As I listened during group, I used what I learned in class about the importance of finding healthy ways to cope with depression and anxiety because a few of the patients told the therapists that they used alcohol and other substances to cope with their emotions. Therapists suggested different and more healthy ways to cope such as talking to people they trust, exercising, and meditating. I will use this information in my own practice by advising patients who do not have healthy coping mechanisms to find better ways to deal with their emotions.

Patient Centered Care- One patient that stuck out to me in the group was a client with schizophrenia, bipolar disorder, and multiple personality disorder because she told me that she always has thoughts of suicide and has never thought of ways to act it out. She also had a falling out with her daughter, so she is wanting to work on herself to improve her relationship with her daughter. I would recommend that she stays compliant with her medications and find a support group with other people who have mental illnesses.

Professionalism- I maintained professionalism by not being judgmental and treating the patients with respect when interacting and communicating with them.

Communication & Collaboration- One way I used therapeutic communication was by letting there be silence when the patients would be emotional while they told me their reasonings for being at Oceans.

Feelings- I was anxious in the beginning because I did not want to say the wrong things when speaking and asking the patients questions, but I felt more comfortable when the patients would open up to me about their life. I also felt very fortunate to have had the upbringing that I had growing up and for the support system in my life because a lot of the patients in the facility had a hard childhood that increased their risk for mental illness.