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## Aspire Reflection

### **Safety & Quality:**

A main point I followed and demonstrated while being a guest at Aspire was maintaining patient confidentiality (HIPAA compliance). After listening to clients' background, history, and why they were in the program, I made sure to not to discuss their private matters with anyone else during or following my time there. I helped support the patients' emotional safety by displaying a non-judgmental, free of shame or bias approach to them.

### **Clinical Judgement:**

From what I heard while listening to the men talk in group, it seems most of them try to avoid their feelings, resorting to excessively drinking alcohol or using drugs to block out their emotional trauma. Based on communication techniques I've previously learned, it is important to ask open-ended questions to clients. This helps them to elaborate on their feelings instead of holding in so much of what they are experiencing. The therapist's form of communication helped the clients to get some of their emotional stress off their chest. Even though it may have made them a little uncomfortable, it ultimately seemed like a relief to them after they expressed what was on their mind. After this clinical I have learned that actively listening to patients is a major and important part of caring for someone. Sometimes people just need someone to talk to and to feel like someone is there for them.

### **Patient Centered Care:**

One of the clients from the group struggles with loneliness. I would recommend for him to connect with a sponsor they trust and are comfortable with talking to. Some interventions I would suggest to him are learning to recognize triggers that may cause them to slip into their old habits and trying to avoid those triggers. Some helpful coping strategies would be to try to build relationships with friends, so they won't feel so lonely, exercising, and writing down their feelings such as journaling.

### **Professionalism:**

I maintained professionalism by not discussing names, details, or personal stories I heard during the group with anyone outside of the group setting. This has taught me to always maintain client confidentiality because it is already hard enough for people to be vulnerable in front of a group so they most definitely wouldn't want their personal information to be talked about outside of the group.

**Communication & Collaboration:**

I utilized therapeutic communication by actively listening, nodding, and using eye contact while listening to the speaker. Therapeutic communication was also used a lot throughout the meeting by asking many open-ended questions.

**Feelings:**

At the beginning and throughout the experience I felt very calm and relaxed. Everyone was very open with their feelings and vulnerable. Experiencing this event really reiterated that just because someone might look well on the outside, you can't assume they aren't struggling on the inside.

**Evaluation:**

What stood out most to me about Aspire is how kind and welcoming the staff and even the recovering clients were. The environment seems very therapeutic and peaceful.