



Coffee Collaborators Creating Care- IPTI Reflection

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Occupational Therapy

What We Learned:

- What I came to find out is that one of the major focuses occupational therapists encourage is maintaining the skills needed for daily living. For Alex, OT was one of the essential professions in her case to help her analyze what her usual daily routine was and how to improve her way of living.
- I learned that OT is involved in many aspects of a patient's life, including mental health, maintenance skills, and daily living. OT is able to provide many resources to help patients gain confidence and find purpose.
- I learned that OT helps people with so much more than fine motor skills. Mental health and being a part of society was a big focus for the OT on our team.
- I was able to learn that an OT can work with a patient to improve a patient's quality of life including: mental health, vocational skills, and activities of daily living. An OT is so essential to help enhance one's quality of life.
- I was very impressed at all the resources OT knew about and how she was able to connect our patient to resources that were specific for them.
- OTs are often overlooked and therefore under appreciated in the healthcare system. Our OT was an essential member of the team and ally of the clientele. I discovered how knowledgeable and how supportive they are, in improving the lives of their clients.

Physician Assistant

What We Learned:

- The team found that in Alex's case, some of PA's attributions were not as essential as expected. Alex's main health concerns were related to her living condition and her prior experiences. I learned that in some situations it is best to introduce PA last once the patient is ready.
- In this case, it was important to address mental health and social aspects of the patient's life, and the physician and PA roles were more about establishing rapport and comfort in order for the patient to have a full evaluation at a later date.
- In Alex's case, they weren't in need of new medications, rather they needed help with their dental pain and living situation. Although PA wasn't a large aspect of the case, valuable information was still shared.
- In Alex's case only PA or DO was needed at a time, likely not both. Aside from this, they worked together very well and were able to bounce ideas off of each other due to their similar backgrounds. The PA played a massive role in validating Alex's health concerns and putting them at ease.
- Through working on this case, I found that the PA in our group was able to dive in on Alex's assessment and reassuring that they had the best intentions to treat Alex and address any concerns they had.
- PA was not only crucial to the client but was monumental to the progression of the team. Even though the client was not in need of new medications or physical examinations the PA was still needed. She was the catalyst for new ideas, creating a care plan, and supporting each member of the team.

Doctor of Osteopathic Medicine

What We Learned:

- Both DO and PA organized together which role the other would perform and provided feedback to one another and we able to work off each other.
- As the DO & PA had much of the same goals and they were able to divide them up and work off of each other to get the most information from the patient.
- DO and PA worked very well together. DO had a lot of ideas on how to best get health information out of Alex in a way that was thoughtful and client-centered. The DO on our team made the client feel comfortable to open up, by assuring Alex it was a safe place.
- The DO and PA on our team were able to work together very well as they were able to anticipate each other's questions while also ensuring the patient was comfortable. The DO was also able to continue to dive in about Alex's past and made sure that Alex knew they would be supported.
- They were extremely professional and calm when asking those "tough" questions that needed to be addressed for this situation. She was also adamant about making sure the patient was in a safe situation, both in our clinic and with their home life.
- The DO was nothing short of amazing to our team. She worked closely with the PA to gather the necessary information and develop a care plan for the patient. She was also extremely compassionate and provided the support the patient so desperately required.

Nursing

What We Learned:

- In Alex's case, the nurse provided comfort for the patient during her appointment and provided help feedback for when we debriefed from a session.
- I learned the importance in nurses' calming presence. In addition to doing many of their procedural tasks, nurses are able to support patients, assess their comfort, and ease nerves.
- In addition to what I thought nurses did, the nurse on our team was also able to comfort the patient and act as a support system which the patient was lacking in the beginning.
- In addition to what I was already aware of, nurses are a great team member to support the patient and offer insight into diagnoses and next steps. The nurse on our team was supportive of all other team members and was a source of comfort for Alex.
- Nursing is very passionate about caring for the patient as a whole and that was very important in this case. She was very useful when I came to making sure we were addressing every aspect of Alex.
- Nursing is vital to any health care team and was crucial to ours. She provided much needed support for the client while also offering a care plan going forward.



Doctor of Pharmacy

What We Learned:

- In this case, Alex presented with little medications but showed other health concerns and the pharmacist knew what questions to ask in regards to the patient's main chief complaint.
- While a pharmacist still does provide another checkpoint in security for a patient, I learned that their role is also proactive and can work with the patient and physician in figuring out what interventions may be best suited.
- In this case, Alex was not taking many medications but the pharmacist on our team was very helpful in forming leading questions, past medication history, and linking the symptoms to potential substance use. The pharmacist works closely with the DO and PA to best understand the patient's medical and pharmaceutical needs.
- For this case specifically, Alex had little history of medication use, but I think that the pharmacist was able to ask appropriate questions about their past medical history. Through this, they would be able to work with the team to see if a patient would be deemed a candidate for certain pharmacological therapy.
- For this case, our pharmacy student was very helpful in linking the medication that Alex was taking to any other health concerns the patient may have had around their chief complaint.
- Although our patient was not taking many medications the pharmacist on our team was still essential. She asked the appropriate questions which provided the necessary link between the patient's medical past and future needs.

Dental Hygiene

What We Learned:

- I learned that DH can be another resource to help provide social and mental support. I didn't realize how much a smile can impact someone's confidence and DH not only help people feel better about showing their teeth but is also able to direct patient to other resources like OT or social work if they identify an issue like not having access to clean water to brush their teeth.
- While DH's do clean teeth, they have more information to offer than just how to floss properly. The DH was able to address the tooth pain and sensitivity in our patient and brainstorm potential causes and treatments for them.
- The DH on our team was a huge part of providing the patient the resources and education they needed to take better care of their oral needs. She also provided validation and reassurance of Alex's complaints and explained everything to them in a way that was easy to understand and comforting.
- The DH was able to address concerns about Alex's teeth which divulged a decreased self-esteem, allowing the DH to provide support to Alex. Through this support, Alex was able to trust the team more and accept the help we wanted to provide. The DH also provided pertinent education and methods of prevention in a way that a person not in that profession could understand which increased Alex's comfort.
- DH was very important to this case because the patient's main complaint was mouth pain. Our dental hygiene student thought of history questions that I never would have thought to ask. She was able to dive into the problem and made the patient felt heard.
- Cleaning teeth is not the only function of a Dental Hygienist. Assessing, screening, and overall support of the client are the pillars that make this profession so essential. Our DH was incredible throughout this experience. She provided much need mental support, offered resources, and educated the client on methods of prevention.

Social Work

What We Learned:

- What I learned about social work is the importance of first starting a conversation with the patient to establish a trusting relationship, make them feel more comfortable and ready. Then continuing on to discuss what changes need to be made to help improve their overall well being.
- Social work was very essential in this case and can provide more resources than I knew about and address mental health concerns. I do still see social work as a way to connect patients to the appropriate resource, but they learned that they help patients feel more confident in themselves and can be a source of stability for people living in uncertainty.
- SW does so much more than just helping children in bad situations. In this case, they built a relationship with the patient to make them comfortable before mentioning anything about their health or making changes. The social worker was able to get the patient to open up about their home life and make small suggestions on improving their daily life.
- Social work was one of the most important providers in Alex's case. He was knowledgeable about what Alex needed and how to get it. Social work helped to put this case in perspective for us: what to prioritize and focus on first (homelessness, transportation, trust).
- With the case we had, I believe the social worker was so crucial in helping Alex. They were able to address mental health concerns, validate Alex's concerns and developed such a rapport with them, bringing them back for further treatment.
- SW was very useful in this case because our patient had a lot of concerns with her living situation and not as much about their health concerns. This profession was vital in treating Alex as a whole person.

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