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Utilizing Interprofessional Collaboration to Assist Clients and Communities with Disaster Relief

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Capstone Project

**Utilizing Interprofessional Collaboration to Assist Clients and Communities with Disaster
Relief**

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SWK 895: Integrative Capstone

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Utilizing Interprofessional Collaboration

Abstract

Hello and thank you for reading my capstone project, which focuses on utilizing interprofessional collaboration to assist clients and communities with disaster relief. My practicum placement was at a crisis center in the next town over. I shadowed and assisted staff with working with clients and the community. A natural disaster had occurred while I was at my practicum placement. Near the end of July in 2022 a massively, devastating flood had hit South Eastern KY and several surrounding counties. The flood happen so sudden people hardly had any warning. People's homes, vehicles, animals, and personal belongings were washed away. The flood had also taken several lives.

The National Guard had to airlift stranded individuals off of mountain sides, and roof tops. Individuals in boats came to rescue people off of tree tops and phone poles that they had climbed in order not to drown. Whole communities were decimated in the matter of hours and the water was still rising. First responders and disaster relief workers began to arrive by the dozens and then hundreds. People from several other states offered their assistance and came to us in our time of need. I accompanied crisis center staff to assist flood victims and the community. We arrived at one of several headquarters that were set up for flood relief workers to assemble and be assigned a target area and community. We were assigned to and formed an interprofessional team that consisted of doctors, mental health providers, Red Cross of America volunteers, FEMA agents, EMT's, Psychologists, teachers, crisis workers, case managers, community partners/ resource providers and etc.

I will be discussing clients and communities that our interprofessional team had assisted. I will mainly be discussing Client A. Client A is an individual that lost his home, most of his belongings and almost lost his life. We assisted client A with locating temporary shelter,

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medical/ mental health care needs, basic necessities, filing claims, and getting ready to move in their new home. My practicum had ended before client A had moved in his new home, but they had ran into me later on and said that they were adjusting and appreciated our help. Our interprofessional team had also assisted several other clients and communities. We worked together as a team and accomplished helping others in need. I had applied and provided examples of each of the 9 social work core competencies to my practicum.

Utilizing Interprofessional Collaboration to Assist Clients and Communities with Disaster Relief

The topic I have chosen for my capstone project is my practicum experience with working with the crisis center and providing disaster relief for flood victims. I will be discussing and reviewing the interprofessional team's display of team work and collaboration to assist our clients in need. I will also discuss my display of the nine social work core competencies. While I was working at my practicum placement at the crisis center, I assisted and monitored floor staff, Therapists, and sat in on interprofessional team meetings. The center and the staff accepted me as part of their team and allowed me to observe, interact, and participate when crisis occurred. I was presented with many different crisis scenarios and occurrences. I believe the most challenging and heartbreaking crisis I encountered was a natural disaster. About half way through my practicum, South Eastern KY and many of the surrounding counties were majorly affected by flooding. I will speak about my experience collaborating with our interprofessional team, different organizations that provided assistance, and my display of the social work competencies while assisting with disaster relief.

I will be utilizing the case study method while displaying a continuation of self-reflection and critiquing my actions and the actions of our interprofessional team as a whole. I will look

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back and evaluate our plans of action and add on how we could have improved our level of service and care to our clients and community. I will describe my understanding and utilization of each of the nine social work core competencies that I used while assisting clients, the community, and our interprofessional team. I will also share my personal and professional growth from my practicum experience. I will also discuss the importance of termination of services with the client. I will focus more on describing my duties and participation with providing disaster relief. I will reflect on my actions, as well as the actions of our interprofessional team and resource providers. I have more than one individual that I will be focusing on in my case study that I assisted with disaster relief.

Overview of Clients, Impacted Community, and Interprofessional Team

My case study focuses mostly on Client A along with other clients my interprofessional group and I encountered, and was assigned to, and the community as a whole, which was impacted by the flood. My case study also focuses on the Interprofessional team. Around the end of July in 2022, while working at my practicum placement at the Crisis Center, A natural disaster struck South Eastern Kentucky and the surrounding counties. The flood destroyed many homes, businesses, vehicles, families, and took several lives. The devastation was so bad that helicopters and boats had to come and rescue people from hillsides and roof tops. One individual that I spoke with informed me that her elderly father was on a piece of broken off roof that was hurling down the river and a nearby neighbor tied a rope around their waist and went into the water and rescued her father. Make shift shelters were put up everywhere. Several emergency response agencies were called out to offer assistance. Federal Emergency Management Association (FEMA), Red cross, Samaritans Purse, Helping Hands, multiple organizations local and out of state came together to offer assistance. Several groups were made from the crisis center and

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assigned with community resource providers and other response groups. My group's interprofessional team consisted of the crisis center staff, therapists, registered nurses, psychologists, FEMA, Red Cross, Samaritan's Purse, resource providers, flood victims, and the community.

Our Goals were to assist clients and the community with food, shelter, clothes, temporary housing, picking their prescription medication up from the pharmacy and delivering it to them and to be readily available to assist however possible. I will be referring to my first client as client A, for health information portability accountability act (HIPAA) purposes, confidentiality and to protect my client's identity. My client is a flood victim; they nearly lost their life in the flood, but miraculously made it to safety. Client A did make it to safety with minor cuts and scrapes, but lost their home and most of their belongings in the flood. The lives and homes of everyone in Client A's neighborhood experienced massive devastation. Immediately after the flood water went down and teams could safely assist flood victims, volunteers, crisis workers, Red Cross, FEMA, and many, many more disaster relief workers came to help assist the flood victims. The crisis center where I am doing my practicum at was one of the many agencies that came to offer assistance. Our agency spoke and partnered with other agencies offering assistance and created several interprofessional teams, in hopes of providing a greater scope of services. Our team mainly consisted of crisis workers, Red Cross, FEMA, Samaritan's Purse, Christian Ministries, and several local and out of the area resources.

Our team met with client A and conducted an assessment of what client A needed and how we could assist them. We assisted client A with obtaining basic necessities, and connect client A to local community resources, that could help them meet their basic needs. We assisted client A with obtaining temporary housing and also the procedures and steps to take with FEMA

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housing and their insurance providers that their home was covered through. We also encouraged and scheduled client A an appointment with a doctor, so they could get their cuts and scrapes checked out. Client A also spoke with a therapist in our interprofessional group concerning the events that took place. Client A expressed their concerns to the therapists that they have been very depressed and they also feel they are suffering from PTSD. Client A stated that they are having difficulty sleeping and feeling safe when it rains. The therapists referred client A to a psychiatrist and to a trauma therapist in hopes that they could provide the mental health assistance needed for client A. Client A stated that their therapy appointments are going great and they seem to be helping. I have worked at a mental health agency for ten years now and I have seen a pattern with traumatic events, natural disasters, and mental health concerning depression and anxiety. Trauma and natural disasters has negative effects on the individuals and communities that they have impacted. The community that our interprofessional team was assisting had experienced social and economic losses, these losses may have major negative effects on our clients and the communities mental health. Our interprofessional team had therapists that spoke with the individuals and made referrals to trauma therapists, psychologists, and psychiatrists if needed.

“Social workers have an important role in responding to disasters. The Center for Research on the Epidemiology of Disasters reported 364 natural disasters and 188 technological disasters worldwide in 2012 (International Federation of Red Cross and Red Crescent Societies 2013). Disasters can be natural (floods, hurricanes, or earthquakes) or man-made, such as terrorism. Growing more prevalent, trauma events can result in a variety of mental and physical problems that can be long-lasting for many survivors (Abrams and Shapiro 2014). To provide emergency and related services requires a variety of professionals working in concert.

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Given the profession's underpinning in understanding how individuals are integrated with their physical environment, as well as the social, cultural, political, and intrapsychic spheres (Bragin 2011; Mathbor 2007), clinical social work has a unique role in responding to disasters. Despite this, there is a gap in describing the role of social work in disaster-related work.”(Findley, P.A., Pottick, K.J. & Giordano, S. 2017).

I expressed leadership as an active member of our interprofessional team through the delivery of integrative advanced generalist practice by having an active role in the client's basic needs and mental health assessments. Each team member is in charge and responsible for insuring a high quality of care for the client. This means being self-aware, and culturally responsive and respectful of the client. Our team also interacted with the client enough to be able to provide positive input with the therapist and describe some of the client's behavior so the therapists may know what potential therapeutic tools may need to be utilized to assist the client when conducting a mental health assessment. “Social workers have often assumed positions of leadership in collaborations and have demonstrated the competencies needed to do so effectively and with the support of other professionals. When engaged in interdepartmental or interorganizational collaborators, social workers identify the importance of the process, tasks, and skills necessary to lead these complex mechanisms (Korazim-Korosy et al., 2014). Social workers understand the importance of building a sense of ownership among collaborators. They use group skills, along with a focus on achieving approved outcomes. Social workers demonstrate and coordination skills. At the same time social work leaders demonstrate their understanding of the environment, take initiative, and communicate their willingness to assume tasks and activities that other professionals (e.g., nurses, physicians, teachers) or the organization deem valuable (Mizrahi & Beregr, 2005).” (Iachini, Bronstein, & Mellin, 2018)

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Applying the Interprofessional Social Work Practice Competencies

I will be utilizing completed tasks and objectives that my field instructor and I created in my practicum's learning plan for each competency.

Competency 1: Demonstrate Ethical and Professional Behavior

I demonstrated ethical and professional behavior by managing ethical dilemmas specific to interprofessional intervention with clients and constituencies. One of our clients in the community that came to our team for assistance is a relative of mine. I immediately informed my supervisor of the conflict and another relief worker was assigned to assist the client. I reviewed the NASW Code of Ethics and will utilize practices and procedures in my social work career. "The primary mission of the social work profession is to enhance human well-being and help meet the basic human needs of all people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty. A historic and defining feature of social work is the profession's dual focus on individual well-being in a social context and the well-being of society. Fundamental to social work is attention to the environmental forces that create, contribute to, and address problems in living." (National Association of Social Workers. (2023, April 22). I reflected on my individual performance and our interprofessional team's performance to evaluate our scope of service and determine if we could have been more helpful as a team. We assisted each client with creating and reaching their goals and objectives. We worked with each client and provided the quality of service that everyone deserves. I respect the dignity and worth of all clients and maintained confidentiality in delivery of advanced care. I signed a confidentiality agreement not to disclose any personal or sensitive information on our clients. I addressed each client by their preferred name and gave

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them my full attention. I reviewed the agencies client rights and responsibilities, HIPAA, and maintained professional boundaries at all times with clients.

I reviewed the agency's policy about communication tools, techniques, and methods concerning information systems and communication technologies. The agency educated me on the proper and correct policy utilization of electronic technology and how to contact the interdisciplinary team via email and the telephone daily to staff and clients. I demonstrated the appropriate and professional use of the technology by my staff and client interactions. In order to learn and maintain competence in my practicum practice I completed several hours of continued education units (ceu's) regarding mental health, substance abuse, disaster response, and homelessness.

Competency 2: Engage Diversity and Difference in Practice

Client A has an ethnic background and practices cultural beliefs. Client A has certain times that he can eat meals and prayer times. Our interprofessional team is aware and culturally responsive and respectful of client A's culture, beliefs, and practices. Culturally responsive practices create a supportive, inviting environment where individuals, particularly those who have been marginalized, feel a sense of belonging. Individuals that engage in culturally responsive practices create an environment that acknowledges and embraces everyone's cultural referents and funds of knowledge, hold high expectations for all individuals and use an asset-based mindset when engaging with people. Our team displays awareness and understanding of different cultures, with the ability to accept differences without judging others on their views or beliefs. Our interprofessional team worked with the client and practiced cultural responsiveness with the client's values and beliefs. The team was respectful of the client's wishes and assisted the client.

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In my Learning plan I completed and recorded several observable tasks with engaging diversity and difference in practice. When beginning my practicum I at first shadowed other professionals to observe their methodology and approach in client care. I discussed my supervisions with my direct supervisor and they provided confirmation to my observations. With the assistance of my interprofessional team, I created a local and regional resource list that is culturally sensitive that has cultural, ethical, religious, and social characteristics. I researched and applied the knowledge from my research to be more culturally sensitive and aware. I read about anti-racist social work practice and discussed implementations with my practicum supervisor during routine supervision. I recognized and respected my interprofessional team member's religious and cultural practices and they recognized and respected mine. I also completed learning modules provided by the agency that were focused on cultural diversity.

Competency 3: Advance Human Rights and Social, Economic, and Environmental Justice

A few observable tasks that I completed in my practicum learning plan was to apply leadership skills and practices that support collaboration and effectiveness in a manner that conveys respect for human rights. In the resource list that I created, I included advocacy centers in local and regional areas and included the services provided for each center, and is also culturally sensitive that has cultural, ethical, religious, and social characteristics. With my interprofessional team, we discussed the importance of teamwork in practices, programs, and policies that are congruent with the advancement of social, economic, and environmental justice. I researched three articles of Human Rights at the requests of my practicum supervisor Lillie Adams, and applied them to my tasks and duties with assisting clients and the community. Lillie Adams stated "Baylen I want for you to locate and reflect upon three articles on the Universal Declaration of Human Rights"

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1. “Article 1. All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.
2. Article 2. Everyone is entitled to all the rights and freedoms set forth in this Declaration, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status. Furthermore, no distinction shall be made on the basis of the political, jurisdictional or international status of the country or territory to which a person belongs, whether it be independent, trust, non-self-governing or under any other limitation of sovereignty.
3. Article 3. Everyone has the right to life, liberty and security of person.” (United Nations 2023)

The community that our interprofessional team was assisting had been devastated by the flood and they needed assistance with shelter, food, water, all basic necessities and respect with their basic human rights. On the social, economic, and environmental levels each client and the community needed to be attended to and their needs met. I was given the task by my supervisor Lillie Adams to define Social Justice. “Social Justice is the concept of fairness. *Social justice* is fairness as it manifests in society. That includes fairness in healthcare, employment, housing, and more. In a socially-just society, human rights are respected and discrimination is not allowed to flourish. What’s the origin of the phrase “social justice?” It was most likely first used in the 1780s and appears in Paper #7 of The Federalist Papers. As the Industrial Revolution wound down, American legal scholars applied the term to economics. Today, its use has expanded significantly and applies to all parts of society. It’s seen through the lens of traits like race, class, sexuality, and gender. For social justice to become a reality, four pillars must be built: human

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rights, access, participation, and equity. Social justice can't be achieved without these four principles.” (Human Rights 2023) The community had people with different ethnical, cultural, and religious beliefs with different backgrounds. Each client in the community deserves to be and was treated equally and with respect, no matter race, gender, ethnicity, religion, etc.

Everyone deserves basic human rights and all of our clients and the community were attended to and treated fairly by our interprofessional team. While assisting client A, our team was respectful to our client's culture and provided quality service of care for our client.

Competency 4: Engage In Practice-informed Research and Research-informed Practice

The practice experience, theory, and research that I contributed to and learned from my interprofessional team were an informative experience. While assisting client A with contacting their insurance company, there were questions asks that a medical provider would be more equipped to answer. Our interprofessional team had a physician and a registered nurse that joined in on the call and assisted the client with completing their objective and getting their questions answered. The roles of our team are to assist our clients and community in an effective and professional manner with a satisfactory quality of service. Each member in our interprofessional team is knowledgeable and proficient in their field and this comes with practice, trial, and error. Self-evaluating, researching, and discussing effective methods along with brainstorming is essential to be an effective part of the team. With utilizing process improve, the interprofessional team can reflect on, evaluate and discuss feedback to improve upon and continue a genuine quality of service. Our interprofessional team always reflected and spoke about how the day progress and methods of assisting others.

To help improve upon our teams quality of service and to be aware of and respectful of our client's lives, our team was very inquiring. One of the best evidenced based practices is to

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ask questions, utilize active listening skills and learn. Common sense and research shows that the best way to know someone and to be respectful of them is to ask questions that are appropriate to the conversation and in correct context. Our team would practice active listening skills with our clients and one another. When we were uncertain about something, we would ask questions. The client actively participated more in creating and working on their goals and objects. One of our interprofessional team's goals was to have the client actively participate with assisting and not just doing the task and objectives for them.

Competency 5: Engage in Policy Practice

While working as an interprofessional team, it was important for each of us to remember that each profession has a social policy that they must follow and respect. Most of the group's policy was close in documentation and context. We shared our policies and procedures with the group so that we would have somewhat of an understanding of each member's rules that they followed. There were few differences in our policies and procedures. There were rules and guidelines that were the same on the Health information portability and accountability Act (HIPAA) and maintaining professional boundaries and guidelines with team members and clients in the codes of conduct. There were mostly differences in dress codes and human resource policies. All team members and assisting agencies followed the Articles of the Universal Declaration of Human Rights. For example Members of the Red Cross in our interprofessional team shared their mission statement and vision statement with the rest of the team and clients. The American Red Cross Mission Statement is "The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors. The American Red Cross Vision statement is The American Red Cross,

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through its strong network of volunteers, donors and partners, is always there in times of need.

We aspire to turn compassion into action so that...

...all people affected by disaster across the country and around the world receive care, shelter and hope;

...our communities are ready and prepared for disasters;

...everyone in our country has access to safe, lifesaving blood and blood products;

...all members of our armed services and their families find support and comfort whenever needed; and

...in an emergency, there are always trained individuals nearby, ready to use their Red Cross skills to save lives.” (American Red Cross 2023)

Each different agency had a mission statement and policy that we had to follow, but we all shared the same goal, which is to assist our clients to the best of our ability and to help provide them with the knowledge and tools to help themselves. Our team worked hard on assisting client A with getting medical, mental health assistance, filling insurance claims, finding shelter, getting their medications refilled, finding clothing and hygiene products. Client A lost almost everything in the flood and our team assisted them with rebuilding and renewing. We worked diligently with the community and assisted them to the best of our ability. While assisting client A with rebuilding their life back, we adhered to and followed our policies and procedures and explained each policy and procedure to our clients.

Competency 6: Engage with Individuals, Families or Groups, and Organizations or Communities

When I first began my practicum I immediately began working on the development trust with the agency staff, clients, and the interprofessional team. My development of trust with the

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agency began with reading and adhering to the staff rule book and policy/ procedures manual that I received from the human resources department. I wanted to be able to display my knowledge of the policies and guidelines to the organization so that they may see that I am serious and dedicated to being an equal member of the staff and interprofessional team and not just sitting on the side line. I also, along with agency staff and the interprofessional team visited and interacted with local community partners/ resource providers/ political officials and built a long lasting report. I worked with client A to assist them with accomplishing several tasks, such as locating safe, temporary shelter, speaking with his home owners insurance representative and filling out his claim, locating available transportation, scheduling medical appointments, eye care appointment to replace lost reading glasses, scheduling mental health appointments with a licensed therapist, and more. The interprofessional team worked together to get the client needed resources, and provide assessments with individuals and the community. We brainstormed; utilized active listening and provided encouragement with ideas on how to better assist the community and our clients. I worked in different team roles, settings, and accompanied team members as we advocated for our clients and the community.

Our team spoke with local government about providing financial assistance to the communities and individuals in need. We assisted families with linking them to local community resources that could provide food, clothing, medications, temporary shelter, etc. Our interprofessional team established trust with one another, along with our clients and the community that we served. We communicated clearly with one another and our clients and ask if they had any questions, before, during, and after any task or project that the interprofessional team assisted with. I believe that our interprofessional team worked so well together because we care about the clients and community's well-being and progression. Our team would have

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reflection meetings at the end of the day and brainstorm meeting throughout the day, whether it be by telephone, zoom meetings, face to face, email, or text. The lines of communication were always open for anyone, whether it would be clients, community members, or someone in the interprofessional team.

Competency 7: Assess Individuals, Families or Groups, and Organizations or Communities

While working in my practicum field, I observed team members methodologies and effectiveness of diverse and similar approaches. When our team would conduct assessments, each different profession in the team would add a profession specific question to the assessment. While working closely with one of our team's medical professionals and mental health professionals, I noticed that their assessment methods were similar and diverse at the same time. Although these two professionals practiced similar assessment methods, the differing factor was what focused on their profession. Each professional did inquiry on both the client's physical well-being and mental well-being. The professional basically focused more on their profession specific than the other. Each professional did however make a client referral to the other. That was one of the many examples that I witnessed, of the interprofessional team focusing on specific issues and concerns and then referring to another professional for assistance of consult.

I was observing client A's assessment with the doctor in the interprofessional team and the client told the doctor that they have been having nightmares and trouble sleeping. They also said that they have been feeling depressed. The doctor then asks the client if they would like to be referred to a mental health professional. The client then answered yes to the doctor's question about being referred to a mental health provider. I believe that the medical doctor made the right call by referring client A to the mental health professional for an assessment. I observed the mental health provider evaluate client A. Client A informed the mental health provider that they

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lost their reading glasses in the flood. The mental health provider then asks client A if they would like an eye appointment so they could get their glasses replaced.

The client stated that they would like an eye appointment. I asked the client if they wanted to call or if they wanted me to schedule their eye appointment for them. I called and made the eye appointment for the client, per their request. I was glad to see the effectiveness of collaboration and team work that the interprofessional team performed. Each scope of service that was provided by our team to clients and the community was evaluated and reflected upon by the team. Our team worked together and included one another in decision making, assessments, and evaluations. Each professional provided and evaluated safe, appropriate and evidence based intervention strategies.

Competency 8: Intervene with Individuals, Families or Groups, and Organizations or Communities

While working with clients, interprofessional team members, community partners and communities/ groups in my practicum I identified myself as a practicum student working on my master's degree in social work. I want to make sure that each member of the interprofessional team, clients, constituencies, and any professionals who is collaborating with us and assisting our team and clients is comfortable working with a practicum student. I clearly identified my roles, responsibilities and limitations as a practicum student. I explained that I can be involved with the team and provide assistance, but I had to shadow interprofessional staff and speak to my practicum instructor if I am not sure how to handle or address a question or situation. Working with crisis, you get very little notice of what problem or situation you may have to address. While working disaster relief with the aftermath of the flood, everything was so chaotic and there was hardly time to think. I am glad I was assigned to the interprofessional team that I was

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assigned to, because several team members had experience working crisis situations and disaster relief. Everyone was fast to act on and assist with addressing the crisis situation. The professionals that I worked with accepted me in the team and allowed me to be involved with decision making, hands on field work (with supervision) and have a part with reflecting on and brainstorming ideas and solutions.

While working with our interprofessional team I was introduced to each member and was told their profession and specific components in interventions. Our interprofessional team consisted of Teachers, medical doctors, mental health care providers, therapists, psychologists, two LCSW's, me, three crisis care staff, a member of Red Cross of America, three FEMA employees, one crisis case manager, carpenters, heavy equipment operators, electricians, plumbers, and several different local community partners, and resource providers. While working with interprofessional team to assist client A I facilitated team collaboration and observed staff assisting client A with providing medical and mental health assessments, along with assisting the client with applying for temporary FEMA housing and getting basic needs necessities. When the team assisted client A, I interviewed the team and discussed effective methods of providing effective service for clients and the community. After my interview with the team everyone reflected on the services provided and evaluated our scope of service to see if there is room for improvement. Our interprofessional team really never had any major disagreements that I know of and if there were any dilemmas, we all evaluated the situation and reflected on the solutions, and possible ways to make improvements. Our team had succeeded with assisting client A get temporary FEMA housing, basic needs necessities such as food, clothing, cleaning supplies and hygiene products, temporary transportation, prescriptions refilled,

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reading glasses replaced, insurance and FEMA claims completed, medical evaluation/ checkup and mental health assessment.

Competency 9: Evaluate Practice with Individuals, Families or Groups, and Organizations or Communities

Our team was always critiquing and evaluating our level of performance in order to improve on our quality of service. Each team member would give me feedback on assisting clients and the rest of the interprofessional team. When I first began my practicum I mostly shadowed the agency staff and was not involved as much with hands on assisting. The interprofessional team staff encouraged and guided me to be more involved and hands on when assisting them and clients. I was concerned about making mistakes and messing up but as one of my fellow workers Vicie Pelfrey stated “Messing up is part of the job Baylen, no one gets it right the first time. Making mistakes is how you know that you are doing your job.” I respectfully used my team’s feedback to improve my level of performance and set professional goals for myself and our teams level of service, I also provided feedback and advice to client A as he was on a zoom meeting with the insurance claims department.

While client A was speaking with an insurance claims agent in a zoom meeting, client A did not like what the agent was saying and began to speak loud. I ask the agent if we could have a short break and reminded client A to maintain his composure because if the agent felt uncomfortable, then he would end the call and nothing would get accomplished. I spoke with client A in a respectful and professional manner concerning appropriate tone and behavior. I encouraged client A to be an active part in the meeting and ask questions along with providing appropriate feedback Client A thank me, took a few deep breaths and resumed the meeting with the claims agent. Client A was calm and respectful throughout the rest of the meeting and met his

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goal of getting approval with filling his claim. Later as I was assisting another client with the same task, we had a meeting with the same agent. The agent remembered me and spoke with me about feeling more at ease in the meeting because he recognized me. This meeting also went well for the client.

By building a rapport with individuals, you are adding on to the valued community partners and helpful resource providers list. Just by listening and giving positive encouragement and feedback you can create conflict resolution and positive interprofessional working relationships. Throughout my practicum I continued to engage in professional and interprofessional development to enhance team performance and collaboration. The entire interprofessional team, the community, local government, local community resources and especially the client shared accountability for the progress made and achieved with client A, other clients, and the community. Everyone recognized our limitations, skills, knowledge, and abilities when assisting client A, and the rest of the community. When one team member needed assistance the entire team contributed to problem solving and to find a solution.

Conclusion

When I had completed my practicum, the interprofessional team were still assisting client A with completing his final objective of moving in the new home that he found. Client A will be attending doctors' appointments regularly and will continue therapy sessions with a qualified mental health provider. Client A realized that they were very fortunate to survive the flood and that there are people out there that care and want to help. Client A shook my hand and thanked me for being a part of the team and helping. I have seen client A since my practicum in the local market or store. Client A told me that the therapy sessions are going well and that they have

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continued on with their lives. The interprofessional team continued on with assisting other clients and the community.

While working crisis and disaster relief, I have learned that it is better to work with others than solo. When there are goals and objectives to be set and accomplished, it is best to work as a team. When working with clients and the community, there are so many tasks to be done. One profession cannot address all the issues by themselves. When working with an interprofessional team, you have different team members that are professional in their specific discipline. Our interprofessional always brainstormed and reflected on ways to improve our scope of service for the client. Since we were address a crisis/ disaster, our team had little time to formulate ideas and provide direct response. Our team worked directly with clients and the community to help provide disaster relief and assistance.

I have determined, based on my reflection of my practicum that at some point and time in one's life they will need help. Now, when I say help, that could mean a wide array of things. An individual may be involved in a disaster, or have a chemical dependency problem. An individual may be homeless or not have reliable transportation. There may be people that require basic needs assistance. People may need medical or mental health assistance. As long as they are people, there will be the need for many professions to address their needs, issues and concerns. There will always be people who care for the wellbeing of others and those people need to understand that sometimes it will take a team of individuals of different professions to come together to effectively and safely respond to and address others in need.

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