

# Journal Writing

Charles B. Wang Community Health Center

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## Work-Based Learning

You can use Journal Writing during your one-on-one sessions as a tool to improve skills, such as:

- Communication
- Knowledge
- Problem Solving Skills
- Technical Skills
- Team Work

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## Journal Writing Overview

- Journal writing means that the staff member will write down their thoughts and experiences. Review it with their supervisor or by themselves.
- It is a tool to help self-reflection
- It allows them to reflect and improve themselves through their own experiences
- It helps to clarify ideas and actions
- It also helps to track learning

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## Staff responsibilities

- Develop a trustworthy relationship of healthy reflection
  - Open to sharing and accepting feedback
  - Provide honest information
  - Information is kept confidential
  - Ask for help when needed
- Committed and available
  - Must have time to develop this relationship

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## Preparing for Journal Writing

- View change in a positive way
- View change as improvement
- Listen openly, not defensively
- Learn from mistakes, not hide them
- Examine ways to improve
- Try out new and different approaches

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## Tips for Starting Staff Journal Writing

- What have you done in this particular experience?
  - Note your thoughts, reactions and judgments
- How do you feel about this incident?
  - Include positive as well as negative feelings
  - Recall times when you felt the same
  - Be prepared to check with others about your emotional reactions

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## Tips for Reviewing Journal Writing

- How did you evaluate the experience?
  - What is the outcome?
  - Relate this case to other experiences
  - Compare the incident with your personal beliefs and attitudes
  - Check if any new knowledge has been gained

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## Tips for Improvement

- What new insights or information have been discovered?
  - Can anything be done to improve the situation?
  - Try out your new knowledge to test if it works
  - Check whether the new knowledge remains consistent
  - Try to visualize how the new knowledge would apply to new experiences that might arise
  - Make the new knowledge part of everyday activities

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## Process for Journal Writing

- 1) What happened?  
\_\_\_\_\_
- 2) Who is involved?  
\_\_\_\_\_
- 3) What did you do?  
\_\_\_\_\_
- 4) What was the outcome?  
\_\_\_\_\_
- 5) How did you feel?  
\_\_\_\_\_
- 6) What can be done to improve the situation?  
\_\_\_\_\_

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## Example for Journal Writing

- 1) What happened?
  - Patient came in for a follow-up visit
  - Patient waited for a long time due to busy schedule and Dr. Lee was late
  - Patient was yelling and screaming at me at the front desk
  - No receipt book at the front desk

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## Example for Journal Writing

- 2) Who is involved?
  - Patient and me

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## Example for Journal Writing

- 3) What did you do?
  - I checked the schedule and there were a couple of patients before this patient
  - I told the patient it will be a long wait due to the busy schedule
  - I suggested the patient reschedule but he refused
  - I went to another floor to get a new book

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## Example for Journal Writing

### 4) What was the outcome?

- My supervisor calmed the patient down. She carefully listen what patient's needs
- My supervisor is finally able to accommodate patient and reschedule a valid time for him
- Having the material at the front desk

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## Questions?

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