

The Clarion Case Competition



**Jordan Mak, PharmD
Candidate 2022**



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Candidate 2022**

Hosted by the Center for Health Interprofessional Programs, University of Minnesota, the *CLARION National Interprofessional Case Competition* is designed to give healthcare students an interprofessional teamwork experience. In 2021, JCIPE sent a strong team consisting of two pharmacy students, **Jordan Mak & Cat-Trinh Phan**, and two nursing students, **Francesca Girone & Mary Lloyd**, to represent Jefferson. Our team successfully developed



**Francesca Girone, BSN, RN
Class of 2021**



**Mary Lloyd, BSN, RN
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an innovative solution proposal to build a better healthcare system by conducting a root-cause analysis of a fictionalized event. Over the course of the project, our team formed a strong relationship, which culminated in a presentation and a pitch to a panel of judges representing leaders in various healthcare professions. To address the needs of real patient populations in modern society, we utilized the University of Minnesota Earl E. Bakken Center for Spirituality and Healing Well-Being Model that includes six dimensions: health, relationships, security, purpose, community, and environment. The competition was held virtually on Zoom over two days. The first day included a kick-off address and a healthcare-themed escape

room activity with participants from other schools. On the second day, teams presented their proposals privately to the judges. Four finalists were selected for a final presentation to all participants and the competition concluded with an awards ceremony for the 1st, 2nd, and 3rd place winners.

The Case: Weathering the Storm

As climate change continues to increase the frequency and intensity of Atlantic hurricanes, families like the fictitious (but representative) Rivera family from the case are displaced from their homes. Natural disasters like hurricanes, forest fires, and droughts force swaths of people to migrate from low-resource systems to avoid injuries, disease, malnutrition, vector-borne illness, and death; the consequences of such catastrophes must be mitigated with contemporary solutions, especially within the healthcare sector.

The Proposal: Many Hearts, One Home

Millions of people navigate the American healthcare system each day, but as it is highly complex, those most in need may find it difficult to access the care available. Our team conducted a Needs Assessment to determine the issues and barriers that families like the Riveras may face when trying to protect their livelihoods. By focusing on our Core Values, we developed our proposal, *Many Hearts, One Home*, to provide holistic care to displaced families who have experienced a natural disaster, by assessing clients' individual needs and coordinating educational workshops to acclimate them to a new environment.

After determining our SMART objectives with a comprehensive logic model, our team decided on a three group, one team model consisting of the Outreach, Operational, and Educational groups in order to offer workshops addressing both general and specific needs. With a bilingual case manager focused on the families, we would be able to create a custom curriculum for the displaced Puerto Rican population in Orange County, Florida. We would also be able to offer an intimate community and safe space for these

families, following them closely to ensure that they met their personal, social, and health goals.

Our proposal included an executive summary, an implementation timeline, partnership identification, grant funding, and a budget design. Our team spent dozens of hours together examining how to execute an impactful, yet affordable, program for our target population; this required a substantial understanding of both the patient perspective and the roles of all the members on an interprofessional healthcare team. We utilized this project as an opportunity to reach out to our resourceful faculty, and even got to glean wisdom from interviewing a social worker. Over the course of a semester, our team members learned population health concepts and how important different and unique professional perspectives are, so we can provide the best care for our future patients.

The Takeaway: The Meaning of Social Work **Jordan Mak**

A major takeaway from this experience was learning about the integral role of a social worker in coordinating care. As our team started to create our proposal, we realized that an essential piece of our program involved case management and social work.

When we started to assign roles for who would accomplish the objectives of the program, we learned that none of us were very familiar with the responsibilities and day-to-day tasks of a case manager and social worker. After reaching out to our faculty advisor, he was able to connect us with Stephanie Nickerson, a licensed social worker in the Department of Case Management at TJUH. Meeting with Stephanie helped to broaden our knowledge about social work. Her feedback was instrumental in how we ultimately decided to design our proposed program, which featured a case manager who coordinated an interprofessional team in supporting displaced families.

This experience taught me to continue learning about the many different roles in

healthcare. The CLARION competition has reinforced what I have learned through participating in previous JCIPE programs, that providing comprehensive care takes a team and each member's contribution is valuable.

The Takeaway: The Health of a Community
Cat-Trinh

As our team consisted of two different professions, we were able to discuss our understanding of patient-centered care as Jefferson students. We were able to tap into professionals from other spaces to

understand their approach as well. However, the concepts that really pulled this project through to the end were from our team's background in population health. Two of our team members had experience in population health courses, which allowed our proposal to take a tangible shape, as we defined our desirable outcomes and utilized popular models to create a full-fledged program.

An awareness of the patterns of human behavior was also essential in understanding what the displaced Puerto Rican population in Florida might need and what communities

and resources could be accessible to them; this led to significant decisions in aspects such as which partnerships we considered pursuing and how to most effectively build rapport among our target population.

The CLARION competition emphasized the importance of being culturally competent and the meaningfulness of being a healthcare provider that serves the local community. This opportunity reminded me how to step into the shoes of a patient once again and how empathy can lead to an in-touch professional career.