



## **“Uplift Case Manager to Med Student: A Reflection”**

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As a medical student, I am frequently reminded of how my previous experience as a case manager at Uplift Charity has helped me in my medical education. The quote by an American author Anna Quindlen describes the principles that are expected of physicians who have chosen this practice. “By virtue of choosing the profession of medicine, we (patients) expect you to be better than the rest of us: smarter, more honest, caring, sensitive, committed, ethical...”

My case management training at Uplift has taught and has given me the platform to apply these principles in order to make a positive difference in the lives of those around me and has also given me an invaluable opportunity to develop many skill sets that are similar and used daily in medical practice.

One very common example was in the process of taking a proper history of a client and in creating a clear and complete report. Another fundamental example was in the process of creating a precise set of protocols to ensure that providing care for others was safe, timely, effective, efficient, equitable, and most importantly client-centered; which directly parallels the physician core competencies in my medical education.

For these reasons, I am always reminded of Uplift, our clients, and my colleagues. These principles and skill sets were introduced to me as I began my training as a case manager and while working side by side with the most compassionate and knowledgeable colleagues and staff who I have learned a tremendous amount from.