

I worked at Sparrow's vaccine clinic, coordinating forms  
I made sure spacing was controlled, observing the new norms  
I worked with several hundred patients, guiding them along  
Some had worked extensive shifts, gosh they were so strong  
I'm thankful for their dedication, despite the risk and harm,  
I'm glad that we can pay them back with needles in their arms

As vaccine rollout moved along, list inclusion grew  
A patient played a subtle role, yet vital to the crew  
She's endured some trying times, enough to make one quit  
But what she chose to make of life demonstrates her grit  
Her husband died of cancer, several years ago  
I can't imagine moving on from such a tragic blow  
She's thankful for the volunteers, who brought with them their dogs  
It wiped away the couples' tears and stopped their sadness fog

Instead of giving up on life and turning focus in  
She found a new purpose for her and proudly held her chin  
The next ten years she tried her best to pass along the gift,  
But then the world completely froze, she couldn't still work shifts  
For months and months she sat at home, not knowing what to do  
But she was older, couldn't risk COVID or the Flu

January of this year, she received her shot  
She can resume her therapy, this is her second shot  
Her attitude was grateful, she smiled below her mask  
Her prison sentence ended, she will resume her task

Sometimes these interactions, can be hit or miss  
We're so focused on the science, emotions are dismissed  
But listening, with intent, can treat our problems too  
We learn new ways to help people, and they also help you

It's a great reminder to remember why we're here  
Sometimes you should forget the scripts, and kindly lend your ear  
I want to be an EM Doc who sees all kinds of things  
But encounters can have shortened times, your arms are tied with strings  
Even if your times are short, inaction isn't best  
Be aware of other ways to help them through their stress

I've been told that every grain of sand can make a beach  
Making major impacts isn't something out of reach  
To make the best of every case, be confident yet humble  
Everyone can learn new things, everybody fumbles  
From this point on, I'll be aware, of extra social aids  
Knowing what your options are is great in every trade  
I'm thankful that I met her, I wish her the best  
These moments are real special, I am truly blessed

This encounter detailed meeting a patient who was receiving her COVID-19 vaccine at a clinic I worked at this Spring. She was incredibly kind, grateful, and appreciative of the opportunity to be vaccinated and of all of the work that we were doing. She volunteers her time as a dog therapy person for hospitalized patients, but is older and wasn't considered essential which made her have to stay home during 2020. I learned about the social and emotional aspects of healthcare delivery and how it can make a difference. These are aspects that are difficult to simulate. I'm appreciative for these opportunities. I connect this to Humility and Mercy because it's important to be open to learning new ideas, skills, and viewpoints, and to not only care about getting the right diagnoses, but to care about what the patients and their loved ones are feeling too. I connect

this to Mercy due to the compassion components. I realize that in the hospital and other clinic settings, encounters are limited so it's harder to spend time tending to emotions, however it makes a huge difference. It's also evident that while the provider can't always spend the extra time just talking, they can help coordinate additional emotional aids and volunteers to supplement their needs. I intend to make myself more aware of these programs so that I can replicate her experience for my own patients one day.