**Free write #13: When was your last positive experience on shift? Why?**

“I enjoy when I get the chance to sit down with a patient to explain the plan and what we think is going on. I always feel rushed but sometimes find this time can cut down on questions and confusion later, and actually save time. I can think of a few positive moments where patients have been grateful for the connection. More so than the medical advice.”

“Yesterday on shift, I had a patient I really liked. She was a nurse and was reasonable with solid medical knowledge which may have played a role given there was an ease to our communication. But there was something more to it -- she asked how many patients we had to take care of when she noticed how crowded the ED was on a Tuesday afternoon, she asked what year I was in residency and what my plans were for the future. I asked her where she worked as a nurse and what type of nursing she did. I found myself checking in on her frequently and calling her outpatient doctors. She did not ask these things of me, in fact she made no demands, but rather, she let me take care of her. I think simple personal communication and humanity made the difference here. I enjoyed my shift during this time because I liked who I was. She enabled me to demonstrate the compassion I want to experience with every patient but am somehow too often inhibited - whether it’s because of a time constraint, a difficult or rude patient, a language barrier, or a patient unable to communicate.”

“Saturday afternoon shift with only 1-2 patients boarding...Had some good cases, department flowed very well and I learned a ton because there was time for teaching...Nice to feel pride in where you work - providing good, efficient care - rather than feeling bogged down in a disaster you will never get out of by the end of your shift.”

“...Every trauma called that day went really smoothly but one in particular stood out. It was a yellow trauma - motorcyclist struck...The senior did such an amazing job of leading - he told us to forget the labs for a second and get the FAST done first. We found fluid in the RUQ immediately and got CT ready for the patient. While debriefing afterwards, he discussed that sometimes going slightly off protocol may be best depending on the case which happened here. It was one of the moments during that day that I truly felt like we were working as a true team and doing what was best for patient care.”

“...shared decision making over a repeat head CT in 6hrs, patient with INR 1.4. Felt appreciated for communication/bedside manner.”

“Taking care of an ill asthmatic patient brought a sense of pride and competency...he could have easily died at a different, less capable hospital ER.”

“A patient being grateful for a detailed explanation of their issue, getting copies of results and a supply of antibiotics...Their overwhelming gratitude was fulfilling - helps us remember why we went into EM in the first place - to help people.”

“Patient with unsteadiness, ultimately with mets to the pelvic and spine. Spent a lot of time updating her and checking up on her...it was fulfilling to treat her as a person facing something unbelievable.”

“These past few shifts have felt somewhat better because I am really managing my patients and feel more responsibility for them.”

“While at Elmhurst, I ran a code for the first time that I thought went logistically well. We were organized, communicating and everyone knew their roles. The patient did not survive but I think everyone there had confidence that we did the best we possibly could have…”

“Being on peds - it is a lot of fun and very fulfilling to help out a sick kid or even a kid with a minor complaint and see them light up because they feel better. Best example: constipated 8 year old, got a fleet enema, felt 100% better afterward. Very fulfilling to see the kid happy and feeling better after a simple intervention.”