

It's more than just nursing. You have to be able to get to know someone on a personal level and get in there and let them know that you're empathetic. You truly care about them, and you want them to do well.

So, I want members to know that I look at them like family, you know, I chose nursing to help. And when you truly have helped someone and made that difference, it's just, just a wonderful feeling.

I had a call with a retiree. I said, I see that you had multiple hospitalizations last summer. Can you tell me a little bit about that? And she's like, well, I'm feeling much better from that. My only issue is I'm on too many medications. And I said, how about you grab your meds list, and we'll review them, and I can tell you exactly what it's for. So once I explained to her each medication, what it was doing and that it was likely what was keeping her out of the hospital and keeping her symptoms at bay, then she was so thankful and she was like, oh my gosh, no one ever told me any of this. So I felt like in that instance that I made a difference.

I had a member that I feel like I made an impact on their life. The member's family member called and was a little upset because the member had received a terminal diagnosis and they weren't sure exactly what to do. There was a language barrier for the member.

So, providing you know, resources that were Spanish speaking for that person and, I spent a lot of time because I could hear the anxiety in his voice, just providing him resources and education on the diagnosis.

We spent maybe about six months working together. And the beauty of it was getting the phone call that, the cancer was not visible in certain areas. And had shrunk in other areas. We do care, we do understand what they are going through and what they are feeling is important to us.

My why, why I do this is to make a difference, to help people meet their health goals and make them healthier, live a better quality of life. And for me, at the end of the day, that's what it's all about.