

## THE KENNETH B. SCHWARTZ CENTER

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*Dedicated to strengthening the relationship between patients and caregivers*

### **Patricia Guglietta, MD MGH Chelsea HealthCare Center**

Patricia Guglietta, MD, has the mind of a doctor and the spirit of a social worker. Peek into her car trunk and you're likely to find a stash of donated clothing, household linens, sundry baby supplies and toys, which she collects and distributes to her needy patients and their families at MGH Chelsea HealthCare Center.

Patricia was a social worker, before she became a pediatrician in one of the most challenging communities in Massachusetts, where poverty levels are more than twice the statewide average. Spunky, warm and indefatigable, she has never strayed far from her social service roots. She helps families secure housing, advocates for her patients in the schools, and plays a pivotal role in community programs that seek to combat family violence and lessen its traumatic impact on children. She joyfully shares her patients' milestones and helps them cope with their tragedies.

When one of her patients was paralyzed in a car accident that killed his mother, she remained intimately involved in his care through his hospitalization and stay at a rehab facility. She ensured that he received home tutoring, visited him and his family regularly, and pushed for them to receive handicapped accessible housing.

Patricia has developed a first-class refugee health program, as her patients hail from every corner of the world, fleeing violence, poverty and political instability. Their psychosocial issues often complicate their medical ones, which go far beyond run-of-the-mill strep throats and viruses. She is known for her clinical acumen, diagnosing and treating malnutrition, tropical diseases, anemia, tuberculosis and intestinal parasites.

"Patricia is treasured by her patients because she listens attentively, understands their family and community dynamics, and respects their culture and values as she involves them in a collaborative approach to diagnosis and treatment," said one colleague.

Her patients love that she speaks a few words of many different languages, yet there is one non-English tongue that she speaks fluently. It is the Esperanto of health care – the language of compassion.