

Touchpoints

A newsletter of the Kenneth B. Schwartz Center

*Dedicated to
strengthening the
relationship between
patients and
caregivers*

An Evening of Hope on October 28: Patty Larkin to perform

EVERY YEAR since 1996 the Westin Copley Place Hotel has been filled to capacity with enthusiastic friends and supporters who come to the Schwartz Center's annual dinner. October 28, 2004 will mark the 9th dinner, *An Evening of Hope*, and the Center is expecting another large turnout and an inspirational evening in support of the Center's mission of compassionate health care. This is a moving night for all who attend; caregivers often say the event reminds them of why they chose health care as a profession and why compassion is essential.

Guests will have an opportunity to network with friends and colleagues at the opening reception.

During the dinner the Center will present its Compassionate Caregiver Award, show a video about a unique Schwartz Center-funded program for physicians-in-training, and provide an update of Schwartz Center programs and projects. Finally, guests will be treated to a musical performance by popular folk singer, Patty Larkin.

Co-chairs of this year's dinner are three couples who are longtime supporters of the Schwartz Center:

- Corinne Broderick, executive vice president of the Massachusetts Medical Society and her husband, Richard Winn

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SAVE THE DATE

Watch your mailbox for the invitation to the **ninth Schwartz Center annual dinner** on October 28, 2004.

See lead story.

*Women celebrating each other
and compassion*

See story inside.

Guest speaker at the Schwartz Center's second annual reception in Celebration of Women in Health Care: Nancy Achin Audesse, executive director, Board of Registration in Medicine.

Women celebrating each other and compassion

MORE THAN 300 enthusiastic women (along with a few men) gathered at the Schwartz Center's second annual reception in *Celebration of Women in Health Care* on May 26. The law firm of Goulston & Storrs again graciously hosted the event and provided a welcoming setting on the Boston waterfront for guests to network and acknowledge collectively the special contributions of women in health care.

The reception raised close to \$90,000 for Schwartz Center programs. In large part this was due to a challenge grant from Board member Becky Levin; the Schwartz Center is deeply indebted to her for her generosity and leadership. It is also grateful to the 13 women who were the Chairs, the 67 individuals on the Leadership Committee and the 45 individuals on the Host Committee. These women were instrumental in helping generate excitement about the event and attracting a large and diverse audience representing leaders and health care professionals from health care institutions in the Greater Boston area and beyond.

The guest speaker was Nancy Achin Audesse, executive director, Board of Registration in Medicine. Her energetic, humorous and stirring presentation included her personal story of her own battle with cancer and her sister's. She gave everyone a worthy challenge when she asked that they be responsible for ensuring that hope, compassion and communication remain at the center of any discussion about health care.

For your convenience, we have enclosed an envelope should you wish to make a donation to the Schwartz Center. You may also donate by credit card via www.theschwartzcenter.org. Thank you for your support.



Top: from left, Ann Caldwell, MGH Institute of Health Professions; Dolores Mitchell, Group Insurance Commission; and Ellen Zane, Tufts-New England Medical Center. Bottom left: from left, Noel Auguston, and Kristen Augustyn, both from Ortho Biotech. Bottom right: More than 300 women paused their animated conversation to listen attentively to Audesse's sometimes humorous and always poignant remarks.

"The work of the Schwartz Center elevates the practice of medicine. It envelops both patients and physicians in an environment of support and respect. It is everything that is good and decent about health care."

— Nancy Achin Audesse
Guest speaker

– An Evening of Hope

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- Julie Rosen, executive director of the Schwartz Center and her husband, Gary Belowich
- Peter Slavin, president of the Massachusetts General Hospital and his wife, Lori Slavin.

At the dinner, the Schwartz Center will announce the winner of the annual Compassionate Caregiver Award. Made possible by a generous grant from AstraZeneca, the coveted award honors caregivers in Massachusetts who display extraordinary empathy in caring for their patients. This year the Center will announce the 2004 winner and the six finalists (*see box at left*).

The video will highlight an ambitious Schwartz Center-funded program for teaching communication skills to

2004 COMPASSIONATE CAREGIVER AWARD FINALISTS

Thomas W. Barber, MD
Quincy Medical Center

Maura J. Brennan, MD
Baystate Medical Center

Rochelle Butler, LPN
Massachusetts General Hospital

Alice W. Flaherty, MD, PhD
Massachusetts General Hospital

Infectious Disease Team
Massachusetts General Hospital

Helen R. Mullen, RN
UMass Memorial Medical Center

Marlene S. Quinlan, MSW, LICSW
Baystate Medical Center

Schwartz Center program brings spirituality to the healing process

IN 1998 THE SCHWARTZ CENTER created a unique clinical pastoral education program to offer clinicians from various disciplines training in spiritual care. Piloted at Massachusetts General Hospital in Boston, the five-month course gives students the language, skills and confidence to address the deepest concerns and spiritual needs of patients and families. Upon graduation, clinicians return to their work settings with new knowledge and understandings that forever change the way they relate to patients. The program is so successful that the Schwartz Center has expanded it to two other prestigious medical centers in New England – Dartmouth-Hitchcock Medical Center in NH and Yale-New Haven Hospital in CT – and it will start at the Chaplaincy Center in RI this fall. Graduates describe the program as “transformative.” Below are quotes from some of them:

“I have learned not to waste time on a physical exam if the spiritual needs dwarf the physical. I have learned that sometimes holding a patient’s hand is the most important thing you can do.”

“I listen more carefully, not only with my ears, but with my heart and with my soul allowing me to hear the unspoken words of suffering and the silent calls for help and understanding.”

“I leave with a toolbox of caring skills that has grown heavier each week ... Because of this program, I take lessons in how to handle the vulnerability and frailty of the human experience with me into the patient arena ... I have more language, more words, to express spiritual manifestations and concepts ... Looking deeper, I find words of hope for optimism and words of preparation for realism ...”

“I feel more comfortable in my role as a “healer,” not merely a medical technician. I am blurring the lines between my role as a physician, spiritual counselor, human being – a better synthesis between who I am, and what I’m doing, and for that I am very grateful.”

And from a patient:

“I felt I would be less anxious about my surgery if I could go out at the time of anesthesia praying ... I was touched that my anesthesiologist [Schwartz Center fellow] not only met my request to pray at the time of anesthesia [the patient learned later], but she gathered everyone around me and even had us united together by holding hands. I was touched too that my surgeon and her team willingly participated ... Your Schwartz Center program has certainly made a difference.”

on October 28

651 Boston Medical Center (BMC) residents. Residents are now required to demonstrate competency in this area by the Accreditation Council for Graduate Medical Education, and the Schwartz Center is confident the BMC program will become a national model.

A traditional and important part of the evening is the musical finale, which this year will be performed by Patty Larkin. An original and eclectic musician, Larkin’s most recent release is *Red=Luck*. Inspired by the events of September 11, 2001, *Red=Luck* evolved into a meditation on hope. Music of hope will be a fitting end to *An Evening of Hope*.

Please call the Schwartz Center at 617-724-4746 if you would like more information or wish to purchase seats.

Touchpoints

The Kenneth B. Schwartz Center
101 Merrimac Street, Suite 603
Boston, MA 02114-2792

Tel: (617) 724-4746

www.theschwartzcenter.org

Editor: Marjorie Stanzler

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CLARE MIDGLEY JOINS BOARD

In June, **Clare Midgley** became the newest member of the Schwartz



Center Board of Directors. An expert in strategic communications, she is vice president, Global Corporate Affairs

at Millennium Pharmaceuticals. **Jim Hooley**, president and CEO, Neighborhood Health Plan, stepped off the Board after seven years of dedicated service.

VOLUNTEERS NEEDED FOR ANNUAL DINNER

If you are interested in helping on October 28, the night of the **Schwartz Center annual dinner**, please call Sarah Levenson at 617-724-7576. Volunteers will staff the registration tables and guide guests to their seats. All volunteers are invited to stay for dinner and enjoy the program and entertainer.

OUR HEALTH CARE WORLD

I am thrilled and honored to be the new executive director of the Schwartz Center. My connection to this organization dates back to July 1995, when I read Ken Schwartz's article in the *Boston Globe Magazine* about his experience as a cancer patient at the Massachusetts General Hospital. Ken's article fundamentally changed the way I viewed what was important in the health care system. While it is critical to have access to the best medical technology and treatment, it is equally, if not more important, for patients and their families to have a strong empathic connection to their caregivers.

I became involved as a Schwartz Center Board member six years ago and quickly became passionate about the mission and work. Over the last eight years, our organization has made a significant contribution by creating initiatives that strengthen the relationship between patients and caregivers. Since I began this job, I have been overwhelmed by the enthusiasm and support for our work from all sectors of the health care and business communities as well as from generous individuals. Our Board members and donors tell me that they support our organization because we improve patients' health outcomes through our programs. Research studies confirm that good patient/caregiver communication results in significantly better emotional health, adherence to treatment plans and a decrease in the incidence of malpractice suits. Through our own evaluation tools, grateful clinicians consistently report that our programs help them learn more about themselves and the tools they need to relate compassionately to patients and their families.

It is a privilege to lead this organization into its second decade. I am interested in your thoughts, questions and concerns and am seeking volunteers willing to lend their time and talents. Please do not hesitate to contact me at 617-724-1778 or at jarosen@partners.org.

Julie Rosen
Executive Director

