

# Touchpoints

A newsletter of the **Kenneth B. Schwartz Center**

*Dedicated to  
strengthening the  
relationship between  
patients and  
caregivers*

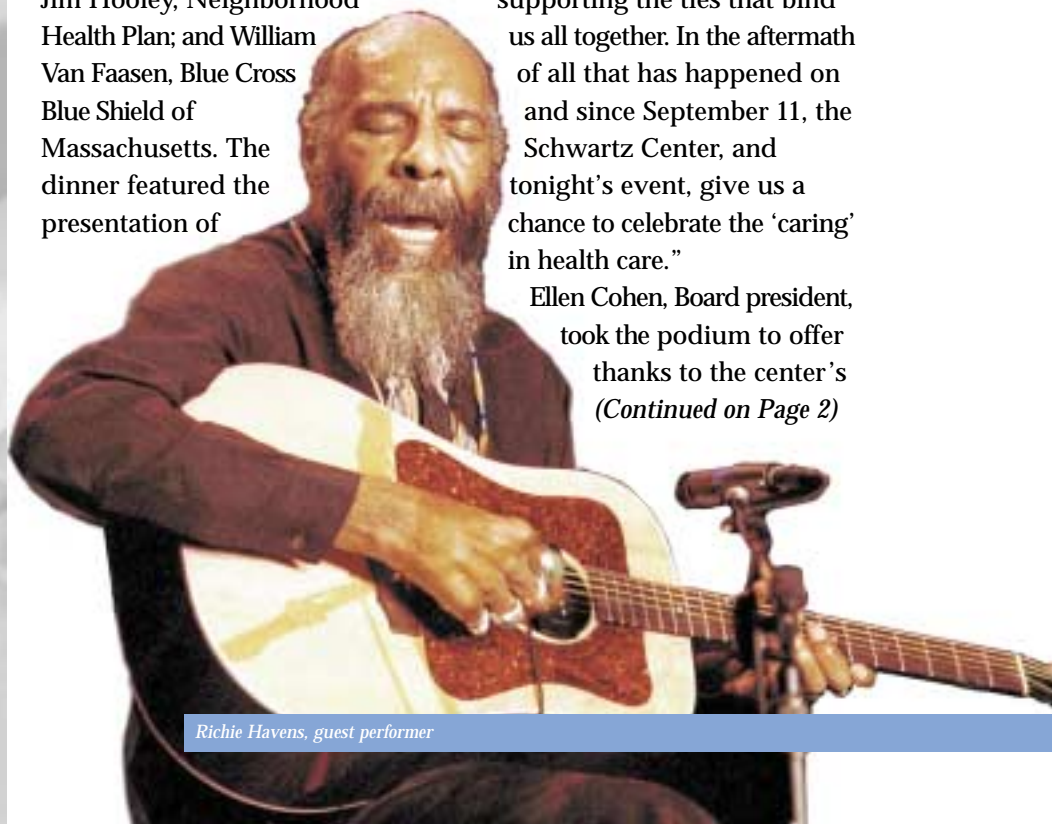
## *An evening of renewal*

**T**HE sixth annual dinner of the Kenneth B. Schwartz Center recognized the importance of compassion in today's health care system and joined together friends old and new in support of the center. Twelve hundred people gathered at the Westin Hotel on October 24, 2001, for an inspiring evening and to reflect upon the compelling need for compassion during these troubled times. This year's dinner was chaired by the CEOs of the four major health plans in Massachusetts — Charles D. Baker, Jr., Harvard Pilgrim Health Care; Harris Berman, MD, Tufts Health Plan; Jim Hooley, Neighborhood Health Plan; and William Van Faasen, Blue Cross Blue Shield of Massachusetts. The dinner featured the presentation of

the third annual compassionate caregiver award to a physician whose outstanding caregiving distinguished her from an extraordinary array of nominees (*see sidebar*). A thought-provoking video presentation highlighting the Schwartz Center's pastoral care fellowship, and a soulful musical performance by the legendary Richie Havens rounded off a memorable evening.

Baker, a Schwartz Center Board member, opened the program by welcoming the guests and remarking that "The Schwartz Center is fundamentally about accentuating, celebrating and supporting the ties that bind us all together. In the aftermath of all that has happened on and since September 11, the Schwartz Center, and tonight's event, give us a chance to celebrate the 'caring' in health care."

Ellen Cohen, Board president, took the podium to offer thanks to the center's  
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*Richie Havens, guest performer*

## — An evening of renewal

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supporters and add comments that did much to focus the purpose of the evening: “In the wake of the tragic events of September 11, we are all now struggling to find a new sense



of normal ... This same problem is encountered on a daily basis by those facing an illness.”

Andrew Dreyfus, Board chair, then addressed the audience on the mission of the center and its recent work. He noted that this dinner had set a record for fundraising, as the generous contributions of individuals and institutions exceeded \$800,000. He provided a second context for the events of the



evening when he cited a recent article in the *Journal of the American Medical Association* on “Narrative Medicine,” a new model of medical practice based on patient stories. Dreyfus said the article “reminds us that medical technology and scientific competence are not enough. Caregivers must also ‘listen to the narratives of the patient, grasp and honor their meanings, and be moved to act on the patient’s behalf.’” For many in the audience, the poignancy of those words was palpable, particularly since the Schwartz Center was inspired

by one patient’s narrative — that of Ken Schwartz.

Dreyfus introduced the film presentation for the evening on the Schwartz Center’s unique Fellowship in Pastoral Care. The film explored the program, designed to teach caregivers how to meet the spiritual needs of patients and families. The video featured interactions between participants and patients. After the film, when the fellows and leaders of the program stood to be recognized, the hearty applause from the crowd underscored the striking relevance of the program to these times.

After dinner Van Faasen took the podium to present the compassionate caregiver award. The award, made possible by a generous grant from Lilly Oncology, recognizes an outstanding caregiver in the state of Massachusetts. After announcing the names of the finalists — Jennifer Belli, Charles J. Hatem, MD, Roseanna H. Means, MD, and Lawrence Shulman, MD — and asking them to stand and be recognized, Van Faasen introduced the awardee, Dr. Anne-Marie Thomas, as a “woman of perseverance and compassion.”

Dr. Thomas’ remarks demonstrated her extraordinary compassion and insight into the qualities that best enable a positive interaction between physicians and patients. She reminded the caregivers in the audience that



“Compassion has become a rare but yearned for commodity,” and that “It may be tomorrow, next week, or next month that you again meet a patient that modern medicine cannot cure ... The only thing you may have to offer is compassion ... Compassion can restore that piece of humanity taken away by disease or disability.” To conclude, Dr. Thomas issued a powerful challenge to the audience, asking the caregivers present to join her in listening to patients, to “... begin to see through their eyes, to feel with their emotions: the fear, the sadness, the hope for better days. I know we will experience empathy and sympathy and only then, will we be ready to respond with compassion.”

Dr. Berman then introduced Richie Havens, the musical guest for the evening. Dr. Berman promised that Havens’ performance would resonate powerfully for an audience that constituted a “community that cares,” stating that Havens had come to show us “how to heal, to give a context and to share his humanity.” Havens did not disappoint, following with a rousing and exciting set that included some of his best-loved pieces. Beginning with his version of the Beatles song “Here Comes the Sun,” and continuing through his famous (and rarely



performed) song “Freedom,” Havens’ energy and enthusiasm were infectious.

Schwartz Center Board member Hooley took the stage to offer concluding remarks, commenting that the evening had been “enormously uplifting.” He remarked that, in the weeks since September 11, we had all witnessed acts of heroism and compassion by the health care community. Now that these qualities are in the forefront of the national consciousness, he noted with pride that Kenneth B. Schwartz wanted that compassion for all of us.



“That legacy,” Hooley concluded, “continues in the work of the Schwartz Center.”

### Clockwise from left

Dinner 2001 chairs and Schwartz Center Board members Jim Hooley, president/CEO, Neighborhood Health Plan (left) and Charles Baker, president/CEO, Harvard Pilgrim Health Care (far right) with Matt Fishman, director, Community Benefit Programs, Partners HealthCare

Left to right, Fredi Shonkoff, Blue Cross and Blue Shield of MA; Board member Paula Johnson, MD, Brigham & Women’s Hospital; Helene Solomon, Bishoff Solomon Communications; and Valerie Sullivan, Pfizer, Inc.

Left to right, Sarah Norton, Pharmaceutical Research and Manufacturers of America (PhRMA); Dorothy Keville, Keville and Associates; and Gabrielle Williams, PhRMA

Dinner chair William C. Van Faasen, president/CEO, Blue Cross and Blue Shield of MA

Adrian Barfield, marketing director, Lilly Oncology, with Schwartz Center compassionate caregiver awardee Ann-Marie Thomas, MD

Dinner chair Harris Berman, MD, CEO, Tufts Health Plan, with his wife Ruth Nemzoff

### COMPASSIONATE CAREGIVER OF THE YEAR AWARDEE 2001

#### Ann-Marie Thomas, MD

The Kenneth B. Schwartz Center established the annual Compassionate Caregiver of the Year Award in 1999 to honor caregivers in Massachusetts who display extraordinary compassion in caring for patients. Support for the award is provided by Lilly Oncology.

As a specialist in rehabilitation medicine at Spaulding Rehabilitation Hospital, Dr. Ann-Marie Thomas treats some of the most clinically and emotionally challenging patients, those with severe and chronic addictive disorders often combined with physical and medical disabilities. She has shown what a tremendous impact the compassion, perseverance, and dedication of one physician can have. One of her patients describes his 45 years of addiction, his hundreds of detoxification experiences and his resultant medical problems: “There was something missing and I don’t know what it was...When I met Dr. Thomas, she took me, a weak, tremoring, confused and very fearful individual out of a wheelchair and gave me the gift of inspiration.” Another patient said, she has transformed lives from “hopeless to hopeful” with “patience and compassion” that is truly “astonishing.”

Congratulations to the four finalists for the Compassionate Caregiver of the Year Award for the exemplary role they play in the lives of their patients.

**Jennifer L. Belli** is a patient care technician in the Critical Care Unit at Emerson Hospital. Her patients and colleagues, who consider her their role model, stand in awe of her ability to connect with all her patients at the most fundamental level while fiercely protecting their dignity. She fulfills each task, whether major or minor, with the utmost compassion and commitment.

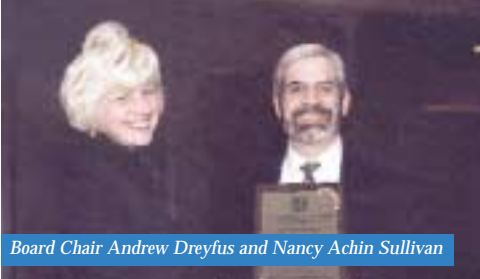
**Charles J. Hatem, MD**, maintains an active clinical practice in Internal Medicine while serving as director of Medical Education at Mt. Auburn Hospital. By his own example and through his teaching, Dr. Hatem is devoting his life to showing young doctors the importance of discerning their patients’ values and perspectives in order to treat physical problems with the utmost kindness and compassion.

**Roseanna H. Means, MD**, known as Dr. Roseanna to homeless women all over Boston, is the founder and president of Women of Means. This organization of volunteer physicians provides free medical care and over-the-counter medical supplies not covered by Medicaid. Knowing that fear, confusion and mistrust keep many homeless women and children away from traditional clinics, Dr. Means has developed a model that offers compassionate care without bureaucracy.

**Lawrence N. Shulman, MD**, is vice-chair for Clinical Services in the Department of Adult Oncology at the Dana-Farber Cancer Institute. Dr. Shulman considers it a privilege to care for patients with cancer. His patients and their families feel that they have all his skill, attention and time during the entire journey they take together. As a teacher, administrator and researcher, his mission is to ensure that the care of all patients with cancer is truly compassionate.

## WHAT'S HAPPENING

On November 14 the **Sullivan award** was presented to the **Schwartz Center** by the **Massachusetts Society of Clinical Oncologists** in recognition of the center's "outstanding



Board Chair Andrew Dreyfus and Nancy Achin Sullivan

efforts to enhance the relationship between physicians and patients." Approximately 170 oncologists and nurse oncologists attended the Society's dinner where Board Chair **Andrew Dreyfus** accepted the award (pictured above) and showed a video about the work of the center. ... A column by **Allison Connolly** in the November 9, 2001, *Boston Business Journal* featured the **Schwartz Center's sixth annual dinner**, commenting that in the competitive business of health care the center serves as a reminder that "at the end of the day, it's all about the patient." The column also commented on the huge turnout from the health care industry and the fact that the dinner was chaired by the CEOs of the state's four leading health care plans ... The *Herald's Inside Track* on Oct. 23 mentioned that **Richie Havens** was entertaining "aging hippies" at the Schwartz Center's upcoming

For your convenience, we have enclosed an envelope should you wish to make an end-of-year donation to the Schwartz Center. You may also donate by credit card via [www.the-schwartzcenter.org](http://www.the-schwartzcenter.org). Thank you for your support.

Please note the Schwartz Center's new address: 101 Merrimac Street, Suite 603, Boston, MA 02114. The main telephone number, 617-724-4746, remains the same. The new fax number is 617-726-2224.

dinner. It also mentioned that **Ann-Marie Thomas, MD**, was receiving the compassionate caregiver award ... **Marilyn Yager**, executive director, has been appointed to the Boards of three organizations — the Massachusetts Compassionate Care Coalition, American Academy on Physician and Patient and the George Washington Institute for Spirituality and Health.

## RECENT SCHWARTZ CENTER GRANTS

The Schwartz Center has recently given grants to the following organizations for projects that further the center's mission:

*Roxbury Community College School of Nursing* — for books and audiovisual materials focusing on compassionate care, cultural competency and end-of-life issues for the library  
*Kit Clark Senior Services* — to improve cross-cultural communication between elderly

patients, family members and caregivers by bringing them together for evening health information sessions in different languages

*Latin American Health Institute* — to develop and pilot a curriculum for training in cultural competency that can be replicated statewide. The training will take place at Lowell General Hospital and the Home Health VNA in Lawrence

*Columbia University, College of Physicians and Surgeons* — to fund a narrative teaching intervention designed to increase empathy among oncologists, fellows and nurses in the inpatient oncology unit at Columbia-Presbyterian Hospital. In "parallel charts" clinicians will write about what they see their patients enduring and what they themselves are feeling and will share their writings at bi-monthly sessions.

The Schwartz Center thanks the following companies and associations for their support of the annual dinner (these names were not included in the dinner program booklet):

Beth Israel Deaconess  
Medical Center  
Hill, Holliday, Connors,  
Cosmopolis Inc.  
Massachusetts Medical Society  
Pharmaceutical Research  
and Manufacturers of America

## Touchpoints

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