



Schwartz Center Honors Recipient of 2018 National Compassionate Caregiver of the Year® Award

Terry Stancin, PhD, ABPP, The MetroHealth System, pioneer in providing mental health services for transgender children, recognized for her extensive work bringing mental health services to all children who need them

BOSTON (Nov. 12, 2018) — [The Schwartz Center for Compassionate Healthcare](#), a national leader in the movement to make compassion a vital element in every patient-caregiver interaction, has named Terry Stancin, PhD, ABPP, the [National Compassionate Caregiver of the Year \(NCCY\) Award](#) recipient. The prestigious award was presented in front of 1,200 healthcare leaders, clinicians, patients and family members at [the 23rd Annual Kenneth B. Schwartz Compassionate Healthcare Dinner](#) held Nov. 8.

The theme of this year's dinner was "The Impact of Community Tragedy on Professional Caregivers: Caring in the Aftermath of Violence" and keynote speakers included Massachusetts Governor Charlie Baker and Boston Marathon bombing survivor Patrick Downes.

Stancin, a clinical psychologist at [The MetroHealth System](#) in Cleveland, Ohio, helped establish MetroHealth's multidisciplinary [Kidz Pride Clinic](#), one of the first in the nation dedicated to the unique medical and mental-health needs of lesbian, gay, bisexual, transgender and questioning youth. Since it opened in 2008, the clinic has served hundreds of children, many traveling to Cleveland from hours away, bringing much needed guidance and relief to them and their families in need of direction.

"We walked in the door not knowing what to do, where to go or how to go forward," said the mother of a 9-year-old transgender boy. "We knew our kid needed something we couldn't provide. We didn't know what to do. Dr. Stancin did."

In addition to her work with the Kidz Pride Clinic, Stancin has focused on providing better mental health services to children, especially disadvantaged children, who are often in the most need of services because of exposure to trauma, poverty, adverse life events, economic limitations and more.

"I have always been driven by a commitment to care for patients who are most in need, and to expand access to compassionate care by teaching healthcare providers and creating effective programs," said Stancin. "To be honored by the Schwartz Center, the champion for patient empathy, is humbling beyond words."

The NCCY Award is a national recognition program that celebrates excellence in compassionate healthcare. Through this program, the Schwartz Center honors caregivers like Stancin who exemplify the characteristics of compassion, which include effective communication, emotional support, mutual trust and respect, the involvement of families in healthcare decisions and treating patients as people, not just illnesses.

“The Schwartz Center’s core mission of advancing compassionate healthcare is embodied by the work of Terry Stancin and our other National Compassionate Caregiver of the Year Award finalists. Their full-hearted commitment to patients and their families – no matter the challenge – inspires us and demonstrates the transcendent power of compassion in addressing suffering and providing care. By recognizing them, we reinforce the vital importance of compassionate care,” said Matt Herndon, Schwartz Center CEO. “We’re honored to celebrate this year’s finalists as leaders in their communities and as ambassadors of the Schwartz Center’s 23-year mission to drive compassionate healthcare.”

The other five 2018 NCCY Award finalists are:

- **Emergency Medical Response Team, NewYork-Presbyterian Lower Manhattan Hospital in New York, New York**, who came together in response to a horrific terrorist attack and provided highly-skilled care and compassion to victims and their families faced with the most tragic circumstances.
- **Glen Komatsu, MD, Providence St. Joseph Health in Torrance, California**, chief medical officer and a palliative care physician who discovered the specialty as his true calling after a successful decades-long career as a neonatologist.
- **Pat O’Malley, MD, MassGeneral Hospital for Children in Boston, Massachusetts**, the founder and medical director of the pediatric palliative care service and a respected and beloved educator and mentor.
- **Lolita (Lola) Roland, RN, CARN, Cambridge Health Alliance in Cambridge, Massachusetts**, an office-based addiction treatment nurse care manager who has been caring for patients with substance use disorders for more than 20 years.
- **Wendy Walters, LICSW, the University of Alabama at Birmingham Hospital in Birmingham, Alabama**, a clinical ethics consultant with more 30 years of experience in supporting patients, family members and healthcare professionals coping with end of life.

The NCCY Award is made possible through the generous support of Novo Nordisk, sponsor of the award.

About the NCCY Award

The Schwartz Center’s National Compassionate Caregiver of the Year (NCCY) Award is a national recognition program that elevates excellence in compassionate healthcare. Since 1999, the Schwartz Center has honored caregivers who embody the characteristics of compassionate care, which include effective communication, emotional support, mutual trust and respect, the involvement of families in healthcare decisions, and treating patients as people, not just illnesses. Award finalists are chosen by a national review committee, which includes past award recipients, in collaboration with representatives from the American Cancer Society, American Diabetes Association, the American Heart Association/American Stroke Association, and the National Hospice and Palliative Care Association.

Visit theschwartzcenter.org/award for details.

About the Schwartz Center for Compassionate Healthcare

Established in 1995, the Schwartz Center for Compassionate Healthcare, a leader in the movement to make compassion a vital element in every patient-caregiver interaction, was founded on the belief that greater compassion and more meaningful collaboration are fundamental to the kind of care clinicians want to deliver and patients want to receive.

The Schwartz Center is an independent, non-profit organization, with more than 640 organizational members in the U.S., Canada, U.K., Ireland, Australia and New Zealand supporting 288,000 healthcare professionals each year. Schwartz Center members rely on our programs, education and resources to support clinician well-being, enhance the quality of care, enable better outcomes and create a more positive and rewarding experience for all members of the care team, patients and their families. The innovative Schwartz Rounds® unites caregivers from a range of disciplines to share experiences, learn from each other and focus on the human dimension of medicine.

The Schwartz Center's [Compassion in Action Healthcare Conference](#) (September 8 – 10, 2019 in Boston) brings together clinicians, patients and families, health system leadership and others to advance a common goal of delivering more compassionate, collaborative care.

To help patients and family members acknowledge their caregivers who epitomize the qualities of compassionate care the Schwartz Center established the [Honor Your Caregiver program](#).

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