



the schwartz center

FOR COMPASSIONATE HEALTHCARE



February 2019

Registration Now Open for the 2019 Compassion in Action Healthcare Conference

Early bird registration is now open for the 2019 [Compassion in Action Healthcare Conference](#) taking place in Boston September 8-10, 2019 at the Westin Boston Waterfront. Join us for this unique opportunity to connect with colleagues from around the globe and learn about cutting-edge programs, strategies and tools to create and sustain cultures of compassion. Hear from keynote speakers **Michael Hebb**, author of "Let's Talk About Death Over Dinner," **Helen Reiss**, cofounder and chief scientific officer of Empathetics Inc., and others who will share their experiences and expertise. **Register by May 8, 2019 for the early bird rate.** Schwartz Center members receive a discounted rate.

[Register](#)

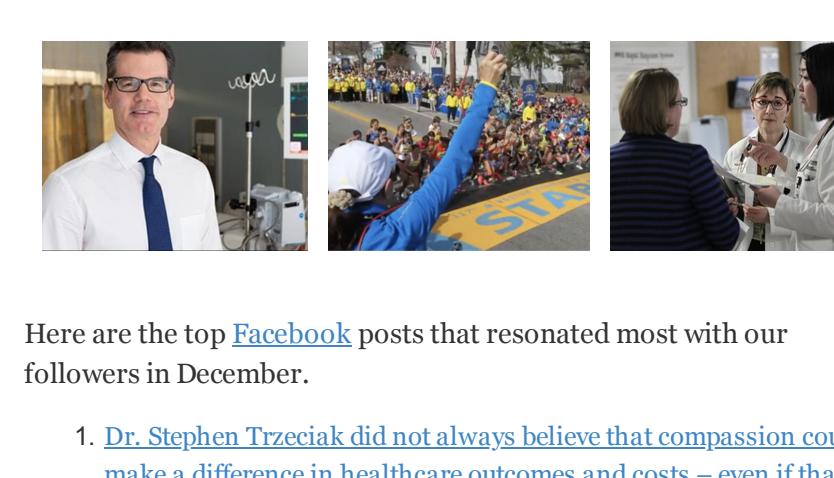
Compassion in Action Webinar: The Power of Patient Perspectives



It's not too late to watch our latest [Compassion in Action Webinar!](#) Patient stories can inform health professional education and serve as a touchstone for practice. Finding out what matters to patients can improve the experience and delivery of care in everyday practice. Earlier this month, we were joined by **Gregory Makoul, PhD, MS**, an internationally recognized expert in physician-patient communication and shared decision making, as well as a radical common sense, person-centered approach to healthcare innovation. During the webinar, Dr. Makoul, along with **Schwartz Center CMO Beth Lown, MD**, discussed the many ways in which patient stories can inform health professional education and serve as a touchstone for practice.

[View the Webinar](#)

Know a Compassionate Caregiver?

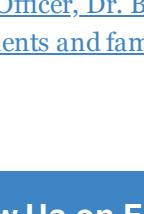


Do you know a professional caregiver or team that displays extraordinary devotion and compassion in caring for patients and families? Nominate them for the [National Compassionate Caregiver of the Year® \(NCCY\) Award](#). The NCCY Award is the leading national recognition program that elevates excellence in compassionate healthcare. The award is designed to be much more than recognition for the individual honorees; the goal is to showcase best practices in compassionate care and elevate compassion to a core value of our healthcare system. Consider nominating an individual caregiver or team today and celebrate their commitment to compassion!

[Nominate Now](#)

Schwartz CEO Matt Herndon to Co-chair Patient Experience Symposium

The Patient Experience SYMPOSIUM

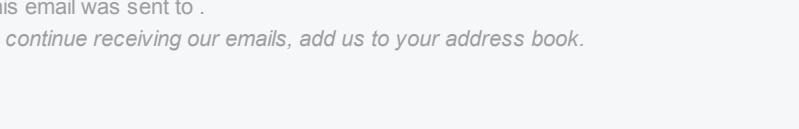


The third annual [Patient Experience Symposium](#) will take place at The Harvard Medical School Conference Center May 1-3, 2019. The

event, co-chaired by **Schwartz Center CEO Matt Herndon**, will bring together CEOs and hospital executives, quality, patient experience and nurse leaders from around the nation to discuss leading-edge strategies to create, enhance and elevate the patient experience.

Use discount code "guestofschwartz" to save \$100 off the cost of registration.

Last Month's Top Facebook Posts



Here are the top [Facebook](#) posts that resonated most with our followers in December.

1. [Dr. Stephen Trzeciak did not always believe that compassion could make a difference in healthcare outcomes and costs – even if that seemed like the idealistic viewpoint to hold. Then he took a look at the data.](#)

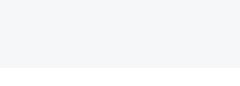
2. [Part 1 of our video "The Impact of Trauma on Caregivers" highlights incredible caregivers from hospitals across the country as they share their stories of how traumatic events impacted them and their hospitals.](#)

3. [Boston Globe health reporter, Liz Kowalczyk, interviewed Schwartz Center Chief Medical Officer, Dr. Beth Lown, for a story on the value of involving patients and families in traditional hospital rounds.](#)

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