



# Touchpoints

October 2015

Issue #34

## Meet our NCCY Award Finalists

We invite you to [learn more about this year's Schwartz Center National Compassionate Caregiver of the Year \(NCCY\) Award finalists](#), each of whom demonstrates extraordinary devotion and compassion in caring for patients, families and colleagues:

- **Rick Boyte, MD**, The University of Mississippi Medical Center, Jackson, MS
- **Melody J. Cunningham, MD**, Le Bonheur Children's Hospital, Memphis, TN
- **Cheryl D. Kane, MEd, BSN, RN**, Boston Health Care for the Homeless Program, Boston, MA
- **Krista Nelson, MSW, LCSW, OSW-C**, Providence Cancer Center, Portland, OR
- **Jayne O'Malley, BSN, RN, OCN**, Orange Regional Medical Center, Middletown, NY
- **Terry Yoas, CNA**, Santa Rosa Memorial Hospital, Santa Rosa, CA

Save the Dates!

### Boston Thought Leadership Breakfast

**Friday, Oct. 16, 2015**

7:30 AM - 10:00 AM  
Mandarin Oriental Hotel  
776 Boylston Street  
Boston, MA

"Ensuring Compassionate Care  
for a Rapidly Aging Population"

Online registration is closed, but  
walk-ins are welcome. [View  
event details.](#)

Each of these finalists will be honored at our [20th Annual Kenneth B. Schwartz Compassionate Healthcare Dinner](#) on Nov. 18 in Boston, where the award recipient will be named. Details on the award and dinner are below.

## Support our Annual Dinner!



Photo by Aubrey Calo

Award-winning author **Atul Gawande, MD, MPH**, will be the honorary speaker at our [20th Annual Kenneth B. Schwartz Compassionate Healthcare Dinner](#) on **Nov. 18, 2015** in Boston. He will also present the inaugural [Schwartz Center National Compassionate Caregiver of the Year Award](#).

Learn about **sponsorship opportunities** for [individuals](#) or [organizations](#).

Our volunteers are an essential part of a successful and inspiring evening. [Review available positions and sign-up](#).

[Register for the event today!](#)

## From Julie Rosen: Reader Survey



Touchpoints has grown over the years to a regular, monthly e-newsletter bringing you the latest Schwartz Center news and updates. Given that Touchpoints is now our main form of keeping you up-to-date, it's more important than ever that we ensure that it's delivering dynamic and relevant content. Please assist us by completing a [five-minute survey](#) about your experience with Touchpoints by **Friday, Oct. 30**. Thank you in advance for helping our team continue to improve our offerings.

Warmly,  
Julie Rosen  
Executive Director

## Regional Meeting Spotlight

### Compassion in Action Webinar

**Monday, Oct. 19, 2015**  
4:00-5:00 PM ET

"Family Meetings: Improving Patient-Family-Clinician Communication"

[REGISTER NOW](#)

### Office Hours Webinar

**Tuesday, Oct. 20, 2015**  
Noon-1:00 PM ET

"Team Building and Sharing Responsibilities to Help Your Schwartz Center Rounds® Program Thrive"

[REGISTER NOW](#)

For [Schwartz Center members](#) only

### Regional Meetings and Facilitation Workshops

View the dates and details for our 2015 sessions

[REGISTER NOW](#)

For [Schwartz Center members](#) only

### 20th Annual Kenneth B. Schwartz Compassionate Healthcare Dinner

**Wednesday, Nov. 18, 2015**  
Boston Convention &



Schwartz Center Medical Director **Beth Lown, MD**, will offer a presentation during the upcoming [Nov. 18 Schwartz Center Regional Meeting](#). Beth's discussion of the [Compassionate, Collaborative Care Model and Framework](#), will help participants learn about the science of compassion and the role of compassion in preventing burnout, and in sustaining wellbeing and connection.

Participants will learn and explore strategies to build compassion capacity in their organizations. Regional Meetings are open to Schwartz Center members. [Learn more about becoming a member.](#)

### Introducing New Board Member Joyce A. Murphy



We are pleased to announce **Joyce A. Murphy** has joined our Board of Directors. Joyce is Executive Vice Chancellor of Commonwealth Medicine, the University of Massachusetts Medical School's healthcare operations and consulting division. Prior to her appointment to this position in 2011, she served as Commonwealth Medicine's Vice Chancellor and Chief Operating Officer for five years. She is

a longtime member of the Schwartz Center Leadership Council and the first Chair of the Thought Leadership Committee. She was a Dinner Chair in 2009 and has supported the Annual Celebration of Women in Healthcare as a Chair for many years. [Read a press release](#) about Joyce's new role on the Board.

### A Patient's Story: Compassionate Care was a Popsicle



For **Sharon McNally**, compassionate care has come in the form of simple gestures--a popsicle, a tube of lip balm, a reassuring word--during difficult healthcare experiences. Of one caregiver, she says, "She knew how much I hurt physically and emotionally and she did everything she could to alleviate my pain and speed

up my recovery. And recover I did." [Read Sharon's story.](#)

### Support Patients and Caregivers Like Cathy and John

Exhibition Center  
415 Summer Street  
Boston, MA

[REGISTER NOW](#)

### Your Gift Counts

Help support our programs in compassionate healthcare!

[DONATE](#)

### September's Top Posts

Here are the top three [Facebook](#) posts that resonated most with our followers last month:

1. [Heart surgeon with a heart: photos of doctor comforting young patient goes viral](#)
2. [Reflecting on Ken Schwartz's legacy, 20 years after his death](#)
3. [Remembering Carol Schwartz, board member, social worker, activist, loving mother and friend](#)

### Join Our Team

We're seeking talented candidates to fill the following roles at the Schwartz Center:

- Staff Assistant II
- Membership Development Manager
- Manager of Donor Data and Analytics
- Communications Intern - Fall 2015 & Spring 2016
- Development Intern - Fall 2015

[Learn more](#) about these opportunities!



**Cathy** was overwhelmed when her father suffered a heart attack just after her mother was diagnosed with Alzheimer's disease. **John**, a geriatric social worker, took the time to learn about Cathy and her parents as people--not just as patients. John knew that building this relationship would result in better care for Cathy's family. Every month he attends the [Schwartz Center Rounds](#)<sup>®</sup> program and participates in [Compassion in Action webinars](#) which have helped him recharge his compassion. Cathy and her parents were able to navigate the healthcare system thanks to John. She never knew of the Schwartz Center's role, but you do.

Please help us by [making a gift today](#). Your donation will go 100% toward advancing our vision that all patients receive compassionate care and all caregivers are supported in delivering it.

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## Introducing Our 2015 Dinner Chairs



We hope you'll join our [20th Annual Kenneth B. Schwartz Compassionate Healthcare Dinner](#) chairs for another great event. We're excited to introduce you to a dinner chair in each newsletter issue leading up to the dinner.

Meet Dinner Chairs **Mark Reynolds**, President of CRICO, and **Clare Reilly**, who say they are inspired by the Schwartz Center's mission because "Compassion is the primary reason people enter medical professions. Too

often the modern practice of medicine diminishes this level of compassion. The Schwartz Center, a center built on remembrance of one remarkable person, is dedicated to reinvigorating that sense of compassion in all caregivers, so that we can all be better cared for. We are honored to be involved." [Learn more or register for this event.](#)

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