



the schwartz center  
FOR COMPASSIONATE HEALTHCARE



# Touchpoints

February 2015

Issue #:

## Helping Caregivers Heal After Trauma

In light of the tragic shooting that resulted in the death of **Dr. Michael Davidson**, a prominent cardiac surgeon at Brigham and Women's Hospital, our medical director **Dr. Beth Lown** spoke with WBUR about how we can support the caregivers who were directly affected and those who may be feeling increased stress and anxiety. Dr. Lown referenced some of what we learned from our special Schwartz Center Rounds® sessions held for caregivers affected by the Boston Marathon bombings.

[Listen to Beth's Interview](#) | [Read "Using Schwartz Center Rounds® to Help a Community Recover After Tragedy"](#)

*Photo above: Caregivers at the special Schwartz Center Rounds sessions for those who treated people injured in the Boston Marathon bombings*

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## Congratulations to the Pinnacle Award Winners!

Save the Dates!

### Compassion in Action Webinar

**Tuesday, March 17, 2015**  
4:00 - 5:00 PM ET  
"Bridging Difference and Power  
with RESPECT: A Relational  
Approach to Patients,  
Supervisees and Teams"

[Register](#)

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### 2015 Regional Meetings and Facilitation Workshops

View the [dates and details](#) for our  
2015 sessions.



Congratulations to the [Pinnacle Award honorees](#), with a special kudos to our Leadership Council member **Joyce Murphy** of the University of Massachusetts Medical School and 2014 Schwartz Center Compassionate Caregiver Award® recipient **Thea James, MD**, of Boston Medical Center!

*Photo above: The Schwartz Center's Pamela Mann, Boston Medical Center's Thea James, MD, and UMass Medical School's Joyce Murphy*

## Technology and the Patient-Caregiver Relationship



At a panel discussion in Boston, four thought leaders who work at the intersection of medicine and technology discussed how new healthcare technologies are affecting the patient-caregiver relationship. [Read our White Paper](#)

## Compassion in Action: Cultivating Trust

**Mia Lozada, MD**, the Schwartz Center Rounds® physician leader of the Gallup Indian Medical Center in New Mexico, has always been interested in caring for underprivileged and underserved patients who may face challenges in their ability to receive appropriate and adequate care. At times, the goal in providing compassionate care to this patient population is simply to get patients to return. And to do that, gaining trust is an important first step. What drew Dr. Lozada to medicine were the interpersonal relationships and developing them over time with another person. Only then can patients feel they can open up because they trust that their caregivers want the best for them. [Read Mia Lozada's Story](#)



## Funding Our Future: Innovative New Programs

[Register](#)

For [Schwartz Center members](#) only.

### Health Policy Breakfast

**Friday, April 10, 2015**

Ropes & Gray  
800 Boylston Street  
Boston, MA

[View Details](#)

### New York Thought Leadership Breakfast

**Thursday, April 16, 2015**

New York Genome Center  
101 Avenue of the Americas  
New York, NY

[View Details](#)

### Celebration of Women in Healthcare

**Wednesday, May 20, 2015**

5:00 - 7:30 PM  
Tufts Health Plan  
705 Mount Auburn Street  
Watertown, MA

[View Details](#)

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

**Wednesday, Nov. 18, 2015**

[View Details](#)

Your Gift Counts

Help support our programs in compassionate healthcare!

[Donate](#)



[Regional Meetings and Facilitation Workshops](#) in cities around the country offer training and allow [Schwartz Center Rounds®](#) leaders to share best practices. These meetings are helping bring our [Schwartz Center members](#) together to create a national compassionate care community. **Nancy Cahners**, one of the program sponsors, says, "Schwartz Center Rounds enables our caregivers

to hold onto the reasons they entered healthcare in the first place. It was deeply satisfying to know my gift would extend the reach and the impact of the Schwartz Center Rounds to even more caregivers, and on a national level." [Learn More](#) | [Contact Tanya Holton to Learn about New Funding Opportunities](#)

## Schwartz Center Launches Business Membership

The Schwartz Center Business Membership Program provides three levels of year-round benefits that include event



**Harvard Pilgrim Health Care**

visibility and tickets for all events, speaking opportunities, year-round visibility on the Schwartz Center website and print materials, and access to Business Member Roundtables. **Eric Schultz**, President and CEO of Harvard Pilgrim Health Care, says, "Supporting The Schwartz Center is an investment in humanity. Harvard Pilgrim has been an enthusiastic supporter because we recognize that the work the Center is doing is unique in every way and so important to the care of patients and their caregivers." [Learn More](#) | [Contact Elizabeth Hickman to Learn about Becoming a Member](#)

## Join Us in Celebrating 20 Years of Compassion!



**20 Years**  
CHAMPIONS  
of COMPASSIONATE CARE

## Our Top Posts of 2014!

We strive to share informational and inspirational topics on our [Facebook page](#) and other social media channels, and love to see the engagement and feedback from you and our supporters. Here are some of the posts that resonated most with our Facebook followers in 2014:

1. [Dr. Thea James receives the 2014 Schwartz Center Compassionate Caregiver Award](#)
2. [The amazing speakers at our 2014 Women in Healthcare Event](#)
3. [Adrienne Haslet-Davis' determination to dance again following the Boston Marathon bombing](#)
4. [A nurse with ovarian cancer shares her story--one that highlights that palliative care is not synonymous with giving up hope](#)
5. [A doctor describes the challenges of end-of-life conversations](#)

Connect With Us!



We Want Your Feedback

Questions, comments, or suggestions?



In celebration of the **Schwartz Center's anniversary year**, we're

posting photos and memories from our first 20 years on Throwback Thursdays. [Like Us on Facebook to Join in!](#)

*Clockwise from top left: Ken Schwartz and his family; Honorary Board member Governor Charlie Baker and his wife Lauren Baker; Blue Cross Blue Shield of MA President and Board Member Andrew Dreyfus, Board President Ellen Cohen, and Compassionate Caregiver Awardee Scott Pomeroy, MD; get-well cards sent to Ken Schwartz by children*

[Forward email](#)



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