



Schwartz Center Honors Recipient of 2019 National Compassionate Caregiver of the Year Award

Sophia L. Maurasse, MD, McLean Hospital, recognized for her extraordinary work with complicated, challenging, difficult-to-reach patients

BOSTON (Nov. 21, 2019)—[The Schwartz Center for Compassionate Healthcare](#), a national nonprofit dedicated to putting compassion at the heart of healthcare, has named Sophia L. Maurasse, MD, as recipient of the [National Compassionate Caregiver of the Year \(NCCY\)[®] Award](#). The prestigious NCCY Award was presented at [the 24th Annual Kenneth B. Schwartz Compassionate Healthcare Dinner](#), where Maurasse was honored in front of 1,200 healthcare leaders, caregivers, supporters and others committed to compassionate healthcare. Massachusetts Governor Charlie Baker was the keynote speaker and presented the NCCY Award.

Maurasse is the medical director of McLean Hospital's 3East Girls Intensive and Step-Down Programs, which provide intensive treatment for girls, ages 13 through 21, whose complicated stories include trauma, self-injury and other challenging psychiatric conditions. Maurasse brings to her work the unique combination of highly skilled clinical expertise, an understanding of the full range of human behavior and an extraordinary capacity for compassion.

"Sophia opens her heart to the most complicated, challenging, and often self-destructive patients at 3East. Her incredible attunement allows her to balance compassion and acceptance for some of the deepest struggles and destructive behaviors, while at the same time pushing adolescents and their parents to open their eyes to change in ways that, for many, they never imagined possible," says a colleague.

Maurasse is known for her extraordinary care and the quiet empathic way she engages with patients, instilling trust and making it possible to reach some of the most difficult-to-reach patients. Her calm and compassionate demeanor provides a safe place for her patients to feel supported and understood, fostering hope for them and their families.

"On our team, compassionate care means we recognize that even in their most difficult moments, our patients are doing the best they can," says Maurasse. "This requires us to approach patients with respect and dignity and to be diligent not just in our speech but also in our own behavior with them and each other."

The NCCY Award is a national recognition program that celebrates excellence in compassionate healthcare. Through this program, the Schwartz Center honors caregivers like Maurasse 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 mission of putting compassion at the heart of healthcare is embodied by the work of Dr. Sophia Maurasse and our other National Compassionate Caregiver of the Year Award finalists. Their full-hearted commitment to patients and their families inspires us and demonstrates the 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 24-year mission to drive compassionate health care.”

The other five 2019 NCCY Award finalists are:

- **Justin N. Baker, MD, FAAHPM, St. Jude Children’s Research Hospital, Memphis, TN** – Baker is chief of the division of quality of life and palliative care at St. Jude Children’s Research Hospital and medical director of the QoLA – Quality of Life for All – team.
- **Joanne B. Glusman, MSW, LSW, APHSW-C, Bryn Mawr Hospital, Main Line Health, Bryn Mawr, PA** – Glusman is a clinical social worker on the palliative care team and an off-shift crisis social worker at Bryn Mawr Hospital, Main Line Health.
- **Elizabeth T. Heyne, PA-C, PsyD, Children’s Health, Dallas, TX** – Heyne is a certified physician assistant in the Thrive Clinic at Children’s Health.
- **Judy Ierardi, RT, (R) (CT) (MR), St. Elizabeth’s Medical Center, Boston, MA** – Ierardi is a manager in the radiology department at St. Elizabeth’s Medical Center.
- **Kari Rosenkranz, MD, Dartmouth-Hitchcock Norris Cotton Cancer Center, Lebanon, NH** – Rosenkranz is the medical director of the Comprehensive Breast Program at the Dartmouth-Hitchcock Norris Cotton Cancer Center.

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 demonstrate 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 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 national nonprofit dedicated to putting compassion at the heart of healthcare, 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 provides education, training and support to hundreds of thousands of healthcare professionals in the U.S., Canada, Australia and New Zealand 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. Our innovative Schwartz Rounds® unite 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 compassioninactionconference.org brings together clinicians, healthcare leaders and others to listen, learn and acquire new strategies for advancing a common goal of delivering more collaborative, compassionate 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 honoryourcaregiver.org.

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