



2018 National Compassionate Caregiver of the Year Award Finalists Announced

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Six NCCY Award finalists to be honored at the
23rd Annual Kenneth B. Schwartz Compassionate Healthcare Dinner

BOSTON (Oct. 15, 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 selected six finalists from across the U.S. for the 2018 National Compassionate Caregiver of the Year® (NCCY) Award. These finalists represent healthcare professionals who make a profound difference through their unmatched dedication to compassionate, collaborative care.

This year's award recipient will be announced on Nov. 8, 2018 at the 23rd Annual Kenneth B. Schwartz Compassionate Healthcare Dinner in Boston. More than 1,500 healthcare leaders, caregivers and patients are expected to attend this event, which is co-chaired by Troyen Brennan, MD, Executive Vice President and Chief Medical Officer, CVS Health; Clare Reilly; Mark E. Reynolds, President, CRICO; and Peter L. Slavin, MD, President, Massachusetts General Hospital.

The theme of this year's dinner is "The Impact of Community Tragedy on Professional Caregivers: Caring in the Aftermath of Violence" and the keynote speaker will be Boston Marathon bombing survivor, Patrick Downes.

2018 marks the 20th anniversary of the NCCY Award program, created by the Schwartz Center to honor outstanding healthcare professionals who display extraordinary devotion and compassion in caring for patients and families. Finalists are chosen by a national review committee, which includes past award recipients, in collaboration with representatives from the American Cancer Society, the American Diabetes Association, the American Heart Association/American Stroke Association, and the National Hospice and Palliative Care Association.

"We are honored to recognize these outstanding caregivers as 2018 NCCY Award finalists," said Matt Herndon, Schwartz Center CEO. "The tremendous impact each makes every day by providing the deepest level of emotional support, respect and compassion to patients and their families is truly remarkable."

"It gives us tremendous joy to honor this group of remarkable caregivers," said Ruth Kilduff, RN, Chair of the Schwartz Center Board. "As we celebrate 20 years of the NCCY Award program, we

continue to be in awe of the immeasurable commitment to compassionate care these finalists, and all whom we have honored with this award over the past two decades, demonstrate every day.”

The 2018 NCCY Award finalists are:

- **Glen Komatsu, MD, Providence St. Joseph Health in Torrance, California**, is a palliative care physician who discovered the specialty as his true calling after a successful decades-long career as a neonatologist. Chief medical officer of Providence TrinityCare Hospice and Regional Palliative Care, Dr. Komatsu has worked tirelessly to expand the palliative care and hospice services in the region. His perseverance and commitment led to TrinityKids Care, the only dedicated pediatric hospice program in the area and one of the largest in the country, and Iyashi Care, culturally sensitive palliative care for Japanese Americans and Japanese-speaking older adults. As one colleague said, “The visionary palliative programs Glen has built in Southern California have become models of care for the nation.”
- **NewYork-Presbyterian Lower Manhattan Hospital’s emergency medical response team in New York, New York**, 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. When a terrorist driving a rented truck drove through a pedestrian bike lane killing eight people and injuring many more, this team, many of whom had not previously worked together, jumped into action. Nurses, social workers, psychiatrists, patient care technicians, trauma surgeons, security managers and others worked with precision as one unified force to provide not only medical care, but deep and loving compassion to people in great emotional pain. As one physician put it, “Out of the chaos and the raw emotion, it was amazing to witness how a team came together to provide compassionate care to the victims, their families and colleagues.”
- **Pat O’Malley, MD, MassGeneral Hospital for Children in Boston, Massachusetts**, is the medical director of the pediatric palliative care service and a respected and beloved educator and mentor. She was the founding chief of the pediatric emergency room at Massachusetts General Hospital and served in that role for 25 years before founding the hospital’s pediatric palliative care service. A 2005 Schwartz Fellow for Spiritual Care, she is known for her aura of calm and compassion that has touched countless patients, families and colleagues for decades. Describing Pat’s approach to her work, one colleague put it, “It begins with a love of children and unwavering commitment to support families and children, to improve their quality of life, not just in body but in mind and spirit. Dr. O’Malley strives to understand and appreciate the whole child.”
- **Lolita (Lola) Roland, RN, CARN, Cambridge Health Alliance in Cambridge, Massachusetts**, is an office-based addiction treatment nurse care manager who has been caring for patients with substance use disorders since long before the opioid epidemic came into the national spotlight. After 25 years as a nurse, Lola turned her focus to the

specialty area of addictions, where she has devoted herself for the past 20 years. She has a master's degree in pastoral theology and is known for her deep understanding of and respect and compassion for her patients in their incredible struggles with addiction. "I have seen my share of extraordinary caretakers. Lola is a Hall-of-Famer," said a colleague. "She has saved many lives, she has given hope to those who were hopeless, she has inspired her colleagues to never give up, to keep an open mind and to always, always care.

- **Terry Stancin, PhD, ABPP, The MetroHealth System in Cleveland, Ohio**, is a clinical psychologist and director of child and adolescent psychiatry and psychology who has devoted herself to providing the highest quality, empathic healthcare to some of the most at-risk kids, for more than three decades. She founded MetroHealth's Kidz Pride Clinic, only the second in the nation dedicated to the unique medical and mental-health needs of lesbian, gay, bisexual, transgender and questioning youth. She has seized opportunities to provide better mental health services to children, especially disadvantaged children who are often the most in need of services because of exposure to trauma, poverty, adverse life events, economic limitations and more. In the words of one colleague, "Through her amazing one-on-one care with patients and through her work as a mentor and leader, Dr. Stancin has provided hope, healing and light to thousands of children in our community."
- **Wendy Walters, LICSW, the University of Alabama at Birmingham Hospital in Birmingham, Alabama**, is a clinical ethics consultant with more 30 years of experience in supporting patients, family members and healthcare professionals coping with end of life. She has worked extensively at opposite ends of the spectrum of how people die – from her early years as a hospice social worker, through her many years in the intensive care unit working closely and compassionately with families facing incredibly difficult decisions. As one colleague writes, "Wendy exudes compassion and her professional work is centered on providing just, compassionate, and patient-centered care. Our hospital system is made better by her work because she helps elevate the holistic care of our patients."

More information about the award and dinner is available at theschwartzcenter.org/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 (compassioninactionconference.org) 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 (honoryourcaregiver.org).

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