

The Virtual Twenty-Fifth Annual

*Kenneth B. Schwartz  
Compassionate  
Healthcare Dinner*



**HONORING A NATION OF  
COMPASSIONATE CAREGIVERS**



“IF I HAVE LEARNED ANYTHING, IT IS  
THAT WE NEVER KNOW WHEN, HOW  
OR WHOM A SERIOUS ILLNESS WILL  
STRIKE. IF AND WHEN IT DOES, EACH  
ONE OF US WANTS NOT SIMPLY  
*the best possible care for our  
body but for our whole being.*”

**-Kenneth B. Schwartz (1954-1995)**  
Schwartz Center Founder





the schwartz center  
FOR COMPASSIONATE HEALTHCARE

*Celebrating 25  
years of  
putting compassion  
at the heart of  
healthcare*

*Thursday, December 3, 2020*

# Welcome

The Schwartz Center entered its 25th anniversary year just as the coronavirus entered our communities. Healthcare professionals around the world have been making a profound difference through their unmatched dedication to compassionate, collaborative, patient- and family-centered care in some of the most physically and emotionally challenging circumstances imaginable.

With 25 years of experience in supporting, educating and training hundreds of thousands of caregivers, the Schwartz Center is uniquely positioned to support the healthcare community during this time. The collision of the pandemic, health disparities, and systemic racism has brought on a national reckoning. In the face of these crises, we keep coming back to one value that can offer a path toward healing and community and that has defined the Schwartz Center for 25 years: *compassion*.

Loyal donors and partners made it possible for us to respond early and quickly to the needs of our members for mental and emotional support. Since the onset of the pandemic, the Schwartz Center has created guidance for Virtual Schwartz Rounds®, developed a COVID-19 resource page, and launched the Stress First Aid training program designed to alleviate long-term mental health effects. We also offered a COVID-19 Compassion in Action Webinar Series focused on caregiver needs, which reached more than 24,000 providers across the world.

The public health crisis has further illustrated inequities that disproportionately impact people of color. Among the core values that have always grounded our work at the Schwartz Center are equity and inclusion – from our efforts to bridge the silos that challenge organizations, to our commitment to recognize and celebrate compassion in every aspect of healthcare. We believe that these values are among the key differentiators of Schwartz Rounds and help us advance equity and understanding in our healthcare member organizations.

But we also know that in order to realize our vision of a world where all who seek and provide care experience compassion, we must do more. In recent months, we have turned our attention to the importance of giving voice to unheard experiences, particularly those of racism in healthcare. We are partnering with our members to better understand how to support them in advancing equity within their organizations. Though there is much work to be done, this effort to support our members is one step toward building more equitable and inclusive organizations and aligns with the larger diversity, equity and inclusion work underway at the Schwartz Center.

As our founder, Ken Schwartz, said 25 years ago, “If I have learned anything, it is that we never know when, how, or whom a serious illness will strike. If and when it does, each one of us deserves and is entitled to the best possible care — not just for our body but for our spirit and our soul.”

Tonight, we gather to honor healthcare workers’ commitment, resilience and compassion in the face of this public health crisis. We are honored to have you join us in support of the caregivers who have given selflessly to their patients during these difficult times.

Looking to the future, we remain committed to supporting caregivers during and in the aftermath of this life-altering pandemic and to advancing equity in healthcare. We continue to be guided by Ken’s experience and foresight as we work to extend our reach to even more caregivers and their patients. Our work has never been more important, and the impact of your support has never been more meaningful. Thank you for joining us in this mission to put compassion at the heart of healthcare.



Ellen R. Cohen  
Board President



Sharon McNally  
Board Chair



Matt Herndon  
Chief Executive Officer



# A Message From Ellen Cohen



I am honored to have you join me in celebrating this special anniversary year as we continue to advance Ken Schwartz's vision of a world where all who seek and provide healthcare experience compassion. It has been incredible to watch the growth of the organization over the past 25 years — from originally offering local programs to now reaching hundreds of thousands of caregivers across the country and around the world.

In 1994, my late husband Ken was diagnosed with advanced lung cancer at age 40. As a family we were devastated, but were helped throughout our difficult journey by a team of incredibly compassionate healthcare providers.

Ken soon came to realize what matters most during an illness — the human connection between patients and their caregivers. He wrote about his experience in an article for the Boston Globe Magazine titled "A Patient's Story." In it, he writes that "the smallest acts of kindness" make "the unbearable bearable." The response to his article was tremendous. It was clear that his message had struck a chord with patients and caregivers all over New England.

At the end of his life, Ken envisioned a center that would study the relationship between patients and their caregivers and support and train them to provide the kind of compassionate care that he received during treatment. He wanted patients to have high-quality relationships with their caregivers — relationships that made all the difference for him and our family.

In 1995, we could not have envisioned how this center would evolve and grow in 25 years. The programs that have been thoughtfully crafted and developed today have supported caregivers during the everyday challenges of their roles — as well as during unforeseen crises. We could not have predicted the opioid epidemic, mass casualty events that have happened across the country, or a global pandemic. However, with your support, we were able to reach these caregivers in their times of need.

The Schwartz Center is here, strong and vitally important today, to educate and to advocate for all caregivers and to strengthen the patient-caregiver bond. This commitment to putting compassion at the heart of healthcare is essential. I am grateful to you, our supporters and members, for bringing this to fruition.

Thank you.

*Ellen R. Cohen*

# Who We Are

The Schwartz Center for Compassionate Healthcare envisions a world where all who seek and provide healthcare experience compassion. We have hundreds of members in the U.S., Canada, Australia and New Zealand, including hospitals, long-term care facilities and other healthcare organizations, and more than 200 healthcare organizations conducting our programs in the United Kingdom and Ireland. Through them, we have positively impacted hundreds of thousands of caregivers and patients across nearly every healthcare setting with our programs and resources.

The Schwartz Center's mission to put compassion at the heart of healthcare holds true no matter how extraordinary or difficult the circumstances. Healthcare organizations rely on our programs, education and resources to support clinician well-being and mental health, 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.

# What We Do

Through our Healthcare Membership Program, we provide training, support, education, community and recognition programs that enable healthcare organizations to create and sustain cultures of compassion.

The Schwartz Center's signature program, the Schwartz Rounds, gives healthcare providers an opportunity to connect through conversation, offering them a safe and inclusive forum for interprofessional discussion about the social and emotional issues that arise in caring for patients. Unlike traditional medical rounds, Schwartz Rounds focus on the human dimension of healthcare. In the last year we have launched two successful variations of the program: Unit-Based Schwartz Rounds, which brings the program to the point of care at the time of need, and Virtual Schwartz Rounds, which remotely enables connection, community and engagement among healthcare providers, particularly during these challenging times.

We recently launched our Stress First Aid (SFA) program, a psychological first aid framework originally developed by the National Center for PTSD to support the military and first responders, which we have adapted to provide mental health support to healthcare workers. We offer both a basic training and a more intensive train-the-trainer program for those who want to implement the program within their organization.

In addition to these programs we offer Facilitation Workshops and hold an Annual Compassion in Action Healthcare Conference and Compassion in Action webinar series.

# Dinner Program

Thursday, December 3, 2020  
7:00-8:00 PM EST

Please check your email for login information. If you have any questions, please contact us at [events@theschwartzcenter.org](mailto:events@theschwartzcenter.org).

More details on the program line-up can be found at [theschwartzcenter.org/dinner](https://theschwartzcenter.org/dinner).

## History

The Schwartz Center reflects the vision of Ken Schwartz, a Boston healthcare attorney who died of lung cancer at age 40 and found that what mattered to him most was the human connection he felt with his caregivers, which he said made “the unbearable bearable.” He established the Schwartz Center in 1995 – just days before his death – to ensure that all patients and families are treated with compassion.

Housed at Massachusetts General Hospital, where Ken Schwartz received his care, the Schwartz Center operates with an independent budget and autonomous governance structure.





# Dinner Leadership

## DINNER CHAIRS

**Jack Connors, Jr.**

**Lois Cornell**, Executive Vice President, Massachusetts Medical Society

**Andrew Dreyfus**, President & Chief Executive Officer, Blue Cross Blue Shield of Massachusetts

## EVENT COMMITTEE

**Ellen R. Cohen, MSW**, President, Schwartz Center Board of Directors

**Robert K. Coughlin**, President and CEO, MassBio

**Kerry Flynn**, Vice President, Chief IP Counsel, Vertex Pharmaceuticals

**Betsy Pingree Frawley and James M. Litton**

**Ruth Kilduff**, Member, Schwartz Center Honorary Board

**Sharon McNally**, President, Camp Harbor View Foundation; Chief of Staff, Connors Family Office

**Jo Frances Meyer**, Director, Puddingstone Consulting

**Jay Shiland**, Partner, MTS Health Partners LP

**Marjorie and Paul Stanzler**

**Lynn Wiatrowski**, Executive Vice President, Bank of America Merrill Lynch

# Schwartz Center Alumni Leaders

## 2019

Michael L. Blau  
Michael Carson  
Ann-Ellen Hornidge,  
Esq.

## 2018

Troyen Brennan, MD  
Clare Reilly  
Mark E. Reynolds  
Peter L. Slavin, MD

## 2017

Fangli Chen, PhD  
Kevin Tabb, MD

## 2016

Glen Curley  
Kerry A. Flynn, CLP  
Thomas H. Grape  
Larry Renfro  
Dianne Savastano,  
BSN, MBA

## 2015

Marna P. Borgstrom  
Ruth Kilduff  
Stacey J. Lucchino  
Clare Reilly  
Mark E. Reynolds

## 2014

John Fernandez  
Sharon McNally  
Kimberly Smith  
Robert G. Urban, PhD

## 2013

Lois Cornell  
William Gilbane, Jr.  
Erik Wexler

## 2012

Edward Bond, Jr.  
Jeanette Clough  
Robert K. Coughlin  
Keith Pitts  
John Scroope

## 2011

Michael L. Blau  
Ruth Kilduff  
Lynn Nicholas  
Richard C. Walsh

## 2010

Walter Ettinger, MD  
Gary Gottlieb, MD  
Jack McCarthy  
Richard C. Walsh

## 2009

John Albert  
Rick Kobus  
Joyce A. Murphy  
James Roosevelt, Jr.

## 2008

William Knowlton  
Joseph Mullany  
Dan Shimkus  
Tom Simons

## 2007

Tom Glynn  
Karen Gotting-Smith  
Karen Kaplan  
Eric Schultz

## 2006

Tom Grape  
Fred Shonkoff  
Lynn Wiatrowski

## 2005

Ellen R. Cohen, MSW  
Andrew Dreyfus  
R. Robert Popeo

## 2004

Corinne Broderick  
Julie A. Rosen  
Peter L. Slavin, MD

## 2003

Kristine & Richard  
Doherty  
Tom O'Neill  
Steve Tringale

## 2002

Elizabeth & Ben  
Kincannon  
Thomas Lynch, Jr., MD  
Alan Rottenberg

## 2001

Charlie Baker  
Harris Berman, MD  
Jim Hooley  
William Van Faasen

## 2000

Michael Collins, MD  
Samuel O. Thier, MD

## 1999

Betsy Pingree Frawley &  
James M. Litton  
Al Minahan  
Peter & Ellen Zane

## 1998

Thomas Reardon  
Rina Spence  
Stephen Weiner

## 1997

Philip Johnston  
Alan & Susan Solomont

## 1996

Richard Glovsky  
Tony & Kathy Starr

# Compassion in Action

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We are proud to support the  
**25th Annual Kenneth B. Schwartz  
Compassionate Healthcare Dinner.**

We join you in saluting the nation's caregivers and healthcare professionals for their dedication, compassion, and resilience in response to the coronavirus pandemic. They personify the **Schwartz Center's** mission — and honor **Ken's** memory — every day.



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# Guest Speaker

## **Ashish Jha, MD, MPH**

Dean of the Brown University School of Public Health  
Professor of Health Services, Policy & Practice, Brown University School of Public Health



A practicing physician, Ashish K. Jha, MD, MPH, is recognized globally as an expert on pandemic preparedness and response as well as on health policy research and practice. He has led groundbreaking research around Ebola and is now on the front lines of the COVID-19 response, leading national and international analysis of key issues and advising state and federal policy makers. He joined the Brown School of Public Health after leading the Harvard Global Health Institute and teaching at the Harvard T.H. Chan School of Public Health and Harvard Medical School.

Dr. Jha has published more than two hundred original research publications in prestigious journals such as the *New England Journal of Medicine* and the *BMJ*, and is a frequent contributor to a range of public media. He has extensively researched how to improve the quality and reduce the cost of healthcare, focusing on the impact of public health policy nationally and around the globe.

Before joining the Brown School of Public Health, Dr. Jha was a faculty member at the Harvard T.H. Chan School of Public Health (HSPH) since 2004 and Harvard Medical School since 2005. He was the faculty director of the Harvard Global Health Institute from 2014 until September 2020. From 2018 to 2020, he served as the dean for global strategy at the Harvard T.H. Chan School of Public Health.

A general internist previously with the West Roxbury VA in Mass., Dr. Jha has continued his practice at the Providence VA Medical Center in Rhode Island.

Dr. Jha was born in Pursaulia, Bihar, India in 1970. He moved to Toronto, Canada in 1979 and then to the United States in 1983. In 1992, Dr. Jha graduated Magna Cum Laude from Columbia University with a B.A. in economics. He received his MD from Harvard Medical School in 1997 and then trained as a resident in Internal Medicine at the University of California, San Francisco. He returned to Boston to complete his fellowship in General Medicine from Brigham and Women's Hospital and Harvard Medical School. In 2004, he completed his Master of Public Health degree at the Harvard T.H. Chan School of Public Health. He was elected to the National Academy of Medicine in 2013.

# Host

## Callie Crossley

Radio and Television Host, Commentator and Public Speaker, WGBH's *Under the Radar with Callie Crossley*

Callie Crossley is a Boston-based radio and tv host, commentator, and public speaker. Her Monday morning commentaries on WGBH's *Morning Edition* tackle wide-ranging subject matter—from the removal of Confederate statues, police killings of unarmed Black men, the powerful men who shielded Jeffrey Epstein, commercialization of Breast Cancer Awareness Month, safe injection sites, Jay-Z and the NFL and COVID-19 disparities.

She appears on WGBH-TV's *Beat the Press*, examining local and national media coverage, and hosts *Basic Black*, which focuses on current events concerning communities of color. A frequent commentator on television and radio, she is regularly quoted in the national media.

A former producer for ABC News 20/20, Crossley is also a CIC Visiting Fellow (formerly Woodrow Wilson Visiting Fellow), guest lecturing at colleges and universities about media literacy, media and politics and the intersection of race, gender and media.

Crossley is a multiple award-winning journalist and documentary filmmaker, whose awards include a National Emmy, the Gold Alfred I. Dupont-Columbia Award, plus Associated Press, Edward R. Murrow, and Clarion Awards, and top honors for commentary from the Public Radio News Directors. She is the first African-American to win an Oscar® nomination in the Documentary Feature



category for her work as a Producer on “Bridge to Freedom,” her hour in the documentary series, “Eyes on the Prize: America’s Civil Rights Years 1954-1965.” She also earned a National Emmy and the Alfred I Dupont-Columbia Award (Gold Baton) for this work.

Among her many awards, Crossley won the 2020 Clarion Award for Radio Regular Talk or Interview program for a curated collection of segments from “Under the Radar with Callie Crossley.” She also won the 2020 Clarion Award, Local or Regional Television Talk Show for an episode of “Basic Black: Harriet Tubman movie and 1619.”

She is a graduate of Wellesley College, and holds three honorary degrees, a Doctor of Humane Letters from Wheaton College, a Doctor of Arts degree from Pine Manor College and an honorary Doctor of Humane Letters degree from Cambridge College.

# Dinner Chair

**Jack Connors, Jr.**



Jack Connors, Jr. is a founding partner of Hill, Holliday, Connors, Cosmopolus, Inc., a full-service marketing communications company. Under his leadership, Hill, Holliday evolved from a one-room shop, founded in 1968, to one of the top 20 advertising firms in the United States.

Early in his career, he became interested and active in the philanthropic life of the city of Boston, serving on boards and leading civic campaigns. In fact, throughout Greater Boston, Jack Connors is known for these efforts as well as for his business acumen. Boston Magazine named him one of the most powerful people in Boston.

As an articulate advocate for Boston's world-class hospitals, Jack served as chairman of the Board of Directors of Mass General Brigham for 16 years and became chairman emeritus in July 2012. He served on the Boston College Board of Trustees for over 30 years and was chair of that board for two terms. He is a member of the Board of Directors of Partners-In-Health, the HomeBase Program, the Board of Fellows at Harvard Medical School, and Board of Dean's Advisors for the Harvard T.H. Chan School of Public Health.

Born in Boston, Jack is a graduate of Boston College and resides in Brookline, Massachusetts. He and his wife, Eileen, have four children and thirteen grandchildren.

*“The Connors Family is proud to support the work of the Schwartz Center and to honor its 25-year legacy of promoting the delivery of compassionate healthcare. Ken Schwartz’s inspired and generous vision has had a profound impact on caregivers and patients alike.”*

— Jack Connors

The physicians and students  
of the Massachusetts  
Medical Society are proud to  
support the Schwartz Center  
and offer our gratitude and  
congratulations for  
**25 years** of working to  
advance compassionate  
health care and to support  
the critical relationship  
between patients and  
caregivers.



MASSACHUSETTS  
MEDICAL SOCIETY

*Every physician matters, each patient counts.*

# Dinner Chair

## Lois Dehls Cornell

Executive Vice President,  
Massachusetts Medical Society



Lois Dehls Cornell is the executive vice president of the Massachusetts Medical Society. Appointed to the position on June 1, 2016, Ms. Cornell is responsible for the operation and management of the Society and its operating divisions, and she provides oversight for its several subsidiaries. In addition to its membership advocacy, public health, and educational activities, the Society publishes the *New England Journal of Medicine* under the auspices of NEJM Group.

Prior to joining the Society, Ms. Cornell spent 24 years at Tufts Health Plan, where she served as chief administrative officer and general counsel. Prior to joining Tufts Health Plan, Ms. Cornell was an associate at the Boston law firm of Goodwin Procter.

Ms. Cornell has been recognized for contributions to her profession by Women's Business Boston, which named her one of the *Top 10 Women Corporate Lawyers in Boston*, and Massachusetts Lawyer's Weekly with its *In-House Leaders-in-the-Law Award*. She is also a recipient of the YWCA Boston's *Academy of Women Achievers Award*. With Ms. Cornell at the helm, the Society was named one of the *Top 100 Women-Led Businesses in Massachusetts* by the Commonwealth Institute and Boston Globe Magazine from 2018 to 2020.

Ms. Cornell serves on the boards of the Pan-Massachusetts Challenge and Massachusetts Health Quality Partners, and is a member of the Massachusetts Women's Forum. She is past president of the American Health Lawyers Association.

Ms. Cornell received a B.A. cum laude from Macalester College and earned a J.D. from the Northeastern University School of Law. She also completed the Advanced Management Program of Harvard Business School and the Executive Leadership Program of America's Health Insurance Plans.

*"For 25 years, the Schwartz Center has supported and nurtured the delivery of compassionate healthcare that is at the heart of the caregiver-patient relationship. The Massachusetts Medical Society is honored to further Ken Schwartz's extraordinary and caring vision which benefits patients, their families, and caregivers. We are grateful for your work and dedication to improve caregiver well-being, which is even more critical in these unprecedented times."*

— Lois Dehls Cornell

# Dinner Chair

## Andrew Dreyfus

President and CEO, Blue Cross Blue Shield of Massachusetts



Andrew Dreyfus is president and chief executive officer for Blue Cross Blue Shield of Massachusetts (BCBSMA), one of the largest independent Blue Cross Blue Shield plans in the country with over \$8 billion in revenue and nearly 3 million members. He currently serves on the boards of Ironwood Pharmaceuticals, Boys and Girls Clubs of Boston, and RIZE Massachusetts. He is a member of the Massachusetts Digital Health Council and the advisory boards of Ariadne Labs and the Leonard D. Schaeffer Center for Health Policy and Economics at the University of Southern California (USC). Andrew is a founding member of the Massachusetts Coalition for Serious Illness Care and a member of the National Academies of Sciences, Engineering, and Medicine's Roundtable on Quality Care for People with Serious Illness.

Andrew joined BCBSMA in 2005 as executive vice president, health care services, at which time he created the Alternative Quality Contract, one of the largest commercial payment reform initiatives in the nation. Previously he served as founding president of the Blue Cross Blue Shield of Massachusetts Foundation. It was here that he developed the "Roadmap to Coverage," a multi-year initiative which led to the passage of the state's landmark 2006 Health Reform Law, which led to the lowest uninsured rate in the country and later became the model for the Affordable Care Act.

Prior to Blue Cross, Andrew was executive vice president of the Massachusetts Hospital Association (MHA), and held a number of senior health and regulatory positions in Massachusetts state government.

Andrew holds a B.A. in English from Connecticut College.

*"Ken: Twenty-five years ago, you asked us to nourish and elevate the relationship between patient and caregiver. Today, the Center that bears your name honors your request, and your compassionate spirit still guides our work."*

— Andrew Dreyfus





MASSACHUSETTS

# EXTRAORDINARY CARE COMES FROM EXTRAORDINARY PEOPLE

We're honored to celebrate 25 years of  
Schwartz Center health care heroes.



Blue Cross Blue Shield of Massachusetts is an Independent Licensee of the Blue Cross and Blue Shield Association.

# *Supporting Healthcare Professionals During Unprecedented Times*

The COVID-19 pandemic is taxing the human, material and financial resources of individuals, communities and countries around the world. This unprecedented public health crisis has impacted every aspect of daily life, but the toll on healthcare professionals has been particularly immense.

At the Schwartz Center, we are honored to be able to provide programs, resources and expert guidance to support caregivers and healthcare leaders during this difficult time.

## **5 NEW INITIATIVES LAUNCHED**

As soon as COVID started spreading through our communities, we launched several new programs to help reach caregivers, including Stress First Aid (SFA) and Virtual Schwartz Rounds. To learn more about those programs, please turn to page 5.

## **850+ ATTENDEES JOINED OUR VIRTUAL COMPASSION IN ACTION CONFERENCE**

The virtual conference offered 40+ sessions featuring workshops and panel presentations on how to manage the challenges, experiences and impact of the COVID-19 pandemic on patients, healthcare workers, leaders and our healthcare system, as well as content aligned with our original conference themes. To learn more, please turn to page 20.

## **24,840+ PEOPLE VIEWED OUR COVID COMPASSION IN ACTION WEBINAR SERIES**

This special webinar series featured leading practitioners and researchers who shared information to help caregivers and healthcare leaders manage the stress and anxiety they are experiencing, and were offered free of charge.

## **23,350+ PEOPLE ACCESSED OUR COVID RESOURCE PAGE**

We built a resource center filled with tips, information and resources that offering strategies to cope with the frustration, fear, isolation and emotional exhaustion associated with providing care during and after this pandemic. You can find the page at [theschwartzcenter.org/covid-19](https://theschwartzcenter.org/covid-19)

## **50 STATES AND 39 COUNTRIES WERE REPRESENTED BY CAREGIVERS ACCESSING OUR RESOURCES**

Underscoring the global spread of the pandemic and the need for the resources that we provide, our programs were utilized by caregivers across the country and around the world.



# Honoring a Nation of Compassionate Caregivers

Since 1999, the Schwartz Center for Compassionate Healthcare has honored outstanding healthcare professionals who display extraordinary devotion and compassion in caring for patients and families. Each year, an award recipient and finalists are chosen in the individual and team categories for the National Compassionate Caregiver of the Year (NCCY)<sup>®</sup> Award.

This year, however, is different. The public health crisis created by the COVID-19 pandemic has strained the country's healthcare system like never before and, as a result, healthcare professionals everywhere have faced unprecedented and unimaginable challenges, selflessly putting themselves at risk to care for others. In response, instead of honoring one individual or team this year, we will recognize all caregivers by *Honoring a Nation of Compassionate Caregivers*. We are telling the collective story of healthcare providers and celebrating their dedication and resilience during this public health crisis.

We're honored that you are joining us in our shared commitment to equitable and compassionate healthcare for all. Funds raised tonight will help the Schwartz Center support the mental health and emotional well-being of as many healthcare professionals as possible.





THE VIRTUAL  
**COMPASSION  
IN ACTION**  
HEALTHCARE CONFERENCE

June 16 - November 17, 2020

The Schwartz Center's Virtual Compassion in Action Healthcare Conference featured a comprehensive program of 40+ virtual sessions including online presentations, conversations and workshops twice a week from June 16 through November 17, 2020, featuring globally renowned healthcare leaders. The programming was tailored to provide attendees with insight, knowledge and tools to help them support themselves and their communities, and other resources to equip caregivers to sustain a culture of compassion throughout and following this public health crisis.

**By the numbers:**



Conference attendees: **850+**



Presenters: **120+**



States represented: **43**



Countries represented: **9**

**Most common attendee roles:**

- Senior Healthcare Leaders and Executives
- Directors of Quality, Patient Safety, and Patient Experience
- Physicians and Medical Directors
- Nurses and Nursing Managers
- Social Workers, Case Managers, and Spiritual Care Providers

**In partnership with:**



The background features a dark blue gradient with a large, faint graphic of two hands reaching towards each other, overlaid with a white molecular or network structure.

SAVE THE DATE

2021 Virtual  
Compassion in Action  
Healthcare Conference

**Starting June 2021**

[COMPASSIONINACTIONCONFERENCE.ORG](https://COMPASSIONINACTIONCONFERENCE.ORG)



the schwartz center  
FOR COMPASSIONATE HEALTHCARE

## ANNUAL DINNER DONORS

# Individuals

### NATIONAL COMPASSIONATE CARE CIRCLE

Members of our National Compassionate Care Circle are individual donors who give \$10,000 or more to support the annual operations of the Schwartz Center. The Schwartz Center for Compassionate Healthcare gratefully acknowledges the many individuals, families and organizations that have so generously supported our work.

#### *Founder - \$100,000+*

Anonymous  
Ellen R. Cohen and Daniel Haber  
The Connors Family  
Marjorie and Paul Stanzler

#### *Champion - \$50,000-\$99,999*

Anonymous  
Liz and Phill Gross

#### *Trustee - \$25,000-\$49,999*

Anonymous (2)  
Stephen Corman  
Fran and Michael Goldberg  
Ruth Kilduff, RN, and Jay Carrigan  
*In memory of Christian Minard*  
Clare Villari and David Weinstein  
Lynn Wiatrowski and Joren C. Madsen, MD

#### *Ambassador - \$15,000-\$24,999*

Andrew C. Dreyfus  
Rev. Judith Swahnberg and Carl Novotny

#### *Compassionate Care Circle - \$10,000-\$14,999*

Michael Blau and Ann Muschett  
Michael Carson  
Kerry A. Flynn, CLP  
Ruth G. Koblenzer  
Sharon and Brian McNally  
Jo Frances Meyer  
Mark Reynolds and Clare Reilly  
Jay A. Shiland and Elizabeth Maringer  
Tony and Kathy Starr



## *Patron - \$5,000-\$9,999*

Howard Cohen and Myra Musicant  
Wendy and Richard Cohen  
Lois and Linc Cornell  
Peggy Crawford, PhD  
Ellen Feldberg Gordon and Michael Gordon  
*In memory of Julian and Eunice Cohen*  
Betsy P. Frawley and James M. Litton  
Beth Lown and the Piken Family  
Thomas Lynch, Jr., MD, and Laura Pappano  
Pamela Mann and David Baron, MD  
Joyce A. Murphy  
Michael and Audrey Straight  
Kate Walsh and Erik Garpestad, MD  
Ellen and Peter Zane

## *Host - \$1,500-\$4,999*

Rich and Liz Bane  
Peter and Lisa Biagetti  
Drs. Brad and Andrea Buchbinder  
*In memory of Frances and Jerry Gold*  
Wayne and Jacqui Budd  
Robert and Christine Coughlin  
Tom and Midge DeSimone  
Rich and Kris Doherty  
Tom Glynn and Marylou Batt  
Brett and Abby Gordon  
Barbara Guilfoile and Bernard Lebow  
Sally Jackson  
Jeffrey L. Kraines, MD, and Linda Kaplan  
Ruth Lazarus and Michael S. Feldberg  
Dick Marks and Jennifer Morrison  
Steve and Moira Mitus  
Britain W. Nicholson, MD, and Celeste Robb-Nicholson, MD  
Jan and Stuart Rose  
Jeffrey Wisch, MD, and Cindy Crofts-Wisch

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*\*Gifts received as of October 23, 2020.*

**For a more updated list, please visit [theschwartzcenter.org/dinner](https://theschwartzcenter.org/dinner)**

*Every effort has been made to ensure the accuracy of this list. Please notify us of any omissions or inaccuracies. Thank you for understanding.*

## ANNUAL DINNER DONORS

# Organizations

### NATIONAL BUSINESS MEMBERS

#### *Chairman Circle*

Blue Cross Blue Shield of  
Massachusetts  
CRICO  
Massachusetts General Hospital

#### *Executive Circle*

Bank of America Merrill Lynch  
Harvard Pilgrim Health Care  
Mass General Brigham

#### *Leader Circle*

Benchmark Senior Living  
Genesis HealthCare  
MedPro Group  
Tufts Health Plan

#### *Dinner Program*

#### *Underwriter*

CRICO

#### *Leader - \$100,000+*

Blue Cross Blue Shield of  
Massachusetts  
Massachusetts General Hospital  
Mintz, Levin, Cohn, Ferris, Glovsky  
and Popeo

#### *Champion - \$50,000-\$99,999*

CRICO

#### *Trustee - \$25,000-\$49,999*

Community Foundation of East  
Central Illinois  
*In honor of Gloria Valenti*

#### *Benefactor - \$10,000-\$24,999*

Beth Israel Lahey Health

#### *Patron - \$5,000-\$9,999*

Boston Children's Hospital  
Brigham and Women's Hospital  
Brigham and Women's Hospital-Dept.  
of Nursing & Patient Care  
Choate, Hall & Stewart LLP  
The Colony Group, LLC  
Commonwealth Care Alliance, Inc.  
Dana-Farber Cancer Institute  
Massachusetts Medical Society  
Middleton & Company, Inc.  
Pierce & Mandell, PC  
Prime Therapeutics  
State Street Corporation  
Sunstein LLP  
Verrill

#### *Friend - \$3,500*

Alliance Health and Human Services  
MGH Institute of Health Professions  
St. Elizabeth's Medical Center  
WS Development Associates LLC &  
WS Asset Management, Inc.

*\*Gifts received as of October 23, 2020.*

**For a more updated list, please visit  
[theschwartzcenter.org/dinner](https://theschwartzcenter.org/dinner)**

*Every effort has been made to ensure the accuracy  
of this list. Please notify us of any omissions or  
inaccuracies. Thank you for understanding.*

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The Schwartz Center National Business Membership program provides essential philanthropic support, while offering our business partners attractive opportunities to:

- Distinguish their brand
- Create an environment to generate higher-value relationships
- Recruit and retain talented employees
- Make connections with leading thinkers from all sectors of healthcare
- Demonstrate a strong community commitment

This partnership offers three levels of year-round benefits that include special recognition and tickets for all events, speaking opportunities, access to National Business Member Roundtables, and visibility on the Schwartz Center website and in print materials.

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For more information about becoming a Schwartz Center National Business Member, please contact Melissa Restivo at [mrestivo@theschwartzcenter.org](mailto:mrestivo@theschwartzcenter.org) or 617.724.6795.

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Our Champions of Compassion are individual donors who have supported the Schwartz Center for at least half of our 25 years.

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# Compassionate Caregiver Honor Roll

The Honor Your Caregiver program celebrates thousands of acts of compassion, whether everyday or extraordinary, rendered by caregivers of all kinds. By donating to the Schwartz Center, grateful patients express their gratitude while helping us expand our programs to even more caregivers around the world.

Honor a compassionate caregiver in your life with a donation to the Schwartz Center, and help us bring compassion to more patient-caregiver interactions. We'll add your caregiver's name to our Compassionate Caregiver Honor Roll and we'll also send a Compassionate Caregiver Certificate on your behalf. Please join us at [giving.theschwartzcenter.org](http://giving.theschwartzcenter.org)

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## ***The Schwartz Center is grateful to everyone who helped make this 25th Annual Dinner a success by contributing time and in-kind support:***

Our dinner chairs, **Jack Connors, Jr.**, **Lois Cornell**, and **Andrew Dreyfus** for their enthusiasm, commitment and time, and our dinner event committee for its dedication to making the dinner a success (see complete list on page 7)

Our underwriters and dinner sponsors for making the Schwartz Center and compassionate healthcare a philanthropic priority

All contributors to the Schwartz Center for their support of this evening, our mission and programs, as well as for their gifts in memory and in honor of loved ones and compassionate caregivers

LaunchPad Media, including **Jacob Eidsmoe** and **Alex Poulos**, for their ongoing *pro bono* help in creating Schwartz Center videos and other materials

*For their ongoing support we also thank:* Our incredible Board, chaired by **Sharon McNally**, Honorary Board led by **Betsy Frawley** and **Tony Starr**, and our Leadership Council, co-chaired by **Michael Blau** and **Kerry Flynn**, for their strategic help, hands-on support and generosity

Our many volunteers who assist us in so many ways, especially the dedicated members of our Finance Committee, chaired by **Candace Young**, our

Development Committee, led by **Jo Frances Meyer** and **Jay Shiland**, and our Program Committee co-chaired by **Rushika Fernandopulle, MD, MPP**, and **Lynn Buttolph, MD, PhD**, and our Governance Committee led by **Marjorie Stanzler** and **Jeffrey Sánchez**.

Massachusetts General Hospital and Mass General Brigham for 25 years of generous support at many levels, in particular: **Peter Slavin, MD, Brit Nicholson, MD, Alby Mieli, Alisa Gaughen, Peggy Slasman, Natalie Derrick, Sarah Christopher, Heather Leonardo, Beth Moyer, Martin Burke, Sam Foreman, Todd Weekley, Gabriel Manchon**, and **Harry Moulis**.

**Steve Weiner, Peter Biagetti, Dianne Bourque, Sue Finegan, Rachel Irving Pitts, Susan Weller, Kaitlyn Leonard, David Chorney, Cassandra Paolillo, Jane Haviland, Christopher Buontempo** and the law firm of Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, PC, for its *pro bono* legal work

Partners International for hosting Schwartz Center events this year, and Jules Catering for their support of our Board events

Our intern, **Clarissa Reyes**, and volunteers for helping us throughout the year



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AS MY CAREGIVERS ARE, WHAT MATTERS  
MOST IS THAT THEY EMPATHIZED WITH  
ME IN A WAY THAT GIVES ME *hope and*  
*makes me feel like a human being,*  
*not just an illness.*”

**-Kenneth B. Schwartz (1954-1995)**  
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