



the schwartz center

FOR COMPASSIONATE HEALTHCARE



National Compassionate Caregiver of the Year Award

NOMINATE AT
THESCHWARTZCENTER.ORG/AWARD
MARCH 31, 2017

Touchpoints

February 2017

Issue #49

2017 NCCY Award Nominations Open



We're pleased to announce a collaboration with the **American Cancer Society**, the **American Heart Association** and the **American Stroke Association** and the **American Diabetes Association** and the

American Heart Association/American Stroke Association to identify and honor healthcare professionals from across the country who demonstrate excellence in compassionate care for patients and families. Nominate a deserving individual or team for the NCCY Award by March 31, 2017.

[Nominate Now](#)



The NCCY Award is made possible through the generous support of Optum.

USA Today Spotlight on 2016 NCCY Award Recipient



USA Today ran a story featuring 2016 NCCY Award recipient, **Randi Kaplan, LMSW**. The article centers largely around the Caregiver Support Center at Montefiore Health System, and cites how some hospitals are showing greater interest in family caregivers.

[Read the Article](#)

"Receiving this award is truly one of the highlights of my professional journey. My colleagues and I are proud and honored to be advancing this discussion and celebrating

Save the Dates!

Compassion in Action Webinar

Tuesday, March 21, 2017
4:00 - 5:00 p.m. ET

"A Culture of Safety is a Culture of Compassion"

[REGISTER NOW](#)

Facilitation Workshop

Friday, March 31, 2017
Detroit, MI

View the [details](#) for our 2017 session

[REGISTER NOW](#)

Schwartz Center healthcare members only

Annual Compassion in Action Healthcare Conference

Sunday - Tuesday
June 25-27, 2017

Westin Copley Place
10 Huntington Ave.
Boston, MA

[Early-bird registration rate ends Feb. 22!](#)

[REGISTER NOW](#)

22nd Annual Kenneth B. Schwartz Compassionate Healthcare Dinner

Thursday, Nov. 16, 2017

Annual Compassion in Action Healthcare Conference

THE ANNUAL COMPASSION IN ACTION HEALTHCARE CONFERENCE

We've extended the agenda for our inaugural [Compassion in Action Healthcare Conference](#) to accommodate many incredible workshop and organizational presenters from around the country and beyond. View the [full agenda](#) and register before **Feb. 22, 2017** to take advantage of early-bird pricing. We are planning for a dozen experiential workshops, five innovation labs and more than 30 organizational case-based discussions that focus on how to create cultures based on compassion in healthcare organizations.

Agenda themes include:

- Articulating and Aligning Core Values
- Fostering Intra/Inter-Personal Skills to Create Authentic Healing Relationships
- The New High-Functioning Team: Who's On It and How Does It Work?

Organizations interested in sponsoring the conference are encouraged to visit: compassioninactionconference.org/sponsors

[Register Now](#)

Annual Conference: Membership Programming



Schwartz Center healthcare members are invited to participate in the [Member Day](#) portion of the conference and submit their programs for the IMPACT Honors recognition dinner, which celebrates members' innovative initiatives that make compassion a priority. [Submit a program](#) by March 31, 2017.

[Submit a Program](#)



This activity has been approved for *AMA PRA Category 1 Credits™*, Continuing Education Units (CEUs), and Contact Hours by Carolinas HealthCare System/Charlotte AHEC.

The Charlotte AHEC is authorized to award 15.25 hours of pre-approved ACHE Qualified Education continuing education credit for this program toward advancement, or recertification in the American College of Healthcare Executives.

Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.

Compassion in Action Webinar



Next month, we look forward to having **Patricia A. McGaffigan, RN, MS, CPPS**, as our featured [Compassion in Action webinar](#) speaker. Patricia is the chief operating officer and senior vice president of program strategy at the National Patient Safety Foundation, which is an organization participating in

Boston Convention and Exhibition Center
415 Summer St.
Boston, MA

More details to come

Join Our Team!

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

- Development and Events Intern – Summer 2017
- Communications Intern – Summer 2017

[Learn more](#) about these opportunities!

Your Gift Counts

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the inaugural [Compassion in Action Healthcare](#)

[Conference](#). In this March 21 presentation, Patricia will offer a sneak peek of numerous topics that will be presented at the upcoming conference, including the improvement of patient and workforce safety through compassion.

[Register Now](#)

A Caregiver Story: Perspective and Connection



For **Shieva Khayam-Bashi, MD**, compassionate care is a lifestyle. Inspired by her family and other role models, Shieva connects with patients and families from all different backgrounds through her perspective that all living beings are deeply connected. As the medical director of Zuckerberg San Francisco General Hospital's long-term care facility, she provides extraordinary medical care, as well as emotional support—

sometimes even in the form of her beloved therapy dog, Shamzi, who she personally trained—to provide hope to her patients.

[Read More](#)

Taking Care of People, Not Just Treating Patients



In one of the most impoverished communities in the country, **Randi Kaplan, LMSW**, made it her mission to create a refuge for caregivers, a safe environment free of judgment that would look and feel distinct from anywhere else in their hospital. Support caregivers like Randi who are creating organization-wide change in our

healthcare system. You can help ensure that compassion is always at the heart of care by making a gift today.

[Make a Gift](#)

January's Top Facebook Posts



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

1. [What nobody tells you about self-care](#)
2. [Inside hospital, families find refuge with recliners, tissues & cake](#)
3. [Practicing mindfulness with conscious breathing](#)

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