



June 2016

Issue #41

### The Compassion Quotient



Health care is in a boom phase, and it can be a challenge to find and retain experienced staff. **Sherrie Dulworth, RN**, the chief marketing officer for The Healthsearch Group, writes that health care workers are increasingly overworked and

overwhelmed, eroding their ability to care for themselves, their colleagues and their patients. She identifies the Schwartz Center Rounds® as a key tool in alleviating caregiver burnout, which in turn affects compassionate care. [Read Sherrie's article](#)

### Compassion in Action Symposium Series



Our June 17 thought leadership convening, moderated by NewYork–Presbyterian Hospital's **Herb Pardes, MD**, will explore how health care professionals can develop and sustain resiliency in the face of trauma and emotional suffering. Experts from the front lines of care will discuss how organizations and systems can support caregivers,

enabling them to continue to provide the best possible care for patients and families, as well as how changes in team-based care, residency training and technology are affecting rising levels of clinician burnout. [Register now for this free event](#)

### Making Compassionate Care a National Priority

Save the Dates!

#### Compassion in Action Webinar

**Tuesday, June 14, 2016**  
4:00-5:00 PM ET

"Compassionate Care Across Cultures and Languages: Finding Common Ground"

**REGISTER NOW**

#### Compassion in Action Symposium Series: New York

with Herb Pardes, MD, executive vice chairman, NewYork–Presbyterian Hospital

"Remaining Resilient on the Front Lines of Care"

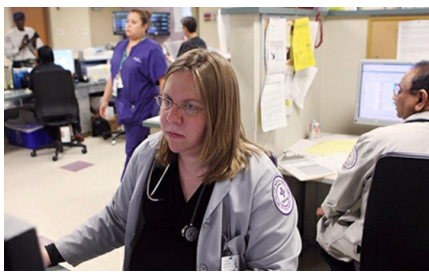
**Friday, June 17, 2016**  
7:30-10:00 AM ET

The Sony Club  
28th Floor  
25 Madison Ave., New York, NY

**REGISTER NOW**

#### Office Hours Webinar

**Thursday, September 22, 2016**  
12:00-1:00 PM ET



Clinician burnout has reached epidemic levels, threatening a strong caregiver-patient relationship defined by trust, mutual respect and compassion. In a [Health Affairs Blog post](#), we call on

stakeholders to prioritize solutions that enable the kind of care that both clinicians and patients desire and deserve.

### A Caregiver Story: Practicing Mindfulness from Within



For **Rabbincal Pastor Naomi Tzril Saks, MA, M.Div., BCC**, championing self-care is essential to caring for others every day. As the director of spiritual care and volunteer services at Kaiser Permanente, Saks taps in to the music behind the words of her patients by listening with her whole body, mind and spirit, ensuring that she is fully present and able to best

address the patients' needs. By being compassionate with herself, she is able to be compassionate with others. [Learn more](#) about how Reb. Saks implements compassion into her work as a chaplain.

### Become a National Business Member



The [Schwartz Center National Business Membership](#)

[Program](#) provides

three levels of benefits that include tickets for all events, speaking opportunities, access to Business Member Roundtables and year-round visibility on the Schwartz Center website, in our print materials and at our events. **Thomas H. Grape**, chairman and CEO of Benchmark Senior Living, says, "Becoming a Schwartz Center Business member made sense to us because membership connects us to sectors of the health care and business community that understand the importance of compassionate caregiving. For Benchmark, the cost of membership has been repaid many times in tangible and intangible benefits." [Learn more about becoming a business member](#)

### Support the National Spread of the Schwartz Center



Did you know that more than 2,600 caregivers have been recognized through our Honor Your Caregiver program? [Recognize](#) your caregiver for exemplifying everyday acts of compassion.

"Recognizing Compassionate Caregivers – Why and How"

[REGISTER NOW](#)

*Schwartz Center members only*

[Facilitation Workshop](#)

View the [date and details](#) for our 2016 session

[REGISTER NOW](#)

*Schwartz Center members only*

[Boston Thought Leadership Breakfast](#)

**Friday, Oct. 14, 2016**  
7:30-10:00 AM ET

Mandarin Oriental Hotel  
776 Boylston St.  
Boston, MA

*Details to come*

[Annual Kenneth B. Schwartz Compassionate Healthcare Dinner](#)

**Tuesday, Nov. 15, 2016**

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

*Details to come*

[Join Our Team!](#)

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

- Data Coordinator
- Member Experience Coordinator
- Communications Intern - Fall 2016
- Development Intern - Fall 2016
- Finance Intern – Fall 2016

[Learn more](#) about these opportunities!

[Your Gift Counts](#)

Help support our programs in compassionate health care!

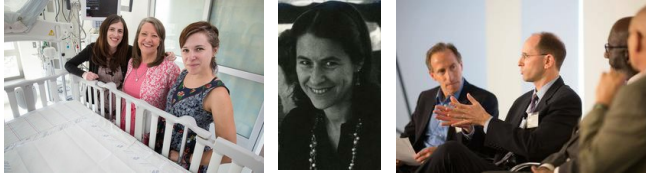
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## May's Top Facebook Posts



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

1. [Training Doctors to Manage Their Feelings](#)
2. [Sally Mack, longtime social worker who created innovative programs, dies at 82 – The Boston Globe](#)
3. [Photos from our Compassion in Action Symposium Series: Boston](#)

## Updates to the Schwartz Center's Board

This month, we honor and thank six key leaders who have all played a major role in our growth. The following Board Members completed their terms:

- **Rich Doherty** – Founding Board Member, Board Chair and Board Member since 1996
- **Andrew Dreyfus** – Founding Board Chair, Campaign Co-Chair and Board Member since 1996
- **Bill Knowlton** – Clerk and Board Member since 2001
- **Clare Midgley** – Co-Chair of the Development Committee and Board Member since 2004
- **Jim Roosevelt** – Board Member since 2007
- **Tony Starr** – Founding Board Member, Vice Chair and Board Member since 1996

We're also pleased to welcome two new Board members:

- **Kerry A. Flynn** – Kerry has been a lawyer for over 25 years representing biotech and pharmaceutical companies. She is currently vice president, chief intellectual property counsel at Vertex Pharmaceuticals. Prior to joining Vertex, Kerry held leadership positions at Shire Pharmaceuticals, Transkaryotic Therapies and Biogen. A former member of the Schwartz Center's Leadership Council, Kerry is also serving as a Dinner Chair at our 21st Annual Kenneth B. Schwartz Compassionate Healthcare Dinner.
- **Candace Young** – Candace is the owner and founder of From The Ground Up, a landscape and garden design business. Prior to her landscape design career, Candace spent 20 years in finance and business. Candace also spent 12 years as a primary caregiver to her parents, experiencing the complexities and challenges of the health care system that serves the elderly. She is committed to finding ways to improve health care through incorporating the principles of compassionate care.

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