



September 2015

Issue #33

## Announcing the 2015 NCCY Award Finalists



We're pleased to announce our [2015 Schwartz Center National Compassionate Caregiver of the Year \(NCCY\) Award finalists](#), who have been selected from throughout the U.S. Each finalist has demonstrated extraordinary devotion and compassion in caring for patients, families and colleagues. Congratulations to

the 2015 finalists, who are:

- **Rick Boyte, MD**, The University of Mississippi Medical Center, Jackson, MS
- **Melody J. Cunningham, MD**, Le Bonheur Children's Hospital, Memphis, TN
- **Cheryl D. Kayne, MEd, BSN, RN**, Boston Health Care for the Homeless Program, Boston, MA
- **Krista Nelson, MSW, LCSW, OSW-C**, Providence Cancer Center, Portland, OR
- **Jayne O'Malley, BSN, RN, OCN**, Orange Regional Medical Center, Middletown, NY
- **Terry Yoas, CNA**, Santa Rosa Memorial Hospital, Santa Rosa, CA

The award recipient will be announced during the [20th Annual Kenneth B. Schwartz Compassionate Healthcare Dinner](#) on Nov. 18 in Boston.

Award-winning author **Atul Gawande, MD, MPH**, will present the award as the event's honorary speaker. [Details on the award and dinner](#) | [Read the press release](#)

Save the Dates!

### Regional Meetings and Facilitation Workshops

View the [dates and details](#) for our 2015 sessions.

**REGISTER NOW**

For [Schwartz Center members](#) only

### Boston Thought Leadership Breakfast

**Friday, Oct. 16, 2015**

7:30 AM - 10:00 AM

Mandarin Oriental Hotel

776 Boylston Street

Boston, MA

"Ensuring Compassionate Care for a Rapidly Aging Population"

**REGISTER NOW**

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## In Memoriam: Carol Schwartz



We are deeply saddened to share the news that

**Carol Schwartz**, the loving mother to Ken Schwartz and founding Board Member who helped create the Schwartz Center, passed away on Aug. 16, 2015. Carol was an extraordinary woman with an indomitable spirit and unique background. She knew Bill and

Hillary Clinton, having worked on Bill Clinton's presidential campaign, where she volunteered her time and helped fundraise. Carol also earned her Master of Social Work at Simmons College and went on to help countless individuals, couples and families during her three decade-long career as a social worker, political activist, teacher and mentor. The common thread in Carol's life is that she did everything with dedication and compassion -- for her patients, her family and her charitable activities. [Read \*The Boston Globe's\* tribute to Carol](#) | [Read Carol's obituary](#)

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## A Patient's Story: A Legacy Born from Compassion



This month marks two decades since our founder **Ken Schwartz's** death. Over the past 20 years, the Schwartz Center has grown to reach caregivers and patients across the U.S., in Canada and the U.K. through the expansion of our membership and programs. We are proud to

lead the movement to bring compassion to every patient-caregiver interaction. As Ken Schwartz said when reflecting upon his own experience, "these acts of kindness-the simple human touch from my caregivers-have made the unbearable bearable." As we reflect on Ken's legacy today, we're inspired by the call to action laid out for us by Ken, and are committed to continue to encourage compassionate healthcare everywhere. [Read about Ken's legacy](#)

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## Welcome Andrew Shin!

**Andrew Shin, JD, MPH** joins the Schwartz Center as our Senior Director of Policy and Strategic Partnerships. He was previously at ML Strategies in Washington, DC, where he worked as the Director of Health Policy & Life Sciences. Andrew brings rich experience in the areas of policy and public affairs across government, nonprofit and private sectors, and was part of the senior team charged with implementing the Affordable Care Act at the CMS Innovation Center. Andy has also worked with The Aspen Institute, Potomac Research Group, U.S. House of Representatives, and

## Compassion in Action Webinar

**Monday, Oct. 19, 2015**  
4:00-5:00 PM ET

"Family Meetings: Improving Patient-Family-Clinician Communication"

[REGISTER NOW](#)

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## Office Hours Webinar

**Tuesday, Oct. 20, 2015**  
12:00-1:00 PM ET

"Team Building and Sharing Responsibilities to Help Your Schwartz Center Rounds® Program Thrive"

[REGISTER NOW](#)

*For [Schwartz Center members](#) only*

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## 20th Annual Kenneth B. Schwartz Compassionate Healthcare Dinner

**Wednesday, Nov. 18, 2015**  
Boston Convention & Exhibition Center  
415 Summer Street  
Boston, MA

[REGISTER NOW](#)

## Your Gift Counts

Help support our programs in compassionate healthcare!

[DONATE](#)

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## August's Top Posts

Here are the top three [Facebook](#)



the Massachusetts Hospital Association. In his new role, Andrew will lead the Center's thought leadership program, and assess strategic partnerships and opportunities that will further our vision to make compassionate care a national healthcare priority.

## Introducing Our 2015 Dinner Chairs!



We hope you'll join our [2015 Kenneth B. Schwartz Compassionate Healthcare Dinner](#) chairs for another great event. We're excited to introduce you to a dinner chair in each newsletter issue leading up to the dinner.

Meet Dinner Chair **Marna Borgstrom**, President and CEO, Yale-New Haven Hospital Health System and CEO, Yale-New Haven Hospital, who says she is inspired by the

Schwartz Center's mission because "We do some amazing technically and intellectually challenging things in health care, but we often fall short on the importance of good communication and connection with our patients -- and with one another...The Schwartz Center celebrates caregiving that meets ubiquitous needs -- for caring, for compassion, for empathy, for useful information." [Learn more or register for this event.](#)

## Campaign Challenge Fund - Make Your Gift Today!



We need your help to meet our \$5 million goal to redefine quality care and expand our programs across the country. Your gift to the [Campaign for Compassionate Healthcare](#) will help us support more than 175,000 professional caregivers in providing compassionate care to millions of patients through our expanded [Schwartz Center Compassionate Care Community](#) and through our new [Compassion in Action webinars](#). Every gift made before Nov. 18 will be matched 100% up to a total of \$130,000. We've already raised nearly \$80,000 -- please help us meet our goal and [make your gift today.](#)

## We've Moved!

posts that resonated most with our followers last month:

1. [Love this TED Talk by Atul Gawande who will speak at our 2015 Annual Kenneth B. Schwartz Compassionate Healthcare Dinner](#)
2. [Piedmont Fayette Hospital caregivers made special arrangements so a couple, both patients of the hospital, could see each other every day](#)
3. [For hospitals, sleep and patient satisfaction may go hand in hand](#)

## Join Our Team

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

- Office Coordinator
- Regional Consultant - Mountain Region
- Manager of Donor Data and Analytics
- Development Intern
- Communications Intern

[Learn more](#) about these opportunities!

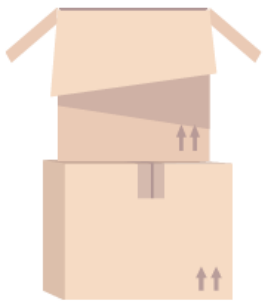
## Connect With Us!



## We Want Your Feedback

Questions, comments, or suggestions?

[EMAIL US](#)



The Schwartz Center has officially settled in our new location. Please note our new address below. All other contact information will remain the same. We're so grateful for the generous in-kind support that has made the new space possible. Our new office is large enough to accommodate our national growth, and the in-kind support ensures that donor funds directly support the expansion of our programs. Thanks

to all who made our new office possible and who continue to support us every day.

New Address:

**The Schwartz Center for Compassionate Healthcare**  
**100 Cambridge St., Ste. 2100**  
**Boston, MA 02114**