



the schwartz center  
FOR COMPASSIONATE HEALTHCARE



# Touchpoints

August 2015

Issue #:

## Ensuring Compassionate Care for an Aging Population

Our next thought leadership event, "[Ensuring Compassionate Care for a Rapidly Aging Population](#)" will be held in Boston on **Friday, Oct. 16, 2015**. Moderating the program is Massachusetts Secretary of Elder Affairs **Alice Bonner, PhD, RN, FAAN**. Speakers include:

- **Helen Chen, MD**, Chief Medical Officer, Hebrew SeniorLife
- **Andrea Cohen**, Co-Founder and CEO, HouseWorks; Schwartz Center Leadership Council
- **Bruce Dmytrow, BS, MBA, CPHRM**, Vice President, Aging Services, CNA Insurance
- **Wendy LaBate, RN, MSN, MHA**, SVP of Operations, Northeast Area, Genesis Healthcare
- **Barbara Okun, PhD**, Counseling Psychology Professor Emeritus at Northeastern University and author of *Saying Goodbye: How Families Can Find Renewal Through Loss*

This event will discuss strategies to protect and preserve compassionate care for older Americans and their families and help caregivers adjust to a rapidly changing patient population. [Learn more and register.](#)

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**A Caregiver's Story: Building Long-term Relationships**

Save the Dates!

### Regional Meetings and Facilitation Workshops

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

**REGISTER NOW**

For [Schwartz Center members](#) only

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### Boston Thought Leadership Breakfast

**Friday, Oct. 16, 2015**

Mandarin Oriental Hotel  
776 Boylston Street  
Boston, MA



At a young age, **Dr. Steven Field** experienced a life-changing event that shaped his perception of the patient-caregiver relationship. Encouraged by his family's experience with a caring provider and inspired by his interest in meeting individuals from all walks of life, he pursued a career in medicine. Field is a strong believer in the mind and body approach to medicine, and that one of the most important things a caregiver can do while meeting a patient is to just listen. [Read Dr. Field's story.](#)

## Schwartz Center Members On Best Hospitals Honor Roll



Congratulations to the nine [Schwartz members](#) and their caregivers for their hard work and dedication to patients and families! *The U.S. News & World Report* has published its annual [rankings of the nation's best hospitals](#), which covers nearly 5,000 medical centers across the country and spans 16 medical and surgical specialties. Hospitals with high scores in at least six specialties earned a spot on the [Honor Roll](#). Fifteen hospitals made this year's list, and nine of those institutions are [Schwartz Center](#)

[members](#). Likewise, on the [U.S. News Best Children's Hospitals ranking](#), nine of the 12 hospitals that made this list are Schwartz Center members.

## Join the Schwartz Center Business Membership Program



The [Schwartz Center National Business Membership Program](#) provides three levels of year-round 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. **Rick Kobus**, Senior Principal of Tsoi/Kobus, says, "Our investment in the Schwartz Center is an investment in the changing face of American healthcare. The Schwartz Center's focus on quality of patient care and experience is completely in alignment with our commitment, as an architecture and design firm, to improving healthcare environments in the U.S. and globally. The Center's mission to educate caregivers about compassionate care makes an incredible difference in the lives of patients and their families and we are proud to support their efforts." [Learn more about becoming a business member.](#)

## 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

"Ensuring Compassionate Care for a Rapidly Aging Population"

**REGISTER NOW**

### Compassion in Action Webinar

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

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

**REGISTER NOW**

### Office Hours Webinar

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

"Team Building and Sharing Responsibilities"

**REGISTER NOW**

For [Schwartz Center members](#) only

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

**Wednesday, Nov. 18, 2015**

Boston Convention & Exhibition Center

**REGISTER NOW**

### Your Gift Counts

Help support our programs in compassionate healthcare!

**DONATE**



introduce you to a dinner chair in each newsletter issue leading up to the dinner.

Meet Dinner Chair **Stacey Lucchino**, who says she is inspired by the Schwartz Center's mission "because the patient bed without the bedside of compassion is simply medicine as a practice of science. With the aid of Schwartz Center, caregivers are transformed, allowed and reminded that they are people caring for people, not employees working on cases. For this, both the patients and caregivers thrive, are uplifted and most often rewarded with reciprocal appreciation." [Learn more or register for this event.](#)

## In Memoriam: Dr. Ned H. Cassem

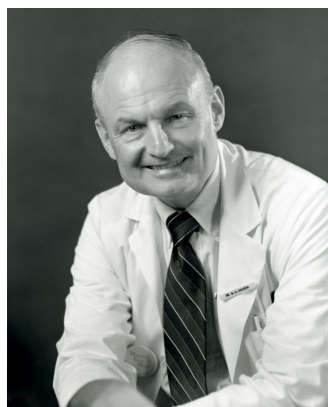


Photo courtesy of MGH  
Photography Department

We are sad to share the news that **Dr. Ned H. Cassem**, former chief of Psychiatry at the Massachusetts General Hospital (MGH) and supporter of the Schwartz Center, passed away on July 4, 2015. Dr. Cassem, who cared for patients at the MGH for 40 years, was Ken Schwartz's psychiatrist during Ken's cancer illness. Dr. Cassem was an active board member who personified the importance of the patient-caregiver relationship. We remember Dr. Cassem the way that Ken Schwartz memorialized him in his *Boston Globe Magazine* article, [A Patient's Story](#): "I felt warmed in his presence, by his wisdom, his common sense, and his spirituality." Dr. Cassem's presence will stay with all of us who

knew him and who cared about Ken. [Read Dr. Cassem's obituary.](#)

## 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 move us closer to our vision that every patient receive compassionate care and every clinician be supported in delivering it. The campaign has helped us support an increased number of professional caregivers in providing compassionate care through our expanded [Schwartz Center Compassionate Care Community](#) and through our new [Compassion in Action webinars](#). Thanks to the campaign, we are now reaching more than 175,000 healthcare professionals who are providing compassionate care to millions

of patients. Every gift made before Nov. 18 will be matched 100% up to a total of \$130,000. [Please make your gift today.](#)

## July's Top Posts

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

1. [Schwartz Center White Paper: Overcoming the stigma of mental illness to ensure compassionate care](#)
2. [2014 Compassionate Caregiver Award recipient named BMC's new associate CMO and VP of mission](#)
3. [Good palliative care, bad palliative care: why compassionate care matters](#)

## Join Our Team

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

- Office Coordinator
- Regional Consultant - Mountain Region
- Development Intern
- Communications Intern

[Learn more](#) about these opportunities!

## Connect With Us!

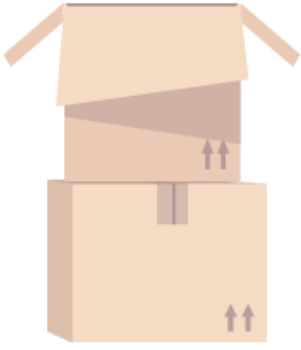


## We Want Your Feedback

Questions, comments, or suggestions?

**EMAIL US**

## We're Moving!



The Schwartz Center is moving our headquarters later this month. Please note our new address, effective Aug. 24, 2015

**The Schwartz Center for  
Compassionate Healthcare  
100 Cambridge Street, Suite 2100  
Boston, MA 02114**

All other contact information will remain the same. Please be sure to update your files. We're so grateful for the generous in-kind support that is making possible the new space to accommodate our national growth, and that allows us to continue to dedicate donor funds directly toward expansion of our programs.

### [Forward email](#)



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