



the schwartz center
FOR COMPASSIONATE HEALTHCARE



May 2015

Issue #

13th Annual Celebration of Women in Healthcare



This year's **13th Annual Celebration of Women in Healthcare** on Wednesday, May 20 will feature "Stories of Compassion with Geri Denterlein and Women in the Media" and will include a distinguished panel of speakers, including:

- **Marjorie Clapprood**, Principal, Clappazzola Partners; former radio and television talk show host, and candidate for Massachusetts Lieutenant Governor
- **Shirley Leung**, business columnist at *The Boston Globe* and former *Globe* business editor
- **Dr. Mallika Marshall**, health reporter at WBZ-TV News and a

Save the Dates!

Compassion in Action Webinar

Tuesday, May 12, 2015
4:00-5:00 PM ET

"Effective and Compassionate
Communication for Informed,
Shared Decision-Making"

[Register](#)

Regional Meetings and Facilitation Workshops

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

practicing physician at the MGH Chelsea Urgent Care Clinic

- **Rachel Zimmerman**, co-host of WBUR's CommonHealth blog and former staff reporter at *The Wall Street Journal*

The event will be moderated by **Geri Denterlein**, President of Denterlein. [Learn more and register](#)

Ellie's Story: Compassionate Care Has No Age Limit



Ellie's diagnosis came out of nowhere. She was an athletic 10-year-old girl who was never sick, so no one expected her slight limp and sudden blurry vision to mean anything serious. When Ellie was first admitted, her doctor insisted on only speaking with her parents, not understanding that a young girl wants to be involved in her healthcare discussions. Her family realized quickly that they needed something more--an experience that would be more compassionate and a treatment plan that would fit their family's needs better. [Read Ellie Kavalieros' story](#)

In Memoriam: Betsy Corman



We are sad to share the news that **Betsy Corman**, an ardent advocate for compassionate healthcare and friend and supporter of the Schwartz Center, passed away on April 17, 2015. Betsy was the founding force behind the Schwartz Center Rounds® program at Greenwich Hospital in Connecticut, and continued to be its coordinator. She and her husband Stephen gave the lead gift to launch our compassionate care measurement initiative to help measure the delivery of compassionate care to patients and families. [Betsy's obituary](#) | [Read Betsy & Stephen's story](#)

Health Policy Breakfast Highlights



At last month's Health Policy Breakfast at Ropes & Gray in Boston, WBUR's **Carey Goldberg** moderated an eye-opening session on how we can ensure that people with mental illness are not discriminated against in our healthcare system and instead are treated with the dignity, respect and compassion they deserve. [Watch the video](#) | [See event photos](#)

2015 sessions.

[Register](#)

For [Schwartz Center members](#) only

Celebration of Women in Healthcare

Wednesday, May 20, 2015
5:00-7:30 PM ET

"Stories of Compassion with Geri Denterlein & Women in the Media"

Tufts Health Plan
705 Mount Auburn Street
Watertown, MA

[Register](#)

Schwartz Center Connections® Program Webinar

Tuesday, June 16, 2015
4:00-5:00 PM ET

[Register](#)

Office Hours Webinar

Tuesday, July 21, 2015
Noon-1:00 PM ET

[Register](#)

For [Schwartz Center members](#) only

Boston Thought Leadership Breakfast

Friday, October 16, 2015

Mandarin Oriental
776 Boylston Street
Boston MA

Schwartz Center Compassionate Care Scale

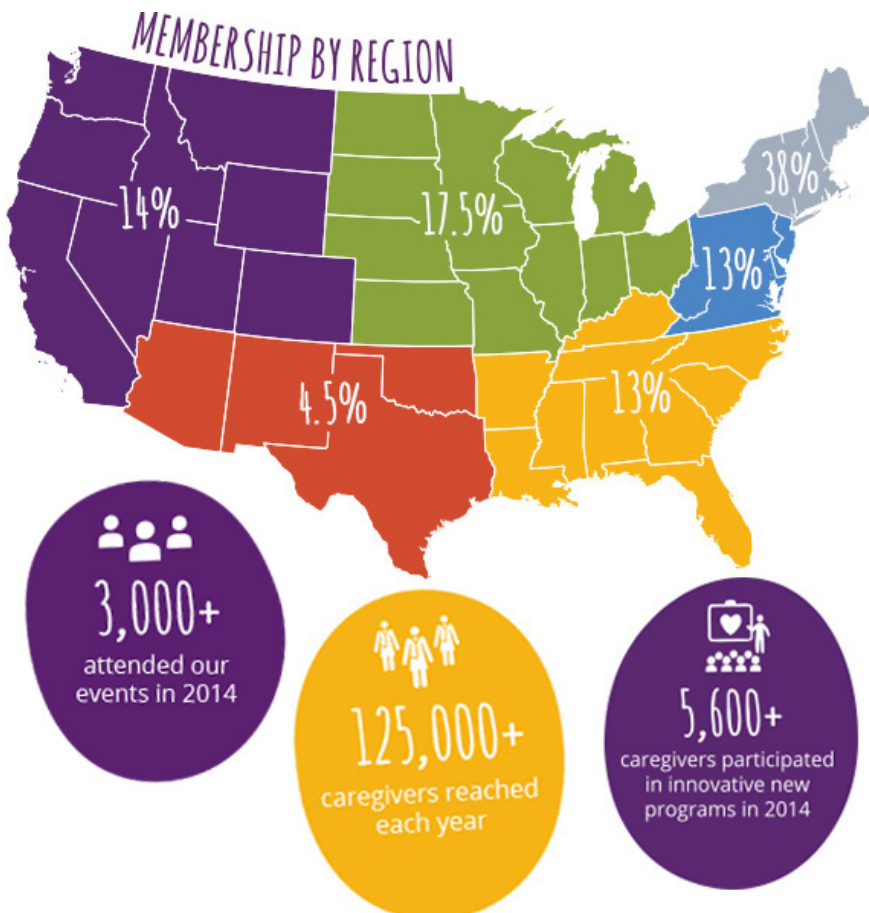


In an effort to better measure the delivery of compassionate care, we have been testing a **Schwartz Center Compassionate Care Scale™**, which we hope will become a validated instrument that accurately reflects patients' care experiences. An article about the scale entitled [Can Compassionate Care be Measured?](#) appears in the current issue of *Patient Education and Counseling*. We are planning to test the scale in long-term facilities and

among highly engaged patients who are members of [PatientsLikeMe](#), an online community of more than 325,000 patients worldwide. The scale was developed in conjunction with our [2010 national poll](#) and has been tested and found to be reliable.

If you are interested in investing in the piloting of this scale in long-term care facilities, please contact Lisa Crane at 617-643-5490 or lmcrane@theschwartzcenter.org.

Year in Review: What We've Accomplished Together



Thank you for your support over the past 20 years! [View our progress](#)

Details to come

20th Annual Kenneth B. Schwartz Compassionate Healthcare Dinner

Wednesday, Nov. 18, 2015

[View Details](#)

Your Gift Counts

Help support our programs in compassionate healthcare!

[Donate](#)

April's Top Posts

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

1. [A compassionate work culture can really benefit the bottom line, too](#)
2. [Compassion in Action with Rev. Birte Beuck: Being in the moment](#)
3. [The Schwartz Center celebrates Earth Day!](#)

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The Schwartz Center | 205 Portland Street | 6th Floor | Boston | MA | 02114

