



www.humanism-in-medicine.org

The Arnold P. Gold Foundation
*Working to keep the **care** in healthcare*

Late Summer 2010

First White Coat Ceremony in Pakistan

The Karachi Medical and Dental College (KM&DC) held its first White Coat Ceremony this year. We'd like to share with you an excerpt from their program book. Notice how closely their mission aligns with ours – in words and pictures.

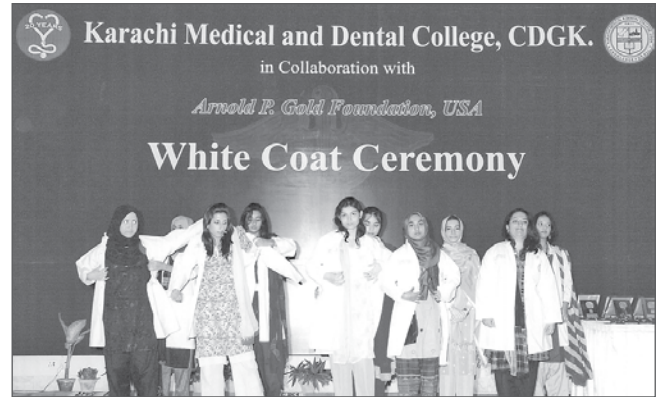
The Karachi Medical and Dental College was established in 1991 with an objective to train and develop medical graduates who could compete internationally as highly skilled and humane medical professionals. Ever since its inception our school has adhered to its core purpose of providing students with scientific competency and instilling in them the values of ethics and humanism in relieving human suffering.

When we contacted the Arnold P. Gold Foundation about exchanging mutual experiences in the field of humanism in medical practice they indicated a great willingness and commitment to achieving our common objectives and pledged financial assistance that made our first White Coat Ceremony possible.

We are thankful for the great encouragement and support and look forward to having a long-term partnership to promote a culture of humanism at KM&DC!



Karachi medical students, faculty and honored guests with Humanism banner after White Coat Ceremony



Cloaking new medical students in Karachi, Pakistan

Three Generations of White Coats

The UT Health Science Center, San Antonio now boasts 3 generations from one family. Incoming medical student **Holly Held Volz** was born at UTHSCSA when her mother, **Dr. Kristen Held**, was a resident there. Her grandfather, **Dr. Jim Story**, was one of its founding faculty members and the first chairman of the Department of Neurosurgery, a position he held for almost 30 years.



Holly Held Volz is cloaked by her mother, Dr. Kristen Held, and her grandfather, Dr. Jim Story.

The Gold Foundation's 2010 Leonard Tow Humanism in Medicine Award winner at Harvard Medical School, **Dr. Valerie Pronio-Stelluto**, is also the president-elect of the UTHSCSA Alumni Association and was their speaker at this year's White Coat Ceremony. Here's what she shared with us:

One could not help but have your heart strings tugged when seeing a very proud mother and grandfather place Holly's white coat on her for the first time. There were tears in more than a few eyes as we all witnessed this poignant moment.



3 generations at the University of Texas Health Science Center at San Antonio

PHOTO: UTHSCSA

PHOTO: SARA M. STRICK/strick@express-news.net

In Gratitude for Your Thoughtfulness

When my oldest son, Jeffrey Ethan Silver died suddenly in April, my family and I suffered an excruciating loss. The outpouring of support from the Gold Foundation community honored and sustained us in those dark, early days, and continues to do so today. Your thoughtful cards, letters, e-mails, phone calls, and contributions are deeply appreciated and we hope you will understand and forgive us if we haven't yet acknowledged you personally.

Never before have I experienced so acutely the pain and frustration felt by many families when a loved one is ill and some of the doctors and other caregivers seem out of touch with their fears and concerns. I know now, more than ever, just how much the Foundation's work is needed. It is that work – combined with your support - that pulls me forward each day.

On behalf of the entire Gold, Silver and Orenberg families, I thank you for your caring.




Farewell and Welcome



Lisa Podhayny and Kelly Tanis

With great excitement for what lies ahead for each of them, we bid farewell to two valued staff members. They will be missed!

Lisa Podhayny, Program Associate for the past three years, reflects: "I will miss collaborating with the Foundation's staff the most; we have been a dedicated, close-knit team. Yet, I am excited

to begin the MBA program at Rutgers Business School. I plan to concentrate on Supply Chain Management and Marketing and to work with Rutgers' Institute for Ethical Leadership to emphasize corporate social responsibility in the MBA curriculum, parallel to the Foundation's objective of instilling humanism in medical education. My experiences here have undoubtedly inspired my educational and career aspirations. Thank you to my APGF colleagues – I've learned invaluable lessons from each of you, which will accompany me throughout my career."

Kelly Tanis, Development Associate, joined the Foundation hoping to make a difference. "During my time here I have developed professionally while engaging in meaningful and important work. It has been a privilege to work with extraordinary staff, each of whose personal commitment to the mission has been inspiring. Most memorable is the 20th Anniversary Celebration; preparations for this magnificent event pushed me to realize all that I am capable of accomplishing! I will soon begin an accelerated MBA program at Fairleigh Dickinson University focusing on International Business, confident that the lessons I learned and friendships I made at APGF will stay with me as I continue on, trying to affect positive change in the world.

Please join us in welcoming two new members of our staff.



Tera Moore,
Program Associate

Tera Moore, Program Associate, previously worked as an Administrative Assistant for the Rutherford Downtown Partnership, working closely with the management and board to promote Rutherford's downtown business improvement district. Her prior experience includes: working in the human resource department of a hospital, a position in the hospitality industry, and copy editing. Tera

earned a B.A. from Smith College in American Studies with an emphasis on the sociological perspective of America. Tera comes from three generations of nurses who taught her the importance of empathy and integrity in patient care. She is looking forward to working with our mission-driven and ethical organization to make sure patient care is the priority in health care.

Mary Katondo, Development Associate, came to the Gold Foundation after graduating with honors from Seton Hall University in May 2010. She holds a Master of Public Administration, with a concentration in Management of Nonprofit Organizations. Her work background ranges from Information Technology to the pharmaceutical industry in Georgia, where she worked in Medical Affairs. During her professional career, Mary developed a strong interest in fundraising in the nonprofit sector. She looks forward to contributing to the worthy and important "business of compassion" that the Arnold P. Gold Foundation is stewarding.



Mary Katondo,
Development Associate

And The Winners Are...

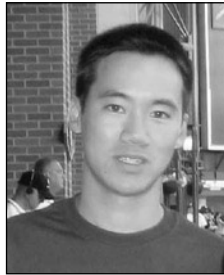
Each summer we eagerly await the results of our annual Humanism in Medicine Essay Contest and we are never disappointed! Over the years we have received close to 2000 essays from students at 125 medical schools.

This was the first year we solicited topic suggestions from the medical community and the public, with enthusiastic response. Ultimately, students were asked to draw on their personal experiences and observations to respond to the following: Describe a barrier a physician might face to practicing humanistic patient care, and explain how this might be overcome and what can be learned in the process.

A distinguished panel of judges, to whom we are extremely grateful, had the rewarding challenge of reviewing more than 300 essays. The winners are...



First Place - William 'Cris' Crisler
Creighton University School of
Medicine in Omaha, Nebraska



Second Place - Randy Tang
University of Medicine and Dentistry
of New Jersey (UMDNJ) in Camden



Third Place - Eliza Miller
Columbia University College of
Physicians and Surgeons in NYC

We are pleased to share with you an excerpt from the winning entry, **Bricks of Indifference**.

...The distance in his eyes occurs to me only after I had left room 482. I was with Mr. L for several minutes this morning and could answer any question my attending might ask regarding his last twenty-four hours. I was embarrassed to admit to myself, however, that I had learned nothing about him. With a consciousness littered by medical jargon, my parents' words of wisdom infiltrate and sting with awakening: "have compassion, fight indifference."

As a medical student, I am engineered to obtain a history, create a differential diagnosis, and apply scientific logic to sculpt a reasonable plan. There is no letter in our SOAP note template for compassion. It is easy to allow a barrier to arise, to allow cold indifference to separate the cerebral physician from the compassionate healer he or she once strove to be.

"Good morning Mr. L, I am with the surgery team. Are you having any pain?"

"Bricks!" Mr. L interrupted my greeting. "Bricks! I made bricks for them! I have no pain because I have known real pain...If I learned anything making bricks in those [concentration] camps, it was that hope is the most vital thing of all. There we were, prisoners making bricks. Strangers turned into each other's necessity. We ignited each other's fight for survival. Disease is no different. Become a doctor that understands struggle."

Tears speckled the clipboard of papers in my lap. I was left without words....

You can read the full essay, as well as those of the other winners, at our website: www.humanism-in-medicine.org. Additionally, and for the ninth consecutive year, the journal of the Association of American Medical Colleges, *Academic Medicine*, will publish the winning essays in its three Fall 2010 issues.

Honorable Mentions:

Christopher Bayne, Eastern Virginia Medical School

David Carrier, University of Pennsylvania School of Medicine

Elizabeth Holcombe, University of Mississippi School of Medicine

Jacob Imber, University of Kansas Medical Center

Poonam Kaushal, New York Medical College

Michael Kralovec, University of Illinois College of Medicine - Chicago

Samuel Love, University of Mississippi School of Medicine

Joanna Kristine Pearson, Johns Hopkins University School of Medicine

Valentina Rodriguez, Mount Sinai School of Medicine

Derek Russell, University of Texas Medical Branch

Michelle Sangalang, UCLA David Geffen School of Medicine

Kristin Sohn, University of Nevada School of Medicine

Crucial Conversations: Talking When the Stakes Are High

Have you ever felt that your doctor was skirting a difficult issue, reluctant to face it head on? As a healthcare professional, have you been in situations where you were hesitant to bring up a sensitive subject for fear that you just couldn't find the right way to start the conversation with a patient or colleague?

Most of us would answer "Yes!" to one or both of those questions. Recognizing a tremendous opportunity to improve patient care, the Gold Foundation brought together professionals from four New Jersey hospitals to participate in an award-winning, international training program entitled Crucial Conversations®. Supported by a grant from The Russell Berrie Foundation, and held at Hackensack University Medical Center (HUMC), nurses, physicians and other healthcare professionals gathered for four days of communications training - two days of participant training and two days of train-the-trainer sessions.

Crucial Conversations® provides a set of principles and skills to successfully handle high stress, difficult and sensitive discussions and is particularly relevant to the hospital environment, where "silence" or inadequate communication are potentially life-threatening. The Foundation believes so strongly in the power of these skills that we've made the training a significant part of our upcoming Gold Humanism Honor Society's Biennial Conference. (see related article on p.7)



Crucial Conversations Master Trainer Stacy Nelson with HUMC's Linda Farber Post.

One participant, J. Jeffrey Freda, MD, Executive Medical Director and Vice Chair for Peri-operative Services at UMDNJ – New Jersey Medical School, said, "The Crucial Conversations workshop was one of the most valuable educational sessions I have ever attended. Thank you, Gold Foundation, for such a positive experience and for making it available to us all."

Brian Benson, MD, Director of the Voice Center at HUMC and Gold Foundation trustee believes that the training made him more aware of when these difficult moments arise. "Everybody has a crucial conversation they know they should have, but they're avoiding. After this training I have an extensive set of skills to use that will help make such conversations as productive as possible and not confrontational."

The Gold Foundation works to improve patient care by increasing a healthcare professional's ability to engage in empathic and effective communication with colleagues, patients and their families. "In our work with hospitals nationwide," says Dr. Sandra Gold, "we know that patients are served not by doctors or nurses alone but by teams of providers. We often hear how difficult it is for caregivers to deliver bad news or to ask patients and family members difficult questions. The way these sensitive and critical conversations are handled can make a world of difference."

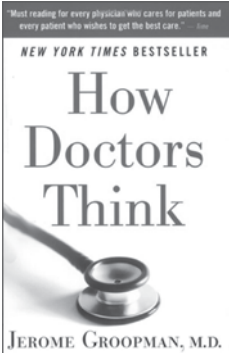


From left: Sandra Gold, CEO, Gold Foundation; Brian Benson, MD, Director of the Voice Center at HUMC & Gold Foundation Trustee; HUMC's Director of Bioethics, Linda Farber Post, JD, BSN; and Barbara Packer, COO, Gold Foundation

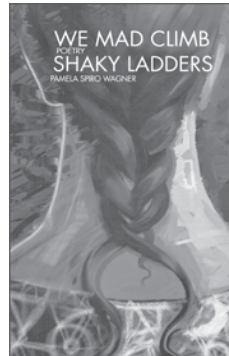
Join our online community! More and more of our news and content is available on our website and through e-mails we send out once or twice a month. To add your e-mail address please visit

www.humanism-in-medicine.org

Staff Picks – Recommended Reading for the Body, Mind and Soul



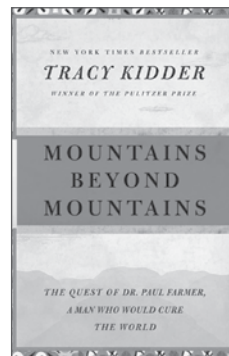
How Doctors Think, by Jerome Groopman, MD, provides unique insight into the thought process of physicians as they treat patients. And, in the process of examining the doctor’s mind, thought patterns and approaches, Dr. Groopman provides advice for patients to help improve the doctor-patient dialogue.



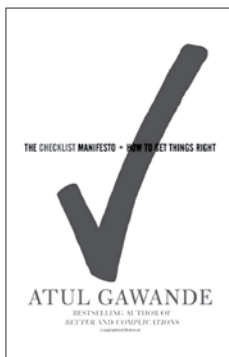
We Mad Climb Shaky Ladders, by Pamela Spiro Wagner, is a collection of poems by this talented writer whose vibrant and totally accessible voice gives us a window into the mind of someone who has suffered for years with paranoid schizophrenia. “Her efforts have contributed greatly to the understanding of what it means to have schizophrenia, what it means to have a psychiatric illness. But more importantly, Pam writes about what it means to be human.” Mary O’Malley, MD, PhD. This book is published by CavanKerry Press, as part of their Literature of Illness series, with support from the Gold Foundation.



Mom’s Marijuana, by Gold Professor Dan Shapiro, PhD, recounts a very personal story about his experience with Hodgkin’s disease. Written with equal parts humor and poignancy, Shapiro’s battle with cancer teaches him life-long lessons that he is now imparting to medical students – such as: “Helping patients anticipate and cope with the predictable challenges of illness is as important as diagnosing and dosing,”



Mountains Beyond Mountains, by Tracy Kidder, tells the story of Paul Farmer, a doctor and Harvard professor whose life’s calling is to cure infectious diseases and bring modern medicine to the most underserved populations. The subtitle of this book, *The Quest of Dr. Paul Farmer, A Man Who Would Cure the World*, aptly depicts this modern day hero. Farmer is a brilliant physician who gives new meaning to altruism and service. If you’ve read this one, Kidder has written another gripping biographical tale, **Strength in What Remains**.



The Checklist Manifesto, by Atul Gawande, MD, is a national best-seller and for good reason. Gawande, an expert surgeon, is an equally skilled writer who engages the reader in the complexities of “expert errors” and a checklist solution to fix them. In his book review, Malcolm Gladwell wrote: Gawande thinks that the modern world requires us to revisit what we mean by expertise: that experts need help, and that progress depends on experts having the humility to concede that they need help.

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Planning to purchase one of our Staff Picks? If you buy it online through GoodShop up to 30% of your purchase will be donated to the Gold Foundation. Simply visit www.bit.ly/GoodShopforAPGF, select the Gold Foundation as your cause, and shop at well known retailers such as Barnes & Noble and Amazon.com. You’ll get a great book and a donation will automatically be sent to us!

Update: Help for Haiti Fund

Former President Bill Clinton, CNN's Chief Medical Correspondent Dr. Sanjay Gupta, actor and Haiti relief coordinator Sean Penn—they all said the same thing as they spoke from Haiti on the six month anniversary of the devastating earthquake: **people are dying every day because they don't have the medical care they need.**



Hundreds of patients in Port-Au-Prince wait to receive medical care.

As we reported to you in the spring issue of DOC, the Gold Foundation responded to this crisis by creating the **Help for Haiti Fund** to send medical students and residents to assist in disaster relief efforts. So far this year the Foundation has made grants totaling \$65,000 to 68 students. Our grantees tell poignant stories about the life-changing experiences they're having in Haiti and the lives they're changing. Their photos barely begin to show the true picture.

But we didn't anticipate this expenditure when we set our 2010 budget any more than the people of Haiti anticipated this catastrophic event. New proposals come in weekly from doctors-in-training who want to make a difference for the people of Haiti. We are turning to you because we don't want to turn them away.

Every \$300 we raise supports one medical student or resident for a week of relief work.



Gold Foundation grantee Courtney Nall, a resident at Maine Medical Center, cares for a family at a makeshift clinic in Haiti.

Your gift - no matter what size - will build our Haiti fund and allow us to continue to say "YES!" to those who apply for these special fellowships. 100% of your donation will immediately support a medical student or resident to do relief work; many gifts of \$25 each really add up!

You can mail your gift or **make a secure donation** from the homepage of our website. **Help us send help to people who are still in desperate need.**



Gold Foundation grantee Shilpa Gattu of UC Irvine examines a patient.

Keep in Touch!



E-mail: Add or update your e-mail address from the homepage of our website by clicking **Join Our E-mail List**. Sign up today so you don't miss any of our news.

Visit our Facebook page to see what's new in medical education, compassionate care, and Gold Foundation programs around the country and around the world. We will soon be adding photo albums, so check back regularly. You need not be a Facebook member to view this information. Simply go to www.bit.ly/GoldFacebook to see what's new.



Follow us on Twitter @GoldCareInMed, where we share links to interesting articles about the doctor-patient relationship and news about Gold Foundation awards and ceremonies.

We Struck Gold with Nisi

In the last issue of DOC we told you about a community give-back program created by Nisi Estiatorio in Englewood, New Jersey. The Gold Foundation was very fortunate to be the recipient of 10% of the restaurant's proceeds from Wednesdays in July. With the help of Teddi Hunter, Englewood resident and Foundation supporter, we worked hard to fill the place and are thrilled to report that more than 500 people dined on "our" days!



From left, Nisi Manager Michael Liristis, Teddi Hunter, Ethan Hunter, Sandra Gold, Arnold Gold, Chef John Piliouras

Nisi's chef and partner John Piliouras, and general manager Michael Liristis, told us how grateful they are for the tremendous effort the Gold Foundation made to promote the program and the restaurant.

"This was so successful for us, and it feels great to give back. We respect the important work you do and how committed you were to bringing people to our restaurant."



Celebrating her birthday with family and friends at a surprise dinner given by her daughters, Hali Pine told us, "Surprise #2 was finding out that my party was on a special night for the Gold Foundation! It meant so much to be part of a good cause. When Sandra came over to our table it just added to the magic and good feelings of the whole evening."



Happily surprised to be dining for a cause, Hali Pine (3rd from left)

To view more photos of Gold Foundation friends at Nisi please visit our Facebook page at www.bit.ly/GoldFacebook.

It's Almost Time...

...for the
4th GHHS Fall Biennial Conference
October 7-9, 2010 at the
Dallas/Fort Worth Airport Hyatt Regency

The Gold Humanism Honor Society (GHHS) recognizes medical students, residents, and faculty who exemplify integrity, excellence, compassion, altruism, respect, empathy and service in clinical care. In only 8 years, 89 U.S. medical schools have established GHHS chapters and membership exceeds 9,000.



This year we expect at least 250 people to attend the conference, two-thirds of whom will be medical students and residents. This year's theme is **"The Power of Humanism: Transforming Our System, Renewing Ourselves."** Talks and workshop titles include:

- **Creating Safety in Unsafe Places**
- **The Role of the Hidden Curriculum**
- **The Language of Leadership**
- **Crucial Conversations** (see related article on p.4)

Much of the success of GHHS can be attributed to the relationships and enthusiasm generated at the Society's Biennial Conferences and the attention these meetings attract.

With the support of generous sponsors, the Gold Foundation makes grants that fully underwrite the Biennial participation of one medical student and one resident from every GHHS chapter. As of this writing, this year's sponsors include the Association of American Medical Colleges, the American Board of Internal Medicine, American College of Surgeons, American Hospital Association, Harold Grinspoon Charitable Foundation, The Josiah Macy, Jr. Foundation, and Massachusetts Medical Society.

To sponsor Biennial participants, please call Bob Gurmankin at (201) 567-7999 x18.



The Arnold P. Gold Foundation

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To preserve the "care" in healthcare
please contribute to
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When Barbara Bray of California heard about the Gold DOC program following her nephew's White Coat Ceremony, she was inspired to contact us. Writing on behalf of her husband and herself she enthusiastically nominated two doctors who have touched their lives in special ways.



She described Dr. Lisa Choi-Flores, saying, "Far beyond her professional talents, skills and knowledge in providing care are her sensitivity, kind demeanor, personal understanding and capacity to always make time for us. She always has a warm, heartfelt hug and has frequently shared tears together with us, too."

Speaking about her other nominee, Dr. Randolph Kado, Barbara wrote, "Dr. Kado demonstrated something far beyond knowledge, skills and talent - he was compassionate, concerned, and connected to our personal concerns and the issues we were dealing with daily. Dr. Kado realizes that the 'working' (or not) of the body, mind and heart are essential for patients to thrive."

The Gold Foundation's summer intern, Jeremy Ruskin, had the opportunity to speak with Dr. Kado after he received his award. Dr. Kado shared that he was pleasantly surprised to find out that the Brays thought of him as a Gold DOC. He also commented that doctors more often receive negative feedback from their patients and how nice it was to be recognized in a positive way.

Dr. Kado took a minute to give some advice to Jeremy, who is heading off to medical school this month. He reinforced the value of what he referred to as "the basics", including good communication, respect, genuineness, and listening skills. He also reminded Jeremy that good bedside manner is as important today as it was when he began his training more than a few years ago!



Do you have a physician who embodies humanism in medicine? If so, read about the Gold DOC program and fill out a nomination form at our website, www.humanism-in-medicine.org. Alternatively, send us a letter of nomination to the attention of Mary Katondo.