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

Summer 2011

From National Competition, Two New Gold Professors

Champions for humanism in medicine, each winner will receive \$150,000 (over three years) to dedicate time to teach and mentor trainees, to create patient-centered curriculum, and to conduct research to improve patient care.



Dr. Sigall K. Bell

Connecting Humanism to Patient Safety

"The voices that most need to be heard in healthcare are too often those least likely to speak – patients, family members, clinicians-in-training, and staff who occupy the lowest rungs of the hierarchy. What conversations addressing humanism and its impact on patient safety should be happening, but currently are not?"

These are the words of **Sigall K. Bell, M.D.**, Assistant Professor of Medicine at Harvard Medical School and recent winner of a Gold Professorship. She went on to say, "System fixes like checklists and barcodes can only go so far if they are not coupled with organizational culture change. That change must prioritize listening carefully to patients and colleagues, and speaking up across inter-professional and hierarchical boundaries. I am honored to join the Gold Foundation family, and view the

Professorship as a unique opportunity to ensure that the most vulnerable voices in healthcare are heard."

Dr. Bell's research probes disclosure of medical errors, and understanding how institutional culture and the "hidden curriculum" – the values, practices, customs and beliefs that are passed down informally as students become physicians – shape moral decision-making, humanism and patient safety.

A recipient of numerous teaching awards, Dr. Bell is a member of The Academy at Harvard Medical School, which advances the education of physicians and scientists. She is co-Director of Patient Safety and Quality Initiatives at the Institute for Professionalism and Ethical Practice at Boston's Children's Hospital, practices medicine at Beth Israel Deaconess Medical Center, and lectures internationally. Her work has been published in the *New England Journal of Medicine*, *Academic Medicine*, *Medical Education* and the *New York Times Op Ed: Physician, Say You're Sorry (video)*.



Dr. Stephanie Harman

The Heart of the Physician-Patient Relationship

"Humanistic communication lies at the heart of the physician-patient/family relationship. It connects physicians to patients as fellow human beings," said Gold Professor **Stephanie Harman, M.D.** "While the specialty of palliative medicine has highlighted the importance of empathic communication skills in caring for patients with advanced disease, the skills are not universally incorporated into basic

medical training. I went into palliative care because of both my passion and my distress working in an increasingly technology-shrouded medical system that seemed to foster dis-passion rather than compassion."

A Clinical Assistant Professor at the Stanford University School of Medicine and a palliative care physician and internist at Stanford

Hospital, Dr. Harman is also medical director of Stanford's Palliative Care Program. She is an associate program director for the Stanford Internal Medicine Residency and site director for the Hospice and Palliative Medicine Fellowship.

"Residents have told me that they are afraid to connect too much with their patients for fear of burning out and that when they have to have a conversation about bad news, they find the content itself very difficult. If we are able to train and equip residents to connect with patients and not burn out, we can preserve the practice of humanism in medicine in the next generation of physicians." Dr. Harman is thrilled that the Gold Professorship will allow her to bring these critical skills to physician trainees across specialties.

Dr. Harman is a recognized clinical leader at Stanford Hospital, winning the *Isaac Stein Award for Compassionate Care* from the hospital's board.

For enhanced content, including links to some of the publications referenced above, please view the electronic version of *DOC* at www.humanism-in-medicine.org/DocSummer2011

Students Reflect on the Human Aspect of Medicine

Every year we challenge medical students to reflect on how an aspect of their educational experience influenced their resolve to become compassionate physicians, and write about it for our **Humanism in Medicine Essay Contest**. More than 2,000 entries later, we are still moved and excited by the thoughtfulness and power of their words.

This year students were asked to ponder the following quote and write about ways a role-model taught or influenced the way they intend to practice medicine:

Good teaching cannot be reduced to technique; good teaching comes from the identity and integrity of the teacher.

—**Parker Palmer**, author and social change activist

Three winning essays and ten honorable mentions were selected by a panel of judges, to whom we extend our deep appreciation for the attention they devoted to their task. **We are pleased to announce the winners** and entice you with excerpts from their essays. To read the full essays on our website please visit www.humanism-in-medicine.org/essaywinners2011. Winners receive monetary awards and their essays are published in *Academic Medicine*, the journal of the Association of American Medical Colleges.



1st Place - Nathan Dahl
2nd year student at University of Nevada School of Medicine

That man passed away the following day, and my time with [my mentor] ended shortly thereafter. I still remember some of the dosing guidelines for morphine, but it is not what I took away from that rotation. I remember clearly that the difference I made for that man had nothing to do with medicine, nothing to do with my labs or data or science; it came from the ability to recognize a patient as a human being and to reach out accordingly. The profound realization that the person on the other side of the chart is just that, a person, is something that cannot be conveyed through a textbook, not really. It is a subtle revelation born only from experience, from humility, and, sometimes, from a walking example of what empathy in medicine can look like.

...Dr. L had seen it. I simply saw a mother and her two children; Dr. L saw hints of depression, betrayal, resignation, and deep sadness. He saw pride, strength, and courage. In one of my first attempts at taking a history, I had focused on that which I could immediately see and hear. He searched for the story behind the history, and found it with a warm, plastic bottle of milk.



2nd Place - Natasha Naik
1st year student at Stanford Medical School



3rd Place - Natasha Demehri
3rd year student at Florida State University College of Medicine

"S is in a coma. Florida Hospital-Ginsberg Tower. Help." My mouth dropped, my heart began to race, and my mind went blank. It was my first day of my Internal Medicine Rotation and my first day on ER-call. I was rounding on patients as my phone vibrated. It was a text notifying me that my close friend had gone into a coma....Shaking, breathing heavy, and thoughts racing, I finally made it to the 8th floor of Ginsberg Tower. The place that I frequented for several weeks during my surgery rotation had suddenly become an unfamiliar nightmare.

Honorable Mentions

Kirsten Austad, 3rd year at Harvard Medical School

Tasnim M. Beg, 4th year at Tulane University School of Medicine

Diana Brill, 3rd year at University of Virginia School of Medicine

Joseph Cruz, 3rd year at UMDNJ School of Osteopathic Medicine

Rachel Hammer, 2nd year at Mayo Medical School

Gil Hoftman, 3rd year at University of Pittsburgh, School of Medicine

Angela Hyde, 3rd year at Faculty of Medicine, Memorial University of Newfoundland

Mary Jane Lim-Fat, 3rd year at Faculty of Medicine, University of Ottawa

Freda Ready, 1st year at Columbia University College of Physicians & Surgeons

Alexander Sheppe, 1st year at University of Chicago Pritzker School of Medicine



Our Distinguished Essay Judges

Pamela Brett-MacLean, Ph.D.

Director, Arts & Humanities in Health & Medicine Program
Faculty of Medicine & Dentistry, University of Alberta
Edmonton, AB

Marcia Day Childress, Ph.D.

Associate Professor of Medical Education
Director, Programs in Humanities, Center for Biomedical Ethics and Humanities
University of Virginia School of Medicine
Charlottesville, VA

Jack Coulehan, M.D., M.P.H.

Professor Emeritus of Preventive Medicine
Fellow, Center for Medical Humanities and Bioethics
Stony Brook University School of Medicine
Stony Brook, NY

Barbara Gastel, M.D., M.P.H.

Associate Professor, Department of Integrative Biosciences/Medical Humanities
Texas A&M Health Science Center College of Medicine
College Station, TX

Judith Hannan

Writer
New York, NY

Therese Jones, Ph.D.

Associate Professor of Internal Medicine
Director of the Arts and Humanities in Healthcare Program
University of Colorado Denver School of Medicine
Aurora, CO

Arlene M. Katz, Ed.D.

Instructor of Social Medicine
Department of Global Health and Social Medicine
Harvard Medical School
Boston, MA

Perri Klass, M.D.

Medical Director and President, Reach Out and Read National Center
Professor of Journalism and Pediatrics
New York University
New York, NY

Elizabeth McKinley, M.D., M.P.H.

Assistant Dean for Student Societies
Dean, Emily Blackwell Society
Case Western Reserve University School of Medicine
Cleveland, Ohio

Kyle Nash, D. Min.

Clinical Thanatologist, McLean Center for Clinical Medical Ethics
Department of Medicine, University of Chicago Pritzker School of Medicine
Chicago, IL

Alex Okun, M.D.

former Associate Professor of Clinical Pediatrics
Albert Einstein College of Medicine
Bronx, NY

Joanna Sachar

Writer
Englewood, NJ

Murray Schwartz, Ph.D.

Professor of Writing, Literature and Publishing
Emerson College
Boston, MA

Johanna Shapiro, Ph.D.

Professor of Family Medicine
Director, Program in Medical Humanities & Arts
University of California, Irvine College of Medicine
Irvine, CA

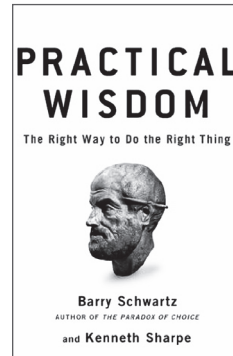
Marcia Soltes

Writer
Fort Lee, NJ and Stockbridge, MA

Nina Stoyan-Rosenzweig

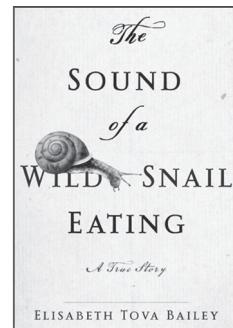
Director, Medical Humanities Program
University of Florida College of Medicine
Gainesville, FL

Staff Picks – Reading for the Body, Mind and Soul



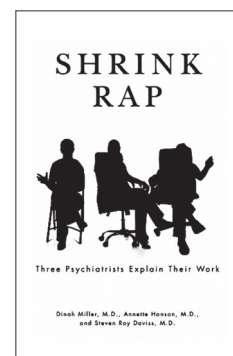
Practical Wisdom: The Right Way to Do the Right Thing, by Barry Schwartz and Kenneth Sharpe. Professionals - doctors, lawyers, teachers, and others - don't need more rules, but more opportunities to make wise decisions, argue these two college professors in a compelling case about the need for wisdom in our complex world. Their thesis is based on Aristotle's view of wisdom which suggests that doing the right thing is

not just about the right rules, but knowing the right thing to do in a given circumstance with a particular person at a particular time.



The Sound of a Wild Snail Eating, by Elisabeth Tova Bailey. At age 34, Bailey is struck suddenly by a debilitating illness that leaves her bedridden and helpless. About it she writes, "There is a certain depth of illness that is piercing in its isolation; the only rule of existence is uncertainty, and the only movement is the passage of time." To remind her of the outside world, a friend brings her

a snail from the garden and she becomes captivated watching the creature go about its life. "The snail and I were both living in an altered landscape not of our choosing. I figured we shared a sense of loss and displacement." Part scientific study, part poignant memoir, many readers found this book both calming and captivating.



Shrink Rap: Three Psychiatrists Explain Their Work, by Dinah Miller, Annette Hanson, and Steven Roy Daviss. With candor, large doses of clinical information, humor and realistic patient vignettes, these doctors pull back the curtain on their field to reveal how they work. They even answer the pressing question, Why do psychiatrists always respond to patients' questions with a question? The fast-paced book is a

spin-off of their popular blog and "My Three Shrinks" podcast.

The Arnold P. Gold Foundation

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Newsworthy

Update from the Gold Humanism Honor Society

We welcome the newest GHHS chapters - The Brody School of Medicine at East Carolina University and Eastern Virginia Medical School. A dynamic force in medical schools and beyond, GHHS added 1,585 new members so far this year for a total of 13,000 worldwide! To view all 94 chapters, [click the GHHS tab](#) on our website.

Magazine Features Our Gold DOCs

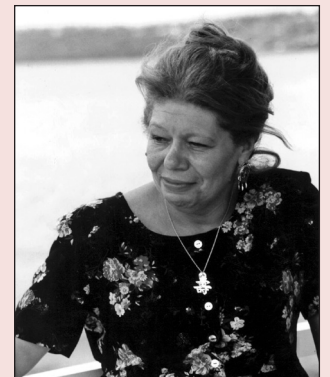
Meet several Gold DOCs and the patients who nominated them in the current issue of (201) *Health* magazine. You can read the article on our website at:

www.humanism-in-medicine.org/GoldDoc201.

Is your doc a Gold DOC?

In Memoriam

We are sad to share the news of the passing of Judith Schwartz, sister of our colleague and friend Barbara Packer. The leadership and staff of the Gold Foundation extend heartfelt condolences to Barbara and her extended family. Judith's family requested that donations in her memory be directed to the fund that bears her name at The Arnold P. Gold Foundation, established by Norm and Barbara Seiden.



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