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THE GOLD CONNECTION

Gold Humanism Honor Society — www.humanism-in-medicine.org

Solidarity Day



"In a world with so many negatives coming at us all the time, and so many seemingly unsolvable problems, I found the solidarity symbolized by our human chain and its other manifestations around the country a real ray of hope..."

*Nancy Coleman
Coordinator, Interprofessional Education
& Pediatric Critical Care
College of Medicine, University of Arizona-Tucson*



"Solidarity Day, inspired by our own Dr. Randy Friese, had special meaning for our chapter since we were so immersed in the events surrounding the January tragedy. We all were affected deeply by the shooting injuries and fatalities and the frightened and bereaved families. Celebrating the positive actions of our medical personnel, and humanistic caregivers everywhere, helped us begin healing. The human chain organized by Tucson GHHS students was joined by hundreds of students, residents, faculty, and other healthcare workers, researchers and staff from our
(Cont'd on page 2)

The Patient/Doctor Relationship: What We All Need to Know

In February the GHHS and the NY Academy of Medicine co-sponsored an evening with David Newman, author of *Talking with Doctors*, (2nd Edition 2011). Without warning, in 1999, David Newman, a New York-based psychotherapist, learned he had a rare and life-threatening tumor in the base of his skull. He consulted with leading physicians at four major medical centers and doctors offered drastically differing opinions. In November 2008, in the context of tumor recurrence, Newman faced a remarkably similar situation. In his very personal story, Newman made points of universal importance about what he learned as a patient and what doctors need to understand about their patients.

- Doctors' words, gestures and non-verbal communications are all important and patients will draw meaning from them.
- Doctors may be feeling emotional discomfort and this reflects in the doctor/patient interaction.
- Patients feel keenly the disparity between the patient and doctor as evidenced by waiting, doctors not having prepared ahead by reading reports, etc. Consequently, patients may almost feel like supplicants.
- Patients yearn for clarity, collaboration and respect while "sitting on a roller coaster."
- Patients may comply simply from the inability to absorb considerable or difficult information.
- Doctors need to be in the moment – to reach out to talk with patients. In a heightened state of fragility, patients need affirmation of their worth as people.
- There is a need for the highest level of collaboration between doctor and patient. To give the best care, doctors need to be curious about their patients and about what is going on in themselves as well.

Newman recognized that physicians are "necessarily detached and purposive, and strive for objectivity," but he also reminds us that "the relationship is simultaneously profoundly intimate, and it is a part of a doctor's responsibility to work with the complexity." As a practitioner himself, he assures us that, "doctors will likely find their work more gratifying, pleasant and rewarding if they engage personally with their patients."

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Solidarity Day

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Health Sciences Center. We felt supported by our own community and by GHHS chapters around the country and beyond. We truly felt the solidarity."

*Andreas A. Theodorou M.D., FCCM, FAAP
Professor of Clinical Pediatrics, GHHS Chapter Advisor
College of Medicine, University of Arizona-Tucson*



"We decided to hand out burgundy ribbons to attendings, residents, and medical students on Solidarity Day. Quillen did not disappoint! Physicians throughout the hospital

proudly displayed their ribbon on their white coats – and most even continued to sport it for the rest of the week!... Those ribbons served as a visual reminder--even if it was only for a day – that sometimes, our primary course of action is to stop, and simply 'be there' for our patients. Because the idea of Solidarity Day is so crucial to being a good physician, this event is something that I will stress that needs to be continued at Quillen for the years to come!"

*Jacqueline Vidosh, MS 4
Quillen College of Medicine, President, 2011 GHHS*



(Left to right) Missouri-Kansas City's Anant Kharod, Amy Patel, Advisor Carol Stanford, MD, Ashley Mann and Jim Gentry with picture of Valentine greeting sent to entire staff.

"We became involved with this day in observance of the tragic Arizona shooting and to stress the importance of displaying the utmost compassionate demeanor to patients, regardless of diagnosis severity. We feel that it is imperative, now more than ever, to always remain optimistic and hopeful regarding the good in people in addition to assuaging their fears, and these thoughts begin by exhibiting sound, thoughtful patient care..."

(Cont'd on page 3)

Empathy Project – U of Florida

"I have always struggled with 'bothering' residents and attendings to shadow them," wrote second year medical student Whitney Stern after she was invited by fourth year student Parin Chheda to join the Chapman Empathy Emergency Project coordinated by the UFL GHHS chapter. Chapter advisor, Nina Stoyan-Rosenzweig explained that The Empathy Project grew out of discussion on how first and second year can be discouraging for students who feel they are losing sight of their reasons for going into medicine and losing their love of patient care and human contact.

Stern writes, "I realized that the 4th years were truly going out of their way for us and wanted to help. It was a missed opportunity if I did not take advantage of this." Stern was set up with Laura James, another 4th year student on her anesthesiology rotation. With her guidance, she prepared for the meeting with Laura and her resident in the OR the next Monday. Not only was the resident welcoming of Stern, he asked her if she would like to intubate the patient. Coming well prepared and being guided through the procedure by the resident and attending, the fear receded and a milestone was achieved. "As a former diver...I felt like (I was) doing a new dive off of the 10 m platform. Exhilarated. I was lucky enough to spend the day in and out of the operating room...This was 100% what I needed to restore confidence in myself and to give myself motivation for getting through our overwhelming and exhausting second year...."

Stern describes the opportunity as invaluable and what medical school should be about. "The books and studying are obviously imperative, but every now and then, it is important for first and second year students to look around and realize that we are a part of something that extends far out of the classroom...This is why I came to medical school."

Art Mobilizes Medicine

Dr. Gretchen Berland's award-winning documentary *Rolling* follows three participants with cameras mounted on their wheelchairs: a clinical psychologist paralyzed at 17; a TV writer with five children who suffered from ALS; and a business manager for a department at the UCLA School of Medicine with multiple sclerosis. Many of our GHHS chapters have shown the film to great acclaim followed by facilitated discussions. You can apply for a grant for refreshments; we'll lend you the DVD. The video will enlighten everyone's perspective on patient care and policy.

"The film was eye opening."

"I feel as if the simple courtesies we offer patients who can walk we overlook in those with disabilities and it brings to light the fact that making assumptions about patient care is not the best way to practice medicine."

Chapters Benefit from Electing Officers

Over the last several months, particularly as plans for Solidarity Day intensified, student officers of GHHS chapters took the reins in applying for grants and facilitating chapter activities. Chapter advisors and their students benefit from sharing responsibility, leadership opportunities and exemplifying the goals of collaboration and respect. We recommend that all chapters take advantage of this approach.

Welcome New GHHS Chapter!

University of California, Davis

Does Your University Have a GHHS Website?

Share the link with us.

Solidarity Day: What Did Everyone Do? *(Cont'd from page 2)*



UC Irvine pens.



Tulane provides treats for patients' families.



Gov. Earl Ray Tomblin gives Gold Humanism Week proclamation to GHHS W. VA Chapter.



"Our group absolutely enjoyed the idea of a day when all chapters can...promote humanism and compassion in medicine. What stood out was how surprised — and enthusiastic — staff, faculty, and students were to receive that message in the form of a simple pen. So many were enthralled by the pen's design exhorting them to be mindful of their kindness. Our chapter can't wait to do it again next year!"

*Steven Chan & Rachelle Callenback Lo
Co-Presidents of GHHS at UC Irvine,
UC Irvine School of Medicine
Class of 2012, Class of 2011, respectively*



Columbia University College of Physicians & Surgeons

Spent extra time getting to know patients and their families.

Dartmouth Medical School

Raised awareness of drinking on college campuses by sponsoring a play about the men who founded AA.

Des Moines University College of Osteopathic Medicine

Held a blood drive at a local blood bank and posted an inspirational message on Facebook.

ETSU James H. Quillen College of Medicine

Medical students, residents, and physicians wore burgundy ribbons on their white coats as a symbol of solidarity.

George Washington University School of Medicine

Gave out gold wristbands (like the LiveStrong bracelets) that say "humanism...GHHS."

Jefferson Medical College

GHHS chapter president Aimee Lee and member Gary Weissman gave heartfelt speeches about the importance of humanism in medicine at a luncheon. Small groups shared memorable patient interactions.

Northeastern Ohio Universities College of Medicine

Placed baskets of heart stickers at the hospitals and asked staff to recognize acts of humanism in their co-workers through the day by giving them a sticker.

Ohio State University College of Medicine

Observed a moment of silence to honor individuals touched by the recent Arizona tragedy. Distributed *Hugs are Healing* buttons at an event and throughout the medical center.

Stanford University School of Medicine

Speaker on humanism addressed students, faculty, and staff.

SUNY Downstate Medical Center College of Medicine

Showed the film *Rolling* followed by a discussion of compassionate patient care.

SUNY Upstate Medical University

Held a memorial service for their patients who passed away. Wore gold silk ribbons on their coats in memory, read poems, played songs on a harp, wrote a few words about each individual patient on a small paper leaf and pinned it on a bulletin board. Lit a candle for each patient.

Touro University College of Osteopathic Medicine, California

Everyone wore red on Feb. 14 and took a moment to think about important humanistic acts. Discussed ways to bring more humanism into medicine.

Tulane University School of Medicine

Created gift baskets filled with snacks, teas, hot chocolates (each item donated or baked by a GHHS member) for the ICU/CCU/NICU waiting rooms throughout the hospitals.

UMDNJ New Jersey Medical School

A Leonard Tow recipient took a significant role at the annual American Academy of Hospice and Palliative Medicine Conference.

University of Alberta Faculty of Medicine and Dentistry

Arranged lunch hour speakers (Leonard Tow Humanism in Medicine recipients); set up booths at hospital and buildings to sell popcorn and valentines for Youth Emergency Shelter Society (YESS); valentines sent to children's ward and others.

University of Arizona College of Medicine – Tucson

Hundreds of participants made a human chain in the Health Sciences courtyard followed by a special Art Aloud reading of poems and events relating to humanism.

University of Arizona College of Medicine – Phoenix

Sent a banner with a picture of the medical school members to literally stand in solidarity with Tucson's human chain.

University of California, Irvine School of Medicine

Students and residents gave out pens designed to promote compassion in medicine.

University of California, San Diego School of Medicine

To promote humanism in medicine and show what GHHS stands for, 4th year medical students shared their unique experiences and stories of humanism in medicine with students in their preclinical training years.

University of Chicago Pritzker School of Medicine

Held panel discussion for entire medical school, residency and hospital community on religious traditions in death and dying.

University of Connecticut School of Medicine

Sent the entire 3d year class an excerpt on spending time getting to know patients and encouraged them to spend extra time with their patients that day. Assistant Prof. of Pediatrics made breakfast for pediatric residents in appreciation of their hard work and professionalism. Gave notes to the cleaning staff thanking them for all the work they do. House staff currently on their Geriatric rotation delivered Hershey kisses to nursing home residents.

University of Florida College of Medicine

Medical student presented *The Human Theater: Visual Empowerment of the First-Person Narrative* to promote caring and compassionate medical practice.

GHHS News

Congratulations **Susan Rosenthal, MD, Brian Gable, MD,** et al. on "Humanism at Heart: Preserving Empathy in Third-Year Medical Students" published in *Academic Medicine*, March 2011.

Congratulations **John Pascoe** (GHHS 2010) recipient of the Dream Maker Award, an honor from the Cincinnati Youth Collaborative for his outstanding mentorship.

Send us your news

University of Illinois College of Medicine at Peoria

Students, faculty and staff submitted examples of humanism in action that they witnessed during the period from Feb. 7 – 21, 2011. A special e-mailbox was set up to accept written contributions.

University of Kansas School of Medicine

Compiled a list of books, articles and movies on the subject of humanism in medicine. Shared list with the medical library staff in addition to all current medical students and faculty.

University of Minnesota Medical School

Distributed thank you cards to all the nurse managers to share with the nurses on their unit in appreciation of their ongoing commitment to compassionate patient care.

University of Missouri – Kansas City School of Medicine

Valentine greetings sent to all the medical staff, faculty and student body reminding them of the importance of a kind heart and attitude.

University of New Mexico School of Medicine

Worked at a local homeless shelter and engaged colleagues in a discussion about compassionate care for those in the community most in need.

University of N. Carolina, Chapel Hill (chapter pending)

Discussed humanism in medicine and gave out soft fabric hearts and chocolate hearts to participants of the Healer's Art class.

University of Tennessee Health Science Center College of Medicine

Established an annual award for outstanding member of the healthcare team who consistently demonstrates high touch skills of communication, empathy and compassion. A nurse in the Erlanger CSICU was honored this year.

University of Texas Medical Branch – Galveston

Gave flier to each patient with contact information for pastoral care in the hospital and the local crises and family services center to let each patient know there is always someone to talk to.

University of Toledo College of Medicine

Delivered carnations to all hospital patients and enjoyed spending extra time with them.

University of Vermont College of Medicine

Distributed gold ribbons to wear on Feb. 14 in solidarity.

University of Virginia School of Medicine

Held a viewing of Gretchen Berland's film *Rolling* followed by a discussion among faculty, students and residents.

University of Wisconsin School of Medicine and Public Health

Gave thank you notes to desk clerks, cleaning staff and others in the hospitals/clinics where students are rotating.

The Warren Alpert Medical School of Brown University

Encouraged all to read *Cutting for Stone* by Abraham Verghese.

"In an emergency, what therapy is administered by ear?"

Answer: "Words of comfort."

West Virginia University School of Medicine

Humanism week included viewing of *Rolling*, lectures, the HeART of Gold art contest, food drive and launch of the Golden Student Star Program. West Virginia's Governor Earl Ray Tomblin signed a proclamation officially declaring February 14-18 as Gold Humanism Week.

A I Dupont Hospital for Children, Wilmington, DE

GHHS member and Leonard Tow Humanism in Medicine recipient organized a seminar on communication skills for the house staff.

Jewish Home at Rockleigh, NJ

Delivered candy kisses to residents of the nursing home.

Roosevelt Hospital, NYC

GHHS member and Humanism and Excellence in Teaching awardee made special effort to show appreciation to those hospital staff who go out of their way to make patient care better.

Sophie Davis School of Biomedical Education, CCNY

Delivered thank you cards to local police precincts 26 and 30, local Harlem Fire Dept., and City College Departments of Security and Sanitation. Students wanted to let them know how deeply they appreciate their work. "Humanism in Medicine begins with strong relationships with everyone on the team."

University of Massachusetts Memorial Hospital

Leonard Tow Humanism in Medicine recipient led a book club reading of *Cutting for Stone* and facilitated a session at the American Academy of Hospice and Palliative Medicine conference to reflect on loss.

Off to Residency?

We don't want to lose contact with you as you move on to the next phase of your career. Give us your permanent email so communication continues after graduation. Let us know where you are going for residency. We can help you get connected there. If you need your directory login/password, email GHHS@gold-foundation.org.



The UTMB class of 2011 on Match Day.