



A TRIBUTE TO HEALTHCARE TEAMS WHO  
HAVE CARED SO DEEPLY DURING THE COVID-19  
PANDEMIC & A CELEBRATION OF OUR SHARED  
COMMITMENT TO HUMANISM IN HEALTHCARE



ANNUAL GALA  
The Arnold P. Gold Foundation | Special Virtual Event  
June 10, 2021

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# A MESSAGE FROM THE CHAIRMAN OF THE BOARD AND THE PRESIDENT

*It has been a long year of important and essential work, and so it is with some relief and deep joy that we come together tonight for this special evening.*

## Dear friends,

We are delighted to welcome you to our Annual Gala, our first such virtual event in this historic time. We gather with you to honor the towering compassion and courage of doctors, nurses, and healthcare teams throughout the COVID-19 pandemic and our shared mission to ensure diverse, inclusive, and ultimately humanistic healthcare.

Last year, there was no gala. The pandemic swept all such celebrations off the calendar. We, like you, buckled down to assist in this enormous calamity. We shifted our iconic White Coat/Oath Ceremonies and Gold Humanism Honor Society inductions online; we accelerated our new Gold Human InSight Webinars, providing valuable insights through virtual keynotes, panels, and fireside chats; we adapted our programs and launched new ones, including the galvanizing 2020-21 GHHS National Initiative, Humanism & Healing Conference: Structural Racism & Its Impact on Medicine. We saw many of you there, as presenters, as attendees, as fellow advocates on this journey toward a better future. Thank you for walking this path with us. Humanistic healthcare must be inclusive, diverse, equitable – and racism has no place.

It has been a long year of important and essential work, and so it is with some relief and deep joy that we come together tonight for this special evening. While we miss the hugs and toasts in person, we are pleased that the virtual format will allow a more expansive and accessible celebration, bringing in long-time members of the Gold community and first-time Gala attendees from around the globe.

Together, we will remember again the power of the human connection in healthcare. Together, we will honor those who evoked such humanism in this past difficult year and a half. Together, we will rejoice in the mission we share and the hope of a better future ahead.

Our host tonight is the inimitable Dr. Kimberly Manning. A Gold Trustee, Dr. Manning embodies humanism in healthcare in all she does, from creating unforgettable Twitter stories of moments of patient connections to guiding the national conversations around deliberations of the COVID-19 vaccine. We are honored to have Dr. Manning on our Board and at the gala helm and grateful for her advocacy.

We are also thrilled to welcome Felicia Temple, a registered nurse and R&B singer, to perform at our gala. Ms. Temple was on tour in early 2020 when the pandemic began, and she returned to her hospital in New Jersey to care for patients in the midst of a dire surge in cases.

# A MESSAGE FROM THE CHAIRMAN OF THE BOARD AND THE PRESIDENT

We will be honoring more than 200 Champions of Humanistic Care from our Gold Partners Council member institutions and other Gold partners – physicians, nurses, and healthcare team members who represent the great contributions of compassion during the COVID-19 crisis. Each of them can be found in this gala program book and on our website, and you will hear from a few of them tonight. We encourage you to spend time looking through this program book and reflecting on the healthcare team members honored in these pages and the millions of others who have cared with such empathy and love for patients during this crisis.

Tonight, we will also award our National Humanism in Medicine Medal to three titans of humanism in healthcare who have led the way throughout their long and distinguished careers and, most especially, during the COVID-19 crisis.

Dr. Anthony Fauci, Director of the National Institute of Allergy and Infectious Diseases and Chief Medical Advisor to President Biden, will be honored for his half-century of service and his courageous, empathic, and scientifically rigorous efforts in helping a divided nation combat the global COVID-19 pandemic.

Dr. Wayne Riley, 17th President of SUNY Downstate Health Sciences University and Chair of the Board of Trustees of the New York Academy of Medicine, will be honored for his exceptional and steadying leadership as the COVID-19 pandemic struck New York City and his unrelenting advocacy for health equity and anti-racism in medicine. He is a Gold Humanism Honor Society member and a Trustee and Secretary of the Gold Foundation.

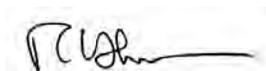
Dr. Eric Topol, renowned molecular cardiologist, researcher, and futurist visionary, will be honored for his trusted voice blending top-tier science and the essential human connection in bestselling books and myriad platforms, throughout his career and especially during the COVID-19 crisis.

Finally, we are deeply grateful to the many sponsors and supporters who have made this evening possible, and to our incredible Board of Trustees for their leadership. This evening truly reinforces our mission, both in the essential financial support of our vast programs and in the equally essential drive of each of us to make a difference. Thank you, thank you for your dedication to humanism in healthcare and the Gold Foundation.

Sincerely,



**Richard I. Levin, MD**  
*President and CEO*



**Richard C. Sheerr**  
*Chairman of the Board*

# ANNUAL GALA PROGRAM

**6:15-6:45 P.M. (EDT)**

Virtual reception with select sponsor groups.

**7 P.M. (EDT)**

**Welcome**

Dr. Richard I. Levin, Gold Foundation President and CEO  
and Dr. Kimberly Manning, Gold Trustee

**Presentation of the National Humanism in Medicine Medal  
to Dr. Eric Topol**

introduced by Dr. Abraham Verghese

**Celebrating Champions of Humanistic Care**

**Presentation of the National Humanism in Medicine Medal  
to Dr. Wayne Riley**

introduced by Dr. Risa Lavizzo-Mourey

**Musical performance by Felicia Temple, BSN, RN, CAPA**

**Presentation of the National Humanism in Medicine Medal  
to Dr. Anthony Fauci**

introduced by Dr. Jordan Cohen

**Celebrating Champions of Humanistic Care**

**Thank you to our sponsors and donors**

Richard C. Sheerr, Chairman of the Board

**Closing**

by Dr. Kimberly Manning

**Feel free to share your heartfelt comments on social media!**

Tag us on Twitter and Instagram @GoldFdn. Use the hashtags #humanismalways

# GALA HOST

## Dr. Kimberly Manning



*“To me, being excellent is about discovering your mission and pushing yourself to explore ways to be the best steward of that mission. My mission is focused on serving underserved populations, humanizing patients, and amplifying voices of those who have traditionally been silenced.”*

Kimberly D. Manning, MD is a Gold Trustee and general internist/hospitalist who serves as Associate Vice Chair of Diversity, Equity, and Inclusion for the Department of Medicine at Emory University School of Medicine. Manning is Professor of Medicine and additionally serves as residency program director for the Transitional Year Residency Program at Emory. Beyond her roles in the Department of Medicine, she has been a society small group advisor at the Emory since their curriculum reform in 2007. Dr. Manning continues to hold this position and currently co-leads the Semmelweis Society—one of the four academic houses in the medical school.

Manning’s academic achievements include numerous institutional, regional and national teaching awards. She has a strong passion for building and strengthening diverse clinical learning environments as well as cultivating psychologically safe learning climates. In 2018, she was awarded the prestigious ACGME Parker J. Palmer Courage To Teach Award—given to only 9 program directors across all ACGME residency programs in the US. At Emory, she has received the Evangeline Papageorge Award, The Golden Apple Teaching Award, and the Juha P. Kokko Teaching Award—the highest teaching awards in the School of Medicine, Grady Hospital, and Emory’s Internal Medicine Residency Program, respectively. She also on the editorial board for the Journal of Hospital Medicine.

The Inglewood, California native is a proud alumna of two historically Black colleges—Tuskegee University and Meharry Medical College—and is a happily married mother of two teen-aged sons. She applies her lived experiences as a Black woman, mother, daughter, wife, and community member to all that she does professionally.

# MUSICAL PERFORMANCE

## Felicia Temple



Before becoming a contestant on “The Voice”, Felicia Temple was diagnosed with cancer and went through surgery and chemotherapy.

*“Going through this whole experience has really enabled me to be more empathetic towards my patients. I work in surgery every day and at some point it can become redundant, you know you feel like you do the same thing for everyone. Having had surgery myself, being in the position of the patient, just makes me take a little more time with them...be even more kind and patient when they’re nervous.”*

Felicia Temple’s music has that magical quality that only reveals itself after overcoming years of hardship. A cancer survivor and Registered Nurse who went on to work in the ICU during the depths of the Covid-19 crisis, her powerful story has endeared her to fans around the world. Now, as she enters the post quarantine era, Felicia is preparing to share her sultry brand of R&B with a larger audience than ever before.

Felicia honed her skills at the famed Village Underground in New York City before making her breakthrough as a contestant on season 12 of The Voice. Her success introduced her to an international fanbase, and soon, she was touring prolifically, both as a solo artist and supporting Grammy-nominated singer Deborah Cox. Felicia was touring internationally on the Whitney Houston Hologram Tour and enjoying the biggest success of her career when the pandemic hit.

Having overcome Neuroendocrine Cancer as a young woman, Felicia felt an urge to contribute to the fight against Coronavirus. With her music career on pause, she worked tirelessly on the frontlines, saving countless lives and risking her own every day. Her experiences gave her a new lease on life, and saw her honored as Hometown Hero by New Jersey Congressman Josh Gottheimer.

Felicia is as dedicated as ever to using her gifts to inspire and uplift. With three acclaimed EP’s to her name, she has proven to be an artist with rare staying power. With new music expected in 2021 and beyond, her captivating songwriting will continue to enthrall listeners for years to come.

# ESTEEMED INTRODUCERS OF THE 2021 MEDAL HONOREES



*Dr. Abraham Verghese will be introducing  
National Humanism in Medicine Medal honoree Dr. Eric Topol.*

**Abraham Verghese, MD, MACP**, is Professor and Linda R. Meier and Joan F. Lane Provostial Professor, and Vice Chair for the Theory and Practice of Medicine at the School of Medicine at Stanford University. He is also a best-selling author and a physician with a reputation for his focus on healing in an era where technology often overwhelms the human side of medicine. He received the Heinz Award in 2014 and was awarded the National Humanities Medal, presented by President Barack Obama, in 2015. Dr. Verghese is also a former Gold Trustee and a two-time presenter of the Gold Foundation's prestigious Jordan J. Cohen Humanism in Medicine Lecture at the AAMC.



*Dr. Risa Lavizzo-Mourey will be introducing  
National Humanism in Medicine Medal honoree Dr. Wayne Riley.*

**Risa Lavizzo-Mourey, MD, MBA** is the Robert Wood Johnson Foundation Population Health and Health Equity Professor Emerita at the University of Pennsylvania. From 2003 to 2017, she was the President and Chief Executive Officer of the Robert Wood Johnson Foundation, the largest U.S. philanthropy organization dedicated to health. Previously, at the University of Pennsylvania, she directed Penn's Institute on Aging and was chief of geriatric medicine at the University of Pennsylvania's School of Medicine. She served as deputy administrator for the Agency for Health Care Policy and Research and was appointed by President Barack Obama to the President's Council on Fitness, Sports and Nutrition. She serves on numerous boards, including as Vice Chair of the Smithsonian Institution Board of Regents.



*Dr. Jordan Cohen will be introducing  
National Humanism in Medicine Medal honoree Dr. Anthony Fauci.*

**Jordan J. Cohen, MD**, served as President of the Association of American Medical Colleges (AAMC) from 1994 to 2006. As President of the AAMC, Dr. Cohen improved medical education and clinical care with initiatives in education, research and patient care. He speaks extensively on the need to promote greater racial and ethnic diversity in medicine, to uphold professional and scientific values, and to transform the nation's health care system. Dr. Cohen is a Gold Trustee and Chairman Emeritus of The Arnold P. Gold Foundation's Board of Trustees. He serves on numerous boards and advisory councils, including the Accreditation Council for Graduate Medical Education. Dr. Cohen received the National Humanism in Medicine Medal in 2016.

# 2021 NATIONAL HUMANISM IN MEDICINE MEDAL HONOREE

## Dr. Eric Topol

Founder and Director of the Scripps Research Translational Institute,  
and Professor of Molecular Medicine at The Scripps Research Institute



***“The greatest opportunity offered by A.I. [Artificial intelligence] is the opportunity to restore the precious and time-honored connection and trust—the human touch—between patients and doctors.”***

*-Dr. Eric Topol, Deep Medicine: How Artificial Intelligence Can Make Healthcare Human Again*

Throughout his career, Eric Topol, MD, has been a powerful voice of cutting-edge science and the future of medicine while never forgetting the importance of the human connection.

Dr. Topol is Founder and Director of the Scripps Research Translational Institute and Professor of Molecular Medicine and Executive Vice President of Scripps Research. He is one of the top 10 most cited researchers in medicine. His principal scientific focus has been on the genomic and digital tools to individualize medicine. He has made major contributions to the understanding and treatment of cardiovascular diseases, including pioneering the use of anticoagulants and leading a landmark trial of thrombolytic therapy, which transformed the care of heart attacks.

Dr. Topol has published three bestselling books on the future of medicine, including his latest book, *Deep Medicine: How Artificial Intelligence Can Make Healthcare Human Again*.

Prior to his tenure at Scripps, Dr. Topol led the Cleveland Clinic to become the premiere center for heart care and was the founder of a new medical school there. He is the Editor-in-Chief of *Medscape* and hosts a podcast with Dr. Abraham Verghese, “Medicine and the Machine.” He is active on Twitter @erictopol with 368K followers.

# 2021 NATIONAL HUMANISM IN MEDICINE MEDAL HONOREE

## Dr. Wayne Riley

17th President of SUNY Downstate Health Sciences University and  
Chair of the Board of Trustees of the New York Academy of Medicine



*“There is no  
greater time for  
humanism  
in our work than  
during a  
pandemic.”*

In his decades of inspiring leadership, spanning multiple medical schools, health institutions, and organizations, Dr. Riley has galvanized students and healthcare professionals to pursue health equity and social justice.

As President of SUNY Downstate, Dr. Riley leads the only academic medical center in Brooklyn, New York, which includes the University Hospital of Brooklyn, College of Medicine, College of Nursing, College of Health Related Professions, a School of Graduate Studies, a School of Public Health, and a multifaceted biotechnology initiative. Dr. Riley is also Professor of Medicine, College of Medicine and Professor of Health Policy & Management, School of Public Health. He is a Gold Humanism Honor Society member and a Trustee and Secretary of the Gold Foundation.

In 2020, he was named the Chairman of the New York Academy of Medicine, the first African American to lead the Board of Trustees in the institution’s 173-year history. He was also appointed to the Medicare Payment Advisory Commission, a nonpartisan Congressional agency.

Dr. Riley previously served as the 10th president, Chief Executive Officer and Professor of Medicine at Meharry Medical College, as well as President of the American College of Physicians.

# 2021 NATIONAL HUMANISM IN MEDICINE MEDAL HONOREE

## Dr. Anthony Fauci

Director of the National Institute of Allergy and Infectious  
Diseases and Chief Medical Advisor to President Biden



*“Now is the time,  
if ever there was one,  
for us to care selflessly  
about one another.”*

- Dr. Anthony Fauci, in May 2020

Throughout the COVID-19 crisis, Anthony Fauci, MD has taken a fearless stance for science and understanding in a deeply divided nation. He has served as Director of the National Institute of Allergy and Infectious Diseases at the U.S. National Institutes of Health since 1984. He oversees an extensive portfolio of research to prevent, diagnose, and treat infectious diseases, including HIV/AIDS, tuberculosis, malaria, and those caused by coronaviruses. He has advised seven presidents on domestic and global health issues and currently serves as Chief Medical Adviser to President Biden.

Dr. Fauci also is the longtime chief of the Laboratory of Immunoregulation. He helped pioneer the field of human immunoregulation by making important basic scientific observations that underpin the current understanding of the regulation of the human immune response.

He was one of the principal architects of the President’s Emergency Plan for AIDS Relief (PEPFAR), a program that has saved millions of lives throughout the developing world. Dr. Fauci is the recipient of numerous honors, including the Presidential Medal of Freedom, the highest honor given to a civilian by the President of the United States.

# PREVIOUS NATIONAL HUMANISM IN MEDICINE MEDAL RECIPIENTS

## 2013

### **Ronald A. Arky, MD**

*For extraordinary, innovative leadership as an educator, clinician, and patient advocate.*

### **Mary Fisher**

*For courageous advocacy that brings treatment and compassion to patients worldwide.*

## 2014

### **Trevor Albert**

*For the courageous production of Glen Campbell...I'll Be Me, which brings new understanding and compassion to patients and families facing Alzheimer's disease worldwide.*

### **The Campbell Family**

*For courageous advocacy that brings new understanding and compassion to patients and families facing Alzheimer's disease worldwide.*

### **Arnold P. Gold, MD**

*For extraordinary leadership as founder, educator, clinician, and patient advocate.*

### **Sandra O. Gold, EdD**

*For extraordinary, innovative leadership as founder, educator, and patient advocate.*

### **James Keach**

*For the courageous production and direction of Glen Campbell... I'll Be Me, which brings new understanding and compassion to patients and families facing Alzheimer's disease worldwide.*

### **The Russell Berrie Foundation**

*For courageous advocacy and support that bring treatment and compassion to patients worldwide.*

## 2015

### **Cambridge Health Alliance**

*For extraordinary, innovative leadership in providing cutting-edge, compassionate care to diverse communities in the Boston metropolitan area.*

### **Mardge Cohen, MD**

*As an exemplar of the compassionate, collaborative physician who brings humanism to the treatment of patients worldwide.*

### **Thomas Frieden, MD**

*For the courageous invention of a new, activist era in Public Health that improves the health and lives of citizens in New York, the United States, and throughout the world.*

### **Judith Hannan**

*For courageous advocacy and leadership. As author and teacher, who brings awareness, understanding, and compassion to the experience of patients and caregivers.*

### **Myron Rosner, Esq.**

*For courageous and extraordinary service as Founding Member of the Board of Trustees and exceptional loyalty to the cause of Humanism in Medicine.*

### **Jeffrey L. Saltzer, CPA**

*For courageous and extraordinary service as Founding Member of the Board of Trustees and exceptional loyalty to the cause of Humanism in Medicine.*

### **Norman Seiden**

*For courageous and extraordinary service as founding Member of the Board of Trustees and exceptional loyalty to the cause of Humanism in Medicine.*

### **The Tow Foundation**

*For courageous advocacy and support in the recognition of Humanism in Medicine as fundamental to scientifically-excellent, compassionate, collaborative healthcare.*

## 2016

### **Jordan J. Cohen, MD**

*For extraordinary vision and direction in bringing humanism to the forefront of academic medicine throughout the world and unmatched leadership and loyalty as Chairman of the Board of Trustees.*

### **Vice Admiral Vivek H. Murthy, MD, MBA, Surgeon General of the United States**

*For exceptional valor in protecting the public health of our nation and for promoting humanism as a path to connect and improve the lives of healthcare professionals and all citizens of the United States.*

## 2018

### **Alan Alda**

*For a lifetime of creating human connections with a master actor's craft and extraordinary vision in illuminating the crucial role of communication in medicine and science.*

### **Darrell G. Kirch, MD**

*For a lifetime of service to American medicine and courageous and exceptional leadership in advancing medical education and the cause of humanism in healthcare.*

## 2019

### **Elaine Adler**

*For a lifetime of tireless advocacy on behalf of patients, steadfast support of nursing, and dedicated service to the cause of humanism in healthcare as a member of the Board of Trustees.*

### **Anna Quindlen**

*For a lifetime of illuminating human dignity and values with a master wordsmith's craft that amplifies the voice of the patient.*

### **Dr. George E. Thibault**

*For a lifetime of exemplary service to American medicine and courageous and exceptional leadership in advancing medical education and humanism in healthcare.*



**Brittany Bledsoe**  
*Nursing student*

Resources for the At-Risk is a charity organization that Brittany started in response to public fear, misinformation, and the national shortage of hygiene products, cleaning goods, and PPE. Her solo project soon grew to a group of nine other nursing students all over the CSRA (Central Savannah River Area), collecting goods and funds, spreading the word about the mission, and delivering packages to the at-risk citizens of the CSRA, hospital units, clinics, schools, and state-funded agencies.

In the beginning, Brittany used her own money to purchase supplies. When WJBF News Channel 6 received word of what she was trying to accomplish, they requested an interview. Once it aired, donations of funds and goods started to flow in, including over \$5,000. Seamstresses donated nearly 1,000 masks, tattoo shops donated boxes of nitrile gloves, restaurants donated gallons of hand sanitizer and gift cards for to-go orders, and friends were constantly dropping off packs of toilet paper and paper towels, when they could find them. Relationships with local grocery store managers were developed so when they were expecting a delivery truck with virucidal cleaning products they would contact Brittany.

In total, 130 care packages were delivered to at-risk members of the public, as well as nurses. Each package contained several rolls of toilet paper and paper towels, a virucidal cleaning product, gloves, liquid hand soap, hand sanitizer, 2-3 washable or disposable masks, a gift card to a restaurant that offered curbside pickup, and an evidence-based pamphlet about COVID-19 and how to reduce the spread.

Brittany has been a student who has always gone above and beyond. She also volunteered at Ronald McDonald House Charities, as a nursing student mentor for newly admitted nursing students, and for nursing research at AU.

She started Resources for the At-Risk because she was so upset by the national shortage of cleaning supplies and PPE. During Brittany's first semester of nursing school, her husband passed away, unexpectedly, due to a heart condition. In her grief, she thought to herself, "If he were still here, he could be any one of these people. He would be a person at a higher risk of dying if he caught this virus, and I would be constantly sick with worry that I could not find the things to protect him. So, in reality, I started this organization, not only for at-risk people, but for their loved-ones as well."

**"Humanism can mean so many things, but sometimes it's just simply making your neighbor's problem, your problem." – Brittany Bledsoe**

# CHAMPIONS *of* HUMANISTIC CARE

## Medical College of Georgia at Augusta University

Augusta, Georgia



**Pascha E. Schafer, MD, FACC**  
*Chief Quality and Patient Safety Officer*  
Augusta University Medical Center

Dr. Schafer led our medical center effectively and compassionately during the pandemic. As the Chief Quality and Patient Safety Officer, she balanced our resources and care safely and equitably, keeping our mission of patient-centered care as the primary focus. She also strongly advocated for our healthcare team during this difficult period and maintained an uplifting attitude during these dark times.

**“The love and care our AU Health team shares with our patients and each other has lifted me up and inspired me with pride and gratitude even on the darkest days of this past year. They have not just stepped up to the challenge- we have soared.”**

- Pascha E. Schafer



**Andrea Putzier, BSN, RN, CCRN**  
*Perianesthesia Nurse Manager*  
Augusta University Medical Center

Andrea Putzier led our perioperative care efforts to allocate care to those in the most need, while creating additional safe ICU space for our sickest, non-COVID patients. In doing so, she had the difficult challenge of reviewing all of the scheduled OR cases to determine which surgeries could be postponed in order to allocate care and space for our sick patients. She rose to the occasion with compassion and empathy, reviewing each patient as an individual rather than a surgery or disease. In addition, she inspired a core nursing staff to take on critical care again as our PACU became an ICU, all the while keeping the individual patients' best interests as the central focus.

**“The Perianesthesia Nurses dusted off their med surge and ICU caps and TOGETHER, with deployed staff from the OR, cardiology and ambulatory clinics, we stood up 20 ICU beds utilizing the PACU and 16 med surge beds on the day surgery floor. We utilized recovery space from our EP colleagues so we could care for as many people that our maxed-out system would allow. The teamwork it took from all disciplines to create these additional units so quickly was remarkable and I will always cherish the opportunity to serve those patients in need while leading the most inspiring team of nurses anyone could ever imagine.”** - Andrea Putzier



**Joshua Barrett Wyche, Pharm.D., MBA**  
*Assistant Vice President of Strategic Planning & Pharmacy Services*  
Augusta University Medical Center

Joshua Wyche has led the AU team for vaccine deployment for not only our local community, but also for both of the states of Georgia and South Carolina, as Augusta is on the border. Through highly efficient mass vaccination clinics, his team has made the vaccine readily available in a streamlined fashion for those who need it the most. He has been the face of the local vaccination efforts on the news, establishing a precedent for open communication and community trust in the vaccines. In doing so, he has never lost sight of those in the community as individuals, keeping their needs, particularly for those in the highest risk population, at the core of his efforts.

**“COVID-19 highlighted the necessity of trust, relationships & commitment to others. The success of the AU Health COVID-19 team I serve on was the ability to have and strengthen our trust with each other and the community, build upon the relationships that have been developed over years or in the moment, & commitment to make a positive difference for the community we live and work in.”** - Joshua Barrett Wyche



**Shelley Nuss MD, FACP**

*Campus Dean*

*Medical College of Georgia at the AU/UGA  
Medical Partnership Campus*

In the setting of the pandemic, Dean Nuss oversaw and directed a crucial pivot in our campus curriculum, enabling our Community and Population Health course to become a means of training our medical students through CDC modules on vaccination; development of vaccine simulation efforts; and subsequently having our students become certified to provide vaccines in our community by the Department of Public Health. This has greatly empowered our student-body allowing them to become an active part of the solution. Dean Nuss has also given countless hours of service for a year as part of the University of Georgia's Medical Oversight Task Force and the COVID-19 Preventive Measures Advisory Board towards helping to keep the University and its constituents safe during pandemic.

*“During the pandemic, there has been relentless sadness and grief; despite this, our healthcare professionals have shown tremendous courage, grace and hope. Thank you for your skill, your compassionate care, and your faith and understanding!” - Shelley Nuss*



**Shant Ohanian**

*First Year Medical Student*

*Medical College of Georgia at the AU/UGA Medical  
Partnership Campus*

Shant was identified by our Community and Population Health staff as a medical student who has been a tireless and consistent volunteer during the pandemic. During the school year, and his school breaks, he goes above and beyond to help with the vaccination efforts in the surrounding community.

*“It has been a unique and rewarding experience to add to my community here in Athens by helping with vaccine administration. After leaving vaccination sites, I am tired and my knees and back ache, but more than anything I feel a warmth and sense of belonging in my community. Maybe it was seeing the relief, or the anticipation, of those getting vaccinated. Maybe it was feeling the weight of lives and time lost in the last year. Maybe it was a sense that we are starting to see a light at the end of the tunnel. Maybe it was being trusted by the community to give shots. Maybe it was all of these things. It's a singularly rewarding experience to be a part of this global effort as it extends into our community here in Athens, Georgia. I look forward to giving as much of my time as possible over the coming year to the vaccination effort in our communities and our state, and I am honored to be a part of people's lives returning to normal.” - Shant Ohanian*



**James C. Hudspeth, MD, FACP**

*Associate Program Director,  
Internal Medicine Residency*

*Associate Director,  
Hospital Medicine Unit*

*Boston University School of Medicine*

James Hudspeth helped spearhead the COVID-19 response at Boston University, and throughout his efforts over the last year, he has helped keep principles of humanistic care at the center of our work. He has successfully advocated for increased visitation rights for patients, improved access to video devices, sought charitable donations for phone chargers, and otherwise worked to center our hospital's response on what patients needed. Concurrently, he has pushed to provide more resources for our providers throughout the pandemic, from tools like better stethoscopes to comforts like meals for environmental services.

**“COVID-19 reminds us of our connections—that we and our patients are from the same communities, that our healthcare team can come together across silos to rapidly adapt. The humanism challenge we face is using the good and the bad from our COVID-19 experience to improve our healthcare system going forward.”**

*- James C. Hudspeth*



**Kate Baudin, BSN, RN**

*Nurse Manager 7W and the  
Special Pathogens Unit*

*Boston Medical Center*

Kate Baudin has been one of a handful of nurses at the heart of the COVID-19 response at Boston Medical Center since pandemic day one. As the nurse manager for our Special Pathogens Unit, she and her team have trained for years to handle highly infectious disease & skills that were immediately helpful to our hospital's response at the pandemic's onset. Kate's devotion to humanistic care covers both her leadership of her staff, who she has helped weather the unthinkable challenge of the pandemic, as well as the patients on her unit. Kate has been outspoken in her advocacy providing support to our patients with COVID-19, thinking creatively about how to best connect them to family and friends through their often prolonged and isolating stays in the hospital.

**“It was scary, unknown, and foreign not just to us but to our patients who were sick and alone. We fought through our fears and our exhaustion to ensure our patients hands were held, their tears were wiped, and we wrapped them in our compassion because that is what you do as a nurse on a daily basis even during a pandemic.”** - *Kate Baudin*



**Melanie Fritz, MD**

*Medical Student, Class of 2021*

*Boston University School of Medicine*

Melanie Fritz has been a Champion of Humanistic Care since she started at Boston University School of Medicine. She was an ardent participant and subsequent leader/teacher of our student-run Spectrum of Physician Advocacy program that teaches medical students how to advocate for humanistic care for patients. As a fourth-year student she worked with fellow students to mobilize Boston Medical Personnel Support, a student workforce that provided childcare, grocery and pharmacy runs, etc. to healthcare workers during the pandemic. Melanie played another critical role during the pandemic by calling family members every day to update them on their loved ones (patients) admitted to Boston Medical Center.

**“Rotating in the surgical intensive care unit last summer (2020) highlighted for me the importance of humanism in healthcare. With patient visitors severely restricted due to COVID-19, those of us on the ICU care team were often the only links that families had with their loved ones in the ICU. My heart both broke and was filled by talking daily to spouses, parents, or siblings. Even when I could not offer comfort, I could at least provide some form of connection with their loved one, although it felt wholly inadequate.”** - *Melanie Fritz*



**Lacy Hobgood MD, FACP, FAAP**

*Medical Director of Adult and Pediatric Health Center at Brody School of Medicine & Governor, NC Chapter, American College of Physicians*

*The Brody School of Medicine at East Carolina University*

“The COVID crisis impacted many people in profound ways, but I think few others sacrificed and had such a small voice as internal medicine residents. It was visible how distressed they looked and how unappreciated they must have felt. But here I was, watching Dr. Hobgood lead, teach, and inspire them, and show that he was here for the long-haul side by side with them. I wish I could say many of the countless nights I worked treating COVID patients were like this. They were not. They are difficult and frustrating. But every now and again you see a true leader, not by their title or their position, or some perceived signs of authority, but by the fact that they are helping those who need it most. That night, the residents needed help not only in patient care but also to be reminded that there is something outside of COVID.”

- Thomas F. Blair, MD (resident)

“We would not allow family in the rooms with the patients, so they had to face their illnesses alone. At the end of each encounter, I would hold and gently squeeze the patient’s hand with my gloved hand, look them in the eye, and tell them we are going to take very good care of you.” - Lacy Hobgood



**Sally Caviness RN, BSN, CCRN**

*Staff Nurse IV in Medical Intensive Care Unit & Nurse Congress Chair  
Vidant Medical Center, Greenville, NC*

“I recognize Sally Caviness as the most compassionate nurse I know. She is the heart of the ICU Covid -19 unit - MICU! Sally demonstrates her passion of nursing and caring for patients daily and I am honored to know her as a colleague and friend.”  
- Renee Cherry, MSN, RN, NPD-BC, CCRN-K.

“I have seen the most compassionate nursing of my career this past year. Nurses and Respiratory therapists in particular have always shown compassion and empathy at the bedside, but since the COVID pandemic, I have seen extraordinary acts of kindness. COVID positive patients are not currently allowed visitors, so we make extra efforts to reach out to families with the Zoom option if desired by either, even as we are super busy and the situation is critical, we understand that it could be the last conversation that they are able to have. Now we celebrate our successes, the patients who survive COVID, our ability to push through the challenges with strong teamwork, and finally the vaccine!” - Sally Caviness



**Theanne H. Ange**

*Administrative Support Specialist for the Department of Psychiatry and Behavioral Medicine*

*The Brody School of Medicine at East Carolina University*

“Holly has been holding down the front desk triaging calls with a smile on her face the entire pandemic. We’ve seen a big influx of calls, bumps, virtual navigation, and she has done her best to support. My patients compliment her on how she handles them when they are in distress and gets them in with the needed provider.”  
- Karlene Cunningham, PhD

“I strive to treat our patients as I would like to be treated. A kind word and a smile can go a long way. It may be the only nice thing that person hears that day. If I can make just one person smile in a day, that makes me happy.” - Theanne H. Ange

# CHAMPIONS *of* HUMANISTIC CARE

Caldwell University

Caldwell, New Jersey



**Kathleen Boreale, PhD, RN, A.P.N.,  
C, FNP-BC, CCRN-K, ACHPN**

*Assistant Professor of Nursing*

*Caldwell University School of  
Nursing & Public Health*

Dr. Boreale is a champion of humanistic care. She has dedicated her time throughout this pandemic to support our nursing graduates through their NCLEX journey. Her continual support enabled our students to overcome the stressors of the pandemic, and be successful on the NCLEX test. We are thrilled to support Dr. Boreale for this award!

**“As an adviser and mentor, my priority is to understand the unique qualities of each student. Knowing each student's strengths provides me the opportunity to support and guide them through their educational journey to be best prepared for professional practice as a registered nurse. Being available for my students is key in helping identify and resolve issues that are barriers to their success. Demonstrating kindness, compassion and a caring nature is important to assist students during this time in their journey, and provide examples of how they can become caring and compassionate healthcare providers.”**

*- Kathleen Boreale*



**Aneesha Jean, DNP, RN, CNE**

*Assistant Professor*

*Caldwell University School of Nursing  
& Public Health*

Dr. Jean embodies Humanistic care in her interactions with fellow faculty and our students. Dr. Jean has involved her Senior Community students in the local vaccination efforts, as well as, Home Hospice Care. She always ensures that our students receive the best education for success in Nursing. We are thrilled to nominate Dr. Aneesha Jean for this award!

**“I believe nursing is a special profession because a nurse has the privilege and honor to care for the individual, and family, during some of their most vulnerable times.” - Aneesha Jean**



**Megan Pennington BSN, RN**

*Clinical Affiliation/Simulation Lab  
Coordinator*

*Caldwell University School of  
Nursing & Public Health*

Megan Pennington began her new role here at Caldwell University in the middle of the pandemic. Yet, despite all of the challenges around her, Megan has been amazing! She embodies humanistic care, as she treats each student as an individual, and centers her focus on each one's educational needs. She has coordinated the students and lab resources to ensure all receive full, rich, experiences in lab and simulation exercises. In her role as Clinical Affiliate coordinator, she made multiple versions of clinical schedules, as the rules changed repeatedly, never once complaining or becoming frustrated. She embraces the dynamic nature of her position with a smile and we are thrilled to have her as an integral member of our team. Congratulations Megan!

**“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest accomplishment, or the smallest act of caring, all of which have the potential to turn a life around.”**

*- Megan Pennington*



**Dr. Anita Kumar-Gill**  
Psychiatrist

Carilion New River Valley  
Medical Center

Dr. Kumar-Gill joined our Psychiatrist team during the onset of the Covid-19 pandemic. She specializes in treating young adults (18-25 years old). Dr. Kumar-Gill embodies what it means to have an interdisciplinary team approach with each patient. She is respectful, thinks out of the box, and approaches each patient with dignity and respect. She also is serving as a change agent to our unit to bring new ideas, and implement activities that will broaden the humanistic scope we, as a family unit, can achieve.

**“A team approach to caring for people on the most humanistic level is critical to their physical and mental healing.”**  
- Dr. Anita Kumar-Gill



**Courtney Price, RN**  
Registered Nurse

Carilion New River Valley  
Medical Center

It's hard to put into words what Courtney brings to In-Patient Psychiatry in terms of humanism and compassion. She has an innate ability to make everyone around her laugh and smile. She is truly the light when it feels like there is only dark. Courtney uses humor, music, and silliness to assist in forming bonds with her patients that allows her to relate on a deeper human level. She is also fluent in sign language, which is an invaluable skill set to have. Though all days have chaos involved, she is never too busy to translate sign language for a patient or member of the interdisciplinary team.

**“This pandemic has been difficult to navigate in many ways, but one thing I think it has changed for the better is how we view each other as individuals- as patients, as co-workers, as people working together. We all are navigating the same experience through this pandemic and it helps everyone to relate on a deeper human level.”** - Courtney Price, RN



**Tracie Stout**  
Environmental Services Technician

Carilion New River Valley  
Medical Center

Traci is an invaluable member to our In-Patient Psychiatry team. She works tirelessly as an environmental services employee and maintains not only the necessary tasks of her job, but the heightened sanitation standards required of the Covid-19. More importantly however, is the dedication she has to the patients and staff of In-Psychiatry. A day never passes that she is not polite, thoughtful, and encouraging of all people around her. Though not technically trained in clinical psychiatry she is able to deescalate patients with her calm presence, and involve all necessary disciplines to ensure that the patients are taken care of. She also knows all of the staff on a personal level, and has the ability to make you feel like you're the center of her universe...all while working tirelessly at the job she has been hired for.

**“It's a team effort. We all have to do this together to make it work.”**  
- Tracie Stout

# CHAMPIONS *of* HUMANISTIC CARE

## Chicago Medical School, Rosalind Franklin University of Medicine and Science

North Chicago, Illinois



**Brenda R. Affinati, MD, FACP**  
*Vice Chair of Clinical Sciences Department; Assistant Dean of Clinical Education*

*Chicago Medical School, Rosalind Franklin University of Medicine and Science*

Dr. Affinati went above and beyond her duties in order to keep all of the M3 and M4 students advancing through their clinical rotations. On top of that she did so in a way that empowered students. She displayed fantastic empathy, was open and honest about her own mental and emotional state, and consistently displayed a fervent commitment to student safety.

From one of her nominators: “Dr. Affinati embodies the essence of the humanistic approach because she focuses on the development of trust and respect between her and her students, colleagues, and patients. She understands the fact that although we may be separated by race, religion, creed, and class, we all suffer in some way, shape, or form. She has taught her students that this is the bond that links us all, our human condition.”

“This recognition reflects the dedication, creativity and resourcefulness of over 400 volunteer clinical faculty that continued to teach our medical students during the COVID-19 pandemic. Their commitment was truly remarkable and resulted in a new class of grateful physicians, well-prepared to enter their residencies.” - *Brenda R. Affinati, MD, FACP*



**Natalia Adamska, MD, BSN, RN**  
*Medical student, Chicago Medical School Class of 2021*

*Chicago Medical School, Rosalind Franklin University of Medicine and Science*

Before beginning medical school, Ms. Adamska was a nurse for 15 years. She has been working as an ER nurse throughout medical school, and when the pandemic began and clinical rotations were cancelled, Natalia launched herself back into full time work at the University of Illinois at Chicago Health. Despite limited PPE and vast uncertainty and fear, she went to work every day to take care of those who needed it, all while caring for her children, applying for residency, and completing her medical school requirements.

“Compassion and humanism have been at the core of my career as a nurse in Chicago’s inner-city emergency departments and my approach to my medical education. This year though, those words were given new meaning, not just for me but for all healthcare workers. There is no choice but to give 100% despite how emotionally drained, physically exhausted, and terrified you may be. Treating my patients with compassion has always been a priority for me, but this year it meant giving away a part of me. I’d give it away again, but it is unlikely that in my lifetime anything will ever challenge me more than the last year has.” - *Natalia Adamska, RN*



**Alex Leaman Thomas Clos**  
*Medical student, Chicago Medical School Class of 2021; Co-Founder, Get-MePPE: Chicago*

*Chicago Medical School, Rosalind Franklin University of Medicine and Science*

As a fourth year medical student, Alex worked throughout the peak of the pandemic here in Chicago on efforts to get PPE into the hands of healthcare workers across Chicagoland and beyond. He spent countless hours even finding alternatives to fit testing, networking with “makers” and large businesses across the state to craft innovative strategies to provide healthcare workers with PPE alternatives when no professionally manufactured PPE options were available. He sacrificed a lot in these efforts, but he would never mention that himself. His priority was helping the healthcare workers, so they in turn could help their patients.

“March 2020 saw medical students across the US sidelined from their clinical rotations. Their preceptors and mentors continued on, battling a virus they knew little about, often without the protective gear necessary to keep them safe. Despite unimaginable sacrifices over the last year, their unshakeable commitment to preserving the humanity of their patients endures as inspiration for us as we move forward in our training.” - *Alex Leaman Thomas Clos*



**Valerie Dechant, MD**  
*Chief Medical Officer, Newark Campus  
ChristianaCare*

We are honoring Dr. Dechant as a champion of humanistic care during the COVID-19 Pandemic because of her passion and dedication to our patients with COVID, and her dogged commitment to vaccinating all of our caregivers and community. Dr. Dechant went to great lengths to make sure every single dose of the vaccine was used and not wasted. This was particularly challenging as the number of doses from each vial was so variable. She has demonstrated so well our core values of serving with love and excellence.

**“Our common experience of the COVID-19 pandemic has produced a sense of solidarity between patients and caregivers, rooted in the fact that we are all, truly, in this together. Our healthcare teams respond to the urgent needs of our neighbors not only with expert care, but also with empathy and compassion grown from our shared history of navigating these difficult times.” - Valerie Dechant**



**Katherine Lim Tirador, MSN, RN**  
*Registered Nurse II, Christiana  
Medical Observation Unit*

*ChristianaCare*

Kathy Tirador was one of the first volunteers to work at Little Sisters of the Poor nursing home. She specifically requested to care for those that were COVID positive. She was instrumental with providing support and courage to those that were reluctant to take on such an assignment out of their comfort zone. Her kindness and collaborative spirit were valued by all those that worked with her during this pandemic. Kathy traveled to other locations to assist with employee and community testing. She is known for her hard work ethic and keeping things fun with her great sense of humor and positive attitude. Kathy tested so many staff and those in the community whether rain or shine and she was always committed.

**“Sharing a quote from Albert Schweitzer, ‘The purpose of human life is to serve, and to show compassion and the will to help others.’”  
- Kathy Tirador**



**Terri Corbo, PharmD, MHCDS, FASHP**  
*Senior Vice President,  
Clinical Essential Services*

*ChristianaCare*

We are honoring Terri Corbo, our Senior Vice President of Clinical Essential Services, as a champion of humanistic care during the COVID-19 pandemic because of her single-handedly managing, overseeing and executing the vaccination efforts to get close to 20,000 caregivers. She did this all flawlessly and it was a critical step in getting our caregivers vaccinated and protected so that they, in turn, could safely take care of our patients. Terri Corbo embodies all the attributes of a humanistic caregiver and is very worthy of this recognition.

**“Unimaginable circumstances intensified our drive to serve others, to ‘fix’ the things possible, and support those who faced devastating loss. There is an undeniable sense of purpose and joy in service to others.” - Terri Corbo**

# CHAMPIONS *of* HUMANISTIC CARE

## Cooper University Health Care

Camden, New Jersey



### **Emily Damuth, MD**

*Associate Professor Medicine*

*Cooper Medical School of Rowan University (CMSRU)/Cooper University Health Care (CUHC)*

In disasters, standards are set aside, to concentrate on survival. As our Intensive Care Units overflowed during the spring and winter of 2020, our ability to empathize was compromised due to fatigue, our own fears, and generally being overwhelmed. At this inflection point, Emily Damuth stepped up for the people of the Southern New Jersey/Delaware Valley. Quietly, yet persistently, she held steadfast to her routine by speaking to every family every day. This led to days that started before dawn and ended well after dusk. Emily sacrificed time with her family, for our patients and our staff. She was the voice that reminded us of our duties as physicians and helped our patients find solace in disaster.

*“We are not just the patient’s nurses and doctors, we are often the only physical connection to their loved ones, sometimes for weeks at a time... rest assured we will take care of your family like they are ours.”- Emily Damuth, MD*



### **Kacey Zorzi, BSN, RN**

*Registered Nurse*

*Cooper Medical School of Rowan University (CMSRU) /Cooper University Health Care (CUHC)*

Kacey has a rare blend of brilliance and compassion which makes her one of the anchors of our top-tier nursing staff. During the pandemic, she rose to the occasion by empathizing with distraught families and by managing complex critically ill patients. Kacey carved out the time to ensure families could video chat with their loved ones in their last moments. She provided guidance and strength to struggling coworkers with her positivity and resilience. Kacey spends her free time obtaining grants to provide much needed TLC supplies to our patients and collecting for patients and families under our care. She recently collected over \$3,000 for an ICU COVID survivor to be able to celebrate the Christmas holiday.

*“The complexities of the Covid 19 pandemic have taught us about a ‘different approach’. Our approach to medicine; our approach to techniques; our approach to procedures. But most importantly, our approach to the human being — the patient! When the world has hidden our smiles behind masks, we as nurses changed ‘our approach’ to ‘our medicine’- a homeopathic alternative. A video chat, a shaved face, or even a taste of ice cream. The emphasis placed on this alternative approach will forever be the best medicine.”*

*- Kacey Zorzi, BSN, RN*



### **Lauren Burgoon**

*Doctor of Medicine Candidate*

*Cooper Medical School of Rowan University (CMSRU)/ Cooper University Health Care (CUHC)*

Prior to the CMSRU CARE Team (vaccination effort), Lauren Burgoon established the umbrella group at CMSRU to organize student volunteer efforts around the COVID19 pandemic. The alliance housed 15 student-led volunteer projects around the COVID19 response, and Lauren personally led three of the projects and volunteered for four others. She also advised student leaders of new COVID19 initiatives how to set up their project for success and coordinated with other student volunteer leaders nationwide.

*“During COVID-19, our patients lost a major foundation—their ability to lean on family and friends for support during a health crisis. But as a medical student, I have the privilege of being in the room and caring for them. Practicing humanism in medicine means spending the extra time to know my patients as the whole people they are, learning what they value and connecting with them outside of their diagnosis. In a small way, I can replace some of their support system. During the pandemic it’s more important than ever to center our care on patients and their lives outside of the hospital.”*

*- Lauren Burgoon*



**Renuga Vivekanandan, MD**  
*Chief of Infectious Diseases at Creighton University and CHI Health, and Director of Epidemiology and Anti-microbial Stewardship at Creighton University Medical Center*  
*Creighton University*

Dr. Vivekanandan has served as an expert consultant to Creighton University, the Big East, CHI Health and the state of Nebraska. She has worked tirelessly to craft solutions to the challenges we have faced during this pandemic. She has been a beacon of hope and encouragement to those we serve.

“Our calling as physicians is to help others. The COVID-19 pandemic presented us with a chance to meet that calling. Over the last year, we helped our patients, families, communities, and fellow health care workers suffering from this infection. I am truly humbled by how we, in health care, came together for the greater good, despite the challenges to our own safety. I am honored to have helped during this pandemic, as an infectious disease physician at Creighton University.”  
- *Renuga Vivekanandan*



**Julie Manz, PhD, RN**  
*Associate Professor and Dean of Undergraduate Nursing*  
*Creighton University*

Dr. Manz has supervised over 1,000 volunteers at a vaccination clinic held Saturdays on the Creighton University campus. This inner-city clinic, a product of inter-professional collaboration, has provided immunizations to 15,196 patients, many of whom would not have been able to travel to other vaccination clinic locations.

“The Covid-19 vaccine represents so much to people. It signifies family, relationships, connection and hope. Being a part of distributing this vaccine to those in our community has been a humbling experience of service to others. The vaccine clinic has been Creighton living out our mission at its best, ‘being for and with others.’” - *Julie Manz*



**Tricia Brundo Sharrar, JD**  
*Vice-Provost for Academic | Administration and Operations*  
*Creighton University*

Ms. Sharrar has lead the operational support for the vaccination clinic at Creighton University that has provided vaccinations to 15,196 patients. This is driven by her belief that service to our community, especially those who are under-served, is a core mission of Creighton University.

“As educators, we deeply treasure our Jesuit mission and tradition of caring for the whole persona mind, body, and spirit. As we navigate this pandemic, it is critical that we exemplify care and concern for those feeling isolated, vulnerable and afraid. In the spirit of collaboration and inter-professional education, we come together to promote an inclusive and welcoming environment that inspires us to act on our mission.”  
- *Tricia Brundo Sharrar*



**Wendell Harry, MD**

*Palliative Care Physician*

*Natividad Medical Center*

Dr. Harry is a champion of humanistic care because he approaches every patient and family encounter with respect and thoughtfulness. He listens to the needs and desires of the patient and family and seeks to comfort them in making difficult decisions. He is the palliative care physician at Natividad Medical Center, a community, safety-net hospital in Salinas, California. Over the last year, he has witnessed the wrath that COVID-19 inflicted upon our community, especially in the region's largely Hispanic and farmworker populations.

**“It’s our job as providers to be honest about what the options are available but also our job as providers to allow the patient and their families to make the moral and social decisions about what option they choose.” - Wendell Harry, MD**

# CHAMPIONS *of* HUMANISTIC CARE

## Einstein Healthcare Network

*Philadelphia, Pennsylvania*



### **Eric Sachinwalla, MD**

*Medical Director, Infection Prevention & Control, Einstein Medical Center Philadelphia*

Dr. Eric Sachinwalla has worn two essential hats during the COVID-19 pandemic. As Medical Director, Infection Prevention & Control for Einstein Medical Center Philadelphia, he has played a pivotal role on Einstein's Incident Command Center, a network-wide initiative created to handle the pandemic. He has played a lead role in employee Town Halls, live, web-based chats, and an email system for Einstein's more than 8,000 employees to send questions. He is one of the clinicians who reads and responds to every employee question related to the coronavirus and the vaccine.

To provide more humanistic care, Dr. Sachinwalla has collaborated with Einstein's chaplaincy program so chaplains can visit patients and made iPads available so family members can communicate with their loved ones. Dr. Sachinwalla has focused on helping patients and their loved ones regain some of the human connection that is so vital for mental health and can help in recovery.

*"To provide humanistic medicine, we need to see each person as the unique individual they are which includes their current circumstances, their history and life story. Even the most clinically-skilled person will have difficulty providing optimal care for patients if they don't understand who the person is outside the doctor's office." - Eric Sachinwalla, MD*



### **Colleen Price, BSN, RN**

*Einstein Medical Center Montgomery*

Colleen Price cared for the first patient admitted to Einstein Medical Center Montgomery diagnosed with COVID-19. The staff were nervous and scared, as the hospital had not yet treated anyone with the virus.

Colleen was calm, professional and concerned for the patient and the others caring for him. She said "We don't really have a plan in place yet since this is all new, but I am a nurse and I know Universal Precautions." She helped others understand how to safely care for COVID-19 patients, and supported others outside of nursing in allaying their fears.

Colleen Price's leadership is an example to all, and her ability to look and care for the "person" and not the "disease" makes her worthy of this award.

*"This is one of the hardest times in my nursing career, but knowing that we are all in this together makes it easier. I relied on my Irish roots and how I learned to care for others. This enabled me to care for patients as people, rather than think about their disease or COVID-19. Making the human connection with each patient is the heart of nursing and the key to compassionate care."*

*- Colleen Price, BSN, RN*



### **Eric Booker**

*Lieutenant, Department of Protective Services*

*Einstein Healthcare Network*

Lieutenant Booker assumed operational control of both the Einstein Medical Center Philadelphia campus and the Einstein Medical Center Elkins Park campus after administrative and operational absences occurred due to the coronavirus. Lieutenant Booker, without hesitation, assumed complete control, managed a reduced staff and overcame every challenge he and his team faced.

*"Showing empathy and compassion is part of what we do in Protective Services daily. However, during COVID-19, this mission became even more important as the lives and wellbeing of co-workers were affected as well. During the height of the pandemic, multiple Protective Services officers and supervisors including our administrative leaders, fell ill to COVID-19. I was tasked to take the helm with the goal of staying healthy and safe to keep operations running smoothly. The impact to the community we serve was severe and every officer and supervisor was affected in some way. Balancing that became my focus and remaining present and visible to the officers was important. It was also important to maintain our commitment to protecting our staff and patients by providing excellent customer service to our patients and their families who were suffering greatly during a time of uncertainty and fear." - Eric Booker*

# CHAMPIONS *of* HUMANISTIC CARE

## Florida State University College of Medicine

Tallahassee, Florida



**Daniel J. Van Durme, MD, MPH, FAFP**

*Senior Associate Dean for Clinical and Community Affairs, Chief Medical Officer for FSU COVID Response*

*Florida State University College of Medicine*

Since the start of the pandemic, Dr. Van Durme has served as the Chief Medical Officer and Chair for the FSU COVID Medical Advisory Committee and has worked closely with the FSU administration in virtually all aspects of the institution's COVID response. This has included the development and implementation of testing and vaccine sites, establishing policies and protocols for student housing and quarantine, and determining quarantine and back-to-work policies for faculty and staff. Additionally, Dr. Van Durme is responsible for the results management of the over 66,000 tests performed at FSU to date, which often requires that he works with staff every day of the week to communicate results to those with positive or inconclusive results, answer questions and quell fears.

*"In all our countless conversations with scared, frustrated and often grieving people, we strive to hear their specific concerns and provide scientific truths with shared understanding of their concerns and hope for the future. In this way we can build the sense of community - we are all in this together - and together we will make our way through it." - Daniel J. Van Durme*



**Ryen Pagel, MSN, RN, CNML**

*Associate Director of Clinical Operations*

*Florida State University, University Health Services*

Ryan Pagel is a nurse at FSU University Student Health and Wellness and serves as Director for their emergency response. Ms. Pagel is now leading the vaccination program, working long hours and serving as a non-stop trouble shooter. Her partnership with others working on FSU's COVID response has been incredible, and certainly she is a major role model in interprofessional collaborative care.

*"It is through this shared human experience and with a compassionate approach that we will reach our vaccination uptake goal and restore some semblance of normalcy in our daily lives." - Ryen Pagel*



**James C. Zedaker, Sr, DMSc, PA-C, DFAAPA**

*Associate Dean and Founding Director, School of PA Practice*

*Florida State University School of Physician Assistant Practice*

Jim Zedaker has been named the Director for University Special Projects for Health and Emergency Operations since the COVID-19 pandemic began. He is the logistical manager for setting up safe testing and vaccination sites, working tirelessly to coordinate staffing, training, supervision and supply for our massive undertaking. Jim has basically been on call 24/7 since the pandemic began and in doing so has built a team of highly dedicated staff through his compassionate leadership and dedication to meeting the needs of our FSU and surrounding communities.

*"A regular occurrence is patients tearing up when they come to say thank you and hearing their stories of not seeing their children, grandchildren, parents, and others for a year as now they are one step closer to a reunion. Those moments make this project and the countless hours that have gone into it worthwhile." - James C. Zedaker*



**Katherine Snyder**

*MD student, Class of 2021*

*Geisinger Commonwealth School of Medicine*

Throughout this past year, Kathy has launched a new peer support program with her faculty mentor, Dr. Leighton Huey. He states, 'She is well-deserving of recognition for the Gold Humanism Award for all of her body of work at GCSOM.' Through her leadership, her empathy, and her dedication, Kathy Snyder has positively impacted her peers, the patients she has cared for, and the school community during this pandemic.

"We are taught in medical school that humanism and compassion should be central to each patient encounter, but no one could have prepared us for a global pandemic and its impact on patient care. My role as a medical student and soon as a future physician is to comfort my patients and their families in times of darkness and bravely walk hand-in-hand alongside my colleagues while supporting each person in re-writing their stories to discover healing, solace, and peace. The COVID-19 pandemic has served as a strong but gentle reminder that the burden of sorrow and loss can lighten with an intentional, mindful, compassionate, and reflective presence with every patient." - *Katherine Snyder*

# CHAMPIONS *of* HUMANISTIC CARE

## Hackensack Meridian School of Medicine

*Nutley, New Jersey*



### **Joshua Josephs, MD, PhD**

*Director of Health Systems Science,  
Hackensack Meridian School of Medicine*

*Faculty Hospitalist,  
Hackensack University Medical Center*

*Hackensack Meridian  
School of Medicine*

Josh was the first physician at HUMC to care for patients in our first COVID unit. He approached this work, as he does all his medical care, with compassion, humanism, and giving of himself in all ways. He volunteered to open the COVID unit, covered numerous extra days and weeks of inpatient and ICU work, and always ensured he was giving his fullest self to his patients. Even during the darkest days, he provided a holistic perspective, helping us chart our path forward.

*“My goal was to remind myself every day first thing in the morning to be accountable to the patient; what they stood for, what their values were, and what was the best way in which to help them to their goal. And at the end of the day I asked myself, did I do right by my patients, and if the answer to that was yes, no matter how long the day, I felt satisfied.” - Joshua Josephs*



### **Regina Foley, PhD, MBA, RN**

*Senior Vice President, Integration/  
Transformation*

*Hackensack Meridian Health*

Regina Foley, PhD, MBA, RN, dreamed of becoming a nurse from the time she was a child. Over her 34-year career, Regina has found inspiration in those around her, as they focused on a mutual goal: to provide the very best care for their patients. It's this passion, as well as her desire to always be learning, that has driven Regina to help others by giving selflessly to the nursing profession, fellow team members and the community. She is nominated for the Champion of Humanistic Care award for her role in fully developing the NJ Meadowlands Immunization mega-site which is immunizing 4,000 people per day, saving many lives by her efforts.

*“As a nurse, I have always been focused on finding solutions to best serve our patients, and it has truly been an honor to apply my experiences to this unprecedented and vital endeavor.” - Regina Foley*



### **Christopher P. Duffy, MLIS, AHIP**

*Associate Dean, Interprofessional  
Health Sciences Library*

*Hackensack Meridian  
School of Medicine*

When COVID-19 hit, Chris Duffy and another Dean/Infectious Diseases physician quickly brought together an extraordinary group of medical students to aid and support our front line healthcare workers with the most up-to-date covid research information in a rapidly changing environment. Chris Duffy has been helping lead multiple projects supporting exemplary patient care for our patients, and helping communities emerge and evolve from this devastating pandemic.

*“Humanism and compassion is at the root of everything we do as healthcare professionals. During the harsh times of COVID-19, I was privileged to work alongside an incredible team of students and physicians to aid our front line healthcare workers in synthesizing the rapidly emerging COVID-19 literature. During this process, humanism and compassion - for our patients and colleagues on the front lines - was at the heart of every step we took. I am so thankful that during this challenging time I could play a small role in helping those in a time of crisis.” - Christopher P. Duffy*



**Alicia Thomas, MBBS, FCCP**  
*Medical Director of the ICU*

*Fellowship Program Director Pulmonary Medicine*

During the height of the pandemic Dr. Alicia Thomas remained in the hospital for extensive hours caring for our most seriously ill patients in our intensive care units as the Director of the Intensive Care Unit and the Pulmonary Fellowship Program Director. Dr. Thomas advocates for her patients to receive the most current and effective medications to treat COVID-19 and assures that the treatment teams are familiar with the protocols. Dr. Thomas participated in creating treatment protocols for the physicians caring for our patients. She is kind, caring and a fierce patient advocate.

**“During the pandemic, I found the care I provided humbling on the highest level. The level of empathy that I was able to tap into will follow me throughout my career. This was truly a humanitarian experience.”**  
– Dr. Alicia Thomas



**Roxanne Joseph, BSN, CCRN, RN**  
*Director ICU, IR, Cath Lab*

Ms. Roxanne Joseph, the nursing director of the ICU, worked hard to comfort our patients and their families during their hospitalizations in our ICU. She was present at the end of life holding hands with those who would not survive. Ms. Joseph, who trained as an ICU nurse and read lots of information regarding how to treat patients with COVID-19, became a resource for her team. She held prayer and huddles with those who were fearful and needed her leadership. Ms. Joseph was saddened by the loss of patients who would not survive this dreadful pandemic but was “happy to serve” in any capacity possible. We salute her as a frontline worker.



**Roy Dunlap**  
*Director of Environmental and Guest Services*

Mr. Roy Dunlap served our patients and families by making sure that the rooms, hallways, elevators and all high touch areas were cleaned using CDC protocol during this awful pandemic. He was a source of calm for his staff and for many people in the hospital. Though Mr. Dunlap and his family were very concerned he was one of the first persons in the hospital to receive the vaccine for COVID-19 and he did so in a very public fashion. He represented the hospital in the news media on multiple occasions stepping completely out of his comfort zone. He was a strong presence and well respected by all of the professionals and the colleagues at the hospital.



**John E Tomaszewski, MD, MASC**  
*SUNY Distinguished Professor, Peter A. Nickerson, PhD, Professor and Chair of Pathology and Anatomical Sciences*  
*Jacobs School of Medicine and Biomedical Sciences, University at Buffalo*

Dr Tomaszewski, acting as the Chief of Service for Kaleida Health Laboratories lead a team which established the region's most extensive nucleic acid testing program. For a period of time in March and April 2020, this was the only regional testing available to the people of WNY. Since March 2020 Dr. Tomaszewski's team has expanded testing capacity and instituted multiple testing platforms for COVID 19 testing including a lab developed testing (LDT) leveraging instrument assets on loan to Kaleida Health Labs from the UB Biorepository. Kaleida Health Laboratories along with their partners at the clinical labs of the Erie County Medical Center have performed nearly 400,000 nucleic acid tests for COVID19. Dr Tomaszewski has been a central figure in the regional testing response to COVID 19 including the technology, logistics, and physician/community education of COVID 19 laboratory testing. Dr Tomaszewski is an active member of the NYS Academic Consortium for COVID 19 testing.

*"For Laboratory Medicine physicians this has been a year like no other. I have been honored to be part of this effort and to help the public understand the criticality of our clinical laboratory testing infrastructure." – John E. Tomaszewski*



**Carla Jungquist, PhD, ANP-BC, FAAN**  
*Adult/Gerontology Program Coordinator; Associate Professor*  
*School of Nursing, University at Buffalo*

Dr. Junquist has had community involvement since the beginning of the pandemic. Early last year, she volunteered for the Monroe County Department of Public Health to conduct home isolation surveillance and education visits to those who tested positive for COVID. She has also been actively assisting in the vaccine rollout-by recently volunteering for the Monroe County Vaccine Initiative. In addition to administering vaccines, Dr. Junquist also walks door to door in Rochester neighborhoods that have high COVID rates to sign people up for the vaccine.

*"Although my primary role is as an educator, I love my clinical practice as it exposes me to the realities of people trying to find normalcy in this era of the pandemic. Over the past year I spent numerous hours doing home visits for patients quarantined with COVID infection, giving vaccines at clinics, and walking intercity neighborhoods with high rates of infections to assist people without internet access to get signed up for vaccines. It is a pleasure and very rewarding to help those in need." – Carla Jungquist*



**Michael J. Odojewski**  
*Facilities Planning and Management Officer*  
*Jacobs School of Medicine and Biomedical Sciences, University at Buffalo*

Michael's job is to keep the medical school safe, open, operational, and accessible so that it could be available for our students, faculty and staff. Never once during this pandemic did the facility close. One of his biggest undertakings was to develop a COVID-19 testing site at our facility. All students, faculty and staff that come into the building are tested weekly. This testing site has met the demands of our students, faculty, staff as well as our facilities personnel that work and operate this facility. The site and the volunteers have been very successful accommodating everyone who has attended without having long waiting times.

*"Over this past year I faced challenges that I never would have thought I would have encountered in my life. Being honored for this service is very humbling because so many colleagues had a role in keeping the medical school facilities operational and safe. I have great pride in this accomplishment." – Michael J. Odojewski*

# CHAMPIONS *of* HUMANISTIC CARE

## Keck Medicine of USC

*Los Angeles, California*



### **Neha Nanda, MD, FSHEA**

*Clinical Associate Professor of Medicine (Clinician Educator); Hospital Epidemiologist, Medical Director of Infection Prevention and Antimicrobial Stewardship At Keck Medicine of USC*

Throughout the COVID-19 pandemic, Nanda has led protocol and guideline development as it relates to patient and health care worker safety. She is an active member of USC's policy committee for COVID-19, which has created policies for faculty and students, and she has served as an advisor for reopening plans for schools across the university. In addition, Nanda has worked with several non-health care industries on pandemic planning. She has also represented Keck Medicine in multiple media outlets at the local, national and international level to provide accurate information and ensure the community feels safe.

Nanda's major areas of research are infection prevention strategies to reduce health care-associated infections and emerging infectious diseases. She serves on several national committees and has made significant contributions to the field of health care epidemiology.

**"We must fight the inclination to move past COVID-19 and get back to normal. The pandemic has communicated, loudly, that we are all connected and inclusion, not divisiveness, will keep us healthy as a community and as a nation." - Neha Nanda, MD, FSHEA**



### **Yolee Casagrande, DNP, RN, NE, BC**

*Associate Administrator of Nursing and of Employee Health Services*

Yolee worked side by side with her Employee Health Medical Director at the start of this pandemic to set up COVID testing. She was often found out in the tent with her team ensuring they had the supplies needed and that they felt safe providing this service.

As the pandemic worsened and more of our own employees tested positive with COVID, Yolee and her medical director personally called each employee and started the contact tracing, providing support, comfort and taking the time to answer questions.

Under Yolee's leadership a 24/7 COVID hotline was set up for members of the Keck Medicine family. Yolee personally handled many calls herself.

This exceptional service became the model of care for our health system, and our community. And when the vaccines became available, Yolee again was part of a design team to vaccinate our 7,000 employees along with our patients and community. Her strength and compassion through this pandemic are second to none.

**"I treat and interact with each employee as they were my family member."**  
- Yolee Casagrande, DNP, RN, NE, BC



### **Ameneh Azad**

*Associate Administrator, Clinical Laboratory*

Ameneh, calmly, with focus and perseverance, working day and night, managed to rapidly set up a robust, reliable COVID-19 testing structure for the entire health system.

As the demand peaked, we purchased, installed and validated a total of three testing platforms that could pump out 9,100 test results daily. That was all made possible with great leaders working together: contracts, physicians, hospital admin and lab leadership. Quietly working behind the scenes was Ameneh Azad. In the beginning, results were taking over 24 hours. Ameneh has been able to deliver a results within minutes when needed, and in many cases a couple of hours.

The management of the supplies, agreements, community testing, personnel/talent to make sure we are getting tested all came from Ameneh's areas. Throughout this pandemic she and her staff kept an amazing attitude, a smile on her face, and the spirit of USC to Fight O! USC is fortunate to have had a leader like Ameneh during this pandemic.

Whenever anxious leaders pressed Ameneh with questions when about lab testing, she always responded, "Yes, we can do this. I'll get it done." And, "we'll be alright." Sure enough, we did great.

# CHAMPIONS *of* HUMANISTIC CARE

## Lincoln Memorial University-DeBusk College of Osteopathic Medicine

Harrogate, Tennessee



**Anya Cope, DO, FACOI**

*Assistant Professor of Internal  
Medicine & Director of Clinical Affairs*

*Lincoln Memorial University-DeBusk  
College of Osteopathic Medicine*

During the covid-19 pandemic, Dr. Cope worked tirelessly to protect the safety of medical students in the clinical environment. She quickly identified the varying needs within different healthcare systems and worked to get PPE, which was in short supply, distributed to students all across the nation. Dr. Cope maintains regular, ongoing communication with students and clinical sites about student's risk for exposure and subsequent quarantine, COVID testing and most recently, COVID vaccinations. Though not on the front line of healthcare in this pandemic, Dr. Cope is dedicated to the protection of our future physician workforce.

*“The COVID-19 pandemic changed the face of clinical medicine and medical education. Physicians, educators, and students accepted new roles that we never thought we would need to fill. Although COVID-19 has changed our lives in many ways, one thing remains consistent: kindness heals. Let us always remember, despite the circumstances, to be kind to the person working beside us or the patient seeking help.” - Anya Cope*



**Casey Meier, BSN, RN**

*Professional Staff Nurse ICU,  
Medical Student*

*Lincoln Memorial University-DeBusk  
College of Osteopathic Medicine*

Casey rushed to the front-lines as soon as she could, and worked directly with Covid-19 patients in the ICU in PA while still completing intense medical schoolwork. She worked in multiple hospitals filling holes in all the ICUs whenever possible. She sacrificed time to study for classes and potentially impact her medical career in order to help in the COVID effort all the while exposing herself and family to the illness during its peak in order to aid the effort.

*“COVID-19 is terrifying for those hospitalized. These are the worst days of their lives. Scared and isolated, healthcare workers are sometimes the only connection available. By taking time to listen, hold a hand and just be present, we can provide a tether to life.” - Casey Meier*



**Rick Slaven, MPH, NRP, CCP**

*Director of Students,  
Critical Care Paramedic*

*Lincoln Memorial University-DeBusk  
College of Osteopathic Medicine*

Rick is the Director of Students at LMU-DCOM and is also a licensed critical care paramedic. He has continued to assist local EMS colleagues throughout the pandemic by caring for COVID patients, many who are ventilator dependent. He spends most of his weekends in service to his community. Continuing to serve as a first responder during his free time shows his commitment to doing his part to help during the COVID crisis.

*“Giving back to my community is fundamental to me. Managing COVID patients during this pandemic has helped to confirm the impact that kind and compassionate care has on patient outcomes. It's rule cannot be understated.” - Rick Slaven*



**Michael Matus, MD, MBA, FACP**

*Division Chief, Hospital Medicine,  
Department of Medicine*

*Loma Linda University Medical Center*

Dr. Matus, as the chief of the Hospitalist Medicine Division, has tirelessly worked in caring for COVID patients, testing protocols, surge plans, resource allocation, and standardized patient care algorithms to name a few. These activities alone are worthy of mention, but his ability to juggle the constantly changing world while remembering how a lonely patient might feel or how a frightened family needs to be talked to, moves it to remarkable.

*“Entering the COVID ward day after day, for months on end, the isolation experienced by our patients was palpable; No families, and clinicians in full protective gear. There was a constant battle between the instinct to simply sit and be with your patient versus the ongoing risk and clinical urgency.” - Michael Matus*



**Ruth DeCecio, RN**

*Charge Nurse*

*Loma Linda University Medical Center*

Ruth is a Charge Nurse on Unit 6100 AM shift. Many of the staff on the unit have mentioned how helpful, encouraging and supportive she has been to not only her team, but also the patients and their families. When Ruth heard a patient could not pay for their prescription for COVID related medication, she went down to Outpatient pharmacy and covered the Copay for the patient so that they would have the medication on hand. Her selflessness enabled the patient to continue their recovery at home.

*“As a nurse, it is important to realize how scared the patients and public are about COVID 19. There were many unknown information on COVID 19 and how it impacted their [patient] health and recovery. My role was to realize the patient’s perspective and put myself in his/her shoes and then provide treatments and cares as best as I could.” - Ruth DeCecio, RN*



**Jenaro Rodriquez, RCP**

*Respiratory Care Supervisor*

*Loma Linda University Medical Center*

Jenaro is a frontline supervisor that can always be counted on. During the COVID pandemic, staffing in the Respiratory Care department was a significant challenge. Jenaro not only supervised his team each shift, but he also managed to perform an amazing amount of patient care, and assisted the other staff that were exhausted and emotionally drained. When our sister hospital, Murrieta, had an AM shift that was dangerously understaffed, Jenaro encouraged 2 other RCPs to join him at Murrieta. He is an amazing person, cares deeply for his respiratory colleagues, and as an RCP, always dedicated to ensuring the highest level of patient care.

*“Every day is a new opportunity to be better and to do the will of God. During the pandemic, we did not merely fight COVID, we fought to save the lives of our brothers and our sisters...as God has commanded us in His word.*

*‘Let each of you look not only to his own interests, but also to the interests of others.’ - Philippians 2:4 ESV. ”  
- Jenaro Rodriquez, RCP*



**Sean Haley, MD, MPH**

*Assistant Professor, Department of Family Medicine  
Medical University of South Carolina*

Sean Haley is a family medicine physician here at MUSC. His work as the Liaison to the Community Preventive Services Task Force allowed him to quickly garner resources during the time of the COVID-19 pandemic. Dr. Haley wanted to ensure testing was accessible to those in our community without the ability to use the internet. Along with the Department of Family Medicine, he worked to integrate students into reaching out into the community and answering the COVID triage hotline for those without access to a computer. He also continued to reach out to his patients using the telehealth platform Doxy.me. He works tirelessly for his patients, for students, and for our community in Charleston, SC. His commitment to service and community makes him worthy of this honor.



**Ashley Bliss, LMSW**

*Licensed Master Social Worker,  
Department of Psychiatry and Behavioral Sciences  
Medical University of South Carolina*

Ms. Ashley Bliss is a social worker with the Department of Psychiatry at the Medical University of South Carolina. During the COVID-19 pandemic, it was incredibly difficult to connect patients with resources like stable housing and financial assistance for medications. Ms. Bliss worked tirelessly to overcome this decrease in available resources, even when it meant taking phone calls after hours. While working remotely, Ms. Bliss did not slow down. She continued to reach out to patients' families and connect patients with community resources that were necessary for improved long-term patient outcomes. Her continued dedication to providing humanistic patient care even when resources were scarce makes her worthy of this honor.



**Mary Fowkes, MD, PhD**  
**(Awarded Posthumously)**  
*Neuropathologist,  
Mount Sinai Hospital  
Mount Sinai Health System*

Please note that this is a posthumous honoration.

We are honoring Dr. Fowkes because of her courageous and selfless efforts to perform autopsies on covid patients when little was still known about the disease despite being in a vulnerable age group. Her findings led to changes in treatment protocols for covid patients resulting in improved outcomes for some patients.

**Quote from Mary in the NYTimes article:** “There were only four pathologists who were willing to potentially risk their lives to start doing autopsies on these [covid] cases. I considered it critically important to end up doing this work so we could get some answers to know how to treat the patients correctly. So, we did use all the protective equipment, but we were still very scared, to be perfectly honest.”  
- Mary Fowkes



**Amparo Sullivan, RN**  
*Nurse, Mount Sinai Queens  
Emergency Department  
Mount Sinai Health System*

Ampy, to her Emergency Department colleagues, is a 17+year MSQ Veteran RN, was certain of one thing during the pandemic. Ampy was inspired by the courageous patients entering the ED alone and initiated writing brief letters to families, to fill the emptiness families felt who could not be in the hospital with their loved ones during the surge of illness. In essence, instead of the patients writing to tell us about their hospital or ED stay, Ampy reversed the letter writing campaign and encouraged staff to write letters to family members. Writing these letters humanized the patients for staff, they were more than just numbers and statistics that heard on the news day after day.

“Staying strong while caring for people who acquired the virus has been difficult at the height of the pandemic, but seeing their kindness, courage and faith has been uplifting. Being able to share with their love ones through letters on how they inspired us has been a privilege.” – Amparo Sullivan



**Richard Pedraja**  
*Director of Environmental Services,  
Mount Sinai West  
Mount Sinai Health System*

Early in the pandemic, we had a number of COVID-possible or COVID-positive patients at Mount Sinai West. As patients were discharged, the EVS team went above and beyond to sanitize every area of every room in a terminal cleaning effort which ensures optimal patient and staff safety. Richard led his team with grace and commitment and helped us do an extraordinary job keeping patients and staff safe during a very stressful, scary and chaotic time. Richard’s team has been nothing but willing to work with the nursing and provider teams and go the extra mile to make sure that our hospital was safe and ready. Environmental services workers are not always thought of as stewards of patient and staff safety, but they were absolutely essential in ensuring we could provide the best care for covid patients during the height of the pandemic.

“Thank you” – Richard Pedraja



**Jeffery Muller, D.O.**

*Assistant Professor, Clinical Specialties  
New York Institute of Technology*

Dr. Jeffery Muller is the doctor that every patient deserves. He takes his time to conduct a thorough history and examination. Then behind the scenes he works tirelessly to tie up every possible loose end, and get patients the help that they deserve. He always puts his patients first and is beloved by his patients.



**Carol Goldrick, RN**

*Nursing staff, NYIT Academic Health  
Care Center  
New York Institute of Technology*

Carol Goldrick demonstrated her unrivaled commitment to patients throughout the Covid-19 pandemic. Carol was in charge of our covid-19 testing at the health center. Testing brought significant challenges. Everything from sign-ups, to scheduling, to reporting had to be determined. Carol stepped up to the challenge. She never turned a patient away who needed a test. She found a way to get all the patients she came across the testing and care they needed.

*“While the entire world struggles to cope with an almost unimaginable pandemic, I am proud to be doing my part by using my voice for kindness, my ears for compassion, and my heart for caring in a way that makes a difference for every patient I have the honor of treating” - Carol Goldrick*



**Danessia Villatoro**

*Patient Navigator  
New York Institute of Technology*

Danessia Villatoro is the patient navigator for the health centers. Many people are not familiar with this role. What it boils down to, is finding solutions to the complex problems patients are facing that impact their health. When a physician realizes someone needs care coordination, or a nurse realizes someone needs social services they call Danessia. Danessia learns about the patient's situation and utilizes all the community resources at her disposal to remedy the problem. Sometimes this could take weeks or even months. There are setbacks along the way, but through it all Danessia is there with her positive attitude and her confidence that things will get better.

*“Covid-19 has impacted the lives of every human being in the world. With great suffering there's always a lesson to be learned. It is imperative that we, as human beings understand that we are one; one collective beating heart with the common goal of making a good life for ourselves. Once we understand this, we understand the importance of showing up for one another when in the face of adversity.”  
- Danessia Villatoro*



**Kelly Cawcutt, MD, MS, FACP, FIDSA**

*Assistant Professor, Division of Infectious Diseases & Pulmonary and Critical Care Medicine, UNMC; Associate Medical Director, Infection Control & Epidemiology, Nebraska Medicine; Co-Director of Digital Innovation & Social Media Strategy for the Division of Infectious Diseases, UNMC*

Because of Dr. Cawcutt's unique qualifications and experience, she was the perfect person to guide Nebraska Medicine through what may prove to be the most challenging period that we will face during our lifetime – the COVID-19 pandemic. Because of her broad knowledge of infectious diseases, infection control, critical care, and procedural medicine, she was able to serve as a bridge between various services and help craft the policies and procedures that allowed Nebraska Medicine to deliver safe patient care and serve as an example both locally and nationally. She is a shining example of a physician providing compassionate, courageous care and inspiring leadership during this pandemic.

*“Until 2020, I considered compassion and humanity in medicine as they related to the relationship between myself, my team and each individual patient. The COVID-19 pandemic shifted my perspective on this to include a much broader scope. We all were plagued with fear and anxiety of the unknown, the uncertain reliability of necessary resources, and the burdens of grief for those already lost too soon. I learned that compassion and humanity in medicine were no longer about each patient I engage with, but each person.”* - Kelly Cawcutt



**Theresa Woodrum, BSN, RN, OCN**

*Director, Acute Care Specialty Units*

Theresa Woodrum “Woody” has always been a passionate advocate for both patients and staff. This took on new meaning when she volunteered to lead inpatient care of our patients who had COVID-19 or were suspected of the infection. Woody's ability to view the struggles of caring for COVID-19 patients as an opportunity to redefine teamwork in the midst of incredible stress, implement creative care solutions, and keep our promise to deliver extraordinary care at the forefront of our response to COVID-19 care set the benchmark for others to follow. Her impact will be felt by many for long after this crisis is over.

*“In times of uncertainty, our team was able to do what we do best. To be caregivers. We worked tirelessly to calm the fears of our patients, families and our staff. We collaborated on processes, protocols, and policies to provide the safest care possible. We treated each patient as a member of our family. As I reflect on the last year, my pride is in everyone understanding the urgency of the situation. We came together as one to make this happen.”* - Theresa Woodrum



**Jodi L. Garrett, MT (ASCP) SM**

*Laboratory Director, Clinical Laboratory*

Ms. Garrett was responsible for addressing an extreme challenge at the beginning of the pandemic. At that time, clinical services for individuals needing to be tested for COVID-19 were collapsing due to an inadequate supply chain. Ms. Garrett developed a comprehensive strategic plan and brought together company representatives, laboratory personnel and physicians to provide novel solutions. Jodi pushed the system to also address the need within rural and urban disadvantaged populations who otherwise would not have been provided care for COVID-19 related diseases. It was with great pride that we saw our organization respond to the extreme need. While all members of the team contributed to the challenge, it was the leadership of Jodi Garrett that brought all the pieces together and made success possible.

*“I'm honored to be nominated and consider it recognition of the entire laboratory team at Nebraska Medicine, who showed up every day during the pandemic to provide the highest quality testing and services. My leadership vision, ‘Every specimen is my patient,’ helped me stay energized and focused throughout the pandemic, as the laboratory implemented innovative solutions to meet the needs of our staff, our patients and our community.”* - Jodi L. Garrett



**Marisa A. Montecalvo, M.D.**  
*Professor of Medicine and Director  
of Health Services  
New York Medical College*

Dr. Marisa Montecalvo is the Director of Health Services of New York Medical College, which serves the students, faculty, and staff of four health-related graduate schools of the university system. She has been the central figure in the NYMC response to the COVID-19 pandemic and the main liaison to the county and state departments of health. Dr. Montecalvo accomplishes all of these tasks with an energetic, optimistic, and ‘can-do’ attitude that is an inspiration to all who encounter her.

**“I always thought witnessing HIV early in the 1980’s would be my strongest memory in medicine. This past year while seeing the pain patients and families experience, I also saw more of the complexity physicians, nurses and students experience with a new disease. When we cannot alleviate suffering, we have to struggle to simply try to understand. I am forever grateful for the many ways this pandemic has stretched my mind to better understand others and the society in which we live. Now, with vaccination, it is a honor to again participate in the healing side of medicine.”**  
*- Marisa A. Montecalvo, M.D.*



**Katherine M. Kowalski, ANP-C**  
*Nurse Practitioner,  
Office of Health Services  
New York Medical College*

Katherine Kowalski is the full-time adult nurse practitioner in Health Services of New York Medical College, which serves students, faculty, and staff of four health-related graduate schools of the university system. During the last year, the pandemic has required the hiring of many additional per diem NP’s, and Kathy has taken on responsibility for managing, orienting, training, evaluating, and scheduling this group in addition to her work as a hands-on NP. Kathy’s careful attention to detail has been essential to the functioning of Health Services, as a superb clinician and stellar contact tracer. Her caring approach has been recognized by the users of Health Services.

**“I have always been and continue to be inspired by those who put the well being of others before themselves. This is especially true over the last year, a time of great fear, where there was a real possibility of harm to themselves and their own families. I feel honored to be part of the team serving the students and faculty at NYMC.”** - Katherine M. Kowalski, ANP-C



**Mathias E. Palmer**  
*School of Medicine Class of 2021  
New York Medical College*

Mathias Palmer is a remarkable fourth year medical student at the New York Medical College, pursuing a residency in Internal Medicine. He is an individual who exhibits a quiet and humble approach to leadership. Our entire community was humbled to see his prowess reach new heights when the Covid-19 pandemic gripped our region. While Mathias has already been recognized for his contributions to our institution by virtue of his selection to both the Gold Humanism Society and Alpha Omega Alpha Honor Society, he is deserving of even greater accolades as a Champion of Humanistic Care.

**“COVID-19 has highlighted and emphasized the critical need for humanistic and compassionate care within the medical community. With limitations of visitors and shortages of staff the hospital can be a scary, lonely, and isolating place for a patient. Humanism is the acknowledgment that the patient is a person with an identity which extends far beyond their illness; to care for someone in a humanistic and compassionate manner is to make every effort to uncover and then embrace that identity.”** - Mathias E. Palmer



**Natalya Pasklinsky, ACNP-BC, DNP, CHSE**

*Executive Director, Clinical Simulation Learning Center  
New York University Rory Meyers College of Nursing*

Dr. Pasklinsky is currently Executive Director of the Clinical Simulation Learning Center at Rory Meyers College of Nursing. This is an enormous undertaking that requires excellent administrative, organizational and interpersonal skills, all qualities that Dr. Pasklinsky possesses. These leadership qualities became more visible and amplified when NYU Meyers abruptly pivoted to virtual instruction and simulation in mid-March 2020 because of the pandemic. When the University decided to fully transition to remote learning in mid-March 2020, Dr. Pasklinsky and her team quickly adapted and converted 42,000 in-person clinical hours to virtual simulation to meet student and programmatic needs. She is truly an excellent role model, a leader in simulation education, and an inspiration to students, alumni, faculty and staff at Meyers and the university.



**Lance Irving, MS**

*Director, Administrative Operations and  
Facilities Management*

*New York University Rory Meyers College of Nursing*

Mr. Irving has dedicated much of his operations career to ensuring that learning outcomes are met for all nursing students by designing classrooms and clinical simulation facilities of the highest quality, according to faculty guidelines. Mr. Irving is known for his generosity of spirit, professionalism and dedication to meeting the highest standards.

In 2020-2021 as the pandemic unfolded, Mr. Irving rapidly pivoted his operations to meet the pedagogical needs for both graduate and undergraduate nursing students. Mr. Irving proactively secured PPE for over 1600 students at Meyers, ensuring their personal safety and protection. When N-95 respirators were required for all nursing students and faculty in the NYU Langone hospital settings, Mr. Irving launched a major initiative procuring respirator masks from a variety of vendors, as well as scheduling fit-testing for over 1000 students with minimal notice.

*“At NYU Meyers College of Nursing, we faced an additional challenge due to the fact that a significant part of a nursing student’s education involves placement and training in active clinical settings. When medical facilities resumed the placement of our students in clinical settings after a temporary pause, they mandated that all students secure and wear enhanced PPE (N95 respirators) during their clinicals. At that particular moment, N95 respirators were being diverted to the front line of the pandemic and as such it became a logistical and bureaucratic challenge to secure these masks in a timely manner for distribution to our nursing students. In my role as Director of Administrative Operations and Facilities Management, I am committed to insuring that our students are provided with the best possible learning environment.” – Lance Irving*

# CHAMPIONS of HUMANISTIC CARE

## Donald and Barbara Zucker School of Medicine at Hofstra/Northwell, Northwell Health, and Hofstra Northwell School of Nursing

*Hempstead, New York*



### **Becky X. Lou, MD**

*2020 graduate of our Pulmonary and Critical Care Fellowship program and current Sleep Medicine Fellow at Northwell Health*

*Northwell Health at North Shore University Hospital LIJ Medical Center*

Becky was chosen to be one of our two chief fellows because of her outstanding clinical skills, maturity, reliability, organizational expertise and most importantly, her unyielding commitment to optimal patient centered care. Her exceptional advocacy for her patients, always caring for them as she would care for her own family, was clearly evident despite the overwhelming onslaught of critical illness during the height of the COVID-19 pandemic. Becky's energy knew no bounds; as one faculty member put it she was the little engine that could.

*“Never in my life did I imagine anything like this pandemic. I was tested to my physical, mental, intellectual and emotional limits. But my sanity and reality were kept grounded by doing something I know, expressing small acts of love - holding patient's hands during rounds, making sure their feet were covered, speaking with families as much as I could, baking sweets for staff, dancing when we extubated a patient.” - Becky X. Lou*



### **Medjine Pierre, RN**

*Registered Nurse of Gerontology-BC at Northwell Health-North Shore University Hospital, Founder of Let's Talk Health Ladies, Inc., and Class of 2022 Family Nurse Practitioner Hofstra-Northwell School of Graduate Nursing and Physician Assistant Studies*

*Hofstra-Northwell School of Nursing and Physician Assistant Studies*

Medjine reflected upon the problems in the health care system and the changes needed to improve the health and education of underserved populations, particularly women and children without homes. During the precipice of the pandemic, Medjine started a not for profit aimed at improving health literacy and reproductive health for teenage women in underserved communities. Originally focused on addressing infant mortality through educating high school students, Medjine transformed her efforts by creating community education for Bethany House of Nassau County.

*“I wanted to make sure that the needs of the most vulnerable were not overlooked. Raising money for women of the Bethany House to have the basics necessities by encouraging exercise in the park was a way to not only address health literacy about COVID 19 but to be truly together in the community. Humanism is sharing the experiences of all and not just the privileged few.” - Medjine Pierre*



### **Dee Luo**

*3rd Year Medical Student at the Donald and Barbara Zucker School of Medicine*

*Donald and Barbara Zucker School of Medicine at Hofstra/Northwell*

At the start of the pandemic, Dee Luo took the initiative to reach out to the Office of Student Affairs to launch a PPE Drive to provide these scarce resources to healthcare workers and our very own student volunteers that needed to protect themselves to serve others. Thanks to Dee's compassion, leadership, strategic thinking, and drive, our school was able to donate 10,860 (10,105 KN95 masks), 24 Isolation gowns, 21 full surgical suits, 11,235 gloves, 90 3D printed face shields, and 3 ventilators from local businesses that were donated to Northwell Health, Jacobi Hospital, Montefiore Hospital, and ZSOM student volunteers.

*“Compassion and humanism gives us strength in times of crisis, and it starts between us. Caring for each other and caring about each other - this is how we maintain human dignity through the most trying of times, this is how we help us help others help each other, and this is how trust and hope prevails over loss and disease.”*

*- Dee Luo*



**Mangala Narasimhan, DO, FCCP**  
*SVP, Director of Critical Care Services  
and Medical Director of the Acute Lung  
Injury/VV ECMO Program*  
**Northwell Health**

The combination of her concern for the nurses and doctors in our ICUs that became Covid-19 units, and the gentle, clear teaching of our non-critical care doctors recruited to add to the workforce made her one of the most beloved physicians in our entire health system. With the same leadership she preserved the human touch to patients and families despite the workload, fear, trajectory of the situation.

**“Amid the chaos of the ICU there was compassion for the ill and for each other. This gave me hope for the future.” - Mangala Narasimhan**



**Alexa Zuffante, RN**  
*Registered Nurse*  
**Northwell Health**

Alexa Zuffante epitomizes the highest level of humanism. Humanism is defined as placing great emphasis on human value and life. Alexa has and continues to exemplify this every day. Her humanism is truly a part of who she is and why she is our nominee for the Gold Foundation Humanism Award.

**“Covid brought out the best in all of us during an emotionally, physically, mentally, and unprecedented challenging time. It showed us just how resilient we are during our hardest moments. We treat every patient with love and compassion as if they are family. We step in as the family member who cannot be present due to Covid restrictions. It’s not just a job, it’s a passion!” - Alexa Zuffante**



**Susan Browning**  
*Executive Director, Long Island Jewish  
Forest Hills*  
**Northwell Health**

Long Island Jewish Forest Hills was the epicenter of the Covid-19 pandemic in Queens, New York. In the first 3 months of the pandemic alone, LIJ Forest Hills operated 5 medical surge units, discharged more than 1,000 patients and transferred nearly 450 patients to other sites within our health system. During this time, the hospital attained the highest level of employee engagement and the highest level of patient experience than it had in the ten years prior. The hospital was able to accomplish this amazing feat because of Susan’s incredible leadership and dedication to her team and the patients. For this, we are honoring Susan Browning as a Champion of Humanistic Care.

**“The response of our team to meet the dire needs of our community during the COVID-19 pandemic demonstrated that we can simultaneously be strong and empathetic, resolute and innovative, directive and collaborative, clinically outstanding and extraordinarily humanistic.” - Susan Browning**



**Sandi Scott Holman, D.O.**

*Director of the Student Health Clinic at  
Nova Southeastern University (NSU)*

*Nova Southeastern University - Dr. Kiran C. Patel  
College of Osteopathic Medicine*

Dr. Holman has steadfastly taken care of students during the time of COVID-19. NSU had early exposure to this virus in March of 2020, when a cohort of students returned from an educational experience in Ireland with over 10 of them diagnosed with the COVID-19. Dr. Holman was part of the medical team who diagnosed and treated these patients and helped quarantine all of their dormitory roommates. She has served on the pan-NSU medical team to provide medical guidelines for the campus and has been a front-line worker with NSU student body.

**“I am honored to receive this recognition. We, as physicians, are just doing our jobs, keeping people healthy and safe.”**  
*- Sandi Scott Holman*



**Elaine M. Wallace, D.O., MS**

*Dean of the Dr. Kiran C. Patel  
College of Osteopathic Medicine*

*Nova Southeastern University - Dr. Kiran C. Patel  
College of Osteopathic Medicine*

Prior to the pandemic, Dr. Wallace led a team of Nova administrators in exercises, preparing the campus for COVID-19. She was involved in the treatment and counseling of an early group of students who returned from Ireland with the virus. Dr. Wallace has been a medical advisor to the President of Nova Southeastern University throughout the course of the pandemic a campus where COVID rates are under 2% for all faculty, students and staff, and where enrollment is up. She has been responsible for the students in the DO program at both the Tampa Bay Regional campus and the Davie campus (KPCOM is the largest medical school in the state of Florida with 1470 students). She has guided innovative educational changes during student quarantine and assured all eligible students graduated on time. It is also noteworthy that Dr. Wallace has sent out an email presentation of hope, cartoons, songs and knowledge to all of her employees, every day (including weekends) since the onset of the COVID-19 pandemic.

**“I have been trained to be a servant leader. I have prepared every day of my life to do that job better than I did the day before.”** – *Elaine M. Wallace*



**Asha Shajahan, MD**

*Beaumont Family Medicine Physician,  
GME Director of Health Equity and Health  
Disparities, Medical Director, Community  
Health Grosse Pointe*

*Beaumont Health  
(Beaumont Hospital, Grosse Pointe)*

When homeless shelters closed in March 2020, Dr. Asha Shajahan took her medicine to the streets. At the same time, she also volunteered to work 12-hour night and weekend shifts in the COVID unit of one of Beaumont's hardest hit hospitals. She soon recognized that patients of all ages were dying, alone, without having outlined their medical preferences, and as a result began educating patients, creating how-to videos, and writing publications.

Stunned by the emotional trauma experienced by families, survivors and health care workers, Dr. Shajahan advocated for mental health support and self-care. Noting that 88% of the patients she admitted for COVID-19 were African American, Dr. Shajahan began writing about disparities in health-care and as a result, was tapped to serve on Michigan Governor Gretchen Whitmer's Taskforce on Implicit Bias in Healthcare.

*"COVID-19 has devastated all of us, but for vulnerable populations, like the homeless, a pandemic has a much more direct and life-threatening affect. People asked me: 'Aren't you afraid of getting COVID by working on the streets?' But the way I saw it, my risk was no greater than for those in traditional health care settings. If I didn't work with these populations, people who have absolutely nothing, than who would?" - Dr. Asha Shajahan*



**Marianne Solomon, RN, BSN**

*Clinical Nurse,  
Cardiac Intensive Care Unit*

*Beaumont Health  
(Beaumont Hospital, Troy)*

Marianne is a nurse for the people. Her compassion and empathy are genuine. She won the Beaumont Health Nursing Excellence Nursing Team Award for her leadership in caring for a 34-year-old patient who arrived to the CICU and underwent hypothermic protocol after suffering cardiac arrest at home. The tragic situation was augmented by the presence of the patient's two and 10-year-old children, her overwhelmed, grief-stricken husband, and the irony of this occurring during the holidays. Despite a valiant effort, the patient never recovered and passed away. Marianne led the CICU team to help the patient's family. Marianne created a keepsake necklace made with the patient's fingerprint on it. The CICU team helped find light in the darkness and demonstrated that the most important duty nurses have is to deliver compassionate care to patients and families.

*"The COVID-19 pandemic has been the single largest clinical challenge of my more than 30-year nursing career. Compassion and humanism are the heart of the nursing profession; when caring for COVID patients, this has never been more important. In many cases, when all else failed, it was the only things left." - Marianne Solomon, RN, BSN*



**Victoria Hollingsworth Schuler**

*Vice President, Clinical Operations*

*Beaumont Health  
(Beaumont Hospital, Royal Oak)*

Victoria Hollingsworth Schuler has been instrumental in leading the COVID-19 response for the 1,131-bed major academic and referral campus.

She displayed remarkable leadership focusing on safety, challenging hospital leaders and planning proactively. With COVID-19 being a stressful and quickly moving situation, she created an EOC environment full of care and compassion. The team had two priorities, preserving PPE and keeping everyone safe. In all the moments of uncertainty and stress, she took the time to consider options, lean on her team for support and information and made decisions that were in the best interest for patients, families and staff.

*"Throughout my 40 years in health care, I have never experienced such an event as significant as COVID-19. This pandemic brought strength, compassion, collaboration, respect and dignity to the forefront of health care as we fought every day for the lives of our patients, their families and staff. It was an honor to serve as the Incident Commander at Beaumont Hospital, Royal Oak, and as I look back, I can confidently say that this is the greatest and strongest generation of health care workers." - Victoria Hollingsworth Schuler*



**Austin Liu, MD**

*Pediatrician and Preceptor of Pediatric Nurse Practitioner Students from Regis College*

*Pediatric Associates of Malden*

Dr. Liu is being honored as a Champion of Humanistic Care because during the pandemic, despite many restrictions placed on clinical sites, Dr. Liu continued to permit Regis College nurse practitioner students to continue working alongside him. There has been, and continues to be, a huge need for pediatric primary care providers. Dr. Liu is helping to meet the needs of our communities by providing excellent supervision and education to our future nurse practitioners. Thank you, Dr. Liu!

*“As a healthcare provider, always respect the patients that you are caring for when making decisions, no matter what the age, educational background, ethnicity, gender, and economic status they are from. Put them first, and not the system or our personal gain or biases. Maintaining respect to all will be the foundation for us clinicians to give our best in caring for others. It will also keep us from diluting our care for those patients that do not have as good an ability to perceive or understand.”*

*- Austin Liu, MD*



**Michele Pedulla, DNP, APRN**

*Associate Professor, Online Pediatric Nurse Practitioner Program Director Regis College*

Dr. Pedulla is an amazing nurse practitioner who has helped to lead and direct the pediatric nurse practitioner program at Regis College. She was pivotal in creating the clinical preceptorship website that NP students use to track their hours and experiences. She worked with instructional designers, clinical support team, faculty members and students to build an excellent system that will help students as they work to complete their nurse practitioner clinical hours. All the while, she continued her practice in the clinic as a nurse. We thank you, Dr. Pedulla!

*“In my roles as nurse educator and advanced practice nurse, humanism and compassion are essential pillars. The infusion of humanism starts with being respectful of the whole being of the person, leading by example, and compassion. These concepts resonate with my philosophy of nursing, teaching, and life: Live each day to its fullest, making a positive difference every day and leaving no regrets. Although the COVID-19 pandemic has challenged us globally, with the infusion of humanism, compassion, and clinical excellence, we can ensure that the very best care is offered to our patients, families, and community.” - Michele Pedulla*



**Karin Olivera**

*Clinical Placement Director Regis College*

Our clinic placement director, Karin, has helped students secure clinical placements from across the country throughout the pandemic. Her patience, strengths as a communicator, and innovative ideas have allowed students the ability to have their clinical sites processed in an expedient manner. Whenever there is a problem with a student placement, Ms. Olivera strives to help out in any way possible. She is a real team player, and everyone has positive things to say about her. We appreciate you, Karin!

*“My role in this world is not one of a healthcare provider; rather I am a mediator, cheerleader and support specialist for our future healthcare providers. My work allows me to indirectly improve health and patient care outcomes. Modeling kindness, empathy and tolerance while engaging graduate nursing students during their clinical courses provides many intangible coachable moments. We are all one people. Recognizing this allows each of us the chance to improve healthcare outcomes either directly or indirectly. Despite the many trials and tribulations, our humanity perseveres.” - Karin Olivera*



**Elizabeth Asiago-Reddy, MD, MS**  
*Associate Professor, Medical Director  
Inclusive Health Services  
SUNY Upstate Medical University*

During the pandemic Dr. Reddy was an institutional leader in our COVID initiatives at SUNY Upstate. In addition to being a driver for change in the community, she volunteered her time and experience to patients afflicted with COVID-19 in the outpatient arena. She provided compassionate care, offered emotional support, and served as a beacon of hope for her patients.

**“Compassion means to ‘suffer with.’ Even when facing many unknowns, never fear suffering with your patient. It is out of this suffering that a passion for healing arises.”**

*- Elizabeth Asiago-Reddy*



**Crystal Marshall, MSN, RN, RN-BC**  
*Assistant Nurse Manager 6K  
SUNY Upstate Medical University*

The covid-19 pandemic brought about drastic changes in our nursing care delivery, and the ability to interact with patients and families in person. Crystal remained at the bedside every day during our designation, assisted with patient care, conducted patient care rounds, and served as a PPE coach and mentor for all levels of staff that required entry into a patient’s room. She always brought to the bedside a sense of calm and normalcy to our patients, giving them a positive spirit and outlook for recovery. Crystal also served as a strong, positive role model for our staff. Our unit developed a strong team and sense of unity - a culture that Crystal was very instrumental in developing, and something we maintain to this day.

**“I have always taken the time to stop and talk to patients during their hospital stay, it is something that comes naturally to me. The pandemic made it more important than ever for care givers to make the time to talk with the patients – COVID created isolation from families and loved ones, and by just taking a few minutes to talk with patients helps to close the gap of isolation- we are all in this together!”**



**Diane Nanno MSN, CNS,  
NE-BC, CCCTM**  
*Director of Transitional Care  
SUNY Upstate Medical University*

During the COVID pandemic, Diane Nanno mobilized her department in ‘transitions in care’ to serve the Upstate community. She developed pathways to keep patients afflicted with COVID-19 safe in their homes. She personally delivered ‘care packages’ that included oximeters, antipyretics, temperature probes, and masks for patients diagnosed with COVID-19. She called patients to deliver their test results, answer their questions, and provide emotional support. Diane Nanno is driven by a strong desire to serve others. She is a role model, leader, and one of the most compassionate human beings that I have ever worked with.

**“It has truly been an honor and a privilege to touch the lives of those directly affected by the pandemic during a time of such fear, isolation, uncertainty and suffering; to offer comfort, solace and care to people and families sick with Covid-19 has truly been the highlight of my 40 year nursing career.” - Christopher P. Duffy**



**Mafuzur Rahman, MD**  
*Vice-Chair of Medicine*

*SUNY Downstate Health Sciences  
University*

Dr. Mafuzur Rahman has been on the front lines for over a year now as the lead physician on UHB's Hospitalist team. As such, he and his team have been responsible for the majority of COVID-19 patients that have come through SUNY-UHB. In the beginning of the pandemic, with limited evidence-based medicine available to them, Dr. Rahman meticulously collected data on each patient in order to implement the best treatment plan possible for each individual. He had to be innovative and created an algorithm to quickly expand teams to expedite COVID patient care. He navigated difficult conversations with patient's families always with compassion and empathy, often with the added obstacle of needing to conduct them over the phone due to safety precautions on site. And with the number of admitted patients surging to an all-time high, he quickly created a plan that enabled them to continue our high standards of medical care.



**Florence Vieira Hinds, RN, MSN,  
CNS, FNP, CDE**  
*Clinical Nurse Specialist*

*SUNY Downstate Health Sciences  
University*

Florence Vieira Hinds started her career at Downstate in 1989 as a new graduate from City College. Over the course of her career, she obtained a Master's Degree from the College of Nursing and earned the designation of Clinical Nurse Specialist. She earned a second Master's Degree earning the title of Family Nurse Practitioner. She is an active member of the Diabetes Resource Group serving as a resource for her colleagues and as an educator for our patients.

However, her educational and professional accomplishments pale in comparison to the care she provided to our patients during the COVID pandemic. She found ways to deliver care without compromising herself, colleagues, or the patients using innovative techniques such as using IV extension sets to deliver infusions and locating the IV pumps outside of the patient's rooms. This reduced exposure to the virus. She worked diligently and with compassion. She still found time daily to communicate with families. She is one of our many heroes of the pandemic.



**Julie Eason BS, RRT-NPS**  
*Director of the Respiratory Therapy*

*SUNY Downstate Health Sciences  
University*

Julie Eason BS, RRT-NPS is the Director of the Respiratory Therapy Department and has been in this role since joining Downstate in October of 2006. She received her Respiratory Therapy & Health Administration training at Texas State University and is a Registered Respiratory Therapist with a subspecialty in neonatal and pediatric respiratory care.

She is currently enrolled in the Master of Medical Informatics program at Downstate, with an expected graduation date of December 2021. She has spent the majority of her career working in underserved communities and safety net hospitals and believes strongly in the mission they serve.

During the height of the pandemic, the number of daily intubations and ventilator-dependent patients was unprecedented. Ms. Eason jumped right back into delivering patient care and was tireless in her efforts to juggle that along with managing the strain on her staff and her constant pursuit to ensure an adequate supply of ventilators and related equipment.



**Tami Hendriksz, D.O., FACOP, FAAP**  
*Associate Dean of Academic Affairs/  
Professor*  
*College of Osteopathic Medicine*

Dr. Tami Hendriksz has been instrumental in numerous campus-wide efforts to keep the students, faculty, and staff at Touro protected from COVID-19 exposure. However, one area that sets Dr. Hendriksz apart is her work with a program she developed, Project HAPPY, which stands for Healthy Attitudes Produce Positive Youth. She worked diligently to not only move the program components safely online, but expanded the number of TUC student-doctor volunteers helping with the program. This effort ensured that the children still had an avenue to create healthy meals, get needed physical activity, and continue to interact with their student-doctor mentors, all while staying safe from COVID-19 exposure.

*“The COVID-19 pandemic brought unexpected challenges and opportunities to all of us. Watching our students step up to help in every which way they can brings a wonderful feeling of pride and hope for the future. I am completely humbled to receive this award, and I accept it in the honor of all of the individuals who are working together to help keep communities safe and healthy.” - Tami Hendriksz*



**Kathy Hahn MSN, RN, CPNP, CNL**  
*Assistant Professor*  
*School of Nursing*

As COVID-19 hit, our nursing students were positioned to be utilized on the frontlines of the fight against the pandemic. Assistant Professor Kathleen Hahn was central to the coordination of this effort. One of her biggest contributions was assisting with Solano County’s mass vaccination event at the local fairgrounds, with TUC volunteers making up as much as 40-percent of the total volunteer base, thanks largely to Prof. Hahn’s efforts. Through these mass vaccination events, Solano County went from 18,000 people vaccinated to more than 70,000 in just a few weeks.

*“My passion as a nurse and nurse practitioner lies in serving my community in any way that I can. With this current pandemic it has been inspiring to work together with our students; teaching compassion and hope in addition to techniques to share with those we are vaccinating. We have learned a lot this past year, and hopefully we will all carry this experience into a healthier future.” - Kathy Hahn*



**Lucinda Ann Chan, PharmD**  
*Assistant Dean for*  
*Experiential Education*  
*College of Pharmacy*

While it might not seem obvious at first glance to the casual observer, pharmacists have played a big role in the COVID-19 fight. Dr. Lucinda Chan has been in the middle of this varied and evolving effort, keeping all of these moving pieces coordinated to maximize the benefit to both the community and our students. The College of Pharmacy’s efforts have spanned multiple counties, affecting untold numbers of individuals. None of this would have happened to such a degree without Dr. Chan’s coordination.

*“I began my career as a pharmacist during the AIDS epidemic. This experience so early in my career formed the type of pharmacist I am today. At the start of the Covid-19 pandemic, I again witnessed the fear and suffering of many. Being a healthcare provider means, to me, to put aside my personal needs to help relieve the fear and suffering of others. With my experience I can mold and guide future pharmacist with the same sense of responsibility. Being a healthcare provider is a gift.”  
- Lucinda Chan*



### **Eric J. Serpico, DO**

*Staff Psychiatrist and Service Chief of  
Addiction Treatment Services*

*Walter Reed National Military  
Medical Center*

LCDR Serpico arrived at WRNMMC last Fall and immediately volunteered to be a BH outreach team leader in support of the ED and Central Screening Area (CSA), the areas with the highest likelihood of COVID transmission. The Outreach team chief noted, "Every time [LCDR Serpico] sends me an update, I am humbled by his commitment to this mission. He seems to be very attentive to the needs of all staff in the ER/CSA area, from civilians to all levels of military rank. He also takes a more holistic perspective as shown by him helping provide his areas with information about how family members can access mental health resources." A fellow team leader noted that LCDR Serpico has been very active in his outreach activities and has also been an outstanding team player.

*"Whether in times of triumph or in facing adversity, being unwaveringly present for another human is a key element of the healing process." – Eric Serpico*



### **Sarah A. Jagger, RN**

*Lieutenant Commander, United States  
Navy; Intensive Care Nurse*

*Walter Reed National Military  
Medical Center*

LCDR Jagger demonstrated outstanding leadership, professionalism, and personal initiative as the assistant OIC of Rural Rapid Response Team-1. Her leadership was instrumental in the creation and coordination of the first-ever inaugural nursing skills fair for Val Verde Regional Medical Center which resulted in over 36 nurses trained on critical care process, policies and procedures. In addition, LCDR Jagger dedicated countless off-duty hours to oversee the transformation of a 7 bed ICU into a 20 bed COVID ICU, which maintained a 70% survival rate.



### **Dorlemae H. Aguirre**

*Hospital Corpsman Third Class, United  
States Navy; Respiratory Therapist*

*Walter Reed National Military  
Medical Center*

In Val Verde County 1,993 positive cumulative COVID-19 cases, Petty Officer Aguirre successfully augmented into VWRMCS RT department committing 387 hours to patient care which exemplified personal initiative and commitment to mission success. During this period, she successfully responded to 12 emergency codes, 14 RRTs, assisted in 21 intubations, drew 109 arterial blood gases, and administered respiratory medications and supplemental oxygen with expertise and sound judgement resulting in zero mishaps and no discrepancies. She provided comprehensive ventilator and airway training this expanding skills and knowledge for 38 nurses. Her dedication to safety was instrumental during the improvement and implementation of standard procedures for donning and doffing of PPE and directional flow within isolation designated areas has led to enhanced awareness and overall health of 603 staff by minimizing COVID-19 exposure by 96%.

# CHAMPIONS *of* HUMANISTIC CARE

University of Arizona College of Medicine Tucson,  
Banner – University Medical Center Tucson

*Tucson, Arizona*



**Christian Bime, MD, MSC**

*Associate Professor,  
University of Arizona College of Medicine;  
Medical Director, Medical Intensive  
Care Unit, Banner - University  
Medical Center Tucson*

Dr. Bime has led the critical care team at Banner University Medical Center Tucson with both clinical excellence as well as caring and compassion during the on-slot of critically ill patients brought to us from all over the state. His example was a beacon to all others that helped us navigate clinically, spiritually and emotionally through the most treacherous time in our healthcare careers. He exemplifies the principle that the best doctor combines clinical excellence with a human connection.

*“Compassionate communication with families and end of life care during COVID-19 has been particularly challenging, especially given visitor restrictions to acute and long-term care hospitals. I was impressed at how inpatient providers recognized and acknowledged these challenges with families and provided reasonable alternatives such as video conferencing. Recognizing the need for human connection has never been more valuable.” - Christian Bime*



**Amy Valencia, RN**

*Director of Critical Care,  
Banner – University Medical  
Center Tucson*

Amy Valencia, as the Director of Critical Care assured that we built and sustained expanded critical care beds throughout the pandemic, not only by assuring adequate staffing needs, PPE and equipment but by jumping in as needed. Most importantly, she represents all of our nurses who provided caring and compassionate support in addition to clinical excellence to all our patients and shared empathy and understanding to each other.



**Cristian Vasquez, RRT**

*Respiratory Therapist,  
Banner – University Medical  
Center Tucson*

Cristian consistently picked up extra shifts during the pandemic week after week to ensure we had proper coverage at both our campuses. He would regularly stay extra for 4 hours on the next shift to ensure coverage and always with a smile, and a willingness to do what is needed at all times with enthusiasm. Cristian is very kind, courteous and caring with every interaction he partakes in, he truly is a shining star for our RT teams.

*“Truth be told, I am very fortunate to be part of such an amazing team. I have seen the complexities of care involved during the peak of the COVID pandemic and how RTs, Physicians, PCAs and RNs collaborated to teach other, adapt, and improve overall patient care during critical and difficult times. The level of kindness exemplified from these healthcare workers during these difficult times has truly been inspiring. I have been a RT for 2 years and have seen compassionate healthcare workers, but this pandemic brought something different. Families were unable to be at patient’s bedside, so everyone collectively stepped up.” - Cristian Vasquez*



**Stuart H. Cohen, MD**

*Professor and Chief, Division of Infection Diseases and Medical Director, Department of Epidemiology and Infection Control*

*UC Davis Health,  
UC Davis School of Medicine*

Dr. Cohen has been an invaluable national expert and leader at the forefront of COVID-19 research and treatments to protect our patients, students, faculty, and employees. Dr. Cohen served as the principal investigator for several COVID-19 treatment and vaccine clinical trials at UC Davis and was among the authors published in two New England Journal of Medicine articles on the benefits of Remdesivir as a COVID-19 treatment in the last year.

Simultaneously, he spearheaded our nationally recognized model vaccine rollout within UC Davis Health, which essentially achieved herd immunity within the health system protecting both employees and patients with a 90 percent vaccination rate among eligible employees. The result is a near-eradication of employees who have contracted COVID-19 since vaccination.

Throughout the pandemic, Dr. Cohen responded to employee and student questions around the clock, and provided leadership and guidance with compassion, humor and a deep dedication to keeping our patients, medical and nursing students, frontline health care providers, and staff safe and healthy.

*“I have been working to keep people safe and end this pandemic.” – Stuart Cohen*



**Carla Martin, MSN, RN, CIC, CNL**

*Executive Director,  
Patient Care Services*

*UC Davis Health*

Executive Director for Patient Care Services Carla Martin, a Nursing-Clinical Nurse Leader with a background in infection prevention and hospital epidemiology, was uniquely positioned to lead the medical center’s nurses through the looming pandemic.

Martin worked tirelessly with the medical director of Hospital Epidemiology and Infection Prevention, Stuart Cohen, MD, to establish risk levels and protocols for staff. The guidance was so thorough, precise, and effective that the CDC updated its recommendations to mirror the guidance created by Martin and the team.

Countless patients and staff benefited from Martin’s work, influence, and commitment to delivering care with compassion and empathy.

*“Throughout the pandemic my focus has been on how we hold and protect staff through the unknown. Like HIV, there was a lot we didn’t know about the COVID19 virus. What we did know, is staff treating our patients needed to have the right information and equipment to safely provide care. We had a lot at stake - we couldn’t get it wrong. My team and I worked hard on getting it right.” – Carla Martin*



**Ann Tompkins, MS-CCC/SLP**

*Interim Director,  
Employee Health Services*

*UC Davis Health*

The mission of the Employee Health Services (EHS) at UC Davis Medical Center is to provide all employees with service for better health. With the arrival of COVID-19 in early 2020, EHS, led by Interim Director Ann Tompkins, played an integral role in the safety and health of employees.

Tompkins and her team created a COVID-19 Information and Resource Center on the organization’s intranet. The center was where employees received the latest updates regarding COVID and the actions EHS was taking to keep them safe. EHS also established a COVID-19 hotline for employees to ask any questions they may have had surrounding the virus.

With the arrival of vaccines, Tompkins created an employee vaccine clinic and developed priority tiers, based on the risk of COVID-19 infection while on the job to ensure the vaccine was distributed equitably among employees who wished to be inoculated. The clinic was so successful that it was able to vaccinate up to 1,000 employees per day, with 93% of employees now vaccinated.

*“Being able to serve alongside our UCHD community during this pandemic has been an honor and a privilege.” – Ann Tompkins*



**Stuart H. Cohen, MD**

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*UC Davis Health,  
UC Davis School of Medicine*

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*“I have been working to keep people safe and end this pandemic.” – Stuart Cohen*



**Heather Young, PhD, RN, FAAN**

*Director of Strategic Partnerships,  
Family Caregiving Institute*

*Betty Irene Moore School of Nursing  
at UC Davis*

Heather M. Young is dedicated her career to improving the lives and well-being of older adults. Recognizing gaps in formal health care systems during the coronavirus pandemic, Dr. Young leans into her life’s passion for gerontological nursing and leads awareness and policy changes aimed at improving the systems meant to support older adults and their caregivers.

*“Whether it’s a pandemic, a flood or a fire, tragedies highlight gaps in the system and sources of systemic racism and inequity. It really brings home to me how everything is connected. If the most marginalized people of our society are not well, no one is well. I want action. I want improvement. I want to move the needle on the issues that are so important. We’ve got a lot of work to do.” – Heather Young*



**Alexandra Calderon, BA, MS4**

*Medical Student - 3rd Year*

*UC Davis School of Medicine*

COVID vaccine dispenser, Yolo County: Administers COVID vaccines to the general public throughout Yolo County on behalf of the Department of Public Health

*“The guilt I feel is not uncommon amongst children of immigrants. It is a reminder of our privilege, as it should be. As for myself, I channel it into my sense of duty to the community from which I have flourished and to which I owe so much.” – Alexandra Calderon*



**Susan Huang, MD MPH**

*Professor in the Division of Infectious Diseases at UCI School of Medicine, and Medical Director of Epidemiology & Infection Prevention at UCI Health*

*UCI School of Medicine & UCI Health*

Dr. Susan Huang has worked tirelessly during the COVID-19 pandemic overseeing all infection prevention protocols and policies at UCI Health, providing Town Halls to provide information and answer questions about available evidence and guidance on safety and vaccines, caring for patients as an infectious diseases physician, and leading the Nursing Home COVID-19 Prevention Team for all of Orange County in partnership with local public health and Medicaid agencies.

Dr. Huang's career has impacted the way we monitor and intervene in the spread of bacterial infectious diseases and she has spent her career studying the spread and containment of antimicrobial resistant pathogens in health-care and community settings.

*"Out of the depths of fear and despair, the pressing needs of our patients and colleagues during this pandemic resonated with our chosen calling "to teach safety, to comfort fears, to heal disease, and to mourn loss. Through thick and thin, it required our trust in medicine, our drive for discovery, and our faith in humanity to draw together and overcome crisis." – Susan Huang*



**Mara Rosalsky**

*Executive Director of the Perioperative Center at UCI Health*

*UCI Health*

During the COVID-19 shut-down and surge, Mara worked with department managers and the nurses' union to make sure we had enough staffing and came up with strategies to reduce sickness and burnout.

UCI Health also constructed a mobile field hospital just before Christmas in the parking lot, and Mara was on every call related to the field hospital and worked with hospital administration to make sure it was appropriately staffed.

In addition to the field hospital and her work in the ICU, she also managed the Operating Room which itself is a huge responsibility. During the surge as conditions and numbers changed daily, Mara managed to increase OR utilization and make sure UCI had appropriate staffing which ultimately increased patient care and safety.

*"I'm honored to be nominated for this award, but it takes a village to create an environment where patients come first. During the pandemic, we constantly focused on quality, safety, inclusion, mission, and compassion. All of these qualities make UCI an organization I am proud to serve at."*

*– Mara Rosalsky*



**Neil Detweiler, MT (ASCP)**

*Chief Administrative Officer & Senior Director, Department of Pathology & Laboratory Medicine at UCI Health and UCI School of Medicine.*

*UCI School of Medicine & UCI Health*

At the start of the COVID-19 pandemic, Neil's focus provided the strategic leadership to procure and validate COVID-19 testing equipment within a record 9 days; insuring UCI Health was the first hospital in Orange County to implement COVID-19 testing for our community. Within a few short months, Neil and his team were able to procure and validate 6 molecular-based platforms for COVID-19 testing. To meet the ever-increasing needs of patients, he acquired resources from a variety of vendors, and cross-trained staff from multiple departments to maintain COVID-19 testing 24 hours a day, 7 days a week.

*"Dealing with the COVID-19 pandemic had us focus on our Mission. Through implementing the latest laboratory technologies, introducing more reliable testing platforms, and reducing processing time, our patients were able to receive their results faster, and their medical care could be started sooner, so more lives could be saved."*

*– Neil A. Detweiler*



**Robert A. Cherry, MD, MS, FACS, FACHE**

*Chief Medical and Quality Officer*

When the COVID-19 pandemic hit, Dr. Cherry pivoted into the role of incident commander in charge in the UCLA Health Command Center. Since January 2020, he has worked around the clock to lead the health system of four hospitals and more than 180 clinics.

Dr. Cherry ensured the balance between preparing for the potential surge of pandemic patients and maintaining critical lifesaving access to non-COVID-19 patients.

He has been the “general” of our “army” of clinicians and support staff leading the development of over 200 new policies, procedures, and protocols; new supply chains for medical supplies, PPE, and equipment; and crisis communication processes to guarantee we had an informed workforce and community. Under his direction, our patients, their families, staff and the community have looked to UCLA Health as a trusted resource.

“What is strikingly different about the COVID-19 crisis, as opposed to others, is that a paramount issue has been the safety of health care workers. They are a critical infrastructure, and making sure they are in the fight and able to take care of patients the next day requires that they are disease-free and able to confidently go about keeping patients protected and saving lives.” - Robert A. Cherry, MD, MS, FACS, FACHE



**Richard Azar**

*Chief Operating Officer*

Richard Azar can walk down the corridor and greet each staff member he passes by name from memory. This minor detail demonstrates how he embraces humanism in health care and lives our CICARE excellence – a set of six evidence-based communication behaviors that guide how we treat patients and one another – to provide the best experience.

On a larger scale, he puts humanism and service excellence to practice in his role of overseeing hospital system operations, ensuring operations run smoothly. During the COVID-19 pandemic, Richard was a daily presence in the UCLA Health Command Center where his COVID-ready leadership provided the organization agility to respond to the rapidly changing CDC and public health guidelines.

“Our UCLA Health colleagues are motivated by a unique vision statement. We aspire to heal humankind, one patient at a time, by improving health, alleviating suffering, and delivering acts of kindness. It is a simple but powerful concept – we can only achieve our shared vision if we deliver acts of kindness to one another. Throughout the COVID-19 pandemic – and with all its impacts – we’ve been reminded how modest acts of kindness can make a difference.” – Richard Azar



**Karen A. Grimley, PhD, MBA, RN, NEA-BC, FACHE**

*Chief Nursing Executive, UCLA Health and Vice Dean, UCLA School of Nursing*

Dr. Karen A. Grimley is a shining example of humanistic care and nursing excellence in action. She is guided by science, lives the UCLA Health vision – healing humankind, one patient at a time, by improving health, alleviating suffering and delivering acts of kindness – and is passionate about her relationships with patients, their families and her colleagues.

During the COVID-19 pandemic, she served as a compassionate, trust-building advocate between the hospital system, nursing and patient care. She and her team threw all they had at COVID-19 to keep our patients and each other safe. Together, they accomplished years of work in only weeks, creating more than 200 new policies, procedures and protocols, and mobilizing PPE supplies.

“Nursing has taught me to value people for who they are. I learned to be person-centric which helped me create rapport and heightened my situational awareness. The challenges of this past year truly showed me that despite life-saving technology and interventions, it still came down to how we treated each other and how we made each other feel. Kindness, compassion and empathy really saved the day. COVID-19 galvanized this for me.” - Karen A. Grimley, PhD, MBA, RN, NEA-BC, FACHE



**Shira R. Abeles, MD**

*Assistant Clinical Professor of Medicine; Medical Program Director of Antimicrobial Stewardship; Associate Medical Program Director of Infection Prevention and Clinical Epidemiology  
University of California, San Diego School of Medicine*

Helping to design and implement the policies and practices required in the early lockdown phases, she always kept outstanding patient care at the forefront while responding to the needs of physicians and staff with calmness and clear thinking. She led the UCSD teams that helped create San Diego's first mass vaccination center at Petco Park and that partnered with community-based organizations on a mobile vaccine unit to bring vaccines to the hardest hit areas of San Diego that have barriers to vaccination (language, transportation, mistrust, etc.) While continuing to care directly for patients as a skilled Infectious Diseases physician, she has been a major contributor to our institution's efforts to deliver outstanding safe, equitable humanistic patient care in these challenging times.

*"We hope that our team's vaccination efforts in Southern California are building a strong foundation for a more empathetic, connected, and ultimately healthier society."*

*– Shira R. Abeles*



**Leah Adrid, BSN RN**

*Assistant Director of Operations, Department of Capacity Management/Patient Flow  
University of California, San Diego Healthcare*

First as a bedside nurse for patients in the Trauma, Burn and Transplant ICU's and then as a Nurse Leader, Leah Adrid has worked tirelessly to ensure UCSD delivers outstanding patient care to the sickest and most complicated patients. She has played a critical role in managing the flow of patients at both UCSD hospitals during the pandemic. She and her team worked around the clock to ensure that we were able to accept patient transfers from the community for patients that required a higher level of care. She also worked with our Executive Team, Physician and Nurse Leaders to develop a plan to manage our patients with and without COVID equitably, safely and compassionately.

*"Healthcare professionals have dug deep and found strength and compassion. They've showed up every day ready for the fight. It's been a year that we won't forget. We will always remember how we came together and won despite all the adversity we faced." – Leah Adrid*



**Lydia Ikeda, MBA**

*Associate Chief Operating Officer, UC San Diego Health Physician Group; Sr. Director, COVID Operations  
University of California, San Diego Healthcare*

Working behind the scenes from the very first days of lockdown to the present, she has helped find solutions to both big and small problems, from daybreak to nightfall, weekdays and weekends, and she has done so with a smile on her face, a kind heart, a strong willingness to serve, and a chuckle when needed. She has directed all of our COVID operations with great grace and the strong belief that outstanding humanistic healthcare must always be the foundation of all we do.

*"Who ever thought a little virus would teach us humility? Who ever thought a little virus would show us how much we will miss our loved ones? Who ever thought a little virus would teach us how much we would miss our way of life prior to the pandemic? Who ever thought a little virus would highlight the inequality of the populations impacted by this pandemic? Who ever thought a little virus would teach us that collaboration and teamwork are the only way to beat it? Who ever thought a village could accomplish so much against this invisible foe?"*

*– Lydia Ikeda*



**Jennifer Wall Forrester,  
MD, FACP, FIDSA**

*Associate Professor, Department of  
Internal Medicine, Division of Infectious  
Diseases*

Dr. Jennifer Wall-Forrester has been one of the stars of our COVID care team and has been an integral leader in developing guidelines for coordinating care and operations throughout our pandemic response. In addition to providing compassionate care to hundreds of COVID-19 patients since March 2020, Dr. Forrester has consistently provided expert guidance and support throughout our organization and always makes herself available for all questions. She became part of the public face of the College of Medicine, speaking often with news media and community organizations offering clear explanations and updated information on coronavirus treatment and COVID-19 vaccinations.

*“I come to work remembering that every one of us is fighting our own battle against COVID-19, whether it’s against the ravages of the disease itself, the stress and exhaustion of donning and doffing/caring for others/watching someone die or the loneliness related to social distancing and missing smiles behind the masks. I leave each day, hoping my team and the work we do is the reason a patient survives or a staff member is safe, returning to their family and ready to face another day tomorrow.” - Jennifer Wall Forrester*



**Tammy Miller-Wohl, BSN, RN, MHA**

*Ryan White Clinical Research Director  
and Clinical Operations Manager, De-  
partment of Internal Medicine, Division  
of Infectious Diseases*

Tammy Miller-Wohl has dedicated her career to the holistic care of people affected by HIV and other infectious diseases, including those with opiate addiction. During this pandemic, those who are stigmatized by one of many diseases, such as HIV and opiate addiction, were marginalized even more. Tammy started a food bank at our clinic and worked tirelessly to continue our outreach to our patients. Additionally, she was helpful in our infectious disease research efforts, ensuring that part of the clinic could be used to evaluate and treat patients with COVID-19 infection while ensuring the safety of our other patients and staff.

*“Providing care to those with HIV infection in the early years, before there were viable treatment options, taught me how isolation adversely affects a person’s overall well-being. As the COVID-19 pandemic struck, I was thankful for those early nursing experiences that shaped my approach to caring for patients. We are all human beings in need of compassion and connection. Looking into someone’s eyes and asking, ‘How are you?’ and pausing long enough to let them know you really want to hear the answer can make all the difference in the patient care experience.” - Tammy Miller-Wohl*



**Margaret Powers-Fletcher, PhD**

*Assistant Professor, Department of  
Internal Medicine, Division of Infec-  
tious Diseases and Assistant Program  
Director, Pathobiology and Molecular  
Medicine Graduate Program*

Dr. Margaret Powers-Fletcher has played a critical role modeling how we would care for patients during the pandemic. She also did phenomenal work to develop models for contact tracing and creating testing and trial protocols. She has been intimately involved with many clinical research projects, including serving as one of our local principal investigators in the Moderna vaccine trial. Additionally, she has led our involvement in the Community Prevalence of SARS-CoV-2 Study (or COMPASS) trial by the National Institute of Allergy and Infectious Diseases, which is trying to understand the impact of COVID-19 on the communities where interventional trials are happening. Throughout the pandemic she has consistently provided calm and compassionate guidance to all of us.

*“A multitude of people came together to help our community be part of the COVID-19 pandemic research response. This contribution to science and public health is essential, and is even more compelling when patients and their advocates are empowered to work alongside scientists and health-care providers to find a solution. I am honored to be part of this amazing group of individuals dedicated to creating an environment that makes this possible.” - Margaret Powers-Fletcher*



**Michael Lauzardo, MD, MSC**  
*Director, UF Health Screen, Test, Protect; Deputy Director, Emerging Pathogens Institute; Associate Professor, Division of Infectious Diseases and Global Medicine*  
*University of Florida*

From the beginning of the COVID-19 pandemic, Dr. Lauzardo has been tireless in his support of the University of Florida, the City of Gainesville, and the State of Florida as we've faced the COVID-19 pandemic. He's devoted himself to caring for our most vulnerable elderly patients through establishing testing in The Villages early in the pandemic, helped the campus navigate multiple transitions, and has directed the Screen, Test and Protect Initiative for the university, among a myriad of other roles. He's faced criticism, frustration, and uncertainty with grace and kindness, and he has given an immense amount of personal time to care for others. We have seen so many selfless and caring physicians at the University of Florida shine during the pandemic, and Dr. Lauzardo stands out not only for his clinical and administrative excellence, but for his humanism, commitment, and self-sacrifice.



**Katherine McGee, BSN, CCRN**  
*Registered Nurse, Medical ICU*  
*Shands Hospital at the University of Florida*

Many nurses in the Shands Hospital medical ICU have gone above and beyond their duties during the COVID-19 pandemic, and still Katherine McGee stands out. She has not only dealt with a large number of very sick COVID patients, tirelessly caring for their needs and putting herself at risk, but she's made it her particular duty to support patients who were dying, to be there personally as they passed away, and then to support their families as best she could. She's worked extended hours and extra shifts to ensure that patients wouldn't die alone. It takes an incredible soul to do this day after day, month after month, for an entire year. We believe this incredible act of kindness and humanism represents all the good things about our profession, and Katie absolutely deserves this honor.



**Jerne Shapiro, MPH**  
*Lead Epidemiologist, UF Health, Screen, Test & Protect*  
*University of Florida*

Jerne Shapiro serves as the Lead Epidemiologist for the Screen, Test & Protect COVID-19 Initiative at the University of Florida. In this capacity, she leads a team of 35 disease investigators and support staff who interact with students, faculty, and staff all throughout the day. As one might expect, many of these conversations are with people who are under stress and are needing information to help them protect their health or the health of loved ones. As the supervisor of this large team, Jerne has done a remarkable job training her large workforce to ensure that all of the disease investigators are compassionate and competent. The individuals who are diagnosed with COVID or have been in contact with COVID are treated professionally and competently in a humanistic and caring way that respects them as individuals. The humanism and empathy of this team reflects the dedication and example that Jerne provides, with her constant empathy and compassion for the community she serves.

# CHAMPIONS *of* HUMANISTIC CARE

University of Illinois College of Medicine;  
University of Illinois Hospitals and Clinics

*Chicago, Illinois*



**Stockton Mayer, DO**

*Assistant Professor of Medicine*

*University of Illinois College of Medicine*

Dr. Stockton Mayer was an integral part of the initial UI Health response, carrying 2 pagers for the ID services - inpatient and outpatient – facilitating testing and evaluation of COVID suspects as well as providing direct care for COVID patients. Most notable, though, has been his work in homeless shelters and long-term care settings across Chicago in partnership with our College of Nursing and several community partners. He leads a team of staff that have been doing testing since the beginning of the pandemic and now leads a strike team to deliver vaccine in these settings and through various essential employers to help get vaccine into the community.



**Aju Damodaran, RN, BSN**

*Staff Nurse*

*University of Illinois Hospital and Clinics*

Aju Damodaran, staff nurse on 7ESD of the University of Illinois Hospital, has been an amazing charge nurse in the newly created multi-unit Covid Care Wing, managing 60 beds and up to 30 staff members at a time. He was calm, professional, and resourceful in a time of extreme stress. He provided clear and concise communication of the frequently changing protocols and practices in shift huddles, and made fair assignments when staffing was shifting with rapidly changing patient conditions. He quickly facilitated moving unstable patients and actively assisted nurses in this overwhelming time. He made the staff feel supported and well informed in a time of extreme uncertainty. Aju volunteered for this very challenging role and handled these responsibilities with grace and quiet determination.

*“Being human, light the lamp with love, care, and affection - keep the community safe.”- Aju Damodaran*



**Megan Kennedy, PT, DPT, NCS**

*Physical Therapist Services Coordinator*

*University of Illinois Hospital and Clinics*

Megan Kennedy led the efforts on behalf of the University of Illinois Hospital and Rehabilitation Services to develop and implement prone protocols for our symptomatic COVID patients. As the developer of the models for prone, she led the implementation in our intensive care and inpatient COVID units. She also actively participated in the physical deployment of the technique along with the front-line team. Megan also led the team of therapists who provided the manpower to prone the patients across the units and trainers to the nursing team.



**Douglas Kasper, MD, MPH**  
*Associate Professor of Internal  
Medicine*  
*University of Illinois College of  
Medicine Peoria*

Dr. Kasper is an infectious disease physician and has been a community leader during the pandemic. He has been a resource and an educator for the Public Health Department, for the University of Illinois College of Medicine Peoria campus, and for faculty, residents, fellows, and students. In addition, he has provided direct patient care during the pandemic.



**Jessica Kammeyer, BSN, RN**  
*Staff Nurse*  
*University of Illinois College of  
Medicine Peoria*

Jessica was instrumental in implementing COVID testing for the vulnerable patient population of Positive Health Solutions, many of whom are immune compromised. Understanding that the patients were afraid of exposure and afraid to get tested elsewhere, she worked with the nurse manager to create an option for testing in our clinic where clinic staff would come out to patients so that patients did not need to get out of their vehicles. Additionally, she understood the fear of the staff and ensured a safe plan for specimen collection and handling. This was early in the pandemic when testing was an issue for the Peoria region.



**Pam Briggs, MSW, QMHP**  
*Director of Administrative Operations  
at Positive Health Solutions*  
*University of Illinois College of  
Medicine Peoria*

Ms. Briggs has been instrumental in organizing and scheduling a COVID-19 saliva testing site for the students, faculty and staff at the University of Illinois College of Medicine Peoria. This has created an environment where learners feel increased safety to attend teaching activities.



**Bhavarth Shukla MD, MPH**

*Medical Director Infection Control,  
Assistant Professor of Clinical Medicine-  
Infectious Diseases*

*University of Miami Leonard M. Miller  
School of Medicine/UHealth*

As medical director of infection control, he has ensured that we bring COVID care to individual patients, employees, and physicians because every one of them has been at risk.

Bhavarth has truly raised the bar in infection control, managing screening, hospitalization, discharge, and post-COVID care of our patients; helping make clinical research happen, both within and outside the hospital; and orchestrating vaccination of our staff and our patients.

Through it all, Bhavarth knows the most important element of everything we do is teamwork.

*“In its non-selective and broad capacity to cause harm, SARS-CoV-2 has reminded us all what it means to be ill, and how quickly fear of an illness can become overwhelming. In response, it has also shown us the strength and resilience that come from having compassion not only toward our patients, but for our coworkers, our community, and humanity.” – Bhavarth Shukla*



**Joseph Falise, RN, MSN, CCRN-CSC**

*Nurse Manager, Critical Care Unit*

*UHealth*

Our University of Miami Health System nurses rose to the challenge, thanks in large part to Joe’s leadership and innovation and to his dedication to keeping them safe. Protecting the nurses and their patients had him coming in to work early and going home late, and it paid off. His colleague’s anxiety and fear have significantly diminished as they are able to devote all of their attention to caring for their patients.

Joe, who is nurse manager for the cardiovascular ICU, neuro ICU and COVID ICU, has led his nurses above and beyond their usual duties, helping patient’s families stay informed and connected at a time like no other.

*“Restructuring all our care models for COVID-19 has been an exhausting process, but it’s also been very rewarding in a lot of ways. I accepted a leadership role wholeheartedly because my team needed me, and I needed them. Our nurse’s humanism and compassion have been critical to keeping each other safe, to learning how to successfully treat our patients, and to going above and beyond to help those patients connect with their families when no one can visit.” – Joseph Falise*



**Alison R. Ohringer, MPH, MS**

*Medical Student and President,  
Class of 2023*

*University of Miami Leonard M. Miller  
School of Medicine*

Alison initiated and founded the ‘Miami Med COVID Help’ Organization, as the pandemic was unfolding. She deftly created an executive board, recruited volunteers, and worked around the clock in March 2020 to ensure adequate infrastructure. They hosted PPE drives throughout the greater Miami Area, phone banked for hundreds of hours to request PPE donations from small businesses, organized a series of blood drives, recruited volunteers for two community COVID testing projects, worked with community partners to manufacture 3D-printed PPE, donated hundreds of meals and care packages to front-line healthcare workers, and provided support in several other areas. By the end of this tax year, MMCH will have collected and donated over \$1,000,000 in PPE!

*“Our entire team immediately poured our hearts into these efforts and worked around the clock, driven by compassion for our (future) colleagues and a humanistic calling to help protect our community however we could.” – Alison R. Ohringer*



### **Brian Muthyala MD MPH**

*Assistant Professor, Division of General Internal Medicine*

*University of Minnesota Medical School*

Dr. Brian Muthyala is an example of humanism in clinical care and medical education. In addition to his role as a physician, he went above and beyond to provide guidance to medical students navigating changes to rotations, applying to residency programs, and preparing for virtual interviews. As the course director for the clinical skills course for first-year students at the University of Minnesota Medical School, he created COVID safety protocols, assisted in arranging the purchase and distribution of PPE for all medical students and altered curriculum to maximize efficacy without sacrificing quality. He was able to spearhead curricular change to add additional content around health equity that would otherwise not have been possible to deliver in previous years. His efforts have facilitated student's success in navigating the myriad of changes to medical education related to the pandemic.

*“Being involved in medical education during COVID, while being challenging, has forced me to focus on what is truly important. Building community, strengthening relationships, while difficult, remains the essence of being an educator.” – Brian Muthyala*



### **Lily Rubenstein, RN, BSN, PHN, CEN**

*RN Care Coordinator, MHealth Fairview - Bethesda Clinic*

*MHealth Fairview*

In addition to her usual work of excellently triaging patient telephone calls (or walk-in patients) at an urban primary care clinic with a large underserved and non-English speaking population, Lily stepped up to the challenges posed by the COVID-19 pandemic. Starting in March 2020, she called all suspected or confirmed limited English proficiency COVID+ patients to triage their symptoms, assist with testing/isolation/quarantine of contacts, and help coordinate social services as needed often involving complex isolation quarantine for large multigenerational families in one household. When the health system's monitoring system of COVID-19+ patients required English proficiency and internet usage, Lily became the human for our non-English speaking and poor patients, which she managed for several months.

*“While COVID-19 has brightly illuminated the health inequities of our health care system, it has also shown the wonderful humanism and compassion in our colleagues. We all worked quickly and creatively to ensure our patients were afforded the same quality of care as everyone else. I have never been more honored to be a nurse, and never more sure of the importance of my work.” – Lily Rubenstein*



### **MN Covidsitters**

*A 100% student-powered 501c3 established in mid-March 2020 as an emergency response to healthcare worker's childcare and household needs*

*University of Minnesota Medical School*

A group of medical students - wanting to help but knowing that they could not be on the front line - decided to form “MN CovidSitters.” MN CovidSitters is a student-driven mutual aid network established in March 2020 as a crisis response effort aiming to support healthcare families as they faced the unknown on the frontlines. A team of UMN medical students mobilized hundreds of students to offer free childcare, pet care, and errand services to frontline workers through an app matching family needs with student availabilities. As the need grew, so did the response. CovidSitters expanded to over 100 other sister organizations around the globe, from Milwaukee to Sudan. Today we continue to promote human-centered crisis response services as a 501c3, emphasizing the disproportionate and long-lasting impact the pandemic has had on women, the BIPOC community, and low-wage workers and the people they love.

*“If we've learned anything from the past year, it's that the future can be better than the past so long as you have good people standing by your side.”*



**Joshua Crist, BA**  
Medical Student

University of Illinois College of Medicine Rockford

“Having the opportunity to serve patients during this season of fear and uncertainty has been the absolute privilege of a lifetime. We often applaud those who put their body in harm’s way for the sake of serving others, and rightly so. Sacrifice is one of the most powerful ways to extend love to those who may not be able to fight for themselves. Advocating not only for the physical, but also the emotional and spiritual wellness of our fellow humans is the peak of humanism and compassion and inspires a new-found motivation in me to serve with all the strength and energy I can muster.” - *Joshua Crist*



**Angelica Ukaigwe, MD, MSc**  
Medical Student

University of Illinois College of Medicine Rockford

On Wednesday November 11, 2020, Angelica reached out to me in my role as Assistant Dean of Medical Education to discuss the clinical setting she was working in at Swedish American Hospital on the Pulmonary ICU service. The school policy at this time was that students should not see COVID-19+ patients. As a 4th year medical student on her Sub-internship rotation she felt, and Dr. Thappa agreed, that she should be educated on how to care for these patients. She reached out to me and assisted in discussing how students could safely learn to care for COVID-19 patients during the pandemic. Her work changed the college’s policy and allowed more students, college wide, to assist in caring for COVID-19+ patients.

“Spending time to connect with my patients on a personal level has always improved our rapport, especially during the COVID-19 pandemic. I recognize that my efforts can help with their healing process and it is something I plan to continue in residency.” - *Angelica Ukaigwe*



**Garold O. Minns, M.D.**

*Dean, University of Kansas School of Medicine-Wichita and Sedgwick County Public Health Officer*

*University of Kansas School of Medicine-Wichita*

It is without hesitation that we nominate Dr. Garold Minns as a Champion of Humanistic Care. Dr. Minns far reaching care and dedication to the safety of our institutional and surrounding communities is evident through the critical, humanistic roles he serves.

As a physician on the front lines in Wichita, Dr. Minns has treated patients and worked tirelessly with their families through the community spread of SARS-CoV-2 and its variants as well as the evolution of potential and effective treatments. Dr. Minns expert infectious disease knowledge is a tremendous asset to his patients and the community he serves.

*“People may have a hard time understanding the constant changes with health recommendations and requirements, and we ask that the community understands that the medical professionals are doing our best to keep everyone safe.”*

*- Garold O. Minns, M.D.*



**Stephanie Jernigan, APRN**

*Director of Student Health Services  
University of Kansas Medical Center*

As the director of Student Health Services, Stephanie Jernigan oversees a patient-facing clinic that serves most primary care needs of students attending the University of Kansas Medical Center. Her immediate call to action, her calm, logical approach to manage crisis, and her strong commitment to service others makes her the perfect nurse to be named a Champion of Humanistic Care.

*“I am happy to help. I just want to make sure it is the best solution for students. Let’s focus on what we can do and think about how we can prevent increased numbers.”*

*- Stephanie Jernigan, APRN*



**Carrie Summers**

*Emergency Management Coordinator  
University of Kansas Medical Center*

Carrie Summers is the emergency management coordinator in the Division of Public Safety at the University of Kansas Medical Center. Carrie has demonstrated exemplary leadership, organization and crisis-management from the onset of COVID-19, and her clear, effective decision making and ability to coordinate efforts to address the pandemic make her the ideal health care team member to be named a Champion of Humanistic Care.

*“Call us the ‘4PM Group,’ as that is how we refer to ourselves. Since the beginning of March 2020, we, a group of leaders from an extremely diverse spectrum of departments across the University, have met every single day at 4PM to keep this campus functioning, safe and well thought after in response to the COVID-19 pandemic. I am incredibly blessed to work with this talented, committed, inspiring and generous group of people. Many, many thanks for their daily commitment during the last 10 months to keep our KU Medical Center campus functioning and safe.”*

*- Carrie Summers*



### **Michael Hirsh, MD**

*Medical Director, Worcester Department of Health, Assistant Vice Provost for Wellness and Health Promotion, University of Massachusetts Medical School, Professor of Surgery and Pediatrics*

*UMass Memorial Healthcare/University of Massachusetts Medical School*

Dr. Hirsh currently serves as Medical Director of the Worcester Public Health Division. Humanism is central to each of Dr. Hirsh's roles, as a mentor, a teacher, a physician, and as a man. He has been one of the most impactful physicians in the history of our community. His initiatives in the Worcester community to prevent tragic losses have been innovative and effective.

**“Paraphrasing Capt. Dick Winters of Easy Company in the Band Of Brothers mini-series- when asked by his grandkids if he was a hero during the war, Capt. Winters replied ‘no but I served in a Company of Heroes.’ I was able to approach Public Health during the Pandemic with humanism because I am surrounded by a Medical School full of humanists who understand the vital essence of compassionate care. We would not have gotten through this year as caregivers without having that compassion doled out to our patients and the compassion of the community returned to us for our efforts.”**

*- Michael Hirsh*



### **Jill Terrien, PhD, ANP-BC**

*Associate Professor of Nursing and Medicine, Associate Dean, Interprofessional and Community Partnerships*

*University of Massachusetts Medical School*

Dr. Terrien exemplifies the best of nursing leadership. I have had the privilege of working with her in many domains prior to the pandemic, and have been impressed with her kind, open, collaborative, and welcoming approach to inter-professional partnerships. During this pandemic, she quickly and effortlessly organized, together with a group of her senior level graduate nursing students and our school of medicine colleagues, to teach students how to administer intramuscular vaccines. She has devoted literally hundreds of hours of time to organizing, teaching, leading teams, and administering COVID-19 vaccines to members of our community. Her patient and enthusiastic leadership have been critical to the development of a skilled vaccine corps of students in MA.

**“If any of my actions ease the suffering of one patient during the pandemic, it will be well worth it.” - Jill Terrien**



### **John Broach, MD, MPH, MBA**

*Assistant Professor of Emergency Medicine Medical Director of the UMass Memorial DCU Center Field Hospital*

*UMass Memorial Healthcare/ University of Massachusetts Medical School*

Described as not only talented and dedicated, but also one of the nicest and most collaborative people you could meet, Dr. Broach is currently serving as the Medical Director of the UMass Memorial DCU Center Field Hospital in Worcester, Massachusetts. In the Spring of 2020, he was instrumental in leading the teams that transitioned the convention center side of the DCU Center into a full-fledged hospital with over 200 curtain-drawn patient rooms/ beds. And they did this in just 8 days. The field hospital has treated close to 1,000 patients.

**“The COVID-19 pandemic is an example of the type of rare struggle that unites every human being on Earth. The tragedy of the struggle has been overwhelming but what we have all done for each other this past year has relied on humanism in its purest form and the recognition of the profound solidarity that we all share.”**

*- John Broach*



**Bridgette L. Jones, MD, MSCR**

*Assistant Academic Dean, Office of Student Affairs; Associate Professor of Pediatrics, UMKC School of Medicine; Children's Mercy, Kansas City*

*University of Missouri-Kansas City School of Medicine, Children's Mercy Hospital*

Throughout the pandemic, Dr. Jones has worked with students, staff, faculty and the community within and around the UMKC School of Medicine, centered on ensuring optimal and humanistic care for patients, creating space where she and other trusted messengers could provide COVID-19 education and sharing her voice to eliminate health inequities for those who have been disproportionately impacted.

*"In this time of pain and grief, I have been blessed to have my calling and purpose as a physician and as a human being to be a helper. I am privileged to be able to use my knowledge, skills, and my voice to advocate and speak up for those who are most often thought of last or not thought of at all. I am so lucky to be able to use my own gifts and rewards to help others. This privilege has been the bright light during a dark time and has been one of the things which has gotten me through." - Bridgette L. Jones*



**Obie Austin, RN, MSN, ANP, FNP-BC**

*UMKC Student Health and Wellness Director*

*University of Missouri-Kansas City School of Medicine*

Obie Austin, who serves as the director of Student Health and Wellness and been involved with the university for the past 20 years, has been one of our true heroes over the past year. Obie cares deeply for others and the stewardship of our institution. He fosters a culture of care and service as a leader of his team and in all he does at UMKC. I cannot think of a more deserving person to honor by the Arnold P. Gold Foundation for their contributions to humanism during the COVID-19 pandemic than Obie Austin.

*"Providing care never takes the back seat. I learned that from so many beautiful souls that poured into me as a student here at the University of Missouri-Kansas City's School of Nursing and Health Studies, and it has been an honor to give back to the community educators making a difference in the Kansas City community." - Obie Austin*



**Pam Bean, RN, BSN, MHSA, MBA**

*Vice President Practice Management/ Ambulatory Care*

*Truman Medical Centers/ University Health*

The University of Missouri-Kansas City School of Medicine, along with Truman Medical Centers/University Health is honoring Pam Bean for being able to thoughtfully and efficiently respond to an unprecedented pandemic, without missing a beat. She worked to ensure the teams that cared for patients with COVID-19 had adequate supplies and staffing. Her quick work allowed Truman Medical Centers/University Health to be the first medical center in the metro to vaccinate its staff. Pam has allowed TMC/UH to pivot efficiently from education to testing to vaccinating.

*"There was no choice. Providers worked quickly, and with compassion, to match the cruel reality of patients dying without family by their bedside. Patients turned to providers for emotional support and I am proud of my team for answering that need while offering quality, comprehensive care." - Pam Bean*



**Amir Barzin DO, MS**

*Assistant Professor, UNC Department of Family Medicine; Incident Commander, UNC Health's Respiratory Diagnostic Center*

*University of North Carolina*

Dr. Amir Barzin, a family medicine physician, has led the only Covid-19 testing program on a college campus, with true relational leadership. When the pandemic began, he became the Incident Commander for UNC Health's Respiratory Diagnostic Center, or RDC, in Chapel Hill. With his leadership, the Respiratory Diagnostic Center oversaw the testing of over 70,000 people over the past year. Dr. Barzin then moved his expertise to help set up 3 testing sites on campus at Chapel Hill. Since its establishment in January the testing sites have processed nearly 100,000 tests. The success of this program has allowed the campus to remain open with an overall positivity rate of 0.6% due to this community testing program that brings together university leaders and student leaders/volunteers.

*"This past year has brought with it many challenges, but has also been the most rewarding work I have ever done. As a family physician, it is an honor to serve individuals and the community now more than ever." - Amir Barzin*



**Meg Zomorodi PhD, RN, ANEF, FAAN**

*Assistant Provost, Inter-professional Education and Excellence; Professor, School of Nursing*

*University of North Carolina*

Meg Zomorodi collaborated with Dr. Amir Barzin to build and refine the Carolina Covid Student Services Corps. After connecting with Columbia University, Dr. Zomorodi worked with UNC-CH School of Medicine students to create an infrastructure, where health professional students partnered with community members, to engage in service learning during the pandemic. Over 1000 students are engaged in the corps, and participate in the testing centers, contact tracing, kit making, and data review. Under Dr. Zomorodi's leadership, over 800 students have provided vaccine support throughout North Carolina. Dr. Zomorodi's vaccine hub has become a model throughout N.C. and has allowed for students to lead volunteer efforts and increase the capability and capacity to serve during this time.

*"To see our students lead while also learning during this time has energized me when I needed it most. I hope during this time, I have instilled the power of nursing to these students, where we care for all individuals holistically, challenge the status quo, and just roll up our sleeves and find ways to accomplish these challenges together." - Meg Zomorodi*



**Amy James Loftis, BSc**

*Clinical Research Laboratory Specialist  
University of North Carolina*

At the height of the pandemic, Amy jumped right in to help her UNC Clinical Research Site colleagues. Together they turned tents, trucks, vans and medical school skills labs into safe and comfortable spaces for patient care. When asked to join the Carolina Together Testing Program team, charged with setting up the surveillance testing lab, Amy tackled that with her usual can-do attitude too. The lab went from non-existent, to CLIA registered and open for patient testing in less than 2 months. The lab tests approximately 14,000 specimens per week with an average turnaround time of 48 hours allowing quarantine and contact tracing to occur rapidly, thwarting outbreak clusters while keeping students, faculty, staff and the surrounding community safe and healthy.

*"The mission is to have a healthy and thriving campus, and broader community. The work we are doing in the lab helps make that possible. Every day, I am thankful to be part of the Carolina team that has risen to this challenge!" - Amy James Loftis*



**Dale Bratzler, DO, MPH**

*University of Oklahoma Chief COVID Officer; Chair Department of Health Administration and Policy*

*University of Oklahoma College of Medicine and College of Public Health*

Dr. Bratzler has been a calming influence through his consistent science-based communication to our entire community. His leadership has been manifested through almost daily broadcast media communications and the development of public health policies to protect our community. Dr. Bratzler, a nationally recognized leader in healthcare policy and quality, has been the Dr. Fauci of our community.

*“One of the few silver linings of this pandemic is the outpouring of humanism and compassion displayed by so many in the health professions caring for patients and their families to address the loneliness and isolation felt by so many.” - Dale Bratzler*



**Sarah Jo Brown, BSN, RN**

*ICU Nurse*

*OU Health, University of Oklahoma Hospital*

Sarah has endured the pandemic with grace and resilience and has stepped out of her comfort zone to care for critically ill COVID-19 patients. She has been instrumental in leading the effort to weather the storm in a way that continues to give patients the very best opportunity to recover from the virus. Sarah has also assumed an ICU leadership role and has worked extra shifts to ensure new clinical protocols are implemented accurately and promptly. Every step of the way, she has kept a positive attitude which continues to this day and has helped build optimism within our healthcare team.

*“I never thought it would be this hard to reflect on the last year and come up with a statement summarizing acts of humanism and compassion during the pandemic. I think it was because compassion was the only thing we had to run on. It was being one of the only human interactions the patient would have for twelve hours at a time. It was reassuring them that they were putting up a good fight when the unfair and unprecedented virus ravished every viable organ and tissue, because at the end of the day the humanism and compassion portrayed by healthcare workers were the only tangible outlet they had between the walls of their hospital room.” - Sarah Jo Brown*



**Tram Quynh Le**

*Second Year Medical Student*

*University of Oklahoma College of Medicine*

Tram has demonstrated tireless dedication to serving the Oklahoma City community since the first days of the pandemic. She models humanistic care through her own individual efforts and through her student leadership positions. Tram has led the effort in recruiting, training and organizing college of medicine student's week after week to assist in our enterprise's employee and community COVID vaccination program. Of course, each weekend she can be found by their side herself providing vaccines to community members or making sure that the vaccine clinics run smoothly. She also serves at the vice-president for the student group Peers Advancing Culture in Education (PACE), and helped ensure the group met the needs of our medical students during the uncertain and isolating conditions presented by COVID-19.

*“My journey through medical school has taught me that what makes a good physician is less about how much pathological and procedural information you've committed to memory and more about how much you regard the patient as a whole: who they are, their livelihoods, and what is important to them and their loved ones.”  
- Tram Quynh Le*

# CHAMPIONS *of* HUMANISTIC CARE

## University of Pennsylvania/ Health System

*Philadelphia, Pennsylvania*



**Nina O'Connor MD, FAAHPM**  
*Chief Medical Officer, Penn Medicine  
at Home*  
*University of Pennsylvania  
Health System*

Throughout the pandemic, Dr. O'Connor has created and led innovative programs to deliver humanistic care to vulnerable populations in our region. Dr. O'Connor worked with Penn Medicine at Home to quickly create capacity for COVID testing and care at home. Dr. O'Connor also partnered closely with state and local health departments to address the needs of long term care residents. Dr. O'Connor is now leading several COVID vaccination efforts, including on-site vaccination for personal care homes and senior housing in Philadelphia as well as home vaccination for home-bound patients and their caregivers. In all of her efforts, Dr. O'Connor brings together teams, to compassionately serve our community while advancing best practices.

*"The COVID-19 pandemic disproportionately impacted the most vulnerable in our community: those who depend on others for care. Because of this pandemic, we became neighbors and partners, working together for the benefit of our community. These relationships of mutual respect and compassion will persist long beyond the pandemic."*  
*- Nina O'Connor*



**Juliane Jablonski DNP, RN, CCRN, CCNS**  
*Critical Care Nursing Systems Strategist*  
*University of Pennsylvania  
Health System*

Throughout the pandemic Juliane has worked tirelessly to organize and lead efforts to design comprehensive care guidelines for the clinical management of critically ill patients with coronavirus. Juliane is a champion of humanistic care because throughout the challenges and stressors that the pandemic has brought to the forefront, she continues to be a role model of selflessness and integrity. She has the ability to build trusting relationships and shows respect of all roles and perspective before making any decisions. Juliane understands the need to address and balance clinician wellness with practice as this directly impacts patient outcomes.

*"COVID is challenging us in ways that most of us have never seen before. True strength is in compassion and contribution to the community, knowing when to put your own needs aside and "lean in", but also when to ask for help. Nurses are given the exceptional role of being a trusted partner to people at the most vulnerable times of their human suffering."*  
*- Juliane Jablonski*



**Colleen Mallozzi, MBA, RN**  
*Associate Clinical Informatics Officer*  
*Hospital of the University  
of Pennsylvania*

Colleen has exemplified humanistic care giving through her leadership and vision in rapidly evolving efforts to support the pandemic over the past year.

The underlying theme of her work has been we need to do everything in our power to reach the most people and reduce barriers to receiving this vaccine; we cannot leave anyone behind. Colleen continues to work every day to meet people right where they are with safe, effective, humane, and equitable support for vaccination and whatever the next challenge might be.

*"The underlying goal of my work over the last year was to offer hope to our patients, staff and community. In the midst of a global pandemic, uncertainty and fear, HOPE became a beacon of light during a very dark time. Being able to educate, test, and vaccinate patients, has given even the most fearful a beacon of hope that one day we can feel normal again. I am in awe of our team for providing this hope to so many people and honored to be able to lead these efforts."* - Colleen Mallozzi



**Benjamin Estrada, MD**

*Assistant Dean for Medical Education;  
Professor and Vice Chair of Pediatrics*

*University of South Alabama College of  
Medicine*

Dr. Estrada has been self-less in his commitment to patients, families, the health system, and our university. He has been a role model for compassionate care, leadership, and service to the community. His involvement in the development and implementation of safety protocols, community testing, contact tracing, and vaccine distribution have directly contributed to the improvement of our community. He had done all of this while continuing to provide care for infectious disease to children in our community.

*“There is no doubt that the COVID-19 crisis has created incredible pain and suffering. However, this crisis has also exposed the best of many individuals who with motivation, courage and unselfish attitude have always placed others before themselves.” - Benjamin Estrada, MD*



**Kristopher Haskins, RN, BSN**

*Nurse Manager, COVID Units*

*USA Health*

Kris has taken on a tremendous role this past year managing both the critical care and non-critical care COVID units in our health system. While performing his administrative role, he continued to routinely work nights and weekends when there were no other nurses available to make sure the patients were always cared for. His compassion, performance, and leadership were exemplary during the pandemic.

*“As the Covid-19 pandemic spread across the country, I realized more than ever that healthcare is not just a career choice, it is a calling. I witnessed the selfless commitment of my healthcare team, community, and nation as we fought an unknown enemy. Even though our patients saw us as masked strangers, through a gentle touch, an encouraging word, or silently sitting by their side, we made every attempt to ease their feeling of isolation. This pandemic has pushed everyone to their breaking point, but I could not be prouder of the hard work and dedication of our entire health system.” - Kristopher Haskins, RN, BSN*



**Natalie S. Fox, DNP, PNP-BC**

*Assistant Administrator; Chief Nursing  
Officer, USA Health Physicians Group*

*USA Health*

Natalie has been an individual who during the COVID-19 pandemic has demonstrated consistent patient centered leadership and a caring and compassionate attitude. Her actions have contributed to the care of hundreds of patients affected by the COVID-19 crisis in our community. Most importantly Natalie has always placed the well-being of others first even in the most trying of times. She has coordinated testing, vaccine distribution, and so much more for both our health system and the public.

*“The COVID-19 pandemic has exposed the common thread of vulnerability among healthcare providers and patients alike, while also highlighting our common strength of resiliency and the ability adapt to change to persevere.” - Natalie S. Fox, DNP, PNP-BC*



**Sangita Dash, MD**

*Clinical Assistant Professor of Internal  
Medicine, Division of Infectious Disease*

*University of South Carolina School  
of Medicine Columbia*

Dr. Sangita Dash is an infectious disease specialist who serves as the hospital epidemiologist and medical lead for infection prevention at Prisma Health Richland Hospital, the largest hospital in central South Carolina. In this role, she began working behind the scenes to prepare for the COVID pandemic even before the first case occurred in our state. She has taken the lead in developing infection prevention protocols, ensuring appropriate lab testing, and ensuring the safety of our patients, family members and healthcare team members over the course of the past year. Throughout the past 12 months, our teaching hospital has cared for thousands of patients with COVID-19. None of this would have been possible without Dr. Dash's leadership to prepare our School of Medicine and our health system to fulfill these responsibilities. She is most worthy of recognition for her expertise and leadership throughout this pandemic.

*“Compassion is an integral part of good patient care. It has enabled me to understand the impact of the pandemic on my patients and provide them with the care and support they need.” - Sangita Dash*



**Jennifer Evans, LPN**

*Student/Employee Health Nurse*

*University of South Carolina School  
of Medicine Columbia*

Throughout the pandemic, Ms. Evans has truly been the frontline worker who has kept the School of Medicine faculty, staff, and students safe. For months she greeted us each morning for temperature and health checks with a smile and encouragement to stay safe and stay healthy. When we transitioned to COVID-19 testing, she was again there to organize us, collect samples, and always smile even through her mask. There are of course thousands of frontline workers who have placed themselves in harms way for their patients and our citizens, but she continues to go above and beyond to keep us safe and show us how much she cares about our well-being as an institution and a community.

*“The most important thing a health-care worker can have is a positive attitude that’s contagious. Have one every day.” - Jennifer Evans*



**Jonathan Crain**

*Assistant Director of Facilities and  
Support Services*

*University of South Carolina  
School of Medicine*

Jon Crain serves as the Assistant Director of Facilities and Support Services at the University of South Carolina School of Medicine in Columbia. Since joining the School of Medicine staff in 2009, he has always provided exemplary service in his role in the Facilities Department. However, he has definitely gone above and beyond the call of duty during the COVID-19 pandemic. Jon's advocacy for our School of Medicine students, faculty and staff have been essential to our safe and successful navigation of the COVID-19 pandemic over the past year..

*“My motivation, to go above and beyond, comes from everyone here that is a part of the SOM family. I enjoy coming in everyday and doing my job, and providing the service that I believe our faculty, staff, and most of all students deserve. I believe the Facilities Department is the backbone of the School of Medicine; and that it is our duty to ensure that it runs safely, efficiently, and with limited interruption for our students and research.”*

*- Jon Crain*



**Jennifer Hsu, M.D., FACP**  
*Assistant Dean of Medical Student  
Education*  
*University of South Dakota,  
Sanford School of Medicine*

In her role as an Infectious Disease doctor with the Sanford Health system, as well as the assistant dean of medical student education, Dr. Hsu worked tirelessly in helping our patients understand the pandemic as well as help our students continue on in their education. I so appreciate the humanism and kindness Dr. Hsu brings to use in the medical school, to the health system, and to her peers.

**“I think the role of humanism and compassion in care of my patients can be simply boiled down to providing the kind of healthcare that I would want for my family. This means provision of care using best medical evidence, but doing so in a way that supports patients as individuals from different backgrounds with unique values. Often through COVID-19 there has been no best medical evidence, so providing emotional support and transparent communication with my patients has been the best I could offer.” - Jennifer Hsu**



**GERALYN PALMER, MD**  
*Medical Student in the Class of 2021*  
*University of South Dakota,  
Sanford School of Medicine*

I have actually known GERALYN since she applied to medical school and I had the opportunity to interview her in my role on admissions. At that time I was already impressed with her volunteerism, her passion to serve humanity and her kindness toward patients of any background.

This was on reaffirmed as South Dakota began to see climbing numbers of patients affected by COVID 19 in spring of 2020.

She is set to graduate from our program this May 2021, and we could not be more proud of all that she has accomplished.

**“It was a privilege to volunteer as a scribe at the start of the COVID-19 pandemic. I was, and am continually, reminded of the role compassion plays in our care of patients and each other. Throughout my career I hope to foster humanism and kindness by listening, learning, and understanding as I walk with patients through their own journey in both healthcare and life.”**  
*- GERALYN PALMER*



**KINDRA SULLIVAN, MD**  
*Medical Student in the Class of 2021*  
*University of South Dakota,  
Sanford School of Medicine*

I have actually known KINDRA since she applied to medical school and I had the opportunity to interview her in my role on admissions. At that time I recall a passion for medicine, a drive to serve others and an infectious fervor of humanistic care towards her fellow woman and man.

This was on reaffirmed as South Dakota began to see climbing numbers of patients affected by COVID 19 in spring of 2020.

She is set to graduate from our program this May 2021, and we could not be more proud of all that she has accomplished.

**“While COVID-19 created fear, uncertainty, and isolation, it also showed the strength and resiliency within us all. Communities came together to support one another in a way I have never seen before. When people step up in times of need, even in ways they may have never expected to, we all reap the rewards. We have not yet won the battle against COVID, but when we come together to work towards a common good, anything is possible.”**  
*- KINDRA SULLIVAN*



**Chad J. Kodiak, RPh, PharmD**  
*Pharmacist/President*  
*Kodo Care Pharmacy Inc.*

Chad Kodiak became a very formidable partner and collaborator with our Leach College of Nursing team. Taking on the challenge of working with our students and faculty to create devoted, dedicated, and committed individuals to serve our Joliet, and greater Will County Community in Illinois. Chad is very responsible, supportive, innovative in creating opportunities for the community to receive the vaccine, and for our nursing students to gain the confidence and experience of being part of the solution.

“Compassion is what has gotten me through the difficult days during the COVID-19 pandemic, and there have been many difficult days. Knowing that a person not only needs, but is often dependent, on our care is the motivation that gets me and our team at KODO Care through the late nights, difficult days, and seemingly impossible scenarios. I believe in the goodness of human beings and I have seen that goodness countless times during this ordeal.” - *Chad Kodiak*



**Kimberly Gibson, BSN, RN**  
*Clinical Placement Coordinator*  
*University of St. Francis*

Kimberly Gibson worked tirelessly, coordinating our students, faculty, staff, alumni, and local nurse volunteers to efficiently staff each of the numerous COVID-19 vaccination clinics that were created. These clinics helped to distribute over 6,500 vaccinations in a period of two months. She worked almost all of those clinics, including weekdays, evenings and weekends, while also holding down her clinical placement coordinator role for our nursing college. She is our super star, and we are so proud of Kim and her efforts.

“Navigating the COVID-19 pandemic has taught us all a lot about love, loss, and that distance still cannot stop the power of human connection. The patients are what kept me going. They were my inspiration to push the limits and do what some would say was unattainable. Simply holding a hand in silence or watching the tears of joy and relief is why I do what I do.”  
- *Kim Gibson*



**Annette Mattea DNP, RN,  
APN/CCNS, CNE**  
*Associate Dean, Undergraduate  
Nursing*  
*University of St. Francis*

Dr. Annette Mattea participated in several of the COVID-19 Vaccination clinics. She was very involved in the planning, and supported Kim in brainstorming ideas to enhance each clinic opportunity. Dr. Mattea volunteered many hours serving at those clinics, while also running a very busy position as the Associate Dean of our undergraduate pre-licensure program. We are so proud and grateful for Annette’s dedication, leadership, and effort in helping reach this momentous 6,500 vaccinations in partnership with Kodo Pharmacy and our LCON team.

“The covid pandemic tested everyone’s physical and mental capabilities, including nurses. We were challenged to understand and show empathy, while experiencing our own grief and loss. We are all humans. We are all important. We are all equal. Being part of the solution has been rewarding, knowing that I am helping all I serve and care for, as we long for brighter days ahead.” - *Annette Mattea*



**Jeanmarie Mayer, MD**  
*Associate Chief Medical Epidemiologist*  
*University of Utah Health*

Dr. Mayer has worked tirelessly to keep our patients, staff and community safe during this COVID crisis. She has touched all of us, whether coordinating testing, speaking directly with exposed employees, coordinating hygiene practices, or vaccinating our staff, patients, and public. She provided evidence-based updates on a weekly cadence, consistently translating complex information to be straightforward and understandable for everyone. She has embodied humanism every day through the pandemic and is very deserving of the Gold Humanism honor.

*“In the face of a global pandemic that has caused tremendous fear, uncertainty and suffering, health care workers have been asked to rise up to the challenge. It has been my privilege to work with an incredibly supportive administration and collaborative team to prioritize the safety of our nurses, staff, providers and patients. It has been especially important to provide good supplies of PPE, employee testing, equitable vaccination, and throughout, ongoing open communication to continually address the concerns of our health care teams.” - Jeanmarie Mayer*



**Nikki Gilmore, MSN, RN**  
*Senior Nursing Director,*  
*Ambulatory Nursing*  
*University of Utah Health*

Nikki has been at the front of the pandemic from the moment we started over a year ago. As our Sr. Nursing Director for Ambulatory Nursing Nikki has led with unwavering grace, confidence and adaptability, exemplifying the highest ideals of servant leadership. Nikki’s leadership has been exceptional and has had a tremendous impact on our ability to respond effectively to every challenge that COVID has presented.

*“I have always taken a humanistic approach to not only care for our patients but also in my leadership style. This has been especially important during the COVID-19 pandemic. Each patient and staff member have very unique physical, mental and emotional challenges they are facing during this pandemic. We specialize our compassionate care of each patient to best meet their needs. This approach also shows our team members the care, compassion, and understanding they need during the challenges of the pandemic so they are prepared to provide exceptional care to their patients.”*  
*- Nikki Gilmore*



**Kavish Choudhary, PharmD, MS**  
*Senior Director, Inpatient & Infusion*  
*Services, Pharmacy*  
*University of Utah Health*

Dr. Choudhary coordinated all aspects of setting up the COVID immunization clinics for University of Utah Health. He did a phenomenal job of coordinating the many people from various departments required to create highly successful, high capacity clinics. Dr. Choudhary gave selflessly and generously to make the clinics successful and to get patients immunized as quickly as possible. He is a crusader for equity, diversity, and inclusion in the care we provide and in developing our workforce. He truly exemplifies what it means to provide humanistic care to our patients.

*“I was fortunate to be a part of the University of Utah Health’s vaccine campaign. I witnessed colleagues, volunteers, and numerous others giving their time, energy, knowledge, and resources to ensure that anyone who wanted a vaccine could get one; many jumped in to get involved because they knew they could be a part of the solution without expecting anything in return. While the science and innovation behind the vaccine is incredible, the movement to act was even more inspiring.”*  
*- Kavish Choudhary*

# CHAMPIONS *of* HUMANISTIC CARE

University of Vermont, The Robert Larner, M.D.  
College of Medicine and University of Vermont  
Medical Center

*Burlington, Vermont*



**Joshua Farkas, M.D., M.S.**  
*Pulmonologist and Critical Care  
Intensivist; Associate Professor  
of Medicine*

*University of Vermont Larner College  
of Medicine; University of Vermont  
Medical Center*

Dr. Farkas, who attends in the Medical Intensive Care Unit, is described as working countless hours and barely leaving the hospital, so that his colleagues would have decreased risk of exposure. Front-line staff said he made them feel supported, safer, and calmer. He is said to be the first one to check in on his staff and nurses while being compassionate and kind to his patients, and their families. He is also described as being exceptional at teaching and mentoring and remains incredibly humble.



**Colleen Roach, BSN, RN, OCN**  
*RN IV, Shepardson 4 Infusion Center  
University of Vermont Medical Center*

Colleen Roach participated alongside the palliative care team which included doctors, nurse practitioners, and nurses, all of whom volunteered to staff a nursing home that experienced a devastating outbreak of COVID-19. Fear of COVID did not deter her from standing in for the daughter, sister and wife that could not be there. She is described as providing comfort time and time again, to the nursing home staff who were witnesses to the loss of people they grew to love.



**Gretchen Berry, MS, RDN, CD**  
*Supervisor Clinical Dietitian, Nutrition  
Services Department  
University of Vermont Medical Center*

Gretchen Berry is described as kind, patient, and continually checking in with her staff to fully support them in challenging and stressful times. She notably puts the patients' safety and needs above all else and graciously helps in understaffed or struggling areas of the department. She is what we all should strive to be during these unprecedented times: selfless, flexible and always willing to help. She goes above and beyond to help the patients in this hospital regarding food service matters. For one patient she even created a new vegan menu to help the patient feel comfortable while receiving meals she enjoys and can eat.



**John Lynch, MD, MPH**

*Medical Director, Infection Prevention & Control*

*Associate Medical Director, Harborview Medical Center and member of the Division of Allergy & Infectious Diseases, UW School of Medicine*

*University of Washington*

Throughout the pandemic, Dr. Lynch has been responsible for Infection Prevention and Control in our community. One of his most important roles included writing a community update on a near weekly basis to the UW Medicine Community. His emails helped us to diagnose, test, and then prevent transmission in our community as we adopted social distancing, mask wearing, and daily attestations to our health — our new normal. He addressed the changing local, national, global epidemiology and introduced us to the hope and then the delivery of vaccinations. Dr. Lynch has taught us a lot this year always recognizing our challenging social context, and in doing so, has also infused reflection and gentle inspiration into his weekly updates.

*“It’s a historic turning point, something in which I hope you can all find some pride. Looking back, it shows how when we come together to serve a broader issue, progress and change follows. We have done things that, one year ago, we thought were impossible.” – John Lynch*



**Yacob Berhane, RN**

*Harborview Adult Medicine Clinic,  
Nurse Manager*

*Harborview Medical Center*

Yacob has had a strong presence in the Harborview Adult Medicine Clinic throughout the pandemic. He has been there through our most chaotic days when our approach to the pandemic was in near daily flux, when our patients returned with significant medical needs, and when our staff could not be in clinic. Yacob is the nurse who always steps in to help others. He is open to feedback and making things work well in our clinic. We share an extraordinary hard-working community and Yacob is the heart of why we work well together to provide the best care to our patients.

*“We can do it.” – Yacob Berhane*



**Juan Escalante**

*Director of Environmental Services  
Harborview Medical Center*

Juan Escalante represents the staff who has been dispatched to clean each patient room and the hospital environment. I have shared conversations with members of Mr. Escalante’s staff and know the heartfelt fear that was shared among this staff at the start of the pandemic — a level of fear that was matched by their brave resolve to continue to do their work to keep the environment clean and safe. Juan Escalante should be particularly recognized for his efforts to ensure his staff had access to the vaccine and also helped to sign them up.



**Jonathan T. Ketzler, MD**  
*Associate Professor (CHS) of  
Anesthesiology and Critical Care*  
University of Wisconsin - School of  
Medicine and Public Health

Dr. Ketzler is truly a champion of humanistic care. He has prioritized delivering compassionate service to others, providing exemplary care to those who needed it most.

At the start of the pandemic, when many were understandably worried, Dr. Ketzler did not want to think of the risk to his own health from taking care of COVID-19 patients, instead he stepped up to work on our ICU team through the worst health crisis of our lifetime. Even when he had a serious accident with injury to his cervical spine, he still came back to work wearing a cervical collar to help our critically ill patients during the pandemic.

*“What impressed me during that time were not the actions of a single person but how the entire team, housekeeping, respiratory therapy, pharmacy, nurses, doctors, physical therapy, nursing aides and everyone needed to keep the institution running, showed up, every day and got the job done. Each and every member of the team not only did their own job but looked out for others and helped wherever it was needed. I am very proud to be part of the team.”*  
– Jonathan T. Ketzler



**Susan J. Zahner DrPH, RN, FAAN**  
*Associate Dean for Faculty Affairs, Vilas  
Distinguished Achievement Professor*  
University of Wisconsin - Madison,  
School of Nursing

We are pleased to nominate Susan Zahner, DrPH, RN, FAAN as a Champion of Humanistic Care for her unwavering commitment to strengthen the public health infrastructure and for her leadership of the Badger Nurses Collaborating on Covid-19 Vaccination and Education Delivery program. This innovative statewide initiative engages students, faculty, alumni, and schools of nursing to provide vaccinations and education to respond to the Covid pandemic. Dr. Zahner’s leadership, commitment to nursing and workforce development, and significant collaborations have made a meaningful impact on education, practice and the care of patients, families, and communities.

*“Watching nurses all over the world step up to provide skillful and compassionate care for people with Covid-19 has been awe inspiring. Student nurses have been part of health care teams caring for people on the front lines. Now, UW-Madison student nurses and faculty, along with colleagues at UW-System Schools of Nursing across Wisconsin, are stepping up again to be part of the solution to immunizing the public. I am pleased to be leading this effort for UW-Madison nursing, and so proud of our students and faculty’s work to bring an end to the pandemic.”*  
– Susan J. Zahner



**Nathan Wheeler, MD**  
*Resident*  
UW Health; University of Wisconsin -  
School of Medicine and Public Health

In the face of a novel virus, all of our Medicine Residents stepped up to the plate many times over, but Dr. Nathan Wheeler continued to stand out with his tireless dedication to the cause. Initially, he volunteered for shifts in the TLC and COVID wards just as the illness came knocking at UW’s doors. Over the summer, UW formalized its COVID Hospitalist service and COVID TLC Flex Surge models which would lean heavily on resident volunteers. Once activated, Dr. Wheeler volunteered for both teams over and over again like a revolving door of hope and expertise- ready for more and in whatever capacity was needed, both for the patients in his care and for his colleagues. We are truly thankful for his unparalleled contributions.

*“Although the pandemic was a very trying time, I was inspired by the dedication to patient care from my fellow internal medicine colleagues in my program and around the country. Covid patients felt a unique isolation and fear of the unknown and I felt a privilege to be in the position to treat and care for them over the past year.”*  
– Nathan Wheeler



**Terri L. Ashmeade, MD, MSMS, CPHQ**  
Chief Quality Officer and Associate  
Executive Director for Clinical Care,  
Quality and Population Health;  
Professor, Department of Pediatrics;  
Associate Dean for Continuing  
Professional Development

USF Health Morsani College of Medicine

Dr. Terri Ashmeade is a hands-on leader who always promotes and demands compassionate and quality care for her patients, and those patients treated by the team she leads. Over the year of pandemic, she has demonstrated these values while overseeing COVID-19 testing and vaccination sites, and instilling humanistic values throughout USF Health as the Patient Care and Patient Safety officer and caring for her own pediatric patients. Dr. Ashmeade demonstrates humanistic leadership by example, by participating in at all levels of care: at the ground at County testing sites, vaccinating patients, and swabbing patients alongside nursing staff.

**“Of all the things we measure in health care, our assessment of the patient’s experience of our care is one of the most important. When patients feel welcomed into an environment of care, when they feel their providers are spending adequate time with them and really listening to their issues, they become more engaged in their own care.”**

– Terri L. Ashmead



**Tiffany Gwartney, DNP, APRN, NNP-BC**  
Interim Assistant Dean of Undergraduate  
and Global Programs and Assistant  
Professor

University of South Florida College  
of Nursing

Dr. Gwartney created the COVID Care Pilot program to train 130 senior-level nursing students on critical nursing interventions by reinforcing infectious disease protocols while providing information on the latest treatments for COVID-19. Her ingenuity also extended to collaborating with other undergraduate faculty to establish a COVID boot camp to strengthen essential coronavirus skills such as nasopharyngeal swabbing, handling specimens, doffing and donning personal protective equipment, and vaccinations.

Her ability to advocate for students by creating opportunities to prepare and support them has been undeniable.

**“I knew we had to educate our students about this new patient population that emerged onto the healthcare landscape and get them prepared. I just thought, we are really doing our students a disservice by not preparing them better.”** – Tiffany Gwartney



**Summer Joy Decker, Ph.D.**  
Associate Professor of Radiology;  
Vice Chair for Radiology Research;  
Director for 3D Clinical Applications

University of South Florida Morsani  
College of Medicine

Dr. Decker deserves this award because of her and her team’s efforts in meeting a critical medical supply need during the ongoing COVID-19 pandemic through their development, testing, and production of 3-D printed nasopharyngeal swabs for Sars-CoV-2 diagnosis. Within a matter of weeks, the USF team was able to finish basic testing and actual multisite clinical testing of the 3-D printed nasal swabs that ultimately demonstrated their comparable efficacy to conventional flocked nasopharyngeal swabs.

Realizing the need to begin production of the swabs as soon as possible and wishing to avoid the inevitable legal issues that would arise by pressing patent-related issues, the design for the swab was then given to any medical institution that had FDA-compliant 3-D printing capabilities around the U.S. and, ultimately, around the world. There are now tens of millions of the USF swabs helping people in more than 30 countries around the world.

**“Our intent is that these swabs get into the hands of as many people as possible. This swab is an example of what can happen when a whole bunch of people have a common purpose and mission and can put all the boundaries aside of who does what and all work together.”** – Summer Joy Decker



**Abey K. Thomas, M.D., FACP, SFHM**  
*Associate Professor, Internal Medicine  
and Medical Director, Hospital Medicine,  
William P. Clements Jr. University  
Hospital*  
*UT Southwestern Medical Center*

Dr. Abey Thomas is a champion of humanistic care at all times. Throughout the pandemic he has continuously modeled the highest standards of care while leading UT Southwestern's hospitalist response. His leadership, integrity, affability, and grace have shined strongly during the pandemic. His sense of duty and responsibility for his patients and their families guides his work and inspires humanism in others.

*"The experiences of this past year challenged us all on so many levels professional and personal. We pride ourselves at UT Southwestern as being among the best our great nation has to offer, armed with a wealth of knowledge, possessing great technical skills, and blessed with tools that help apply those skills toward helping our patients. Our scientific advancements and technological progress, while certainly important, will only be second to the humanism and compassion we bring to the care of our patients today, tomorrow, and always." - Abey K. Thomas*



**Blair Lane, B.S.N., RN, CCRN**  
*Nurse Manager, 8 Blue Medical Intensive  
Care Unit*  
*UT Southwestern Medical Center*

Blair Lane is the kind of nurse you want around you at all times. Throughout the pandemic, she has been laser-focused on ensuring patients who have been separated from loved ones due to COVID-19 know they have a team committed to caring for them like family. She models compassion and empathy for all who serve with her on the Medical ICU.

Patients count on nurses, and Blair has stepped up during these challenging times in a profound way. She has cried with her patients and colleagues, consoled them, and lifted their spirits when they needed extra support. Blair exudes compassion not just for her patients and their families, but for the entire nursing staff.

*"Nurses became the only human touch patients had, the only voice they could hear, and the only face there to reassure them. COVID-19 reminded us of why we went into this profession 'to offer peace, compassion, assurance, and keep the human touch at the center of this digital world.'" - Blair Lane*



**Doramarie Arocha, Ph.D., M.S.,  
MT(ASCP)SM, CIC, FAPIC**  
*Director of Infection Prevention and  
Control*  
*UT Southwestern Medical Center*

Doramarie Arocha, Ph.D., is the Director of UT Southwestern's Infection Prevention program and epitomizes the most desirable traits in health care professionals: selflessness, compassion, professionalism, and respect. She is also a fountain of knowledge and seeks opportunities to share what she learns with her peers to enhance the patient experience.

Dr. Arocha is cherished at UT Southwestern, and her humanism brings out the best in all of us.

*"I always try to remember each patient and their family and the potential impact COVID has had on their family unit. It is so important to demonstrate compassion and empathy toward our patients, while maintaining hopefulness with a positive attitude toward all the incredible health care workers who care for them. My focus has always been to help make a difference, be a resource, improve patient safety, and optimize disease prevention for our patients, employees, and the community."  
- Doramarie Arocha*



**Anthony Baffoe-Bonnie, MD**

*Medical Director of Infection Prevention and Control- Carilion Clinic; Associate Professor of Medicine- Virginia Tech Carilion School of Medicine*

*Carilion Clinic and Virginia Tech Carilion School of Medicine*

Dr. Baffoe-Bonnie was the “go to” person for answers to questions as the pandemic unfolded. He guided the process of creating specialized units for patients suffering from COVID, and oversaw the process assuring there were adequate and appropriate supplies. Finally, he helped the medical school in assuring that the students were safely able to progress through their education. He was always available, always respectful, and always provided sound guidance.

**Dr. Baffoe-Bonnie said that he is humbled and honored to be a recipient of this award. He went on to say, “it is a Carilion team. I am just a conduit.”**  
- Anthony Baffoe-Bonnie



**Brooke M. Hickman, MBA, BSN, RN**

*Unit Director*

*Carilion Clinic*

As various staff members were no longer on-site at the hospital, Ms. Hickman assumed the role of visitor liaison on top of her unit director responsibilities. She would personally explain the visitor policy to disgruntled families with compassion and empathy. She then assisted the staff and families to assure communication occurred even if visits could not.

**“An unprecedented pandemic created conflicting priorities. As healthcare professionals, we seek to provide holistic and safe patient care. This care usually involves the support and physical presence of family at the bedside. In times of limited visitation, patients, families, and caregivers alike experienced the emotional toll of solidarity. I was honored to have played a small role in helping to navigate this difficult situation.”** - Brooke M. Hickman



**Chad Alvarez, PharmD, MBA**

*Senior Director, Retail Pharmacy*

*Carilion Clinic*

Chad Alvarez, PharmD, has played a key role in getting the COVID-19 vaccines into the arms of tens of thousands of people in southwest Virginia. He oversaw the distribution of the first vaccines to Carilion’s hospitals. He ensured those vaccines were stored properly and used to vaccinate front-line health care workers, elderly virginians, educators, and those with qualifying health conditions. Through Chad’s leadership, Carilion administered over 75,000 doses of the vaccine across southwest Virginia as of March 9, 2021. Chad also helped to educate the public about the safety and efficacy of the vaccine by conducting numerous media interviews, as well as speaking at educational sessions within Carilion Clinic. Throughout it all, Chad continued his essential work overseeing Carilion Clinic’s busy retail pharmacies.

**In his typically humble way, Dr. Alvarez stated that he is honored to work at Carilion where there are many deserving individuals.**

# GOLD CORPORATE COUNCIL

The Gold Corporate Council was formed in 2017 to elevate humanism in healthcare and help advance the Gold Foundation's mission.

The Gold Corporate Council represents some of the world's foremost healthcare companies and a diversity of businesses within that industry. Founding members include BD (Becton, Dickinson and Company), Henry Schein, Inc., IBM Watson Health, and Quest Diagnostics. CVS Health joined the council in 2019, and Siemens Healthineers and Teladoc Health joined in 2020.

The Gold Corporate Council members have committed to adopting humanistic policies and procedures within their own organizations and to partnering with the Gold Foundation to impact change across the broader community. Council members will also facilitate expansion of humanism in healthcare deeper within their own organizations.



## ASPIRATION STATEMENT FOR THE GOLD CORPORATE COUNCIL

The Gold Corporate Council aspires to elevate the importance of compassion and empathy in healthcare, igniting conversation and action throughout the healthcare industry.

In support of The Arnold P. Gold Foundation's mission, we strive to protect the human connection as a crucial beacon, illuminating the way forward in healthcare.

### Our aspirations:

- To leverage our collective reach and impact to influence how healthcare is considered, placing the human connection at the center — from the development and distribution of medical supplies, to the delivery of healthcare products, services and life-saving treatment innovations, to artificial intelligence breakthroughs and beyond.
- To lead the way in emphasizing that a human connection in healthcare yields benefits to all stakeholders:
  - Individuals and their families
  - Providers
  - Employees
  - Investors
  - The healthcare industry as a whole

We will look to the Gold Foundation, as the thought leader in humanistic healthcare, to lead the conversation. As corporate leaders, we will share best practices and serve as models to the industry.

# GOLD CORPORATE COUNCIL



*BD is a global med-tech company committed to advancing the world of health™ – and that commitment starts with a focus on the fact that patient lives depend on products like ours to protect against and correctly identify illness and disease. That's why, from the very beginning of the COVID-19 pandemic, BD teams have been working around the clock and around the world to develop, support and deliver a full portfolio of COVID-19 tests to help reduce the spread of the potentially deadly virus.*



## **Dave Hickey**

*Executive Vice President of BD; President, BD Life Sciences*

Under Dave Hickey's people-focused, patient-focused leadership, BD developed and deployed an array of COVID-19 tests – at unprecedented speed – including point-of-care rapid antigen tests to detect current and past exposure to COVID-19, and molecular diagnostic tests that enable hospitals to screen for COVID-19. These products have helped communities be more informed and better prepared to help prevent new spikes and additional waves of COVID-19 by enabling public health workers to quickly identify infectious individuals and trace their contacts, supporting global efforts to return to normalcy as soon as possible.

*“BD's commitment to advancing the world of health™ revolves around the reality that behind each and every one of our tests is a patient, is a person, is a life. Our Integrated Diagnostic Solutions teams around the world, from research and development all the way through distribution, are passionate about making a difference. I have been awed and humbled by the work that our associates have done during the global pandemic. They have had a profound and positive impact on millions of lives by helping stop the spread of COVID-19.” – Dave Hickey*



## **Celine Roger-Dalbert**

*Vice President, Diagnostic Assays R&D  
BD Integrated Diagnostic Solutions*

Celine Roger-Dalbert leveraged her 20 years of experience in research and development and microbiology to lead BD's R&D teams to develop an array of products in weeks that would usually take months or even years, to help save lives and protect against the spread of COVID-19.

*“One of the most inspiring aspects of leading an R&D team at a global med-tech company is the knowledge that the work we do has the potential to improve and save the lives not only of people in our own communities, but people who live thousands of miles away. This has never been more true than in our R&D work to develop COVID-19 rapid antigen and molecular diagnostic tests. Our R&D teams worked day and night and were inspired, each and every day, by deep and genuine compassion.” – Celine Roger-Dalbert*

# GOLD CORPORATE COUNCIL



*CVS Health is the nation's premier health innovation company helping people on their path to better health. CVS Health has been a member of the Gold Corporate Council since 2019.*



## Minute Clinic Provider

Across more than 1,100 MinuteClinic locations, our providers have delivered caring, personalized, accessible health care in their communities. Throughout the pandemic, our providers, like other front line health care providers, have shown up with care and compassion for patients, whether delivering a rapid COVID test, helping monitor a chronic health condition or addressing acute health care conditions that don't go away even during a pandemic. CVS Health recognizes our more than 5,600 MinuteClinic Providers, and thanks them for the personal and human touch they bring to their patients every day.

Since the start of the COVID-19 pandemic, our two primary goals have been to increase access to COVID-19 testing and help slow the spread of the virus. In addition, MinuteClinic has been focused on how to continue to provide care for sick patients who are not infected with COVID-19. To that end, we are happy to be available to care for sick patients who come to CVS for a COVID test, but whose test results show they are not positive for COVID-19. – Nurse Practitioners, MinuteClinic



## CVS Pharmacy Technician

CVS Pharmacy Technicians have always been drawn to the opportunity to connect with and care for their community, but as it has for all health care workers, the COVID-19 pandemic has stretched and changed the ways they deliver care. Today, you will find CVS Pharmacy Technicians not only standing at the counter, answering patients' questions and connecting them with the Pharmacists when needed, but at the drive-thru window, coaching a nervous child through a COVID test, or at an immunization station, helping someone who is afraid of needles make it through receiving a life-changing vaccine. CVS Health recognizes our 45,000 Pharmacy Technicians for their grit, resilience, and most of all, their humanity, as they continue to show up and deliver personal care to our patients across the country.

“People have been so grateful. And just to be able to make someone excited about the future, it's really rewarding. It feels like what we normally do, but it's so outstanding at the same time. Looking back, if I have kids or grandkids, and telling them I was part of helping with the COVID pandemic, that's insane, that's crazy. I'm 21 years old. That's awesome.”  
– Pharmacy Technician, Long-term Care Vaccination Clinic



## CVS Retail Pharmacist

Across nearly 10,000 retail pharmacy locations, our Pharmacists, like other health care workers across the country and around the world, have tirelessly served their communities on the front lines of the COVID-19 pandemic. From serving as a reliable source of trustworthy information at a time when confusion and uncertainty were rampant, to overseeing the safe delivery of more than 23 million COVID-19 tests, to vaccinating the public, both in our stores and across more than 40,000 Long-Term Care facilities, our Pharmacists have led the charge against the virus, helping us get #onestepcloser while building caring, personal, human connections with their patients. Rather than single out one Pharmacist, CVS Health recognizes all 30,000 of our Pharmacists, who have gone above and beyond in the last year.

“I volunteered to be a COVID vaccinator and to be a part of this rollout because I have a strong bond to this community. I have a strong bond with my technicians, and I just wanted to be a part of making sure it was successful. Being here in the first few days as a COVID site to give vaccines, it was my “aha” moment for my career, and it kind of gave me a renewed sense of purpose. Seeing people truly be happy, and positive, and grateful, it is just really the building blocks to some better times ahead.” – Pharmacist, Long-term Care COVID-19 Vaccination Clinic

# GOLD CORPORATE COUNCIL



*Henry Schein, Inc. is a solutions company for health care professionals powered by a network of people and technology. Henry Schein, Inc is a founding member of the Gold Corporate Council.*

Henry Schein is pleased to be a founding member of the Arnold P. Gold Foundation's Gold Corporate Council, formed to further the foundation's mission of promoting humanism in healthcare. As a member of the Council, Henry Schein recognizes and supports the Council's mission to promote humanism in healthcare, health equity, and to support mental health care for providers—vital goals that have taken on even greater urgency in the face of the myriad challenges to health care providers and patients posed by the COVID-19 pandemic.

Since the end of 2020, Henry Schein has been honored to partner closely with the Black Coalition Against COVID (BCAC) and several professional associations, including: The National Medical Association  
The National Hispanic Medical Association  
The National Council of Asian Pacific Islander Physicians, and The Association of American Indian Physicians

Together, we are supporting and fostering the effective engagement of physicians and office-based health professionals, in COVID-19 vaccination efforts to promote health equity and overcome the access and vaccine hesitancy challenges the nation faces.



**Reed V. Tuckson, MD, FACP**  
*Founder, Black Coalition Against COVID*

We applaud the exceptional work of Dr. Reed Tuckson throughout his career as a physician, former Commissioner of Public Health for the District of Columbia, former Gold Trustee, and co-founder of BCAC, to elevate the human connection in health care and are honored to collaborate with him to advance health and health equity in this extraordinary time.

It is our great pleasure to honor four Champions of Humanistic Care as visionary leaders in promoting health equity and humanism. Henry Schein salutes these four Champions for their unwavering commitment to and excellence in supporting their members and communities to improve the health of the patients they serve, many of whom have been disproportionately impacted by COVID-19.

With deep admiration, we thank you for your leadership and for the compassion and courage of your members.



**Leon McDougle, MD, MPH**  
*121st President, National Medical Association*



**Elena V. Rios, MD, MSPH, FACP**  
*President & CEO, National Hispanic Medical Association*  
*President, National Hispanic Health Foundation*



**Winston Wong, MD, MS**  
*Chair, National Council of Asian Pacific Islander Physicians*



**Mary Owen, MD (A Member of the Tlingit Nation)**  
*President, Association of American Indian Physicians*

# GOLD CORPORATE COUNCIL

**IBM Watson Health.**

*IBM Watson Health helps doctors, researchers, drug and device makers and other healthcare stakeholders accelerate innovation, deepen expertise and expand their knowledge base. IBM Watson Health is a founding member of the Gold Corporate Council.*



**Henry J. Feldman, MD**  
*Deputy Chief Medical Officer for Development at IBM Watson Health*

*Assistant Professor of Medicine, Beth Israel-Deaconess Hospital and Harvard Medical School*

Throughout the Pandemic, Dr. Henry Feldman has split his time between his role as a deputy chief health officer at IBM Watson Health, and his other role as a practicing hospitalist at the Beth Israel-Deaconess Medical Center in Boston. In that capacity, Dr. Feldman has been on the front lines for the sickest patients as they get admitted and throughout their course at the hospital. He has spent his hours not just at the bedside, but providing compassionate care around the clock to families and loved ones. At the end of his shifts at the hospital, he has showed up at Watson Health, contributing insights from the front lines, directly into solutions around the pandemic, literally bringing direct patient experience to help develop technologies to address COVID-19.

**“One of the great privileges I have as an active front-line physician and informaticist, is that I can develop interventions based on my learning from my personal patients, that can help patients all over the world.”**

*- Henry J. Feldman, MD*



**Irene Dankwa-Mullan, MD, MPH**  
*Chief Health Equity Officer IBM Watson Health, IBM Corporation*

Dr. Irene Dankwa-Mullan is a champion for Health Equity. She demonstrates the values of equity, diversity and inclusion in her daily work and life. As Chief Health Equity Officer at IBM Watson Health, she works across business units and lead teams to promote a culture of equity, social justice, ethical AI, and inclusion.

During the past year and through the most challenging times, Irene provided talks and held discussion sessions around COVID-19, systemic racism and social justice. She provided support and mentoring to young girls who needed to discuss issues around racism and inclusion and volunteered her time to support her community. She worked with a team of her high school friends, to raise funds to purchase PPE to donate to healthcare workers in Ghana.

Dr. Dankwa-Mullan has also used her expertise and passion for advancing health equity to advocate for complete COVID-19 data reporting and to influence partner organizations, including hospitals and health plans to address disparities and collect, track and report on race and ethnicity data.



**David Gruen, MD, MBA, FACR**  
*Chief Medical Officer, Imaging IBM Watson Health*

It's evident that Dr. David Gruen's purpose is to serve. The PPE scar on his nose will tell you that he continued to serve his patients throughout the pandemic; however, that is not the whole story.

As the Chief Medical Officer for imaging, Dr. Gruen is working on transforming healthcare with technology to improve health and clinical outcomes at a scale greater than one patient at a time. He serves at the interface of direct patient care, technology development and research to achieve those goals.

At the start of COVID-19, Dr. Gruen sought out IBM leadership to actively determine how to provide a unique difference in the lives of our community. It began small, with office hours for an hour a day, open to anyone. As the chaos wore on, those office hours took on a life of their own, extending from one-hour slots to full afternoons, lectures and becoming the, “Doctor for the Team.”

Dr. Gruen helped bring calm to the confusion, reassurance to the worried and weary and logic to the news by separating out the noise and focusing on evidence-based science.

# GOLD CORPORATE COUNCIL



*Quest Diagnostics empowers people to take action to improve health outcomes. Quest Diagnostics is a founding member of the Gold Corporate Council.*



**Michele Licwinko**  
*Senior Patient Liaison, Patient Advocacy*

“Michele, on the Patient Advocacy team here at Quest, has truly taken personal accountability toward enhancing our patients’ experiences. Especially during the COVID-19 pandemic, she treated every single patient’s complaints and concerns with compassion and empathy. Michele has excelled at going above and beyond to ensure our patients have the answers they need to manage their health. We were so grateful to have her in our corner reducing anxiety and managing our patients’ concerns and problems during these unprecedented times for our patients and their families.

We take pride in the fact that Michele is uniquely qualified to understand exactly what our customers need and the commitment to search out the answers for them.”

– Taryn Reed, Senior Director of Customer Experience & Commercial Enablement

“During these uncertain times I hope that my contribution allowed people to take control of their health by providing education regarding testing and to lessen their anxiety by providing a holistic approach to their concerns. The greatest lesson that Covid-19 can teach humanity is that we are all in this together.”



**Hema Kapoor, MD**  
*Medical Director, Infectious Disease and Immunology Franchise*

“Dr. Hema Kapoor has been pivotal in our COVID-19 response at Quest. Especially in the early days of the pandemic, she was instrumental in educating, helping develop and bring to market testing solutions. When COVID-19 laid bare the disproportionate impact of the disease in underserved populations, Dr. Kapoor became a founding member of what is now known as the Quest for Health Equity initiative. Unfortunately, the pandemic also became very personal to Dr. Kapoor having recently lost a close family member to the disease. She is an example of excellence and a true human that is operating with compassion for her work and for the people it impacts.”

– Ruth Clements, VP/GM, Infectious Diseases/Immunology & Quest for Health Equity

“I am honored to be associated with Quest. We have played a central role in the fight against COVID-19 by providing the right test, for the right patient, at the right time. It has been gratifying and fulfilling to witness a team of dedicated men & women who have corralled together and maintained a resilient attitude to conquer the fight against COVID-19.”



**Timothy Miller**  
*Phlebotomist, Shelton, CT*

“Tim, you have an amazing spirit and I appreciate how you bring your best every day. 2020 was a year we all learned so much about ourselves, family, co-workers, communities, and the world. You found more and kept grinding in all those days, your customers you serve shared this over and over with how their experiences with you were superb. Thank you for being your incredible self and showing all of us what is possible.”

– Taylor Carr, Director of Patient Services Experience & Innovation

“It was a hard year for all of us especially in healthcare, but to be part of the difference made it all worth it.”

# GOLD CORPORATE COUNCIL



*Siemens Healthineers is a leading medical technology company with over 120 years of experience and 18,500 patents globally. Siemens Healthineers has been a member of the Gold Corporate Council since 2020.*



**Jennifer Zinn**  
*Senior Vice President, Head of North America Diagnostics*

Jennifer Zinn is committed to helping laboratorians navigate this new world, in order to help provide the best care to patients in this challenging time. She knows the essential role of the laboratory in COVID-19 patients' pathways, including patients with co-morbidities or escalated immune responses. Mrs. Zinn leads the North America Diagnostics division at Siemens Healthineers and has been able to manage the shift in demand that was driven by this pandemic, resulting in increased manufacturing and supply of assays needed to manage COVID-19 patients. In addition, she has steered the distribution of the Siemens Healthineers laboratory-based total antibody test for COVID-19 in the USA. For these reasons, Mrs. Zinn is the model individual to be honored as a Champion of Humanistic Care.



**Michael Wendt**  
*Senior Vice President, Head of North America Customer Services*

At Siemens Healthineers, Michael Wendt leads the Customer Services organization in North America and focuses on growing the loyalty of Siemens Healthineers employees and customers. The COVID-19 pandemic often overwhelmed healthcare organizations. During this time, Mr. Wendt led his team to provide proactive service to address healthcare needs, resulting in less unexpected downtime for the customer and less interruptions for the patient. In addition to providing top-level customer service, Mr. Wendt actively oversaw the health of his service engineers, ensuring that their well-being was also being cared for during this time. For these reasons, Mr. Wendt is the exemplary individual to be honored as a Champion of Humanistic Care.



**Dorin Comaniciu, PhD**  
*Senior Vice President, Artificial Intelligence and Digital Innovation*

Dorin Comaniciu's scientific contributions to computational imaging and machine intelligence have translated into multiple clinical products focused on improving the quality of care, specifically in the fields of diagnostic imaging, image-guided therapy, and precision medicine. Dr. Comaniciu and team developed a research software, CT Pneumonia Analysis COVID-19, which was deployed, in collaboration with multiple frontline hospitals, to 400 sites in 40 countries. The software automatically quantifies abnormal CT patterns commonly present in COVID-19 disease, namely ground glass opacities and consolidations. Dr. Comaniciu's innovations have contributed to the rapid diagnosis of COVID-19 patients, making him the ideal individual to be honored as a Champion of Humanistic Care.

# GOLD CORPORATE COUNCIL



*Teladoc Health empowers all people everywhere to live their healthiest lives by transforming the healthcare experience. Recognized as the world leader in whole person virtual care, Teladoc Health has been a member of the Gold Corporate Council since 2020.*



**Tim Foggin, MD**  
*Medical Director, Canada*

Dr. Foggin served in early 2020 from our offices in Shanghai. Due to his extensive public health background, he recognized early on the importance of provider education and coordination amongst all of our medical directors. Through Tim's efforts, Teladoc Health was able to deliver state of the art care during a rapidly evolving pandemic.

*"It's been a hard year, but what a team effort all around, bringing together so many complementary strengths around the globe and throughout the company. An incredible journey.*

*Thank you, each one of you, for making it possible for each of us to contribute in such a meaningful manner."*



**Bridget K. McCabe, MD, MPH, FAAP**  
*Vice President, Medical Director, Clinical Quality*

*Chief Medical Officer, Patient Safety Organization*

Dr. McCabe is a seasoned public health leader with a strong background in healthcare informatics. Over the past year, Dr. McCabe led our efforts to transform our platform to enable our providers to track and trend COVID-19 related illnesses in real time. She has also taken the lead in sharing our information with the CDC in order to help with pandemic responsiveness on a national level.

*"Grateful to humbly serve our network of caring physicians and nurses who supported our patients during the challenging and uncertain times of the pandemic."*



**Alan Roga, MD**  
*Chief of Clinical Operations*

Dr. Roga has a distinguished career of running complex emergency rooms and technology companies. His expertise was on full display this past year as he enabled Teladoc Health to meet the rapidly growing needs of our members due to the global pandemic. He was able to quickly scale our operations to address a visit volume that literally doubled overnight.

*"I found tremendous professional and personal satisfaction, comfort and strength from the kindness people have shown to one another, especially at the height of the pandemic. Seeing patients being incredibly grateful for the care they received despite significantly longer wait times than they were used to, providers who selflessly volunteered to assist and colleagues working tirelessly through all hours to ensure exceptional care, reset expectations for the human spirit and allowed gratitude to guide us to better times."*

# GOLD PARTNERS COUNCIL

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The Gold Partners Council is made up of leading institutions that recognize, embrace and support the critical importance of humanism in healthcare. Their membership signals to their patients and families, employees and communities their steadfast commitment to compassionate, collaborative, scientifically excellent care. We applaud their leadership in standing with us to put human interests, values and dignity at the forefront of care, and we are grateful for their support in our shared mission. Together, the Gold Partners Council is leading the way in the essential transformation of healthcare to recognize humanism as its core.

## HOSPITALS AND MEDICAL CENTERS

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### **HIPPOCRATES | \$25,000**

Cedars-Sinai Medical Center  
Hackensack Meridian Health  
NewYork-Presbyterian Hospital  
Northwell Health NYU Langone Medical Center  
SUNY Downstate Medical Center

### **BLACKWELL | \$15,000**

Einstein Healthcare Network

### **OSLER | \$7,500**

Christiana Care Health System  
Lehigh Valley Health Network  
Massachusetts General Hospital  
OhioHealth

## MEDICAL SCHOOLS

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### **HIPPOCRATES | \$25,000**

Columbia University Vagelos College of Physicians & Surgeons  
Hackensack Meridian School of Medicine  
New York University Grossman School of Medicine  
Rutgers New Jersey Medical School  
Rutgers Robert Wood Johnson Medical School  
SUNY Downstate College of Medicine  
Donald and Barbara Zucker School of Medicine at Hofstra/Northwell

# GOLD PARTNERS COUNCIL (continued)

## **BLACKWELL | \$15,000**

New York Institute of Technology College of Osteopathic Medicine

University of Massachusetts Medical School

## **OSLER | \$7,500**

Albany Medical College

Albert Einstein College of Medicine

Central Michigan University College of Medicine

David Geffen School of Medicine at UCLA

Drexel University College of Medicine

Geisinger Commonwealth School of Medicine

Georgetown University School of Medicine

Icahn School of Medicine at Mount Sinai

Marshall University Joan C. Edwards School of Medicine

Medical College of Georgia - Augusta University

Medical University of South Carolina

Nova Southeastern University Dr. Kiran C. Patel College of Osteopathic Medicine

Oakland University William Beaumont School of Medicine

Penn State College of Medicine

Perelman School of Medicine of the University of Pennsylvania

Sidney Kimmel Medical College at Thomas Jefferson University

Texas A&M University Health Science Center

Touro University California College of Osteopathic Medicine

Tulane University School of Medicine

University at Buffalo Jacobs School of Medicine and Biomedical Sciences

University of Arizona College of Medicine

University of California - Davis School of Medicine

University of Central Florida College of Medicine

University of Cincinnati College of Medicine

University of Colorado School of Medicine

University of Connecticut School of Medicine

University of Hawaii John A. Burns School of Medicine

University of Iowa Roy J. and Lucille A. Carver College of Medicine

University of Kansas School of Medicine

University of Miami Miller School of Medicine

University of Mississippi School of Medicine

University of New England College of Osteopathic Medicine

University of New Mexico School of Medicine

University of North Carolina School of Medicine

University of Pikeville-KY College of Osteopathic Medicine

University of South Dakota Sanford School of Medicine

University of Utah School of Medicine

University of Virginia School of Medicine

Vanderbilt University School of Medicine

Virginia Tech Carilion School of Medicine

Weill Cornell Medical College

Wright State University Boonshoft School of Medicine

The image shows the exterior of the Ziegfeld Theatre building in New York City, featuring a large, illuminated sign that reads "Ziegfeld Theatre" in a stylized, cursive font. The building is surrounded by other tall city buildings. A banner hanging from the side of the building reads "ZIEGFELD BALLROOM". Below the main sign, there is a smaller sign for "THE UNIVERSITY OF GOLD FOUNDATION" with the tagline "Keeping Healthcare History". The entire image is overlaid with a semi-transparent gold color.

Ziegfeld  
Theatre

THE UNIVERSITY OF  
GOLD FOUNDATION  
Keeping Healthcare History

THANK YOU

FOR ATTENDING THE 2021 ANNUAL GALA!

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**We look forward to seeing you in 2022 in New York City at the Ziegfeld Ballroom!**