

AMS

Bringing compassion to healthcare

The
Phoenix
Project



Bringing Compassion to Healthcare

2015 AMS Phoenix Annual Conference

November 19-20, 2015

Intercontinental Hotel, 220 Bloor Street West, Toronto

www.theamsphoenix.ca

www.theamsphoenix.ca

CONTENTS

AMS	4
History of Medicine and Healthcare	4
AMS Phoenix Project - A Call to Caring	4
Conference Objectives.....	6
Agenda	
Thursday, November 20	7
Friday, November 21	9
Accreditation	10
Conference Speakers.....	11
Panelists.....	13
Global Videos	16
Conference Planning Committee	19
AMS Phoenix Fellows	20
2013 Recipients.....	20
2014 Recipients	25
2015 Recipients	29
AMS Phoenix Call to Caring Grants	33
2015 Recipients	33
AMS Phoenix Alumni	36
2012 AMS Phoenix Fellows	36
2013 AMS Phoenix Fellow	38
2012 AMS Phoenix Call to Caring Grant Recipients.....	39
2013 AMS Phoenix Call to Caring Grant Recipients	40
2014 AMS Phoenix Call to Caring Grant Recipients	41
AMS Phoenix Project Management Committee.....	42

AMS

Associated Medical Services (AMS) is a small Canadian charitable organization with an impressive history as a catalyst for change. AMS has, and continues to have, profound impact on the healthcare of Canadians through its support of the history of medicine and healthcare, health professional education and compassionate patient care.

History of Medicine and Healthcare

AMS is a key supporter of the history of medicine and healthcare in Canada, and believes that the understanding of our past is a way to create a better healthcare system for the future. In 2015, AMS sought opportunities to expand its commitment to the history of Medicine, with the creation of the new AMS Project Grant and Post-Doctoral Fellowship Program, as well as the creation of its sixth Hannah Chair in the History of Medicine – the Ontario Chair in the History of Aboriginal Health – that will be located at the Northern Ontario School of Medicine.

AMS Phoenix Project – A Call to Caring

AMS Phoenix Project Vision: Nurture and sustain the learning and practice of compassionate care.

Compassion should be the bedrock of healthcare, but the intensity, stress and drive for efficiency that characterizes healthcare today takes a toll on patients, families and health professionals. In 2012, AMS launched a multi-year initiative, The AMS Phoenix Project –A Call to Caring, focused on making a positive and lasting difference in how health professionals nurture and sustain the learning and practice of compassionate care.

The objectives for the project are four-fold:

1. Developing compassionate care curricula for adoption in healthcare provider education at the undergraduate, graduate, post graduate and practice levels.
2. Working with accreditation organizations to ensure the adoption of compassionate care standards in learning and practice.
3. Championing the voice of patients and their families in shaping the delivery of compassionate care in healthcare provider education and practice.
4. Building a cadre of individual and organizational leaders to re-center compassionate care in education and practice.

AMS is pleased to have funded 26 AMS Phoenix Fellows since the inception of the project in 2012. These Fellows, along with 28 funded project grants, are making incredible inroads in achieving the vision, and objectives, of the AMS Phoenix Project.

In addition, 2015 has seen three new initiatives added to the Project's scope:

1. AMS Phoenix/Council of Ontario University Programs in Nursing (COUPN) Study of Compassionate Care in Nursing Education

This 18-month initiative works with Ontario university nursing students, recent graduates, faculty members, and reflects on findings in the white and grey literature on the topic of caring in curricula, to identify a definition of caring for nursing practice. It will assess content, strategies and practices in undergraduate nursing curricula, identifying which are most effective in terms of fostering and maintaining caring in students. The project will also take action to facilitate future incorporation of more of these practices and content in Ontario university nursing programs.

2. AMS Phoenix/Registered Nurses Association of Ontario (RNAO) Fellowships in Compassionate Care

This partnership supports the common goal of enhancing compassionate client-centred care provided by nurses in their day-to-day practice. RNAO has added an additional stream of eight Advanced Clinical Practice Fellowships providing more nurses with the opportunity to advance clinical person-centred care in all aspects of care delivery across the continuum of care.

3. AMS/Faces of Health Care Partnership

Faces of Health Care, a new section of the Healthy Debate website, is a photojournalism site that tells the healthcare stories of patients, caregivers and those who work in healthcare, endeavouring to highlight the human aspects. AMS support of Faces of Health Care will allow the site to, not only operate and expand, but also add reach and audience. As well, the two organizations will work together, with Ontario's medical schools, to determine how Faces of Health Care might be included in curriculum to foster patient-centred care.

CONFERENCE OBJECTIVES

Day One – November 19th

1. Affirm the importance of compassionate individuals, organizations and systems in the delivery of care.
2. Enhance leadership strengths, skills and capacities in compassionate care, individually and collectively.
3. Engage leaders to appreciate the inherent and practical benefits of bringing compassion to health care.
4. Empower participants to make a positive difference in the delivery of compassionate care in their place of employment/education.
5. Build awareness of the AMS Phoenix Project mandate and opportunity.

Day Two – November 20th

1. Nurture and sustain the AMS Phoenix Project community of practice by learning about each other and building and extending professional networks.
2. Appreciate each other's knowledge, experiences and perspectives to continue to build momentum and pride in the AMS Phoenix Project.
3. Enhance leadership strengths, skills and capacities in compassionate care, individually and collectively.
4. Equip individuals to enhance their skills and be strong ambassadors of the AMS Phoenix Project's mandate.

AGENDA - THURSDAY, NOVEMBER 19

- 9:00 AM** **REGISTRATION /CONTINENTAL BREAKFAST**
-
- 9:30 AM** **WELCOME AND OPENING REMARKS FROM AMS**
-
- Gail Paech**, AMS Chief Executive Officer
Introduction of Facilitator: **Joann Trypuc**
- 9:40 AM** **CONFERENCE OBJECTIVES AND OVERVIEW**
-
- Conference Co-Chairs:**
- Susan Brown**, Senior Director, Strategy, Transformation and Patient Experience, UHN
- Tina Martimianakis**, Director of Medical Education Scholarship, Department of Paediatrics; Scientist, Wilson Centre for Research in Education. University of Toronto
- 9:50 AM** **OPENING ADDRESS**
-
- Without Compassion There is No Health Care*
- Brian Hodges**, Project Lead, AMS Phoenix Project
- 10:30 AM** **INTRODUCTION TO GLOBAL COMPASSION THEME**
-
- Global Compassion Videos (Part I)*
- Tina Martimianakis**, Conference Co-Chair
- 10:45 AM** **KEYNOTE**
-
- Humanizing Healthcare - Restoring Joy and Compassion to Medicine*
- Bridget Duffy**, Chief Medical Officer, Vocera Communications Inc.
- 11:45 AM** **WRAP UP AND REFLECTIONS OF THE MORNING**
-
- Susan Brown** and **Tina Martimianakis**
- 12:00 PM** **NETWORKING LUNCH**
-
- 1:00 PM** **CONCURRENT WORKSHOPS**
-
- Workshop 1: How Do You Measure Caring and Compassion?*
- Kathryn Parker**, 2013 AMS Phoenix Fellow
- Workshop 2: What Change Are We Looking For?*
- Lisa Richardson**, 2014 AMS Phoenix Fellow, **Michelle Spadoni**, 2014 AMS Phoenix Fellow and **Cynthia Whitehead**, 2012 AMS Phoenix Fellows
- 2:30 PM** **BREAK**
-

3:00 PM KEYNOTE SPEAKER

Moving Beyond the Chief Complaint - Addressing Illness and Sickness Alongside Disease

Dennis Rosen, Associate Medical Director of the Center for Pediatric Sleep Disorders at Boston Children's Hospital, and Assistant Professor of Pediatrics at Harvard Medical School

4:00 PM 2013 FELLOWS PANEL DISCUSSION

Sharing Examples of Change and Lessons Learned in Humanizing the Healthcare Experience

Moderator: Gail Donner, AMS Board Member

2013 AMS Phoenix Fellows:

Kerry Boyd, MD, FRCP(C), 2013 AMS Phoenix Fellow, McMaster University, Bethesda Community Services

Marion Briggs, BScPT, MA, DMan, 2013 AMS Phoenix Fellow, Northern Ontario School of Medicine

K. Michael Hartwick, MD MEd FRCPC, 2013 AMS Phoenix Fellow, University of Ottawa

Trisha Parsons, BScPT, RPT, PhD, 2013 AMS Phoenix Fellow, Queen's University

Paula Rowland, PhD, 2013 AMS Phoenix Fellow, University of Toronto/UHN

5:15 PM WRAP UP AND REFLECTIONS OF THE DAY

Global Compassion Videos (Part 2)

Susan Brown and **Tina Martimianakis**, Conference Co-Chairs

5:30 PM ADJOURNMENT

5:45 PM RECEPTION - MAIN FLOOR BAR

6:45 PM PRE-DINNER SPEAKER

Compassion and the Policy Agenda

Robert Bell, Deputy Minister of Health and Long-Term Care

7:15 PM DINNER

2013 AMS Phoenix Fellows Awards Ceremony

9:00 PM MIX AND MINGLE

AMS PHOENIX FAMILY SKILLS BUILDING WORKSHOP - FRIDAY, NOVEMBER 20

7:00 AM	BREAKFAST
8:00 AM	OVERVIEW OF THE DAY Susan Brown and Tina Martimianakis , Conference Co-Chairs
8:10 AM	PANEL DISCUSSION <i>Leaders on Lessons Learned in Working Within the System to Improve Compassion and Caring</i> Moderator: Dorothy Pringle , Chair, AMS Board <i>Compassionate Leadership:</i> Arno K. Kumagai , University of Michigan <i>Transformational Leadership:</i> Joy Richards , VP Patient Experience & Chief Health Professions, UHN <i>Inclusive Leadership:</i> Roger Strasser , Dean, Northern Ontario School of Medicine
9:00 AM	INTERACTIVE WORKSHOP <i>Improving Communication Through Connection</i> Dennis Rosen , MD
10:00 AM	BREAK
10:15 AM	PHOENIX FAMILY CONVERSATION <i>World Café on Advancing Compassion in Healthcare</i>
11:15 AM	STORYTELLING WORKSHOP <i>How to Write the AMS Phoenix Story into Your Narrative? - Methods for Engaging Your Audience in Storytelling</i> Brian Hodges , Project Lead, AMS Phoenix Project Christian Côté , Special Advisor - Strategy and New Media at UHN
12:45 PM	TAKING THE PULSE OF THE LAST TWO DAYS Lisa Richardson and Lisa Hawthornthwaite , 2014 AMS Phoenix Fellows
1:00 PM	NETWORKING LUNCH

ACCREDITATION

The AMS Phoenix 2015 Conference is a continuing education event held under the auspices of Continuing Professional Development, Faculty of Medicine, University of Toronto and The Wilson Centre.

Accreditation:

Royal College of Physicians and Surgeons of Canada - Section 1: This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada, approved by Continuing Professional Development, Faculty of Medicine, University of Toronto up to a maximum of 12.0 Section 1 Credits.



College of Family Physicians of Canada - Mainpro M1: This program meets the accreditation criteria of The College of Family Physicians of Canada and has been accredited by Continuing Professional Development, Faculty of Medicine, University of Toronto, for up to 12.0 Mainpro-M1 credits.

DISCLOSURE OF CONFLICT OF INTEREST/ ETHICAL STANDARDS DISCLOSURE

In keeping with accreditation guidelines, presenters are required to disclose any real or potential conflicts of interest to the audience by including and addressing a slide at the beginning of the presentation, and/or by providing the information in a handout.

CONFERENCE SPEAKERS

Keynote Speakers

Bob Bell, MD

Deputy Minister of Health and Long-Term Care

Dr. Bell was appointed Deputy Minister of Health and Long-Term Care, effective June 2, 2014. Prior to this role, he served as President and Chief Executive Officer of University Health Network for nine years. He was previously the Chief Operating Officer at Princess Margaret Hospital and Chair of both Cancer Care Ontario's Clinical Council and the Cancer Quality Council of Ontario. Dr. Bell received his Doctor of Medicine from McGill University and a Master of Science from the University of Toronto. He also completed a Fellowship in Orthopaedic Oncology at Massachusetts General Hospital and Harvard University. Dr. Bell is a Fellow of the Royal College of Physicians and Surgeons of Canada, the American College of Surgeons and an Honourary Fellow of the Royal College of Surgeons of Edinburgh. An internationally recognized orthopedic surgeon, health care executive, clinician-scientist, and educator, Dr. Bell brings more than 30 years of health care experience to his current role.

Christian Coté

Special Advisor, Strategy & New Media at UHN

Christian Coté is Special Advisor on Strategy and New Media for UHN, a group of four world class hospitals in Toronto, Ontario. His role is to leverage his award winning storytelling skills to help UHN doctors, scientists and healthcare workers disseminate their work to a mass audience. He also works to maximize story reach by leveraging all aspects of social media. In addition, UHN senior management calls on Coté to advise on communications strategy and execute roll-out on major initiatives, including the current move of transforming UHN's culture to become a High Reliability Organization. As well, Coté delivers story telling workshops, and media and interview training for UHN senior leadership.

Coté is a former award-winning CBC Television producer specializing in investigative journalism, current affairs, and news leadership. In 2007, after 17 years at CBC he left to pursue his lifelong passion for sports. He has since produced over 150 features and documentaries about Olympic athletes and helped create a seven-part NBC/CBC TV series following NHL players to the 2014 Sochi Olympics. In his 25-year TV career he has developed the reputation of a gifted storyteller with exceptional interviewing, writing, directing, and producing skills.

In 2010 — in pursuit of further challenges and an opportunity to pursue altruistic storytelling — Coté signed on with UHN. Coté is also collaborating with the University of Toronto Medical School to help develop and teach a new two-year Masters Degree called 'Translational Research Program in Health Science'. The first of its kind program is projected to launch in 2016.

M. Bridget Duffy, MD

Chief Medical Officer, Vocera Communications, Inc.

Bridget is the Chief Medical Officer (CMO) of Vocera Communications, Inc., which provides integrated, intelligent communication that address critical communication challenges within healthcare and other mission-critical industries. Prior to her appointment as CMO at Vocera, Dr. Duffy co-founded and served as Chief Executive Officer of ExperiaHealth, a company whose mission is to assist organizations in rapidly improving staff and patient loyalty through innovative technologies and solutions that restore the human

connection in healthcare. ExperiaHealth was acquired by Vocera Communications and now drives the company's thought leadership and research collaborative as the Experience Innovation Network.

Dr. Duffy was an early pioneer in the creation of hospitalist medicine and launched programs to accelerate clinical discovery in the field of Integrative and Heart-Brain medicine, helping establish the Earl and Doris Bakken Heart Brain Institute. She previously served as Chief Experience Officer (CXO) of the Cleveland Clinic - the first senior position of its kind in the nation - leading the institution in improving patient experience as its top strategic priority. She is a frequent speaker on the subject of why patient experience matters and how it impacts clinical outcomes.

Dr. Duffy's work has earned her several accolades. She was named the "2015 Woman of the Year" by Women Health Care Executives and selected as one of the "Most Influential Women in Bay Area Business for 2015" by San Francisco Business Times. In 2014, Dr. Duffy was recognized as a "Health IT Change Agent" by Health IT Outcomes and named among the "Top 50 in Digital Healthcare" by Rock Health. She also earned the Quantum Leap Award for taking the risk to spur internal change in the field of medicine, and was featured in *HealthLeaders* magazine as one of "20 People Who Make Healthcare Better."

Dr. Duffy attended medical school at the University of Minnesota, and completed her residency in internal medicine at Abbott Northwestern Hospital in Minneapolis, Minnesota. She currently serves on the advisory boards of Velano Vascular and Maven Clinic, and is a member of the board of directors of Rock Health, Essia Health and Children's HeartLink.

Brian D. Hodges MD, PhD, FRCPC

[Executive Vice-President Education, University Health Network; Project Lead, AMS Phoenix Project](#)

Brian D. Hodges is Professor in the Faculty of Medicine and Faculty of Education (OISE/UT) at the University of Toronto, the Richard and Elizabeth Currie Chair in Health Professions Education Research at the Wilson Centre for Research in Education and Executive Vice President Education at the University Health Network (Toronto General, Toronto Western Princess Margaret and Toronto Rehab Hospitals). He leads the AMS Phoenix Project: A Call to Caring, an initiative to rebalance the technical and compassionate dimensions of healthcare.

Dennis Rosen, MD

[Boston Children's Hospital, and Assistant Professor of Pediatrics at Harvard Medical School](#)

Dennis Rosen, is a pediatric pulmonologist and sleep specialist, Associate Medical Director of the Center for Pediatric Sleep Disorders at Boston Children's Hospital, and Assistant Professor of Pediatrics at Harvard Medical School. He received his MD from the Hebrew University of Jerusalem in 1996, did pediatric residencies at Kaplan Medical Center in Rehovot, Israel, and Boston Children's Hospital, and a pediatric pulmonary fellowship at Boston Children's Hospital, where he has been a staff physician since 2006. Dr. Rosen's area of clinical expertise is the treatment of sleep-disordered breathing in medically-complex children. He co-directs the "pediatric pulmonary boot camp" at his hospital, in which medical and interpersonal relational skills are taught to trainees at the resident and fellow level via simulation involving professional actors. He is currently developing, along with members of the Interpreter Services department at Boston Children's Hospital, curriculum for an interactive workshop aimed at improving how physicians work with medical interpreters. Dr. Rosen writes regularly for the medical press as well as for the New York Times, the Boston Globe, and the Pacific Standard. He is the author of *Successful Sleep Strategies for Kids* (a Harvard Medical School Guide), published by Harvard Health Publications in 2012, and *Vital Conversations: Improving Communication between Doctors and Patients*, published by Columbia University Press in September 2014. He lives with his wife and three children in Newton, MA.

Panelists

Gail J. Donner, RN (Retired), PhD

AMS Board Member

Gail Donner BScN, PhD is Professor and Dean Emerita in the Faculty of Nursing at the University of Toronto. Gail has had a long and varied career in nursing, is the recipient of a number of awards including the Order of Ontario, has been an active volunteer on many boards and committees, and has participated in a number of public policy initiatives. Recently, Gail chaired the Expert Group on Home and Community Care; the Group submitted its report to the Ontario Minister of Health and Long-Term Care in the spring of 2015.

Arno K. Kumagai, M.D.

University of Michigan

Arno Kumagai is Professor of Internal Medicine and Medical Education at the University of Michigan Medical School. He is an endocrinologist with clinical interests focused on type 1 diabetes mellitus.

Arno received his B.A. in Comparative Literature from U.C. Berkeley and his M.D. from UCLA School of Medicine. He completed a residency in Internal Medicine and an Endocrine fellowship and post doctoral at UCLA. He has been on faculty at the University of Michigan since 1996.

For the past 13 years, Arno has served as the director of the Family Centered Experience, a unique small group-based program that engages individuals and their stories of chronic illness to teach medical students patient-centered care. Arno's current research interests include use of narratives in medical education, transformative learning, faculty development, critical pedagogy, and multicultural education.

He is the recipient of numerous teaching awards, including the AAMC/Pfizer Award for Humanism in Medical Education, the Leonard Towe Award for Humanism in Medicine, the Kaiser Permanente Award for Teaching Excellence, and the University of Michigan's Provost Innovative Teaching Prize and the University of Michigan's Distinguished Leaders in Diversity Award. He also currently serves on the Editorial Board of Academic Medicine.

Arno and his family made the recent decision to move to Canada, where he will serve as Vice Chair for Education in the Department of Medicine at the University of Toronto. His appointment will begin in April of 2016. Arno and his wife (Eleni) will continue their clinical activities at the University of Toronto's Women's College Hospital while adapting to life "north of the border."

Kathryn Parker, PhD, AMS Phoenix Fellow

Holland Bloorview Kids

Kathryn Parker received her PhD at the Ontario Institute for Studies in Education at the University of Toronto in 2006 and her Master of Arts in Measurement and Evaluation from OISE in 1999. In addition to teaching, Kathryn has presented her work at various national and international conferences.

Kathryn began working in the area of utilization-focused and theory-based program evaluation in 2002. She has applied her program evaluation skills when working with numerous academic/clinical groups to facilitate and direct program evaluation efforts. These groups include the Department of Family and Community Medicine at the University of Toronto, George Brown College, the Centre for Ambulatory Care Education at Women's College Hospital, the Global Research in Paediatrics group, and the Collaborative Change Leadership Program at the University Health Network. Kathryn currently serves as the Senior Director of Academic Affairs and Simulation Lead and the Co-Lead for the Centre for Leadership in Innovation at Holland Bloorview Kids Rehabilitation Hospital. She was also the recipient of the 2013 AMS Phoenix Fellowship that explored the value of conducting a new way of evaluating education programs.

Dorothy Pringle, OC, BScN, PhD, FCAHS

AMS Board Chair

Dorothy Pringle is professor emeritus at the University of Toronto where she was dean of nursing from 1988-1999. During her tenure as dean, the Faculty developed the first PhD program in nursing in Ontario and the second in Canada, the first two-year second degree BScN program and the first adult and pediatric specialty nurse practitioner programs in Canada. She graduated from McMaster University (BScN), the University of Colorado (MS, Psychiatric-Mental Health Nursing) and the University of Illinois (PhD, Nursing). She has served on many research peer review committees including NHRDP, CIHR and the Alzheimer Society. She was the inaugural chair of the Institute Advisory Board of the CIHR Institute of Aging (2001-2007), Editor-in-Chief of the *Canadian Journal of Nursing Leadership* (2003-2010) and Scientific Lead on the Ontario Ministry of Health and Long Term Care initiative, Health Outcomes for Better Information and Care (HOBIC) (1999-2012). Currently she chairs the Board of Directors of AMS, the International Scientific Advisory Committee of the TREC2 research program at the University of Alberta and the Advisory Council of the Sheela Basrur Centre, Public Health Ontario. Her research and policy contributions focused on the quality of daily life of older people with cognitive impairment living in the community and in long term care homes and on the responsibilities and wellbeing of their family caregivers. She is a fellow of the Canadian Academy of Health Sciences and was appointed as an officer of the Order of Canada in 2008.

Joy Richards, RN, PhD

Vice-President, Patient Experience & Chief Health Professions, UHN

Joy Richards is the Vice-President Patient Experience and Chief Health Professions at University Health Network in Toronto, an academic health science centre comprised of four hospitals - Toronto General Hospital, The Princess Margaret Hospital, Toronto Western Hospital, and Toronto Rehab Institute. Joy is a Past-President of the Academy of Canadian Executive Nurses (ACEN) and holds clinical appointments at the University of Toronto, Faculty of Nursing, York University Faculty of Nursing, and Humber College.

Her previous experience includes progressive senior nursing management positions in the acute care and long-term care sectors, nursing education and nursing informatics, and has presented her work nationally and internationally. She has also published several articles and book chapters related to her professional work.

Joy graduated from the University of Toronto with a Bachelor of Science in Nursing in 1981, and a Master of Nursing in 2000. She then went on to complete a Master of Arts in Human and Organizational Systems from Fielding Graduate University in Santa Barbara California in spring of 2005. Joy is also a graduate of the Queen's University Executive Program and is a Johnson & Johnson Wharton Fellow, University of Pennsylvania. She completed her PhD studies in 2008, in Human and Organizational Development at Fielding Graduate University. Her dissertation focused on exploring and understanding the development and practice of feminine courage in leadership. She has received numerous awards, including the 2007 Sigma Theta Tau Award for Excellence in Nursing Administration, the 2010 Health Achieve Margret Comack Award of Excellence in Nursing Leadership, and 2013 Award of Distinction for her nursing leadership contributions from the Bloomberg Faculty of Nursing, University of Toronto.

Joy's particular interests, focus and passion are in the area of clinical leadership, quality of work life environments and the development of client-centred practice settings, with a special focus on excellence in geriatric care.

Lisa Richardson, MD MA FRCP(C), AMS Phoenix Fellow

University of Toronto/UHN

Lisa Richardson is an award-winning clinician-educator in the University of Toronto's Division of General Internal Medicine. Her academic interest lies in the integration of critical, non-bioscientific perspectives into medical education. She currently practices at the Toronto Western Hospital where she is Site Director for the Core Internal Medicine Residency Program. She is Faculty co-Lead in Indigenous Medical Education for the University of Toronto's medical school and is an Assistant Professor in the Department of Medicine. Lisa is a 2014 AMS Phoenix Fellow.

Dr. Roger Strasser AM

Professor of Rural Health, Dean and CEO Northern Ontario School of Medicine, AMS Board Member

In September 2002, Dr. Strasser was selected to lead the creation of the first medical school in Canada in over 35 years—the Northern Ontario School of Medicine (NOSM). NOSM is the first Canadian medical school established with an explicit social accountability mandate to improve the health of the people and communities of the region it serves. In addition to his role as Dean and CEO at NOSM, Dr. Strasser is one of the few Professors of Rural Health in the world. He is leading a growing body of research relating to socially accountable health professional education, recruitment and retention of health professionals, and rural health service delivery models. Prior to moving to Northern Ontario in 2002 with his wife of over 30 years, Dr. Sarah Strasser, and their five children, Roger was the Head of the Monash University School of Rural Health in Australia and had an international role with the World Organization of Family Doctors (WONCA) as Chair of the Working Party on Rural Practice from 1992-2004.

Cynthia Whitehead, MD, PhD, CCFP, FCFP, AMS Phoenix Fellow

Vice President Education at Women's College Hospital; Director of the Wilson Centre for Research in Education, UofT and UHN

Cynthia Whitehead is the Vice President of Education at Women's College Hospital and Director of the Wilson Centre for Research in Education. She is also an Associate Professor and the Vice-Chair, Education in the Department of Family and Community Medicine, University of Toronto. She completed a Master's in Health Professions Teaching and Education in 2008 and a PhD in 2011. In addition to her clinical work as an academic family physician, she is involved in teaching, curriculum design, faculty development and health professions education research. Her research focuses on critical discourse analysis of various aspects of health professions education. Some particular areas of interest include primary care education, outcomes-based education, interprofessional education and the history of medical education. Cynthia is a 2012 AMS Phoenix Fellow.

GLOBAL VIDEOS

Denmark

Featuring: **Tobias Todsén M.D.**

Dr. Todsén graduated from the University of Copenhagen in 2014 and completed his internship at Queen Ingrid's Hospital, Nuuk, Greenland. He has been involved in medical education research since 2010 and now works at Copenhagen Academy of Medical Education and Simulation, Rigshospitalet, Denmark where he is completing his PhD thesis.

Artistic Statement: A big threat to compassion in health care is the increasing focus on productivity from the hospital management. It is important to provide autonomy and flexibility for the individual physician to ensure room for compassion in daily health care.

Ethiopia

Featuring: **Dr. Miliard Derbew MD, FRCS, FCS (ECSA)**, Pediatric General Surgeon, Addis Ababa University, Ethiopia, **Dr. Jacqueline Spayne MD PhD FRCPC**, Assistant Professor, University of Toronto, Department of Radiation Oncology, and **Dr. Dawit Wondimagegn**, Associate Professor, Department of Psychiatry, Director, Graduate Program, College of Health Sciences, Addis Ababa University, Ethiopia

Artistic Statement: The Toronto Addis Ababa Academic Collaboration (TAAAC) is a broad educational partnership between the University of Toronto and Addis Ababa University. It is about sharing our educational skills and knowledge, commitment and vocation, care and compassion to strengthen graduate training programs – together we work to impact the health and wellbeing of the people of Ethiopia. We all gain much in the process.

Greece

Featuring: **Ioannis D.K. Dimoliatis MD, MPH, MMedEd, PhD** and **Vassilios N. Kiosses PgDip**

Ioannis D.K. Dimoliatis is Assistant Professor of Epidemiology and Medical Education at the Medical School, University of Ioannina in Greece. He is the supervisor of the “Empathize with me, Doctor!” project. Vassilios N. Kiosses PgDip is a licensed psychologist and PhD candidate in medical education at the Medical School, University of Ioannina in Greece. He developed the “Empathize with me Doctor!” project and is the facilitator of the project and instructor of the elective course “Empathy during doctor- patient relationship”.

Artistic Statement: The “Empathize with me Doctor” project is an experiential training program aiming at improving medical students’ empathic performance. The 60-hour program includes an introduction to communication skills, teaching of the theories of person- centered medicine and loss and bereavement, role playing, encounter groups, and exercises through art and play.

Ireland

Featuring: **Peter Cantillon, M.D.**

Peter Cantillon is professor of primary care at the school of medicine, NUI Galway in Ireland. His major academic interest is in the translation of the findings of health professions education research into formats that inform the quality and design of faculty development initiatives. He is a family medicine practitioner in Galway city.

Artistic statement: Compassion is a grand aspiration of undergraduate and postgraduate curriculums in the health professions. It is easy to say and hard to live up to. Self-interest and institutional discourses can conspire to get in the way. Moreover, it is hard to be compassionate when one has relatively little life experience. The challenge for health professions educators is to create learning environments through which learners can vicariously or personally develop a deep appreciation of patient experiences.

New Zealand

Featuring: **Dr. Robin Youngson**

Dr. Robin Youngson is the Co-Founder of Hearts in Healthcare, an international movement for compassionate healthcare. He's on the Editorial Board of the *Journal of Compassionate Healthcare*, a member of the Global Compassion Council of the International Charter for Compassion and the author of "TIME TO CARE - How to love your patients and your job."

Artistic Statement: Once upon a time, I thought that drugs and medical technology were the medicine that allowed patients to heal; compassionate caring was just the add-on...the icing on the cake. Now I know that compassion is the medicine...drugs and technology are the add on.

Singapore

Wee-Shiong Lim, Senior Consultant, Centre for Geriatric Medicine, Tan Tock Seng Hospital; Faculty Advisor, Health Outcomes & Medical Education Research, National Healthcare Group, Mary Lee, Senior Research Analyst, Health Outcomes & Medical Education Research, National Healthcare Group, Choo-Hwee Poi, Consultant, Department of Palliative Medicine, Tan Tock Seng Hospital, Charmaine Krishnasamy, Senior Research Analyst, Health Outcomes & Medical Education Research, National Healthcare Group, Sik-Yin Ong, Research Analyst, Health Outcomes & Medical Education Research, National Healthcare Group, Yvonne Yock, Research Analyst, Health Outcomes & Medical Education Research, National Healthcare Group, Keng-Teng Tan, Clinical Principal Pharmacist, Tan Tock Seng Hospital, Jill Thistlethwaite, Professor of Medical Education, University of Technology, Sydney

Featuring: **HOMER**, (Health Outcomes and Medical Education Research), is a unit within the Education Development Office of the National Healthcare Group (NHG) in Singapore. The unit spearheads education research for NHG.

HOMER's mission is two-fold: to work closely with members of the HPE ecosystem to inform and transform health professions education by providing the strongest evidence for educational practices; and to build the research capacity of NHG's community of HPE practitioners by enabling clinical educators to conduct rigorous HPE research, and providing avenues to communicate these findings. Ultimately, our research should lead to a betterment of health outcomes for the population. HOMER's research endeavours are therefore conducted with health outcomes as an endpoint. Our research falls into Pasteur's Quadrant¹ or what is known as "use-inspired basic research"; research that improves fundamental understanding as well as solve practical problems.

Artistic Statement: Compassionate care lies at the heart of patient-centred care. If we don't value compassionate care sufficiently to try and understand it, we may end up not providing it. Likewise, if we don't value our healthcare workers sufficiently to try and understand how we can transform their training and ethos towards compassionate care, we may end up with a healthcare system that has the hardware but sorely lacking the heartware.

Switzerland

Featuring: **David Gachoud, MD, MEd.**

Dr. David Gachoud works as a general internist and clinical teacher in the Department of Internal Medicine at the University Hospital of Lausanne, Switzerland. He also works as an educator at the Faculty of Biology and Medicine, University of Lausanne. One of David's interests is fostering greater understanding of patient perspectives in medical education.

Artistic Statement: *Caring and compassion in healthcare compete with many other key words, like performance or technology. How much time is left for caring and compassion today? Certainly, not enough. But I believe it is my responsibility, as a healthcare provider, to defend how I want to relate to my patients. It is also my responsibility to be a role model for the next generation of doctors.*

United States

Featuring: **Dennis Rosen M.D.**

Dr. Dennis Rosen is a pediatric pulmonologist at Boston Children's Hospital and Assistant Professor of Pediatrics at Harvard Medical School. He is the author of *Vital Conversations: Improving Communication Between Doctors And Patients* (Columbia University Press, 2014). He lives with his wife and three children in Newton, MA.

Artistic Statement: *Curing that which ails our patients is what we physicians strive for. However, cure is just one component of care, a much broader goal that requires a comprehensive approach to our patients that extends beyond the physical and addresses their psychosocial and spiritual needs as well.*

CONFERENCE PLANNING COMMITTEE

Susan Brown, BA, MA (Co-Chair)

Senior Director, Strategy, Transformation & Patient Experience, UHN. Member, AMS Phoenix Project Management Committee (2015 Conference Co-Chair)

Tina Martimianakis, MA, MEd, PhD (Co-Chair)

Director of Medical Education Scholarship, Department of Paediatrics and Scientist, Wilson Centre for Research in Education. University of Toronto, Member, AMS Phoenix Project Management Committee (2015 Conference Co-Chair)

Anne Avery

Director Communications, AMS

Beverley J. Nickoloff, BA (Hon), BEd, MHSc

Project Consultant, AMS Phoenix Project

Lisa Richardson, MD MA FRCP(C), AMS Phoenix Fellow

2014 AMS Phoenix Fellow, University of Toronto

Cynthia Whitehead, MD, PHD, CCFP, FCFP, AMS Phoenix Fellow

Vice President Education at Women's College Hospital, Director of the Wilson Centre for Research in Education, University of Toronto and UHN

AMS PHOENIX FELLOWS

2013 AMS PHOENIX FELLOWS

This year, the AMS graduates its second cohort of AMS Phoenix Fellows. The projects initiated by the 2013 cohort were diverse. However, all of the projects challenged assumptions, explored the evidence to work through some critical problems, and provided a foundation to re-examine what needs to change in education and work environments to address the obstacles that are necessary for bringing compassion to healthcare.



Kerry Boyd, MD, FRCP(C), AMS Phoenix Fellow

Affiliations: McMaster University, Bethesda Community Services

Sponsoring Organization(s): Michael G. DeGroote School of Medicine, Niagara Regional Campus, Department of Psychiatry & Behavioural Neurosciences, McMaster University

Mentors: Dr. Karl Stobbe and Dr. Nick Kates, McMaster University

Relationship to AMS Phoenix Themes: Curriculum

“Working Together for Compassionate Person-Centred Mental Health Services in Rural Primary Care Communities”

The *Curriculum of Caring* prepares healthcare professionals to be more capable (comfortable, confident, competent) in delivering compassionate, person-centred care to patients generally considered harder to serve, specifically people with developmental disabilities (DD). The *Curriculum of Caring* began as a Hamilton/Niagara regional partnership of Bethesda Services with McMaster and Brock Universities to provide medical and nursing students with experiential learning that promotes responsive inter-professional care. People living with DD play central roles in this education. The AMS Phoenix Project Fellowship has afforded more opportunities for people who have experience with DD to become champion educators through involvement in focus groups, curriculum development and creation of video resources for healthcare education. CommunicateCARE.machealth.ca.

Outcomes:

- Enhanced and advanced the *Curriculum of Caring*: Video and web-based resources featuring “voices of experience” have been developed, evaluated and utilized in medical and nursing education with open access for international use.
- Expanded the network for *Curriculum of Caring*: There is now a provincial network of contributors that includes people with DD, families, developmental service partners, experts from Ontario medical schools and allied health students/professionals/faculty.

- Extended the influence of *Curriculum of Caring*: Ongoing knowledge translation, exchange and interchange activities include presentations, publications, Internet presence and international networking.
- Evolved the *Curriculum of Caring*: It is recognized that Curriculum of Caring premises and practices have broad applicability. Healthcare students continue to be mentored in related projects and initiatives. Patient educators are promoted as champions of compassionate, person-centred care. Affiliations: Northern Ontario School of Medicine.



Marion Briggs, BScPT, MA, DMan, AMS Phoenix Fellow

Affiliations: Northern Ontario School of Medicine

Sponsoring Organization(s): Northern Ontario School of Medicine

Mentor: Rachel Ellaway, PhD

Relationship to AMS Phoenix Themes: Self-Identity, Curriculum, Work Environments

“The Social Nature of Practice: A Neglected Conversation in Person-centred Care and Interprofessional Collaboration”

This Fellowship focused on designing mechanisms through which clinicians and health professional students could explore and understand “practice” as an ongoing series of complex responsive processes that include process domains related to what is “best” practice, what is “fitting” for particular patients and contexts, and what healthcare providers are “able” to do as clinical decisions are enacted. Compassionate, collaborative, person-centred care occurs in the intersections of these three domains. This work honors traditional science, but critiques the tendency for a primary emphasis on “best” practice (often thought to be a-contextual), with less attention to relevant (fitting) practice that takes context and values into account, and what, in the end, we are “able” to do in the emergent, cooperative and contested, predictable and unpredictable world of healthcare - a profoundly moral and human social enterprise.

Outcomes:

Development of a ‘proof-of-concept’ longitudinal curriculum for the Psychiatry Residency program at NOSM based on this model of practice has been the focus of year two of this Fellowship. The curriculum includes all residents, all years, in resident-led, faculty facilitated reflective practice sessions and an annual all-resident multi-station team objective structured clinical examination (TOSCE).

- Exploration of expansion of the curriculum to other post-graduate medical education programs.
- Several presentations of this work in local and international contexts, one publication, with two additional papers under development.



K. Michael Hartwick, MD, MEd, FRCPC, AMS Phoenix Fellow

Affiliations: The University of Ottawa

Sponsoring Organization(s): Department of Medicine, University of Ottawa; Department of Critical Care Medicine, The Ottawa Hospital

Mentor: Stanley J. Hamstra PhD, University of Ottawa

Relationship to AMS Phoenix Themes: Curriculum

“Fostering Rapport & Ethical Therapeutic Relationships in Acute Care”

This multifaceted program of education, research and knowledge translation focuses on enabling healthcare providers to establish rapport and ethical therapeutic relationships with patients and their families. Fellowship work included the completion of simulation research, mentorship of related projects and the development of partnerships with key provincial and national organizations, all of which have helped further the mission of advancing humane, compassionate, person-centered care.

Outcomes:

- The results have been submitted for publication and have also been presented nationally and internationally.
- The knowledge and framework created during the fellowship have been adopted into the Royal College of Physicians and Surgeons National ACES Program and now form part of the introductory curriculum for all Critical Care Residents in Canada.



Trisha Parsons, BScPT, RPT, PhD, AMS Phoenix Fellow

Affiliations: Queen’s University

Sponsoring Organization(s): School of Rehabilitation Therapy, Faculty of Health Sciences, Queen’s University

Mentor: Dr. Terry Krupa

Relationship to AMS Phoenix Themes: Curriculum

“The Personal Healthcare Story as a Catalyst for Person-Centered Care”

This project is being developed in partnership with a person who is living with both kidney and heart failure, and has been guided by

Transformative Learning Theory and Narrative Medicine pedagogy. The fellowship support allowed for the creation of a personal health “photo-documentary” and the development of a Narrative Practice Seminar Series. The seminar series is a required element in an entry-level MSCPT course on the management of complex health conditions.

Outcomes:

- A photo-documentary of an individual living with a complex health condition and three different narrative practice exercises related to the film.
- A course syllabus describing the narrative exercise along with a framework for its evaluation.
- Guidelines for facilitator training and the training of four facilitators in the use of narrative practice within this context (i.e. capacity building for future iterations of this work).
- Capacity building of the AMS Phoenix Fellow including workshops in Narrative Medicine, Creative Writing, and Qualitative Methods. In addition, enrollment in the inaugural class for the Centre for Narrative Practice Certificate (Boston).



Paula Rowland, PhD, AMS Phoenix Fellow

Affiliations: Assistant Professor, Department of Occupational Science and Occupational Therapy, University of Toronto; Research Scientist, Collaborative Academic Practice, University Health Network and Centre for Interprofessional Education, University of Toronto; Affiliated Scholar, Wilson Centre for Research in Education, University of Toronto

Sponsoring Organization(s): University Health Network

Mentor: Joy Richards, University Health Network (UHN)

Relationship to AMS Phoenix Themes: Work Environments

“Patients as Partners: Exploring the Way Forward at University Health Network”

The objective of this Fellowship was to bring our best collective thinking to questions of how we design and deliver healthcare, the intersections of policy and practice, and what we can learn along the way. The projects associated with the Fellowship included:

- A critical discourse analysis of the concept of “patients as partners” as a form of patient engagement and organizational development
- An analysis of “person-centred care” publication trends over the last 80 years

- Profession and organization-specific enactments of “person centred care”
- A scan of patient advocacy groups across North America
- Qualitative study on the experience of having “dual roles” as both a patient and a health care provider

Outcomes:

- Partnered with University Health Network’s Partners in Care leadership team to develop an organization wide “Philosophy of Care”
- Supervised two Occupational Science and Occupational Therapy student research projects, examining patient centred care and patient/family engagement
- Application in place for ongoing research funding to Canadian Institute for Health Research: Knowledge Synthesis Grant
- One oral presentation and three poster presentations at conferences
- Three research manuscripts in progress

2014 AMS PHOENIX FELLOWS



Karen Devon, MD, MSc, FRCSC, AMS Phoenix Fellow

Affiliations: Women's College Hospital and University Health Network; Department of Surgery, University of Toronto

Sponsoring Organization(s): Women's College Hospital and University Health Network; Department of Surgery, University of Toronto

Mentor: Martin McKneally, Department of Surgery, University of Toronto and Joint Centre for Bioethics, University of Toronto

Relationship to AMS Phoenix Themes: Self-Identity, Curriculum, Work Environments

"Expansion & Evaluation of Ethics Quality of Care Education in Surgery"

Ethics Quality of Care Rounds began during regular surgical rounds monthly at the University Health Network over two. Residents select a case with an ethical dilemma and, along with the lead staff, determine key points and moderate an open-ended and confidential discussion with multiple levels of learners and faculty. The fellowship involves:

- Expansion of the ethics education initiative to multiple sites in the Department of Surgery, which now includes 5 sites regularly participating.
- A qualitative research study to explore the results of the initiative is currently completing data collection via qualitative methods.

The project is focused on enabling and sustaining compassionate care through the development of health professionals' self identity, the development of educational activities and curriculum materials, and the creation of healthy work environments and will continue in a second year, with expansion to all Divisions within the Department of Surgery.



Lisa Hawthornthwaite, BA, AMS Phoenix Fellow

Affiliations: Patient Experience Office, London Health Sciences Centre

Sponsoring Organization(s): London Health Sciences Centre

Mentors: Dr. Lorelei Lingard, Western University; Dr. Beth Mitchell, London Health Sciences Centre

Relationship to AMS Phoenix Themes: Self-Identity, Curriculum, Work Environments

“Fostering A Culture of Patient-Centred Compassionate Care: The Development of a Curriculum of Patient Experience for Local & Provincial Dissemination”

The development of a patient experience curriculum centred on using patient storytellers has been designed to engage frontline staff in self-reflection about the value of compassion for patient and family-centred care and what vital behaviors are necessary for this approach. By incorporating real patient stories to illustrate the concepts of patient and family-centred care, the project has provided frontline caregivers the opportunity for a deeper appreciation of the patient and family perspective and demonstrates the importance of building authentic partnerships for quality healthcare. A collaborative storyteller workshop with a facilitator toolkit to help prepare patients and family members to share their stories has been achieved in year one.



Lisa Richardson, MD, MA, FRCP(C), AMS Phoenix Fellow

Affiliations: Faculty of Medicine, University of Toronto

Sponsoring Organization(s): University Health Network

Mentor: Dr. Daniel Panisko, University of Toronto

Relationship to AMS Phoenix Themes: Curriculum

“The Integration Of Cultural Safety Teaching Into an Undergraduate Medical Curriculum”

This fellowship explores the Indigenous concept of cultural safety as a framework to reimagine clinical encounters in a holistic and critical way. A key goal of the fellowship project is to integrate teachings about cultural safety and Indigenous ways of knowing into the formal undergraduate medical curriculum to enhance therapeutic encounters between healthcare providers and their patients.



Michelle Spadoni, DNP, RN, AMS Phoenix Fellow

Affiliations: School of Nursing and School of Social Work, Lakehead University

Sponsoring Organization(s): Lakehead University

Mentor: Dr. Pamela Wakewich

Relationship to AMS Phoenix Themes: Self-Identity, Curriculum

“Leadership, Practice, Rural Life—Striving Towards Being in Community and Living Compassionate - Socially Just Care”

The fellowship is based on previous work that explored the meaning of caring through an Indigenous knowledge perspective. In the first year of the Fellowship, the concepts of social justice, cultural safety, and community engagement were explored with a view to sharpening understanding of how these concepts intersect (or not). These concepts were explored through Indigenous, critical feminist and post-colonial perspectives. New understandings have surfaced; for example, evolving from the interconnected space of social justice and cultural safety emerges the concept of “social location.” Social location can be a means for practitioners to ontologically connect how their social-historical identities shape who they are (values and beliefs) and their perceptions of personal and professional power and/or privilege and at the same time how one’s social location may shape practice relationships with patients, families, communities, colleagues and students. Findings from the first year of the AMS Phoenix Fellowship is informing work that will be undertaken in the second year to explore pedagogical approaches to determine what it means to be a “socially just practitioner,” and how perspectives like social location may provide students a means to understand their own place within oppressive, unjust and dehumanizing care moments.



Lloy Wylie, PhD, AMS Phoenix Fellow

Affiliations: Western University

Sponsoring Organization(s): Schulich School of Medicine and Dentistry, Western University

Mentor: Sandra Fisman, Western University

Relationship to AMS Phoenix Themes: Self-identity, Curriculum, Work Environments

“Engaging for Change: Coordinated Strategies for Improving Health Services for Aboriginal Peoples”

The focus of this fellowship is to better understand how to provide culturally-safe care for Aboriginal patients. The project aims to engage hospital staff in exploring their attitudes and willingness to engage in collaborative models of compassionate care for Aboriginal peoples, including developing tools to support change and creating compassionate care networks. A key outcome of the project will be the development of educational resources, as well as committee and workplace protocols to support staff in providing culturally safe care for Aboriginal peoples.



Yvonne Ying, MD, MSE, MEd, FRCSC, AMS Phoenix Fellow

Affiliations: University of Ottawa, Children's Hospital of Eastern Ontario

Sponsoring Organization(s): Department of Surgery, Children's Hospital of Eastern Ontario and University of Ottawa

Mentor: Jeff Turnbull, The Ottawa Hospital

Relationship to AMS Phoenix Themes: Self-Identity, Curriculum, Work Environments

"Community Service in Surgery - Outreach Beyond the Operating Room"

The goal of this fellowship is to promote volunteerism and social outreach amongst surgeons. Although patient advocacy and community outreach are ideals that we encourage, the hidden curriculum within surgery often discourages such activities. Community outreach activities were incorporated into the junior surgical curriculum, with the goal of engaging residents early in their training so that giving back to the community will become part of their professional self-identity. Residents participated in wide ranging social activities from information sessions to health screening events, and shared their experiences with their peers. In addition, we developed a surgical outreach clinic with resident participation to recognize how the determinants of health affect patient surgical access and care.

2015 AMS PHOENIX FELLOWS



Dr. Andrea Frolic, PhD, AMS Phoenix Fellow

Affiliations: Hamilton Health Sciences (HHS), McMaster University

Sponsoring Organization(s): Hamilton Health Sciences

Mentor(s): Dr. Patricia Dobkin, McGill University

Relationship to AMS Phoenix Themes: Self-Identity, Curriculum, Work Environments

“Compassion 360: Transforming Hospital Culture through Mindfulness and Compassion”

Given the emerging neuroscientific research about the “contagious” nature of human emotions, it seems reasonable that healthcare personnel (HCPs) are more likely to be compassionate towards patients and families if they work in a compassionate work environment. In such an environment, compassion flows not just from HCP to patient, but in 360 degrees: between interprofessional colleagues, managers, clients/patients/families, senior leaders, and towards oneself. As a Phoenix fellow, I propose to engage in a range of interconnected innovative programs that will begin to give shape to this Compassion 360 vision at HHS. Over the two years, with the support of a Compassion 360 advisory team, I plan to integrate mindfulness and compassion at four levels within my healthcare organization: 1) professional development and self-care; 2) leadership practices; 3) teamwork; 4) the patient experience. This will be accomplished through educational programs/courses and communities of practice, and through engaging in research (both qualitative and quantitative) to explore ways to measure the impact of these activities. The ultimate goal of Compassion 360 is to develop work environments that promote resilience, health, mutual respect, collaboration and compassionate person-centred care.



Dr. Pippa Hall, BSc, MD, CCFP, FCFP, MEd, AMS Phoenix Fellow

Affiliations: University of Ottawa

Sponsoring Organization(s): Faculty of Medicine, Undergraduate Medical Education Program

Mentor(s): Dr. Melissa Forgie; Dr. Lara Varpio

Relationship to AMS Phoenix Themes: Self-Identity, Curriculum

“Connections and Relationships: Building Interprofessional Education (IPE) through the Humanities”

Through this project, academic relationships between medical faculty, faculty from other departments, students and community members interested in exploring IPE activities/initiatives through the humanities will be developed. The project will help to foster and facilitate IPE activities/initiatives that include evaluation/research strategies while providing mentorship to these emerging academic leaders. We will also continue our long-term evaluation of the undergraduate medical education Medicine & Humanities curriculum at the University of Ottawa Faculty of Medicine in collaboration with the University of Toronto and McMaster teams.



**Dr. Laya Poost-Foroosh, MCISc., PhD., Reg. CASLPO,
AMS Phoenix Fellow**

Affiliations: Li Ka Shing International Healthcare Education Centre, St. Michael's Hospital

Sponsoring Organization(s): Centre for Faculty Development, Li Ka Shing International Healthcare Education Centre, St. Michael's Hospital

Mentor(s): Dr. Susan Lieff, Dr. Paula Rowland, Dr. Stella Ng

Relationship to AMS Phoenix Themes: Self-Identity and Education

“Critical Social Approaches to Supporting Person-Centered Care in Audiology”

The goal of the project is to derive a deep understanding of the barriers to developing and maintaining person-centered care in the audiological context. In this project a poststructuralist grounded theory methodology will be used to develop an empirical theory that describes how audiologists develop and maintain person-centered care in challenging systems of practice. The theory will be used to develop an educational approach to support clinicians in engaging critical awareness and change that enables compassionate, person-centered care.



Dr. Javeed Sukhera, MD, FRCPC, AMS Phoenix Fellow

Affiliations: London Health Sciences Centre

Sponsoring Organization(s): Western University Department of Psychiatry

Mentor(s): Dr. Sandra Fisman

Relationship to AMS Phoenix Themes: Curriculum

“Reducing Mental Illness Stigma Through Unconscious Bias Research, Education and Training”

This project seeks to investigate the adverse impact of mental illness stigma on compassionate patient care through qualitative research and the iterative design of anti-stigma education materials constructed using the framework of unconscious bias training. Unconscious bias research is an innovative area of study that emphasizes the power of unconscious biases and hidden beliefs that underlie stigma-related behaviour in individuals and organizations. Key components of proposed training activities include self-reflection, knowledge about the neuroscience of bias and its positive and negative impact on health outcomes, and strategies for overcoming bias and providing compassionate care. Desired outcomes include improvement in provider attitudes, empathy and patient satisfaction metrics.



Anastasia Tobin, MHSc, PhD(c), AMS Phoenix Fellow

Affiliations: Mount Sinai Hospital and The Wilson Centre for Research in Education

Sponsoring Organization(s): Mount Sinai Hospital

Mentor(s): Drs. Cynthia Whitehead and Shirley Lee

Relationship to AMS Phoenix Themes: Work Environments

“Exploring End of Life Care in an Emergency Department - Patient and Caregiver Narratives”

Barring major palliative care reform, the emergency department will continue to serve as an important health services interface for individuals at the end-of-life. While emergency medicine is oriented toward trauma care, acute stabilization and the prolongation of life, individuals at the end of life are likely seeking care to improve the quality of life rather than interventionist and/or curative care. This illuminates the emergency department as a point of ideological convergence where people with advanced disease, their caregivers and health professionals experience a tension between the quality of life paradigm versus the technological imperative or curative paradigm.

The goal of this project is to conduct an ethnographically informed qualitative inquiry to learn from the patient and caregiver’s standpoints as they receive care, to reflect upon the process of care, and to translate these findings into an increased capacity to provide humane and compassionate end-of-life care within the emergency department.



Dr. Deborah Tregunno, RN, PhD, AMS Phoenix Fellow

Affiliations: Queen's University

Sponsoring Organization(s): Queen's University School of Nursing

Mentor(s): Dr. Jacalyn Duffin, Professor and Hannah Chair: History of Medicine

Relationship to AMS Phoenix Themes: Self-Identity and Education

“Courage to Nurse: The Development of Self-Identity and Compassionate Care”

Compassion and technological competence are often seen as contradictory nursing identities. In today's practice settings, nurses are judged on their technical competence and the delivery of efficient care. At the same time, others argue that the hallmark of nursing is the delivery of compassionate care that reflects the dignity and value of all persons. Although much has been written about the historical perspective of nursing and the increased importance of the technologically competent nurse its implication for the development of self-identity and the courage to deliver compassionate care is not well understood. The “Courage to Nurse” project explores the question: How do scientific and technological advancements, changing approaches to nursing education, and professionalism influence the development of nurses' self-identity and the delivery of compassionate care? This project is exploring the complex question of what influences the development of self-identity among today's nurses, and how to ensure that both formal and hidden curricula support nurses to sustain the delivery of compassionate care. During the first year of the fellowship, historical and contemporary nurse narratives will be collected and analyzed to understand factors that influence the development of nurses' self-identity in relation to technology and compassionate care.

AMS PHOENIX GRANT RECIPIENTS

2015 AMS PHOENIX PROJECT GRANT RECIPIENTS



Dr. Rosemary Brander, BSc (PT), MSc, PhD, MCPA

Co-applicants: Ms. Yolanda Oczkowski, BSc, OT Reg. (Ont.), CTP Dipl, Ms. Karen Carmichael, BScOT, OT Reg. (Ont.), Dr. Marion C. E. Briggs, BScPT, MA, DMan, Dr. Dana Edge, RN, PhD, Dr. Catherine Donnelly, PhD, OT Reg (Ont.), Dr. Khalid Saeed, MBBS, MCPS, FRCPsych

Affiliations: Queen's University and Providence Care, Kingston

Sponsoring Organization(s): Queen's University

Relationship to AMS Phoenix Themes: Curriculum

“Working Together for Compassionate Person-Centred Mental Health Services in Rural Primary Care Communities”

The purpose of this project is to assist clients and families, primary healthcare and community workers in identifying education needs, strategies and actions to support compassionate person-centred mental health services within three rural primary care communities. The expected impact of the project is to improve understanding of local community and related educational needs for the delivery of compassionate mental health services.

Expected outcomes:

- Development of opportunities for authentic discussions about compassionate client-centred mental healthcare services, community relationships and partnerships; and
- Improved knowledge gained of education needs and of shared learning opportunities within communities.



Dr. Barbara Gibson, PhD, BMR(PT)

Affiliation: Bloorview Research Institute, Holland Bloorview Kids Rehabilitation Hospital and Department of Physical Therapy, University of Toronto

Sponsoring Organization(s): Bloorview Research Institute

Relationship to AMS Phoenix Themes: Work Environments

“Enhancing Care for Young People with Muscular Dystrophy: Addressing the Human Dimensions of Progressive Illness Experience”

This project aims to explore and enhance compassionate care for young people with muscular dystrophy (MD) and their families. It will

do so through an integrative collaborative research study that engages professionals in a process of reflexivity towards understanding clinical care as a process that opens and closes opportunities to attend to the human dimensions of living with MD. This will be achieved through qualitative observations of clinical care integrated with three structured dialogues with interdisciplinary health professional staff to explore practices and effect meaningful change. The outcome will take the form of collaboratively developed feasible recommendations for the care of young people with MD in this and similar clinics in Canada. The project cross cuts across all of the AMS thematic priorities through a focus on enhancing care that integrates humane and technical practices towards attending to the needs of the whole person.



Dr. Kulamakan Kulasegaram, PhD & Dr. Stacey Berstein, MD, FRCPC

Affiliations: University of Toronto, University Health Network

Sponsoring Organizations: University of Toronto, University Health Network, St. Michael's Hospital, Mount Sinai Hospital, Toronto East General Hospital

Relationship to AMS Phoenix Themes: Self-Identity

“Integration & Identity: Understanding the Mechanisms that Foster a Holistic Physician in Longitudinal Integrated Clerkships”

Longitudinal integrated clerkships (LICs) are an increasingly common form of clerkship training that emphasize relationship formation as well as humanistic care and compassionate care. What is still unknown is how LIC training leads to the integration of these values into the processes that are involved in constructing the self-identity of physicians in training. Using the University of Toronto LIC as a case-study, we will examine the critical mechanisms of LIC training that support the construction of a holistic, patient-centered physician identity.



Dr. Priya Watson, MD, MSc, FRCPC

Affiliations: Centre for Addiction and Mental Health

Sponsoring Organization: Centre for Addiction and Mental Health

Relationship to AMS Phoenix Themes: Curriculum and Work Environments

“Developing a Trauma Toolkit for Family Physicians and Pediatricians to Address Complex Developmental Trauma in Children”

Complex Developmental Trauma occurs in children who are chronically exposed to overwhelming emotional difficulties at home. It is under-

recognized in health care, and often poorly understood. These children present significant diagnostic and treatment challenges for the family doctors and pediatricians who care for them. This project seeks to develop an online Trauma Toolkit resource for these physicians. The Toolkit will assist physicians in the recognition of developmental trauma, which is often mistaken for other mental disorders, and will detail treatment strategies for engaging challenging families, developing interviewing techniques, and connecting to further resources. As the treatment of these children and families is often complex and demanding, the Toolkit will also offer physicians self-assessment for compassion fatigue, offering a process for recognizing and managing these responses.



Dr. Sarah Wright, MBA, PhD and Dr. Shiphra Ginsburg, MD, MEd, FRCPC

Affiliations: Toronto East General Hospital, University of Toronto, Centre for Ambulatory Care Education

Sponsoring Organization(s): Toronto East General Hospital, Department of Medicine (U of T), Centre for Ambulatory Care Education

Relationship to AMS Phoenix Themes: Curriculum

“Where is the Caring in Clinical Assessments?”

As a medical education community, we strive to reinforce behaviors that encourage more compassionate care at all levels. Assessment is a key way in which the medical community communicates its values system to learners. However, it is not always what we teach and assess that influences what students actually learn. This project will explore the formal, informal and hidden ways in which assessment practices influence the messages students receive about caring and compassion in the medical school environment. The investigation will culminate in the triangulation of three main data sources: documents related to clinical assessments in the undergraduate program, interviews with medical students with a focus on their preparation for formal clinical assessments and interviews with faculty involved in assessment to discuss the rationale behind current assessment strategies.

AMS PHOENIX ALUMNI

2012 AMS Phoenix Fellows (First Cohort – Graduated in November, 2014)



Shannon Arntfield, MD, FRCSC, MSc, AMS Phoenix Fellow

Narrative Medicine Initiative (NMI) at Western University

Affiliations: Western University

Sponsoring Organization(s): Western University

Mentors: Lorelei Lingard, Western University; Maggie Rebel, Western University

Relationship to AMS Phoenix Themes: Curriculum



Lisa Graves MD, CCFP, FCFP, AMS Phoenix Fellow

CeLT - Compassion in e-Learning and Teaching

Affiliations: Associate Professor, University of Toronto Department of Family and Community Medicine

Mentor: Rachel Ellaway, Northern Ontario School of Medicine

Relationship to AMS Phoenix Themes: Curriculum



Ayelet Kuper, MD, DPhil, FRCPC, AMS Phoenix Fellow

Teaching the Non-Medical Expert CanMEDS Roles: Broadening the Curriculum Beyond Bioscience

Affiliations: Staff Physician, General Internal Medicine, Sunnybrook HSC; Scientist, Wilson Centre for Research in Education, University Health Network/University of Toronto; Assistant Professor, Department of Medicine, University of Toronto

Sponsoring Organization(s): Department of Medicine, University of Toronto (plus funding from UGME & Department of Physical Therapy, University of Toronto, and UGME, McMaster University)

Mentor: Ivan Silver, MD MEd FRCPC, VP-Education, Centre for Addiction and Mental Health; Professor, Department of Psychiatry, University of Toronto

Relationship to AMS Phoenix Themes: Curriculum



Mala Joneja MD, MEd, FRCPC, AMS Phoenix Fellow

From the Ground Up: Using Critical Incident Narratives During Residency Training to Promote the Development of Compassionate Physicians

Affiliations: Associate Professor, Department of Medicine, Queen’s University

Sponsoring Organization(s): Queen’s University

Mentor: Leslie Flynn, MMus MD CCFP FRCPC, Acting Director, Office of Health Sciences Education, Faculty of Health Sciences; Vice-Dean Education, Faculty of Health Sciences; Associate Professor, Departments of Psychiatry and Family Medicine, Queen’s University

Relationship to AMS Phoenix Themes: Self-Identity, Curriculum, Work Environments



Janet Lovegrove, RN, BScN, MSc CPMHN, AMS Phoenix Fellow, Health and Wellness Consultant, The Wellness Centre Inc. - Independent Practice & Community Development

“Bringing Transformational Change to Health Care Education, Practice, and Community Settings.”

Affiliations: McMaster University

Sponsoring Organization(s): School of Nursing, McMaster University

Mentors: Viola Fodor, BEd, MEd; Dr. Lynn Martin, BScN, MScN, EdD

Relationship to AMS Phoenix Themes: Self-Identity; Curriculum; and Work Environments



**Tara Tucker, MD, FRCPC, MEd
Maryse Bouvette, RN, BScN, MEd, CON(C), CHPCN(C), AMS Phoenix Fellow(s) (Joint Fellowship)**

The Emotional Toll of Professional Caring: Mitigating and Managing Compassion Fatigue (CF)

Affiliations: University of Ottawa

Sponsoring Organization(s): University of Ottawa

Mentors: Jose Pereira and Debbie Gravelle

Relationship to AMS Phoenix Themes: Self-Identity





Cynthia R. Whitehead MD, PhD, CCFP, FCFP, AMS Phoenix Fellow

“The Caring Doctor: Understanding the Discourses and Advancing the Practices of Compassionate Care in Family Medicine”

Affiliations: Vice President Education at Women’s College Hospital, Director of the Wilson Centre for Research in Education, University of Toronto and University Health Network

Sponsoring Organization(s): Department of Family & Community Medicine (DFCM), University of Toronto

Mentor: Lynn Wilson, DFCM

Relationship to AMS Phoenix Themes: Curriculum

2013 AMS Phoenix Fellow (Second Cohort)



Kathryn Parker, PhD, AMS Phoenix Fellow
(2013- graduated in 2014)

“Compassionate and Relational Approaches to Leading Change and Evaluating Educational Programming Within Complex Systems”

Affiliations: Senior Director, The Teaching and Learning Institute, Holland Bloorview Kids Rehabilitation Hospital, Toronto; Assistant Professor, Department of Paediatrics, Faculty of Medicine, University of Toronto

Sponsoring Organization(s): Holland Bloorview Kids Rehabilitation Hospital

Mentor: Doug Miron, MA, CVRM, Senior Consultant, Organization Development & Learning, Holland Bloorview Kids Rehabilitation Hospital

Relationship to AMS Phoenix Themes: Work Environments

2012 AMS Phoenix Call to Caring Grant Recipients

**Carol Fancott, BScPT, MSc; and
G. Ross Baker, PhD**

University of Toronto

“Letting Stories Breathe: Using Patient Stories for Organizational Learning and Improvement”

Cheryl Cline, PhD

Queen’s University

“Exploring the Relationship Between the Hidden Curriculum and Patient-Centred Care”

Gail Lindsay, RN, PhD

University of Ontario Institute of
Technology

“Experiences of Caring: A Narrative Approach to Exploring Compassionate Person-Centred Practices”

Kenneth Locke, MD, MSc

University of Toronto

“A Pathway to Caring: Introducing a Multiple Narrative Approach to the Undergraduate Medical Curriculum”

Kari Osmar, MRT(T), BSc, MEd

Sunnybrook Odette Cancer Centre

“Stories at Work: Writing to Learn, Care and Collaborate in Radiation Therapy”

**Michelle Spadoni, RN, DNP;
Patricia Sevean RN, MA(N), EdD; and
Karen Poole, RN, MA(N) MEd**

Lakehead University School of Nursing

“Na daw he way win - How to Best Bring Indigenous Knowledge of Human Ways of Caring to Light in Nursing Curriculum”

Joyce Zazulak, MSc, MD, CCFP, FCFP

McMaster University

“A Multifaceted, Arts-based Approach to the Medical Training Curriculum. Developing Reflective, Caring, Healthy Physicians”

2013 AMS Phoenix Call to Caring Grant Recipients

Sacha Agrawal, MD, MSc, FRCPC

Centre for Addiction and Mental Health;
University of Toronto

*“From Surviving to Advising - Pairing
Mental Health and Addiction Service Users
as Advisors to Psychiatry Residents”*

Anne Kawamura, MD, FRCP(C) and Maria Mylopoulos, Elizabeth Jimenez, Angela Orsino, Nancy McNaughton

Holland-Bloorview Kids Rehabilitation
Hospital; Hospital for Sick Children;
University of Toronto

*“My Child has Autism? - Teaching
Developmental Pediatrics Residents to
Explore Patient and Family Perspectives
Through a Novel Family Facilitator
Standardized Patient Educational Model”*

Jennifer L. Lapum, PhD, RN; Terrence M. Yau, MSc, MD; Kathryn Church, PhD, MA; and Linda Liu, BScN, BSc, RN

Ryerson University; University Health
Network

*“Arts-Informed Approaches to Person-
Centred Care: A Creative Education and
Knowledge Translation Initiative”*

Sandra Moll, PhD, OT Reg (Ont) and Patty Solomon, PhD with Elisse Zack, MMgt, MEd; Fiona Wilson, MSc, CPRP and Bonny Jung, PhD, OT Reg (Ont.)

School of Rehabilitation Science, McMaster
University

*“Contact-Based Education About HIV
and Mental Illness: An Inter-Professional
Community Collaboration Initiative”*

Stacey Ritz, PhD

Northern Ontario School of Medicine

*“Practicing Medicine Through a Positional
Lens: Using Critical Discourse Analysis to
Enhance Reflexivity in Medical Learners”*

Michelle Spadoni, RN, DNP; Patricia Sevean, RN, MA(N), EdD; Erin Gray; Karen Poole RN, MA(N), MEd

Lakehead University

*“On the Fringe—Understanding
Compassion in the “Liminal Space” of
“Homelessness in a Northwestern Ontario
Shelter House”*

Sannie Tang, PhD and Gail Mitchell, RN, PhD

Faculty of Health, York University

*“Compassionate Clinical Practice: An
Exploration with Healthcare Providers”*

Deborah Tregunno, Elizabeth VanDenKerhof, Madelyn Law

Queen's University

*“The Courage to Nurse: A Program of
Personal and Professional Engagement
for New Nurses”*

Elaine Van Melle, PhD

Centre for Studies in Primary Care,
Department of Family Medicine, Queen's
University

*“Family Medicine Residents' Perceptions
(and Misperceptions) of Patient-Centered
Care: Implications for Teaching and
Learning”*

2014 AMS Phoenix Call to Caring Grant Recipients

Sherri Adams, NP-Paediatrics, MSN, CPNP-PC/AC

The Hospital for Sick Children; Lawrence S. Bloomberg Faculty of Nursing, University of Toronto

“An Exploration of Care Mapping Among Families of Children with Medical Complexity”

Suzanne Archie, MD, FRCPC

Department of Psychiatry and B.N., McMaster University

“Disseminating Knowledge About Pathways to Care by Playing “Harry’s Journey - Back to Reality”: An Animated Video Game About Community Services, Primary Care & a First Episode of Serious Mental Health”

Lindsay Baker, BEd, MEd, PhD(cand.) and Stella Ng, PhD, Reg. CASLPO

St. Michael’s Hospital

“Uncovering and Sharing “Evidence” for Compassionate Care”

Sayra Cristancho, S., PhD.

University of Western Ontario

“Beyond Superman: Exploring the Humanity and Vulnerability of the Practising Surgeon Through Arts-based Knowledge Translation”

Catherine Donnelly, PhD, OT Reg

Queen’s University

“Compassionate Collaborative Primary Care”

Albina Veltman, MD, FRCPC and Janice Tara La Rose, PhD

Undergraduate MD Program & Department of Psychiatry & Behavioural Neurosciences, McMaster University

“Queer, Queering & Questioning: Digital Narratives for Healthcare Education”

AMS PHOENIX PROJECT MANAGEMENT COMMITTEE (MANDATE & MEMBERSHIP)

The AMS Phoenix Project Management Committee (PMC) provides strategic direction and oversees the operational and performance activities related to the AMS Phoenix Project. The Committee reports to the AMS Board through its Chair, Dr. Brian Hodges, Project Lead.

Anne Avery

Director Communications, AMS

Marion C.E. Briggs, BScPT, MA, DMan, 2013 AMS Phoenix Fellow

Assistant Professor, Clinical Sciences
Director, Health Sciences and Interprofessional Education, Northern Ontario School of Medicine

Susan Brown, BA, MA

Senior Director, Strategy, Transformation and Patient Experience, UHN

Sandra Fisman, MB, BCh, FRCPC

Professor and Chair, Division of Child and Adolescent Psychiatry, Department of Psychiatry, Schulich School of Medicine and Dentistry, Western University

Leslie Flynn, MMus, MD, CCFP, FRCP

Vice-Dean, Education Faculty of Health Sciences; Associate Professor, Departments of Psychiatry and Family Medicine; Clinician Educator, Royal College of Physicians and Surgeons of Canada

Stanley J. Hamstra, PhD

VP, Milestones Research and Evaluation
Accreditation Council for Graduate Medical Education, Chicago

Brian Hodges, MD, PhD, FRCPC (Chair)

Executive Vice-President Education, University Health Network; Professor, Department of Psychiatry, University of Toronto; Scientist, Wilson Centre for Research in Education, Richard and Elizabeth Currie Chair in Health Professions Education Research; Senior Fellow, Massey College; Project Lead, AMS Phoenix Project

Mala Joneja MD, MEd, FRCPC, 2012 AMS Phoenix Fellow

Associate Professor, Division of Rheumatology, Department of Medicine, Queen's University

Lorelei Lingard, PhD

Director, Centre for Education Research & Innovation; Professor, Department of Medicine; Schulich School of Medicine & Dentistry, Western University

Claire Mallette RN, PhD

Associate Professor
York University, School of Nursing

Maria Athina (Tina) Martimianakis MA, MEd, PhD

Director of Medical Education Scholarship, Department of Paediatrics and Scientist, Wilson Centre for Research in Education. University of Toronto

Beverley J. Nickoloff, BA (Hon), BEd, MHSc

Project Consultant, AMS Phoenix Project

Tara Tucker MD, FRCPC, MEd

2012 AMS Phoenix Fellow
Palliative Medicine Physician, Central Palliative Group, Ottawa

Rob Whyte, MD, MEd, FRCPC

Assistant Dean, Michael G. DeGroot School of Medicine, Undergraduate Medical Education, McMaster University

