

## CURRICULUM VITAE

**Date Prepared:** January 12, 2021  
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### Education

1980	BSN	Nursing	University of Pennsylvania
1981	MSN	Child & Adolescent Psych	University of Pennsylvania
1987	MA	Clinical Psychology	University of Rhode Island
1990	PhD	Clinical Psychology	University of Rhode Island
2020	MBE	Bioethics	Harvard Medical School

### Postdoctoral Training

09/89-08/90	Psychology Intern	Child & Family Psychology	Boston Children's Hospital Harvard Medical School
09/90-08/91	Psychology Fellow	Pediatric Psychology	University of North Carolina Medical Center- Chapel Hill
09/93-08/95	Psychology Fellow	Medical Crisis Counseling	Boston Children's Hospital Harvard Medical School
09/20-05/21	Writing Fellow	Biomedical Ethics	Center for Bioethics Harvard Medical School

### Faculty Academic Appointments

09/90-08/91	Clinical Instructor of Pediatrics and Psychiatry	Pediatrics and Psychiatry	University of North Carolina School of Medicine
10/91-06/96	Clinical Assistant Professor of Pediatrics	Pediatrics	Brown University School of Medicine
07/96-06/99	Instructor of Psychology	Psychiatry	Harvard Medical School
07/99-08/06	Assistant Professor of Psychology	Psychiatry	Harvard Medical School

09/06-	Associate Professor of Psychology	Psychiatry	Harvard Medical School
09/16-05/18	Affiliated Faculty	Center for Bioethics	Harvard Medical School
09/20-	Faculty	Center for Bioethics	Harvard Medical School

### **Appointments at Hospitals/Affiliated Institutions**

#### **Past**

09/80-05/81	Psychiatric Staff Nurse	Department of Nursing	Friends Hospital of Philadelphia, PA
06/81-08/84	Psychiatric Nurse Clinician	Child Psychiatric Treatment Service	Western Psychiatric Institute and Clinic, Pittsburgh, PA
09/84-05/87	Research Associate	Department of Psychiatry	Emma Pendleton Bradley Hospital, Providence RI
07/86-08/89	Research Associate	Department of Pediatrics	Women & Infants' Hospital of Rhode Island
09/91-06/96	Research Psychologist	Department of Pediatrics	Women & Infants' Hospital of Rhode Island

#### **Current**

09/95-	Senior Attending Psychologist	Department of Psychiatry	Boston Children's Hospital
11/05-	Research Associate	Department of Anesthesiology, Perioperative and Pain Medicine	Boston Children's Hospital
10/18-	Miembro Consejo Académico	Docente Internacional	Fundación Garrahan Buenos Aires, Argentina
01/21-	Senior Scholar	ARCIM Institute (Academic Research Complementary and Integrated Medicine)	Filderklinik Filderstadt, Germany

### **Other Professional Positions**

1984-1987	Staff Clinician	University of Rhode Island Counseling Center	208hrs/year
1995-	Retreat Co-Director	Finding Joy in the Journey Annual Retreat for Parents of Children with Autism	1 weekend/ year
2003-2010	Faculty Member	Initiative for Pediatric Palliative Care	2 days/year
2004-2005	Educational Consultant	New England Organ Bank	10 hrs/year
2007-	Educational Consultant and Mentor	San Paolo Hospital Milan, Italy	3 days/year
2012-2014	Educational Consultant	Children's Hospital at Westmead, Sydney Australia	2 days/year

2013-	Educational Consultant and Mentor	The Royal Children's Hospital Melbourne, Australia	3 days/year
2016-	Educational Consultant and Mentor	Hospital Garrahan Buenos Aires, Argentina	3 days/year
2018-2019	Ethics, Human Rights & Education Consultant	Center for Neurodiversity Denver, Colorado	4 hrs/week

### Major Administrative Leadership Positions

#### Local

2002-2017	Co-Founder and Director, Program to Enhance Relational and Communication Skills (PERCS)	Boston Children's Hospital
2007-2017	Co-Founder and Director, Institute for Professionalism and Ethical Practice (IPEP)	Boston Children's Hospital
2017-	Vice President	Childhood Communication Services of Rhode Island

### Committee Service

#### Local

1981-1984	Children's Psychiatric Service Leadership Committee	Western Psychiatric Institute and Clinic
1981-1984	Children's Psychiatric Service Research Committee	Western Psychiatric Institute and Clinic
1982-1984	Patient Care Audit Committee	Western Psychiatric Institute and Clinic
1982-1984	Medication Utilization Committee	Western Psychiatric Institute and Clinic
1986-1989	Discharge Planning Committee	Special Care Nursery, Women & Infants' Hospital
1990-1991	Chair, Psychosocial Care Committee	Pediatric Intensive Care Unit, University of North Carolina Hospital
1991	Bereavement Committee	Pediatric Intensive Care Unit, University of North Carolina Hospital
1995-2010	Chair, Psychosocial Leadership Committee	Medical Surgical Intensive Care Unit, Boston Children's Hospital
1995-2009	Bereavement Committee	Medical Surgical Intensive Care Unit, Boston Children's Hospital
1995	Institutional Review Board	Women & Infants' Hospital Periodic Reviewer
1999-2002	Memorial Service Committee	Boston Children's Hospital
2005-2017	Parent Presence during Resuscitation and Invasive Procedures Committee	Cardiovascular and Critical Care Service, Boston Children's Hospital Clinical Educator
2008- 2017	Academy at Boston Children's Hospital	Boston Children's Hospital
2011-2017	Advisory Board, SimPEDS	Boston Children's Hospital Advisory Board Member
2012-2017	Academy for Clinical Scholarship and Innovation in Pediatric Nursing	Cardiovascular and Critical Care Service, Boston Children's Hospital

		Steering Committee Member
<b>Regional</b>		
1992-1996	Early Childhood Service Coordination Committee	State of Rhode Island
2014-2015	Quality and Compliance Committee	Hope Hospice and Palliative Care Providence, Rhode Island
2015-	Ethics Committee	Hope Hospice and Palliative Care Providence, Rhode Island
2018-	Nursing Ethics Consortium of New England	Center for Bioethics Harvard Medical School
<b>National and International</b>		
2005-2007	American Psychological Association	Member, Task Force on End-of-Life Issues for Children and Adolescents
2012	Dissertation Thesis Committee Kimberley Ann Widger	Lawrences Bloomberg Faculty of Nursing University of Toronto, Canada
2015	Bachelorarbeit Thesis Committee, Natalia Mazzola	Institut fur Psychologie Fern Universitat in Hagen, Germany
2018	Code of Ethics Working Group	Society for Simulation in Healthcare
<b>Professional Societies</b>		
1989-	American Psychological Association	Member
2005-2007		Task Force on End-of-Life Issues for Children and Adolescents
1991-	Rhode Island Psychological Association	Member
1991-	Society of Pediatric Psychology	Member
2004-	Society for Simulation in Healthcare	
2004-		Member
2011-		Chair, International Affiliations Committee
2013		Research Award Selection Committee
2015-2016		Vice-Chair, External Strategic Relations
2016		Chair, External Strategic Relations
2017		Named Fellow of the Society
2005-	American Academy on Communication and Healthcare	Member
2012-		Scientific Abstract Reviewer
2009-	International Pediatric Simulation Society	
2009-		Member
2011-2013		Public Affairs & International Relations
2012		Scientific Abstract Committee
2012-	European Association for Communication in Healthcare	Member
2012-2013		Conference Planning Committee
2013		Conference Scientific Committee
2014-		Scientific Abstract Reviewer

### Grant Review and Activities

2006-2009	NICHD/NIH 5R01HD050463 - Promoting self-management: CF as model case	Education Development Center, Inc. Newton, MA Clinical Consultant
2009-2011	NINR 5 R01NR011179 - Family Communication and Support in the ICU	Seattle Children's Hospital Data Safety and Monitoring Committee

### Editorial Activities

#### Ad Hoc Reviewer

Journal of Child Development  
Journal of Early Intervention  
The Riverside Publishing Company  
Infant Mental Health Journal  
Critical Care Medicine  
Elsevier Press  
Canadian Medical Association Journal  
Pediatrics  
Ambulatory Pediatrics  
Oxford University Press  
Journal of Pediatrics  
Journal of Family Psychology  
Evidence-Based Nursing  
Archives of Pediatrics and Adolescent Medicine  
Intensive Care Medicine  
Pediatric Critical Care Medicine  
Journal of Perinatology  
Anesthesiology  
Patient Education and Counseling

#### Other Editorial Roles

2005-2014	Editorial Board Member	Simulation in Healthcare
2007-	Commissioned Book Reviewer	Journal of the American Medical Association
2015-	Associate Editor	Simulation in Healthcare
2016-2017	Co-Editor, Physician and Patient Narrative Feature	Journal of the American College of Radiology
2020-	Section Editor, Reflections on Simulation	Simulation in Healthcare

#### Honors and Prizes

1978	Sigma Theta Tau National Nursing Honor Society	University of Pennsylvania	Academic Achievement
1980	Alice Paul Award for Community Achievement	University of Pennsylvania	Outstanding Contributions to the Community
1980	Florence Nightingale Award for Clinical Excellence	University of Pennsylvania	Outstanding Clinical Nursing Care

1988	Comprehensive Examination in Clinical Psychology, Passed with Distinction	University of Rhode Island	Academic Achievement
2003	Young Investigator Award	World Federation of Pediatric Intensive Care and Critical Care Societies	Health Care Humanism
2004	National Bronze Award	25 <sup>th</sup> Annual Telly Awards	Film entitled, <i>Difficult Conversations in Pediatric Palliative Care</i>
2004	Silver Award Winner	Worldfest-Houston International Film Festival	Film entitled, <i>Difficult Conversations in Pediatric Palliative Care</i>
2009	Silver Remi Award	Worldfest-Houston International Film Festival	Film entitled, <i>Parent Presence during Invasive Procedures and Resuscitation</i>
2010	Medical Educator Award	Academy at Boston Children's Hospital	Innovative Scholarship
2013	Big Thinker Distinction	University of Rhode Island	Clinical Innovation <i>Reflecting on the Journey Retreat for Parents with Children on the Autism Spectrum</i>
2017	Fellow of the Society for Simulation in Healthcare Academy	Society for Simulation in Healthcare	Substantial and enduring commitment and contributions to healthcare simulation
2018	Matariki Award	Starship Hospital Auckland, New Zealand	For improving the family (whanau) experience, eliminate health inequities, and to improve the health outcomes of Maori people

## Report of Funded and Unfunded Projects

### Funding Information

#### Past

1991-1996	Behavioral Intervention and Growth and Development of Preterm Intrauterine Growth Retarded Infants (research and clinical applications) National Institute of Health (National Institute for Child Health & Development) Co-Investigator Principal Investigator Cynthia Garcia Coll, Ph.D. Major goals: To improve the feeding behavior, parent-infant interaction and developmental outcomes of small for gestational age preterm infants.
1993-1994	Special Care for Teen Parents (clinical application) March of Dimes Foundation, Rhode Island Chapter

- Co-Principal Investigator with Patricia Flanagan, M.D.  
Major goals: To improve the medical and psychosocial outcomes of preterm infants born to adolescent mothers.
- 1995-1996 Special Care for Teen Parents II (clinical application)  
March of Dimes Foundation, Chapter Program Investment Fund  
Co-Principal Investigator with Patricia Flanagan, M.D.  
Major goals: To improve the medical and psychosocial outcomes of preterm infants born to adolescent mothers.
- 1996-1997 End of Life Decision-Making: Parental Perspectives (clinical and research applications)  
Nathan Cummings Foundation  
Co-Principal Investigator with Jeffrey P. Burns, M.D.  
Major goals: To examine parental perspectives, priorities and indicators of optimal end-of-life care in the pediatric intensive care unit.
- 1999-2001 Enhancing Family-Centered Care for Children with Life Threatening Illnesses (clinical and research applications)  
Nathan Cummings Foundation  
Site Principal Investigator Mildred Z. Solomon, Ed.D.  
Major goals: To investigate the lived experiences and recommendations for improved clinical care from the perspectives of parents whose children were living with life threatening illnesses.
- 2002-2004 Program to Enhance Relational and Communication Skills (PERCS) (clinical and research applications)  
Argosy Foundation  
Co-Principal Investigator with Robert D. Truog, M.D.  
Major goals: To develop, implement and examine the efficacy of a simulation-based experiential educational paradigm about communication and relational skills in pediatric critical care.
- 2005 Program to Enhance Relational and Communication Skills (PERCS) with Potential Donor Families and Institutions (clinical application)  
New England Organ Bank  
Consultant  
Major goals: To develop a simulation-based workshop to enhance the communication and working relationships between hospital-based practitioners and organ procurement agency personnel.
- 2005-2006 Program to Enhance Relational and Communication Skills in Situations of Medical Error and Conflict (PERCS-MEC) (clinical and research applications)  
Harvard Risk Management Foundation; Healthcare Safety Research Institute  
Co-Investigator with Robert D. Truog, M.D.  
Major goals: To develop simulation-based educational workshops to teach a coaching model related to apology and disclosure in the aftermath of adverse medical outcomes.
- 2005-2008 Children's Hospital and National Dissemination of the Program to Enhance Relational and Communication Skills (PERCS) (clinical and research applications)  
Argosy Foundation  
Co-Principal Investigator with Robert D. Truog, M.D.  
Major goals: To disseminate the Program to Enhance Relational and Communication Skills (PERCS) developed for pediatric critical care and to develop, implement and examine the efficacy of a new PERCS program for the neonatal intensive care setting.
- 2005-2012 Toward Optimal End-of-Life Care in the Pediatric Intensive Care Unit (research

- application)  
National Institute of Nursing Research R01 NR09298-01A1  
Co-Investigator  
Principal Investigator Robert D. Truog, M.D.  
Major goals: To develop, pilot test, determine the psychometric properties, and examine the preliminary findings of a standardized pediatric instrument to measure the quality of dying and death in the pediatric intensive care unit.
- 2007-2008 Difficult Conversations in the Neonatal Intensive Care Unit: The PERCS-NICU Northeast Dissemination Project (clinical and research applications)  
Kenneth B. Schwartz Center  
Co-Principal Investigator with Dara Brodsky, M.D.  
Major goals: To adapt, implement and examine the efficacy of the PERCS workshop paradigm for New England regional Level II nurseries.
- 2010-2012 Navigating Challenging Conversations: Talking with Children and their Families about Surgery and Postoperative Care- An Unrecognized, Unmet Need (clinical and research applications)  
Program for Patient Safety and Quality (PPSQ) at Boston Children's Hospital  
Principal Investigator  
Major goals: To develop, implement and examine the efficacy of simulation-based workshops focused on challenging conversations in pediatric surgery and postoperative care.
- 2010-2012 On Becoming a Spiritual Care Generalist (clinical and research applications)  
Good Samaritan Incorporated  
Principal Investigator  
Major goals: To develop and evaluate an innovative, experiential educational approach to training spiritual generalists across the healthcare field.
- 2011-2014 Program to Enhance Relational and Communication Skills (PERCS) for Radiologists (clinical and research application)  
Radiologic Society of North America  
Co-Investigator  
Principal Investigator Stephen Brown, M.D.  
Major goals: To develop and evaluate a workshop for radiologists focused on conveying bad news, apology and disclosure after adverse medical outcome, and radiation safety that can be scaled nationally.
- 2012-2013 Disclosure & Apology: Leveraging Simulation for Skill-Building & Organizational Change (clinical application)  
Michael Benjamin Ullem Memorial Fund  
Principal Investigator  
Major goals: To develop a simulation-based educational approach to apology and disclosure in the aftermath of adverse medical outcomes.
- 2012-2014 Program to Enhance Relational and Communication Skills (PERCS): Pediatric Mental Health Screening for Community Practitioners (clinical application)  
Philanthropic gift  
Principal Investigator  
Major goals: To develop an innovative experiential educational program to assist pediatric



community practitioners with mental health screening.

- 2013-2014 Improved Patient-Centered Care in Obstetrics Through Communication and Relational Skills Workshops at Northwestern Memorial Hospital (clinical and research applications)  
Philanthropic gift  
Educational consultant  
Major Goals: To train Obstetrics staff in holding disclosure and apology conversations after adverse medical outcomes.
- 2014-2017 Assessing the Impact of an Actor-Based Curriculum for Enhancing Communication and Relational Skills in Child Neurology and Neurodevelopmental Disabilities Residents (clinical and research applications)  
American Academy of Neurology's Education Committee and Education Research Subcommittee  
Co-Investigator  
Principal Investigator David Urion, M.D.  
Major Goals: To examine the impact of the PERCS-Neurology educational workshops through qualitative interviews with families pre- and post-educational intervention.
- 2014-2017 Advancing Relational Learning Worldwide to Improve Patient Safety and Quality (clinical and research applications)  
Michael Benjamin Ullem Memorial Fund  
Principal Investigator  
Total Direct Funding: \$600,000  
Major Goals: To translate the relational learning pedagogy developed through the Institute for Professionalism and Ethical Practice into an online format in partnership with global social learning platform OPENPediatrics and to examine its utility and efficacy
- 2015-2017 Aligning Family-Staff Expectations during Surgical Informed Consent (clinical and research applications)  
Controlled Risk Insurance Company (CRICO)  
Co-Principal Investigator with Craig Lillehei, M.D.  
Total Direct Funding: \$200,000  
Major Goals: To develop and evaluate an experiential educational communication and relational intervention to improve misaligned expectations during pediatric surgical informed consent
- 2017-2018 Becoming a Senior Spiritual Generalist  
Workshop Facilitator and Co-Investigator with Wendy Cadge, PhD. (PI)  
Josiah Macy Foundation, Inc.  
Total Direct Funding: \$25,000  
Major Goals: To adapt the Program to Enhance Relational and Communication Skills (PERCS): On Becoming a Spiritual Generalist to the senior adult population and evaluate its efficacy utilizing the setting of Hebrew Senior Life, Boston MA.
- 2017-2019 Advancing Humanism in Anesthesiology: A Meta-Analysis and Systematic Review  
Co-Investigator with Danielle Hartigan (PI), Mollie Ruben, Richard Blum, and David

Waisel, M.D.  
Mapping the Landscaping  
The Arnold P. Gold Foundation  
Total Direct Funding: \$5,000  
Major Goals: To systematically review the literature regarding the role, strategies, approaches and promise of anesthesiologists in supporting patients and their families

2017-2020      Spiritual Generalist Training for Healthcare Providers  
Co-Investigator with Wendy Cadge, PhD (PI)  
Lovell Foundation  
Total Direct Funding: \$84,955  
Major Goals: To generate interactive on-line Spiritual Generalist training for interprofessional clinicians with a range of simulation-based case study customizable vignettes

**Current**

2017-      Patient-Centered Anesthesia Informed Consent (clinical and research applications)  
Anesthesia Foundation  
Co-Principal Investigator with Richard Blum, M.D. and David Waisel, M.D.  
Major Goals: To explore the communication, emotional and relational aspects of informed consent in the pre-surgical anesthesia consultation context

2019-2024      Optimizing Family Counseling for Anticipated Extremely Preterm Delivery: Eliciting Values and Building Partnerships through Interdisciplinary Training and Simulation for Obstetricians and Neonatologists  
Co-Investigator with Christy Cummings, MD (PI)  
National Institute of Child Health and Development  
Major Goals: To identify and teach interprofessional obstetricians and neonatologists best communication and counseling practices surrounding anticipated extremely preterm delivery utilizing simulation education

**Unfunded Current Projects**

2013-      Clinicians' Recognition and Management of Emotions during Healthcare Conversations  
Major goals: To describe and quantify common emotions encountered by healthcare providers during difficult healthcare conversations, to understand personal narratives surrounding clinicians' emotions and their impact on clinical care, and to document personal/professional coping strategies.  
Principal Investigator

**Report of Local Teaching and Training**

**Teaching of Students in Courses**

2016-2017	HMS III Pediatric Clerkship: From the Classroom to the Bedside	Harvard Medical School 4-hr sessions three times per
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2018	2 <sup>nd</sup> and 3 <sup>rd</sup> year medical students Medical Ethics and Professionalism Social Media, Reproductive Medicine Ethics	year Harvard Medical School 2-4 hours class sessions
2020-	Master of Bioethics Foundations Teaching Fellow	4 hours/week, fall and spring
2020-	Master of Bioethics Capstone Faculty	2 hours/week, fall and spring

### **Formal Teaching of Residents, Clinical Fellows and Research Fellows (post-docs)**

2002-2013	Program to Enhance Relational and Communication Skills (PERCS): Difficult Conversations in Cardiovascular & Critical Care 1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>rd</sup> year critical care medicine fellows	Boston Children's Hospital 4 full-day workshops per year
2005-2017	Program to Enhance Relational and Communication Skills (PERCS): Difficult Conversations in Neonatal Intensive Care 2 <sup>nd</sup> year neonatology fellows	Boston Children's Hospital 1 full-day workshop per year
2006-2015	Program to Enhance Relational and Communication Skills (PERCS): Difficult Conversations in Anesthesia 1 <sup>st</sup> year anesthesia residents	BIDMC 2 half-day workshops per year
2011-2017	Program to Enhance Relational and Communication Skills (PERCS): Radiology 2 <sup>nd</sup> and 3 <sup>rd</sup> year radiology fellows	Boston Children's Hospital 3 full-day workshops per year
2016-	Capstone Project Mentor Affiliated Faculty Member	Center for Bioethics Harvard Medical School
2019-	Project Mentor Pediatric Leadership Program	Harvard Medical School Boston, MA

### **Other Mentored Trainees and Faculty**

2005-	Aaron Calhoun, M.D./Associate Professor of Pediatrics, University of Louisville Provided clinical research supervision and mentorship that resulted in several national presentations, program establishment, hospital funding, and several peer-reviewed publications focused on appraisal of communication and relational skills with gap analysis and the use of deception in simulation education	
2005-2008	Marilyn D. Ritholz, Ph.D./Assistant Professor of Psychology, Harvard Medical School Provided mentorship for academic publication that resulted in joint peer-reviewed publication, expertise in qualitative research methodology, and academic promotion	
2006-	Giulia Lamiani, Ed.M., M.S., Ph.D./Research Fellow, Department of Health Sciences, University of Milan Provided two years of supervision as Fulbright Scholar and ongoing mentorship in educational workshop development and evaluation that resulted in numerous national and international presentations, award-winning cross-cultural program establishment, research and travel funding through the Italian government, and numerous peer-reviewed publications	
2006-2016	Norma Sandrock, M.D./Assistant Professor of Anesthesiology, Harvard Medical School Provided mentorship in educational program development and evaluation research that resulted in several national and international presentations, program establishment, and peer-reviewed publication	
2007-2008	Elizabeth Turner, Ph.D., M.S./Assistant Professor of Psychology, Children's Hospital of Philadelphia	

- 2007- 2010 Provided supervision as a post-doctoral psychology fellow and career counseling  
Robert Graham, M.D./Assistant Professor of Anesthesia (Pediatrics), Harvard Medical School  
Provided mentorship in educational program development and evaluation research that resulted in innovative program establishment on difficult conversations across three years of the critical care fellowship and focus on family perspectives in subsequent research on chronically critically ill pediatric population
- 2007-2011 Rachel Tunick, Ph.D./Instructor of Psychology, Harvard Medical School  
Provided supervision as a junior faculty member, mentored in role of new attending psychologist, career counseling, collaborated on data base design and collection that resulted in national presentations and published manuscript reporting pediatric psychology referrals in the pediatric intensive care unit
- 2008-2009 Jennifer Anne Gavin, Ph.D./Instructor of Psychology, Harvard Medical School  
Provided supervision as a post-doctoral psychology fellow, career counseling, collaborated on data collection and published manuscript reporting pediatric psychology referrals in the pediatric intensive care unit
- 2008-2017 Stephen Brown, M.D./Associate Professor of Radiology, Harvard Medical School  
Provided mentorship in educational program development and evaluation research that resulted in hospital funding to produce educational film, a two-year grant from the Radiologic Society of North America to establish innovative workshop to train radiologists in difficult conversations nationally, and numerous national presentations and workshops, multiple manuscripts published demonstrating the efficacy of the model to improve the communicative experiences of radiologists, long-term outcome of communication education, radiology narratives, and the ethics of radiologic practice. Also established a quarterly radiology narrative column together in The Journal of the American College of Radiology
- 2009-2010 Jennifer Hamilton, Ph.D./Independent School Psychologist  
Provided supervision as post-doctoral psychology fellow and career counseling
- 2010-2011 Kelly Urban, Ph.D./ Instructor of Developmental Pediatrics, University of Colorado  
Provided supervision as post-doctoral psychology fellow and career counseling
- 2010-2012 Sigall K. Bell, M.D./Assistant Professor of Infectious Disease, Harvard Medical School  
Provided mentorship in educational program development and research evaluation that resulted in external foundation funding from the Kenneth B. Schwartz Center and Gold Foundation, program establishment in Apology and Disclosure after Adverse Medical Outcomes, several national presentations, and publication about the role of actors in simulated education, and alignment of expectations during surgical experiences, and manuscript under preparation regarding interprofessional learning
- 2011-2012 Kezia Shirkey, Ph.D./Assistant Professor of Psychology, North Park University  
Provided supervision as post-doctoral psychology fellow, career counseling, and mentorship in educational workshop development and evaluation that resulted in several national and international presentations and posters, and a manuscript about the efficacy of spiritual generalist education
- 2012- Melissa Heywood, R.N., B.S.N./Nurse and Director of PERCS-Royal Children's Hospital Melbourne  
Provided accelerated introduction to PERCS educational paradigm through scholarship visits and on-site visits, mentorship during development and pilot phase of customized workshop, and ongoing mentorship for newly established PERCS affiliate program in Australia. Successfully granted the Dame Edna Murdoch Nursing Scholarship Award

- 2013- Elliott Martin, M.D./ Assistant Professor, Department of Psychiatry, Tufts Medical School  
 Provided supervision and ongoing mentorship in educational workshop development and evaluation, and supervision for mixed methods research project focused on clinicians' emotions during difficult healthcare conversations, abstract selected as among the best of European Association for Communication in Healthcare Conference, Amsterdam 2014 and papers published in Patient Education and Counseling, 2015 and 2016
- 2013- Thorsten Langer, M.D./Research Fellow, Department of Anesthesia, Boston Children's Hospital  
 Witten/Herdecke University  
 Provided supervision and ongoing mentorship in PERCS educational workshop development, pedagogy and evaluation, and PERCS Rounds. Supervised research project examining dynamics of PERCS interprofessional learning and teamwork enhancement, with manuscript under review. Establishment of PERCS affiliate program in Germany including input into German national standards for communication training in medical education.
- 2014-2016 Sarah Brand, Ph.D./Clinical Psychologist, Department of Psychiatry, Boston Children's Hospital  
 Provided supervision and mentorship in learning the PERCS educational pedagogy, particularly in the NICU setting; provided supervision and input into the design and evaluation of research project focused on preparing interprofessional staff for difficult conversations with adolescents and young adult cancer patients
- 2014-2016 Melissa Cousino, PhD/Clinical Psychologist, Department of Psychiatry, Boston Children's Hospital and University of Michigan  
 Provided supervision and mentorship in learning the PERCS educational pedagogy and monthly PERCS Rounds; provided supervision and input into the design and evaluation of research project focused on radiology trainees' communication education and aligning expectations during pediatric surgical informed consent
- 2014-2015 Arya Soman, MD/Psychiatry Fellow, Department of Psychiatry, Boston Children's Hospital  
 Provided supervision and mentorship in learning the PERCS educational pedagogy and monthly PERCS Rounds; provided supervision and input into the design and evaluation of research project focused on radiology trainees' communications educations and emotions of clinicians when holding challenging conversations in healthcare
- 2014-2015 Serena Fernandes, MD/Psychiatry Fellow, Department of Psychiatry, Boston Children's Hospital  
 Provided supervision and mentorship in learning the PERCS educational pedagogy; provided supervision and input into the design and evaluation of research project focused on emotions of clinicians when holding challenging conversations in healthcare
- 2016- Nandita Singh, BS, Center for Bioethics, Harvard Medical School  
 Provided mentorship for Masters of Bioethics capstone project on topic of patient-centered anesthesia informed consent
- 2017- Ariel Hening, BS, MBECenter for Bioethics, Harvard Medical School  
 Provided mentorship for Masters of Bioethics capstone project and publication on topic of whether, when and how anesthesia residents solicit patient questions during informed consent
- 2016- Maureen Hillier, RN, DNP, Department of Nursing, Boston Children's Hospital  
 Provided mentorship and writing support on project focused on use of TEDx talks for innovative learning and reflection in undergraduate education for healthcare

communication and relational skills

**Formal Teaching of Peers**

No presentations below were sponsored by outside entities.

2002-2013	Program to Enhance Relational and Communication Skills (PERCS): Difficult Conversations in Cardiovascular & Critical Care	4 full-day workshops per year Boston, MA
2004-2017	Program to Enhance Relational and Communication Skills (PERCS): Difficult Conversations in Complex Neonatal Care & Neurosurgery	1 full-day workshop per year Boston, MA
2005-2017	Program to Enhance Relational and Communication Skills (PERCS): Difficult Conversations in Neonatal Intensive Care	1 full-day workshop per year Boston, MA
2006-2010	Difficult Conversations in Healthcare: Teaching & Practice	3 full-day workshops per year Boston, MA
2006-2015	Program to Enhance Relational and Communication Skills (PERCS): Difficult Conversations in Anesthesia	2 half-day workshops per year Boston, MA
2006-2017	Program to Enhance Relational and Communication Skills (PERCS): Supporting Families at the Bedside	3 half-day workshops per year Boston, MA
2007	Program to Enhance Relational and Communication Skills (PERCS): Primary Pediatric Care	1 full-day workshop Boston, MA
2010-2012	Program to Enhance Relational and Communication Skills (PERCS): Challenging Conversations with Surgical Patients and Families	6 half-day workshops per year Boston, MA
2010-2017	Program to Enhance Relational and Communication Skills (PERCS): Navigating the Challenges of Everyday Practice Rounds	12 one-hour rounds per year Boston, MA
2011-	Program to Enhance Relational and Communication Skills (PERCS): On Becoming a Spiritual Generalist	3-6 full-day workshops per year Boston, MA
2011-2017	Program to Enhance Relational and Communication Skills (PERCS): Radiology	3 full-day workshops per year Boston, MA
2013	Program to Enhance Relational and Communication Skills (PERCS): Spirituality in Mental Healthcare	2 full-day workshops Boston, MA
2013-2015	Program to Enhance Relational and Communication Skills (PERCS): Neurology	6 full-day workshops per year Boston, MA
2013-2017	Program to Enhance Relational and Communication Skills (PERCS): Neonatal Intensive Care Unit Rounds	12 one-hour rounds per year Boston, MA
2013-2014	Program to Enhance Relational and Communication Skills (PERCS): Neurology Rounds	12 one-hour rounds per year Boston, MA
2018-2020	Becoming a Senior Spiritual Generalist	3 full-day workshops Hebrew Senior Life Boston, MA

**Local Invited Presentations**

No presentations below were sponsored by outside entities.

1984	Behavioral assessment of child psychiatric populations / Child Psychiatry Rounds Department of Psychiatry, Children’s Hospital of Pittsburgh
1984-5	Standardized child and family assessment measures / Staff Education Series

- Emma Pendleton Bradley Hospital
- 1986 Estimating the severity of emotional and behavioral problems in childhood and adolescence / Psychiatry Grand Rounds  
Department of Psychiatry, Emma Pendleton Bradley Hospital
- 1986 Brothers and sisters of chronically ill children: Consideration of the issues / Muscular Dystrophy Parent Meeting  
Department of Developmental Medicine, Rhode Island Hospital
- 1986-9 Psychosocial intervention with high risk infants and their families / Prevention and Intervention Seminar Series  
Department of Pediatrics, Women & Infants' Hospital
- 1986-9 Assessing the care giving environment / Assessment and Intervention Practicum Series  
Department of Pediatrics, Women & Infants' Hospital
- 1987 Brothers and sisters of chronically ill children: Consideration of the issues / Cystic Fibrosis Parent Meeting  
Rhode Island Hospital
- 1988 Prolonged hospitalization in the special care nursery: A parent's experience / Perinatal Management Conference  
Department of Pediatrics, Women & Infants' Hospital
- 1989 Parent-professional relationships in the special care nursery / Bioethics Committee Lecture  
Department of Pediatrics, Women & Infants' Hospital
- 1989 Behavioral medicine approaches with chronically ill children and adolescents / Nursing Continuing Education Series  
Department of Nursing, Boston Children's Hospital
- 1990 Psychosocial issues and care of children and families during PICU hospitalization / PICU Nursing Orientation Program  
Department of Nursing, University of North Carolina Hospital
- 1990 Understanding depressive symptomatology in chronically ill adolescents / University of North Carolina Hospital School Annual Conference  
Department of Psychiatry, University of North Carolina Hospital
- 1990 Psychosocial aspects of pediatric liver transplantation / Transplant Rounds  
Department of Pediatrics, University of North Carolina Hospital
- 1991 An introduction to family-centered care / Nursing Professional Development Series  
Department of Nursing, Women & Infants' Hospital
- 1992 Family-focused intervention: The case of a cocaine-exposed infant with feeding problems and failure-to-thrive / Perinatal Management Conference  
Department of Pediatrics, Women & Infants' Hospital
- 1992 Impact of ethnicity and bilingualism on outcome of low birth weight infants / Perinatal Management Conference  
Department of Pediatrics, Women & Infants' Hospital
- 1993 Brothers and sisters of high-risk infants: Clinical and research considerations / Perinatal Management Conference  
Department of Pediatrics, Women & Infants' Hospital
- 1993 Reproductive-related events and depression / Psychosocial Rounds  
Department of Social Work, Women & Infants' Hospital
- 1994 Infant development and family beginnings / Neonatal Intensive Care Unit Nursing Review  
Department of Pediatrics, Women & Infants' Hospital
- 1994 Adolescent parents of babies in the Special Care Nursery / NICU Psychosocial Rounds  
Department of Pediatrics, Women & Infants' Hospital

- 1994 Fostering parent-infant relationships in high-risk settings / Perinatal Management Conference  
Department of Pediatrics, Women & Infants' Hospital
- 1994 Special care for teen parents: An intervention for teens with infants in the NICU / Psychiatry Grand Rounds  
Department of Psychiatry, Rhode Island Hospital
- 1994 Special care for teen parents: An intervention for teens with infants in NICU / Perinatal Management Conference  
Department of Pediatrics, Women & Infants' Hospital
- 1994 Coping with bereavement issues in the intensive care setting / Nursing Continuing Education Series  
Department of Nursing, Boston Children's Hospital
- 1994 Parental response to stress in intensive care settings / Developmental and Behavioral Pediatrics Seminar  
1996 Department of Developmental and Behavioral Pediatrics, Brown University School of Medicine
- 1995 Maternal psychological distress in the neonatal intensive care unit / Department of Psychiatry Second Annual Research Day  
Department of Psychiatry, Harvard Medical School
- 1995 Psychological distress in mothers of preterm infants / Perinatal Management Conference  
Department of Pediatrics, Women & Infants' Hospital
- 1995 Families in the neonatal intensive care unit / Psychiatric Consultation Liaison Rounds  
Department of Psychiatry, Boston Children's Hospital
- 1995 Working with families of hospitalized children / Child Life Department Internship Seminar  
Department of Child Life, Boston Children's Hospital
- 1995 Preterm small for gestational age (SGA) and appropriate for gestational age (AGA) infants differ on caloric intake and mother-infant feeding interaction / Third Annual Hospital Research Celebration  
Department of Pediatrics, Rhode Island Hospital
- 1995 Adolescent mothers of preterm infants report greater stress and lower maternal self-esteem than adult mothers / Third Annual Hospital Research Celebration  
Department of Pediatrics, Rhode Island Hospital
- 1995 Staff attitudes and recommendations about sibling visitation in the NICU / Third Annual Hospital Research Celebration  
Department of Pediatrics, Rhode Island Hospital
- 1995 Crisis<sup>2</sup>: Children and families in intensive care settings / The Pollin Foundation Conference  
Department of Psychiatry, Boston Children's Hospital
- 1996 Full-term intrauterine growth restricted infants: A population at risk? / Clinical Pediatrics Research Conference  
Department of Pediatrics, Rhode Island Hospital
- 1996 Siblings of children with medical and developmental problems / Psychiatry Grand Rounds  
Department of Psychiatry, Emma Pendleton Bradley Hospital
- 1996 Helping parents cope in the neonatal intensive care unit / Regional Perinatal Conference  
Department of Pediatrics, Women & Infants' Hospital
- 1996 Parental response to stress in intensive care settings / Developmental and Behavioral Pediatrics Seminar  
Department of Developmental and Behavioral Pediatrics, Women & Infants' Hospital



- 1996 Staff attitudes and recommendations about sibling visitation in the NICU / Perinatal Management Conference  
Department of Pediatrics, Women & Infants' Hospital
- 1996 Parental perspectives in the pediatric intensive care unit / Psychiatry Consultation Liaison Rounds  
Department of Psychiatry, Boston Children's Hospital
- 1996 Bereavement support for health care staff / Nursing Conference Focused on Bereavement: Care of Families and Ourselves Surrounding the Death of a Child  
Department of Nursing, Boston Children's Hospital
- 1997 Stress recognition and management / Transport Team Staff Orientation Series  
Cardiovascular and Critical Care Service, Boston Children's Hospital
- 1997 Pediatric intensive care from the parents' viewpoint / Psychiatry Consultation Liaison Rounds  
Department of Psychiatry, Boston Children's Hospital
- 1997 Medical Crisis Counseling in the Pediatric Intensive Care Unit / Annual Pollin Institute Conference  
Department of Psychiatry, Boston Children's Hospital
- 1998 Bearing witness to childhood death: Caring for the care provider / Psychiatry Consultation Liaison Rounds  
Department of Psychiatry, Boston Children's Hospital
- 1998 Caring for the care provider: Staff support groups in pediatric acute care settings / Social Work Department Continuing Education Day  
Department of Social Work, Boston Children's Hospital
- 1998 Pediatric palliative care: Issues and survival strategies for health care providers / Pediatric Advanced Care Team Monthly Rounds  
Department of Palliative Care, Dana Farber Cancer Institute
- 1998 Compassion fatigue in pediatric settings / Monthly Educational Rounds  
Department of Pastoral Care, Massachusetts General Hospital
- 1998 Parental perspectives at the end of life / Annual Pollin Institute Conference  
Department of Psychiatry, Boston Children's Hospital
- 1999 Stress recognition and management / Transport Team Staff Orientation Series  
Cardiovascular and Critical Care Service, Boston Children's Hospital
- 1999 Compassion fatigue in the pediatric intensive care unit / MICU Staff Nurse Education Day  
Department of Nursing, Boston Children's Hospital
- 1999 Caring for the care provider: The cost of bereavement work / Pastoral Care Educational Rounds  
Department of Pastoral Care, Boston Children's Hospital
- 1999 Stress recognition and management / Emergency Transport Team Orientation  
Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2000 Assessing and understanding mood disorders in the hospital setting / Pastoral Care Monthly Educational Rounds  
Department of Pastoral Care, Boston Children's Hospital
- 2000 Parental perspectives of end-of-life care in the pediatric intensive care unit / Psychiatry Grand Rounds  
Department of Psychiatry, Boston Children's Hospital
- 2001 Designing from experience: Parents' suggestions for creating a family-friendly PICU / The Multidisciplinary Intensive Care Unit Nursing Education Day  
Department of Nursing, Boston Children's Hospital

- 2001 My life has come to a halt: Living in spite of loss / Keeping Connections Conference  
Center for Families, Boston Children's Hospital
- 2002 Understanding depression in parents of hospitalized children / The Nurses' Forum  
Department of Nursing, Boston Children's Hospital
- 2002 Parental perspectives of ICU hospitalization and end-of-life care / Clinical Psychology  
Internship Seminar Series  
Department of Psychiatry, Boston Children's Hospital
- 2002 MICU design family interviews / The Cardiovascular Program Leadership Meeting  
Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2002 Meeting psychosocial needs in pediatric intensive care: Multidisciplinary model /  
Behavioral Research Seminar  
Joslin Diabetes Center
- 2002 What matters to families: Speaking the same language / Clinical Psychology Internship  
Seminar Series  
Department of Psychiatry, Boston Children's Hospital
- 2003 What matters to families: Big choices and little choices / Clinical Psychology Internship  
Seminar Series  
Department of Psychiatry, Boston Children's Hospital
- 2003 Lessons learned about breaking bad news to adolescents and their families / Maternal  
Child Health Bureau Leadership Forum  
Department Psychiatry, Boston Children's Hospital
- 2003 Using high-fidelity simulation to teach communication and relational skills / Staff Nurse  
Council  
Department of Nursing, Boston Children's Hospital
- 2004 Communicating bad news- The program to Enhance Relational and Communication  
Skills / Medical Education Day  
Harvard Medical School
- 2004 Breaking bad news / Combined Surgery/Anesthesia Grand Rounds  
Departments of Anesthesia and Surgery, Boston Children's Hospital
- 2005 Breaking bad news: The Program to Enhance Relational and Communication Skills /  
Psychiatry Grand Rounds  
Department of Psychiatry, Boston Children's Hospital
- 2005 What matters to families: Speaking the same language / Psychology Pre-Doctoral  
Internship Clinical Seminar  
Department of Psychiatry, Boston Children's Hospital
- 2005 Organ and tissue donation at Children's Hospital- How it works / Nurses' Education  
Day  
Medical Surgical Intensive Care Unit, Boston Children's Hospital
- 2005 Parent presence during invasive procedures and resuscitation / Nursing Leadership  
Training Retreat  
Department of Nursing, Boston Children's Hospital
- 2005 Breaking bad news- The Program to Enhance Relational and Communication Skills /  
Pediatric Grand Rounds  
Department of Pediatrics, Boston Medical Center
- 2006 Improving the quality of end-of-life care in the pediatric intensive care unit:  
Parents' priorities and recommendations / Cardiovascular/Critical Care Journal Club  
Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2006 Difficult conversations in pediatric critical care / Clinical Psychology Internship

Seminar Series

- 2006 Department of Psychiatry, Boston Children's Hospital  
The art and heart of parent-professional relationships in neonatal intensive care /  
Newborn Medicine Nursing Conference
- 2007 Department of Nursing, Boston Children's Hospital  
Breaking bad news to expectant parents / Grand Rounds, Advanced Fetal Care Center
- 2007 Department of Surgery, Boston Children's Hospital  
Spirituality at end of life / Social Work Department Rounds
- 2007 Department of Social Work, Boston Children's Hospital  
Difficult Conversations in Pediatric Intensive Care / Psychiatry Fellowship Seminar
- 2007 Department of Psychiatry, Boston Children's Hospital  
Educating for Professionalism: The Program to Enhance Relational and Communication  
Skills / Ackerman Symposium and Lecture, Moral Values in Medical Education Today  
Harvard Medical School
- 2007 Parent Presence during invasive procedures and resuscitation / Hot Topics Seminar  
Medical Surgical Intensive Care Unit, Boston Children's Hospital
- 2007 Difficult conversations in healthcare / Obstetrics and Gynecology Grand Rounds  
Department of Obstetrics, Massachusetts General Hospital
- 2008 Communication surrounding end-of-life in the Pediatric Intensive Care Unit / Issues in  
Critical Care Seminar  
Medical Surgical Intensive Care Unit, Boston Children's Hospital
- 2008 Holding difficult conversations with families / Psychosocial Rounds  
Department of Psychiatry, Joslin Diabetes Center
- 2008 Holding difficult conversations with families / Nurses' Education Day  
Medical Surgical Intensive Care Unit, Boston Children's Hospital
- 2008 Parent presence during invasive procedures and resuscitation / Psychiatry Grand Rounds  
Department of Psychiatry, Boston Children's Hospital
- 2009 Parents' experiences and perspectives in the pediatric intensive care unit / Psychiatry  
Consultation Liaison Rounds  
Department of Psychiatry, Boston Children's Hospital
- 2010 Difficult prenatal conversations: The case of spina bifida / Grand Rounds, Advanced  
Fetal Care Center  
Department of Surgery, Boston Children's Hospital
- 2010 Difficult prenatal conversations: The case of Down Syndrome / Grand Rounds,  
Advanced Fetal Care Center  
Department of Surgery, Boston Children's Hospital
- 2010 Everyday Ethical Challenges in the Cardiac Critical Care Unit / Cardiac Critical Care  
Unit Ethics Rounds  
Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2010 Difficult conversations in informed consent: Teaching patient-centered communication /  
Anesthesia Grand Rounds  
Department of Anesthesia, Beth Israel Deaconess Hospital
- 2010 The Program to Enhance Relational and Communication Skills / The Gene Partnership,  
Informed Consent Oversight Group Meeting  
Department of Ethics, Boston Children's Hospital
- 2010 Difficult Conversations in Prenatal Care: The Interface of Ethics and Communication /  
Invited Keynote Address  
Second Annual Conference on Perinatal Palliative Care, Brigham & Women's Hospital,

Boston, MA

- 2010 Relationships with Children and Families: What's Too Distant? What's Too Close? /Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2010 Parent Participation in Care: An Ever-Changing Facet/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2010 Talking When Everyone Can Hear: Patient, Family, and Clinical Communication /Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2010 Gossip: What Draws Us In? When Does it Hurt? /Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2010 Speaking Up and Valuing a Culture of Listening/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2010 "The Dream Team": Family and Staff Aligning Expectations for Care and Outcomes /Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2010 Generational Differences: How We Work Together/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2010 When the Family Isn't Here: Reasons, Roles, and Resources/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2010 Holiday Moods: Joy, Sadness, and Everything In Between/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2011 The realism, value and contributions of actors to PERCS Programs / Institute for Professionalism & Ethical Practice Leadership Retreat  
Department of Anesthesia (Pediatrics), Boston Children's Hospital
- 2011 Facilitating parent presence during invasive procedures and resuscitation / Consultation Liaison Seminar  
Department of Psychiatry, Boston Children's Hospital
- 2011 Conveying difficult news in the face of pediatric trauma / Pediatric Trauma Committee Education Session  
Department of Emergency Medicine, Boston Children's Hospital
- 2011 Working in Healthcare: How It Used to Be, How It Is Now, and What the Future Holds/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2011 Patients, Families, and Favorites: Ethics and Options for Providing Excellent Care to All/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2011 Email, Phone, and Face to Face Communication with Families: So Many Choices, So Little Time/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2011 Job Satisfaction: Barriers and Opportunities/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2011 When Families Become Close: The Benefits and the Pitfalls/Navigating the Challenges

- of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2011 Communicating When the Stakes are High: Real-Time Feedback with Team Members/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2011 When the News is Bad: Exploring the Contribution of Different Team Members/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2011 When Parents are in Conflict: Peeling Away the Layers/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2011 Coping While Caring for the Dying Child: Sharing Our Strategies/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2011 Caring for the Dying Child: Strategies and Resources for Coping/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2011 Civility, Incivility, and Bullying: Strategies and Potential Solutions/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2011 Holiday Moods: Joy, Sadness, and Everything In Between/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2012 When Precautions are Necessary: Accommodating for Patients and Their Families/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2012 Caring for Adults in Pediatric Setting: Sharing Experiences and Strategies/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2012 Organ donation after circulatory death: A Children's Hospital Educational Initiative / Combined Anesthesia and Surgery Grand Rounds  
Departments of Anesthesia and Surgery, Boston Children's Hospital
- 2012 Training interprofessional practitioners as spiritual generalists / Mysell Lecture and Research Day  
Department of Psychiatry, Harvard Medical School
- 2012 Civility, Incivility and Bullying / Office of Faculty Development Seminar  
Boston Children's Hospital
- 2012 Emotional Intelligence in Healthcare: What It Is and Why It Is Important/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2012 Family, Work, and Self: Finding the Right Rhythm/Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2012 Mental Health Disorders in Parents: Recognizing, Intervening, and Accessing Resources/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2012 Medical Interpretation: Bridging Languages and Culture/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's

- Hospital
- 2012 Making a First Impression: A Step Towards Establishing Rapport and Trust/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2012 Addressing the Question: "What Would You Do If This Was Your Child?"/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2012 Good Self-Care in Time of Uncertainty and Loss/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2012 When a Patient's Procedure is Delayed or Cancelled: Strategies to Support Families Moving Forward/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2012 Holiday Moods: Joy, Sadness, and Everything In Between/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2012 Exploring the Many Meanings of Our Care: The Symbolic Interactions In Our Everyday Practice/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2013 Civility, Incivility and Bullying / Developmental Medicine Center Monthly Educational Forum  
Boston Children's Hospital
- 2013 Parent presence during invasive procedures and resuscitation / Consultation Liaison Seminar  
Department of Psychiatry, Boston Children's Hospital
- 2013 Difficult conversations in health care and business / Invited Presentation  
Harvard Business School, Cambridge, MA
- 2013 Teaching bioethics: The Program to Enhance Relational and Communication Skills (PERCS)  
Harvard Clinical Bioethics Forum, Harvard Medical School, Boston, MA
- 2013 Working as a Team to Repair and Rebuild Trust/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2013 When Non-Accidental Trauma is Part of the Differential: The Clinician Perspective/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2013 Balancing Religious Beliefs with Medical Needs/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2013 How to Assess and What To Do When Family Members are Under the Influence/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2013 Discussing the Aftermath of the Boston Marathon Tragedy: "Even Though It's Over, It's Still Not 'Over' "/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2013 Dancing in the Dark: Teamwork and Communication for Successful Catheterization of Conjoined Twins"/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2013 The Benefits and Perils of Social Media in Healthcare: What You Need To Know/

- Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2013 THE BED CRUNCH: Through the Eyes of Leadership, Clinicians, and Families/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2013 To File or Not to File? The ABCs of the 51-A Process/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2013 Finding the Words: When Maltreatment is Suspected/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2013 Healthy Work Environment: Making Every Day a Good Day/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2013 When the Family Sees the Big Picture Before We Do/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2013 Caring for the Changing Face of Our NICU: Useful Strategies When Caring for the Chronic, Severely Ill Infant/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2013 The Challenges of Caring for Patients with Life-Limiting Chromosomal Abnormalities: Supporting the Family's Hope and Expectations without Reinforcing False Realities/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2013 Encouraging Healthy Work Environments: Reducing the Stigma for the Healthcare Worker Seeking Support/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2013 Encouraging Healthy Work Environments: Ideas to Support a Positive Work-Life Balance/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2013 To Trach or Not to Trach... That is the Question/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2013 High Patient Census and Acuity: The Art of Supporting Patients and Families while Caring for Ourselves/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2013 On the Cusp of Hope and Hopelessness/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2013 Revisiting Hope and Hopelessness/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2013 Sharing Strategies: When We Need to Bounce Back and Regroup to Meet Clinical Demands/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2013 Holiday Moods: Joy, Sadness, and Everything In Between/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2014 Teaching bioethics: The Program to Enhance Relational and Communication Skills (PERCS)  
Harvard Clinical Bioethics Forum, Harvard Medical School, Boston, MA
- 2014 Difficult Conversations in healthcare: Psychologists as role model and mentor / Psychology Consultation and Liaison Seminar Series  
Boston Children's Hospital
- 2014 On Being Present, Not Perfect  
Nursing Practice, Quality and Outcomes Forum/Invited Presentation  
Boston Children's Hospital

- 2014 Anatomy of a Humanitarian Medical Mission: Reflections of Staff Members/  
Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical  
Care Service, Boston Children's Hospital
- 2014 Reflections on the Loss of a Patient: Sharing Our First Experiences with Death and  
Dying/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and  
Critical Care Service, Boston Children's Hospital
- 2014 Understanding the Effect of Social Media on the Patient - Clinician Relationship:  
Sharing Family and Staff Perspectives/ Navigating the Challenges of Everyday Practice  
Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2014 Optimizing "Wait Time" for Patients, Families, and Staff While Awaiting Psychiatric  
Placement/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and  
Critical Care Service, Boston Children's Hospital
- 2014 Creating a Culture of Understanding: Working Alongside Team Members with  
Disabilities/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular  
and Critical Care Service, Boston Children's Hospital
- 2014 From Frustration to Appreciation: Navigating Communication Challenges Across Units/  
Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical  
Care Service, Boston Children's Hospital
- 2014 Meeting Diverse, Real-Time Cultural and Religious Needs in a Crisis/ Navigating the  
Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service,  
Boston Children's Hospital
- 2014 When Worlds Intersect: Ethical Challenges in Cross Cultural Care/ Navigating the  
Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service,  
Boston Children's Hospital
- 2014 Partnering with Parents: Bridging Home and Hospital Care/ Navigating the Challenges  
of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston  
Children's Hospital
- 2014 Re-Admissions and Unexpected Outcomes: Maintaining Trust and Providing Support to  
Patients and Families/ Navigating the Challenges of Everyday Practice  
Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2014 Cultivating Thankfulness During Trying and Joyful Times/ Navigating the Challenges  
of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston  
Children's Hospital
- 2014 Promoting RED ZONE Etiquette: Communicating with Families/ Navigating the  
Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service,  
Boston Children's Hospital
- 2014 New Year, New Beginnings in the Neonatal Intensive Care Unit/ Neonatal Intensive  
Care Rounds/ Boston Children's Hospital
- 2014 When Worlds Intersect: Understanding and Meeting the Needs of International  
Families/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2014 When Worlds Intersect: Understanding and Meeting the Needs of International Families  
- Further Discussion/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2014 When Worlds Intersect: Ethical Challenges in Cross Cultural Care/ Neonatal Intensive  
Care Rounds/ Boston Children's Hospital
- 2014 Maintaining a Positive Outlook to Preserve Our Professional Joy/ Neonatal Intensive  
Care Rounds/ Boston Children's Hospital
- 2014 In Search of the "Elusive" Work-Life Balance: Sharing Real Life Solutions/ Neonatal  
Intensive Care Rounds/ Boston Children's Hospital



- 2014 Lessons from Benjamin Franklin: Nudging Closer to the Work-Life Balance/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2014 Courage, Brains and Heart: Lessons from the Wizard of Oz for Difficult Healthcare Conversations/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2014 Ethics and Etiquette in Neonatal Intensive Care: Parental Perspectives/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2014 Break Room Conversations: Cultivating a Space for Personal Support While Maintaining Professionalism/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2014 Cultivating Thankfulness During Trying and Joyful Times/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2014 Holiday Moods: Joy, Sadness, and Everything In Between/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2015 Civility, Incivility and Bullying / Invited Presentation  
Developmental Medicine Seminar, Boston Children's Hospital
- 2015 Looking Through the Eyes of Families: Insights and Tips / Series of Invited Presentation  
Boston Children's Hospital, Boston, MA
- 2015 Family Use of Video Technology in the ICU: Positive Outcomes and Unintended Consequences/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2015 Weather Advisory in Effect: Concerns, Challenges to Patient Care, and Solutions/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2015 Duty to Care During Infectious Disease Outbreaks: Weighing Personal Risks and Professional Responsibilities/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2015 Respecting Patient Confidentiality in Shared Spaces: Challenges and Solutions/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2015 Integrating Complementary Care Modalities: Broadening Care for Patients and Families/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2015 Outside Facilities: Parental Perspectives, Mistrust, and Reluctance to Transfer Care/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2015 The Balancing Act: Aligning Team Expectations with Parental Responsibilities/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2015 Seeing Eye to Eye: Partnering with Parents to Promote Patient Safety in the Face of Behavioral Challenges/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2015 Raising Awareness of the Legalities of Clinical Practice: Considerations for the Bedside Clinician/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2015 Coming Out of the Dark: Professional & Personal Approaches for Managing Stress/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital

- 2015 Partnering with Patients and Families to Assure Success as a High Reliability Organization/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2015 When Strong Feelings Arise: Upholding Professionalism in Complex Family Situations - A Continuation of the Discussion/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2015 Recognizing and Addressing Disrespectful Language and Behavior/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2015 Shared Decision Making: Can We Find Common Ground?/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2015 Transitions in July: Welcoming & Supporting Our New Team Members/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2015 Alone: Physical & Emotional Isolation When Caring for Complex, Chronically Ill Patients/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2015 Across the Great Divide: Aligning Parental & Team Expectations in the Course of a Child's Hospitalization/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2015 Sharing our Stories: Remembering Joyful Moments from the Families We Care For/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2015 How Many Hoops to Close the Loop: Empowering Staff and Family Using Closed Loop Communication/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2015 Taking Care of Ourselves & Each Other During Tender Times/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2015 Growing Up: Transitioning into Adult Care in a Pediatric ICU/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2016 "Please Don't Tell My Child Anything": Clinicians' Obligations, Parental Wishes, & the Child's Right to Know/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2016 Supporting the Chosen Path When Challenging Decisions Have Been Made/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2016 Custody, Communication, & Care: A Team Approach/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2016 Approaching the Crossroads of Change: Bidding Farewell & Welcoming New Staff/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2016 Creating a Holistic Community of Care: Coping with Severe Neurological Impairment/ Navigating the Challenges of Everyday Practice Rounds/Cardiovascular and Critical Care Service, Boston Children's Hospital
- 2016 The Many Faces of Postpartum Mental Health: Understanding & Supporting Families/ Neonatal Intensive Care Rounds/ Boston Children's Hospital
- 2016 So, You Want to Give a TED Talk?/Anesthesia Faculty Workshop  
Massachusetts General Hospital, Boston, MA
- 2016 High Reliability: Making the Leap from the Classroom to Clinical Practice/Navigating the Challenges of Everyday Clinical Practice Rounds/Cardiovascular and Critical Care Service /Boston Children's Hospital
- 2016 High Reliability: Making the Leap from the Classroom to Clinical Practice/Neonatal Intensive Care Rounds /Boston Children's Hospital
- 2016 Dynamics of Growth: Fostering Teamwork in the Face of Change/Navigating the Challenges of Everyday Clinical Practice Rounds/Cardiovascular and Critical Care

- Service /Boston Children's Hospital
- 2016 Second Opinions: Navigating the Journey of Uncertainty & Mixed Emotions/Neonatal Intensive Care Rounds /Boston Children's Hospital
- 2016 Teams in Transition: Supporting Staff and Upholding the Quality of Care/Navigating the Challenges of Everyday Clinical Practice Rounds/Cardiovascular and Critical Care Service /Boston Children's Hospital
- 2016 Supporting Families and Team Members at the Bedside and Beyond/Neonatal Intensive Care Rounds /Boston Children's Hospital
- 2016 Tending to Relationships with Families: What's Too Distant? What's Too Close? /Navigating the Challenges of Everyday Clinical Practice Rounds/Cardiovascular and Critical Care Service /Boston Children's Hospital
- 2016 September Transitions: Reflecting On Change and Holding Steady/Neonatal Intensive Care Rounds /Boston Children's Hospital
- 2016 Family Mental Health Dynamics: Recognizing, Intervening, and Accessing Resources to Optimize Patient Outcomes/Navigating the Challenges of Everyday Clinical Practice Rounds/ Cardiovascular and Critical Care Service/ Boston Children's Hospital
- 2016 On Being Present, Not Perfect: Implications for Pediatric Psychologists/Pediatric Psychology Seminar/ Boston Children's Hospital
- 2016 Cultivating Thankfulness During Trying and Joyful Times/Navigating the Challenges of Everyday Clinical Practice Rounds/Cardiovascular and Critical Care Service / Boston Children's Hospital
- 2016 Acknowledging the Challenges of Sensitive Screening Questions upon Admission/Navigating the Challenges of Everyday Clinical Practice Rounds/Cardiovascular and Critical Care Service / Boston Children's Hospital
- 2017 Respecting Family Values: Changes and Consistency During End of Life Decision Making/ Navigating the Challenges of Everyday Clinical Practice Rounds / Cardiovascular and Critical Care Service/ Boston Children's Hospital
- 2017 Sibling Experiences at the End of Life: Child-Friendly Conversations and Meaningful Activities at the Bedside / Navigating the Challenges of Everyday Clinical Practice Rounds / Cardiovascular and Critical Care Service / Boston Children's Hospital
- 2017 Spectrum of Care for Young Adult Patients: Advance Directives, Healthcare Proxy and Guardianship/ Navigating the Challenges of Everyday Clinical Practice Rounds / Cardiovascular and Critical Care Service / Boston Children's Hospital
- 2017 Challenging Conversations in Cardiac Neurodevelopmental Care/ Invited Educational Seminar Series Cardiac Neurodevelopmental Clinic/ Cardiovascular and Critical Care Service / Boston Children's Hospital
- 2017 Social Media Networking: Navigating the Moral and Ethical Boundaries within the Patient-Clinician Relationship/ Navigating the Challenges of Everyday Clinical Practice Rounds / Cardiovascular and Critical Care Service / Boston Children's Hospital
- 2017 The Promise, Power and Perils of Healthcare Relationships/Invited Panel Discussant/Suffering the Silence/Boston, MA
- 2018 Becoming a Senior Spiritual Generalist  
Series of Invited Interprofessional Workshops, Hebrew Senior Life  
Roslindale and Dedham, MA
- 2018 On Being Present, Not Perfect  
Pediatric Psychology Seminar Series  
Boston Children's Hospital  
Boston, MA

- 2019 On Being Present, Not Perfect: Implications for Pediatric Psychologists  
Pediatric Psychology Seminar Series  
Boston Children's Hospital  
Boston, MA
- 2020 Advancing Everyday Clinical Ethics through Innovative Simulation  
Ethics Pedagogy Fellowship Seminar  
Edward J Safra Center for Ethics  
Harvard University  
Boston, MA
- 2020 On Being Present, Not Perfect for Pediatric Psychologists  
Pediatric Psychology Seminar Series  
Boston Children's Hospital  
Boston, MA
- 2020 Ethical Issues Surrounding Surrogate Decision-Making  
Clinical Ethics Consortium  
Center for Bioethics, Harvard Medical School  
Boston, MA

## **Report of Regional, National and International Invited Teaching and Presentations**

### **Regional Presentations**

No presentations below were sponsored by outside entities.

- 1984 The diagnosis and longitudinal course of depressive disorders in children / Invited Speaker  
Western Psychiatric Institute Community Outreach Program, Butler, PA
- 1985 Inpatient group therapy with children / Lecturer  
Regional Teleconference Series, Western Psychiatric Institute and Clinic, Pittsburgh, PA
- 1985 Building a child's self-esteem / Invited Speaker  
Family Service Center, Department of the Navy, Newport, RI
- 1986 Time management / Invited Speaker  
Family Service Center, Department of the Navy, Newport, RI
- 1990 Brothers' and sisters' views of the communication impairments in autism / Invited Speaker  
Northeast Regional Conference on Autism, Waltham, MA
- 1993 Socioemotional aspects of language and social-communication disorders in young children / Invited Speaker  
Autism Society of New Hampshire, Manchester, NH
- 1993 Sibling support and visitation in the neonatal intensive care unit / Invited Speaker  
Northern New England Regional Conference of the Association for the Care of Children's Health, Boston, MA
- 1994 Behavioral feeding intervention with preterm infants improves caloric intake and enhances early maternal adjustment / Invited Speaker  
New England Conference on Perinatal Research, Chatham, MA
- 1994 Medically fragile children in the educational setting / Invited Workshop Presenter  
Cooperative Educational Services, Fairfield, CT
- 1994 Longitudinal research with low birth weight infants / Workshop Presenter (abstract)  
11th Annual Scientific Meeting and Workshop of the Society for Behavioral Pediatrics Conference, Providence, RI
- 1994 Postpartum depression / Lecturer

- 1995 Regional Perinatal Course, Women & Infants' Hospital, Providence, RI  
Socioemotional development of young children with autism and pervasive developmental disorder / Invited Workshop Presenter  
Cooperative Educational Services, Fairfield, CT
- 1995 Children with disabilities and their families: Stresses, coping capacities, and intervention strategies / Invited Workshop Presenter  
Department of Communication Disorders of Emerson College, Boston, MA
- 1995 Sibling support and visitation in the neonatal intensive care unit / Oral Presenter (abstract)  
New England Mini-Conference on Infant Studies, Bryant College, Smithfield, RI
- 1995 Sibling involvement with high-risk neonates / Lecturer  
Regional Perinatal Conference, Department of Pediatrics, Women & Infants' Hospital, Providence, RI
- 1996 Reproductive-related events and depression / Lecturer  
Regional Perinatal Conference, Department of Pediatrics, Women & Infants' Hospital, Providence, RI
- 1996 Kids' Klub: Support, education and visitation for siblings of high-risk infants / Oral Presenter (abstract)  
30th Anniversary Conference of the Association for the Care of Children's Health, Boston, MA
- 1998 What do I say to my surviving children? / Guest Lecturer  
Andover-Newton College, Newton, MA
- 1998 Sibling and family support services for high-risk neonates / Invited Presenter (abstract)  
Annual National Perinatal Conference, Providence, RI
- 1999 Ministering to ill children and their families / Invited Speaker  
St. John's Seminary, Brighton, MA
- 2000 Creative problem solving: Parents share their success stories / Invited Speaker  
Sixth Annual Retreat for Parents of Children with Autism, University of Rhode Island, West Greenwich, RI
- 2000 The presence of volunteers humanizes the pediatric intensive care unit / Oral Presentation  
Massachusetts Hospital for Children Annual Conference, Boston, MA
- 2003 Parental design priorities and recommendations for pediatric intensive care units / Panel Presentation (abstract)  
First International Conference on Family Centered Care, Boston, MA
- 2004 A relational approach to communication / Invited Colloquium  
Initiative for Pediatric Palliative Care Faculty Leaders Workshop, Marlboro, MA
- 2005 Reflecting on the Journey: A retreat program for parents of children with autism spectrum Disorders / Invited Speaker  
10<sup>th</sup> Annual Autism Spectrum Disorder Conference, Providence, RI
- 2005 Toward a seamless conversation: Exploring communication among hospital teams, New England Organ Bank staff, and families in the organ donation process / Invited Workshop  
Education Development Center, Newton, MA
- 2005 Lessons learned from families: Difficult conversations at the end of life / Invited Workshop  
28<sup>th</sup> National Conference of the Compassionate Friends, Boston, MA
- 2008 Holding difficult conversations with families / Invited Oral Presentation  
When a Parent has Cancer Strengthening the School's Response Conference, The Wellness Community of Greater Boston, Waltham, MA
- 2009 Conveying difficult news in the face of pediatric trauma / Invited Presentation  
Second Annual Pediatric Trauma Conference, Boston Children's Hospital, Boston, MA

- 2009 Adapting the Program to Enhance Relational and Communication Skills (PERCS) to the Japanese healthcare culture / Invited Presentation  
Harvard School of Public Health, Boston, MA
- 2010 When Miscarriage Occurs: The Art of Holding Difficult Conversations / Invited Plenary Session  
Harvard Vanguard Quarterly OB/GYN Clinician Training, Boston University School of Medicine, Newton, MA
- 2011 Parent Presence during Invasive Procedures and Resuscitation / Poster Presentation & Invited Plenary Session  
Third Annual Christine Cameron Symposium on Evidence-Based Practice & Quality Care, Hallmark Health Care System, Woburn, MA
- 2012 Navigating challenging conversations with patients and families: An unrecognized, Unmet need / Poster Presentation  
Fifth Annual Program for Patient Safety & Quality Grant Presentations, Boston Children's Hospital, Boston, MA
- 2012 Working with families when a child is dying: The art of conversation & presence / Invited Presentation  
Social Work and Pastoral Care Education Rounds, Home & Hospice Care of Rhode Island, Providence, RI
- 2012 Difficult conversations in health care / Invited Lecture  
New England Institute of Technology, Warwick, RI
- 2015 On Being Present, Not Perfect / Visiting Professorship  
Boston College Connell School of Nursing, Boston, MA
- 2015 Apology and Disclosure of Medical Errors / Oral Presentation  
Principles of Pediatric Anesthesia and Critical Care Conference, Boston, MA
- 2016 On Being Present, Not Perfect/Invited Guest Professorship  
Curry College School of Nursing, Milton, MA
- 2016 Qualitative Research Exploring the Ecology of Conversations During Surgical Informed Consent/Patient Safety Forum/Oral Presentation, Burlington, MA
- 2016 On Being Present, Not Perfect: Implications for Nursing Education and Practice/ Invited Guest Presentation/ Sigma Theta Tau Annual Meeting  
Curry College, Milton, MA
- 2017 Discussions around Traumatic Brain Injury/Program to Enhance Relational and Communication Skills Workshop  
University of Massachusetts Memorial Children's Medical Center, Worcester, MA
- 2017 On Being Present, Not Perfect: Experiential Approaches for Excellence in Teaching  
Invited speaker for college-wide Excellence in Teaching Annual Event  
Curry College, Milton, MA
- 2018 On Being Present, Not Perfect: Supporting Children and Families during Respite Care and Beyond  
Lifespan Respite Grant Educational Workshop  
University of Rhode Island, School of Nursing  
Providence, RI
- 2019 On Being Present, Not Perfect: Reflections on Medical Humanism  
Invited Speaker  
Essex South District, Massachusetts Medical Society  
Peabody, MA
- 2020 Advancing Everyday Clinical Ethics through Innovative Simulation

New England Nursing Ethics Collaborative  
Center for Bioethics  
Harvard Medical School  
Boston, MA

2021 Widening the Ethical Lens in Critical Care Settings  
New England Nursing Ethics Collaborative  
Center for Bioethics  
Harvard Medical School  
Boston, MA

### **National Presentations**

No presentations below were sponsored by outside entities.

- 1983 Childhood depression: Assessment and diagnosis / Invited Symposium Speaker (abstract)  
American Association of Behavior Therapy World Congress, Washington, DC
- 1989 Brothers' and sisters' views of the communication impairments in autism / Oral Presenter (abstract)  
National American Speech, Language and Hearing Association Annual Conference, Boston, MA
- 1989 Brothers' and sisters' views of the communication impairments in autism / Oral Presenter (abstract)  
Autism Society of America National Conference, Seattle, WA
- 1990 Children with communication disorders: The impact on brothers, sisters and families / Invited Speaker  
Central Ohio Special Education Regional Resource Center Annual Parent-Professional Conference, Columbus, OH
- 1991 Socioemotional aspects of communication problems in young children / Invited Workshop Presenter  
Central Ohio Special Education Regional Resource Center Annual Parent-Professional Conference, Columbus, OH
- 1993 Psychosocial aspects of burn care with children / Oral Presenter (abstract)  
Society of Pediatric Psychology Fourth North Coast Conference, Buffalo, NY
- 1994 Behavioral feeding intervention with preterm infants improves maternal adjustment / Oral Presenter (abstract)  
Fourth Florida Conference on Child Health Psychology, Gainesville, FL
- 1994 Enhancing communicative and socioemotional competence in young children with autism and pervasive developmental disorder / Invited Speaker  
Louisiana State University Department of Communication Disorders and the Children's Hospital, New Orleans, LA
- 1994 Special care for teen parents / Workshop Presenter (abstract)  
National Organization on Adolescent Pregnancy, Parenting, and Prevention (NOAPPP) Conference, Rockville, MD
- 1995 Socioemotional aspects of communication disorders in young children and their families / Invited Speaker  
40<sup>th</sup> Annual Conference of the North Carolina Speech, Hearing, and Language Association, Asheville, NC
- 1995 Communication and socioemotional development within the family context / Invited

Speaker

- 1995 Department of Pediatric Rehabilitation Memorial Hospital, Colorado Springs, CO  
Children and families in intensive care settings / Invited Speaker  
Pollin Center Conference entitled Integrated Care: Psychosocial Needs and Medical Crises  
University of Maryland School of Medicine, Baltimore, MD
- 1995 Adolescent motherhood in the neonatal intensive care unit / Oral Presenter (abstract)  
Fifth Annual Society for Pediatric Psychology Conference, Gainesville, FL
- 1995 Medical crisis counseling with children and their families: Concepts and applications /  
Discussion Hour Co-Chair  
Fifth Annual Society for Pediatric Psychology Conference, Gainesville, FL
- 1997 Compassionate bereavement: Caring for children, families and caregivers / Invited  
Workshop Presenter  
Southwest Human Services, Phoenix, AZ
- 1998 Forgoing life-sustaining treatment in the pediatric intensive care unit: Parental  
perspectives on the quality of staff communication / Oral Presentation (abstract)  
American Academy of Pediatrics Annual Conference, San Francisco, CA
- 2002 Parental design priorities and recommendations for pediatric intensive care units / Invited  
Teleconference Presentation  
Golisano Children's Hospital at Strong Memorial Hospital, University of Rochester  
Medical Center and Karlsberger Architects, Columbus, OH
- 2003 Improving communication and strengthening relationships / Invited Presentation  
The Initiative for Pediatric Palliative Care National Symposium, The New York Academy  
of Medicine and Education Development Center, New York, NY
- 2004 Difficult conversations at end-of-life: The Program to Enhance Relational and  
Communication Skills / Workshop Presentation (abstract)  
4<sup>th</sup> Annual International Meeting on Medical Simulation, Albuquerque/Santa Fe, NM
- 2004 Anatomy of a learning team: Principles and guidelines to enhance debriefings Following  
Communication Simulations / Oral Presentation (abstract)  
4<sup>th</sup> Annual International Meeting on Medical Simulation, Albuquerque/Santa Fe, NM
- 2004 To show our humanness: Education in relational and communicative competencies for  
palliative care practitioners / Concurrent Oral Session  
American Academy of Hospice and Palliative Medicine and the Hospice and Palliative  
Nurses' Association Annual Assembly, Phoenix, AZ
- 2004 Difficult conversations in pediatric palliative care / Invited Plenary Session  
Vanderbilt Children's Hospital Pediatric Palliative Care Conference, Nashville, TN
- 2004 Parental perspectives and priorities at end-of-life in the pediatric intensive care unit /  
Invited Workshop  
Vanderbilt Children's Hospital Pediatric Palliative Care Conference, Nashville, TN
- 2005 Fetal, neonatal, pediatric and obstetric simulation: Are we there yet? / Invited Oral Session  
Fifth International Meeting on Medical Simulation, Miami, FL
- 2005 Using simulation technology to produce an educational video: Excellence in end-of-life  
care in the pediatric intensive care unit / Video Poster and Oral Session (abstract)  
Fifth International Meeting on Medical Simulation, Miami, FL
- 2005 High fidelity simulation program improves trainees' self- appraisal of preparation,  
communication and relational skills, confidence and anxiety in pediatric palliative care /  
Oral Presentation (abstract)  
International Conference on Communication in Healthcare, American Academy on  
Physician and Patient, Chicago, IL



- 2005 The parent professional relationship: Essentials of communication / Invited Plenary Session  
Seventh Annual Caring for Kids with Cancer Symposium, Miami, FL
- 2005 What to do with the upset participant: Creating a challenging yet safe environment / Invited Workshop  
Sixth Annual International Meeting on Medical Simulation, San Diego, CA
- 2006 Pediatric Roundtable: Research considerations in pediatric simulation / Invited Panelist  
Sixth Annual International Meeting on Medical Simulation, San Diego, CA
- 2006 Relational Approaches to Communication / Plenary Session and Faculty Member  
Initiative for Pediatric Palliative Care, Duke Institute on Care at End of Life, Durham, NC
- 2006 Difficult conversations at end of life in pediatric intensive care / Visiting Professor and Speaker for the Perspectives on Care at the Close of Life Series, Journal of the American Medical Association  
Lucile Salter Packard Hospital, Stanford University, Palo Alto, CA
- 2006 We did everything but your child did not survive / Plenary Session for the Perspectives on Care at the Close of Life Series, Journal of the American Medical Association  
University of California San Francisco, San Francisco, CA
- 2006 Matters of Spirituality at End of Life / Visiting Professor and Speaker  
St. Jude Children's Research Hospital, Memphis, TN
- 2007 Parent Perspectives and Priorities for End-of-Life Care in the Pediatric Intensive Care / Visiting Professor and Grand Rounds  
St. Jude Children's Research Hospital, Memphis, TN
- 2007 Changing Culture and Practice: Parent Presence during Invasive Procedures and Resuscitation / Invited Keynote Speaker  
Connecticut Children's Medical Center  
First Annual Pediatric Nursing Conference, Hartford, CT
- 2008 Achieving academic promotion: Sharing strategies, successes and tips / Roundtable  
Conversation Hour  
National Conference on Child Health Psychology, Miami Beach, FL
- 2008 Facilitating parental presence during invasive procedures and resuscitation / Oral Presentation (abstract)  
National Conference on Child Health Psychology, Miami Beach, FL
- 2008 Siblings are critical: Implementation of a supportive group intervention for siblings of children in critical care settings / Oral Presentation (abstract)  
National Conference on Child Health Psychology, Miami Beach, FL
- 2008 Difficult conversations in healthcare / William T. Cashdollar Distinguished Visiting Professorship  
Veteran's Memorial Hospital, Memphis, TN
- 2008 Making good on parental priorities at end of life / William T. Cashdollar Distinguished Visiting Professorship  
University of Tennessee College of Nursing, Memphis, TN
- 2008 Difficult conversations in healthcare: Innovative educational approaches / Invited Speaker  
School of Nursing, University of Pennsylvania, Philadelphia, PA
- 2010 When things go wrong: Disclosure after adverse events / Grand Rounds  
Lyndon Baines Johnson Hospital, University of Texas, Houston, TX
- 2010 Coaching for disclosure after medical error / Invited Workshop  
University of Texas, Health Sciences Center, Houston, TX
- 2011 Coaching for disclosure after medical error / Invited Workshop

- University of Texas, Southwestern, Dallas, TX
- 2011 Everyday clinical ethics: Enhancing care and revitalizing professionalism / Keynote Address  
Association of Pediatric Oncology Social Workers 35<sup>th</sup> Annual National Conference, Atlanta, GA
- 2011 When things go wrong: Disclosure after adverse events / Invited Workshop  
University of Texas, San Antonio, TX
- 2011 When things go wrong: Disclosure after adverse events / Invited Workshop  
MD Anderson Hospital, University of Texas, Houston, TX
- 2011 Difficult conversations at the end of life in the pediatric intensive care unit / Visiting Professorship  
Department of Pediatrics, University of Louisville School of Medicine, Louisville, KY
- 2011 Program to Enhance Relational and Communication Skills / Invited Workshop  
American Academy of Pediatrics National Conference and Exhibition, Boston, MA
- 2012 Ethical complexities and challenging conversations surrounding pediatric organ donation: An innovative simulation-based educational approach / Oral Presentation (abstract)  
SSH-NLN Symposium on Interprofessional Education in Healthcare Simulation, San Diego, CA
- 2012 Simulation-based, interprofessional learning to address challenging conversations in healthcare / Oral Presentation (abstract)  
SSH-NLN Symposium on Interprofessional Education in Healthcare Simulation, San Diego, CA
- 2012 Training interprofessional practitioners as spiritual generalists / Poster Presentation (abstract)  
17<sup>th</sup> Annual National Academies of Practice Forum (NAP), Arlington, VA
- 2012 Simulation-based, interprofessional learning to address challenging conversations in healthcare / Poster Presentation (abstract)  
17<sup>th</sup> Annual National Academies of Practice Forum (NAP), Arlington, VA
- 2012 Organ donation after circulatory death: An innovative educational initiative / Invited Oral Presentation  
North American Transplant Coordinators Organization (NATCO) 37<sup>th</sup> Annual Meeting, Washington, DC
- 2012 Challenging conversations in organ donation / Invited Simulation Station  
Simulation of Dialysis Access (SoDA) National Conference, Chicago, IL
- 2012 Simulation-based interprofessional learning to address challenging conversations in healthcare / Oral Presentation (abstract)  
American Academy of Communication in Health Care Research and Teaching Forum, Providence, RI
- 2012 Navigating challenging conversations with surgical patients and families: An opportunity to improve quality of care / Oral Presentation (abstract)  
American Academy of Communication in Health Care Research and Teaching Forum, Providence, RI
- 2012 What would you do if this were your child? Practitioners' responses during enacted conversations in the United States / Oral Presentation (abstract)  
American Academy of Communication in Health Care Research and Teaching Forum, Providence, RI
- 2012 Challenging conversations in organ donation / Competitive Workshop (abstract)  
American Academy of Communication in Health Care Research and Teaching Forum,

- Providence, RI
- 2012 Exploring the interface of ethics and communication in prenatal counseling: A new pedagogical approach / Competitive Workshop (abstract)  
American Academy of Communication in Health Care Research and Teaching Forum, Providence, RI
- 2012 Reclaiming our original vocation: Enhancing care and revitalizing professionalism / Invited Keynote Presentation  
New England Child Life Professionals Annual Fall Conference, Hole in the Wall Gang Camp, Ashford, CT
- 2012 Enhancing relational and communication skills in pediatric palliative care / Invited Grand Rounds and Visiting Professorship  
Children's National Medical Center, Washington, DC
- 2013 Exploring the Interface of Ethics and Communication in Prenatal Counseling: A Video-based Approach / Interactive Panel Presentation (abstract)  
American Institute of Ultrasound in Medicine 2013 Annual Convention, New York, NY
- 2013 Difficult Conversations in Obstetrics / Educational Consultation and Teaching Presentation  
Northwestern Memorial Hospital, Chicago, IL
- 2013 Exploring the Intersection of Ethics and Communication in Prenatal Care: A Video-based Approach/ Invited Workshop  
American Institute For Ultrasound in Medicine, New York, NY
- 2013 Program to Enhance Relational and Communication Skills for Radiologists (PERCS-Radiology) – Radiological Society of North America/Professional Committee Refresher Course  
Annual Meeting of the Radiological Society of North America, Chicago, IL
- 2013 Vignette-based Disclosure of Medical Error in Radiology – Radiological Society of North America Professionalism Committee Refresher Course  
Annual Meeting of the Radiological Society of North America, Chicago, IL
- 2014 Difficult Conversations in Healthcare / Zeta Sigma Invited Inaugural Lecture  
DePaul University, Chicago, IL
- 2014 Difficult Conversations in Healthcare / Invited Lectureship  
Rosalind Franklin University Medical School, Chicago, IL
- 2014 Difficult Conversations in Obstetrics / Educational Consultation and Teaching Presentation  
Northwestern Memorial Hospital, Chicago, IL
- 2014 Challenging Conversations in Healthcare / Frank and Sarah Olson Visiting Professorship  
New York Simulation Center for the Health Sciences, The City University of New York and New York University Langone Medical Center, New York, NY
- 2015 On Being Present, Not Perfect: Challenging Conversations in Healthcare / Invited Keynote Presentation  
Altru Health System 16<sup>th</sup> Annual Healthcare Conference, Grand Forks, North Dakota
- 2015 The Ethics and Etiquette of Everyday Clinical Practice / Invited Workshop  
Altru Health System 16<sup>th</sup> Annual Healthcare Conference, Grand Forks, North Dakota
- 2016 On Being Present, Not Perfect: The Ethics of Everyday Clinical Encounters/ Invited Webinar Presentation  
Children's Mercy Hospital, Kansas City, MO
- 2016 Asset Inventory: Exploring the Value of Intangible Assets and Nurturing Collective Capacity in Relational Education Organizations / Oral Presentation  
American Academy on Communication in Healthcare, New Haven, CT
- 2016 A Needs Assessment for online training in disclosure and apology conversations / Oral

- Presentation  
 American Academy on Communication in Healthcare, New Haven, CT
- 2016 Understanding the feasibility of online moderated workshops on disclosure and apology / Oral Presentation  
 American Academy on Communication in Healthcare, New Haven, CT
- 2016 Qualitative research exploring the ecology of conversations during surgical consent / Oral Presentation  
 American Academy on Communication in Healthcare, New Haven, CT
- 2016 On Being Present, Not Perfect: Insights and Implications for Simulation Educators / Invited Plenary Session  
 Association for Standardized Educators Conference, Tampa Bay, FL
- 2016 Fostering the Ethics of Everyday Clinical Practice / Invited Workshop  
 Association for Standardized Educators Conference, Tampa Bay, FL
- 2017 The Program to Enhance Relational and Communication Skills: Philosophy and Essential Elements / Invited Presentation  
 North Carolina Pediatric Palliative Care Coalition, Lower Cape Fear Hospice, Wilmington, NC
- 2017 On Being Present, Not Perfect / Invited Plenary Session  
 Pediatric Compassionate Care Conference, Wilmington, NC
- 2017 The Art and Heart of Apology and Disclosure Conversations / Invited Plenary Session  
 Pediatric Compassionate Care Conference, Wilmington, NC
- 2017 On Being Present, Not Perfect: Insights and Implications for Health Care Educators / Invited Grand Rounds/Distinguished Visiting Faculty / Center for Innovation and Leadership in Education Georgetown University, Washington, DC
- 2017 Optimizing Interprofessional Learning: Epiphanies and Lessons Learned from the Program to Enhance Relational and Communication Skills (PERCS)  
 Invited Workshop/Distinguished Visiting Faculty / Center for Innovation and Leadership in Education/Georgetown University, Washington, DC
- 2017 Being Nice is Not Enough: Essential Skills to Communicate with and Support Families/Invited Pre-Conference Workshop  
 Autism Society of America 49<sup>th</sup> Annual Conference, Milwaukee, WI
- 2017 The Effects of Patient Pain on Informed Consent  
 Poster Presentation  
 Anesthesia Society of America  
 Boston, Massachusetts
- 2018 Reflecting on the Journey  
 Parent Retreat Weekend Program  
 Community Autism Resources/Childhood Communication Services  
 Whispering Pines Retreat Center, University of Rhode Island  
 West Greenwich, Rhode Island
- 2018 Whether, When and How Anesthesia Residents Solicit Patient Questions during Informed Consent  
 Poster Presentation  
 Academy for Communication in Healthcare  
 Tampa, Florida
- 2018 Interprofessional Spiritual Care Training for Geriatric Care Providers  
 Poster Presentation (with J Bandini, MM Thiel, S Paasche-Orlow, Q Zhang, W Cadge)  
 The Gerontological Society of America

- 2019 Boston, MA  
Ethics Simulation: On Being Present, Not Perfect  
Invited Keynote Presentation, Grand Rounds  
Children's Minnesota  
Minneapolis, Minnesota
- 2019 Practicing End of Life Conversations  
Ethics Simulation Conference  
Invited Faculty  
Children's Minnesota  
Minneapolis, MN
- 2020 On Being Present, Not Perfect: Difficult Conversations in Healthcare  
Los Angeles County Psychological Association Seminar Series  
Los Angeles, CA
- 2020 The Art of Apology and Disclosure Conversations after Medical Error: Learning through  
Simulation  
Invited Keynote Presentation  
Center for Immersive and Simulation Learning  
Stanford School of Medicine  
Palo Alto, CA

#### **International Presentations**

No presentations below were sponsored by outside entities.

- 1984 Aggression and Psychopathology in Childhood Firesetters: Parent and Child Reports / Oral  
Presentation (abstract)  
American Academy of Child Psychiatry Annual Meeting, Toronto, Canada
- 1986 Siblings of Chronically Ill and Disabled Children: Consideration of Research Findings  
and Clinical Implications / Invited Speaker  
Department of Psychiatry and Pediatrics, National Taiwan University Hospital, Taipei,  
Taiwan
- 1988 Psychosocial Intervention with High Risk Infants and Their Families: Training, Research  
and the Role of the Family Therapist / Invited Speaker  
International Association for Infant Mental Health, Providence, RI
- 1988 Psychosocial intervention with high-risk infants and their families / Invited Speaker  
United States Department of Defense Uniformed Services, University of the Health Sciences  
Annual Exceptional Family Member Conference, Bad Kissingen, West Germany
- 1988 P.L. #99-457 / Panel Discussant  
United States Department of Defense Uniformed Services, University of the Health Sciences  
Annual Exceptional Family Member Conference, Bad Kissingen, West Germany
- 1991 Brothers' and Sisters' Views of the Communication Impairments in Autism / Invited Speaker  
Opleidings Autisme Centre, Antwerp, Belgium
- 1991 Siblings' and Parents' Views of the Communication Impairments in Autism / Invited Speaker  
Department de Orthopedagogie, University of Mons, Mons, Belgium
- 2002 Reflecting on the Journey: The Philosophy & Experience of Providing Retreats for  
parents of children with Autism Spectrum Disorders / Invited Speaker  
Autism Society of Sweden Annual Board Meeting, Malmo, Sweden
- 2003 Parental Design Priorities and Recommendations for Pediatric Intensive Care Units / Plenary  
Session

- 2003 Fourth World Congress on Pediatric Intensive Care, Boston, MA  
Supporting Families and Staff in the Aftermath of Death / Invited Symposium
- 2003 Fourth World Congress on Pediatric Intensive Care, Boston, MA  
Psychosocial issues in the Pediatric Intensive Care Unit / Chair, Oral Presentation Session
- 2003 Fourth World Congress on Pediatric Intensive Care, Boston, MA  
The Use of Simulation Technology to Enhance Performance in Crisis Management and Communication Skills / Meet-the-Experts Session
- 2005 Fourth World Congress on Pediatric Intensive Care, Boston, MA  
Difficult Conversations in Pediatric Palliative Care / Invited Plenary Session
- 2005 Fourth Biennial Conference Early Intervention Association of Aotearoa New Zealand, Christchurch, New Zealand  
The Art and Heart of Parent-Professional Relationships / Invited Keynote Presentation
- 2005 Fourth Biennial Conference Early Intervention Association of Aotearoa New Zealand, Christchurch, New Zealand
- 2007 Simulation at the forefront of clinical practice change: Educating critical care staff to facilitate family presence during invasive procedures and resuscitation / Poster Presentation (abstract)
- 2007 International Meeting on Simulation in Healthcare, Lake Buena Vista, FL  
Breaking Bad News: The Program to Enhance Relational and Communication Skill / Visiting Professor and Speaker
- 2007 Starship Children's Hospital of New Zealand, Auckland, New Zealand  
What Matters Most to Families at the End of Life in the Pediatric Intensive Care Unit / Visiting Professor and Speaker
- 2007 Starship Children's Hospital of New Zealand Auckland, New Zealand  
Difficult Conversations in Health Care / Keynote Speaker
- 2007 Alta Scuola di Psicologia Seminario Internazionale, Universita Cattolica del Sacro Cuore, Milan, Italy  
Parental Priorities and Recommendations for End-of-Life Care / Invited Speaker
- 2007 Fifth World Congress on Pediatric Intensive Care, Geneva, Switzerland  
Simulation Education: Facilitating Parent Presence at the Bedside / Invited Speaker
- 2007 Fifth World Congress on Pediatric Intensive Care, Geneva, Switzerland  
Please Help! The Father is Upset and Very Angry- Conflicts between Parents and Health Care Professionals: When We Do Not Agree / Invited Panelist
- 2007 Fifth World Congress on Pediatric Intensive Care, Geneva, Switzerland  
Difficult Conversations: An Innovative Model for Teaching Relational and Communication Skills / Workshop Presentation (abstract)
- 2007 International Conference on Communication in Healthcare, Charleston, SC  
Cultural Traits of Patient-Centeredness: A Comparison Study between American and Italian Clinical Consultations / Oral Presentation (abstract)
- 2007 International Conference on Communication in Healthcare, Charleston, SC  
The Use of a 360-Degree Communication Skills Tool in Actual and Simulated ICU Family Meetings / Oral Presentation (abstract)
- 2008 International Conference on Communication in Healthcare, Charleston, SC  
Parent Priorities and Perspectives of End-of-Life Care in the PICU / Visiting Professor and Pediatric Grand Rounds
- 2008 IWK Health Centre, Halifax, Nova Scotia, Canada  
Parent Perspectives and Priorities for End-of-Life Care / Pediatric Grand Rounds
- 2008 Shaare Zedek Medical Center, Jerusalem, Israel

- 2008 Parent Perspectives and Priorities at End of Life / Invited Plenary Speaker  
17<sup>th</sup> International Congress on Palliative Care, Montreal, Canada
- 2008 Program to Enhance Relational and Communication Skills / Invited Workshop  
9<sup>th</sup> Annual International Meeting on Simulation in Healthcare, Miami, FL
- 2009 Teaching professionalism, communication & ethics via pediatric simulation-based  
methodologies / Invited Keynote Presentation  
Second International Paediatric Simulation Symposium, Florence, Italy
- 2009 Difficult conversations in healthcare: The Italian Program to Enhance Relational and  
Communication Skills / Roundtable Discussion (abstract)  
Second International Paediatric Simulation Symposium, Florence, Italy
- 2009 Difficult conversations in maternal-fetal care: A relational learning approach to the  
ethics of communication / Oral Presentation (abstract)  
International Conference on Communication in Healthcare, Miami, FL
- 2009 Anesthesiology trainees' narratives reveal ethical, practical and relational challenges  
during informed consent / Oral Presentation (abstract)  
International Conference on Communication in Healthcare, Miami, FL
- 2009 360-Degree assessment with gap analysis: An innovative means to assess communication  
skill and self-insight / Oral Presentation (abstract)  
International Conference on Communication in Healthcare, Miami, FL
- 2009 Family-centered care: Actively engaging patients and families / Roundtable Discussion  
Leader (abstract)  
International Conference on Communication in Healthcare, Miami, FL
- 2010 Teaching family-centered care within high-stakes clinical environments via simulation:  
Demonstration of three approaches incorporating whole-body mannequin simulation and  
relational (actor)-based methodologies / Competitive Workshop (abstract)  
10<sup>th</sup> Annual International Meeting on Simulation in Healthcare, Phoenix, AZ
- 2010 Parent challenges, stresses and sources of support in the face of autism / Invited Roundtable  
Congreso Internacional de Autismo, Toledo, Spain
- 2010 Parental perspectives and priorities for end-of-life care / Visiting Scholar Address  
Aiiiku Hospital, Tokyo, Japan
- 2010 Difficult conversations in health care: The Program to Enhance Relational and  
Communication Skills / Visiting Scholar Address  
Aiiiku Hospital, Tokyo, Japan
- 2010 Difficult Conversations in Healthcare / Visiting Professorship  
San Paolo Hospital, University of Milan, Milan, Italy
- 2010 Teaching family-centered care within high stakes clinical environments: Demonstration of  
a scaled approach incorporating whole-body mannequin simulation with relational (actor)  
based methodologies / Competitive Workshop (abstract)  
Third International Paediatric Simulation Symposium and Workshops, Madrid, Spain
- 2010 Improving communication and relational skills in neonatal intensive care: Efficacy of  
interdisciplinary simulation-based workshops / Roundtable Oral Presentation (abstract)  
Third International Paediatric Simulation Symposium and Workshops, Madrid, Spain
- 2010 Research Professor Rounds  
Third International Paediatric Simulation Symposium and Workshops, Madrid, Spain
- 2011 Miscarriage as a metaphor: Simulation and the art of difficult conversations in health care /  
Podium Presentation (abstract)  
Eleventh Annual International Meeting on Simulation in Healthcare, New Orleans, LA
- 2011 "If this were your child, what would you do?" Practitioners' responses in realistic

- enactments / Selected Oral Poster Presentation (abstract)  
 Eleventh Annual International Meeting on Simulation in Healthcare, New Orleans, LA
- 2011 Proving simulation works: Measuring and demonstrating simulation education outcome / Ask the Simulation Professionals Roundtable
- 2011 Eleventh Annual International Meeting on Simulation in Healthcare, New Orleans, LA  
 Ethical complexities and challenging conversations surrounding pediatric organ donation: An Innovative simulation-based educational approach / Roundtable Oral Presentation (abstract)
- 2011 4<sup>th</sup> International Pediatric Simulation Symposia and Workshops, Toulouse, France  
 Communicating with the Family: The integration of trained and experienced actors into simulation training / Competitive Workshop (abstract)
- 2011 4<sup>th</sup> International Pediatric Simulation Symposia and Workshops, Toulouse, France  
 Program to Enhance Relational and Communication Skills: Pedagogy, paradigm and research program / Visiting Professorship
- 2012 Emotional Culture and Identity (CEMID), University of Navarra, Pamplona, Spain  
 Ethical complexities and challenges surrounding pediatric organ donation: An innovative simulation-based educational approach / Oral Presentation (abstract)
- 2012 12<sup>th</sup> Annual International Meeting on Simulation in Healthcare, San Diego, CA  
 Difficult conversations in neonatal and pediatric critical care / Invited Presentation  
 University of Technology, Sydney, Australia
- 2012 Difficult conversations in the wake of traumatic brain injury / Invited Workshop and Visiting Professorship  
 The Children's Hospital of Westmead, Sydney, Australia
- 2012 The Program to Enhance Relational and Communication Skills: Educational Pedagogy and Experience / Invited Presentation  
 Psychosocial Cancer Care, St. Vincent's Hospital, Melbourne, Australia
- 2012 Parent perspectives and priorities at end of life in pediatric intensive care / Invited Grand Rounds and Visiting Professorship  
 The Royal Children's Hospital, Melbourne, Australia
- 2012 Improving end-of-life care for children and their families / Lecture and Visiting Professorship  
 Academic Medical Center, University of Amsterdam, The Netherlands
- 2013 Donation after Circulatory Death: An innovative educational initiative / Presentation and Roundtable Discussion  
 International Network for Simulation-based Pediatric Innovation, Research and Education (INSPIRE) Annual Research Meeting, Orlando, FL
- 2013 Actor-based simulation to teach communication and relational skills in difficult conversations: Perspectives of learners and faculty / Roundtable presentation  
 5<sup>th</sup> International Pediatric Simulation Symposia and Workshops, New York, New York
- 2013 Invited Poster Professor Rounds  
 5<sup>th</sup> International Pediatric Simulation Symposia and Workshops, New York, New York
- 2013 The ethics of everyday practice: Doctor what would you do if this were your child? / Lecture and Visiting Professorship  
 San Paolo Hospital, University of Milan, Milan, Italy
- 2013 Memorable conversations in neonatal intensive care: A qualitative analysis of interprofessional provider perspectives / Selected Oral Presentation  
 International Conference on Communication in Healthcare, Montreal, Canada
- 2013 The value added of actor-based simulation to teach communication and relational skills: Perspectives of interprofessional learners and faculty / Selected Oral Presentation



- 2013 International Conference on Communication in Healthcare, Montreal, Canada  
Spiritual generalist training for interprofessional healthcare practitioners / Selected Oral Presentation
- 2013 International Conference on Communication in Healthcare, Montreal, Canada  
Simulation: Beyond Crisis Resource Management / Invited Pediatric Plenary Session  
The 38<sup>th</sup> Australian and New Zealand Annual Scientific Meeting on Intensive Care and the 19<sup>th</sup> Annual Pediatric and Neonatal Intensive Care Conference, Hobart, Tasmania, Australia
- 2013 The challenging conversation / Invited Nursing Plenary Session  
The 38<sup>th</sup> Australian and New Zealand Annual Scientific Meeting on Intensive Care and the 19<sup>th</sup> Annual Pediatric and Neonatal Intensive Care Conference, Hobart, Tasmania, Australia
- 2013 At the wild journey's end: End of life decisions / Invited Case based panel discussion  
The 38<sup>th</sup> Australian and New Zealand Annual Scientific Meeting on Intensive Care and the 19<sup>th</sup> Annual Pediatric and Neonatal Intensive Care Conference, Hobart, Tasmania, Australia
- 2013 Communication conundrums: Avoiding mistakes and errors / Invited Keynote Speaker  
Campus Research and Education Week, University of Melbourne and Royal Children's Hospital, Melbourne, Australia
- 2014 Actors in Simulation: A Hands-On Experience / Competitive Workshop  
International Meeting of Simulation in Healthcare, San Francisco, CA
- 2014 Debating the Ethics of Simulation: Is the Use of Death and Deception Appropriate? / Invited Debate  
International Meeting of Simulation in Healthcare, San Francisco, CA
- 2014 The Educational Value of Actor Improvisation to Teach Communication and Relational Skills: Perspectives of Interprofessional Learners, Faculty and Actors / Poster Presentation  
International Meeting of Simulation in Healthcare, San Francisco, CA
- 2014 Setting, Barriers and Quality of Communication at End of Life in the Pediatric Intensive Care Unit / Competitive Oral Presentation  
7<sup>th</sup> World Congress of Pediatric Intensive and Critical Care, Istanbul, Turkey
- 2014 On Being Present Not Perfect: Difficult Conversations at End of Life / Invited Oral Presentation  
7<sup>th</sup> World Congress of Pediatric Intensive and Critical Care, Istanbul, Turkey
- 2014 The Value of Actor-Based Simulation to Teach Communication and Relational Skills / Poster Presentation  
7<sup>th</sup> World Congress of Pediatric Intensive and Critical Care, Istanbul, Turkey
- 2014 Training Interprofessional Providers as Capable, Confident Spiritual Generalists to meet the Needs of Critically Ill Children and Families / Poster Presentation  
7<sup>th</sup> World Congress of Pediatric Intensive and Critical Care, Istanbul, Turkey
- 2014 Ethical Complexities and Challenging Conversations Surrounding Pediatric Donation after Circulatory Death: A Simulation-Based Film / Poster Presentation  
7<sup>th</sup> World Congress of Pediatric Intensive and Critical Care, Istanbul, Turkey
- 2014 Challenging Conversations in Healthcare: Strategies to Prepare and Advice to Survive / Visiting Professor  
Montreal Children's Hospital, Montreal, Quebec, Canada
- 2014 Communication Conundrums: Avoiding Mistakes and Errors / Invited Grand Rounds Presentation  
Montreal Children's Hospital, Montreal, Quebec, Canada
- 2014 Navigating Everyday Clinical Encounters and Ethics as a Team / Visiting Professor  
Montreal Children's Hospital, Montreal, Quebec, Canada
- 2014 Voices from behind the shadows: A qualitative study of radiologists' experiences with

- difficult conversations / Oral Presentation  
European Association for Communication in Healthcare, Amsterdam, Netherlands
- 2014 Full Catastrophe Working: Clinicians' Recognition and Management of Emotions during Difficult Healthcare Conversations / Oral Presentation  
European Association for Communication in Healthcare, Amsterdam, Netherlands
- 2014 Setting, Barriers and Quality of Communication at the End of Life in the Pediatric Intensive Care Unit / Oral Presentation  
European Association for Communication in Healthcare, Amsterdam, Netherlands
- 2014 Exploring how moral values, certainty and uncertainty, and social morays influence Prenatal Counseling: A Video-based Approach / Presentation Workshop  
European Association for Communication in Healthcare, Amsterdam, Netherlands
- 2014 Communication, Team Dynamics, and Satisfaction with Care: The Parents' Perspective / Oral Presentation  
European Association for Communication in Healthcare, Amsterdam, Netherlands
- 2014 The Value of Interprofessional Learning: Mutual Insights and Actions Influencing Practice / Oral Presentation  
European Association for Communication in Healthcare, Amsterdam, Netherlands
- 2014 Difficult Conversations: Stimulation-Based Interprofessional Healthcare Training / Oral Presentation  
European Association for Communication in Healthcare, Amsterdam, Netherlands
- 2015 The Value of Interprofessional Learning in a Simulation Based Workshop: Mutual Insights and Actions Influencing Practice / Poster Presentation  
Fifteenth Annual International Meeting on Simulation in Healthcare, New Orleans, LA
- 2015 Interprofessional Clinicians' Recognition of Emotions during Difficult Healthcare Conversations / Roundtable Presentation  
Seventh International Pediatric Simulation Symposia and Workshops, Vancouver, Canada
- 2015 NICU Multidisciplinary CRM Seminars in Graduate Education: Delivery of Difficult Information / Roundtable Presentation  
Seventh International Pediatric Simulation Symposia and Workshops, Vancouver, Canada
- 2015 Interprofessional Learning in Simulation-based Workshops on Difficult Conversations / Oral Presentation  
Seventh International Pediatric Simulation Symposia and Workshops, Vancouver, Canada
- 2015 On Being Present, Not Perfect / Invited Oral Presentation  
Planetree International Conference, Boston, MA
- 2015 On Being Present, Not Perfect: Facilitating Undergraduate Nursing Student Learning From a TEDTalk with Reflective Writing / Oral Presentation  
International Conference on Communication in Healthcare, New Orleans, LA
- 2015 Interprofessional Clinicians' Strategies for Managing Emotions during Difficult Healthcare Conversations / Oral Presentation  
International Conference on Communication in Healthcare, New Orleans, LA
- 2015 Learners' Preference for Simulation Location in Program to Enhance Communication and Relational Skills (PERCS) Workshops / Oral Presentation  
International Conference on Communication in Healthcare, New Orleans, LA
- 2015 The Long-Term Impact of Experiential Communication and Relational Training on Radiology Fellows / Poster Presentation  
International Conference on Communication in Healthcare, New Orleans, LA
- 2015 Pedagogy in Practice: A "How to" Guide to Interprofessional Relational and Communication Training / Oral Presentation

- 2015 International Conference on Communication in Healthcare, New Orleans, LA  
 Navigating Communication and Relational Challenges of Everyday Patient Care – An Innovative, Longitudinal Approach to Team Education Promoting Professionalism and Self-Care / Oral Presentation
- 2016 International Conference on Communication in Healthcare, New Orleans, LA  
 Invited Professor Rounds: Interprofessional Education
- 2016 16<sup>th</sup> International Meeting on Simulation in Healthcare, San Diego, CA  
 So, You Want To Give A TED Talk? / Workshop
- 2016 16<sup>th</sup> International Meeting on Simulation in Healthcare, San Diego, CA  
 Author Workshop for *Simulation in Healthcare*/ Workshop
- 2016 16<sup>th</sup> International Meeting on Simulation in Healthcare, San Diego, CA  
 Palliative Care in the PICU: Can it be optimal in an intercultural setting? / Invited Oral Presentation
- 2016 8<sup>th</sup> World Congress on Pediatric Intensive and Critical Care, Toronto, Canada  
 How to Prepare for Difficult Conversations / Invited Oral Presentation
- 2016 8<sup>th</sup> World Congress on Pediatric Intensive and Critical Care, Toronto, Canada  
 How Clinician’s Emotions Affect the Care They Provide to Patients and Families/ Poster Presentation
- 2016 European Association for Communication in Healthcare, Heidelberg, Germany  
 Comparing the Experience Within In-Person and Moderated Online Workshops on Disclosure and Apology / Poster Presentation
- 2016 European Association for Communication in Healthcare, Heidelberg, Germany  
 Impact of Learners’ Preference for Simulation Location & Volunteer Status on Communication Learning / Poster Presentation
- 2016 European Association for Communication in Healthcare, Heidelberg, Germany  
 Faculty Teaching of Relational Learning: A Qualitative Analysis of What is Most Important / Oral Presentation
- 2016 European Association for Communication in Healthcare, Heidelberg, Germany  
 On Being Present, Not Perfect: Deepening and Rejuvenating Healthcare Relationships/ Invited Presentation
- 2016 Academic Research in Complementary and Integrative Medicine (ARCIM) Institute and Filderklinik, Filderstadt, Germany  
 Communication & Ethical Challenges of Everyday Clinical Practice: Pedagogy and Efficacy of the Program to Enhance Relational and Communication Skills / Visiting Professorship
- 2016 Universitätsklinikum Freiburg, Freiburg, Germany  
 On Being Present, Not Perfect: Insights and Implications for Communication and Relational Challenges in Nursing / Visiting Professorship
- 2016 Universitätsklinikum Freiburg, Freiburg, Germany  
 Everyday and Big Healthcare Conversations: The Program to Enhance Communication and Relational Skills / Invited Pediatric Grand Rounds
- 2016 Hospital Garrahan, Buenos Aires, Argentina  
 Everyday and Big Healthcare Conversations/ Invited Simulation-Based Workshops and Program Consultation
- 2017 Hospital Garrahan, Buenos Aires, Argentina  
 On the Art of Public Speaking / Oral Presentation
- 2017 International Meeting on Simulation in Healthcare, Orlando, FL  
 Simulation in Healthcare Workshop for Journal Reviewers/ Oral Presentation
- 2017 International Meeting on Simulation in Healthcare, Orlando, FL

- 2017 Perspectives, Challenges and Support for Families of Children with Autism Spectrum Disorder/Invited Workshop/Education and Research Forum Conference  
University of Zagreb, Croatia
- 2017 Lights, Camera, Action! Exploring the Frontier of Simulation and Film Making/  
Oral Presentation  
International Pediatric Simulation Society and Workshops, Boston, MA
- 2017 Can We Scale Communication Training Online? Web-based Workshops on Apology and Disclosure/Oral Presentation  
International Pediatric Simulation Society and Workshops, Boston, MA
- 2017 Aligning Expectations: Innovative Simulation to Bridge Gaps in Communication during Informed Consent/Oral Presentation  
International Pediatric Simulation Society and Workshops, Boston, MA
- 2017 Difficult Conversations in Healthcare  
Customized simulation-based workshop and program consultation  
Starship Children's Health  
Auckland, New Zealand
- 2017 On Being Present, Not Perfect: The Power, Perils and Promise of Healthcare Conversations  
Invited Plenary Session  
Dynamics of Critical Care Conference  
Canadian Association of Critical Care Nurses Annual Conference  
Toronto, Canada
- 2017 Everyday Conversations and Kindnesses that Make a Difference  
Visiting Professor and Pediatric Critical Care Rounds  
SickKids Hospital  
Toronto, Canada
- 2017 Aligning Expectations: A Workshop to Improve Communication during Surgical Informed Consent/ Oral Presentation  
International Conference on Communication in Healthcare  
Baltimore, Maryland
- 2017 Anesthesiologists' Ethical Dilemma: How and When to Treat the Pain and Complete the Informed Consent/Oral Presentation  
International Conference on Communication in Healthcare  
Baltimore, Maryland
- 2017 Teaching Relationship-Centered Care: A Qualitative Analysis of What Matters Most  
Poster Presentation/ International Conference on Communication in Healthcare  
Baltimore, Maryland
- 2017 Take-home Lessons of Spiritual Generalist Workshops for Interprofessional Clinicians  
Oral Presentation/International Conference on Communication in Healthcare  
Baltimore, Maryland
- 2017 On Being Present, Not Perfect: Implications for Healthcare Clinicians and Educators  
Invited Keynote Presentation  
Congreso Latinoamericano Simulacion Clinica  
Buenos Aires, Argentina
- 2017 Everyday and BIG Healthcare Conversations: Interprofessional Learning through Simulation  
Invited Oral Presentation  
Congreso Latinoamericano Simulacion Clinica  
Buenos Aires, Argentina
- 2017 The Art and Heart of Apology and Disclosure Conversations after Medical Errors

- Invited Simulation-Based Workshop  
Congreso Latinoamericano Simulacion Clinica  
Buenos Aires, Argentina
- 2017  
Everyday and BIG Healthcare Conversations: Promoting Interprofessional Learning and Teamwork  
Invited Simulation-Based Workshop Series  
Hospital Garrahan  
Buenos Aires, Argentina
- 2017  
The Art and Heart of Apology and Disclosure Conversations after Medical Errors  
Grand Rounds Presentation  
Hospital Garrahan  
Buenos Aires, Argentina
- 2018  
Assessing the Quality of Practitioners' Response to Patients' Verbal and Nonverbal Empathy in Simulation-Based Research  
Competitive Workshop  
International Meeting on Simulation in Healthcare  
Los Angeles, CA
- 2018  
Do Residents Accurately Manage Pain during Informed Consent  
Poster Presentation  
International Meeting on Simulation in Healthcare  
Los Angeles, CA
- 2018  
Simulation in Healthcare Workshop for Peer Reviewers  
Competitive Workshop  
International Meeting on Simulation in Healthcare  
Los Angeles, CA
- 2018  
Speed Mentoring Program in Simulation  
Competitive Workshop  
International Meeting on Simulation in Healthcare  
Los Angeles, CA
- 2018  
Difficult Conversations in Healthcare  
Competitive Workshop  
International Pediatric Simulation Symposium and Workshops (IPPSW)  
Amsterdam, Netherlands
- 2018  
Supporting Families with Children with Neurodevelopmental Disabilities: Essential Skills for Developing Trust and Collaborative Relationships  
Invited Workshop  
Clinical Assessment, Therapy and Training Services (CATTS)  
Dublin, Ireland
- 2018  
Appreciative Inquiry  
Invited Workshop  
Medizinisches Seminar  
Bad Boll, Germany
- 2018  
On Being Present, Not Perfect  
Invited Keynote Presentation  
Medizinisches Seminar  
Bad Boll, Germany
- 2018  
Anesthesiologists' Verbal and Nonverbal Response to Pain Behavior  
Oral Presentation

- International Conference on Communication in Healthcare  
Washington DC
- 2018 Promoting Communication, Relational Skills, Interprofessional Teamwork and Everyday Ethics  
Invited Simulation-Based Course  
Cayetano Heredia University  
Lima, Peru
- 2018 Supporting Families with Children on the Autism Spectrum  
Invited Workshop  
Hospital Garrahan  
Buenos Aires, Argentina
- 2019 Deception, Misdirection and Sabotage in Simulation: The Ethics and the Evidence  
Invited Keynote Speaker  
International Pediatric Simulation Society  
Toronto, Canada
- 2020 Do Anesthesia Residents Solicit Patient Questions when Obtaining Informed Consent? A Simulated Study.  
Poster Presentation and Professor Rounds  
International Meeting on Simulation in Healthcare  
San Diego, CA
- 2020 Workshop for Peer Reviewers  
Competitive Workshop Submission  
International Meeting on Simulation in Healthcare  
San Diego, CA
- 2020 Cross-Cultural Implementation of the Program to Enhance Relational and Communication Skills (PERCS)  
Moderator, Competitive International Symposium  
International Conference on Communication in Healthcare  
Vienna, Austria (held on-line)

## **Report of Clinical Activities and Innovations**

### **Current Licensure and Certification**

1980-present Registered Nurse, Massachusetts and Rhode Island

1991-present Licensed Psychologist, Massachusetts and Rhode Island

### **Practice Activities**

1995-2009 Attending Clinical Psychologist Medical Surgical Intensive Care 30 hours/week  
Boston Children's Hospital

Between the years of 1995-2009, I served as an Attending Psychologist for the Medical Surgical Intensive Care Unit (MSICU) to provide direct psychological services to critically ill children and their families, conduct staff support rounds, and lead psychosocial rounds and bereavement circles. Since 2009, I have transitioned from direct service provision and consultation on the MSICU to provide consultation and innovative experiential education across a wide range of settings. My clinical activity, sensibilities and innovation are the wellspring of my teaching, research and scholarship. In my former role as Director of the Institute for Professionalism & Ethical Practice, I developed and taught half-day, full-day and hour-long rounds aimed at the spectrum of difficult conversations in health care, develop

and implement innovative educational offerings to address the hospital’s clinical and strategic priorities, such as parent presence during invasive procedures, organ donation after cardiac death, apology and disclosure following adverse medical outcomes, and aligning expectations during surgical informed consent. Additionally, as Director of the Institute, I conceptualized and co-produced clinical educational films, oversaw a vigorous program of research and produce scholarship, offer interprofessional Program to Enhance Relational and Communication Skills (PERCS) Rounds to support communication and relational learning across the hospital and Harvard Medical School-affiliated hospitals, and write grants. To prepare for new educational offerings and to keep my clinical skills sharp, I served as participant observer and consultant in clinical settings as diverse as the advanced fetal care center, pre-operative clinic and post-surgical floors, and the Department of Radiology. Since 2010, I have served as a volunteer at Home and Hospice Care of Rhode Island and carry a caseload of pediatric and adult patients and their families across home, residential, and inpatient hospice settings.

### **Clinical Innovations**

<p>The Clinical Interview for Parents of Preterm Infants (CLIPP) (1993)</p>	<p>This semi-structured interview serves as a means to assess and develop psychosocial interventions for high-risk preterm infants, their parents and families in the NICU. The interview has been published and incorporated widely in NICU clinical practice and research.</p>
<p>Family-based psychosocial intervention with high-risk infants and their families (1994, 1996, 1998)</p>	<p>At the time, this innovative model of psychosocial intervention in the NICU incorporated the Brazelton Neonatal Assessment Scale, was among the successful precursors of what is now as family-centered care and emphasized discharge preparation. Early outcomes included improved infant feeding interaction and maternal psychological well-being. The work has been published and serves as a NICU model to this day.</p>
<p>Kids’ Klub NICU sibling visitation intervention (1996)</p>	<p>This innovative intervention was introduced during a time when sibling visitation was not permitted in the NICU. The intervention was developed based on a clinical research initiative that assessed and addressed staff attitudes and concerns about sibling visitation pre and post intervention. The work contributed to clinical practice change to welcome siblings to the NICU.</p>
<p>Mental health consultation, bereavement support, emotional standard of care and interprofessional psychosocial rounds clinical practice change in the PICU (1996, 1997, 2002, 2006, 2012, 2013, 2014, 2015, 2016)</p>	<p>Pioneered the role of psychology and mental health consultation in the PICU that led to weekly interprofessional rounds and psychosocial interventions for PICU patients and their families, including bereavement support, psychology liaison and resource manual entitled, “In the Middle of the Night.” The model, resources and patient referral pattern data have been published and influenced sustained changed clinical practice.</p>
<p>Retreat model of psychosocial support and intervention for families of children on the autism spectrum (2010)</p>	<p>Developed annual weekend retreat model of intervention for 60 parents of children on the autism spectrum that has just celebrated its 20<sup>th</sup> year. The retreat model has been presented at the Autism Society of America, published, and replicated nationally.</p>

Parent presence during invasive procedures and resuscitation clinical practice change (2007, 2012)

Conducted clinical research to examine parent and staff attitudes and clinical practice regarding parent presence during invasive procedures and resuscitation, clinical practice guidelines established. The work has been presented nationally, published, educational film made and widely influenced clinical practice to educate and support parents at the bedside.

Wizard of OZ approach to challenging conversations in healthcare to promote the emotional standard of care of patients and families (2014, 2016)

Developed the Wizard of OZ approach to difficult conversations in healthcare, emphasizing the core ingredients of courage, brains and heart, and promoting the emotional standard of care for patients and families. Gave well-received TEDx Talk, presented widely and published.

## **Report of Teaching and Educational Innovations**

Program to Enhance Relational and Communication Skills innovative pedagogy and educational initiative (PERCS) (2007, 2009, 2011, 2012, 2014, 2015, 2016, 2018, 2020)

Innovative experiential educational rounds and workshops proven to improve clinicians' sense of preparation, confidence, communication skills, ability to establish relationships, and to decrease anxiety when holding difficult conversations in healthcare. Integrates interprofessional learning and family faculty. Adapted to a wide range of conversations including neonatal and pediatric critical care, anesthesia, neurology, palliative care, radiology, ophthalmology, surgery, spirituality, informed consent, and adverse medical outcomes. Widely presented and published, and replicated nationally and internationally.

Gap Analysis assessment of communication skills and self-appraisal (2009, 2010)

Developed means for self and multi-rater feedback for PICU clinicians to raise self-awareness about communication strengths and areas for growth. Published and among the most widely cited articles in Simulation in Healthcare.

Improvisational simulated patient paradigm including Actor Character Development Sheet and learner-based creation of case scenarios (2014 a,b)

Developed improvisational actor paradigm and structured means to develop character case scenario backstories that are tailored to needs of learners and course learning objectives. Actor Character Development Sheet presented and published.

Clinician recognition, reflection and management of emotions (2015, 2016)

Incorporated means during educational offerings for clinicians to self-assess, reflect and develop toolbox to address their most common emotions during difficult healthcare conversations in order to optimize care.

Live moderated on-line workshop design (2016)

Worked with social media platform OPENPediatrics to develop, pilot and evaluate on-line live faculty educational workshop design that can simultaneously accommodate remote learners locally and globally.

## **Report of Education of Patients and Service to the Community**



## Activities

No activities below were sponsored by outside entities.

- 1996-2001 Providence Shelter for Colored Children / Board Member
- 1996 Flanagan PJ, **Meyer EC**, Benevides B. Special Care for Teen Parents: A Curriculum for adolescent parents who have infants in the neonatal intensive care unit. Manual published by the National March of Dimes Foundation, 1996. Intended for adolescent parents.
- 1999-2000 Providence Waldorf Education / Board Member
- 2000- Religious Education, Providence Quaker Meeting / Clerk
- 2000- Ministry and Counsel, Providence Quaker Meeting / Committee Member
- 2002 Transplant psychologists: A vital part of the team. Interviewed and cited in article published in Mass.Psy.com (Official website of Massachusetts Psychologist), July 2002, vol 10 (6), 1-4. Available for clinical psychologists.
- 2003 Special Projects Committee, Moses Brown School / Chair
- 2003-2005 Moses Brown School / Parent Representative
- 2004 Psychology at the end of life: Special attention for children. Interviewed and cited in article published by the American Psychological Association (APA) Online Monitor on Psychology, November 2004;35(10), 55. Available for members of the American Psychological Association.
- 2005-2009 Pastoral Care Committee, Providence Quaker Meeting / Committee Member
- 2006 Pediatric hospitals teach hospitals to convey tragic news. Interviewed and cited in article. Wall Street Journal, May 3, 2006. Available for healthcare practitioners.
- 2009 Heifer International / Volunteer
- 2009 Hansen A, Lyons J, **Meyer EC**. My Brother Timothy- Life in the neonatal intensive care unit. Sibling booklet prepared and intended for siblings and families on the neonatal intensive care unit. Boston Children's Hospital, Boston, MA, 2009.
- 2010 Parent-to-Parent Initiative, Moses Brown School / Committee Member
- 2010- Home & Hospice Care of Rhode Island / Volunteer
- 2010- AIDS Orphan Care Foundation / Volunteer
- 2012-2017 Co-founder, Friends of the Prouty Garden
- 2012- Home & Hospice Care of Rhode Island / Board Member
- 2015 VOICEAMERICA Radio/Gaps in Healthcare Communication
- 2016 "What Do I Do?" Teaching Tomorrow's Doctors How to Navigate the Tough Ethical Questions Ahead. Association of American Medical Colleges reported by Eve Glicksman, April 2016.

## Report of Scholarship

### Peer-Reviewed Scholarship in print or other media

Research investigations

1. Kolko DJ, Kazdin AE, **Meyer EC**. Aggression and psychopathology in childhood firesetters: parent and child reports. *Journal of Consulting and Clinical Psychology* 1985; 53:377-385.
2. McGrath MM, **Meyer EC**. Maternal self-esteem: from theory to clinical practice in a special care nursery. *Children's Health Care* 1993;21(4):199-205.
3. Prizant BM, **Meyer EC**. Socioemotional aspects of language and social-communication disorders in young children and their families. *American Journal of Speech-Language Pathology* 1993; 2(3):56-71.
4. **Meyer EC**, Zeanah CH, Boukydis CFZ, Lester BM. A clinical interview for parents of high-risk

- infants: concept and applications. *Infant Mental Health Journal* 1993; 14(3):192-207.
5. Lester BM, **Meyer EC**. Training program in psychosocial intervention for high-risk infants and their families. *Journal of Clinical Psychology in Medical Settings* 1994; 1(3):217-230.
  6. **Meyer EC**, Garcia Coll CT, Lester BM, Boukydis CFZ, McDonough SM, Oh W. Family-based intervention with preterm infants improves maternal psychological well-being and feeding interaction. *Pediatrics* 1994; 93(2):241-246.
  7. Flanagan PJ, McGrath MM, **Meyer EC**, Garcia Coll CT. Adolescent development and transitions to motherhood. *Pediatrics* 1995; 96:273-277.
  8. **Meyer EC**, Garcia Coll CT, Ronald S, Ramos A, Kilis E, Oh W. Psychological distress in mothers of preterm infants. *Journal of Developmental and Behavioral Pediatrics* 1995; 16:412-417.
  9. **Meyer EC**. Brothers and sisters in the neonatal intensive care nursery. *Infants and children* 1996; 3(3):7-8.
  10. **Meyer EC**, DeMaso DR, Koocher GP. Mental health consultation in the pediatric intensive care unit. *Professional Psychology: Research and Clinical Practice* 1996; 27(2):130-136.
  11. **Meyer EC**, Kennally KF, Beres EZ, Cashore WJ, Oh W. Staff attitudes about sibling visitation in the neonatal intensive care unit. *Archives of Pediatrics & Adolescent Medicine* 1996; 150:1021-1026.
  12. Garcia Coll CT, Halpern L, Seifer R, **Meyer EC**, Kilis E, Lester BM, Vohr BR. Behavioral intervention and post-natal growth in full-term intrauterine growth retarded (IUGR) infants. *Journal of Early Human Development* 1996; 46:105-116.
  13. DeMaso DR, **Meyer EC**, Beasley P. What do I say to my surviving children? *Journal of the American Academy of Child and Adolescent Psychiatry* 1997; 36(9):1299-1302.
  14. **Meyer EC**, Lester BM, Boukydis CFZ, Bigsby R. Family-based intervention with high-risk infants and their families. *Journal of Clinical Psychology in Medical Settings* 1998; 5(1):49-69.
  15. **Meyer EC**, Snelling LK, Myren-Manbeck LA. Parental experience in the pediatric intensive care unit. *AACN Critical Care Nursing* 1998; 9(1):64-74.
  16. Halpern LF, Garcia Coll CT, **Meyer EC**, Bendersky K. The contributions of temperament and maternal responsiveness to the mental development of small-for-gestational age and appropriate-for-gestational age infants. *Applied Developmental Psychology* 2001; 22:199-224.
  17. **Meyer EC**, Burns JP, Griffith J, Truog RD. Parental perspectives on end-of-life care in the pediatric intensive care unit. *Critical Care Medicine* 2002; 30(1):226-231.
  18. Curley MAQ, **Meyer EC**. Parental experience of highly technical therapy: Survivors and non-survivors of extracorporeal membrane oxygenation. *Pediatric Critical Care Medicine* 2003; 4(2):214-219.
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## **Professional Educational Materials or Reports in print or other media**

### **Educational Films**

1. Medical Crisis Counseling educational videotape. Intended for healthcare providers and aired nationally by the Discovery Channel, 1996. Developed as part of the team of The Linda Pollin Fellowship under direction of Dr. Gerald P. Koocher, PhD.
2. Browning D, **Meyer EC**. Educational videotape entitled *Difficult Conversations in Pediatric Palliative Care*. In: Solomon MZ, Browning D, Dokken D, Fleischman A, Jose W, Heller KH, Levetown M, Riegelhaupt L, Rushton CH, Sellers D, Truog RD. *The Initiative for Pediatric Palliative Care Curriculum*. Newton, MA: Education Development Center, Inc. 2003. Intended for pediatric palliative care providers and available for national distribution through Fanlight, Inc.
3. Curley MAQ, **Meyer EC**. Educational videotape entitled, "Training Parent Facilitators." Intended for healthcare providers who accompany parents during invasive procedures and resuscitation. Produced by Stone Communications, Brighton, MA, 2007. Available for national distribution through Fanlight, Inc.

### **Online Educational Curricula**

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5. Browning D, **Meyer EC**. Module 5, Improving Communication and Strengthening Relationships. (Activity 2: Difficult Conversations, Part Two: Sharing the Moral Burden of Decision-Making with Parents). In: Solomon MZ, Browning D, Dokken D, Fleischman A, Jose W, Heller KH, Levetown M, Riegelhaupt L, Rushton CH, Sellers D, Truog RD. *The Initiative for Pediatric Palliative Care Curriculum*. Newton, MA: Education Development Center, Inc. 2003. Intended for pediatric

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#### Abstracts, Poster Presentations and Exhibits Presented at Professional Meetings

- |      |   |
|------|---|
| 2012 | Training interprofessional practitioners as spiritual generalists/Poster presentation<br>17 <sup>th</sup> Annual National Academies of Practice Forum (NAP), Arlington, VA  |
| 2012 | Navigating challenging conversations with patients and families: An unrecognized, Unmet need/Poster presentation<br>5 <sup>th</sup> Annual Program for Patient Safety & Quality Grant Presentations, Boston Children's Hospital, Boston, MA |
| 2012 | Teaching Communication Skills and Professionalism to Anesthesia Trainees: The Program to Enhance Relational and Communication Skills/Poster presentation<br>15th WFSA World Congress of Anaesthesiologists, Buenos Aires, Argentina         |

2014 The Value of Interprofessional Learning in a Simulation Based Workshop: Mutual Insights and Actions Influencing Practice/Poster presentation  
15<sup>th</sup> Annual International Meeting on Simulation in Healthcare, New Orleans, LA

## **Narrative Report**

### **Clinical Expertise and Innovation**

Trained in nursing, clinical psychology, and bioethics, I have worked for over twenty-five years in neonatal and pediatric critical care settings focusing on parental perspectives and priorities for care, pediatric end-of-life care, challenging conversations in healthcare, the ethics of everyday clinical encounters, and humanism in health care. My clinical innovation and scholarship have enhanced the quality of family-provider communication and relationships, improved delivery of psychosocial services, and deepened the emotional standard of care. My work has promoted meaningful clinical practice changes including sibling visitation in critical care settings, parent presence during invasive procedures and resuscitation, and interprofessional teamwork. I have contributed to pioneering the role of pediatric psychology in neonatal and pediatric intensive care settings. My clinical teaching efforts, research, and scholarship have promoted innovative simulation-based interprofessional communication and relational learning, nationally and internationally. As Founding Director of the Institute for Professionalism and Ethical Practice at Boston Children's Hospital, I oversaw the training of over 6,000 interprofessional learners through the Program to Enhance Relational and Communication Skills (PERCS) across Boston Children's Hospital, Harvard Medical School teaching hospitals, nationally and internationally. My leadership has spawned international footholds and programs for relational learning in Italy, Australia, Germany, Argentina, New Zealand, and Peru. I have been a thought leader for a range of timely professional issues such as the use of deception in simulation education, interprofessional education, clinicians' emotional engagement during challenging healthcare conversations, the emotional standard of care, and the ethics of everyday clinical encounters.

### **Teaching and Educational Leadership**

My clinical work and scholarship in pediatric critical care and end-of-life care have contributed to greater understanding of parental perspectives and priorities to improve care, formal and informal social support networks, psychosocial care delivery models, family conferences, and intimate bedside conversations. My work, with families whose children have succumbed in the pediatric intensive care setting, helped delineate factors influencing parental end-of-life decision-making such as perceived quality of life, likelihood of improvement, child's wishes, and perception of suffering. I have championed the priorities that families place on honest communication and trustworthy relationships, ready access to providers, emotional expression and support by providers, preservation of the integrity of the parent-child relationship, and integration of faith in clinical practice. I have designed creative, responsive psychosocial care delivery models to meet the needs of infants, children and their families, conducted research to inform the architectural design of critical care settings, taught interprofessional healthcare providers, and published widely to promote patient and family-centered clinical practice change. Overarching my clinical work and innovation, I have been guided by the principles of empathic engagement, family-centered care, the ethics of everyday clinical practice, and advocacy to effect meaningful cultural change addressing the problems and solutions as perceived by the patients and families themselves, rather than as hypothesized by professionals.

My teaching efforts have amplified my innovative clinical contributions. To improve the emotional standard of care of patients and families, I have designed a simulation-based educational paradigm to

encourage clinicians, across disciplines and experience levels, be more honest, skillful and confident when engaging in challenging healthcare conversations. My collaborative research endeavors successfully established the efficacy and cross-cultural applicability of the educational paradigm and workshops that have now been adapted to the fields of anesthesiology, neonatal and pediatric critical care, palliative care, radiology, general surgery, ophthalmology, and neurology. As a result of the workshops, interprofessional clinicians report long-term improvements in their preparation to hold difficult conversations, more confidence, enhanced communication and relational skills, and decreased anxiety. The educational paradigm has been customized for a wide range of challenging conversations including conveying serious diagnoses, informed consent, parent presence during invasive procedures and resuscitation, spirituality, organ donation, and disclosing adverse medical outcomes. Since conversations about religion and spirituality can be stressful for clinicians, since 2010, together with chaplaincy colleagues, I have pioneered, evaluated and launched a successful simulation-based curriculum designed to train healthcare providers as spiritual generalists to be more capable and confident when assessing and addressing issues of spirituality and religion in everyday clinical encounters. From 2011-2017, I was instrumental in developing, teaching, and evaluating a communication curriculum for radiologists, originally funded by the Radiological Society for North America, focused on conveying serious news, apology and disclosure after adverse medical outcome, and radiation safety. Several manuscripts have followed, with a publication in the *Journal of the American College of Radiology* earning recognition as the best education paper of the year. The curriculum has since been held up as a national model for radiology communication education. In 2012, I was awarded a grant entitled, *Disclosure & Apology: Leveraging Simulation for Skill-Building & Organizational Change* to develop a simulation-based educational approach to apology and disclosure conversations in the aftermath of adverse medical outcomes, some of the most challenging conversations that can be experienced by patients and clinicians alike. In 2015, I was instrumental in securing a major CRICO grant entitled *Aligning Family-Staff Expectations in Surgical Informed Consent* that will examine parents' and surgeons' perspectives and educate surgeons in the art of aligning expectations for surgery and conducting informed consent. Thus, I have adapted the PERCS educational paradigm across multiple subspecialties with sensitivity and success to help humanize the clinical world- one conversation at a time. Most recently, my research and scholarship has focused on clinicians' emotions during difficult healthcare conversations, and how such emotions can influence patient-provider relationships and clinical care. The first two publications of the series have been honored as best papers of the *International Conference on Communication in Healthcare* and published in special conference issues of *Patient Education and Counseling*. I have been recognized with teaching awards for medical humanism, educational film production, and innovative scholarship in medical education. In 2017, I was honored as a Fellow in the Society for Simulation in Healthcare for substantial and enduring commitment and contributions to healthcare simulation. In 2019, I was one of the co-authors of the Healthcare Simulationist Code of Ethics adopted by the Society for Simulation in Healthcare and several international simulation societies.

### **Significant Supporting Activities**

To promote dissemination of my work, I have published over 125 peer-reviewed articles and chapters, been honored to teach as Visiting Professor at universities across multiple subspecialty departments and delivered presentations and keynote addresses at national and international conferences. In 2014, I was successful in securing funding to lead a collaborative partnership entitled *Advancing Relational Learning Worldwide to Improve Patient Safety and Quality* between the Institute for Professionalism and Ethical Practice and OPENPediatrics to evaluate the translation of the live communication and relational learning workshop format to an on-line interactive moderated workshop approach, specifically addressing issues of apology and disclosure after adverse medical outcomes. In partnering with OPENPediatrics in this translational on-line endeavor, the free interactive digital platform provides medical education and

promotes knowledge in over 100 countries enabling access and scalability to reach vast audiences of clinicians, irrespective of geographical location or ability to pay. This partnership holds the promise to revolutionize relational learning heretofore unavailable in on-line format, thus promoting its educational value globally. In an innovative effort to foster improved healthcare conversations and empathic engagement, and to educate worldwide, I delivered a successful TEDx Talk entitled *On Being Present, Not Perfect* that has garnered over 75,000 views and earns 1,000 views monthly. The Talk has been successfully incorporated into nursing and medical school curricula across the country and internationally. Through these innovative teaching efforts and social media platforms, the clinical and educational potential is limitless to improve challenging healthcare conversations and advance the emotional standard of care.

In summary, my clinical career, diverse teaching, and academic scholarship have emphasized patient and family priorities for care, critical care and end-of-life decision-making, and interprofessional communication and relational skills across healthcare boundaries in an effort to promote dignity, humanism and ethical integrity in healthcare. To further my own education and expand my capacity as a clinician, thought leader, educator and consultant, I earned a Master of Bioethics degree in May 2020 from Harvard Medical School. My Capstone project was entitled, *Advancing Everyday Clinical Ethics Education through Innovative Simulation*. Presently, I am senior attending psychologist at Boston Children's Hospital, teaching faculty at the Center for Bioethics, senior scholar at the ARCIM Institute at Filderkliniek in Germany, and educational consultant at Foundation Garrahan in Argentina. I consult and teach nationally and internationally on the topics of communication and relational skills, humanism in healthcare, and everyday clinical ethics.