

## **MEDICAL STUDENT/RESIDENTS/FACULTY/COLLEAGUE COMMENTS**

**2000-2021**

**(in addition to class evaluation comments)**

**2021**

**Pirjo Carlisle MDiv, Critical Care Chaplain UCI** – “I would like to thank you for your work with this generation of Medical Students. I felt the compassion from you.”

**Samuel Lai MD, asst professor IM, UCI** – “After reading your article (“Does Medical Education Promote Alexithymia?” – used in the University of Illinois Chicago Masters of Health Professions Education program), I have a better understanding of what Art of Doctoring is doing and why. I thought I did before, but that was a superficial understanding. The article was a great primer on what to consider as possible tools and framework [to deepen] my theoretical and conceptual understandings of emotion education.”

**2020**

**Diane Guernsey, managing editor, Pulse:** “I’ve been in deep mourning ever since this morning [about retiring from the journal]... Truly, I am bereft at the thought of your leaving Pulse. You have been, and are, an extra specially dear person and colleague to me – more than I’ve ever been able to say. I don’t know anyone else who has your uniquely wonderful literary gifts coupled with your executive skills and your boundless generosity of mine, spirit and heart, and I’ve treasured our correspondence over these many years... I’d love it if you’d stay with us in a role that will suit your needs and that will be more low-key, but equally treasured.”

**Jessica de la Cruz MBA, Operations Manager, Family Medicine, UCI** – “Thank you so much for everything you’ve done for our Department and for always being so patient and humble.”

**Elaine Chen MS, Coordinator, Integrative Medicine, Family Medicine UCI** – “It was so inspiring to her about your journey and a sampling of your impact. Even for us non-professors your dedication to service and teaching, and your culture of kindness are infectious in the best way!”

**Cameron Harding MD, asst professor, Medicine, UCI** – “The students always enjoy seeing and talking with you!”

**Jessica Drew de Paz, Psy.D, Director of Mindfulness Services, UC Irvine Susan Samueli Integrative Health Institute** – “I feel so blessed that our paths finally crossed... I have known of you for many years. You have always been such a bright light at UCI.”

**Sara Stern-Neuer MD, Neurology, assistant clinical professor, UCI** – “I couldn’t agree more with what you said at the end [of our joint teaching session]. I’m glad our students have the benefit of such a strong medical humanities program.”

**Uyen Mai, undergrad senior, UCI** – “You have always stood by HtH [Healing through Humanities Club at UCI] even when things don’t seem like they’re going to work out. Thank you so much for doing everything that you could at the beginning of the project to ensure that we had a good foundation to start on, and for consistently giving us advice and words of encouragement along the way. We are so lucky to have you, and can’t wait to see what we can contribute towards our combined goal of cultivating compassion and empathy within the field of health/medicine.”

**Kaosoluchi Enendu MS4, UCI** – “I always feel so supported by you! Thanks for being great! You are incredible.”

**Ashley Hope MS2, UCI** – “This [project] would not be possible without your guidance!... What will we do without you!”

“I had actually been feeling lately like I wasn’t living up to the initial dreams I had for pursuing creative arts and humanities during med school because I’ve just felt so creatively stunted. This [note] really gave me some much needed encouragement... I am so grateful to have you at UCI! When I was deciding between medical schools UCI was the obvious best choice in large part because of you – because we have a medical humanities program with someone dedicated to supporting these efforts. I’m so glad to have the chance to work with you and learn from you and I’m looking forward to what we will do together in these four years!”

**Anna Rasmussen MS2, UCI** – “You’re such a generous and kind leader. So glad I got to take your class!”

**Melinda Lem MS3 UCI** – “I appreciate your kind and thoughtful response [to my personal essay]. Thank you so much for your encouragement as well.

**Axana Rodriguez-Torres MPH, MS4, UCI** – “I will always be grateful for having met you and kept you in my life... I also love the way you write. Every time that you email me, I learn at least one new word, and I absolutely love it. .. You are absolutely awesome and it is because of people such as you that I have been able to thrive!”

“You’ve made so much difference in our path at school. Precisely yesterday we were talking about this, and how much your presence, your energy, empathy, understanding have all been part of making us stronger... Thank you for being YOU.”

**Ariana Naaseh MS3 UCI** – “I wanted to write to let you know that you have made such an impact on my medical education thus far... you will be greatly missed by our class and by future generations of UCISOM Anteaters. Your commitment to our medical education and encouraging us to be human physicians has truly gone lengths into

transforming me into the doctor that I will be in the future. I wholeheartedly appreciate the countless hours you have spent programming educational sessions for us throughout the MS1-MS3 years and know that the impact that you have left on UCISOM will be felt for years to come.”

**Alexa Lucas MS3 UCI** – “...the fact that you called me warmed my heart more than I can explain. This whole situation (pandemic) has stirred so many emotions (for everyone) that are all hard to process. I just wanted to thank you from the bottom of my heart for reaching out.”

**Daniel Haik MS3, UCI** – “We had a blast making this painting, and are glad to be a part of a school where this type of work can be incorporated into the curriculum. To more art in our futures!”

**John Hann MD, Family Medicine, asst professor, UCI** – “I think the work you do with AoD is what is really powerful... thank you for your above and beyond consideration of FM! It makes a difference.”

“Just got done talking with a resident about a really touch case... I remembered something you have said many times in the past that helped more than someone insisting it wasn't my fault: “you have to forgive yourself.” ... it centers the narrative on the more constructive approach of taking responsibility, healing and moving forward.”

**Jayne Lewis PhD, professor, English, UCI** – “I loved your poem – the sheer unadulterated force and rage of it – though “unadulterated” does not mean “undisciplined... A triumph all around, and thank you for all the energy and imagination you poured into it.”

**Alisa Wray MD, Emergency Medicine, UCI** – “ You provided the students with such great wisdom and I am incredibly grateful for your participation in the session.”

**Ralph Clayman MD, Professor, Urology, UCI** – “As always Johanna... your kindness is an inspiration.hann

**Huy Tran, MD, Family Medicine, UCI** – “Thank you for your dedication, contribution, and kind support to all faculty, residents, students, and everyone else at UCI over the years. You are truly a shining role model faculty for all of us.”

“I will always be thankful for the support and kindness from you.”

**Matt Butteri, MD, professor, Medicine, UCI** – “The combined subtle and powerful ways that Johanna helps the students discover vital pieces about doctoring, understanding their own implicit bias, dealing with difficult encounters and being respectful of all members of the healthcare team...[she] was always my respected mentor and leader.”

“You really did help bring out the best in me so thank you.”

**Julie Youm, PhD, Asst Dean, Educational Compliance and Quality, UCI** – “Thank you for letting us ride you coattails Johanna! You are this course!”

**Candice Taylor, MD, Assoc Professor, Pediatric, UCI** – “Oh my Johanna. You never cease to impress me with your perspective and ability to eloquently express the pain and challenges we all feel and face. Thank you sincerely for your support and truly for being you. We appreciate you beyond words. P.S. Please don’t retire!”

“You have been such a meaningful anchor for me in the School of Medicine.”

**David Kilgore MD, Clinical Professor, Family Medicine, UCI** – “I do hope you know that you’re my role model of compassion, wisdom and poetic expression – and beyond role model, and most meaningful to me, a kindred spirit who gave me hope and inspiration to stay at UCI... I don’t know how we’ll ever replace all that you do and have done...”

**Michael Prislin MD, Professor Emeritus, Family Medicine, UCI** – “This is an award that you richly deserve (UCI Lauds and Laurels).”

**Tan Nguyen MD, assoc professor, Family Medicine, UCI** – “Congratulations on your very well deserved recognition for Lauds/Laurels. We always know how wonderful you are, and it’s time the rest of the world know too. I’m so honored to be mentored and supported by you all these years. So so so happy right now (even though I’m rounding in the hospital!)”

**Charles Vega MD, professor, Family Medicine, UCI** – “I really appreciate your connection to the students and, to a larger degree, the human condition.”

**Nitin Bhatia MD, Professor and Chair, Orthopedic Surgery, UCI** – “You have been a driving force for education and care at UCI Health, and I hope to emulate your energy, vision, and success in my endeavors.”

**Emily Dow MD, Family Medicine, UCI** – “I feel like the DFM will be a less warm, bright, innovative, and thoughtful place without your steadying presence and influence.... You always found the perspective and the wisdom we all need to put differences aside and move forward. In thinking the best of people, you managed to bring out the best in everyone. There are too many things to say, Johanna, and I’m afraid I’ll dissolve into a pool of mush if I continue.... Please know that you are loved and respected by one and all, and that the DFM is better for having had you as faculty.”

“We have been blessed with 42 years of your presence at DFM! .. Not only do you have national renown, but you are a living legend.”

“Although I bemoaned the celebration having to be virtual, the best part was seeing your family members joining in the celebration... It was nice to see how much you are

admired and loved by both your family and colleagues (your work family)... thank you for gracing us with your presence all these decades. We are better for having known you.”

“Thank you so much for reaffirming our values at the faculty meeting this morning... As a non-physician faculty, you seem to understand the role of the family physician better than most and articulate it better than anyone, including me...As much as we celebrate your retirement, we will mourn the loss of a national/global treasure.”

**Cindy Haq MD, Chair, Department of Family Medicine, UCI** – “ I’ll sleep well tonight having read your message. **Lu Marchand (MD, faculty in Palliative Medicine, University of Washington)** called you the grandmother of humanities in Family Medicine.”

“With extraordinary sensitivity to the emotional sensitivity and needs of people.”

“You’re an exceptional faculty member who can never be replaced. You’ve left indelible imprints on UCI, Family Medicine and countless students, residents and faculty. We will always cherish you and your contributions.”

**Michelle Bui, UCI undergrad senior** – “This course has given me a great frame of reference for when I start medical school, and I am so grateful that you gave me the opportunity to experience this.”

**Jennifer Mogi, MS4 UCI** – “I just want to thank you for your meaningful impact on my medical school journey from AoD to your Kindness curriculum to your workshops throughout the years. Your workshops always allowed me to reflect and gave me the space to be creative about my experiences. I have always looked forward to your words of wisdom and they always replay in my head whenever I am going through a challenging experience such as a difficult patient encounter or a day that didn’t really go well. Thank you for being so supportive of medical students and helping them become the most compassionate physicians they can be.”

**Jamie Temko, MS4, UCI** – “Thank you so much...for all your wisdom, lessons, and support over the past 4 years. I know I will be a more compassionate and well-rounded physician thanks to you.”

**Phuong Anh Le, MS4, UCI** – “Wow. Thank you SO much for taking the time to write such a thoughtful, intentional, beautiful, and totally Shapiro-esque message to our class. Your dedication to all of us surely has and will continue to have long-lasting impact. We are so grateful to you!”

**Leesa Li MS4, UCI** – “Thank you for always being so affirming and validating. It’s an encouragement to have your support!”

**Kevin Guan MS4, UCI** – “I had such a great time throughout this course (AoD), and it brought a lot of perspective to an otherwise stressful and uncertain year.”

**Shawna Chan MS4, UCI** – “It’s always so wonderful to hear words of wisdom from Dr. Shapiro.”

**Bassem Shoucri MS4, UCI** – “AoD and your role within the SOM have had such an undeniably positive effect on our medical education. The ability to reflect and to write are invaluable skills that I plan to practice throughout my career. Thank you so much for your kind and encouraging comments.”

**Megan Garcia-Curran, MS4 UCI** – “Thank you for all you have done to encourage us to reflect on our lives as students and medical professionals. Your work is so valuable.”

**Nicole Yergler, MS4, UCI** – “I just wanted to say that it has been a pleasure learning from you and from the individuals you chose to come speak with us during AoD class sessions. Even aside from AoD over the past few months, working with you over the past 4 years of medical school has been a wonderful opportunity. From small and large group classes and discussions during MS1/MS2 year, to group projects and presentations for family medicine and pediatrics rotations, you’ve truly been present as a sounding board and support system during our whole medical school journey. The effort and thought that you dedicate to each of us is truly unique. The fact that you wrote a response to each and every one of my assignments in AoD made me feel heard and valued, which is what you do best. I hope you know what an impact you’ve had on me, and all of us. I know that I will strive to be a more thoughtful, compassionate, contemplative physician and person, not only because of AoD but because of you. Thanks for all you do for us, including the classes that came before us, and those that will follow.”

**Matthew Steinhaus MS4, UCI** – “Your insight into our projects is very thoughtful. Thank you for taking the time to go through each of our individual projects.”

**Majid Mekany MS4, UCI** – “We really appreciate and always enjoy hearing your refreshing input!

**Steven Leven MD, MICU, pulmonology, UCI** – “Thank you... for your expert facilitation.” (Schwartz Rounds)

**Patrick Thompson, Chaplain, UCIMC** – “Thank you for your work in helping this Schwartz Rounds touch all who attended via zoom. Thanks for the leadership you bring to this group.”

**Brian Strong RN, UCI** – “Thank you so very much for your kind and inspiring words.”

**Bhavesh Patel MS1, UCLA** – “Throughout my first year, I have constantly been reminded of what I learned through HTH and AoD on breaking bad news, dealing with grief, doctor-patient relationships and so many other topics that we discussed in the context of medical humanities. And so I remain very grateful for having had these experiences with you before medical school.”

**Andrea Wendling MD, professor Family Medicine, Michigan State University SOM** – “You have contributed so much to the discipline, and have been such a valued mentor for me as well.”

**Nadiya Sunderji MD., editor, Families, Systems & Health** – “This piece is beautiful, profound, timely, and so many other wonderful things. It makes me that much sadder to be losing you as such a talented and wise member of our editorial team... but also grateful for our time together...”

**Howard Stein, PhD, Professor Emeritus, medical anthropology, University of Oklahoma School of Medicine** – “Over the decades we have had some wonderful conversations about lots of ideas... [you] have always revealed to me new faces of a stone I would never have noticed, which resulted in my writing a far better poem. You are a writer’s editor... In so much of our work together on “my” poems, you have not only been an astute editor. You have so often been in fact a co-creator of the poem... So then, whose poem is it?, mine yours – ours. So a much belated offer of my gratitude. The hymn “Amazing Grace” suddenly enters my ears. It arrived right on time. It tells me precisely who you are.”

**Gabriele Davis, MD, Downstate College of Medicine** – “I want to thank you deeply for taking the time to share some of your insights into my poetry... my real hope is always that something I write might connect with a reader and move him or her in an unexpected way; so in this sense, your email has assured me of a success much more important to me than being published. Beyond that, your comments will help me understand what’s working in my writing and what needs improvement.”

**Gabrielle Langley, poet** – “I am especially touched by the time you spent in your letter on the details of [my poem]. It is truly the loveliest acceptance letter I have ever received.”

**Paul Rousseau MD, Palliative Medicine** – “Thank you... for your kind words. The acceptance of my poem coming from someone of your stature means a lot.”

**Ethan Stonerook MD, Wake Forest School of Medicine** – “That was the most thoughtful rejection letter I’ve ever received. A thousand thank yous for taking such care with my poem. I feel so honored by your feedback.”

**Charlotte Friedman, poet** – “Thank you for your thoughtful response to each of my poems. I appreciate you taking the time to write more than a perfunctory rejection!”

**Laura Grace Weldon, author** – Thank you for your very kind comments. If there were an award for the Most Gracious Rejection, you would surely win. Please know I envision you with the award’s very lavish robe and scepter.”

**Alan Harris MD** – “Great supportive feedback. Best rejection letter this year!”

**Marion McGauhy, poet** – “Thank you for your thoughtful and kind words on the work I submitted...it’s obvious that you love what you do.”

**Jane Hatherley, poet** – “Thank you for your great feedback on my poems! I’m glad you liked them and really appreciate your response (and the time it took when you had so many to reply to.”

**Robert Hepler MD, resident Regents Point** – “You do a beautiful job in leading this group. I’m honored to participate with you.”

**Corby Beahm LCSW, Director, Social Services, Regents Point (retirement community), Irvine CA** – “My hat is off to you once again! What an incredibly challenging group and you lead it with unimaginable grace and strength, WOW! As so many were holding back tears, you kept your composure and as always teased out every bit of learning and growth opportunity. You are a master at facilitation and I will forever marvel at you!”

“I took notes on your facilitation skills, especially liked your validation of each input, your phrase ‘Let’s hear from someone else’ and, ‘it’s the end of time, any other comments?’ Basic, yet masterful!!! I have led groups for many years and admire you so much, you are a master!”

**Juliet McMullin, PhD, Professor, Medical Anthropology, UC Riverside** – “Thank you for your leadership on this project (masks/comics/poetry). Working with you and the team was such a joyful experience.”

**Yueqi Ren MS2, MD/PhD student, UCI** – “I am very grateful to have been in your Physician/Patient Stories elective and to have had many chances to discuss writing, art, and medicine with you. The experience greatly enhanced my understanding of what medicine means in different social contexts and as a literary theme. I will miss the small group meetings we had! Thank you for hosting such wonderful and thought-provoking discussions.”

“It’s been a really fun experience to be part of the elective... The time spent discussing poetry and prose this year has been an oasis outside of medical and daily life, so I am very grateful to have had this experience.”

**Sylvana Marquina MS1, UCI** – “This first year in medical school...taught me that I can also begin again. There is always a chance to learn from our experiences and face the challenges of trying one more time. I have gained so much in this class and am grateful for this opportunity at UCI!”

**Mehron Dhillon MS1, UCI** – “I deeply appreciate your kind words. This elective has been one of my favorites all year. I think I’ll continue writing as well, the process was surprisingly cathartic.”



**Anna Rasmussen, MS1, UCI** – “Thank you for reminding us to value art and honor the human experience as we progress through medicine. I will definitely reach out to you if ever I have an unanswerable question I would like to discuss with a person I like 😊.”

**Lydia Kirillova MS1, UCI** – “Participating in this elective has truly been one of my favorite parts of my first year at UCISOM. The lessons I’ve learned through the topics we discussed and pieces we read are very special and I will continue to reflect on them throughout my medical career. I am so glad to be at a school where this kind of community and discussion is fostered! Thank you for leading such a wonderful, thought-provoking elective.”

**Aileen Guillen MS1, UCI** – “I just wanted to say thank you for putting in the time to find the wonderful stories we covered in class and for facilitating a safe space for us to discuss the more difficult aspects of medicine, ones that are often brushed over or completely ignored. Electives like pt/dr stories are essential for us medical students to remember the more humanistic aspect of medicine and served as a good reminder for me that medicine is more than just the rigorous science courses that I’m currently trudging through. Again, thank you for all your hard work!”

## **2019**

**EMRAP Coordinators (undergraduate student researchers in Emergency Medicine)** – “Thank you for taking time to come speak to EMRAP about medical humanities. It’s a privilege to have the opportunity... This will surely help us in the long run, so thank you again for your advice!”

**Bhavesh Patel, UCI premed graduate, MS` UCLA** – “I am very excited to be starting medical school, but it is bitter-sweet to leave the wonderful mentors like you that I have had the privilege of having at UCI. I want to thank you for all the time and guidance you have given me over the past few years. From HtH tp {tDr Stories to AoD, you were always there for me when I needed anything – from questions about the club, to interview advice, to letters of rec. I also have to mention your invariably speedy email responses 😊 - just waw! If that doesn’t show you truly care, then I don’t know what does! Furthermore, the opportunities that you have helped me participate in have certainly helped me solidify and hone my interest I medicine, as a humanist in addition to a scientist. It was also a great joy to simply be in a supportive environment of great educators and passionate medical students every week I realize was a truly exceptional opportunity for an undergrad. The sessions were informative, relaxing, and fun all at the same time, and they always invigorated me even if I was having a stressful week. Most of all, the humanistic values I learned through our work together were very rewarding for me to reflect on as a young student trying to decide what career path to take. My experiences in HtH and AoD truly inspired me and helped keep me motivated.”

**Chelsea Ching Su, UCI undergrad, MS in Business Swiss university** – “I must admit to have found myself with voices of doubts and a sense of aimlessness more often than

I'd like to. Your reminder and encouragements have helped me expose such uncertainties and reaffirmed my motivations. I'm truly grateful."

**Pablo Gonzalez Blasco MD, family physician, Brazil** – "Johanna... [is] something between an American mother guiding me to Humanism in Medicine for the last 20 years, and a sister whose heart is in line with mine, performing a wonderful symphony: not brother-sister in arms, but brother-sister In Humanism."

Elana Craemer, MD, assoc clinical professor, Family Medicine, UCI – "Thank you for always taking the time to write such meaningful positive messages. Your messages make a huge difference in departmental morale and community. They always make me smile ☺."

**Monisha Vasa MD, psychiatrist** – "...wonderful honor and recognition by the department of your years of service... such a beautiful and heartfelt and well-deserved moment for you. I hope you were able to take it all in...just how much you have impacted the lives of others through your role, mine included!!!"

"Your comments mean so much to me, especially coming from an experienced poet, educator, and editor such as yourself. I am beyond touched that you took the time to note which lines and phrases (of her original book of poetry) in particular stood out to you. Truly, I am speechless, and so very grateful. Thanks again for all of your time, inspiration, and mentorship over the years."

**Aaron Kheriaty MD, associate professor, Psychiatry, UCI** – "A big "shout out" to Johanna for her perseverance in bringing this article to publication." (Kindness article)

**Julie Youm, PhD, Assistant Dean Education Compliance and Quality, UCI** – "Thank you for being the constant, fearless leader who has taken us on this rewarding path" (Kindness article)

**Josh Freeman MD, Professor Emeritus Family Medicine, University of Kansas School of Medicine** – "It is always great to have Johanna's wise input to stimulate thinking!"

**Christian Ledford PhD, Research Director, Military Primary Care Research Network, Uniformed Services University School of Medicine** – "The narrative section in this month's journal is unparalleled. Last night at the dinner table, I found myself reading the poem to my family, who all had reactions to it..... I felt compelled to say thank you. I am now fully won over to the power and purpose of narrative in the journal (that only took 4 years) and will now consider myself one of that form's staunchest defenders."

**Sam Grammer, publication specialist, Family Medicine journal** – "I just wanted to say that I've appreciated your work. Since starting my work on the journal I've

developed the habit of making the narratives a treat in my work week... I think they make the journal so much better!”

**Jodi Polaha MD, editor Families, Systems, and Health** – “Yours will be super hard shoes to fill! ... you brought us to a great place from which we can sustain the precedent you set!”

**Jo Marie Reilly MD, Share Our Stories co-editor, Families, Systems and Health** – “[I] appreciate how professionally and gracefully you are helping create a sustainable, viable, and thriving legacy with SOS.”

**Kimberly Myers PhD, professor, Penn State University School of Medicine** – “I prefer to read an essay for the first time while I’m on the treadmill – cerebral perfusion and all! – and I darn near fell OFF reading this one (breast cancer poetry chapter). It is wonderful, wonderful! It is a goldmine for our readership!”

**Tan Nguyen MD, assoc clinical professor, Family Medicine UCI** – “Johanna, you are more worthy than anyone I know. Your contribution worldwide to Medical Humanities is undeniable but more importantly is how you’ve touched each one of us locally at this institution and making this home enjoyable.”

“As always, you’re a genius!”

**Howard Stein PhD, Professor emeritus, Medical Anthropology, Oklahoma University Health Sciences College** – “I love the way your letters are themselves poetry... love to hear my words through your voice, and always learn more about what is supposedly “mine.”...Thank you for Being.”

**Mark Rosen MD, ICU, UCIMC** – “I think having this program is a wonderful idea that you came up with.”(AoD)

**Bobby Sasson MD, associate clinical professor, Medicine, UCI** – “What great insight and feedback, Johanna! Thanks for being there today!”

**Cindy Haq MD, Chair, Family Medicine UCI** – “Congratulations! I just finished reading the 2019 edition of Plexus. What a fine demonstration of medical humanities. This work brings out the depth of humanity in health professionals and patients alike.. Thank you for keeping the medical humanities alive and well at UCI!”

“You’re like a beam of sunshine on this cloudy day.”

**David Kilgore MD, clinical professor, Family Medicine, UCI** – “Ah Johanna – you can’t ever retire – you are our official department eloquent poet, chief cheerleader, and just general all-around spirit lifter – we simply have to speed up that cloning technology!”

“You are really the one we all thank and appreciate for your organizational approach to the whole process (hiring a research director) and keeping up with so many picky details – you made it so easy for us!

“Thanks again to Johanna for her capable and thoughtful leadership of our committee”

“So well said, Johanna – thank you for always so poetically representing our collective voice!”

“Thank you Johanna for your usual gracious and thoughtful reflections... I think that the students are incredibly lucky to have this AOD course during their 4<sup>th</sup> year, giving them one more opportunity before being released to the world of clinical medicine to ponder the powerful, sometimes fragile, but always vitally important role that medical humanism plays in clinical care – and especially to be exposed to your insights, deep wisdom and knowledge about the field. You always give the disclaimer that you’re not a physician, but in your teachings and interactions with students, you embody compassion and empathy, truly the central pillars of healing interactions at the heart of the type of physician-patient relationships we all strive to have, so you are, and always have been, a healer at your core. Thank you for all you’ve done – and will continue to do (you’re not done yet, ha!)

**Emily Dow MD, clinical professor, Family Medicine, UCI** – “You are a person of many talents, Johanna, and we look to you in any situation that requires insight, thought and kindness... no one can provide the type of high quality, in-depth feedback that comes so naturally to you. As I keep saying, you are a valuable mineral in our department – a gem and a rock!

“You are our hero! Loved your specific and directed comments.”

**Shreya Aiyar, MS4, UCI** – “Your message makes me so happy! Thank you for all your help and generosity... We truly could not have published such a beautiful journal (Plexus) without your guidance and support... So appreciative of you!”

“Thank you for being a steadfast and inspirational mentor over the years! I will not forget the work I have done here with you.”

**Axana Rodriguez-Torres, MPH, MS3, UCI** – “Thank you for making the time to meet with Violeta and me, and also for your beautiful message. It was so rewarding and comforting to see you and hug you and have your energy nearby again although I have always felt the power of your energy even while in the East Coast... you of course are one of my main mentors... Thank you for being amazing. I look forward to continuing sharing this journey with you, and seeing you during rotations will be a complete delight!”

**Allison Slater, MS3 UCI** – “I just wanted to thank you for your comment after my reflection on childhood obesity. You mentioned framing the individual issues by

explicitly identifying that' it's a society-wide problem... Just by explicitly acknowledging this, you had the power to make the interaction a far more empathetic one that absolves parents of some of the blame and shame they typically end up feeling... I just wanted to thank you for putting that idea and words into my head, and plan to continue EXPLICITLY stating that simply fact which I believe will make such a huge difference!"

**Caroline Frambach MS3 UCI** – “I appreciate your concern!... it was valuable to talk about with my classmates and I did not feel as if I was being put on the spot at all. If anything, after the session I felt better about the whole situation. Again, thank you for reaching out.”

**Violeta Osegueda MS3, UCI** – “Thank you so much for your kind words. I appreciate your support... This email is the meaningful help I need ☺. If only everyone in Med Ed was as amazing as you!... it made a big difference to know that my feelings were validated.”

**Amanda Nguyen and Danielle Zezoff, MS3 UCI** – “Thank you for the kind feedback on our reflections project. It was a fun and rewarding experience... Thank you for always supporting us and encouraging our creativity.

**Elizabeth Crawford MS3, UCI** – “I am always amazed by your insightful summations.”

**Alyssa Ashbaugh MS3, UCI** – “Thank you for leading such a wonderful session this morning! ..Your sessions are always so supportive and encouraging... Thank you again for a great reflection!”

“I really appreciate your support and consideration... and also really appreciate the opportunity to reflect on our experiences... I think this is so important for us medical students!”

### **AOD 2015-16 STUDENT COMMENTS**

**AoD has been one of my favorite experiences of fourth year. Thank you for always taking the time to read our essays and for giving us the opportunity to take this elective :) It has given me the opportunity to reflect on medical school, and I can't imagine going into intern year without that. Thank you. – Jacqueline Kurth MS IV**

It was an absolute pleasure taking this course, and I learned a lot from yourself, the other speakers, and from my peers. Thank you for a wonderful class! Nicole Kiyohara MS IV

It was an absolute pleasure taking this course, and I learned a lot from yourself, the other speakers, and from my peers. Wendy Kim, MS IV

Thank you again, Dr Shapiro, for organizing this amazing class! Kirti Malhotra MSIV  
I certainly loved your class and really appreciated all of your valuable insight and perspective. Kevin Labadie MS IV

I ENJOYED THE CLASS TREMENDOUSLY. Rijul Kshirsagar MSIV

I loved the course. Thank you for all the work and heart you put into it. Priscilla Vu, MSIV

Thank you for taking the time to reflect with us on this amazing journey@ Karun Gogna MSIV

Your guidance through medical school, from the very first days, has played a vital role in shaping me as a physician. I am very grateful! Avinash Chaurasia MSIV

You are absolutely wonderful. Thank you, thank you, thank you! Hendrick Soh MS IV

You're a wonderful role model and we are all so fortunate to have you as our mentor these last 4 years. Thank you for your constant guidance. Christy Tabit MSIV

Thank you for this class. It was very helpful to come back to medicine from the MBA. Lesly Martinez-Salas MSIII

Thank you for all your insight and guidance over the past years! I really enjoyed working with you over the past year. Thank you for giving us a space to reflect on our experiences, and to learn how to be a better resident, doctor, and person in the coming years. Being in AoD meant to me that I had a safe place to think about the tough feelings I might be experiencing, and know that I am not alone in this process of becoming a doctor. I will definitely be taking what I've learned to residency with me, and hopefully can be the best doctor I can be from it.

Amanda Schafenacker MSIV

Thank you for your guidance, inspirational thoughts, and showing us the humanity in medicine Eloka Ikebudu MSIV

Great class! Thank you for creating this environment/space for us. Haik Mkhikian MSIV

Thank you for your love and support! You inspire us. Shaudee Parvinjah MSIV

That said, I am so thankful to have had the opportunity to take AoD and I learned so much. I am grateful to my classmates for divulging their experiences, however uncomfortable, so that we all may learn from them. I am most grateful to you for creating such a space where almost all felt comfortable talking about such difficult and important topics.

I suppose the most appropriate way to express my gratitude would be to bring the art of doctoring to my current and future patients and to strive to maintain my own wellness in the process. I pledge to do so, though as I have learned, it is easier said than done, of course. Whereas medical school until now had taught us the "what" of medicine, above all, this course forced me to think about the "how"; how I begin a conversation with a patient, how I approach a dying patient, how I interact with nurses and other staff, and how I deal with disappointments and errors. The more I do it, the less I'll have to think about it. :) And then I'll be the good physician I hope to be. Jessica Galant MSIV

I loved your class and all of your efforts during our 4<sup>th</sup> year to help us see medicine from a different perspective. Lisa Tachikik MSIV

We learn so much in med school – you reminded us why. Thank you for being our therapist and guide through all this. Majid Husain MSIV

Thank you for sharing all of your insight. You are truly inspiring. AoD has really enriched my 4<sup>th</sup> year. Kate Hom MSIV

Dr. Shapiro you will forever be in my heart, not only in becoming the best doctor but the best person I can possibly become. Thank you for being you and sharing yourself with us. Janet Solis MSIV

What a wonderful and enlightening class. We will all be better physicians because of it. Shawn Kaye MSIV

Thank you for providing such wonderful guidance in our Art of Doctoring course. Your participation in our medical education has eased the transition from student to doctor and made it one full of reflection and growth. Rijul Kshirsagar MSIV

Thank you for making Art of Doctoring one of my fondest experiences in medical school. It will certainly impact my practice for years to come and I hope to install the values I've learned in those I work with. I will miss your teaching! Kevin Labadie MSIV

Every experience you have given us in the last several years will be one I look back on as I'm making decisions as a resident and practicing clinician. I definitely felt the pull towards losing empathy and being in touch with humanity, but your class brought me back in ways I could not have predicted. Thank you for everything you have given to us and thank you for showing me how to be the clinician I want to be. Srikanth Krishnan

It has been such a pleasure learning how to reflect and how to be a better physician in your courses. From our Patient Stories/Doctor Stories course during 1<sup>st</sup> year to Examine the Painting/Examine the Patient course during 2<sup>nd</sup> year, and to our Art of Doctoring course during 4<sup>th</sup> year, I have learned so much from you. These course have been such an amazing and memorable experience, and have really helped me get through medical school and now transition to residency. Thank you for your passion and commitment to the art and humanism of medicine! Priscilla Vu MSIV

Thank you so much Dr Shapiro for an amazing class. Sharing our experiences with the other students with such diverse backgrounds was very eye opening! Brian Lemieux MSIV

Thank you so much for a great course. I learned so much and the course will serve as a great foundation as I continue my training! Kyle Hersh MSIV

Thank you so much for all your work on the class! I have thoroughly enjoyed this elective and have come home with takeaway points that Brian and I discuss for days after the class is done. Neha Mitragotri MSIV

I really enjoyed this class and am so grateful that it exists at UCI :) Katrina Dean MSIV

## **2015**

**Larry Mauksch PhD, Editor, Family Systems & Health 2015** – “Thanks for your support and commitment. You raise the status of this journal!”

**Jayne Lewis PhD, Professor, English, UCI 2015** – “...getting to know – and read – you has been the very brightest thread in my involvement with the Initiative. I can't tell you what an inspiration you have been on every possible level – imaginative, practical, ethical, social.”

**Esther Ho MD assoc professor, Family Medicine UCI 2015** – “You are so good, always communicating and bringing everyone in the fold. Thanks for bringing it all together...”

**Mark Langdorf MD, sr assoc dean medical education UCI 2015** – “20+ years at UCI and I was always too busy to look at Plexus. Now I have. Congratulations to you all for your contributions to this “Art of Medicine.” Your pieces are poignant, moving, insightful, and beautiful. Thank you for stimulating my right brain. A few tears...”

**Emily Dow MD, Chair, Dept of Family Medicine UCI 2015** – “Thanks so much for the shot in the arm! You are such a valued and respected member of FM that this will mean a lot to everyone.”

**David Kilgore MD, director Integrative Medicine Track, clin professor, Family Medicine UCI 2015** – “Thanks for being the gret catalyst that you are and bringing together the group to try and move this important part of medicine into the UCI educational mainstream... that’s how culture change often starts..”

**Behnoosh Afghani MD, professor, Pediatrics UCI 2015** – “Thank you so much for participating as a faculty mentor for the standardized patient session. The students found your feedback to be very insightful.”

**Monisha Vasa MD, community psychiatrist, clinical faculty UCI 2015** – “...I very much enjoyed your poem about the glaucoma, as well as your recent essay... comparing patients to poems... I think this poem was a great way to remind all of us that every day we deal with human beings who have very human feelings, and acknowledging that is as much a part of medicine as anything else... Thank you for all of your continued support and encouragement... Being involved with you has really added a very unique and special dimension to my work life, and has added so much fulfilment and meaning for me.”

**Richard Brestoff PhD, professor Drama UCI 2015** – “...thank you for the terrific planning and execution of this important event [Art of Medicine Symposium, Jan 2015]. Your hosting skills were superbly on display. You were somehow able to move things along without rushing anything or anyone, your comments and introductions were both eloquent and spiced with your wonderful perfect pitch for humor and your ability to make improvisational adjustments to the schedule were perfect.... You made it so welcoming and easy and that is only one of your many great gifts! Brava!”

“I was enlightened and moved and deeply impressed by the dedication and desire to integrate the humanities and the arts with medicine [at the Art of Medicine Symposium]. Soaking the students in poetry and music and patient empathy and personal writing so that these elements can marinate inside of them and become part of their very tissue helps so much to dissolve the perceived but illusory barriers between art and science. The sooner this steeping begins the deeper it goes until the intellect, the imagination, the discipline, the compassion and the ability to think on one’s feet are all united in one smart, hard working, passionate, imaginative, productive and hopefully humorous physician. What wonderful work you do.... Brilliantly done...”

**Nicole Shirilla MD, 3<sup>rd</sup> yr Family Medicine resident UCI 2015** – “Thank you for your mentorship and support for the past two years, I hope we will get to continue to collaborate and work in medical humanities together...”

**Laura Mosqueda, MD, Assoc Dean, Primary Care, Chair, Dept Family Medicine USC Keck School of Medicine 2015** – “It’s amazing: just 30 minutes of hearing you speak and I take away ideas and new ways of thinking about things that will make me a better doctor. Be assured that I will put your inspirational ideas into use tomorrow morning when I’m seeing patients.”



“Working with you has been pure joy. Thank you for teaching me by example, advising me with your thoughtful words, and inspiring me to do better. You are a gem.”

**Kirsten Leslie, PhD cand, Exeter UK 2015** – “I am writing to ask if you might give me permission to acknowledge you and your fabulous book, “The Inner World of Medical Students” in my current doctorate essay? I am exploring aspects of medical students currently in training.. and certain dilemmas faced... you have so many interesting articles and books to explore! Incredible.”

**Karen Grimley, RN, Chief Nursing Officer, UCIMC 2015** – “It has been such a privilege to work with you... Thank you for all you have done to introduce the concept of humanity into health care...”

**Deborah Rubin MD professor, Medicine New York University School of Medicine 2015** – “Jon {Jonathan LaPook MD} and I had a most enjoyable, enlightening and encouraging conversation with you. We’ve taken much of your advice and... have produced our first 5 minute video, the topic is “listening.”

**Cheryl Dellasegaroy fujitlejaRN, PhD, professor Penn State University College of Medicine 2015** – “I am preparing to teach an elective course on Poetry and Medicine next month. While looking for resources I came across your excellent power point on poetry for medical students.”

“I wanted to thank you for the use of your powerpoint as well as the wonderful book you wrote about medical students... I will continue to look for your publications!”

**Kimberly Myers Ph.D., assoc professor, Humanities and English, Penn State University 2015** – “Thank you for the “terrible beauty” (Yeats) of the poem you wrote/shared [The Mother Without Breasts].”

“[Your poem – “The Mother Without Breasts”] will be discussed on [date] along with [various examples of poetry, prose, and art]. I thought you might be interested to know the company you keep! Very good company indeed!! In the spirit of “less is more,” we rigorously vet every piece so that each session’s preparatory material is sharp and provocative...”

**Linda Raphael PhD, Assoc clin professor Psychiatry and Behavioral Sciences; director of Medical Humanities, George Washington School of Medicine** “I so enjoyed your poem [“The Eyes Have It]... you communicate beautifully how a seemingly insignificant matter (eye color) may be the focus of our fears...the subtle “pokes” at the ophthalmologist are quite wonderful – ironic, familiar, and gentle... This is a most effective way to express the common sort of :missing” even the best intentioned MDs can commit... I wrote to you once about your most wonderful explanation of what medical humanities can do: have students think about what kind of doctor (person as doctor) they want to be. I have been clinging to that the last couple of years, especially in our complicated curriculum revision.”

**Rachel Schwartz PhD cand, McGill University 2015** – “I really appreciate your generosity and thoughtfulness in writing such a personal response [rejection letter of a poetry submission to Pulse]. I realize how much time this must take you to respond to everyone in such a human manner, and I wanted to let you know it makes a real difference to receive this instead of an auto-reply. Thank you for embodying the human-centered mission of Pulse in all aspects of our correspondence!”

**Audrey Shafer MD, professor, Anesthesiology, director, MH program, Stanford University School of Medicine 2015** – “I love your poem [The Eyes Have It]! Thanks so much for...being such a brilliant person.”

**Howard Carter PhD, adjunct professor, Social Medicine, University of North Carolina, Chapel Hill 2015** – “Just read, loved, and adored your “THE EYES HAVE IT in Pulse. Great images, great two characters, great switches in mood public private, and what a knockout ending!

**Diana Lugo admin asst Family Medicine 2015** – “It has been a privilege to work with you. I must admit, I was touched in a way I did not expect assisting you in the work you do. You find a human element in the medical students that certainly needs to be nurtured and grown. Thank you for the experience.”

**Minha Sarwar UCI grad premed 2015** – Thank you for giving me the opportunity to do research with you this past year. It has been a wonderful experience and I’ve learned so much from your guidance. This project has given me a new perspective on medicine and on what it means to be a doctor.”

**Sally You BS, Boston University premed 2015** – “It was a great pleasure and an honor to be a part of the [research] group, and also to get to have known you. Without [this], I don’t think I could’ve made it. You were so kind to us and always made an effort to encourage and compliment us for even the smallest things.”

“Thank you for allowing me the opportunity [to be part of a research project] that I have enjoyed greatly. Also, thank you for always being encouraging despite us having made occasional mistakes.”

**Compassion in Healthcare undergrad students (Diane Vu, Dara Nguyen, Julia Barbour) UCI 2015** – “We just want to thank you for taking time out of your busy schedule to come speak to our class. We are sure that your talk on Emotions in Medicine has really taught both the students and us a side of compassion we have not yet learned. It’s also been a pleasure to hear your personal knowledge and experiences dealing with compassion, not to mention the interesting viewpoints you present.”

**Dara Nguyen, UCI undergrad**– “Your talk today about emotions in medicine really specified which actions/behaviors are and are not productive when communicating with people. We greatly appreciate your investment in our course.”

**Diane Ortiz, UCI 4<sup>th</sup> yr undergrad premed 2015** – “Thank you so much for the great opportunity you gave me by letting me work on this project. I had so much fun and I also learned so much.”

**Graziela Moreto MD, PhD, Family Medicine, Brazil 2015** – “We discussed some of your articles and these were inspiring for the development of my PhD.”

**Samuel Sampson MSI 2015** – “I just wanted to say thank you for your efforts in keeping Plexus going. I think it is a great source of inspiration to many.”

**Anonymous MSI 2015** – “[Re Anatomy and the Humanities session]. This was an extremely important session...”

**Anonymous MSI 2015** – “This was a very valuable class – perhaps the most touching and thought-provoking one I’ve had all year... it was great to see this multi-disciplinary team come together to talk with us. Please keep it up for the next year.”

**Adam Kalawi MSI 2015** – “... the greatest lessons of the human experience are not taught by the day-to-day life that we lead, but rather the periods of flux that are often brought about by changes in one’s health... I hope that I will not lose sight of this during the trying years ahead and that I will continue to take time for reflection so that I may more deeply understand my patients and those around them. I sincerely thank you and applaud you for the work that you’ve done to encourage myself and others in such efforts, in my eyes it makes a great difference.”

“I really appreciate the chance for these kinds of reflection as I don’t think we often get them.”

“ Thank you for the opportunity to explore a different side of medicine... I had an excellent time in the course and learned about myself and others along the way.”

**Neil Saez MSII 2015** – “I cannot overstate the multitude of times that I have been in various hospitals or resident rooms or classrooms, and by some reason I mention that I have worked with you, and whoever I am with simply beams with praise for you and envy that I have the honor of working by your side. ...thank you for being in many ways the encouragement that I needed in medical school to not just stay in touch, but cultivate my passion for the human condition, through the arts.”

“...Thank you for being such a great leader [of Art of Medicine symposium]. There are always certain projects that define seasons of your life. Sometimes they stick because of the people you work with. Other times for the goals you set out to achieve. The Art of Medicine symposium without a doubt belongs to both... I’ve already overheard two of my classmates referencing certain symposium sessions that they attended. Looking like we might have made an imprint or two as of yet.”

**Jessica Galant MSIII 2015** – “I can honestly say that with your training during the past three years, I am better able to assess the situation in the room with subtle things like body language, posture, tone of voice, etc. rather than immediately diving in with questions and diagnoses.”

“...[we] couldn't stop talking about what we had learned and discovered at the symposium. Thank you for your vision – I always strive to emulate the way in which you create space for and encourage creative expression in all its forms. It was truly a wonderful day and I was so happy to see so many of my classmates in attendance.”

**\*Bao-Nhan Nguyen MSIII 2015** – “It has been an absolute pleasure working with and learning from you. I still remember many of the interesting readings and discussions from the Doctor/Patient stories elective and how it is so important to have compassion in medicine. I am super excited to begin 3rd year with that mindset!”

**Simone Vernez MSIII 2015** – “I just wanted to thank you for giving us the forum to come together as a group to talk about our experiences today. Though we obviously talk amongst ourselves on our own time, it's a very different setting when you come together with that purpose in mind.”

**\*Michael Nguyentat MSIII 2015** – “Thank you for hosting the reflective session at the Regents Point in Irvine last week. It was great to reflect on the humanistic side of medicine again, and it was a pleasure speaking to older patients and to gain helpful insight. I really enjoyed the session and found it to be one of the most insightful sessions of all of medical school thus far.”

**Kevin Labadie MSIII 2015** – “Thank you for all the encouragement to write and express ourselves through art. It is very helpful and important.”

**Omid Moshtaghi MSIII 2015** – “I very much enjoyed having this session and taking a break from the medicine to reconnect with the humanistic side of issues that we often neglect.”

**Pauline Santos MSIII 2015** – “Thank you for sharing your thoughts on my reflection. It really means a lot!... Also, thank you for the opportunity to share reflections. We hardly get the chance during rotations”.

**Ana Ordaz Valencia MSIII 2015** – “Thanks so much for the feedback you provided us. I really enjoyed this project...I felt very privileged to hear from my other peers. Everyone comes from different backgrounds and has different ideals, so it was fantastic getting to listen to what they learned and took away from their peds rotation.”

**Pedro Alvarez MSIII 2015** – “I honestly enjoyed the reflection project session, it gave me insight into how everybody saw pediatrics and it opened up for really insightful conversations.”

**Mark Lin MSIII 2015** – “I appreciate you taking the time to speak with us, allowing us to reflect on and share our experiences in very personal ways. I think improving our healthcare system starts and ends with the doctor-patient relationship, and I cannot imagine doing so without being mindful of our patients’ experiences and our own limitations – however uncomfortable it may be. The projects/discussions that we had have empowered me, in a way, to assume this responsibility. I am glad that you are continuing to help guide us through this very crucial time in our career.”

**Borna Dabiri MSIII 2015** – “Thank you for your very kind note. Certainly means a lot coming from you. I’ve enjoyed the sessions you’ve led throughout the year and I plan to keep them in mind and employ their teachings as I continue my training.”

**Adam Truong MSIII 2015** – “Your comments are always so helpful.”

**Bradley Jacobsen MSIII 2015** – “It is always a pleasure to be involved in your sessions.”

**Debra Wang MSIII 2015** – “...thank you for facilitating the Medical Reader’s session... It was a great way to spend the morning...”

**Kevin Labadie MSIII 2015** – “Thanks for a wonderful session... I think we are really fortunate as medical students to get these sorts of experiences. Giving us these times to learn about at risk populations and reflect on them at an early point in our career is wonderful. It certainly will shape us to be superior physicians. Thanks for your dedication to medical education.”

**Hendrick Soh MSIII 2015** – “... you are seriously the best. Do you have any recommended reading to become more open-minded and well spoken like yourself. It’s always amazing to hear what you have to say and I come away from it feeling like I’ve learn very very valuable things. I would also like to develop that kind of depth of personality.”

**Michael Abrouk MSIII 2015** – “I always love seeing you... and I really appreciate the open and caring environment that you provide. Every session with you is like a canvas for my soul, and a pillow upon which my emotions can rest. Though we only interact several times a year, you have certainly been one of my most memorable and most adored teachers. Thank you for everything, and I look forward tremendously to our next encounter.”

**Mounica Yanamandala MSIV 2015** – “Thank you for inviting such great speakers [Art of Medicine Symposium], and helping us all be thoughtful about the many issues that are at the center of how we will practice medicine during our careers.”

**Lorianne Burns MSIV 2015** – “I have been reading Plexus writing rorm the last 10 years for my project and have really enjoyed reading your poetry! Each one of your poems is so thoughtful and eloquently written, always giving a unique perspective on a

medical-related theme (and some of my favorite writing in the journal, to be honest!). It is great to see that poetry is timeless and your poems mean just as much to me reading them today!”

**Christine Lee MSIV 2015** – “I also wanted to thank you for your guidance and leadership during my four years here at UCI. Plexus especially was a huge part of my medical education experience and the entire publication would not be possible if it were not for your extremely generous time and support.”

**David Lee, MSIV 2015** – “You’ve been such an amazing and supportive mentor in my life... I can never repay you for all the wisdom you have provided me over the years...”

**Kim Melvie MSIV 2015** – “Thank you for a really great and memorable experience with AoD. I will take everything I learned and experienced with me as I enter residency and beyond.”

**Karina Gookin MSIV 2015** – “Thank you again for an outstanding course! It was such a great experience and I plan on highly recommending it to other medical students.”

**Melody Besharati MSIV 2015** – “I hope to continue promoting Arts and Humanities in Medicine, and one day, maybe as beautifully as you have been doing all along. Your innate empathy and insightfulness are an inspiration to us all.”

“Thank you... for all of your invaluable commitment and trust in us. The magic [of the Art of Medicine symposium] could never have come to be, otherwise.”

**Brent Martin MSIV 2015** – “Thank you very much for organizing the symposium and for the opportunity to be a part of this class [Art of Doctoring]. It has honestly been a wonderful experience for me that has allowed me to see the “big picture” of medicine.

**Virginia Liu, MSIV, PhD 2015** – “I’ve also kept your comment of chronos and Kairos in mind. It is a great piece of insight, especially as I seek for the experiences of Kairos during the precious free time that 4<sup>th</sup> year offers ☺. It’s been yet another wonderful AoD experience with you – many thanks.”

“You have been the humanities light leading the way for us students for a long time now. Thank you for all that you do...”

“I can’t express what an inspirational role you have held in my past 7 years of training... The humanities you bring to us, MEDleys, Plexus, and M2H has been such a large part of my time here... those positive moments with the arts/humanities will be what I will carry with me from these years at UCI-SOM to the next phase of training... I still look forward to many life insights from you.”

**Ian Mannarino MSIV 2015** – “Thank you so much for a great quarter. I thoroughly enjoyed your class ☺ Having the opportunity to share our experiences of medicine was

invaluable for me. I definitely will use some of the strategies in this class to remind myself of how medicine is an art, and how I can continue to practice and hone the skill required to effectively practice that art. Thanks again. Please keep doing this for future classes, they would certainly be missing out without Art of Doctoring.”

**Brian Sprouse MSIV 2015** – “Thank you so much for all the effort you put into this course, you’re one of the most inspirational people I’ve ever had the pleasure of knowing. Your positivity is something that I will continue to strive for.”

**Lancelot Beier MSIV 2015** – “Thanks for a great class – we really enjoyed it.”

**William Winter MSIV 2015** – “Thank you for all the time and thought you’ve put into the course this year, as well as each of your contributions to the other courses I’ve taken. You’ve given so much of yourself to help keep us sane and humane. I only hope that my classmates and I can do you justice by embodying the ideal of empathy that you and the Art of Doctoring faculty have shown us.”

## **2014**

**Bill Hoy Ph.D., Baylor University 2014** – “I am SO impressed with your students. The ones I heard... clearly possess the “heart” of medicine we strive to help students develop.... My hat’s off to you for the “culture” you are helping to develop at UCI School of Medicine. The future of medicine is bright when at its helm are students like these of yours that I observed yesterday.”

**Donna Baker MSW, Chao Cancer Center 2014** – “The meeting[(reflective writing session for cancer support group] went so well... the women who came really appreciated you and the experience. I found it very emotional as did others... Thank you for being there and doing such good work. You are a true gem and I feel so grateful to you.”

**Eliana Korin Dipl. Psic., Department of Family Medicine, Montefiore Medical Center, Albert Einstein College of Medicine 2014** – “ You do a great job with these series” [*Family Medicine*, Narrative Essay section]

**Plexus editorial staff, 2014** – “Thank you for all your advice, support and wise words! This year would not have been a success without you.”

**David Kilgore MD, professor Family Medicine UCI 2014** – So glad you were there [resident orientation session] and I always learn from your wonderful insights.”

**Joan Fishman MD, clinical faculty, Family Medicine UCIMC 2014** – “I really think the AoD course you created truly rivals Remen’s Healers Art course. I think it should be part of the regular curricular rather than an elective because it has so much of a positive effect and has the ability to immunize future docs to burnout and encourages them to

continually strive to maintain the inspiration that made them decide to be physicians in the first place.”

“I enjoy being a part of this course so much [Medical Readers Theater]. I get so much out of it every time... you had many great pearls that you drew from and shared in this session.”

**Kelly Edwards PhD, Assoc Dean for Student and Postdoctoral Affairs, Assoc Professor, Bioethics and Humanities University of Washington, 2014** – “Thank you so much for your careful thought [re ethical issues] with this important project... so grateful you are also involved.”

**Juliet McMullin PhD, assoc professor, Anthropology, UC Riverside 2014** – “ Thank you again for sharing your work with us. It was a terrific talk. So many people were inspired... and I am still receiving positive feedback.”

**Nina Stoyan-Rosenzweig PhD, University of Florida Health Sciences 2014** – Thanks for your input – I really appreciate you taking the time to think about the question (regarding an ethical dilemma).

**Faith Lagay PhD, Director, Ethics Resource Center, Editor Virtual Mentor, AMA 2014** – “Thanks for creating a highlight in my...editing duties – talking with a smart person who is passionate about the humanities, education, and, most of all, the learners.”

**Jack Coulehan, MD, MPH, professor emeritus SUNY 2014** – “I’ve been meaning to tell you how much I admire your work, especially your papers on the role of emotion in clinical medicine. Every time I read one, I feel exhilarated (an emotion!) and perceive a glimmer of hope. I can’t think of anyone working in medical humanism/humanities whose views are so stimulating to me as well as simpatico. Keep it up.”

**Adam Possner MD asst professor Dept of Medicine, George Washington School of Medicine 2014** – “...I continue to be inspired by your articulateness and your ability to seemingly effortlessly identify what makes a piece [of poetry] work or not work. I’m learning so much for you this year.”

**Wadie Najm MD, professor, Family Medicine, UCI 2014** – “I thank you for allowing me to work with you over the years. I learned so much from watching and listening to you. You are the ultimate teacher and scholar and I am fortunate to have worked with you and am certain that my teaching/academic journey was made better for knowing you.”

**Elizabeth O’Toole, administrative assistant, Dept Family Medicine UCI 2014** – “I believe so much in this project [Schwartz Center Rounds] and you both [Dr. Ho] are truly inspiring to me. You are major contributors to my positive work experiences at UCI. Really grateful.”



**Pasha Ehsan MD, resident PM&R, UCI 2014** – [after participating in Schwartz Center Rounds] “It was such a wonderful experience to step back from my daily routine and to take a look at the big picture. I think after SCR I really was able to take in all the experiences I had and have a moment of true self actualization. It has become more apparent to me now that our frustrations and apparent setbacks can be channelled into a positive experience that allows us to grow, learn, and most importantly remind us why we do our line of work. Cheers to you, Dr. Ho, and our courageous patient for inspiring.”

**Samina Khwaja MD clinical faculty Family Medicine 2014** – “You have been so very supportive these last few years in my efforts to change the direction of my career [to Integrative Medicine].”

**Monisha Vasa MD psychiatrist clinical faculty Family Medicine 2014** – “I very much enjoyed the Reflections session. It is a pleasure to work with bright students who are eager to discuss their patient experiences and to provide a forum for them to think in a deeper way about their choices, roles, and difficult encounters. I honestly wish I had had the opportunity to do so when I was a medical student.”

“Overall, this lit med class has been so enjoyable for me (it literally feeds my soul, cliché as that sounds!).”

“I truly enjoyed the class, and think I benefitted more from my participation than the students did!”

**Diane Guernsey MA, executive editor, Pulse 2014** – “Thanks for sending out all those lovely responses [rejection letters to over 200 authors]. The poets’ many appreciative replies offer a wonderful testimonial to your editorial skills, tact and warmth.

**Brandy King, MLIS, Head of Information Services, Arnold P. Gold Foundation 2014** – “...a wonderful comment posted on Johanna’s piece... this is now the 3<sup>rd</sup> most viewed post on our blog, right behind Anna Quindlen and Gordon Schiff! Johanna, thank you again – love seeing your eloquent thoughts making their way around the web!”

**J. Hartmark-Hill MD 2014** – “My heartfelt thanks, Dr. Shapiro, for so clearly articulating the potential of (clinical) humanities to give us a way to step outside of our own shadows and our finite perspectives, to consider the narrative and perceptual experiences of others, and then to return to our own belief framework with an expanded dataset with which to fuel analytical reflection. The humanities and narrative medicine are instruments that have been shown to help nurture compassion, beneficence and humanism, all necessary and desired in patient-centered care!”

**Roy Fujitani MD, professor surgery UCI 2014** – “Congratulations to you again for having put together a very robust course towards developing more well-rounded, compassionate professionals in our medical school graduates. We are all better as a result.”

**John Fox MD professor Emergency Medicine UCI 2014** – “...the students are always raving about you Johanna!”

**Colleen Fogarty MD, editor Families, Systems & Health 2014** – [Commenting on JS editorial role for the journal] “Thanks for your excellent work on the section!”

**Auguste Fortin MD, MPH, assoc professor, Medicine, director communication skills education, Yale School of Medicine 2014** – “I just read your paper, “Does Medical Education Promote Professional Alexithymia?”... and I wanted to reach out just to say thank you. This paper is scholarly and readable; I learned several things from it and was exposed to a number of papers I was previous unaware of. It also deeply resonated with my sense of what medical education should be and informs my work toward this goal. Thank you again for such a gem.”

**Dorie Mattson, graduate student Gerontology USC; former choreographer, Crystal Cathedral 2014** – “Your insights on the psalms and suffering have enlarged my own understanding of this treasured book.”

**Ashley Stone, MSI UC Riverside 2014** – “I very much enjoyed talking to you. I left feeling re-inspired to help change the status quo in medical practice.”

**Sally You Ree BS Boston University applicant DO school 2014** – [Discussing her interview] “I was given 1 minute to read the scenario and act with them for 5 min. One of the scenarios... was similar to one of your articles... I remembered that in the paper, it was suggested... to ask patient’s agenda and use open-ended questions. I think it was really helpful...”

**Anastasia Palega, residency coordinator, Family Medicine 2014** – “Working with you has given me such great perspective on acceptance and taking responsibility. Thank you for giving the residency program “heart and depth”!

**Jane Page MFA asst professor Dept of Drama, UCI 2014** – “I am keenly aware that the best gift form this so far [collaboration between SoA and SoM] has been getting to know you. I am grateful for you!”

**Richard Brestoff PhD, professor, Dept of Drama UCI 2014** – “You are always so inclusive and generous. You have a wonderful way of valuing people and making them feel comfortable and welcome. You embody the very empathic approach I wish was the norm between and among all people.”

**David Weber, resident Regents Point Continuous Care Retirement Community 2014** – “You are so good to work with, so fine in rapport. Wish I were in one of your classes. Oh well, once a month I can have a fine sampling of superb professional performance! [At Medical Readers Theater session]

**Deborah Lefkowitz MFA doctoral cand Social Ecology UCI 2014** – “It is always good to hear from you...such nourishment for the soul. I love the way my ideas sound when reflected back through your sensibility... [it] is like riding with the wind at my back.”

**Adam Kalawi MSI 2014** – “Thank you for being such a positive influence and providing thoughtful insight on the aspects of medicine that go far beyond the sciences.”

**Tiffany Pham MSI 2014** – “Thank you so much for all you do and for your dedication to teaching med students.”

**Bao-Nhan Nguyen MSI 2014** – “Thank you for your insightful comments. I do agree with your comment that the doctor-patient relationship is one of a team and each, including the doctor, should also carry some of the load... I was glad you were present to lead the discussion with the donor’s family. This session helped bring closure to our anatomy course as well as reinforce my feelings and sentiments that were initially discussed during our elective on this very topic... These sessions have been very uplifting and provided me with continued fresh insight and enthusiasm for medicine. Thanks for everything you do, Dr. Shapiro!”

“Thank you for such a wonderful class and experience. This elective helped remind me that behind every medical diagnosis is a person with his or her unique story.”

**Mark Lin MSI 2014** – “I want to thank you for taking the time and effort to make this elective possible. I have always believed that the only thing that will remain constant in the field of medicine is the doctor-patient relationship. And this course has convinced me even further that it may ultimately be the most important. As I move on with my “medical education,” I hope to constantly reflect and remind myself of the very reason why I chose this path, much in the same way as we did in this class. I also hope to see this course become a part of our curriculum sometime in the near future.”

**Helen Shin MSI 2014:** “I have really enjoyed taking the elective and getting that chance to enjoy and discuss the humanities side of medicine. The first year filled with sciences has been difficult for me, but this elective has really helped me remember why I began this journey and sustained my joy and hope for caring for patients in the future.”

**Jessica Galant MSII 2014** – “...thank [you] for having such vision to bring this symposium to life! I am so grateful that an event such as this is happening. I was talking to [husband] about an event that sums up my approach to health and healing and this is it! Thank you for your kindness and generosity.”

**Neil Saez MSII 2014** – “It’s not that hard to be involved and excited [in planning the Art of Medicine conference] when we have a valiant captain at the helm!”

**Neha Mitragoti MSIII 2014** – “I thoroughly enjoyed our reflection session with you, and appreciate all that you had to share with us!”

**Jemianne Bautista MSIII 2014** – “I really appreciated your comment stating that doctors should play a role as agents of social change and not just individual healers. It really is the magic statement. I love it and I am going to hold that in my heart and future!”

**Bianca Rivas MSIII 2014** – “Thank you for taking the time to write such thoughtful feedback. It is very much appreciated. Also, thank you for allowing us to have the opportunity to complete and participate in these kinds of assignments. It’s a great reminder and opportunity to step back and look at the big picture of what we do in medicine.”

**Majid Husain MSIII 2014** – “I know how easy it is to get caught up with mindless learning at times trying to impress our attendings or getting those high exam scores that I forget we are here to help people, not patients. I appreciate you reminding us to keep that perspective. Thank you for an informative discussion! I truly enjoyed participating and I hope I can learn from you in the near future to guide my rotations in the right direction.”

**Ara Salibian MSIII 2014:** “Thank you so much for your kind and insightful comments. I really appreciate your feedback and advice. Thank you again for this great learning opportunity.”

**Andrew Morton MSIII 2014** – “Thank you for your kind words and thorough response! It was a pleasure having you host our reflections, and I must admit, it turned out to be a much more valuable session than I had expected. We tend to spend so much focus trying to stay ahead of our studies that we forget to stop and appreciate the process... Thanks again for taking the time to help us reflect!”

**Guy Hughes MSIII 2014** – “As usual I really enjoyed the creative project, it’s a nice change of pace from our usual responsibilities! It’s hard to find that time to stand back from it all, stop, and actually reflect on what we’ve been through. I really appreciate having an afternoon devoted to it.”

**Christina Tabit MSIII 2014** – “I have really been enjoying the reflection sessions we have been doing as a part of our rotations. They’re such a wonderful way for us to take a step back during our rotations to acknowledge our emotions (there are so many!) along the way. It is always inspiring to hear my classmates’ points of view and parallel experiences. Dr. Shapiro, your insight is always so fresh and honest.”

**Andia Turner MSIII 2014** – “Thank you... for encouraging this reflection and stimulating conversation among our classmates. It really was a great experience and encourages me to continue reflecting throughout medical school.”

**Tatiana Ramage MSIII 2014** – “After the session one of my classmates and I discussed how valuable these reflection sessions are, both to our mental well-being and to our growth toward becoming better physicians. I hope that not only do these meaningful

reflection sessions continue, but that you Dr. Shapiro stay involved. Thank you for your feedback and your earnest interest in our lives and development.”

**Srikanth Krishnan MSIII 2014** – “Thank you so much for your thoughtful email. I really enjoy the sessions we have with you Dr. Shapiro because I inevitably understand myself better than I did prior. This has been a great learning experience for me and will be one I reflect upon on each subsequent rotation.”

**Xuan Hoang MSIII 2014** – “I appreciate your feedback and the time you took to allow us to share our experiences. I feel that we don’t often get the opportunity to do so, and I enjoyed it very much. I was surprised by the similarity of the themes that we all touched upon in our essays, and it appears like we are dealing with some of the same struggles as third year medical students. Thank you again for allowing us to speak freely and express our thoughts.”

**Eloka Ikebudu MSIII 2014** – “I just wanted to thank you for holding reflection sessions as these that allow us to reflect on our experiences and discuss them with our classmates. I really appreciate them.”

**Debra Wang MSIII 2014** – “Thank you so much for the helpful feedback and for taking the time to listen to all of our reflections. I’ve learned a lot about the clinical and humanistic side of medicine... I only hope to be as eloquent and thoughtful as you are when leading discussions with others, especially around controversial and ethical issues.”

**Kevin Labadie MSIII 2014** – “This sort of reflective writing is not something I have done much of in the past and I had a lot of fun doing it. It challenged me to think about the person I was treating in a different way. Not only was it fun to write and share this essay, I found it to be therapeutic. I found this creative outlet to be something that brought me refreshment in the stressful and fast-paced career I am pursuing. Your sessions are always helpful and therapeutic and I sincerely appreciate all the time and work you put into the medical students. You are truly impacting our career development in a meaningful and lasting way.”

**Idris Leppla MSIV 2014** – “I had such a wonderful time working with you [on a humanities research project] and discovered a lot about myself and history during that project. You are such an invaluable resource to the school of medicine... Please keep inspiring students like me to pursue the humanities... During my second year when I was feeling very bleak about medicine, you gave me a couple articles – one on the nature of suffering, and listened to me. I think that exchange really inspired me to keep going and I appreciate that very much.”

**Robi Maamari MSIV 2014** – “... the class [AoD] has been very fun. It’s always good to have a dedicated weekly session aimed at reflecting on our med school experiences.”

**Asghar Haider MSIV 2014** – “Thank you for all your comments and this wonderful class. The class and assignments have been a great opportunity to reflect and release

emotions that are brought due to our busy schedules. Your comments are always so thoughtful.”

**James Suchy MSIV 2014** – “Your words, as always, are incredibly relieving and insightful to hear.”

**Nina Narasimhalu MSIV 2014** – “I can’t thank you enough for being such a supportive and caring mentor during my time in medical school... I couldn’t have accomplished this feat [winning the UC Medical Humanities Consortium Research Award] without your kind and encouraging words. Thank you for always being there for me!”

**Tanzeem Islam MSIV 2014** – “O truly enjoyed the Art of Doctoring course. It was a great opportunity to reflect on a lot of the experiences I had during these last 4 years. I hope this course continues always!”

**Stephanie Frangos MSIV 2014** – “I wanted to write a note to thank you for the support and excellent facilitation of a very meaningful class. I am so appreciative for the opportunity to have you as a teacher...”

“I’m so happy to have been part of the AoD class. It certainly is a great way to get tools for staying grounded in the future.”

**Dodson, Samuel MSIV 2014** – “It’s hard for me to express how important this class [AoD] has been to me in this past year, and my future aspirations... This class has done so much to help me further explore and change my thoughts on healthcare and medicine, and I certainly think it did for others as well.. I hope this institution starts to do more to include this type of education throughout our curriculum”

**Alexander Nguyen MSIV 2014** – “I am honored to have gotten to know you better and to have learned from you this year. I had a great time in Art of Doctoring and felt it was a great balance to my clinical rotations. So often I was steeped in learning the scientific and medical side of things that it was a breath of fresh air and very enjoyable to go to the weekly AoD classes and get a different perspective on what being a doctor means and to get your and the other professors’ thought-provoking feedback on my essays and projects. It was a pleasure being in class and having you as our mentor and guide in understanding and processing our experiences in medicine.”

## **2013**

**Pavandeep Rakhra 4<sup>th</sup> yr undergraduate UCI 2013** – “I just wanted to express my gratitude for all that you have done for Healing through Humanities (UCI club). Your support and encouragement have not only helped the club develop, but also have helped me grow.”

“I just wanted to express my gratitude for your willingness to...lead our discussion on breaking bad news. All of us appreciated the opportunity to interact with you and

understand a topic that we really could not have discussed with as much insight without your guidance. Thank you so much.”

**Anastasia Palega, Residency Coordinator Family Medicine 2013** – “Forgive me for saying this, but I could not see the medical humanities program without you. You bring a warmth that is sorely lacking... A very lovely human face to the field of medicine! Keep up the good work (as if you could do anything else!)”

**Lisa Gibbs MD, assoc director, Program in Geriatrics UCI 2013** – “Your emails for the students [regarding their SSPP projects] are wonderful. Thank you very much for your invaluable support. We couldn’t do this without you.”

**Sarah Nguyen (former UCI medical student) resident Psychiatry Montefiore Medical Center** – “I am so touched that you enjoyed my quick midnight musing... I was so filled with reflection and emotion... it really reminds me of my humanities core days... [when I] allowed my creativity and humanities side run wild. Nowadays, I can barely reference any literature or quotes because I am so swamped in the technical medicine... Thank you for taking time to comment and give me feedback, but most importantly, for continuing to foster my development and encourage me to keep on writing and reflecting ☺ You were always so good at that, and I always loved your feedback on my pieces.”

**Richard Brestoff MFA, Professor of Drama Claire Trevor School of Arts, UCI 2013** – “Thanks for taking on this work [SOA lecture series for UCI-SoM medical students] in a culture that normally shrugs its shoulders and moves on barely acknowledging its true value. You are a soldier in the trenches...”

**Sayeh Beheshti MD, community psychiatrist, Newport Beach 2013** – “How wonderful that you continue the Art of Doctoring class which was my favorite in medical school, and helped me through the roughest patches.”

**Pablo Basco MD, scientific director, SOBRAMFA, Brazilian Family Medicine Society 2013** – “Thank you for your ongoing inspiration.”

**Larry Mauksch PhD, Senior Lecturer, Department of Family Medicine, University of Washington, 2013** – “Allow me to add my thanks and delight [accepting position of poetry co-editor at *Families, Systems, & Health*]. I think anyone working with you will be truly fortunate and having you on our masthead will attract contributions to our poetry and 55-word section. I am thrilled.”

**Harriet Squier MD, residency faculty, Family Medicine Central Michigan University 2013** – “Your work is really beautiful, articulate, humane, creative and persuasive.... But you don’t just teach; in your own academic writing you have been able to articulate the power and importance of writing and literature in medical education. Thank you so much for all the work you have done and continue to do.”

**Nicole Shirilla MD, 2nd yr family medicine resident, UCI 2013** – “It’s amazing to me to remember first reading your paper on empathy during my intern year in Cleveland, and having the desire to get to learn from you. Thanks for being so generous in sharing your wisdom with me.”

“It was such an honor and joy to attend [AoD] last night – a highlight of my time in residency so far for sure. I was so touched and inspired by the students’ sharings and I learned so much from you... I feel very blessed to have you as a mentor and hope to continue to learn and grow by your example.”

**Samina Khwaja MD, clinical faculty, Family Medicine 2013** – “As we come close to the end of AoD again, I can tell by many of the students’ reactions, what an influence your teaching has had on them throughout their training, and how appreciative they are to have had the chance to explore many important topics and their emotions. Thanks to you, they are leaving with increased self-awareness that not every physician has at this stage, and I believe they will be better doctors because of it!”

**Jamie Capasso MD, Palliative Care, UCIMC 2013** – “When I returned home from that lecture [AoD] I was vitalized. The day to day stuff can get tedious and it was just such a nice breath of fresh air to have learners and colleagues engaged about something that I care deeply about. So fun.”

**Joan Fishman MD, clinical faculty, Family Medicine UCI 2013** – I thought today’s discussion [Medical Readers’ Theater] was an especially interesting one with many important points raised... You always seem to strike just the right tone with your insightful comments and responses. I wasn’t sure how I came across today but would like to work towards achieving your very even style.”

“Just finished the excellent article on empathy in ACP Internist. It was a nice surprise to see you quoted so often in this piece. You contributed a lot of good insight. You are truly ahead of your time in that you have been teaching and promoting the importance of physician empathy for years in AoD and finally the medically community is validating that physician empathy translates into better outcomes and in my opinion happier docs. I am so honored to work with you and be involved in this cutting edge part of medical education. Thanks for all the opportunities you have given me.”

**Aimee Valeras PhD, LCSW, Dartmouth Family Residency Program 2013** – “A few years ago...I went to a conference at which you presented... it stands out in my mind as a powerful experience. I thought I had saved the materials from that workshop, but I can’t seem to find them anywhere. Would you be willing to share them with me?”

**Meghann Kaiser (former UCI student) asst professor Emergency Medicine, Wake Forest 2013** – “I am designing a longitudinal medical humanities curriculum. I had a couple of quick questions for you... as always, I am in your debt for the wonderful education you gave me, and I’m just grateful for the opportunity to pass it forward.”



**Sherrilyn Sethi, D.MH, asst residency director, UMass Family Medicine Residency 2013** – “I just wanted to let you know that your work in the Medical Humanities has been one of the greatest inspirations in my educational career.”

“I was beyond ecstatic to receive your reply! ... It is so humbling for young scholars like me to receive a reply from academic celebrities such as yourself!...your articles formed the very foundation of my work. Every article (and especially your work in *Inner World* [book]) were pivotal in my a) scholarly background for my dissertation and b) academic development as a doctoral student.”

**Florian Ahrweiler, PhD, Center for Integrative Medicine School of Medicine Witten/Herdecke University, Germany 2013** – “Heartfelt thanks for “Walking a mile in their patients’ shoes...” I am an empathy researcher... and a young physician... wondering why I so often saw detachment and othering (in myself and in colleagues); and how we could make a difference. Your words have helped me understand... I could not understand students’ reaction [in a research projects where students said they would not be empathic if the patient were “difficult”] (and “othered” myself from them!)... until I read your article.”

**Bill Ventres MD, family physician, University of El Salvador School of Medicine 2013** – “I just wanted to say thank you again for your help with the article on Why I Write. I am very happy with the way the article turned out, and I owe that to you.”

**Jayne Lewis PhD, professor, Dept of English, UCI** – “I truly enjoyed the time with your group [litmed class] and appreciate above all your generosity, collegiality, and vibrant aliveness to the Dickensian pain puzzle. You bring to mind so profoundly the point where all of this well and truly matters – with no less of sensitivity to the art of it – and I’m nothing but grateful.”

“I was so, so happy to have you in my class yesterday to balance out and deepen our picture of Campo, and indeed of so much more. And it was crucial for the students, several of whom have already expressed appreciation...”

[Commenting on JS poetry]: “I couldn’t be more excited about these poems, and in so very many ways. They are deeply legible to me, both colloquial and elegant, and they live through what wit is for, wield the reverse scalpel of it with such savage grace – know the power it seizes as it forces the illusion of distance from Very Bad Things. They also demonstrate – with such acrobatic decorum – virtually everything I try to bring out in my class: the urole-playing, the potential for social critique, the new and sudden urgency of coherent form (social, linguistic, bodily), the moral judgment underlying words like “ill” and “bad” which we unconsciously attach to illness: so much of Ivan Ilych is in “Etiquette for the Very Ill” which like the story drives home that French is the language of form, of the vital false self, and thus the most appropriate tongue at such junctures. This is suffering (and medicine) for the thinking woman, the literate woman (so allusive!), the woman whose social disabilities (assigned by the body) must now be played out on a new and terrifying field... They are all so complex and disciplined and so

rational without leaving the body and its fear behind. There are the differences worked through in “Visit to the Radiologist” by this anxious, vulnerable, defended speaker; there is the frigid politesse of “Neighbors,” which also registers the bone-chill of unwanted but necessary proximity and understands the talismanic nature of world-play; and there is the grim, hilarious advice tendered in “Etiquette...”.. they all capture the clinging to choice, narrowing choice, any choice, even word choice – that is the life force asserting itself on an undefended edge.”

**Linda Raphael PhD, assoc clinical professor, director of medical humanities, George Washington University School of Medicine 2013** – “I have saved your profoundly fine perspective on literature and the arts in medical education (i.e., “professionalism”). How wonderfully well said – with the sort of simplicity that follows a lot of thought and experience.”

**James Kyung-Jin Lee Ph.D. Chair, Dwpr od Asian-American Studies, UCI 2013** – “Thank you so very much for your visit to my class today. As you could probably tell, my students were invigorated by your visit, and I think your perspective brought fresh insight to their readings.”

**Deborah Lefkowitz doctoral student, Social Ecology 2013** – “... I am grateful for continued opportunities to discuss my research and my ideas with you... You have an incredible way of identifying the fuzzy places in my thinking or the intersections where two lines of thought don’t quite connect, and then articulating precisely what I wanted to say but couldn’t quite bring into focus. It is so inspiring!”

“Whenever it is that we can next meet, I will be grateful, as always, for the gift of your conversation, your thoughtfulness, and your presence in my life.”

**Joel Katz MD, assoc professor, Brigham and Women’s Hospital, 2013** – “You have been my spiritual link to this group [Academy of Professionalism in HealthCare] since we first met.”

**Anthony Zamudio PhD, assoc professor Family Medicine, USC Keck School of Medicine 2013** – “Big wow! I love it [revisions to a poem submitted for publication]. This is why you are an editor. I so appreciate your encouragement and empathy.”

**Sara Mourra MD, psychiatry fellow UCLA, 2013** – “I think it is impossible for anything you write to not be insightful, lovely, and eloquent... [Her article].. is really influenced by so many of the principles that I learned from you at UCI, which is why your work there and the teaching of humanities within medicine serves young doctors so well.”

**Elena Bezzubova MD, clinical faculty, Psychiatry UCIMC 2013** – “... you yourself are to be praised for your spirit, gift, and style. Just matter-of-factly the Humanities, Ethics, and Art of Medicine at UCI is not a subject, but a person – you. I recently talked with a relatively young physician who is in a difficult human-professional situation and

this physician brought up your name as the only person who talked about humanities issues during his physician training.”

**Chase Warren MD, 1<sup>st</sup> yr resident Psychiatry, Stanford 2013** – “My year off ended up being the best possible thing I could have done, and I dwl likw my old self again, not the self I feared med school was trying to shape me into (and that you warned me about). And again, I’m unsure I could have made that decision without your input and guidance, so thanks so much yet again.”

**Asheen Rama, 1<sup>st</sup> yr resident Medicine/Anesthesiology 2013** – “I wanted to thank you for making graduation such a wonderful and beautiful experience. I am truly blessed to have gotten to know you these last few years and take your course on the Art of Doctoring. The course served as the capstone to my arch and without its valuable lessons... the structure would not stand.”

“I wanted to let you know that the lessons we received during the Art of Doctoring course have truly been helping me throughout the intern year. Managing expectations, dealing with stresses, keeping in mind a “service” mentality and humility... have been helping me (and my patients) a ton!”

**Lon van winkle, PhD, assoc professor, Psychiatry, OHSU 2013** – “I just wanted to thank you for the wonderful article (Alexithymia) and ppt presentation you posted online on Art of Doctoring and the need for medical education to promote emotional awareness in physicians. Your article made such a persuasive case for this curriculum. Your suggestions will be very helpful to my work to promote resilience in our medical school. Best wishes in your creative and very important work.”

**Ron Koons MD, chair Ethics Committee UCIMC 2013** – “... you must continue to provide input and guidance!!! Your knowledge, skills, wisdom, and personality are greatly respected. And sorely needed!”

**Karen Foo, medical school applicant, UCI-SoM 2013** – “I really enjoyed our conversation, and I especially appreciated your genuine interest and honesty throughout... Your dedication and enthusiasm are so inspiring.”

**Jessica Galant MSI 2013** – “I feel that if I think about those 3 pillars (self-learning tools I’d suggested) each time I treat a patient in the future and ask myself the questions you list, I will be a much more complete physician, “complete” in the sense that I bring my full self, my full humanity, to my work, by being perceptive and responsive to the feelings of others. Thank you so much again!”

“I have enjoyed learning from you. It was beautiful to watch some members of the class open up as the course progressed. Thank you for creating such a space for reflection and thought and facilitating such meaningful and enlightening discussion.”

“I want to say how thankful I am that I met you. I have been so inspired in medical school, so challenged and fulfilled, because I have been guided to acknowledge my

emotions along the way and think critically about rewarding and difficult aspects of medicine. My life has been blessed with your wisdom and teaching.”

“Dr. Shapiro, you have been like a mother to us at UCI, guiding us and teaching us your wisdom ☺.”

“I will miss your class terribly. The elective has been one of my favorite parts of medical school thus far. Thank you for your wisdom, experience, and teaching.”

“I want to thank you again for leading such a wonderful session today in class. I’m eager to see the changed energy in the anatomy lab tomorrow, a more gracious, respectful, and humble one. Thank you, as always, for your wisdom!”

“...I found myself having read all of your poems. Just like that. I couldn’t stop. So poignant and real and at times hard to read. I find myself transported into the scene, transported into the thoughts of the patient/family member. I swear the last 10 minutes have changed my life! ... Thank you again for your beautiful and moving words.”

“Your poetry is so inspiring and we are so grateful to have you as a teacher!”

**Avinash Charusia MSI 2013** – I thoroughly enjoyed the class, and it was truly the highlight of many weeks this past half-year or so. I felt like I have learned much about my classmates and myself, much more than one would expect from the eight or so hours the class took of our time. I know that staying connected to both literature, art, medicine, and how all of them affect the world will help me keep my compassion and humanity intact when I interact and treat patients.”

“You have taught us that there really is no wrong direction in deep, meaningful conversation! I hope to simply continue igniting [the] spark of reflection you helped start in all of us... We all benefit from your presence. We can only come to self awareness when we ask the right questions, and you always know which questions to ask ☺

**Christina Tabit MSI 2013** – “I want you to know I am so truly grateful for your mentorship and your presence in my medical school experience.”

**Shaudee Parvinjah MSII 2013** – “Thank you for welcoming medical students to participate in such a wonderful forum” [improvisational theater workshop]

**Ara Salibian MSIII 2013** – “Thank you very much for the thoughtful and inspiring feedback on my poem. I really enjoyed working on it, and I think more so appreciated the chance to look back on the interactions I had and the many things I learned. I suppose this was the whole point of the reflection project. Thank you again for your thoughts on my work, and the opportunity to pause and reflect.”

**Janice Chang MSIII 2013** – “I am glad we are given time as medical students (thank you for facilitating these sessions) to sit, reflect, and discuss these experiences. My

experience with this family is likely one that will be difficult to forget, but hopefully will remain a good reminder to always take time to remember the humanistic aspects of medicine as well.”

**Sean Campbell MSIII 2013** – “It is always fun (and insightful) to meet with you during our clerkships. Thanks for your time!”

**Areo Saffarzadeh MSIII 2013** – “You sure do have a way with words, it is unmatched. I really enjoy these sessions. As students we don’t really have time to reflect on our experiences, and that is unfortunate. We all come into medicine maxed out on idealism, humanism, and naivety, and through experience there is only one direction for the idealism to go.. and unfortunately it isn’t up. But experiences like this remind us of what a good doctor is, they remind us of what not to be, they teach us the seemingly unteachable. In my opinion self-reflection and role modeling are the two best ways to build humanistic skills. Thank you for your herculean dedication to make us better physicians. You help us and our future patients on the inside and out.”

[Thoughts in response to JS article “Walking a Mile...”] I can hear your voice throughout it.. it puts all of my experiences with you in context. I see how much of the exercises we have done together relate to “walking in a patient’s shoes”; our anatomy creative assignments, to interactions with seniors, to peds..... it is very fascinating for me to read about how you view “me” viewing my patients. It was remarkably insightful (reaffirming my belief that you have a sixth sense)...”

**Barbara Williams MSIII 2013** – “I always look forward to your workshops. I enjoy how you ask us to step back and reflect on our experiences during each rotation... it is always refreshing to take time to stop at the “rest stop” on this 3<sup>rd</sup> year medical school journey to refuel.”

**Emily Ackerman, MFA, MSIII 2013** – “I enjoyed the project and opportunity to flex my creative muscles, which have somewhat atrophied since medical school. It was a pleasure.”

**Idris Leppla MSIII 2013** – “The day we spent talking about the student projects that you moderated was one of my favorite days of the clerkship. I feel as though I learned so much about my fellow classmates as well as what they are going through! It was truly enjoyable... your words of encouragement to me during the beginning of second year were truly essential in seeing the light at the end of the tunnel. Thank you for all your sincerity and effort you put into your work.”

**Anonymous Feedback, MS3 Reflection session Family Medicine Clerkship** – “We need more sessions with Dr. Shapiro!”

“It was simple valuable being able to express our experiences and thoughts beyond a differential.”

“Good feedback. Nice chance to reflect on our experiences.”

“The session was really open and comfortable.”

**Stephanie Le MSIV 2014** – “You always manage to make me feel more insightful than I really am. Thank you as always for your kind comments.”

“Your mentorship has meant so incredibly much to me.”

**Anonymous Feedback, MS3 Medical Readers Theater session Family Medicine** – “Very interesting and thought-provoking.”

“Wonderful session. Was a pleasure, gained a lot of perspective.”

**Clerkship Bethany Conly MSIV** – “Thank you so much for your feedback. I’m pretty sure you could find something nice to say about just about anything one of us crazy students write down or say in class and I really appreciate your encouraging, thought-provoking input! Thank you for caring about guiding us towards being better physicians!”

**Tanzeem Islam MSIV 2013** – “Thanks again for organizing this great course! [AoD]”

**Kimberly Ramirez MSIV 2013** – “I just wanted to thank you for everything – this class/experience will leave a lasting mark in my personal & professional life forever.”

**Thiago Halmer MSIV 2013** – “Thank you for your thoughtful analysis [of his final AoD project]. You have been fantastic and we all appreciate the investment you make in analyzing our pieces. This class has been a tremendous journey and it is nice to walk away with some valuable tools and lessons to apply to our lives and work as physicians.”

**Gregory Chinn, MSIV, PhD 2013** – “I’m grateful to have been able to finally take this course and the opportunities for self reflection have been invaluable. I know I will be a better physician because of it... I really appreciate all the work you and the other faculty put into the course. I know we are all wiser for being in the class.”

**Ann Coleman MSIV 2014** – “Thank you for your continued insightful thoughts/commentary. It’s quite nice at this point in my training and at the beginning of my career to take stock of what I’ve learned and the ways in which my views have changed or grown stronger. I truly have enjoyed the course. Thank you for all the time and effort you have put into making us more compassionate and thoughtful physicians!”

**Bethany Conly MSIV 2013** – “I have really enjoyed and been very grateful for AoD throughout this year. In many ways I wish that I could have had something similar available during MS3 year as well... I really appreciate your heart for all of us and for the future/present of doctoring as a whole. It really means a lot to know that someone cares about us “lowly” medical students enough to create a course like AoD and be so

committed to making it a valuable experience... I have had many identity crises over the past few years and know that I really needed to process a lot of my internal turmoils and questions. AoD has been a great forum to begin that journey and I know that there are many thoughts, mantras, and truths from AoD that will stay with me throughout my life and career. All that being said, I hope you know how very much you are appreciated and what a blessing you are to the medical school program!"

**Travis Nesbit MSIV 2013** – “Thanks again for the thorough input. I’m always very impressed by how well you listen, and how much attention to detail you put into your review of our works. I’m also glad I had the opportunity to join the AoD community. It’s been a very positive experience.”

**Asghar Haider MSIV 2013** – “This class [AoD] has been really wonderful, and I am enjoying it tremendously. In addition to talking about feelings we rarely discuss, it has been wonderful to see the diverse experience my classmates and friends have had.

**Samuel Dodson MSIV 2013** – “I have so much respect for your insight, thoughtful, and the work you do on these topics that it [comments] really means a lot to me.”

**Nina Narasimhalu MSIV 2013** – “Thank you so much for all your support and guidance. You have been a wonderful mentor and teacher to me. Your emails are always so kind, encouraging and reassuring, I feel like it’s possible for me to do anything! At times, medical school has been frustrating and upsetting, and in those moments, I know I can always come to you to make me feel better....

**Erum Iqbal MSIV 2013** – “You know I always love your comments on my essays. I have always found myself learning new things from you. Thank you for this exercise.” “I have never met anyone in my medical career as loving and warm as you are Dr. Shapiro. You are truly a positive person in every which way when I think about the lessons in life and wisdom I have gained from being in your presence. I am humbled by how much you give me credit for, even though I am not deserving of it.... You have truly been one of the most inspiring mentors I have met throughout my life and career... Thank you for being more than my teacher, but for being a friend and sharing your thoughts with me always.”

“It has and will continue to always be an honor for me to sit in the same room and learn from individuals like yourself... I have a special place in my heart for the experiences and wisdom you impart upon us and hope that my skills will continue to improve and I will be guided by you all in becoming the best physician in my capacity... Thanks to AoD I feel as though my ability to reflect and analyze has become stronger. The comments you made in my essay also help me to recognize the depth of my actions may be far deeper than even I have the capacity to understand at this point in my life. I hope that someday this will become second nature to me. Thank you for always being there to reinforce this! I truly enjoy our class... thank you again for all your kind words and feedback always!"

“There are truly no words to properly express my gratitude for all the wisdom you have imported on me> Life is a journey and I am lucky that destiny had our paths cross... Through various channels, including Art of Doctoring, I was able to gain so much strength and a new window into the lives of my patients. If nothing else, I have learned the power of standing in someone else’s shoes and you have helped refine those skills to make me a better physician.... Thank you for being there to catch me when my thought process may be too harsh on myself and teaching me the value and lessons precious in making mistakes. I hope to make you proud! I hope you know that you played and will continue to play the role of not just my mentor but also a friend.”

**Luanna Yang MSIV 2013** – “I always look forward to what you have to say because you provide so much clarity and insight. Just wanted to express my appreciation for you and what you do.”

## **2012**

**Deirdre Neilen Ph.D, assoc professor, SUNY Upstate New York Medical College 2012** – “I was doing the radio interview I do here... and I chose your latest poem “Etiquette for the Very Ill.” I just loved reading it, and the moderator and I had a great talk about everything that you so densely and deftly packed there. I’ll be using it too with my medical students in the writing electives.

**Suzanne Garfinkle, MD, psychiatrist, asst professor Mt Sinai 2012** – “..thanks for your multiple thoughtful, sensitive, and extremely well-informed emails on the subject of “evidence.” I confess I am a great admirer of your work, and found your paper on learners’ critiques of medical humanities programs to be among the most useful I have ever read in this field. It featured heavily in my recent proposal to the Dean; what a powerful position we have achieved, knowing how these programs fail and how to develop new programs with this wisdom in mind.”

**Margaret Simmons PhD, sociologist, Gippsland Medical School, Australia 2012** – I continue to use art in my teaching... and to refer to your work where I can. It is what gave me the pedagogic impetus to attempt this new assessment task [ students making a creative piece of work as part of a summative assessment] and to be able to argue for its inclusion in the curriculum, so thank you for inspiring me with all your good work.”

**Shirley Rush PhD MetroHealth, Cleveland Ohio 2012** – “I am planning to do a training on empathy with my residents and would like to use your story “I have susto” [original skit JS wrote] – it is really good.”

**Julia Mattson MD, PhD cand, Center for Vital Longevity, UT Dallas 2012** – “Thanks so incredibly much...for the brilliant scripts. It’s going to be a bit of a struggle without you as moderator to have the same level of enlightened discussion post-skit, but we will try our best. I really appreciate all that you do.”



“I wanted to let you know that our first Medical Reader’s Theater event... went very well, and I owe much (if not all) of it to you and your help. Thanks so much for the engaging scripts, your discussion guides, your encouragement and support, EVERYTHING. We absolutely could not have pulled it off without you... Thank you so very much for all you continue to do for your students.”

**Priel Schmalbach MD/PhD candy yr 4, 2012** – “Thank you for the incredible mentorship you’ve offered to the Students of Integrative Medicine this year and in years past. I know the time and effort that you spent with them elevated both their understanding of the topic as well as their professional development. Sure, the SIM members are bright, ambitious, and creative individuals, but those are your hands that have nurtured their talents and encouraged their passions for research.”

**Emily Dow MD, Professor, Family Medicine, UCI 2012** – “You have been my role model and source of inspiration, as you are to so many of us...”

“{Discussion of resident}... I really appreciated your presence and comments. You always manage to provide a perspective that needs to be brought up, and your ability to sum up and guide the discussion in a positive direction is a skill that I envy and will try to emulate... I hold your opinion and judgment in high esteem. Thanks for being my role model.”

**Martha Sosa-Johnson MD, assoc professor, Internal Medicine, UCI** – “Participating in this course (Art of Doctoring) has helped me “define” some of those abstract concepts (steadiness and tenderness) that we work with every day as a physician. It helps me to know that people, like yourself, are doing work in this field and helping us understand these concepts better. Even better is that I get to learn and benefit from your experience and wisdom.”

**Laura Mosqueda MD, professor and chair, Family Medicine, UCI 2012** – “This (powerpoint and hand-out about working with difficult people) is really great. Is it ok if I send to my colleagues at the Senior Health Center? I think that all of our clinicians and staff (front and back office) would be interested.”

**Anonymous feedback, “Publishing Reflective Research,” STFM Conference on Medical Education** – “Very helpful – nice mix of down to earth ideas, knowledge, info about types of reflective writing and putting things into practice”; Excellent guidance on how to write reflective papers!”; “Great exercises”; “Was very good at exciting participants to write more; good guided facilitating questions...”; **Veneta Masson, nurse and poet 2012** – “Just wanted to say that one passage in your Intro (to the Pulse anthology) demanded to be pondered and marked: the sentences about patients sometimes being more like poems than essays... I want to share this when I have the chance and so already made a copy of that page for my presentations file. Thanks for your good work in Pulse and in the larger world of medical humanities. It’s needed – and appreciated.”

**Lauren Barron MD, Baylor University 2012** – “I just can’t thank you enough for the time you took to make all these comments [on a proposal for a research agenda in medical humanities]...all of your thoughts and ideas and advice were unbelievably generous and I don’t feel that I can thank you enough for your guidance and counsel.”

**Charles Vega MD, assoc professor, Family Medicine 2012** – “That is a wonderful gesture [offering to mentor a new resident]. We are so blessed to have you.”

**Joseph Nguyen S.Th.D. chaplain, UCI Medical Center 2012** – “I need to thank you for your involvement in last week’s “end of life” ethics role play. We never had students clap at the end of ethics before, so I was sure that they were much impressed by your contributions.”

**Elizabeth Oakley MA Director, Women in Medicine and Science, AAMC 2012** – “Wow – both of your submissions are incredibly powerful. You are an amazing writer.”

**Kay Toombs, Ph.D. Baylor University SoM 2012** – “I am still passionate about the importance of medical humanities both at the undergraduate level and in medical school... your work is very important and I am grateful to you for all you have done (and continue to do).

**Sandra Gold, co-director, Gold Humanism Honor Society** – “I...met one of your admiring students... He told me you’re having a deep impact on the students! Brava to you!”

**Doug Cheung, 4<sup>th</sup> yr UCI undergraduate 2012** – “Working with you and receiving your mentorship have been an impressively thankful experience.”

“You are a great mentor, I have learned much from you on qualitative research, and yet to learn more from you. Our email exchanges have definitely challenged my mind and sparked my interests, your attitudes and kindness to students are something that I hope to emulate for the rest of my career. When I get frustrated with students or others, I will remember to take 3 deep breaths and imagine myself as Dr. Shapiro!”

**Christina Pham 4<sup>th</sup> yr undergraduate UCI 2012** – “I am very thankful for the support and words of encouragement you have given me. You are a wonderful mentor and a wonderful person!”

**Stephanie Little Coyne MDiv, hospital chaplain 2012** – “[Article on patient’s stories] is absolutely wonderful. You put some thoughts and ideas into logical sentence structure for me; things that I have thought about or even struggled with for years... I’ve lived in the hospice world for nearly 7 years and it has caught up with me a little. Your words have been a day of good therapy. I’ve forwarded your article

**Hien Nghiem MD UCI Family Medicine faculty 2012** – “It has been such a privilege to work with you through all the different aspects of my training and career. Every

encounter with you has made a significant on me and my outlook as a physician. Overall, I am a better person and physician through your guidance. I cannot express to you how appreciative I am.”

**Rebecca Garden PhD, SUNY Upstate Medical University 2012** – “I was just so happy to hear your talk, with all the sophistication and rigor. I think you were articulating very important goals... I have sent your paper on reflective writing to everyone involved with education at my institution and am making it a core element of a reflective writing elective I’m developing. So thanks for that and all of your other wonderful work, too. Hooray for moving the field forward.”  
on to many friends...thank you again for the wonderful read.”

**Jill and Jennifer, Willed Body Program donor family** – “Our sincere gratitude for allowing us the privilege of joining your Willed Body panel. It was so inspirational.”

Janet Mancuso, director, Endorphin Power – Evaluations of presentation “Medicine and Literature: Can Poetry Make You a Better Doctor”: “Great topic”; “Poetic, moving”; “You have taught me the power of the written word. Thank you.”; “Thank you for reminding me that there is more to literature than “the literature” and that we doctors are human too who need to expose ourselves to beauty and wonder.”; “excellent and different area – great for spiritual side.”

**Elizabeth O’Toole, administrative asst, Family Medicine** – “Thank you for our thoroughness, thoughtfulness and endless insight. I am so inspired by you.:-)”

**Hendrick Soh MSI 2012** – “[Your book, The Inner World of Medical Students] is a gold mine! I picked it up with the intention of reading one or two writings but ended up reading a good quarter of the book. I couldn’t put it down; the book had so many insights... It’s something I would definitely recommend to anyone who was/is thinking about medicine as a career. I thought about handing it off to my parents so they can see some of the things I was enduring vicariously, only much more eloquently written of course.!... When you brought up that anger may be a misplaced form of caring my mind felt like it was being lifted from a haze. A whole slice of the human population that I had never understood became so clear to me and, unexpectedly, I realized that I had been doing the same thing... distancing myself from the population I did not understand. I think this is something I will take along with me... What a great lesson to learn.”

**James Suchy MSI 2012** – “To be honest, I was hesitant at first to join the class because of time constraints. However, I’m very glad that I did. The experience has left me with a much fuller and more interesting perspective of practicing medicine. I hope you continue to offer this class well into the future. It’s of great benefit to us students.”

**Quynh Vu MSI 2012** – “Thank you for your kind words of encouragement. I really enjoyed our in-class discussion and very much appreciate all you have done to ensure a meaningful litmed experience for all of us students. I will take to heart the insights that you have shared and hope to have your continued guidance in the future, if possible.”

**Mounica Yanamandala MSI 2012** – “Thank you for your comments and positive encouragements! I had a great time in your course. It was a comfort to think about this aspect of medicine, when most of my days are filled with epithelium this or tachycardia that. And I definitely learned more about myself and medicine in the process. But it wouldn’t have been possible without you. I thought you were fantastic at facilitating discussion and prodding us into developing coherent thoughts that helped us understand each other. Thank you for taking the time to make this elective a great addition to our education at Irvine. I hope this course continues next year, and if there are any courses like it in the future, I would love to participate.”

**Michael Stone MSIII 2012** – “Thank you so much for your input Dr. Shapiro. I think that this reflection project was a very special and valuable part of our pediatric rotation and I hope it can be continued in the curriculum”

**Erum Iqbal MSIII 2012** – “Thank you for taking the time to lead us and teach us as a community.”

**Greg Chinn MSIII 2012** – “Thanks as always for your keen insight.”

**Bethany Conly MSIII, 2012** – “Thank you for the feedback, Dr. Shapiro! As always, an excellent dialogue and time to reflect. Thank you for all that you do!”

**Ryan Leary MSIII 2012** – “I continue to be inspired by your dedication to helping us be humanistic doctors and tremendously appreciate everything you’ve done for me personally and all of the other medical students. Thank you again.

**Sean Campbell MSIII 2012** – “I thought that the discussion session was a great experience and I appreciate your involvement in our education.”

**Mike Daly MSIII 2012** – “I really appreciate you taking the time to comment on this case and give constructive feedback. It certainly helped to take a moment, to step back and reflect on how the whole encounter played out, to analyze where mistakes were potentially made and learn from this experience. Thank you.”

**Joanna Hernandez MSIII 2012** – “Thank you so much for your commentary. You are incredibly thoughtful!”

**Anonymous feedback, MS3 Reflection session, Family Medicine Clerkship** – “Dr. Shapiro’s insightful guidance.”; “Dr. Shapiro has such great insight and it is a non-intimidating learning environment.”; “Dr. Shapiro is very effective at allowing the students to come to their own realizations”; “Dr. Shapiro is a wonderful, patient, understanding moderator – I appreciate her perspective greatly.”; “I love working with Dr. Shapiro”; “I appreciate Dr. Shapiro’s input and feedback.”

**Anonymous feedback, MS3 Medical Readers Theater session, Family Medicine Clerkship** – “Loved getting perspectives!”; “Insightful comments”; “Dr. Shapiro has

very insightful comments that inspire me!"; "Best feature... how Dr. Shapiro elicited responses from everyone in the session"; "This was a wonderful experience. Glad to have been part of it!"; "I love how prepared Dr. Shapiro was."; " Dr. Shapiro has such great insight and it is a non-intimidating learning environment."

**Matthew Fradkin MSIV 2012** – "Without your support and nurturing there is no way that I would have tried to incorporate my love of music and the arts with my medical studies. And if it was not for your classes or electives I really would not have had the opportunity to share my passions with the rest of the class."

**Aislinn Bird MSIV 2012** – "Thank you so much Dr. Shapiro for your support and encouragement. I have learned so much in your class and treasure the time to reflect on this difficult yet rewarding process with your guidance. My interactions and meetings with you when I was a MS2 and having a very difficult time helped me immensely..."

"Thank you so much for your kind words and insightful comments on my final project. It really was a meaningful and enjoyable project for me. I appreciate how your class has given me the time and activities to reflect on the medical school experience and the path to come. I appreciate that you helped create a supportive, friendly environment to be able to exchange personal thoughts and experiences. UCI is so lucky to have you, Dr. Shapiro! Thank you for Art of Doctoring, and for everything that you do."

**Kevin Ting MSIV 2012** – "I wanted to express my gratitude for the class. Med school can be hectic and stressful... but every week we have our meetings I look forward to take time out of our busy lives to reflect on the medical world – the bigger picture rather than learning the MAP kinase signaling cascade, haha."

**Virginia Chan MSIV 2012** – hank you so much for taking extra time to give us further feedback on the project! We learned a lot by reflecting on ourselves and reflecting on the encounters we had with patients over the last two years of medical school. Thank you so much again for always being so encouraging to us!"

**Stephanie Le MSIV 2012** – "Thank you so much for your invaluable support over the last few years. Your classes often rejuvenated me when my inspiration and passion for medicine dimmed, and provided a safe haven for conversing with likeminded others. I always appreciate your spunk and tact. Hopefully someday I will develop a confidence with words that is 10% of yours."

**Fady Youssef MSIV 2012** – "I want to thank you for putting together this wonderful elective (AoD), it's great to have a venue where we can reflect and explore our "soft" side as for the majority of time we are not allowed to in the fast paced world of medicine. Thank you!"

**Wonita Youm MS4, UCI** – "Thank you for your sage advice. I plan to carry the lessons of AOD with me through residency!"

## 2011

**Robert Leonard Ph.D. Professor Anatomy, UCI 2011** – “Dear Johanna, you embody the ideals that the UCI School of Medicine only aspires to. Your gracious moral support for and your mentoring of the medical students is infectious and an inspiration – a timeless legacy. Words of Shakespeare come to mind: “You find tongues in trees, books in the running brooks, sermons in stones, and good in every thing.”

**Monica Multani, 4<sup>th</sup> yr undergraduate UC Irvine 2011** – “We are lucky to have had you contribute immensely to this project, and all of us really cannot express our gratitude enough. Having you as a mentor has been instrumental for me this year in helping me shape the type of physician I want to be in the future. It also has meant a lot to me to have you as someone I can turn to, and I have learned so much from you.”

**Analiza Sanchez R3, Family Medicine residency 2011**– “It was a great exercise” (a reflective writing session for FM residents). Thank you for allowing us to remember what made us go into this profession and what makes this profession still a wonderful vocation for us. We loved it!”

**Shahram Lotfipour MD, associate professor, Emergency Medicine, UCI 2011** – “I love Plexus and want to make sure the students and your work is noticed appropriately at by UC-Irvine, UC Regents and throughout the world.”

**Brian McMichael MD, 3<sup>rd</sup> yr resident EM 2011**– “I could not have made it this far or particularly accomplished this (fellowship in Hospice & Palliative Medicine at University of Pittsburgh Medical Center) were it not for the culture of honoring intangibles that was in place at UCI-SoM and especially not without your artful, wise, and deeply reflective support.”

**Emilie Scott MD, asst professor, Family Medicine, UCI 2011** – “You have been a tremendously helpful and wise mentor to me and I have the utmost respect for the work you do.”

**Robert Leonard PhD, Anatomy course director, UCI** – ““You embody the ideals that the UCI School of Medicine only aspires to. Your gracious moral support for and your mentoring of the medical students is infectious and an inspiration – a timeless legacy. Words of Shakespeare come to mind: “You find tongues in trees, books in the running brooks, sermons in stones, and good in every thing.”

“It was a pleasure to observe... and from a distance. I think it was brilliant, a much needed breath of fresh air, an opportunity to connect with our humanity. You are a master in fostering that connection.”

**Shahram Lotfipour MD, assoc professor, Emergency Medicine, UCI** – “I love Plexus and want to make sure the student and your work is noticed appropriately at UC Irvine, UC Regents and throughout the world.”

**Jane Liebschutz MD MPH FACP assoc professor Medicine, Social/Behavioral Sciences, Boston University Medical Center 2012** – “I have used your article...on using Rafael Campo’s poems for teaching about vulnerable patients. I do a lot of teaching on domestic violence to students, residents etc. and (your article) has transformed the way that this topic is perceived and integrated.”

**Lauren Barron MD, asst professor, Baylor University 2012** – “I have just this instant returned to class and want to thank you for having thrown me a life-line... (I used) big segments from your “introduction to Medical Humanities” lecture. I cannot begin to tell you how wonderfully the students listened, and how captivated they were. I was so grateful about how perfectly you’ve captured what art and literature can do for us in medicine.” THANK YOU. I so admire your work and have often thought that you’ve said everything that needs to be said – what else can anyone possibly add?”

**Gregory Scott MD, professor SUNY Upstate Medical University 2011** – “I very much enjoyed your piece titled “Etiquette for the very Ill” in... The Healing Muse. I have read it several times and love the wit and truth of it.”

**Marco Angulo MSIV 2011** – “Thank you for everything, Dr. Shapiro. You are an absolute angel!! I feel as if I’ve already won in life because of the wonderful support you have shown me... You are an extremely unique person and I can see it taking someone a lifetime to come across someone like you. Thank you once again for your super thoughtful words.”

“I feel as if I’ve already won in life because of the wonderful support you have shown me!”.. You are an extremely unique person and I can see it taking someone a lifetime to come across someone like you. Well, now that I’ve found you, we’re not letting go!!! Thank you once again for your super thoughtful words. It really made my day today!!edwin

**Rafael Campo MD, assoc professor, Harvard University School of Medicine 2011** – “I feel honored by the thoughtful attention you’ve given my work! It means all the more to me coming from someone whose work I admire so greatly.”

**Behnoosh Afghani MD, professor Pediatrics, UCI 2011:** “I would like to thank you for contributing to the success of the Summer Premed Program... The session on “interviewing Patients” was very well-received by the students. One of the students described your presentation: “This was a great introduction to some of the dilemmas and doctor patient interactions I also loved the case scenario and the slides.” (Other comments included) “Loved the passage we read”; “Very important talk about patient-doctor relationship”; “Basic info essential for healthcare”; “Dr Shapiro gave wonderful insight and was very knowledgeable”; “Gave an excellent emotional standpoint.” I enjoyed the talk very much also.”

**Karen Garman EdD, President and Senior Learning Consultant for Healthcare Education, Leadership, and Performance, Inc. (HELP, Inc) 2011** – “The faculty

today told me how important your presentation and discussion was to them. We really appreciate you taking the time to come down to UCSD and sharing your insights and knowledge. It was obvious that you certainly made a difference! Thank you for your dedication to the world of emotions and medical education.”

**Charles Goldberg MD, UCSD VA 2011** – “I really enjoyed your talk. I think it fit in perfectly with our goals/mission.”

**Joan Fishman MD, volunteer faculty, Family Medicine 2011** – “I hope you know how much I have enjoyed participating in this class (AoD)...you have no idea what an incredible role model you have been for me. You are so encouraging and positive in your interactions making you so fun to work with. I am really trying to emulate your positive model in my daily interactions with others. You have a real gift and I can tell the students really appreciate having someone like you in your position at UCI.”

“This class [AoD] has been so rewarding and wonderful for me. I am so glad I am getting the chance to participate and that you created it. I wish I could have had a class like this when I was in medical school.”

**Frank Hatiga, Phd cand, Chicago School of Professional Psychology, Southern California campus 2011** – “I read your journal article “Applications of Narrative Theory and Therapy...” and found it to be very valuable in my research on the psychotherapeutic treatment of chronic pain. In particular, I found the concepts of narrative therapy... most valuable for empowering chronic pain sufferers to form a non-adversarial relationship with their problem... and I found your writing substantial and well-written, a world apart from most journal articles I have been reading.”

**Susan McDaniel Ph.D., professor, Family Medicine, Rochester School of Medicine 2011** – “[I] had another opportunity to read your article [Walking a Mile in their Patients’ Shoes]. It is such a beautiful piece of work... I’m going to share it with faculty, and with those heading up our Patient- and Family-Centered Care Initiative in the hospital.”

**Lila Moulton, chair Diversity Committee, UCIMC 2011** – After you left, we were all saying how fortunate we are to be working with you and what a great resource you are to the med center. Thanks again...”

**Donna Baker, LCSW, social worker, Chao Cancer Center 2011** – “Many thanks for coming to our women’s group. Every time you come we have such a good response from the group members. You really are a gem and your gentle manner just opens the door for people to share their most intimate feelings. We appreciate you so much.”

**Daniel Lieu 4<sup>th</sup> yr undergraduate UCI 2011** – “Thank you so much for helping with my (career) dilemma. I don’t know how I can ever thank you enough. I indeed not only trust you, but also greatly value your insight... Merely your words of wisdom... have given me much to think about.”



**Lon Van Winkle, PhD, asoc professor** **Midwestern University, Glendale campus, AZ 2011** – “Thank you again for all of your help with this paper. If all editors were as helpful as you have been to me I could become a great author!”

**Eric Ballon-Landa MSI 2011** – ‘Thank you for the wonderful session today with the families of WBP donors. It was powerful and moving, and helped to bring another perspective to the incredible gifts that we are able to experience through this program. Dr. Shapiro, thank you for your thoughtful words and your reminder that we maintain humanity in medicine, as we practice it. This message is one that we have had to explore ourselves, through extracurriculars, as it does not enter the MS1 lecture hall, or our collective consciousness. For this reason, it is welcome, and vital.”

**David Levy MSI 2011** – “I would also like to thank you for making this elective possible... You have a marvelous talent leading the discussions we had, and this class has really made a huge difference in our education.”

**Anh Bui MSI 2011** – “... I feel like you pointed out the things I wanted to express about anatomy. I enjoyed working on the project, and it was definitely a change from the everyday studying.”

**Amanda Franciscus MSI 2011** – “I enjoyed creating this project. We tend to get lost in all the terms and memorization and forget what an awesome experience the lab and the human body is! During the first exam, while I was pondering over a question during the practical portion, I looked down and noticed the red nails. I think I got that question wrong (haha) because it startled me as I realized I was looking at a human and not just an exam question.”

**Tracy Lauren MSI 2011** – “The creative anatomy project is an excellent way to channel some of the emotion brought up by anatomy lab, and I had fun trying to depict my experience in a creative context. You completely understand what my painting was attempting to convey.”

**Edward Wang MSI 2011** – “Thank you for your response. You’ve truly brightened up my week!”

**Shila Manandhar MSI 2011** – “Thank you for your kind words about my project. It was nice to think outside of the textbook for a change.”

**Divya Shenoy MSI 2011** – “Thank you so much for your thoughtful feedback regarding my essay. Writing this piece was a wonderful, reflective experience for me.”

**Eric Ballon-Landa MSI, 2011** – “Thank you for this critique. It was a pleasure to express my humanities brain, which has been somewhat starved since the beginning of medical school!

**Hillary Gregg MSI 2011** - “Thank you for your wonderful comments.”

**Samantha Costantini MSI 2011** – “I very much enjoyed our litmed sessions... I now see the complexities of the doctor-patient relationship from both perspectives, and it will greatly enhance my practice of medicine in the future. I have especially enjoyed reading your personal works... Thank you so much for giving your time and delicious sandwiches to make our first year in medical school that much better. I am so happy to have participated in your elective.”

**Nguyen Nguyen MSII 2011** - I know I can always turn to you for your support and advice”

**Nina Narasimhalu MS II 2011** – “Thank you so much for all your guidance and support this year. You always have kind words to say and your positivity and enthusiasm is always a source of comfort to me.”

**David Cheng MSIII 2011** – “Your words are always far too kind, but greatly appreciated. The last week has been pretty hectic, but this clinical stuff beats sitting in a classroom any day. Unless, of course, that class means having other classmates read their poems/reflections about their clinical experiences. I never knew my classmates had so many things on their minds, but hearing their worries and triumphs was reassuring because it showed me that we do indeed share a fair amount of things in common. We should keep pushing for this project deal for peds – I think a lot of us really appreciated.”

**Edwin Kwon MSIII 2011** – “Thank you for your kind words. I enjoyed the session very much. I thought the entire class did a great job, and it was certainly a great opportunity to reflect on the humanistic aspects of medicine. Thank you for leading these times; I always feel I benefit from them.”

**Shannon Devore MS III 2011** – “Thank you so much for leading this session. I had a wonderful time seeing and discussing everyone’s projects!”

**Asheen Rama MSIII 2011** – “As a medical student, I am blessed to have the humanities sessions which you have led throughout my last three years of education. They remind me of the humanity within medicine and life and how medical school can so often make me forget about such aspects of life.”

**Anna Feldman MSIII 2011** – “Thank you for your very kind words and for always encouraging us to be thoughtful and reflective. I feel these creative expressions allow us to think about how we see ourselves and others in this new environment. I think we need this greater perspective to be able to be more aware during the daily grind so that we can cultivate a greater sense of compassion and understanding. I am very grateful that you have been part of my medical experience.”

**Anonymous feedback, MS3 Reflection session, family Medicine clerkship** – “Dr. Shapiro seems to have a perfect pulse on medical student issues.”; “Dr. Shapiro is

great!"; "Dr. Shapiro is an amazing facilitator and is very insightful"; "the facilitator of students participation was outstanding"; "Dr. Shapiro did an amazing job!"

**Christina Hamilton MSIV 2011** – "I...wanted to thank you for making the AoD class so inspiring. You have an amazing ability to make people feel important and acknowledged... you are the best and I know I will be a better Family Doc because of you and your class!!"

**Monia M MS4, UCI** – "Having you as a mentor has been instrumental for me this year in helping me shape the type of physician I want to be in the future. It also has meant a lot to me to have you as someone I can turn to, and I have learned so much from you."

**Pouneh Nasser MSIV 2011** – Thank you so much for being such an amazing person and mentor... I have enjoyed AoD so much this year and I am so happy that I took the course."

**Aaron Weinberg MSIV 2011** – "Thank you for the wonderful comments and feedback. You have a true talent for articulating various points and it is beautiful and enjoyable to hear/read... Thank you again for putting together such a great class. It is one of the highlights in med school, and I am going to recommend it highly to the class below me."

**Lauren Ross MSIV 2011** – "I feel that you are one of few at UCI who understands me, has listened to me, and taught me important lessons Thanks for your compassion and caring! You allow for an invaluable aspect of our medical education!"

"Today's class was amazing! I know that you care a lot about us... We all support each other well and have gotten even better at communicating (both things you have helped us with). The challenge is how to do this [working with difficult people] (and do it well) – something that you have been teaching us. Thank you. We are a stronger class and individual people because of you. It was a beautiful class."

"You have every right to be proud of me and all of the medical students that you inspire! We get a very special type of knowledge from you (and almost you only) in medical school that is relevant to so many areas of our lives. Your classes help us to be better people and prepare the students for residency in a way that no other medical course does! In my special case you have been a wonderful source of support and inspiration. Medical-related issues can incite strong emotions – an effect which I am not immune to – yet if I am to engage in these discussions regularly (or ever, really) I will do better by trying to emulate your patience and kindness, which will be a challenge for me (because you set the bar high ☺). Your writings also serve as another source of inspiration."

## **2010**

**Robert Leonard, Ph.D., Course Director, Anatomy and Embryology 2010** – "I have very much enjoyed your Clinical Correlate on "Anatomy and the Humanities" in past years. ... your excellent clinical correlate represents a significant contribution to the

course, especially in highlighting the diversity that the anatomy experience affords to the medical students' education."

**Elena Bezzubova, M.D., clinical faculty, Dept. Psychiatry & Human Behavior 2010**– “You are just a fantastically gifted teacher, your being with students throughout 1/2/3/4 years feels like a warm and caring lighthouse of humanity in their demanding and stormy studies in the science of biomedicine.”

**Lisa Gibbs, M.D., Associate Director, UCI Program in Geriatrics 2010** – “What you are doing with MRT [geriatrics-themed Medical Readers' Theater] is very impressive.

**Margaret Simmons PhD, Coordinator Health, Knowledge and Society, Gippsland Medical School, Victoria, Australia** – “...I keep coming across your work...as I investigate innovative and interesting ways of teaching our medical students and which also has resonance for the things I am interested in and somehow “feels right.’.I would like to thank you for both inspiring me and providing the empirical evidence to validate the direction of this work.”

**Vaijayanti Mondkar (family lawyer) re lecture at Loma Linda** – “I was much inspired by your presentation and I will never forget that day in my life.”

**Sharon Wheeler, RN 2010** – “This lecture (on persons with disabilities) was highly motivating for me to not only learn more about the care of people with disabilities, but also how to incorporate this information into nursing education.”

**Kathy McReynolds Ph.D., Director, Academic Studies, Christian Institute on Disability** – “Thank you for highlighting the needs of the most vulnerable and for emphasizing the fact that medical students need disability training integrated into their medical training.”

**Edmund Howe MD, JD, Professor of Psychiatry, Director, Programs in Ethics, Center for Study of Traumatic Stress USUHS 2010** – “I almost never respond to these group letter, but... this pre-conference was so superb, I think it in itself would alone be worth the trip from the east coast... It was/is life-changing.”

**William Linton MD 2010** – “Your poem published in JAMA 7 years ago is kept and frequently read in a binder of stuff which I think is valuable and profound.”

**Nadine Perez 2010** – “Today I found your poem, Living with Cancer. I just had to take the time to let you know how deeply it touched me! I lost my husband to cancer... Your poem was moving and touched me deeply. I'm sorry that I cannot find the words to express how much it means to me. Just know that I find much comfort in it.”

**Hedy Wald PhD, asst professor, Brown University School of Medicine 2010** – “I want you to know how much you have inspired me in my work efforts. I so admire your

career and all you have believed in and achieved. The fact that you are a psychologist with an impressive position and record in medical humanities who recognizes the central role of emotional development in medical education has been a sustaining force. Most importantly, you embody what many give lip service to – you understand the importance of relationships in teaching and in collegial work and you respond authentically, empathically, and compassionately. I will never forget the encouragement I received when I called you about that Fam Med article... after I spoke to you that day, I felt as if I was floating on air. I had connected with someone who not only positively encouraged my work and my creative ideas but who was also a real “*mensch*” I continue to learn from you and appreciate all that you do both academically at your institution and in my own professional life... I appreciate your presence in my life.”

**Michael Fenlon MSI 2010** – “Thank you for teaching us such important and interesting material”

**Areo Saffarzadeh MS I 2010** – “Thank you for taking the time to read my thoughts on anatomy. It means a lot to me that you read it all through and took the time to write such a thoughtful response.”

**Valerie Chan MS I 2010** – “Thank you for your insight into my reflection on anatomy! I felt that you fully grasped my points of view, emotions, and thoughts...”

**Aliyah Kahn MS I 2010** – “I really enjoyed our class and am sad it’s over. It reminded me of how much I love literature and of how important it is to make time for it. I am definitely going to keep writing and reflecting. Thanks for a great experience!”

**Connie Lin MS I 2010** – “I think giving us an ‘assignment’ in which we were made to reflect on our experiences in [anatomy] lab was very helpful in that it forced me to process what I’ve done...”

“Thanks again for the insightful feedback. I appreciate the depth with which you look at projects... I miss “humanities” sometimes in med school, so I’m glad for the opportunity to indulge in the “artistic” side of medicine, and I’m sure others are as well.”

**Virginia Liu, MSII 2010** – “I have many things to thank you for: expression through music, arts and literature is my sanity and one of my greatest joys; you have provided me the opportunities to grow in these areas throughout my first two years of med school.... At these times, the wisdom of a teacher is valuable for guidance... and you have provided this for me the past two years...”

**Rachelle Callenback MSIII 2010** – “Wow, thanks so much for taking time to write us and for your thoughtful feedback! I really appreciate it!”

**Aradia Fu MSIII 2010** – “Wow, this is the first time we’ve received such an e-mail... thank you so much for your feedback!”

**Aaron Weinberg, MSIII 2010** – “I enjoyed our session the other day as always. I find your sessions to be very informative and thought-provoking.”

**Ekaterina Tzvetkova, MSIII 2010** – “It’s always a pleasure to have a session with you. I appreciate your insights on doctor patient relationships a lot!”

**Christopher Yeh MSIII, 2010** – “I appreciate your taking the time to attend our sessions, as you provided us with an experienced voice and perspective. Putting my experience into words certainly forced me to face and appreciate the transient nature and fragility of life.”

**Benjamin Howard, MSIV 2010** – “I wanted to thank you for all your encouragement and recognition of my work on medical humanities during my time at UC Irvine. It means a lot to me, and serves as ample reminder and motivation to continue such work as I move into the next phase as a resident and physician. I hope that you continue in encouraging the more reflective, creative, and...”significant” side of future medical students at UC Irvine; it’s truly a vital service.”

**Stephen Stappaerts MSIV 2010** – “Thank you for taking the time to teach the sessions and for the heartfelt responses to my assignments. I really enjoyed the course and took a lot home from it.”

**Jennifer McBride MS IV 2010** – “I am so thankful and grateful that you have this wonderful course for us and I am able to work with you personally.”

**Dilbahar Mohar MSIV 2010** – “It has been a real pleasure having your influence in my career, as I will always carry some of the lessons you have related to myself. Thank you for your time, effort, and care!”

**Lauren Ross MSIV 2010** – “Thank you for your intricate (and quite amazing) feedback. Your critical assessment is more than I could ask for... I really, really appreciate your feedback.”

“When I read your comments I started crying, in a good way, and it was a wonderful start to my Sunday morning. We are all so lucky to have you at UCI.”

“Thank you for all of your help with my paper and time discussing odds and ends with me. You are one of my favorite faculty at UCI.”

## **2009**

**Dan Shapiro, Ph.D., Chair and Professor, Humanities Department, Penn State College of Medicine, 2009** – “I recently reread your Humanities and its Discontents article and just wanted to share that I thought it was outstanding.”

**Rebecca Garden, Ph.D., Associate Professor, SUNY School of Medicine 2009** – “I just wanted to let you know that I just carefully reread your Ac Med [Medical Humanities and their Discontents]. It’s just so packed with insight, research, ature self-criticism, and practical ideas. It’s an amazing resource, incorporating smart discussions of reflective learning, role modeling, and other med ed basics with really apt and necessary articulations of what literature and cultural studies does that is desperately needed in med ed and practice beyond critical thinking: things like training for tolerance in uncertainty and the ability to see from multiple perspectives. Your recommendations for how to integrate med hum into clinical medicine are persuasive...Anyway, I just wanted to say how valuable this article is!

**Deborah Kasman, M.D., M.A., family physician in private practice, Washington State, 2009** – “[The Inner World of Medical Students] is wonderful... You have captured the essence of the pain, and the transformation, and the hoys of how to change from normal person, through hoops... into physicians, who still care. And , as always, your writing is so clear and easy to make sense of and your academic rigor shines through.”

**Janet Townsend, M.D. Professor, Department of Family and Social Medicine, Montefiore Medical Center, Albert Einstein College of Medicine; Acknowledgment in “One last question: Opening Pandora’s Box, *Annals of Family Medicine* 2009;7(2).** “Among the many teachers and colleagues who taught me how to listen are...Johanna Shapiro...”

**Randall Reitz, Ph.D. Director of Behavioral Sciences, St. Mary’s Family Medicine Residency, Grand Junction, CO, 2009:** “I’m writing to congratulate you on your 2002 article, ‘Applications of Narrative Theory and Therapy to the Practice of Family Medicine.’ I’m using it during psych-week with 1<sup>st</sup> years and they love it. So much of narrative literature is written in philosophical and family therapy codespeak. Yours is accessible and applicable. Well done.”

**Liva Jacoby, Ph.D., MPH, Associate Professor, Department of Medical Education & the Alden March Bioethics Institute, Albany Medical College, 2009** – “I just want to congratulate you... on your superb article on the medical humanities in the recent issue Academic Medicine [Medical Humanities and their Discontents]. Not only is it very eloquent, but also meaningful and uplifting for all, not least us in the field who keep working toward the goals you promulgate so well.”

**Paul Gross MD, editor-in-chief, Pulse** – “Just wanted to express admiration for the lovely acceptance letter. If I got such an appreciative letter from a publication, I think I’d swoon from happiness. Thank you for conveying such generosity, warmth and enthusiasm... It’s such a gift to the writer – and to us at Pulse as well.”

**Nina Stoyan-Rosenzweig PhD Director of the Medical Humanities Program at the University of Florida College of Medicine** – “I am enjoying [your book] immensely... I

am working on setting up a faculty discussion group to see how we can use the book in understanding how medical students experience the curriculum! It is wonderful!"

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**Robert Leonard PhD, Professor, director Anatomy course, UCI** – “[re *The Inner World of Medical Students*] Johanna Shapiro has unpacked a cri de Coeur that demands the attention of medical educators. Shapiro’s sensitive and thoughtful analysis guides and inspires us to better respond to the needs of our students during this critical period of their development into caring medical professionals.”

**Justin Tilan MSI 2009** – “I just wanted to thank you again for putting this course [literature and medicine elective] together. It has been by far one of the best things I’ve experienced in med school thus far.” “Thanks for all the help you’ve provided to Plexus and in lit med, it’s really kept a lot of things in perspective for me since starting school.”

**Sean Tsao MSI 2009** – “It was an immense pleasure to be in your class. I have grown as a budding student physician and person from it. In retrospect, I cannot imagine my education complete without encountering your class. I hope that you will continue to offer this opportunity to generations ever younger, opening both hearts and minds, as it did for me.”

**Priel Schmalbach MSI 2009** – “The litmed elective was something I looked forward to every week and am sad that it is over... You are a wonderful teacher because you never lectured and always guided discussion, with your voice as prominent as the students’. Thank you for putting things in perspective.”

**Irene Lee MSIII 2009** – “... you did a wonderful job leading the discussion and distilling the most salient points out of each student’s project.”

**Yasser Giron, MSIII, 2009** – “The [peds humanities] project really meant a lot to me.”

**Amirpasha Ehsan, MSIII, 2009** – “Thank you for your rich feedback. I am truly grateful that you provided us an outlet to express ourselves in ways that can inspire our fellow future physicians.”

**Alicia Sheen MSIII 2009** – “I really enjoyed the advocacy project and feel like we all gained a lot from the session. Thank you and Dr. Murata for allowing such a neat project to exist and for taking the time for us students to discuss the humanities of medicine. It’s a truly wonderful and important topic!”

**Alicia Sheen MSIII 2009** – “Thank you so much for the wonderful lecture on the ‘Art of Doctoring’ today. I truly enjoyed it, and it armed me with lots of important points to ponder and think through before I start up on the wards this year.. you helped to bring up excellent points that either have been or should be on our minds as we enter these next few years. .. Thanks again for such an insightful, inspiring, and Velveteen “real” class today.”



**Gabriel Rivera MSIV 2009:** “Thank you for always making an effort to reply to my assignments. I can just imagine you sitting there for hours replying to everyone’s email because I know you to be that person... caring and thoughtful. As a result of your efforts this class was that much more enriching and worthwhile. Thank you for making it a memorable experience.”

**Artin Yeranossian MSIV 2009** – “I enjoyed all the time I spent in your courses. I was in your course first year [literature and medicine elective] and absolutely loved it and I feel privileged to have been taught by you.”

**Jessica Pagano MSIV 2009** – “I have truly enjoyed the AoD [Art of Doctoring elective] course, and your many words of wisdom which I will carry with me throughout my career... and life!”

**Zach Koontz, M.D., R2, Stanford University School of Medicine 2009** – “You.... have made an enormous impact above and beyond on countless new MDs. What you do is irreplaceable, and I hope the powers can appreciate that.”

“Truly you are my most prized faculty and our relationship and discussions will be a treasure always to me.”

**Allison Campbell Hill, M.D., R1, Stanford University School of Medicine 2009** – “You stand out to me as a highlight of my medical school experience. Thank you for bringing so much meaning to what we do.”

## **2008**

**Desiree Lie, M.D., M.S.Ed., Professor, Department of Family Medicine, UCI, 2008** – [re California Prisons Project] “It was so much fun working with you on this workshop. I learnt a lot for myself. You made the topic come alive, be practice, and gave new meaning to ‘self-aware.’ I think the participants were excited about the subject in a way they could not have imagined and took home real pearls. Thank you... for the hard work and commitment you put into the workshop and its delivery.”

**Patricia Burgoyne LCSW, staff social worker Regents Point Independent Living Facility, Irvine, CA 2008** – “I just wanted to let you know that the feedback from the Readers’ Theater project has been very positive... Your expertise in facilitating the group is what makes this program so powerful.”

**Michael Miller, LCSW, Supervisor, Pediatric Social Work, National Jewish Medical and Research Center** – “I can’t say how much I appreciate your feedback... its content, but also, just having taken the time... I’ve never shown poetry to anyone beyond family and a dear friend, so thank you for the encouragement! The feedback is very helpful, and I am grateful for your honesty.”

**Edgar Moran, M.D., UCI-SOM, 2008:** “I think that your fine publication [Plexus] should be shown and possibly offered to some of our candidates for admission into the School of Medicine. It would introduce to the applicants the spirit and overall philosophy of our School” (this idea was indeed adopted by Dr. Elena Peterson, Dean of Admissions)

**Farah Karipineni, MSI 2008** – “I’m really appreciative that you took the time not only to read [anatomy creative project], but to comment on it so personally.”

**Dana Steenhard MSII 2008** - “Thanks for all your help! You really are such an inspiring woman and we’re so privileged to have you.”

**Dana Steenhard MS3, UCI** – “I had such a great time with the Readers’ Theater... I can’t lie – I was nervous reading in front of everyone... but it was such a blast. .. You really are such an inspiring woman and we’re so privileged to have you!”

**Charlene Torkan MSIII 2007** – “Thank you so much for taking the time to write feedback on my project... this project was so enjoyable. I had a great time in your class...”

**Brenda Lee MSIII 2008** – “Thank you so much for all your encouraging words. Especially at a time when we are being evaluated on how well we know our patients by their lab results or physical findings, it is rare to get a chance to share about our interactions with patients as real people.” [Peds humanities project]

**Dilbahar Mohar MSIII 2008** – “Thank you for the feedback and helping us to broaden our perspective. It’s nice to take a break from the objectivity of medicine, and really try to stretch the mind on different topics. I really enjoy our conversations. ... Thanks for reminding us that part of saving lives involves more than just the medical perspective, and in fact revolves more at the core of medicine, based on relating to and curing humanity, the person, and the overall identity!”

**Janet Lim MSIII 2008** – “Thanks for your input in our session and individually. I always appreciate your insight and your humor.”

**Serena Sah MSIII 2008** – “I really appreciated your comments for each of the students’ work as you led the reflection project session... Thanks again for taking the time to have us share our thoughts as well as sharing your thoughts with us.”

**Emily Wang MSIII 2008** – “The Humanities session you facilitated was a great learning experience. Thanks for all your time and effort!”

**Abid Mogannam MSIV 2008** – “Thank you for expanding our perspectives on medicine and on the dialogues or narratives that occur beyond what we’re taught to do. This discussion of narrative medicine has added another dimension to practice and augmented the number of ways that we can interact with our patients in the not too distant future.”

**Nick Athanassiou MSIV 2008** – “I thank you most of all for your encouragement in the humanities, not just for me, but for all the students . UCI is a better place because of it and I’m proud that so many others have been touched by arts and humanities things that you advocate at our school. I would never have considered myself much of an artist before joining Plexus. Your support for starting Plexus Audio convinced me that there is an artist inside of me and that I could do something with it. Even the Anatomical Rappers would never have been had it not been for the Anatomy-humanities project. These were some of my proudest moments in medical school and I owe much of that to you.”

**Usa Aroonlap MSIV 2008** – “I just wanted to thank you so much for everything you’ve done in Art of Doctoring and just being you. You truly have a gift of understanding people and just making people feel so good about themselves. Going into psychiatry, I only hope to one day be half as great at listening to people and giving them help as you are. I definitely have been so lucky to know you!”

**Sarah Mourra MSIV 2008** – “I wanted you to know that [husband] and I matched at Yale... I couldn’t help thinking about how we couldn’t have done this without you – your encouragement, your support, and your leading us in the direction that helped us grow and understand what medicine is truly about.” “Just wanted to tell you how much I really appreciate you and all the things you have helped me with/opened my eyes to while here at UCI. I really don’t think my experience here would have been half as wonderful if I hadn’t had you here. Thanks for everything you do.”

**Esther Choi MSIV 2008** – “I want you to know how much I appreciate the opportunities I’ve had to work with you both first year in Lit in Medicine and also now in AoD. You have been an inspiration to me throughout the last 4 years, and I appreciate all the work you do for us and how you challenge each one of us med students to really dig deep, discover ourselves, think of and understand others better, and make sense of this crazy world that is medicine. And most of all, you remind us to find the beauty and joy that is sometimes seemingly hidden in the walls of the hospital and the classroom... and you’ve definitely made an impact in all of our journeys.”

**Eric Silman MSIV 2008** – “I am always impressed at your dedication to analyzing and giving feedback on our work.”

**Steven Samawi MSIV 2008** – “It has been an absolute pleasure being in class with you this last year. I didn’t know what to expect prior to the beginning, but there is no way I would have ever predicted it would be so powerful and enlightening. I am a big proponent of self-exploration and personal growth, and I have experienced both this last year. For the first time, I have been allowed to mourn over the losses and hardships I’ve seen these last 2 years... I have been empowered to be who I am. ... Our next session is sure to be as moving as the rest of them. My only sadness is that there are only 2 left.”

**Bishoy Said MSIV 2008** – “It’s truly been an absolute blast to be a part of this class. I really enjoyed it and feel like I benefitted much from it. I don’t know how you seem to put everything so eloquently and basically understand what we’re trying to say even

when we fail at actually saying it. But really, I am so glad I was a part of this course, and will try to practice to maintain the thoughts and philosophies of it in the coming years.”

## **2007**

**Sylvia Quadrelli, M.D., University of Buenos Aires 2007** – “It has been a special pleasure to meet you in person, you are a wonderful person, exquisitely sensitive and warm and I am sure your students take great advantage not only of your professional counseling but of your human experience and warm wisdom. Thank you once more for your warm reception, your extremely kind attitude and the many ideas and ‘pearls’ you gave me.”

**Maria Auxiliadora MD, SOBRAMFA, Brazil** – “And for preparing the participation in Palliative Care Ambulatory, I always recommend... your article – Writing Rings Around Death. It is wonderful that people like you and Arthur Frank, that lived so profound experiences, are willing to share those experiences in benefit of others. Your text, as well as some fiction books like The Death of Ivan Ilitch by Tolstoy, have helped us deal with the difficult themes of real life we have to face in our profession.”

**Desiree Lie, M.D., MS.Ed, Professor, Dept Family Medicine 2007** – “... thank you for your positive outlook and being such a role model of scholarly work and productivity, not to mention a superb teaching! You have been a tremendous help in my own reflections and reframing of career goals and directions.”

**Dean Gianakos MD, Hospice and Palliative Care Medicine, Lynchburg, VA** – “Just wanted you to know that I loved your piece in Academic Medicine. The excerpt and your interpretation, perfectly capture the tragedy and beauty of relationships...”

**Jo Marie Reilly, M.D., Associate Professor, Department of Family Medicine, USC Keck School of Medicine, 2007** – “I have always appreciated and valued the great work that you do in the ethics and humanities and your experience and wisdom. Thanks for always been a positive and supportive mentor and role model.”

**Jan Goldman, Psy. D. 2007** – “Your thoughts on the poems [in Families, Systems, & Health] were so interesting to me for their blend of literary sensibility and appreciation of the human condition – all geared for an audience of health and mental health professionals.”

**Silvia Quadrelli MD thoracic surgeon, Italy** – “I want to thank you again for the wonderful opportunity of visiting with you... I have learned many new things, brought many new ideas, and also got renewed enthusiasm about education, young people and this beautiful task of trying to invest in young students for them to get this world a better place to live. It has been a special pleasure to meet you in person, you are a wonderful person, exquisitely sensitive and warm and I am sure your students take great advantage not only of your professional counseling but of your human experience and warm

wisdom. Thank you once more for your warm reception, your extremely kind attitude and the many ideas and “pearls” you gave me.”

**Amy Leu Do, chief resident, Family Medicine UCI** – “Thanks for the great Balint session. I think it was a good intro... and why it is so good to have the session.”

**Neera Sodhi MS1, UCI** – “Thank you so much for sharing your poem with me as well! I’m not so used to sharing my writing with people, and the reciprocity helps a lot ☺. The ending of your poem is absolutely stunning; faith applies to so many areas of life...I want to let you know that I’m enjoying our selective immensely; it is so nice to have a space to debrief about our feelings and conflicts as we start out on our career paths. I feel like between Plexus and our litmed sessions, I’m holding on to my artistic side and learning how to incorporate it into my practice of medicine.”

**Spencer George MSII 2007** – “Thank you for your wonderful feedback... I feel that I really learned a lot from this session.”

**Sheila Chan MSIII 2007:** “As always, your comments mean so much to me, and I absolutely cherish my relationship with you. Let me also say what a pleasure it was to see you so often during our Family medicine clerkship. We all appreciated the deft agility with which you guided the conversations, and how you always managed to bring out insights and intelligences in ourselves which we never knew existed before.”

**Sarah Mourra, MSIII, 2007** – “[fellow student] really enjoyed the session on domestic violence (and he is never one to rave about ‘touchy feely’ sessions). But he was really struck by both the way you conducted the session and also a poem that you wrote which he read to me over the phone – really really powerful. It put so much into words that is so difficult to capture I think. It really affected both of us very much.”

“{Fellow student} really enjoyed yours and [X’s] session on domestic violence (and he is never one to rave about “touchy feely” sessions). But he was really struck by both the way you conducted the session and also a poem that you wrote which he read to me over the phone – really really powerful. It put so much into words that is so difficult to capture I think. It really affected both of us very much.”

**Pelin Cinar MS III, 2007** – “Thank you so much for letting me share my experience last week. It really helped me to get this troubling incident out of my chest. Thank you also [for] showing me ways to learn from this negative experience. I sure hope that I won’t make the same mistake but if I ever do, I now know how I can handle it.”

**Mark Deaver MS3, UCI** – “[We] definitely had some fun coming up with that skit. I think every rotation, not just pediatrics, would benefit from similar exercises.”

**Parker Duncan, MSIII 2007** – “I want to take this opportunity to THANK you not just for your time that you shared with us in the several Family Med rotation venues, but also the jubilant energy you brought to each session. What I commented on in the feedback

form was how WLL you moderate – by soliciting our input with thoughtful questions, then accepting the discombobulated thoughts we offer and adeptly ‘remolding’ them to make sense to the whole group!”

**Zach Koons MSIV 2007** – “Truly you are my most prized faculty, and our relationship and discussions (esp, our e-discussions) will be a treasure always to me.”

**James Tam MSIV 2007** – “I really respect the advice that you have given me over the years.”

**Sheela Reddy MSIV 2007:** “The whole group [Gold Humanism Honor Society] just adores you... You are very special to all of us, and we have learned so much from you. Thank you for everything.”

**Priya Sonik MSIV 2007** – “Your words mean a lot to me. Thanks for listening.”

“Thank you for everything these past 4 years... You are a wonderful human being and I am so glad to know you.”

“I appreciate all that you do for students and for taking the time to listen.”

Hank you for taking the time to read and think about what I (as well as my classmates) have written. Your words mean a lot to me. Thanks for listening and thanks for your kindness when we have met.”

**Neda Yazdi MS IV 2007** – “You were such a big part of my medical school career and I will never forget your words of wisdom.”

**Jeanette Kamell MSIV 2007** – “Thank you so much for all your support and wisdom over the years! You have been a guiding light and inspiration to so many...”

**Sarah Blaschko MSIV 2007** – “You have touched the lives of many students in my class (and all of the medical school), and we all really appreciate you.”

**Alexis Lieser MSIV 2007** – “Thanks for all your time and dedication to keeping us medical professionals human beings.”

**Polly Sacks, MSIV 2007** – “I really really enjoyed this class!... You are a wonderful leader... thanks so much for everything.”

**Sheela reddyLisa Lindvall MSIV 2007** – “I just wanted to thank you for taking the time to read our assignments carefully and providing thoughtful feedback. We all appreciate that you always put so much thought into things.”

“I really enjoyed the AoD class and know that it will help me get through intern year and help me become a more compassionate doctor.”

**Pauline Sacks MS4, UCI** – “I really really enjoyed this class! You are a wonderful leader...”

**Jeremy Gililand MS IV, 2007** – “Thank you for your comments – I will definitely take them to heart when dealing with someone such as this in the future. I really appreciate the time that you take to give each of us such in-depth feedback!”

**Vincent Nguyen, UCI undergraduate 2007** – “I feel privileged to be a part of this wonderful research and the insights that I’ve gained have allowed me to gain a better understanding of medicine and the art of healing, including its difficulties, intricacies, and complexities. Again, I’d like to express my sincere gratitude for your kind, patient, and exceptional mentorship and guidance. Studying abroad and doing this research project are the two most gratifying and educational experiences of my undergraduate, and you are the main reason.”

**Seyward Darby. Undergrad honors thesis, Duke University** – “I cannot thank you enough for assisting me with my thesis project. Your guidance and thoughtful comments contributed enormously to the final product. I will forever be grateful that you devoted your time and energy to helping me as I finished my degree!. The thesis was awarded “highest distinction... I appreciate your efforts more than you can imagine.”

**Amy Leu R3, Academic Chief Resident, Department of Family Medicine 2007** – “Just a note of thanks for the great Balint session... it was a good intro about what Balint is and why it is good to have the session.”

## **2006**

**Donna Baker, LCSW, Facilitator Chao Family Comprehensive Cancer Center Patient Support Group 2006** – “As usual you always bring so much to our little group. I really value you and what you are doing with your students. It was a good experience for all of us.”

“Thank you so much for a wonderful presentation and meeting with the women’s group yesterday. It was very powerful and at the same time enjoyable for everyone. I appreciated your honesty and openness. Others were able to comfortably speak up about their issues.”

**Desiree Lie MD, assoc professor, Family Medicine UCI** – “Thank you for your reassurance Johanna! It is terrific to work with you. This year has been a TREAT for me in terms of being able to partner with you on so many fronts: manuscript writing, focus groups, Healers Art and this committee. How much luckier can I get? I feel I am being bathed in your mentoring light.”

**Cheryl Levine, Psy.D., Behavioral Scientist, Ohio State University Rural Program, 2006** – I don’t know which was more beautiful, the piece itself or the thoughtful and eloquent commentary [Mortal Lessons, *Acad Med*, 2006]. Both brought tears to my eyes. I wish I could write like that!”

**Linda Raphael, Ph.D., Associate Professor of Psychiatry and Behavioral Sciences, Director of Medical Humanities, The George Washington University School of Medicine, 2006** – “Your influence on [former student], and on medical humanities in general, of course, is essential to those of us creating new programs. Thanks!”

**David Hatem, M.D. editor, Reflective Practice, Patient Education and Counseling, 2006** – “Thanks for your insightful and careful reviews which take seriously the writing that you are presented with and make careful suggestions to shape the work into something better and more clear.”

**Jo Marie Reilly MD, Family Medicine, Keck School of Medicine** – “Thanks for always being a positive and supportive mentor and role model.”

**Gerald Maguire, M.D., Professor, Department of Psychiatry & Human Behavior, UCI, 2006** – “Thanks for being such a great influence on our students...”

**Erik Silman MSII, 2006** – “I have heard great things about you and you proved them all true. Your PBL session was by far the best of the year and I thank you for keeping it pertinent and interesting. You have a passion for what you do and it shows.”

**Sarah Mourra MS2, UCI** – “Just wanted to tell you how much I really appreciate you and all the things you have helped me with/opened my eyes to while here at UCI. I really don’t think my experience here would have been half as wonderful if I hadn’t had you here. Thanks for everything you do.”

**Zhanna Livshits MSIII, 2006** – “Thank you for your thoughtful and insightful comments. They always go right to the heart. I really enjoyed our last session. Thank you for just being you.”

**Shanda Gomez MSIII, 2006** – “I wanted to thank you for the discussion session. I was excited when I saw the [creative project] assignment. It not only allowed me to sit and think about the patients from their point of view, but also reminded me how much I miss other creative avenues.”

**Daniel Oberto MSIII, 2006** – “Today was good. Even the more unemotional guys (myself included) benefit because these projects make us reflect.”

**Allison Campbell, MSIII, 2006** – “I just wanted to thank you for leading our medical humanities session today in such a thoughtful, real way today. Today was the first time since I started 3<sup>rd</sup> year that I was forced to stop and acknowledge some of the feelings I have been having about patients, procedures, medicine, death, etc. You did more today than you know or saw. Thank you.”



**Monica Barron MSIII, 2006** – “I just wanted to take this opportunity to thank you for always taking the time to read our humanities assignments and giving us meaningful feedback... I always appreciate that you take the time for in-depth evaluation of our work, and that you are always so encouraging in your comments – this may sound cheesy, but it makes me, and I’m sure all the rest of my classmates, special :-).”

**Brian McMichael MSIII, 2006** – “So again in my doubt, confusion and pain you come through with listening with empathy. You...loom large as my inner model of a healer.”

**Seema Mittal MSIII, 2006** – “Thank you so much for your feedback. I really appreciate that you took the time to examine the situation and write this up for me... [It] is a nice positive boost that I can look back to whenever I am feeling negatively about my abilities as a doctor.”

**Meghann Kaiser MS IV 2006** – “For the past four years you have been an inspiration to me, both as a professional woman, and as a poet, but most of all, just as a person who in whatever capacity respects and cares for her fellow human beings. I could count on one hand the people I have known in my life who are truly unselfish, and you are undoubtedly among them. Thank you for showing me how humanities can contribute to my career, and thank you for giving me an ideal to live up to.”

**Manoj Kesarwani MSIV, 2006** – “I also want to take the time to thank you for all of your help and support... I learned a great deal in this course and found you to be one of the most supportive professors I have ever had. I will always remember you as I progress through my medical career... You are truly an inspiration to me and someone I look up to with the utmost respect.”

**Christine Chan, MSIV, 2006** – “... at various times throughout my training here, you have been one of the greatest examples to me of compassion, wisdom, and integrity and have been one of my most admired role models here at the school. Thank you for all the time you have taken to really listen to each one of us students and for the encouraging and insightful feedback that I have always looked forward to receiving from you, whether in PD sessions or in AoD.”

**Ali Razmara MSIV, 2006** – “Thank you for your kind words, it really means a lot to me.... I am a very sensitive person and this class has really touched me. Thank you for making me learn about myself.”

**Gail Ryan, MSIV, 2006** – “Thank you for all of your support... You have definitely made an impact on me and I will carry what I have learned from you throughout my life.”

**Sayeh Beheshti MSIV 2006** – “I’ve really enjoyed working with you over all the past years and appreciate all of the help and guidance you have provided me.”

**Christine Stoffel MSIV, 2006** – “I feel like Art of Doctoring came at the perfect time for me, fresh from a terrible month in the PICU filled with death and cold physicians. I felt

myself hardening, convincing myself that to be successful in medicine, I had to shut out these feelings I was having. I will never forget the class on grief and how much it helped me accept those feelings and learn from them. I will also never forget the class we had on difficult interactions with colleagues... I graduate from Art of Doctoring – and UCI - hopeful for the future, not burned out or bitter, and grateful for all I have learned.”

**Becky Lim MS applicant UCI** – “I greatly appreciated how you immediately put me at ease and asked me questions that were both thought provoking and worthwhile.,, it was a treat to speak with you.”

## **2005**

**Usa Aroonlap MSII 2005** – “It’s really great of you to spend so much time on us individually@ Studying for the classes we’re taking now definitely makes me lose sight of the reason I wanted to study medicine sometimes, but doctors like you definitely remind me why and inspire me.”

**Victor Da Costa MSIII, 2005** – “Thank you for your comments. That was honestly the most feedback I have received on anything I’ve done in medical school so far.”

**Bruce Birnberg, LCSW, Assoc director Behavioral Science, JFK Family Practice Residency Program** – “I just finished reading your piece “The Don Quixote Effect...”... what a marvelous model... Mazel Tov on bringing forth the very principles that we have been operating our curriculum under! I enjoyed reading it immensely.

**Donna Baker, LCSW, Chao Cancer Center, UCI** – “Thank you so much for a wonderful presentation and meeting with the women’ group yesterday. It was very powerful and at the same time enjoyable for everyone I appreciated your honesty and openness. Others were able to comfortably speak about their issues.”

**Marianne Ross PhD, UCI** – “Oh dear... you are so fabulous. You bring so much that is so good to our students.”

## **2004**

**Karen Ziegler PhD, Family Medicine, Duke University School of Medicine** – “I found your workshop the most helpful thing at the conference this past weekend... THANK YOU SO VERY MUCH for the workshop and for the work you do.”

**Emily Dow MD, assoc professor Family Medicine, UCI** – “I think our evals with the students went very well today. A couple of the students got somewhat emotional, and you handled it so well. .. I continue to be amazed at how good you are at talking to people, and always putting a positive spin on everything, even when we don’t have a whole lot of good things to say... I hope to grow up to be like you one of these days.”

**Hunter Hargraves PhD, Stanford University** – “I read your syllabus for your “Wounded storytellers” class... and am very glad that you, among others, are teaching

great classes that explore how grief and disease affect the humanistic points of view. Keep up the good work!”

**Brian Friesen PhD, University of Alberta** – “‘Thank you’ can’t quite express my gratitude for your taking the time to help me. I know so little about where the starting lines are with regard to the Medical Humanities, or I should say, I used to know so little. Your response helps me more than I can say.”

### 2003

**Kathleen Jones PhD, Fort Collins Family Medicine Residency, Colorado** – “I’ve attended several of your workshops at previous STFM meetings and have been greatly inspired by your work.”

### 2002

**Desiree Lie MD, asst professor, Family Medicine UCI** – “Thank you so much for your participation and contribution to the Tamkin symposium. Your short but powerful message was wonderful and was an elegant and succinct connection linking the Humanities and CAM.”

**Jenny Murase MS3, UCI** – “I am so glad that I had the chance to share it [an original song about medical school] with you in Medicine! Your opinion means more to me than you realize.”

**Golnaz Saedi MS3, UCI** – “By the way, the poems that you gave us are great – I’m not much of a poetic person – but I really loved most of the poems.”

**Theresa Griffith, Chao Cancer Center Women’s Support Group, UCI** – “Please accept my sincere thanks and the thanks of the women from the Share and Care Group. Your presentation and sharing was not only helpful but much appreciated. Everyone felt safe in your presence and thus were willing to share.”

### 2001

**Desiree Lie MD, asst professor, Family Medicine UCI** – “It is an honor to be part of what you have so successfully created, maintained, and now disseminated at a national level. My admiration for you and your leadership in medical education knows no bounds. If only I can be a tenth of what you are in writing, presentation, facilitation, teamwork, leadership and commitment!”

“I want to congratulate you on offering a wonderful oasis of respite from the toil of medical school for the students. The first years were definitely engaged and in support of the teaching... we all enjoyed it, thanks to your creative, persistence and PRESENCE (or omnipresence)...”

**Marianne Ross PhD UCI** – “Oh what a fabulous job you all did on this publication [Plexus]. It is just wonderful. This is worthy of national recognition!”

**Elizabeth Morrison MD, asst professor, Family Medicine, UCI** – “thank YOU for your wonderful comments on our paper!... You are also very generous... I appreciate how much time you take to help everyone around you achieve their potential.”

**Joseph Scherger MD, chair Family Medicine, UCI** – “Though I did not see you in Denver [STFM], I sure heard your name often!... Your work has really gotten national attention which is good for UCI and medical humanities.”

**Maj. Kathryn Holder MD, Family Practice, Travis Air Force Base residency program** – “...I follow your Literature and the Arts in Medical Education column [in Family Medicine] faithfully. It is a wonderful column and in this era of managed care and cost containments, each essay brings us back to the very essence of why we entered medicine. So I would like to thank you for your endeavors and hard work... Thank you for being such an inspiration.”

**Thomas Bent MD, residency director, Family Medicine UCI** – “Thank you for co-moderating the “Career Planning and Personal Growth” session. .. Your participation and especially, your comments on happiness and balance were invaluable.”

**Bradley Brownson MD, retired general internist Illinois** – “I’ve just finished reading your wonderful article on Triangulation... It’s a classic and should be read and applied by every primary care physician in his practice, teaching and personal life. It is a core clinical skill.”

**Eric Weiner PhD, behavioral scientist, McLaren** – “I enjoyed your recent article on triangles.. I often struggle to find materials that clearly present family systems concepts to residents. I find your practical approach refreshing.”

**Patient Doctor MS2 group** – “I just wanted to say thanks for being such a great faculty leader. Thank you for all of your wonderful feedback!”

“You have had a great influence on the group, making PD2 a wonderful experience.”

“I may not be able to speak much, but I can write ☺ I just want to thank you for the time you have spent helping us to see the important aspects of medicine that aren’t taught in our other courses. I appreciate your comments and I believe they have helped me to mature and better empathize with patients.”

“Thank you so much for your guidance and leadership this year. I feel so lucky to have been able to learn from you again. Your advice and feedback have really helped me grow and fine-tune my ability to communicate better with patients.”

## **2000**

**Desiree Lie MD, asst professor, Family Medicine UCI** – “Johanna, in discussion which refer to your work, I often hear assumptions like “It will be good: we know how thorough and attentive Johanna is” or “We can trust her to do a terrific job. We don’t

have to discuss it...”, or “Let’s just leave it to Johanna to do whatever she wishes...” in reference to your Humanities curriculum. You really do have a reputation for excellent delivery, performance and communication that is so taken for granted, that I am afraid you do not get to hear it enough! You have many admirers and you should know it.”

**1999**

**Desiree Lie MD, asst professor, Family Medicine UCI** – “One of the good things I will also take away is how to be a good mentor like you... You have been a shining beacon and lighthouse for me.”

“Your reflective analytic and facilitative style is definitely something I can consciously learn from.”

**1994**

**Margaret McCahill MD asst professor, Family Medicine, UCSD** – “Thank you for allowing me the privilege of visiting with you... I am most impressed by what I saw and learned and I think you should be commended for the excellent training program in psychiatry and the behavioral sciences which you provide for the Family Medicine residents. You’ve presented a beautifully organized, model program.”2015

**1993**

**Gila Eitan, social worker, Hebrew University Hadassah Medical School** – “I was very impressed by your teaching methods through advice to residents as practiced in the clinic that I visited. I am also thoroughly enjoying and appreciating the papers you wrote, as I identify with your approach. I have also passed them on to some of my colleagues who have expressed the same sentiments.”

**Eloy Rodriguez, PhD, Director, Hughes Program, UCI** – “Thank you for presenting your research and personal background to the Hughes/CAMP students... Your topic “Family Coping Mechanisms” was very appropriate for this group as they are comprised of many students who are planning on going into the medical field. In addition in sharing your personal background with the students you served as an excellent role model, especially given the fact that the majority of our students are female.”