

**Dr. Jim Fausto  
Receives UWMC's Fall 2017  
Cares Award**



Congratulations to James Fausto, Associate Director, Palliative Care, one of UWMC's Fall 2017 UW Medicine Cares Award recipients!

The UW Medicine Cares Award is based on UW Medicine's Service Culture Guidelines, which are: respect privacy and confidentiality; communicate effectively; conduct myself professionally; be accountable; be committed to my colleagues and to UW Medicine

Dr. James Fausto and the UWMC palliative care team:



**Dr. Fausto's nomination reads:**

A family was struggling with hearing how ill their loved one was. The family knew it was important to prepare for their loved one's possible death yet they also wanted to as much aggressive care as possible. It was challenging for all medical providers to meet the family's contradictory needs and desires. Dr. Jim Fausto established with this patient and her family a trusting relationship in which Jim could provide medical recommendations for treatment while at the same time helping the family openly discuss code status and funeral home choices. He did this by asking the patient about herself, being willing to listen to multiple family members recount stories about medical care interactions in the past, and by not allowing his own biases to interfere with the

patient and family's process. Jim's medical knowledge was requested by the family and informed their decisions. And while the patient and the family were selective in accepting support, Jim always made thoughtful medical recommendations based on the patient's medical condition and her personal values and goals. This patient is continuing to receive aggressive care, however, her family has also made preparations for her death. They were successfully guided through uncertainty with respect and compassion. In addition to providing excellent patient care in difficult situations, Jim is a great team member and includes other health care providers in his consults. Jim seeks support from all disciplines, always updates other team members, and truly values the input and skills of nursing, social work, and spiritual care providers. Jim is also very skillful in allowing coworkers to talk through their complex patient/family/ethical situations. Jim listens in a non-judgmental way which helps his co-workers sort out challenging situations. He asks useful questions that clarify medical questions but at the same time helps his co-workers to see where they might be caught in their own biases or hopes for the patient/family. This patient care story of one of so many that illustrates his compassion, culturally sensitive and skillful care of patients and families, together with his great appreciation of all health care team members who contribute greatly to the outstanding care provided by UW Medicine. Please consider Dr. Jim Fausto for the CARES award as he truly cares about patients, their families, and his coworkers.