

UPMC Center for Integrative Medicine

Dedicated to increasing knowledge about safe and effective complementary and integrative medicine approaches.

Face2Face Healing: The Solution for a Problem Most of Us Don't Think About by Ronald Glick, MD

“We all have scars – physical, emotional, visible, or invisible nonetheless; the universal truth is that scars remind us of where we have been, they in no way determine where we’re going.”

Dr. Daniel Pituch, Vice-Chair and Co-Founder Face2Face Healing

As part of human existence it's almost certain we'll experience a health crisis at some point. When we do, our focus is on mobilizing the troops, availing ourselves of the outstanding medical resources in Pittsburgh, connecting with friends and family for support, and drawing on our inner strength and spiritual side. Our energy is directed towards getting through treatment. Once the acute crisis is past, we try to get back to some normalcy in our lives. To use a baseball metaphor, life throws us a nasty curve ball and we try to avoid getting hit and knocked out of the game.

Karen Scullin is a registered nurse, who in recent years has worked in health administration. She found herself on the receiving end of health care, as told in this brief narrative.

My journey started with a diagnosis of parotid cancer in May 2012. Like many, I was left emotionally, physically, and spiritually unable to adapt to the resulting disfigurement in the journey of survivorship. I experienced many changes and losses causing me to distance myself from supportive family, friends, church, and the community. I, like others asked “Why did this happen to me?” and “How will I move forward?” This experience has given me a unique perspective. My goal is to encourage individuals, their families, health care professionals, and educators to come together in an innovative healing and supportive network.



Karen was under the care of Daniel Pituch, DMD, MD, an Oral and Maxillofacial surgeon at UPMC Shadyside. Dr. Pituch recognized two things. He knew that Karen's experiences were not unique and he saw Karen's strength and determination. Together, they made the following observations, which should not be startling:

- Facial and other disfigurement is common;
- This disfigurement takes quite a toll on a person emotionally;
- Individuals with disfigurement tend to isolate and avoid social contacts, limiting the normal social and community support that they need.

Having identified the problem, the next step was finding a solution. It surprised them to learn that there was no peer and community support program for individuals with disfigurement anywhere in the US. Dr. Pituch discussed this with Louise Brown, executive director of the Shadyside Hospital Foundation. Ms. Brown was encouraging and with the strong support of the Foundation, Face2Face (F2F) Healing was born.

The organization is in its third year, now a 501c3 non-profit corporation, with co-founder, Karen Scullin, as Executive Director. There is a very strong board,

including a mix of individuals with facial issues, community members, and medical and allied health providers. Ronald Glick, MD, has the honor to serve as Chair of F2F Healing. Here are important things to know:

What is F2F Healing? The organization provides peer support services for individuals with disfigurement. Our mission is: To build support through a community of individuals with disfigurement to promote healing through outreach, advocacy, interaction, activity, resources, and education. Our vision is: For all individuals with disfigurement to feel acceptance of themselves and empowerment.

What services are offered? As a first connection, our team may have direct or phone contact with individuals with disfigurement during acute hospital treatment. For individuals in the community, contact and support is by phone, through monthly peer support meetings, and via contact through a web-based program called Vidyo. This system, allows us to have personal contact with individuals who have trouble traveling or who are not ready to participate directly in group programs. The service is provided generously by UPMC Telehealth. Additionally, support and educational information is available on our website and through social media.

What is the connection with the Center for Integrative Medicine? The center has served as the host program at UPMC Shadyside, providing the corporate home for the organization, and support sessions. Additionally, some of the services and classes at the center fit nicely with the goal of helping individuals recovering from difficult health issues.

How far does F2F Healing reach? While the direct services are centered around Pittsburgh and western Pennsylvania, through our Vidyo connection, we have the potential to extend support across the country. Additionally, an important part of our mission is to provide education for health care providers and we regularly speak at regional and national conferences.

What are the common causes facial disfigurement?

- cancer and cancer treatment
- trauma-such as car accidents
- burns
- facial nerve injury and Bell's Palsy
- congenital, such as cleft palate

Who are some of the faces of F2F Healing? We've already mentioned Karen Scullin and Drs. Pituch and Glick. Four of our board members deserve special recognition:

- Sandy Boody has a background in dental hygiene and vocational education and has spent her career as an educator. She regularly speaks to local, regional, and national professional organizations, addressing issues related to facial disfigurement. She serves as the Program Development Director for F2F Healing.
- Susan Donan is a retired mental health therapist and has worked with individuals who have experienced facial nerve injuries. She co-leads group sessions with Karen Scullin and provides other direct support to clients.
- Eugene Meyers, MD, is the Distinguished Professor Emeritus Department of Otolaryngology of the University of Pittsburgh School of Medicine. He freely shares his knowledge and expertise to help advance the mission of Face2Face Healing locally and nationally.
- Jeanette Adams has provided steady leadership as Secretary/Treasurer steering us through our first three years.

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Face2Face Healing, cont.

Where is F2F Healing heading? Now that the organization has a solid foundation, we're setting goals for the next several years, which include:

- Spreading the word locally, to expand direct client services
- Providing preventive services including oral cancer screenings
- Developing a system for training peer support counselors and other volunteers
- Expanding service to other regions of the country
- Extending services to children with disfigurement and their families
- Securing further financial support to help advance the mission

How can I find out more about F2F Healing? The best launching point is our website. Visit <http://face2facehealing.org>

Face2Face Healing appreciates the generous support of the ShadySide Hospital Foundation.

How did you find your way to the field of Integrative Medicine? Stories of the travels of the clinical staff at CIM

When we talk with older adults, it is amazing to hear about people's life experiences and how they found themselves in whatever job, relationship, or connections as their lives unfolded. On the other end of the age spectrum, students entering the health professions are motivated by personal and humanitarian goals. It is especially interesting to hear the stories of individuals involved in integrative and holistic health care, particularly those who have found themselves in this field in its early days. We share some of their stories. We asked our staff to describe how they were drawn to integrative health. As with asking a politician a question, we gave them license to answer a different question of their choosing. It's a blessing to work with such an interesting and gifted group of people. Here are some of their responses.

Erin Simon, LMT (massage therapist): Why I Chose to Specialize in Lymph Drainage Therapy (LDT): I had been a massage therapist for more than ten years when I first experienced LDT. I was receiving a massage; my therapist said that she had taken a very interesting training and asked if she could practice on me. She touched me more delicately than ever before and I felt a tingling as fluid I was not aware of moved in a new way. I felt as though I was a souvenir snow globe and all the glitter inside me was sparkling.

She talked a little about the technique, but I was transfixed with a magical feeling and didn't really listen. Towards the end of the massage, I could feel the beginning of a whopper cold coming on. I tend to have a dramatic response to alternative treatments and had no doubt my cold was a result of the lymph drainage therapy. I was amazed that subtle touch could have such a profound effect. I decided I wanted to work smarter rather than harder, pursuing education through the Chikly Health Institute.

Even with only the first level of training I was able to see a positive difference in how people healed from injuries. I could relieve swelling quickly and painlessly so people were able to return to active lives more quickly. I have since greatly extended my education in LDT and in addition to hands on therapy, I provide educational support for people with lymphedema.

John Laird, ND (naturopathic physician): I traveled to India in my mid-20s, adopted a vegetarian diet, learned yoga, then returned to Connecticut where NDs have been licensed since the early 1900's. With an interest in nutrition, after taking herbal medicine classes, I learned of the profession of naturopathic medicine, and applied to what was then the John Bastyr College of Naturopathic Medicine. After graduation, I practiced in Seattle for two years, then moved to western Pennsylvania to build a yoga, meditation, and retreat center, Datta Yoga Center near Slippery Rock. I resumed a part-time clinical practice in Pittsburgh and in 1991 met Bev Spiro, cofounder of the Center for Integrative Medicine. Bev invited me to join the center in 1998, shortly after it was founded, and I have been here since.

I landed at Chatham University after teaching anatomy and physiology at CCAC - North. I was hired to teach anatomy to the Physician Assistant (PA) students at Chatham, and that evolved into a full-time faculty position in the PA program, where I continue to teach gross anatomy, physiology, and pathophysiology. A former Dean of Academic Affairs was interested in CAM, and asked me to develop a major that I titled Integrative Health Studies. I serve as coordinator of one of the few undergraduate integrative health majors in the country.

Alicja Walczak, MS, CRS (biofeedback and yoga instructor): I was a young child in Poland when World War II broke out and times were very difficult with the German occupation. The closest thing we had to medical care was from my father who had two years of medical school before the war. He had studied herbal medicine, which was fortunate, since there were no pharmacies available. Between healthy nutrition and herbals, I learned to appreciate holistic health from my father.

Fast forward several decades, I was working as an engineer in the United States. As a way to get my body back into shape after my second child was born, I discovered yoga. In Pittsburgh, I connected with a community of psychologists and yoga enthusiasts, which led me to study biofeedback. My formal health care schooling came in Exercise Physiology, but my true passion was with biofeedback. This was the focus of my research and master's thesis. I was among the first clinicians who came together when the Center for Integrative Medicine was being formed. When I teach yoga and biofeedback, often I hear myself talk with my father's voice as I counsel people about diet and healthy lifestyle.

Ronald Glick, MD (Medical Director): Being an organized and logical person, when I started in medicine I wouldn't have foreseen that I would gravitate towards integrative approaches. In my two specialties, psychiatry and pain management, many people experience chronic difficulties that don't respond to the usual treatments, which left me looking for other answers. I've always had a curiosity for things off the beaten path and when I started hearing success stories from patients, my ears perked up. Every several years, I dipped my toe into a different ocean: hypnosis, osteopathic manipulation, acupuncture, prolotherapy, tai chi, and nutritional augmentation strategies in psychiatry.

Around eight years into my journey, my knowledge and skills reached a critical mass, leading me to immerse myself in the field. This led me to the Center for Integrative Medicine, which coincidentally needed a medical director. A more dramatic change came as I extended my personal practice the lifestyle skills that we teach at the center. Funny thing is that calm chill person honks the horn at slow drivers when he visits family in Chicago.

James Donnelly, MA (psychologist): I came to an appreciation of integrative health through my childhood upbringing in a traditional Catholic home. While there was much about Catholicism that I found fault with, there was also something inspiring about the notions of love, forgiveness, admitting one's wrongs, and the power of prayer. When I went to graduate school at Duquesne University I was taught about non-judgmental awareness, although at this time it was not called mindfulness. My initial work in psychology was with addictions and 12-step programs. Here I was reminded of the importance of spiritual practices such as meditation and letting go of resentments. Sometime in the 90's I read Coyote Medicine written by the former director of the Center for Integrative Medicine. I found this book deeply aligned with my notion of what true healing means. From here it seemed but a small jump to the field of energy psychology and I began studying nontraditional therapies including Eye Movement Desensitization and Reprocessing (EMDR). Shortly afterwards I was given the opportunity to work at the center. From the beginning, I felt at home here where the emphasis is upon treating the entire person, rather than just the disease.

Karl Holtzer, MD (functional medicine specialist): Even though I loved practicing general pediatrics, I often found that I was simply putting "band aids" on problems and not getting down to root causes. I found myself wanting to go deeper but faced with issues that didn't allow me the opportunity. I also have

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had my own health issues and I've found more holistic approaches have been so much better at addressing them. For more information about Functional Medicine and Dr. Holtzer; <http://www.upmc.com/Services/integrative-medicine/Documents/upmc-cim-newsletter-winter-2015.pdf>

Deanna Burkett, MA, MS, RYT (yoga and mindfulness instructor): I was in graduate school for Community Counseling when I enrolled in a 200-hour Yoga Teacher Training at Kripalu School of Yoga and Health in Stockbridge, Ma. It was a one-month immersion training. I lived at Kripalu along with my teacher training cohort, and we practiced yoga throughout the day, both as a series of postures and as a way of life. The month had such a profound and transformative effect on me, mentally and emotionally, that I decided to focus on yoga and meditation as the primary means for providing wellness services within my graduate training. I've continued that professional specialization and meditation and yoga remains central in my own life as well.

Jessie Violet Larson, LMT (massage therapist): I was raised in a family that focused on natural healing and respect for nature. I grew up on land where we had a large edible garden every summer; and my parents showed my sister and me how to forage and cultivate wild fruit, flowers to beautify our home, and

herbs for food and medicine. I thought maybe someday I might pursue a holistic health career, and I have always considered myself a life-long learner of healing possibilities other than mainstream medicine. After a surfing accident in California left me with a painfully dangerous neck injury, I was offered only pain pills as a solution. My sister had discovered a wonderful chiropractor and begged me to give it a try. We had never used chiropractic growing up, so I was ambivalent about its claims. This doctor and his assistant who treated me with therapeutic massage got me back on my feet so quickly that I knew this was something I needed to explore as a career path. I have traveled the world studying indigenous cultures and their healing and medical practices which I incorporate into my medical massage therapies. I love what I do and am deeply passionate about helping my clients relax, regain their health, reduce pain and increase mobility. Having been in a situation where I was told that my only option was pain pills, it's empowering to be able to confidently offer alternatives to those seeking them. I've been there, and I am living proof of recovery. Passing on my knowledge helps my clients find their best path to healing. Being a part of the Center for Integrative Medicine allows me to refer them to other doctors and practitioners in our group who can exponentially increase that benefit.

GROWING EVIDENCE IN INTEGRATIVE MEDICINE

Help us advance Integrative Medicine through the

P.R.I.M.I.E.R STUDY

PATIENTS RECEIVING INTEGRATIVE MEDICINE INTERVENTIONS EFFECTIVENESS REGISTRY

This national study aims to show the important value of Integrative Medicine. If enough people participate in PRIMIER, then evidence will grow, making it possible for treatments to become more widely available.

WE NEED YOUR INPUT

- Survey is all ONLINE
- Seven 10-minute surveys over a 2-year period
- You will receive email reminders when it is time for your next survey
- Free parking for completing first survey

PRIMIER results show patients report positive outcomes related to Integrative Medicine's 'whole person' approach:

- significant reductions in depression;
- significant improvement in mood, fatigue, sleep and well-being;
- a more proactive role in overall health.

Pick up enrollment information at your next visit or ask to speak to a member of the research team.

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2017 Classes and Lectures at the UPMC Center for Integrative Medicine

*The monthly lecture series is free and open to the public. UPMC employees receive 50 TAHS points for each lecture and class attended at CIM.

May 2017

Mon. 05/01	7:00 – 8:30	Monthly Mindfulness Intro/ MBSR Orientation	Free	Greco/Burkett
Mon. 05/01 – 05/22	5:30 – 6:45	Kripalu Yoga Level I (4 classes)	\$50	Deanna Burkett, MA, MS
Thurs. 05/04 – 05/25	9:30-11:30	Yoga Level II (4 classes)	\$50	Alicja W. Walczak, MS, CR
Thurs. 05/18	5:30-6:30	Diet Myths and Realities	Free	Sari Cohen, ND

June 2017

Mon. 06/05	7:00 – 8:30	Monthly Mindfulness Intro/ MBSR Orientation	Free	Greco/Burkett
Mon. 06/05 – 06/26	5:30 – 6:45	Kripalu Yoga Level I (4 classes)	\$50	Deanna Burkett, MA, MS
Thurs. 06/01 – 07/20	6:30 – 9:00	Mindfulness-Based Stress Reduction (8 classes)	\$325	Deanna Burkett, MA, MS
Thurs. 06/15	5:30-6:30	Shiatsu to Help Your Hands	Free	Kate Sherman, MSCP
Thurs. 06/01 – 06/22	9:30-11:30	Yoga Level II (4 classes)	\$50	Alicja W. Walczak, MS, CR

July 2017

Mon. 07/03	7:00 – 8:30	Monthly Mindfulness Intro/ MBSR Orientation	Free	Greco/Burkett
Mon. 07/03 – 07/24	5:30 – 6:45	Kripalu Yoga Level I (4 classes)	\$50	Deanna Burkett, MA, MS
Thurs. 07/06 – 07/27	9:30-11:30	Yoga Level II (4 classes)	\$50	Alicja W. Walczak, MS, CR

UPMC Center for Integrative Medicine Team

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Ronald Glick, MD, *Medical Director*

Administration

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Sari Cohen, ND
Naturopathic Counselor

Deborah Grice Conway, PhD
Psychotherapist

James Donnelly, MA
Psychotherapist

Caitlin Freeman, M.AmSAT
Certified Alexander Technique Instructor

Dinnie Goldring, LCSW
Meditation Instructor

Carol Greco, PhD
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Karen Tombs-Harding
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John Laird, ND
Naturopath/Nutritionist

Jessie V. Larson, LMT
Massage Therapist

David Lesondak, BCSI
Structural Integrator

Dan Miller, DC
Chiropractor

Adam Sedlock, MA
Psychotherapist

Kate Sherman, MSCP
Shiatsu Massage Therapist

Erin Simon, LMT, LLCC
Massage Therapist

Tricia Smith, LAc, M.S.
Acupuncturist

K.K. Teh, LAc, MAc
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Alicja W. Walczak, MS, CRS
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