the schwartz center
FOR COMPASSIONATE HEALTHCARE

Schwartz Center for Compassionate Healthcare Welcomes Two New Board Members

Andrew Azan of Aon and Professor Faye Gishen of UCL Medical School join the board, bringing expertise in healthcare risk and medical education

BOSTON (November 6, 2026) – The Schwartz Center for Compassionate Healthcare, an international nonprofit dedicated to partnering with healthcare organizations to advance compassion for patients, care teams, and their healing relationships, has announced the appointment of two new members to its board of directors: **Andrew Azan** and **Faye Gishen**, who is the first international Schwartz Center board member.

Andrew Azan brings more than 30 years of experience helping some of the largest and most complex healthcare systems in the country manage risk, a role that has placed him at the center of the operational and regulatory pressures hospitals face. As managing director and executive client leader at Aon, he advises academic medical centers, healthcare management services organizations, and regional integrated delivery networks, and is widely regarded among healthcare executives and underwriters as a trusted advisor and skilled negotiator. His appointment gives the board direct insight into the financial and operational realities that shape how compassionate care is implemented.

Faye Gishen offers a complementary perspective as a practicing clinician and medical educator. A U.K.-based practitioner, she serves as director of UCL Medical School and head of its MBBS Programme. In this role, she is responsible for training the next generation of physicians, while continuing to treat patients as a consultant in palliative medicine within the National Health Service. She holds both a Doctor of Medicine and a Doctor of Education. Her work extends internationally through UCL's Centre for International Medical Education Collaborations, which supports the development of medical schools abroad, and she has served as an external examiner and peer reviewer for medical schools in Singapore, the Middle East, and the United States. At the time of her appointment as a Principal Fellow of the Higher Education Academy, she was one of approximately 500 individuals worldwide to hold that distinction.

"Andrew and Faye bring complementary perspectives on how compassionate care is both delivered and sustained, from the operational and financial realities healthcare organizations face to the education that shapes how physicians practice," said **Michael Gustafson, MD, MBA,** chief executive

officer of the Schwartz Center. "Their expertise and leadership will be invaluable as we continue this work."

The appointments come as the Schwartz Center continues to expand its programs, advocacy, education, and research aimed at keeping compassion central to how care is delivered.

About the Schwartz Center for Compassionate Healthcare

The Schwartz Center for Compassionate Healthcare partners with healthcare organizations to advance compassion for patients, care teams, and their healing relationships. There are more than 700 organizations throughout the U.S., Canada, the U.K., Ireland, Australia, and New Zealand running Schwartz Center programs. For more than three decades, the organization has been at the forefront of championing meaningful human connections in healthcare. Through its programs, it has reduced psychological distress in care teams and increased empathetic care for patients – all of which drive improved health outcomes.

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