Who cares for the carer?
Information Day: The introduction of Schwartz Rounds in an Irish context

Tuesday, 4th October 2016

Engage, Listen, Inspire, Act, Share: People Caring with People
Building a Better Health Service

Why Schwartz Rounds?

Who cares for the carers?
The impact of the stories we hear and the trauma we see on day one should have no less impact than the impact on day 10,021.

“Compassion is not a relationship between the healer and the wounded. It’s a relationship between equals. Only when we know our own darkness well can we be present with the darkness of others. Compassion becomes real when we recognize our shared humanity.”

—Nancy Crampton

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Schwartz Rounds

Improve resilience
Improve teamwork
Improve person centred care

Provide staff with an opportunity to reflect on the emotional aspects of care
Help staff gain knowledge and insight

Dr. Philip Crowley
National Director Quality Improvement Division

Dr. Ursula Bates
Consultant Endocrinologist and Head of School of Medicine, NUIG and Schwartz Round Clinical Lead

Why Schwartz Rounds?
Improve teamworking
Provide staff with an opportunity to reflect on the emotional aspects of care
Help staff gain knowledge and insight

Dr. Sean Dinneen
Schwartz Round Clinical Lead

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Quality Improvement Division
For more information please contact juanita.guidera@hse.ie 087 0642308
In 2016, Galway University Hospital and Blackrock Hospice is testing Schwartz Rounds in partnership with the HSE Quality Improvement Division (QID) and the Point of Care Foundation.

The test:
- Two test sites testing 10 Schwartz Rounds on each site for the first time in an Irish context.

Training and mentoring:
- 8 staff members
- 2 days training and 2 days mentoring by the Point of Care Foundation

Commitment and support:
- Service commitment is essential for success
- QID with HR provide support to the steering groups on both sites as required

Measurement:
- Post round surveys
- Professional Quality of Life Survey at initial and final rounds
- Qualitative interviews focus groups

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What do staff say about Schwartz Rounds?

Encourages insight
"Amazing insight into other professional's experiences" 
"Felt glad that multidisciplinary from cleaner to consultant was emphasised" 
"These rounds help break down barriers between all the different members of the hospital staff..." 
"Takes time out of my day to see the patients on my waiting list but it is a good way to focus on caring for ourselves"

Reaffirms values
"Brings caring and kindness back into the workforce" 
"Helps us remember why we are in a caring profession"

Positive feeling
"Feel-good factor - positive effect overall" 
"Incredibly moving and human" 
"Stunning - made me very proud to work with such compassionate, sincere and expert people" 
"Well worth taking the time to attend despite a very busy schedule"

Highlighting important issues
"Highlighted other issues like open disclosure" 
"Very positive and potent reinforcement of how an individual can impact on patient care through non-clinical means - smiles, compassion, greetings" 
"Very thought provoking about what we do well and when things go wrong"

New Beginnings
Considerations

Schwartz Round-Up: Blackrock Hospice
This report is a six month summary of feedback from staff attending the Rounds. The total number of attendees over these rounds was 217. The percentage of feedback forms returned was 92%

The number of Rounds run within this time was 30. The topics of these Rounds were:
- Thank you: sharing thank you letters and what they mean to us
- What a patient taught me
- 6A patient I did not like
- What patient taught me
- 6B What patient taught me
- 6A What patient taught me
- Viewings
- Viewings
- 6A Have a break?

The breakdown of professional affiliations over these Rounds:
- Doctors: 40%
- Ward Staff: 20%
- Physiotherapists: 10%
- Dentists: 10%
- Radiographers: 5%
- Speech therapists: 5%
- Physiotherapists: 5%
- Occupational Therapists: 5%
- Social Workers: 5%
- Psychologists: 5%
- Etc: 5%
- Etc: 10%
- Etc: 15%
- Etc: 20%
- Etc: 25%

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Please note that other staff involved in the test of concept will be available over lunch also including local site Schwartz Steering Committee members: Krystle O’Toole, Goda Faherty, Olive Gallagher, Ger Kilkelly and Ellen Wiseman.

- **Dr. John Fitzsimons**  
  Quality Improvement Division, Clinical Director

- **Ms. Libby Kinneen**  
  National Lead Staff Engagement HR and Area Head of Organisation Design & Development Department, HSE West

- **Maureen Flynn**  
  Quality Improvement Division, Lead Governance and Staff Engagement for Quality

- **Juanita Guidera**  
  Quality Improvement Division Lead Staff Engagement

Please contact us if you’d like to hear more!