

# All Ireland Schwartz Rounds and QI Conference

## People Make Change Happen



# hello  
my name is...

Ms. Yvonne Doyle   Ms. Irene Maguire   Ms. Rachel Leonard

#QIreland #SchwartzRounds | Dublin Castle | 18<sup>th</sup> February 2020

Event wifi:   Username: DC\_Conference   Password: February-2020



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# What are Schwartz Rounds?

**Facilitated conversations about the emotional  
impact of our work**

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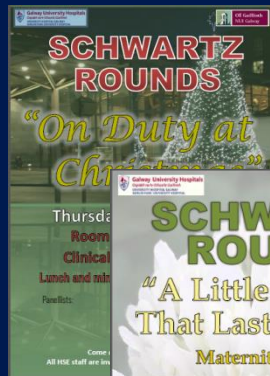


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Feel this is a very good meeting and hope to attend again.

Very Interesting. First time I have attended something like this (been a doctor for 11 years). Found it excellent and more hospitals should do the same

Another really good Schwartz Round. Very interesting and a great reflective opportunity

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**LISTEN**  
TO UNDERSTAND

**‘So, [I’m] able to hold their voice and accept that somebody else might feel differently. And that’s, to me, that’s so important that we free up communication. You don’t have to agree with me, and I can accept we feel differently about things...I’m probably a bit clearer and a bit more assertive in the way I now talk to people...’  
(S103)**

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**‘I think in Ireland there’s this adopted structure of a hierarchy of jobs, you know, the consultant, the ADON, you know that kind of tier level, but I think it’s broken down that, especially in [Site 1]. That we’re all on a level playing field when it comes to giving support and care to all the patients that we look after...the biggest thing I think it’s broke down that hierarchy of professions and given everyone the same voice, it makes everyone acutely aware of the other person.’ (S107)**

# SCHWARTZ ROUNDS

**Difficult  
Conversations**  
Wednesday July 10<sup>th</sup>  
1pm to 2pm  
Room 2010, Top Floor  
Clinical Science Institute  
Lunch available from 12:30

Panelists:  
Ms. Ann Geraghty  
Mr. Donal Gill  
Ms. Teresa Leahy  
Fr. John D'Halloran

Come and share your experiences  
All HSE staff are invited to attend (clinical and non-clinical)

Such a worthwhile Round.  
Well done.

The group is an amazing  
coming together of people.  
The room was full of bravery,  
compassion and respect

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Wonderful honest experience. It's all  
our stories. Well Done!

I greatly enjoyed the topics discussed  
and shared.

I found it great to hear about the aspects  
of working in this environment that can  
have profound effects on the individual  
and how each person coped with each  
situation.



Excellent enjoyable experience.

Inspirational.

Very thought provoking and  
emotional.

Excellent insight into patient  
experience.







A great insight into what is under the surface of work every day and what situations can be profoundly impacting and very helpful to share with others.

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**V Good; the panellists were very honest and it is very appropriate to our work**

**Enjoyed the talks very related to my work. We definitely need to be less critical of each other and more praise for good work.**

**Excellent; v emotional listening to the stories; felt I was in the clinical setting with them; and remembering similar experiences**

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Personal stories very moving

Very emotional and makes me realise  
how much emotion we carry around  
with us as a result of our experiences.  
Very good to release!

Brought back memories



Loved the comedy and  
insight

Brilliant and funny

Good stories, good mix of  
stories, Very thought  
provoking, Really enjoyed it



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Great experience, would feel  
all staff should attend where  
possible.

Everybody very respectful of  
others, great to meet other  
professionals in a "free"  
environment...

**Top Tweet** earned 4,554 impressions

**#SchwartzRounds** help us normalise the emotional impact of our work by sharing our stories. As staff we see & hold so much. Self care is key. [pic.twitter.com/oyoM45p5Y3](https://pic.twitter.com/oyoM45p5Y3)



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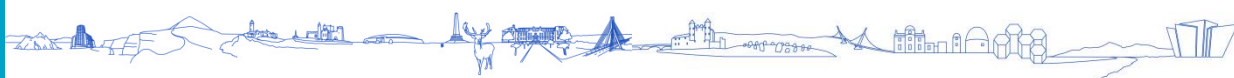
Thank you to all staff who shared their stories today. Very brave.

Well done to the panel for sharing their personal stories, very brave and great insight to know its the little things that matter

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Great to see they were once in my shoes

Great to have Group CEO attend

These rounds help break down barriers between all the different members of the hospital staff ...

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'I never felt like I wanted to speak. I liked being there, I would get a lot out of just listening to other people, I wouldn't be a talker in front of people, but being there and hearing other people talk was enough for me, it suited me, I think I got the most out of Schwartz by just listening to other people's stories, you are there silent yourself, but you know, you are there thinking, yea that happens to everybody.'  
(S205)





Can we have  
pizza again  
please?



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# Reaffirms values

Brings caring and kindness back into the workforce

Helps us remember why we are in a caring profession

I always feel more well after a Schwartz Round

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**Final Report of the Evaluation of the  
Introduction of Schwartz Rounds in Ireland**  
Executive Summary | May 2019



Trinity College Dublin  
Coláiste na Tríonóide, Baile Átha Cliath  
The University of Dublin



Building a  
Better Health  
System  
National Quality Improvement Team

‘The environment I felt was safe, you could say what was on your mind, but the theme sometimes wasn’t related to anything that we, I felt I’d anything to say about.’ (FG2B)

‘I think there are people who have come and didn’t like it. I think we’ve encouraged people to give it a try, and if it’s not for you, it’s not for you. And I don’t think it is for everyone, I think it’s something that’s personal...’ (S102)

‘I don’t think I gained much myself, because I think I am who I am’ (FG2A)

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**I just felt there was a connection with the panellist who was talking and not just the person I knew on the panel, but the others as well and when I finished you had to do that little questionnaire thing again and I was actually quite surprised by how moved I had been by the round' (S103)**

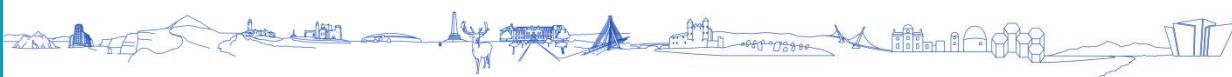


**‘What Schwartz does is it allows people to connect with other people’s experiences, I think that’s the real value of Schwartz it’s about connection and I think what surprised me about Schwartz was its not just about caring for patients it’s about caring for staff and caring for each other.’  
(S210)**

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**Draws all our awareness to the need for support for each other as we are all vulnerable in our roles working with people on a human level.**

**‘I think in that way it's kind of helped people as well, deal with their emotions as well and to feel supported from the staff, knowing that they've actually gone through this experience’ (FG1 B)**





I loved the togetherness

Really valuable reflection

It was lovely to hear other peoples  
experiences

Very powerful stories from panel.  
Thought provoking - good to take time  
to reflect.



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Very insightful. Impressed with openness of speakers.

Excellent. No hierarchy. Only Important thing in the room was kindness and respect for each other.



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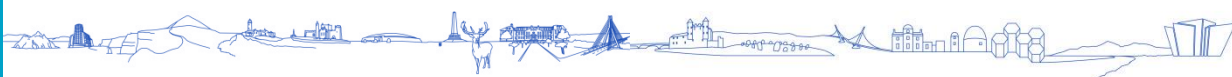
Best  
comment  
today  
"we're  
only  
human"



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follow us on twitter **#SchwartzRounds** or see  
our website  
**[www.staffengagement.ie](http://www.staffengagement.ie)**

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# Acknowledgements



Thanks to everyone who submitted photos and quotes from across the health services and the Final Report of the Evaluation of the Introduction of Schwartz Rounds in Ireland.

