



# Inaugural Schwartz Rounds Conference Fostering Compassion and Connection

Dublin Castle | 20<sup>th</sup> February 2018



People caring with people - Engage Listen Inspire Act Share



## Inaugural Schwartz Rounds Conference - Fostering Compassion and Connection Dublin Castle - 20<sup>th</sup> February 2018

### Welcome

We are delighted to welcome you to the Inaugural Schwartz Rounds Conference - Fostering Compassion and Connection. We hope that you enjoy the opportunity to connect with colleagues and the knowledge and insights shared by our esteemed speakers who have given of their time so generously to be here today.

Minister Simon Harris has sent a message of thanks and encouragement to all delegates for their interest and commitment to Schwartz Rounds. He had hoped to open the conference today, however, regrettably he cannot attend due to Cabinet Business.

We were excited by the level of interest in the programme and given the demand, we are going to record the events of the day so that it may be shared with a wider audience via [www.staffengagement.ie](http://www.staffengagement.ie). *We will not be recording the live Schwartz Round.* If you wish to share your thoughts or follow the threads throughout the day on twitter our hashtag is **#SchwartzRounds**. Dublin Castle Wifi: **DC\_Conference Password: February-2018**

For colleagues who cannot make the conference but want to tune in today, they can participate in a live QITalktime Webinar over lunchtime presented by Dr. Jocelyn Cornwell, Jean Kelly, Dr. Joan Cunningham and Juanita Guidera. People can preregister using the link <http://bit.ly/2BJURaN>. You can also listen back - just google QITalktime or follow @QITalktime.

We look forward to working with you in the coming years as we continue to build the community of Schwartz Rounds and we hope this will be the first of many events where the Schwartz Community in Ireland will meet. Our wish for you today is that is that you feel that great sense of hope that Schwartz Rounds inspires and that when you leave here you will share the importance of this work on a personal and professional level. In doing so you have the potential to be part of a movement to create a culture where every staff member working in the health sector has an opportunity to feel that sense of belonging, compassion and connection that Schwartz Rounds are known for.

### Conference Programme

Time	Topic	Speaker
08.30 - 09.30	<b>Registration and Networking Event</b>	
09.30 - 09.40	<b>Welcome</b>	<b>Dr. Philip Crowley</b> National Director Quality Improvement Division
09.40 - 09.50	<b>Personal Experience of Schwartz Rounds</b>	<b>Ms. Aoife Langton</b> Chartered Senior Physiotherapist
09.50- 10.15	<b>Starting the conversation</b>	<b>Ms. Maureen Flynn</b> Director of Nursing, Quality Improvement Division, Lead Governance and Staff Engagement for Quality  <b>Dr. John Fitzsimons</b> Clinical Director for Quality Improvement, QID, HSE  <b>Ms. Juanita Guidera</b> Quality Improvement Division Lead Staff Engagement
10.15 - 10.40	<b>Early beginnings, widening the spread and evidence of impact</b>	<b>Dr. Jocelyn Cornwell</b> Founder and Chief Executive of The Point of Care Foundation
10.40 - 11.05	<b>Enhancing compassion in relationships between staff and patients - A National Evaluation of Schwartz Center Rounds® in England 2014 - 2017</b>	<b>Professor Jill Maben OBE</b> Professor of Nursing and Health Services Research
11.05 - 11.30	<b>Refreshment break</b>	



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<b>Time</b>	<b>Topic</b>	<b>Speaker</b>
11.30 - 11.40	<b>Evaluating Schwartz Rounds in the Irish Context; establishing the impact, outcomes and key learnings</b>	<b>Dr. Gemma Moore</b> Qualitative Evaluation and Research for Quality Improvement, Quality Improvement Division
11.40 - 12.00	<b>Schwartz Rounds - the journey to date in Ireland</b>	<b>Dr. Vivienne Brady</b> Assistant Professor in Midwifery, School of Nursing and Midwifery, Trinity College Dublin
12.00 - 12.30	<b>Linking Story to Clinical and Organisational Realities: The secret of success when implementing Schwartz Rounds</b>	<b>Ms. Barbara Wren</b> Consultant Psychologist, Wren Psychology Associates
12.30 - 13.00	<b>Speaker panel</b>	<p><b>Panel Chair: Dr. John Fitzsimons</b> Clinical Director for Quality Improvement, QID, HSE</p> <p><b>Dr. Jocelyn Cornwell</b> Founder and Chief Executive of The Point of Care Foundation</p> <p><b>Professor Jill Maben OBE</b> Professor of Nursing and health services research</p> <p><b>Dr. Vivienne Brady</b> Assistant Professor in Midwifery, School of Nursing and Midwifery, Trinity College Dublin</p> <p><b>Ms. Barbara Wren</b> Consultant Psychologist, Wren Psychology Associates</p> <p><b>Dr. Joan Cunningham</b> Medical Director and Consultant in Palliative Medicine Our Lady's Hospice and Care Services (OLHCS)</p> <p><b>Ms. Jean Kelly</b> Interim Chief Director of Nursing &amp; Midwifery, Executive Board Member, Saolta University Health Care Group</p>
13.00 - 14.00	<b>Lunch</b>	
14.00 - 15.30	<b>Parallel Sessions</b>	<p><b>Professor Sean Dinneen</b> Schwartz Round Clinical Lead and National Lead Diabetes Clinical Programme</p> <p><b>Ms. Irene Maguire</b> Schwartz Round Facilitator and Senior Physiotherapist in Paediatric and Adult Cystic Fibrosis</p> <p><b>Dr. Jocelyn Cornwell</b> Founder and Chief Executive of The Point of Care Foundation</p> <p><b>Ms. Aggie Rice</b> Schwartz Programme Manager, Point of Care Foundation</p> <p><b>Ms. Barbara Wren</b> Consultant Psychologist, Wren Psychology Associates</p> <p><b>Dr. Joan Cunningham</b> Medical Director and Consultant in Palliative Medicine Our Lady's Hospice and Care Services (OLHCS)</p> <p><b>Ms. Juanita Guidera</b> Quality Improvement Division Lead Staff Engagement</p>
<b>Parallel Session One: New to Schwartz</b>	<b>Establishing Schwartz Rounds in your organisation - participating in a live Schwartz Rounds 'A Patient I'll Never Forget'</b>	
<b>Venue: Main auditorium</b>	<b>14.00 - 15.30</b>	



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Time	Topic	Speaker
<b>Parallel Session Two: Building momentum and sustaining rounds</b>  <b>Venue: Red Room La Touche Room Ground Floor</b>	<b>Workshop A: 14.00 - 14.45</b>  <b>UK National Evaluation of Schwartz Rounds 2014-2017. Launch of film and organisational guide</b>	<b>Professor Jill Maben OBE</b> Professor of Nursing and Health Services Research
	<b>Workshop B: 14.45 - 15.30</b>  <b>Developing momentum during the Schwartz Rounds Journey, conversations about challenge and hidden figures - practical experience</b>	<b>Dr. Catherine Anne Field</b> Schwartz Round Facilitator, Lecturer, Discipline of Health Promotion  <b>Ms. Geraldine Tracey</b> Schwartz Round Facilitator, Assistant Director of Nursing and Operations, OLHCS, Blackrock Hospice  <b>Ms. Jean Kelly</b> Interim Chief Director of Nursing & Midwifery, Executive Board Member, Saolta University Health Care Group
<b>Parallel Session Three: Developing facilitation skills for trained Schwartz Rounds Clinical Leads and Facilitators</b>  <b>Venue: Green Room The President's Room First floor</b>	<b>Workshop A: 14.00 - 14.45</b>  <b>Developing Facilitator and Clinical Lead skills</b>	<b>Ms. Nicki Power</b> Schwartz Rounds Mentor and Trainer  <b>Ms. Alison Proudfoot</b> Schwartz Rounds Mentor and Trainer
	<b>Workshop B: 14.45 - 15.30</b>  <b>The Value of Containment</b>	<b>Dr. Ursula Bates</b> Principal Chartered Clinical Psychologist Head of Psychology Our Lady's Hospice and Care Services
15.30 - 15.40	<b>Report from key note listener</b>	<b>Ms. Joanna Goodrich</b> Head of Evidence and Learning, Point of Care Foundation
15.40 - 16.00	<b>Closing plenary, evaluation and conference close</b>	

## Sample Schwartz Rounds Themes

Behind Closed Doors

A Patient I'll Never Forget

Snapshots from the 5<sup>th</sup> floor

Part of the Family

Tales from the Townhall

Giving Thanks

Returning to Work

Brief encounters

Happy endings

A place of refuge

Diversity

Front of House

Thank you letter

What a patient taught me

Isolation

A patient I didn't like

Holding on and letting go

A bad day at work

Making senses of chaos

Impact of loss

New Beginnings

A time I found challenging





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## Conference speakers

# **hello** my name is...

### Dr. Philip Crowley @crowley\_philip

**National Director Quality Improvement, Health Service Executive**



Dr. Philip Crowley, HSE National Director of Quality Improvement is a doctor who trained as a GP and worked for five years in Nicaragua. He worked in the NHS to tackle health inequalities. He also trained in public health medicine and has worked with the Institute of Public Health and the Irish College of General Practitioners on refugee and asylum seeker health. Philip worked for six years as Deputy Chief Medical Officer with the Department of Health, he continues to work as a GP part-time.

# **hello** my name is...

### Ms. Aoife Langton

**Charter Senior Physiotherapist**



Aoife is a Chartered Senior Physiotherapist, who works exclusively in Aquatic Physiotherapy. She graduated from Trinity College Dublin and has completed a MSc through research in Aquatic Physiotherapy. She currently works in the National Rehabilitation Hospital. She previously worked in Our Lady's Hospice and Care Services, Blackrock, from 2005 to 2017. It was here that she experienced attending Schwartz Rounds and was a member of the Schwartz Round Steering Committee.

# **hello** my name is...

### Minister Simon Harris @SimonHarrisTD

**Minister for Health**



Simon is a native of County Wicklow and has been involved in the community all his life. Simon first became involved in politics through his work as a disability advocate and is committed to providing a strong voice on issues relating to special needs and mental health. Before entering politics, Simon established the Wicklow Triple A Alliance, a charity to support children and families affected by Autism.

He was first elected to Dáil Éireann in the 2011 General Election and was the youngest member of the 31st Dáil. During that Dáil term, Simon served as a member of the Public Accounts Committee, Oireachtas Committee on Finance, Public Expenditure and Reform, Secretary of the Fine Gael Parliamentary Party and Co-Convenor of the Oireachtas Cross Party Group on Mental Health, before being appointed in July 2014 as Minister of State in the Departments of Finance, Public Expenditure & Reform and the Department of the Taoiseach with Special Responsibility for OPW, Public Procurement & International Banking (including IFSC). Simon was re-elected as TD for Wicklow & East Carlow in the February 2016 General Election and subsequently appointed Minister for Health.

Prior to his election to Dáil Éireann, Simon was a member of both Wicklow County Council and Greystones Town Council, having been elected in the 2009 Local Elections with the highest percentage vote of any candidate in the country. He has also served his community as Chairperson of the County Wicklow Policing Committee, Chairperson of the Dublin-Mid Leinster Regional Health Forum, Board Member of Wicklow Tourism and Member of Wicklow Vocational Educational Committee.

**Minister Simon Harris has sent a message of thanks and encouragement to all delegates for their interest and commitment to Schwartz Rounds. He had hoped to open the conference today, however, regrettably he cannot attend due to Cabinet Business.**



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# **hello** my name is...

**Ms. Maureen A Flynn @mapflynn**



**Director of Nursing, ONMSD and Quality Improvement Division Lead Governance and Staff Engagement for Quality, Health Services Executive**

Maureen is passionate about staff care and how staff care enables quality patient care. A She is leading improving programmes in: governance for quality and staff engagement. She led the national clinical governance development initiative developing testing and working in partnership with services in strengthening their quality and safety governance arrangements (2011-2015). Before this she had responsibility for the introduction of nurse and midwife medicinal product prescribing (2007-2011). She held the position of Assistant Director of Nursing for critical care services at St. Vincent's University Hospital (2002-2007). Maureen was previously employed as a Nurse Researcher with the Department of Health and Children (1998-2002) and the Irish Commission on Nursing (1997-1998).

Maureen trained as a Registered General Nurse at St. Vincent's University Hospital is a graduate of the Scottish Patient Safety Fellowship Programme and is currently undertaking part-time PhD studies at the Michael Smurfit Graduate Business School, University College Dublin.

# **hello** my name is...

**Dr. John Fitzsimons @johnfitzsimons9**



**Consultant Paediatrician at Our Lady of Lourdes Hospital, Drogheda and Clinical Director, Quality Improvement Division, HSE**

John graduated from University College Dublin in 1996. He trained in paediatrics in Ireland, Australia and the UK. He was appointed as a consultant to Our Lady of Lourdes Hospital, Drogheda in 2010. He trained as a Patient Safety Officer with the Institute of Healthcare Improvement (IHI) and became a fellow of the Improvement Faculty at the NHS Institute for Improvement & Innovation in 2009.

In September 2013, John commenced a half-time secondment as Clinical Director for Quality Improvement with the HSE's Quality Improvement Division. His clinical interests are in ambulatory paediatrics and childhood allergy. He chaired group that published the NCEC Paediatric Early Warning System Guideline in 2015 and he currently chairs the advisory board of the Pressure Ulcer To Zero collaborative. He is a course co-director for the HSE/RCPI Diploma in Leadership and Quality in Healthcare.

# **hello** my name is...

**Ms. Juanita Guidera @juanitaguida**



**Quality Improvement Division Lead Staff Engagement**

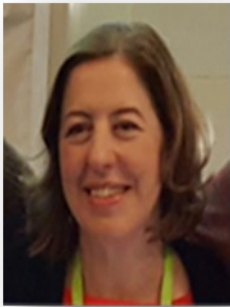
Juanita has worked in healthcare since 2001 and is passionate about the potential of people. The core focus of her work includes supporting leaders to develop skills to engage staff in quality improvement and working with organisations seeking to introduce Schwartz Rounds in a collaboration between the Quality Improvement Division and the Point of Care Foundation. She also co-facilitates the National Health Sector Staff Engagement Forum.

Juanita's work includes the design and implementation of organisational interventions to create cultures underpinned by trust and open communication, value staff knowledge and voice and promote creative and critical thinking. She guest lectures on several masters programmes with UL, UCC and the RCSI. Juanita has a particular interest in the evolving role of healthcare leaders as they move from a control and command leadership style to one that enhances and supports engagement. Juanita has a BA in Training and Education from the National University Ireland, Galway and a MSc in Healthcare Management from the Institute of Leadership, Royal College of Surgeons Ireland.



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**Dr. Vivienne Brady PhD, MSc, BSc (Hons), RNT, RM, RGN**

**Assistant Professor in Midwifery, School of Nursing and Midwifery, Trinity College Dublin**

Dr. Vivienne Brady is an experienced midwife and academic, with over fourteen years of research activity, including postgraduate student research supervision, spanning a wide range of methodologies and healthcare related topics and field work. Vivienne's doctoral research was an action research study to develop antenatal education in preparation for motherhood. A significant focus of this research was active participation of women and midwives in implementing organisational change and evaluating the structure, practices and experiences of maternity care. Vivienne has participated in training to promote human factors awareness and positive organisational cultures, with a view to maintaining safety in the workplace, and is co-founder and facilitator for the Positive Safety and Culture Team established in April 2016, in the Coombe Women's and Infants' Hospital, Dublin.

#hello my name is...



**Ms. Barbara Wren, Consultant Psychologist C. Psychol., CSci., AFBPsS  
@wrenbarbara**

**Director, Wren Psychology Associates. Consultant Psychologist, Royal Free London NHS Foundation Trust. Associate, Edgumbe Health Consulting Ltd. Visiting Lecturer, City University, London**

Barbara has 25 years' experience of providing psychology services to healthcare organisations to improve staff and patient experience in a range of settings. While running the in-house psychology service for staff at the Royal Free London, NHS Foundation Trust she led on the successful piloting of Schwartz Rounds. The Royal Free was one of the two UK pilot sites and the first London Trust to run Rounds. Eight years later their Rounds continue to be very well attended.

From 2013 to 2015 she was Lead Psychologist and Mentor at The Point of Care Foundation where she led on the development of the National Training Programme for Schwartz Round Facilitators and Clinical Leads and the handbook which underpins it. During this time, she mentored more than 30 organisations through their implementation of Rounds, developed the initial specifications for the Rounds' medical lead, facilitator and mentor roles, and provided skills supervision and support to the national mentor network. She wrote about this work, exploring the mechanisms by which the Rounds impact on staff experience and organisational culture, in a series of papers (see Wren 2012; Wren 2014, and Wren 2015).

Her book, *True Tales of Organisational Life* (Karnac Press 2016), describes how psychology theory and practice was used to inform the implementation and conceptual development of Rounds at the Royal Free and in the UK and explores the emotional challenges of working in healthcare and how to manage them in order to remain effective in role. Wren Psychology Associates works in the UK and Ireland providing therapy, coaching, team facilitation, mediation, and organisational development interventions.



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# **hello** my name is...

**Dr. Jocelyn Cornwell @JocelynCornwell**

**Founder and Chief Executive, Point of Care Foundation**



Jocelyn Cornwell is the founder and chief executive of The Point of Care Foundation, an independent charity that aims to humanise healthcare, and in so doing, to improve the experiences of patients and staff.

Jocelyn is a medical sociologist and anthropologist. In the course of her career she has worked in academic research, NHS management and in regulation – first at the Audit Commission where she led national value for money studies, and later at the Commission for Health Improvement (CHI).

She is the academic lead for patient and public involvement for NW London CLARHC, a visiting professor in the Department of Medicine at Imperial College and a trustee of the Nuffield Trust.

# **hello** my name is...

**Professor Jill Maben OBE @nursingpolicy**

**Professor of Nursing, University of Surrey**



Jill Maben is Professor of Nursing at the University of Surrey. She is a nurse and social scientist and was Professor of Nursing Research at King's College London from 2011-2017.

Jill is passionate about supporting staff to care well and her doctoral work examined the extent to which nurses could implement their ideals and values in practice. She has just completed an evaluation of Schwartz Centre Rounds in the UK: *"A Longitudinal National Evaluation of Schwartz Centre Rounds®: an intervention to enhance compassion in relationships between staff and patients through providing support for staff and promoting their wellbeing"*.

Jill was awarded an OBE in June 2014 for services to nursing and healthcare. In 2013 she was in the Health Services Journal 'Top 100 leaders' and was also included on Health Service Journal's inaugural list of Most Inspirational Women in Healthcare the same year.

# **hello** my name is...

**Dr. Gemma Moore PhD @QIMeasurement**

**Qualitative Evaluation and Research for Quality Improvement, Quality Improvement Division. Chair of the Schwartz Round Evaluation Steering Group**



Gemma's work focuses on using qualitative methods to enhance our understanding of how and why quality improvement occurs in different healthcare contexts. She uses qualitative methods to capture the perspective and narratives of staff involved in quality improvement work to ascertain whether and how quality of care has improved. Her work involves ensuring staff's voice and experiences are heard and incorporated into quality improvement planning and implementation.

Gemma is a social scientist with a PhD in Sociology and a Masters of Social Science specialising in the Sociology of Health) from University College Dublin and a joint honours BA in Economics and Sociology from Trinity College Dublin. She has worked in healthcare research for several years and lectured in both the North and South of the Ireland.





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### Dr. Joan Cunningham

**Medical Director and Consultant in Palliative Medicine, Our Lady's Hospice and Care Services (OLHCS)**



Dr Joan Cunningham is a graduate of Queen's University Belfast. She completed specialist training in Palliative Medicine in the Republic of Ireland in 2007. Thereafter she was appointed as Consultant in Palliative Medicine to Blackrock Hospice (OLH&CS), Wicklow Community Palliative Care Team and St Columcille's Hospital, Loughlinstown. In 2016, she was appointed Medical Director of Our Lady's Hospice and Care Services. She has a long standing interest in Medical Ethics, particularly the ethical issues which can arise in end of life care. She has a MSc in Healthcare Ethics & Law from RCSI and has lectured on the same program since 2007. In 2015 she was appointed Clinical Lead for Schwartz Rounds in Blackrock Hospice as part of the HSE pilot of Introducing Schwartz Rounds in Ireland and is now passionate about the potential benefits of Schwartz Rounds for healthcare staff.

#hello my name is...

### Ms. Jean Kelly

**Interim Chief Director of Nursing & Midwifery, Executive Board Member, Saolta University Health Care Group**



Jean is a native of Dublin; she commenced her Nurse training with the Medical Missionaries in Our Lady of Lourdes in Drogheda. Having completed her Midwifery training in the Coombe Hospital, she worked in Dublin as a Staff Nurse for a year before travelling to work in France. Following several years working in ICU she worked in the Meath Hospital in various Senior positions. On moving to Galway she worked for 15 years in the Private sector as a Nurse before commencing work in Galway University Hospital in 2003. Jean worked in many Senior Nurse Management roles before being appointed as Director. She also managed Sligo University Hospital for several months in 2014. She has been involved in many of the changes in GUH including the transfer of Medicine to UHG from MPH and the building and commissioning of the Acute Medical Unit. Jean was in the first group that took part in the Future Leaders training and has just completed her Diploma in Leadership and Quality in Healthcare in RCPI.

Jean has a passion for the Fundamentals of Nursing that always puts the patient at the certain of everything. She is a champion of Public and Patient involvement and would like Saolta to move towards a proactive approach to all patients' needs and not a reactive one. Jean is co-chair of the GUH Patient Council and is the Lead for the National Patient Experience Survey within Saolta. Staff wellbeing and support were the reasons Jean got involved with Schwartz Rounds. She is one of the Clinical Leads and is a mentor for other hospitals in Saolta that are rolling out the rounds. She is the Nurse Lead on the Change agenda for the New Group Structures and is accountable to the Saolta Board for the patient experience. She manages a WTE of 3,500 Nurses and Midwives, over 1000 beds and promotes a Culture of Learning and Teamwork across the Group.

#hello my name is...

### Ms. Aggie Rice @Aggie\_Rice

**Schwartz Programme Manager at The Point of Care Foundation**



Aggie is the Schwartz Programme Manager at The Point of Care Foundation - managing the day to day running of the Schwartz Programme, liaising with existing clients and helping new organisations to set up Schwartz Rounds. Aggie leads in the development and delivery of the training programmes and manages mentors who offer support to organisations running Rounds. Aggie has a Masters in Medical Humanities from King's College London and has a special interest in healthcare staff wellbeing and support. [aggierice@pointofcarefoundation.org.uk](mailto:aggierice@pointofcarefoundation.org.uk)



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### Professor Sean Dinneen



**Schwartz Round Clinical Lead and National Lead Diabetes Clinical Programme  
Consultant Endocrinologist, Galway University Hospitals, Galway, Ireland  
Professor of Diabetic Medicine, National University of Ireland, Galway, Ireland**

Professor Seán Dinneen is Consultant Endocrinologist at Galway University Hospitals and holds a personal professorship in Medicine. He served as Head of the School of Medicine in NUI Galway from 2013 to 2016. In June 2016 he was appointed National Lead for the Diabetes Clinical Programme of the HSE's Clinical Strategy and Programmes Division. Having graduated from University College Cork Medical School he spent a period of postgraduate training in the USA, Canada and the UK before returning to Ireland in 2005. His professional interests include developing and evaluating programmes of self-management education and support for people living with diabetes, developing optimal models of community-based diabetes care and understanding the diabetic foot. He has secured research funding from the Health Research Board, Enterprise Ireland, Diabetes Ireland, the European Foundation for the Study of Diabetes and Galway University Foundation. He was part of successful bids which brought a School of Podiatry and a Clinical Research Facility to NUI Galway. Professor Dinneen is actively involved in undergraduate and postgraduate education through the College of Medicine Nursing and Health Sciences at NUI Galway. He is Clinical Lead for Schwartz Rounds in Galway University Hospitals. He currently serves as associate editor of Diabetic Medicine, the journal of Diabetes UK.

#hello my name is...

### Ms. Irene Maguire



**Schwartz Round Facilitator and Senior Physiotherapist in Paediatric and Adult Cystic Fibrosis, Galway University Hospital**

Having graduated from the University of Ulster at Jordanstown with a BSc Hons Physiotherapy, Irene has worked as a Physiotherapist in Ireland, the UK and Australia, before specialising in the area of Paediatric and Adult Cystic Fibrosis in Galway University Hospitals. She is a past Chairperson of the International Physiotherapy Group in Cystic Fibrosis. Irene is actively involved in teaching undergraduate and qualified physiotherapists in the clinical management of Cystic Fibrosis, but also mentoring them through the emotional challenges faced when working with patients and their families. Her past experience as Physiotherapy manager has consolidated her belief that staff support and development is key to ensuring positive staff and patient experience. She is currently undertaking a postgraduate specialist certificate in Health Promotion: Workplace Wellness, at NUIG. Irene trained as Schwartz Rounds facilitator as part of the HSE Quality Improvement Division pilot project and more recently as Schwartz Rounds mentor. She is a Schwartz Rounds Facilitator in Galway University Hospital and part of the Schwartz Rounds team who have been holding rounds there for the past two years.

#hello my name is...

### Dr. Catherine Anne Field



**Schwartz Round Facilitator, Lecturer, Discipline of Health Promotion**

Catherine Anne is a lecturer in public health and medical professionalism at the national university of Ireland Galway. Catherine Anne completed her undergraduate degree in Social Science at University College Dublin and a Masters in Health Policy at the London School of Economics. She initially worked for six years in the area of community based addiction and mental health in Ireland and the United Kingdom in clinical and research remit. She was awarded her PhD from UCD in 2013 for her study on the management of problem alcohol use in Primary Care. She currently teaches on the undergraduate medical programme and the Masters in Health Promotion at NUIG. She has particular interest in promoting compassionate, empathy and resilience in healthcare professional staff and students. Catherine Anne is Schwartz Round facilitator at Galway University Hospital, the first acute centre to implement rounds in Ireland, she also acts as a mentor to new sites.



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**Ms. Geraldine Tracey**

**Schwartz Round Facilitator, Assistant Director of Nursing and Operations, OLHCS, Blackrock Hospice**

Geraldine Tracey is the Assistant Director of Nursing and Operations in Blackrock Hospice. She is both a Schwartz Rounds Facilitator and more recently a Mentor. Geraldine was a member of the Blackrock Hospice Team who participated in the original Quality Improvement Division Schwartz Rounds test of concept project.

# **hello** my name is...



**Ms. Nicki Power**

**Schwartz Rounds Mentor and Trainer**

Nicki is the Head of Arts Therapies for Bedford & Luton Adult Mental Health and Learning Disability Services provided by East London NHS Foundation Trust. Her previous work with South London and Maudsley NHS Foundation Trust was in implementing and evaluating staff support programmes including Schwartz Rounds, debriefing following critical incidents and reflective practice. She also consults to The Point of Care Foundation as a Schwartz Round mentor and trainer. Nicki is the Vice Chair of the British Association of Art Therapists and part of the editorial committee of the Irish Journal of Creative Arts Therapies.

# **hello** my name is...



**Ms. Alison Proudfoot @alisonpocf**

**Schwartz Rounds Mentor and Trainer**

With over 32 years clinical experience the NHS, Alison now works as a freelance consultant for the Point of Care Foundation. As a key member of the national training and mentor programme for Schwartz Rounds across the UK and Ireland, Alison supports individuals and organisations to develop the tools to create an open, safe and compassionate culture. She has held a number of leadership and management roles spanning primary and secondary care, and served on the Professional Executive in a Commissioning role for NHS North of Tyne, and the Management Board for the Royal College of Speech & Language Therapists. With an interest in organisational culture and its influence on patient experience, safety and organisational outcomes, Alison is passionate about the need to support staff as an essential prerequisite to the delivery of safe, effective and compassionate care.

# **hello** my name is...



**Dr. Ursula Bates**

**Principal Chartered Clinical Psychologist and Schwartz Round Facilitator & Mentor**

Dr. Ursula Bates M.A. D.Psych (Reg. Psychol), principal chartered clinical psychologist, is Head of Psychology at Our Lady's Hospice and Care Services Dublin Ireland. She qualified as group analyst in 2011 and facilitates staff and patient groups in palliative care. She is a Schwartz Round facilitator at Blackrock Hospice and a trained Schwartz Round mentor. Recent publications include Clinical Psychologist in Palliative Medicine Elsevier 2009, chapters in Mindfulness Based Cognitive Therapy for Cancer Wiley 2011 and Mindfulness in Palliative Care, NUI Galway 2016. ubates@olh.ie Tel: 00-353-1206-4000

# **hello** my name is...



**Ms. Joanna Goodrich**

**Head of Evidence and Learning, Point of Care Foundation**

Joanna Goodrich has been at The Point of Care Foundation since its beginnings at The King's Fund ten years ago. She leads the Schwartz Rounds programme at the Foundation, as well as work on professionalism in the undergraduate curriculum in medical schools, with a specific focus on resilience and wellbeing. As Head of Evidence and Learning, Joanna is responsible for ensuring that The Point of Care Foundation's work is well evaluated and draws on the best available research.



“I have learned that medicine is not merely about performing test or surgeries or administering drugs....for as skilled and knowledgeable as my caregivers are, what matters most is that they have empathised with me in a way that matters, gives me hope and makes me feel like a human being”.  
Kenneth Schwartz, 1995

## What our 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 to my day to see the patients on my waiting list but is a good way to focus on caring for ourselves”

“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”

“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”

“Brings caring and kindness back into the workforce”

“Helps us remember why we are in a caring profession”

“Excellent session & thought there was great participation. I’m proud to be part of it”

“Really special to hear colleagues experiences and will aid awareness of the work carried out by my colleagues and the impact on people we care for. Feel very grateful”

“The stories shared by the panel and audience were very powerful”

“A wonderful, thoughtful guided discussion and reflection. Thank you”

“Profound, insightful, supportive”

“Very special to speak and feel the warmth in response from the audience”

“I get a real sense of team and people being aware of the real value of the human connection”.

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