

Introducing Schwartz Rounds



5th March 2020

www.staffengagement.ie

#SchwartzRounds

Engage, Listen, Inspire, Act, Share: People Caring with People

Introduction to Schwartz Rounds and overview of programme

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What are Schwartz Rounds?

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

Schwartz Rounds provide a framework which helps to improve staff wellbeing, resilience and support which ultimately has an impact on improved patient centred care.

- An opportunity for staff to reflect on the emotional aspects of their work.
- Tightly structured, monthly meetings for all staff working in health care environments focusing on the human dimension of care



“At age 40, I was diagnosed with advanced lung cancer. In the months that followed, I was subjected to chemotherapy, radiation, surgery and news of all kind, most of it bad. It has been a harrowing experience for me and for my family. And yet, the ordeal has been punctuated by moments of exquisite compassion. I have been the recipient of an extraordinary array of human and humane responses to my plight. These acts of kindness - the simple human touch from my caregivers - have made the unbearable bearable.”

From “A Patient’s Story” by Ken Schwartz

<http://www.theschwartzcenter.org/media/Building-Compassion-into-the-Bottom-Line.pdf>

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Legacy of Kenneth Schwartz

- Kenneth B Schwartz Centre established
- Mission:

“to promote compassionate care so that patients and their caregivers relate to one another in a way that provides hope to the patient, support to caregivers and sustenance to the healing process”



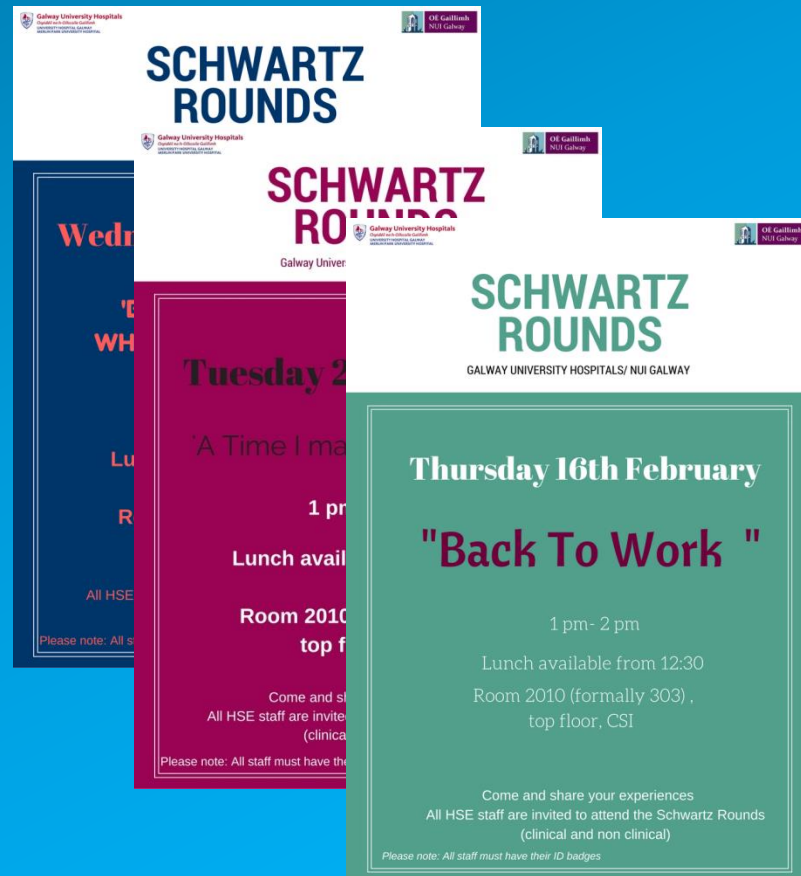
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Sample Themes for Schwartz Rounds

- “Thank-You Letters”
- “What a Patient Taught Me”
- “Isolation”
- “A Patient I did not Like”
- “New Beginnings”
- “A Place of Refuge”
- “A Bad day at Work”
- “Making Sense of Chaos”
- “Impact of Loss: Holding On Letting Go”
- “Happy Endings”
- ‘Behind Closed Doors’
- ‘A Patient I’ll Never Forget’
- ‘Snapshots from the 5th floor’
- ‘Part of the Family’
- ‘Tales from the Townhall’
- ‘Giving Thanks’
- ‘Back to Reality’



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OPEN ACCESS

Culture and behaviour in the English 'flu: a Health Service: review of lessons from the mumps method study

Authors: Kathryn Charles, Lorna McKee, Sharon McKee, Judith Morris, Peter O'Connell, Janet Mills, Patricia Wilson, Michael Wilson

A quest for patient-safe culture: contextual influences on patient safety performance

Kathryn Charles, Lorna McKee, Sharon McKee
Health Service Research Unit, University of Sheffield, Sheffield, UK

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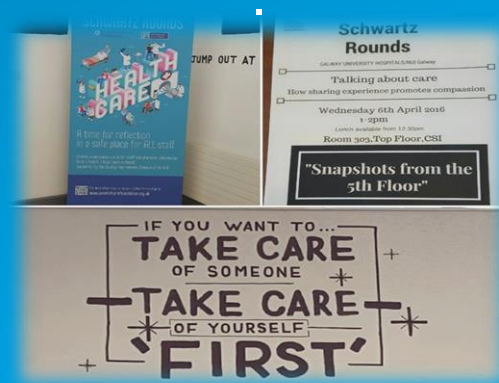
A quest for patient-safe culture: contextual influences on patient safety performance

Kathryn Charles, Lorna McKee, Sharon McKee
Health Service Research Unit, University of Sheffield, Sheffield, UK

(Dixon-Woods et al., 2014; Lowe, 2012; Lown & Manning, 2010; Macleod & Clarke, 2009; West & Dawson, 2012)

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Our Journey to date...



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The team from Blackrock Hospice, Our Lady's Hospice and Care Services and Galway University Hospital with staff from the Quality Improvement Division and Nicki Power, Schwartz Round Mentor



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Establishing Schwartz Rounds in Ireland



- Collaboration with Point of Care Foundation to establish Schwartz Rounds in 30 sites in Ireland
- Inaugural Schwartz Rounds Conference Fostering Compassion and Connection 2018
- Information days supported by Galway University Hospital and Blackrock Hospice test sites
- Training in Ireland for 26 sites, 3 mentors
- Programme highly commended in 2017 HSE Excellence Awards
- Report of External Evaluation of Schwartz Rounds, 2019



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Benefits

- Schwartz Rounds are relevant to daily work, help staff work better with colleagues and gain insight into how others care for patients
- Schwartz Rounds generated a sense of community and team spirit by breaking down of barriers, creation of safe space for staff to share experiences, recognition of roles played by others & others contribution to the patient and family journey
- The sharing of stories helpful is helpful, for junior staff particularly, to normalise feelings of inadequacy with the knowledge that there were others, who, even after years of practice, continue to find the emotional aspects of caring challenging



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



Schwartz Rounds - What's happened to date?

- Adult Mental Health Service, HSE CHO 5
 - Carlow Kilkenny
 - Waterford Wexford
- Adult Mental Health Services, HSE CHO 7
- Beaumont Hospital
- Cavan and Monaghan Hospital
- Community HealthCare West - Roscommon CHO2
- Connolly Hospital, Ireland
- Cork University Hospital
- Laura Lynn Ireland's Children's Hospice, Ireland
- Mayo University Hospital, Ireland
- Midland Regional Hospital, Tullamore
- National Ambulance Service (South Operational Area)
- Portiuncula University Hospital
- St. Michael's House
- Our Lady's Hospice & Care Services, Harold's Cross and Blackrock Hospice
- Our Lady of Lourdes Hospital, Drogheda
- Temple Street Children's Hospital
- The National Children's Hospital, Tallaght
- The National Maternity Hospital, Holles Street
- The Mater Misericordiae University Hospital Dublin
- The Royal Hospital, Donnybrook, Ireland
- University of Limerick Hospitals Group
- University Hospital Galway / Saolta University Health Care Group
- Resilience care
- Coombe Women and Infants University Hospital



Overview of the roles involved

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Time Commitment

Person specification and responsibilities	Time commitment
The facilitator	Minimum of one - one and a half days a month
The clinical lead	Minimum of half day / month
The administrator	Minimum of one and a half days per month
The steering committee	Half day a month

Selection of facilitators

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Key skills for facilitators

- Facilitation skills
- Group-work skills
- Managing processes
- Understanding of organisational culture and staff and patient experience issues
- Focus on results
- Emotional intelligence



Considerations for establishing Rounds

- Local interest
- Clinical Lead, Facilitators - interviewing
- Steering group
- Lunch
- Release of staff to attend
- Release of Clinical lead and Facilitators to prep panellists
- Administrative support – for steering group, setting up and promoting rounds
- Positive impact

Memorandum of Understanding

- **Training:** equivalent to two days training (online) for minimum three staff (one clinical lead and two facilitators) with access to e-learning materials and webinars on line provided by the Point of Care Foundation
- **Mentorship:** three days onsite (online) mentoring over the two year period with email and telephone support (arranged via the National QI Team Schwartz Round Coordinator)
- **Membership of the Schwartz Community:** Opportunity to participate in the Schwartz Rounds Community of Practice, with quarterly gatherings.
- **Cost:** National QI Team funding (on behalf of services in Ireland) licensing arrangements with POC/SC Boston, Schwartz Round conference, co-ordination/mentors in Ireland

Service Commitments

- Cost of training for facilitators (x 2) and clinical lead (x1) (fee payable per session to the Point of Care Foundation)
- Costs of travel for training (where required)
- Release of staff to participate in rounds
- The provision of lunch (or breakfast as appropriate) for all attendees at the rounds

Training for clinical leads/facilitators for 2021

- Online training provided by the PoCF. Available training dates can be accessed via this link:
<https://www.pointofcarefoundation.org.uk/our-work/schwartz-rounds/training/>
- Cost £300 per person per day (payable in £sterling in advance to PoCF)
- Book by email to: schwartz@pointofcarefoundation.org.uk
- Confirm training booking to National QI Team by email to Noemi.palacios@hse.ie
- Please note, in order to avail of training, MOU must be signed and returned in advance to noemi.palacios@hse.ie in the National QI Team

To learn more about Schwartz Rounds in Ireland follow us on
twitter @NationalQI **#SchwartzRounds** or see our website
www.staffengagement.ie

If you would like to speak with us about Schwartz Rounds, please contact:

Caroline Lennon-Nally, Schwartz Rounds Co-ordinator,
National Quality Improvement Team | 087 258 81080 caroline.lennonnally@hse.ie

Noemi Palacios, National Quality Improvement Team | 01 8131808
noemi.palacios@hse.ie

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[#SchwartzRounds](https://twitter.com/NationalQI)

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