

ENHANCING COMPASSION IN RELATIONSHIPS BETWEEN STAFF & PATIENTS

A NATIONAL EVALUATION OF SCHWARTZ ROUNDS IN THE UK 2014-2017

Professor Jill Maben on behalf of project team
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STUDY INTRODUCTION

NATIONAL EVALUATION 2014-17

Phase 1: Mapping

Secondary data collected on **77 organisations** running Rounds July 2015

Surveys completed by **41 organisations**

Interviews completed in **45 sites**
(involving 48 clinical leads/facilitators)

9 in-depth case study sites

177 interviews, 42 Rounds, 29 panel preparation meetings and 28 steering group meetings observed

Staff survey:

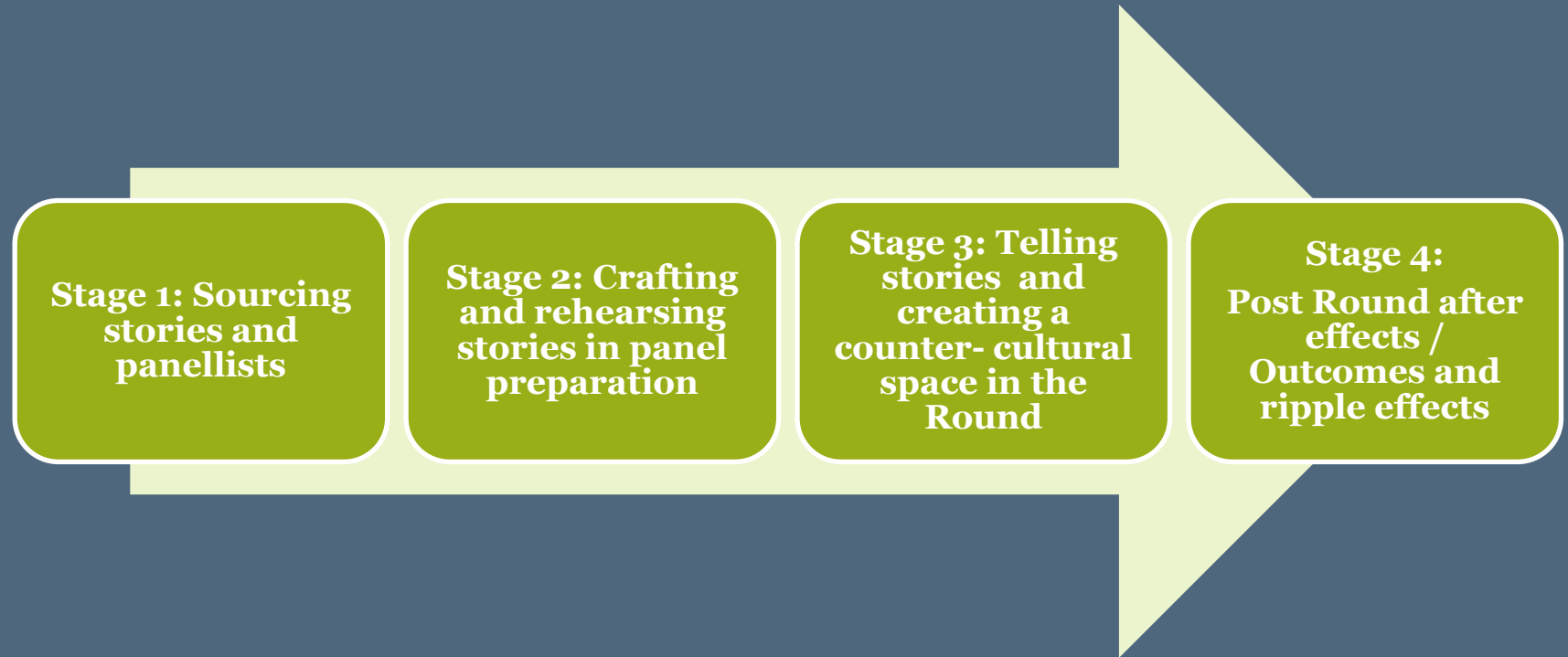
500 participants in 10 case study sites

Data from **two time points**,
eight months apart

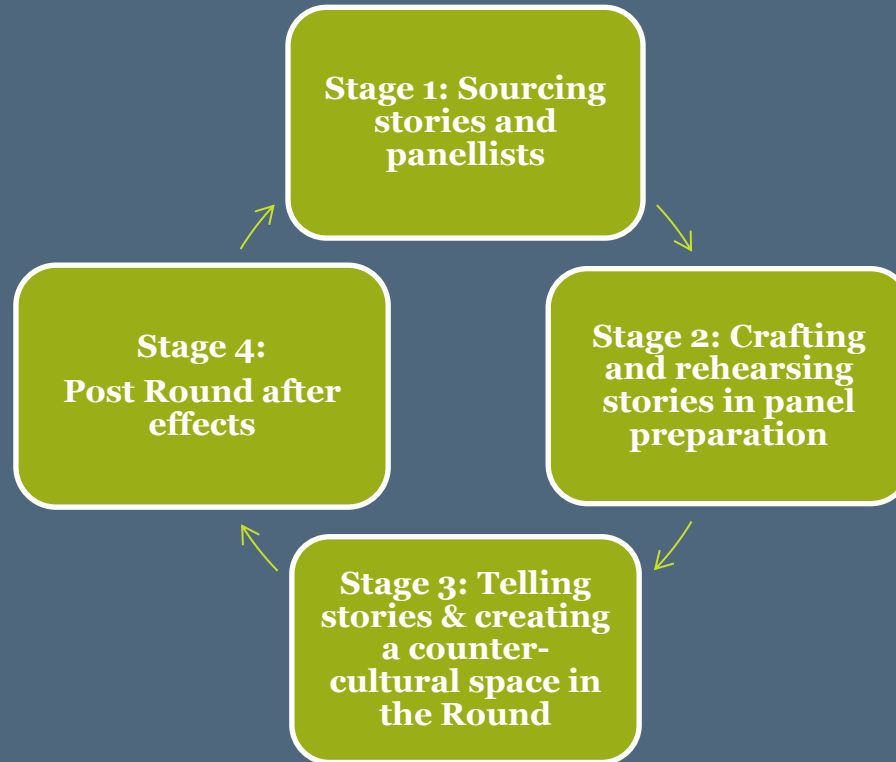
KEY FINDINGS

- interviewees described Rounds as interesting, engaging /source of support
- valued the opportunity to reflect /mentally process work challenges and learn more about colleagues and their management of challenging patient cases
- panellists experienced catharsis and release of burden
- a few questioned purpose of unearthing feelings of sadness, anger/ frustration
- Rounds sustainability a challenge

STAGES OF A ROUND



CUMULATIVE STAGES OF A ROUND



KEY FINDINGS

Challenges:

- Round attendance was an issue for some groups (ward-based/ community staff)
 - enablers- convenient location and freedom over schedule
 - barriers- lack of understanding / conflict with clinical priorities
- sufficient organisational support, active steering group and enough resources required to sustain Rounds
- some individuals decided Rounds were not for them/ not accessible by everyone

KEY FINDINGS

Realist evaluation found Rounds offer:

- safe reflective space for staff to share experiences (self-disclosure) and reveal and role model their vulnerability
- a space to come together to interact as a group with staff with different roles creating a level playing field
- a unique counter-cultural space
- time in which trust is built and emotional safety and containment is offered
- an opportunity to hear and tell stories about the social, emotional and ethical aspects of work that resonate prompting reflection and further sharing

KEY FINDINGS

Realist evaluation found Rounds offer (continued):

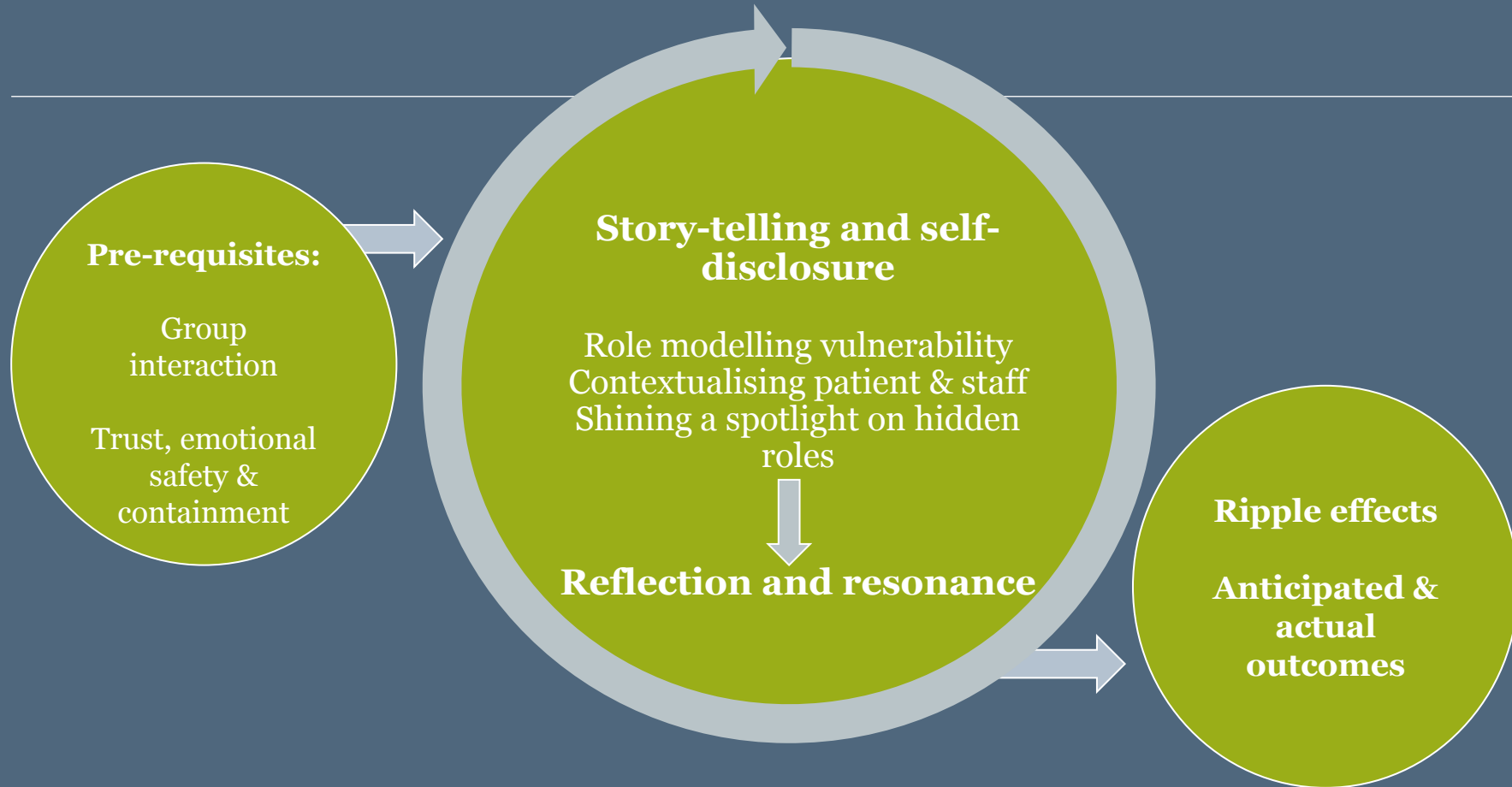
- an opportunity to uncover and shine a spotlight on hidden organisational stories and roles making people more visible and valued
- multiple perspectives which provide increased insight and understanding of staff and patients experiences resulting in more compassion and empathy

KEY FINDINGS

Realist evaluation found Rounds ‘work’ by offering:

- group interaction
- trust, emotional safety and containment
- a story (storytelling)
- self-disclosure
- context to patients and staff
- hidden organisational stories and roles
- reflection and resonance

Countercultural space



KEY FINDINGS: PSYCHOLOGICAL WELLBEING

All staff-baseline



KEY FINDINGS: PSYCHOLOGICAL WELLBEING AND ROUNDS ATTENDANCE

Did not attend



37%

Start of study



34%

8 months later

KEY FINDINGS: PSYCHOLOGICAL WELLBEING AND ROUNDS ATTENDANCE

Attended



25%

Start of study



12%

8 months later

KEY FINDINGS

Other reported outcomes included:

- improved teamwork and communication
- increased empathy and compassion for patients and carers, for other staff and for self
- decreased isolation
- positive changes in behaviour and practice (e.g. changes to protocols; new groups and changed behaviour)

ORGANISATIONAL GUIDE

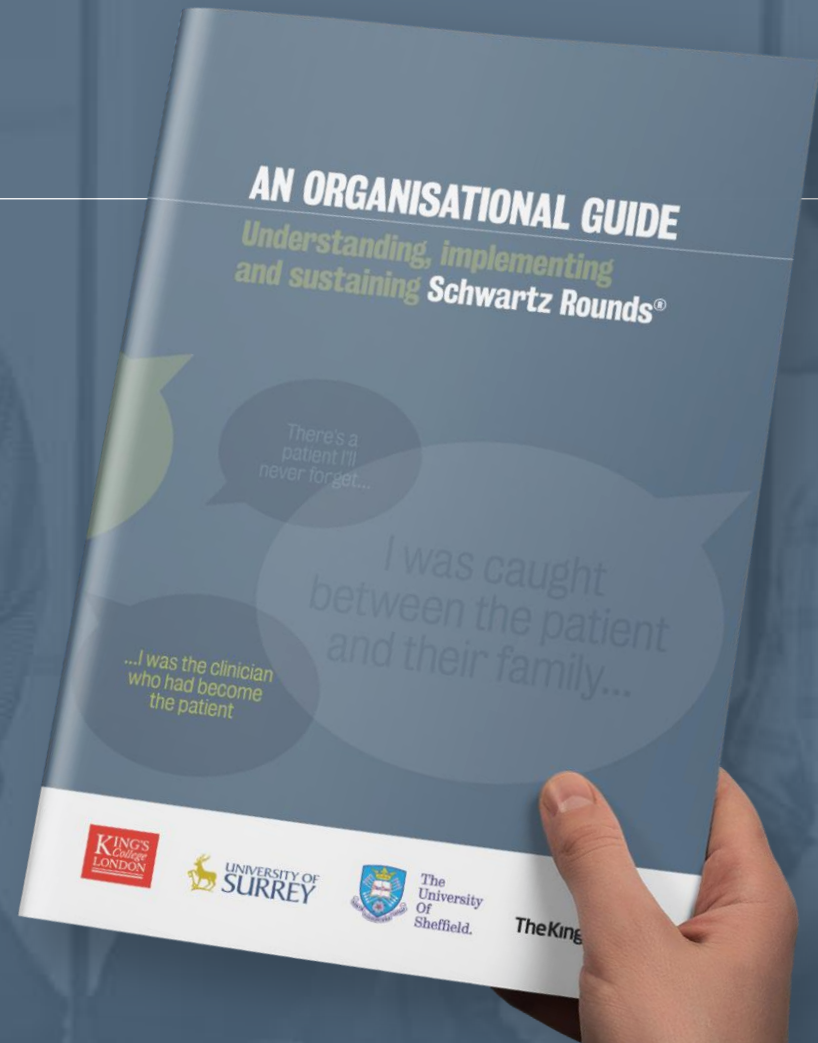
Free to access...

Forewords by:

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Dr Jocelyn Cornwell



FILM



<https://youtu.be/C34ygCldjCo>

THANK YOU

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