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
What are Schwartz Rounds?

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
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”
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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Engage, Listen, Inspire, Act, Share: People Caring with People
What does the evidence base tell us?

Staff Engagement is the greatest indicator of organisational performance. As well as being the ethos we want to create for our staff… where staff engagement is higher or services support staff wellbeing the results are:

- lower patient mortality
- reductions in the number of incidents
- improved clinical care
- improved patient experience
- improved staff wellbeing
- lower absenteeism rates
- improved staff retention
- reductions in financial waste

(Dixon-Woods et al., 2014; Lowe, 2012; Lown & Manning, 2010; Macleod & Clarke, 2009; West & Dawson, 2012)
Our Journey to date…
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
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 25 sites, 9 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.
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
- 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
- UL Hospitals Group
- University Hospital Galway / Saolta University Health Care Group
- Resilience care
- St. Michael’s House
Overview of the roles involved
Who is involved?

- Clinical lead
- Schwartz Rounds Mentor
- Two facilitators
- Staff
- Steering Group
- Panellists
- Leadership
## Time Commitment

<table>
<thead>
<tr>
<th>Person specification and responsibilities</th>
<th>Time commitment</th>
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<tbody>
<tr>
<td>The facilitator</td>
<td>Minimum of one - one and a half days a month</td>
</tr>
<tr>
<td>The clinical lead</td>
<td>Minimum of half day / month</td>
</tr>
<tr>
<td>The administrator</td>
<td>Minimum of one and a half days per month</td>
</tr>
<tr>
<td>The steering committee</td>
<td>Half day a month</td>
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Selection of facilitators
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 panelists
- Attendance of volunteers
- Positive impact
# Memorandum of Understanding

- **Training:** two days training in Ireland for up to three staff (one clinical lead and two facilitators) with access to e-learning materials and webinars online

- **Mentorship:** three days onsite mentoring over the two year period and bi-monthly teleconference calls with mentors

- **Membership of the Schwartz Community:** tickets to the annual Schwartz Rounds Conference in Ireland and access to the Point of Care Foundation and National QI Team to support the introduction of Schwartz Rounds

- **Cost:** National QI Team funding licensing arrangements with POC/SC Boston, Schwartz Round conference, co-ordination/mentors in Ireland.

## Other considerations

- Cost of training for facilitators (x 2) and clinical lead (x1)
- Costs of travel for training
- Release of staff to participate in rounds
- The provision of lunch (or breakfast as appropriate) for all attendees at the rounds.
Taining for clinical leads/facilitators for 2020

- Training to be provided by PoCF at Dublin venue (TBC):
  - Friday 24th April – day 2 (existing site)
  - Friday 22nd May – day 1 (new and existing sites)
  - Thursday 17th September - day 2 (existing site)
  - Friday 18th September – day 1 (new/existing sites)
  - Friday 20th November – day 1 (new/existing sites)
  - Friday 11th December – day 2 (existing site)

- Cost £350 (c. €415) per place
  - payable in £sterling in advance to PoCF.

Booking by email to:
schwartz@pointofcarefoundation.org.uk
Confirmed to National QI Team by email to
Noemi.palacios@hse.ie
With MOU signed in advance
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:
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