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

Stage 1: Sourcing stories and panellists
Stage 2: Crafting and rehearsing stories in panel preparation
Stage 3: Telling stories and creating a counter-cultural space in the Round
Stage 4: Post Round after effects / Outcomes and ripple effects
CUMULATIVE STAGES OF A ROUND

Stage 1: Sourcing stories and panellists

Stage 2: Crafting and rehearsing stories in panel preparation

Stage 3: Telling stories & creating a counter-cultural space in the Round

Stage 4: Post Round after effects
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
Pre-requisites:

- Group interaction
- Trust, emotional safety & containment

Story-telling and self-disclosure

- Role modelling vulnerability
- Contextualising patient & staff
- Shining a spotlight on hidden roles

Reflection and resonance

Ripple effects
- Anticipated & actual outcomes

Countercultural space
KEY FINDINGS:
PSYCHOLOGICAL WELLBEING

All staff-baseline

32%
KEY FINDINGS:
PSYCHOLOGICAL WELLBEING AND ROUNDS ATTENDANCE

37% Start of study
34% 8 months later
KEY FINDINGS: PSYCHOLOGICAL WELLBEING AND ROUNDS ATTENDANCE

25% Start of study

12% 8 months later

Attended
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:
Sir Robert Francis QC
Dr Beth Lown
Dr Jocelyn Cornwell
THANK YOU

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