THE 12th INTERNATIONAL SCIENTIFIC CONFERENCE
THE SOCIETY FOR ACUTE MEDICINE
Bournemouth International Centre
20 – 21 September 2018

Kate Horsefield

Schwartz Rounds
Schwartz Rounds
The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust
How did Schwartz Rounds begin?

“On November 7th 1994 at the age of 40 I was diagnosed with advanced lung cancer. In the months that followed, I was subjected to chemotherapy, radiation, surgery and news of all kinds, most of it bad. It had 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”

- “A Patient’s Story” The Boston Globe Magazine July 16th 1995
How did Schwartz Rounds begin?

In 1994, Ken Schwartz, a health attorney, was diagnosed with terminal lung cancer. During his treatment, he found that what mattered to him most as a patient were the simple acts of kindness from his caregivers, which he said made ‘the unbearable bearable’.
How did Schwartz Rounds begin?

Before his death, Ken Schwartz left a legacy for the establishment of the Schwartz Centre for Compassionate Healthcare in Boston, which is dedicated to strengthening the relationship between patients and caregivers - to help foster compassion in healthcare. Schwartz Rounds are part of this legacy…….
How did Schwartz Rounds begin?

- Today the approach is used in 300 organisations in the US
- First introduced in the UK in 2009 with two pilot sites
- 2013 Point of Care Foundation founded as the sole licence holder to implement rounds
Schwartz Rounds are…

A structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare.
Schwartz Rounds are.....

- Safe spaces for reflection
- A confidential shared space for you to discuss the everyday challenges you face working in healthcare
- Open to all staff, clinical and non-clinical
- A great way to feel more connected to colleagues across the organisation
The Schwartz Rounds Format

• Based on a story or topic, that raises specific issues for those involved or affected
• A panel comprising of 3 or 4 individuals, who present a case in relation to a particular topic for about 15 – 20 minutes
• One or two trained facilitators, lead a discussion, involving the audience, reflecting on and considering individual and shared experiences and the impact of those experiences
• The facilitators will remind participants that Rounds are a confidential space, in which patient and staff identities are protected
• The round will run for a maximum of 1 hour
Schwartz Rounds are not...

- A debrief
- For problem solving, action planning identifying solutions, setting priorities or highlighting problems which need to be escalated
RBCH Schwartz Round Team

Trained at the Point of Care Foundation in London in September 2016 and undertook the first test round in the Autumn followed by an inaugural round on Dec16th 2016.

“what has made you proud to work at RBCH”
Our Team

Clinical Lead - Dr Sean Weaver
Facilitators -
Kate Horsefield
Steph Heath
Ian Hill
Louise Johnson
Supported admirably by the Schwartz Round Administrator
Guided by the Schwartz Round Steering Board
Email: schwartz.round@rbch.nhs.uk
RBCH Schwartz Steering Board

providing the excellent care we would expect for our own families
<table>
<thead>
<tr>
<th>Rounds we have done</th>
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<tbody>
<tr>
<td>A colleague I will never forget</td>
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<td>What makes you proud to work at RBCH</td>
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<td>A patient I will never forget</td>
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<td>In the deep mid winter</td>
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<td>Loyalty</td>
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<td>An aggressive patient</td>
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<td>In the dead of night</td>
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<td>Why 2017 was a good year for me</td>
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<td>The Impact of suicide</td>
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<td>Lessons Learned</td>
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<td>What do you see when you see me?</td>
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Future Rounds

‘A Leader who has inspired me’

‘A family I will never forget’

‘Dealing with change’

On call – ‘When no one else is around’

‘First Days’

‘Complications’
The Recipe for Success…..

- Clinical Lead
- Administrative support
- Board support and engagement
- Communications Support
- Active Steering Board (MDT of different roles)
- Food!
- Passion!
The Story So Far

• Circa 15 Rounds since starting in 2016
• Approx 20 – 60 attendees at each round
• Smaller Departmental Rounds
• Grand Rounds
• Board Presentation June 2018
The stories presented by the panel were relevant to my daily work.

Today’s Round will help me work better with my colleagues.

I gained insights that will help me to meet the needs of patients.

The group discussion was helpful to me.

- Completely disagree
- Disagree somewhat
- Neither agree nor disagree
- Agree somewhat
- Completely agree
I have a better understanding of how I feel about my work

- Completely disagree
- Disagree somewhat
- Neither agree nor disagree
- Agree somewhat
- Completely agree

I have a better understanding of how my colleagues feel about their work

I plan to attend Schwartz Center Rounds again.

I would recommend Schwartz Center Rounds to colleagues.

providing the excellent care we would expect for our own families
“Inspiring, powerful and enlightening - made me feel proud that I work where I do and am treated like a family”

“Makes you stop and think about who we work with, that we all deal with situations differently but that common themes make us all feel better able to deal with it - kindness, compassion, resilience”

“Brave speakers to share experiences that have been less than positive - thank you - thought provoking”

“Very emotional and felt honoured to come”

“Very powerful”

“Very good to listen to other peoples' experiences in the hospital”

“Very emotional hearing some of the stories. Learnt a lot and it showed me what colleagues go through on a daily basis”

“Very powerful”

providing the excellent care we would expect for our own families
“Very interesting set of cases which made me think of incidents in my own career. It had a real visceral feel to the discussion which makes me think that with time and processing I will get more from this meeting”
The benefits of Schwartz Rounds

(Goodrich 2012)

“There are high levels of stress among NHS Staff. Stress can lead to burnout and get in the way of compassion and empathy.

There is an important relationship between the well being of staff and the well being of patients.

Schwartz rounds are a practical method of supporting staff well being……”
How Schwartz Rounds can support staff

Two key studies (Lown & Manning 2010; Goodrich 2011) have shown that staff who participated in Rounds reported:

- Feeling Valued
- Attentiveness
- Connectedness
- Teamwork
- Support
- Communication
- Openness
- Enhanced empathy
- Isolation
- Stress
- Hierarchies
Why come along? What’s in it for you?

Schwartz rounds are proven to help reduce stress in staff who attend them and to improve the capacity to manage the psychosocial aspects of patient care.
What it feels like to be part of a Schwartz Round

Facilitator

Panelist

Member of the Audience
A Patient’s Story

“I’ve been touched by the smallest gestures – a squeeze of the hand, a gentle touch, a reassuring word. In some ways these quiet acts of humanity have felt more healing than the high-dose radiation and chemotherapy that hold the hope of a cure.”

-Kenneth B. Schwartz
Any Questions?