

Schwartz Rounds provide a framework which helps to improve staff wellbeing, resilience and support which ultimately has an impact on improved patient centred care. The Quality Improvement Division in collaboration with the Point of Care Foundation (PoCF) supported by HR will provide training in Ireland for up to 30 teams who want to establish Schwartz Rounds over the next two years.

The Point of Care Foundations describes Schwartz Rounds as “meetings which provide an opportunity for staff from all disciplines across the organisation to reflect on the emotional aspects of their work.”

If you are interested in your organisation being part of the October training cohort and you have available funding, please contact us for more information. We'll be happy to share with you:

- Advice on establishing rounds
- Guidance on identifying the clinical lead and facilitators
- Guidance on establishing the steering group
- Overview of the service level agreement
- Lessons learned to date
- Opportunity to participate in a Schwartz Round

We are very grateful to our colleagues from Blackrock Hospice and University Hospital Galway who have introduced Schwartz Rounds in 2016. They are picture below.



What are Schwartz Rounds?

Schwartz Rounds are tightly structured, monthly meetings for multi-professional groups of staff working in health care environments. The Rounds provide an opportunity for staff from all disciplines across a healthcare organisation to reflect on the emotional aspects of their work. The focus is on the human dimension of care.

What are staff saying in Ireland about Schwartz Rounds so far?

Encourages insight

- “Amazing insight into other professional's experiences”
- “Felt glad that multidisciplinary from cleaner to consultant was emphasised”
- “These rounds help break down barriers between all the different members of the hospital staff ...”
- “Takes time out to my day to see the patients on my waiting list but is a good way to focus on caring for ourselves”

Reaffirms values

- “Brings caring and kindness back into the workforce”
- “Helps us remember why we are in a caring profession”



Positive feeling

- “Feel-good factor - positive effect overall”
- “Incredibly moving and human”
- “Stunning - made me very proud to work with such compassionate, sincere and expert people”
- “Well worth taking the time to attend despite a very busy schedule”

Highlighting important issues

- “Highlighted other issues like open disclosure”
- “Very positive and potent reinforcement of how an individual can impact on patient care through non-clinical means - smiles, compassion, greetings”
- “Very thought-provoking about what we do well and when things go wrong”

How do Schwartz Rounds Work?

Each Schwartz Round lasts one hour and is based on the story of a particular patient or a theme. This is briefly presented by 3 or 4 members of staff who go on to describe the impact that the patient experience has had on them.

Once the panel have presented, a facilitator and a medical lead (who jointly facilitate the Round) help the audience to make a connection between the stories they have just heard and similar experiences of their own. The group then reflects on their experience with the facilitators creating links between the stories that are shared, and drawing out personal, professional and organisational themes that emerge. This facilitated discussion is an opportunity to listen, share and support.

In summary, a Round usually follows the same format: lunch is offered before the start, the presenting team talk for 10-15 minutes on a pre-planned topic, trained facilitators moderate the discussion, the audience is asked to share their thoughts, ask questions, offer similar experiences.

Schwartz Rounds were originally developed by the Schwartz Center for Compassionate Healthcare in Boston USA. In the US, more than 320 organisations have implemented Rounds while around 100 trusts and hospices are contracted to run Rounds in the UK.

Please note this leaflet was prepared using information from the Point of Care Foundation website and findings from Lown and Manning (2010) and Goodrich (2012)

Why Schwartz Rounds?

"Research into the effectiveness of Schwartz Rounds shows the positive impact that they have on individuals, teams, patient outcomes and organisational culture".

Staff engagement is intrinsically related to patient and service users experience in health and social care services. Reported benefits of Schwartz Rounds are listed to the right...

Rounds and the policy context

The introduction of Schwartz Rounds supports several organisational goals including priority two of the People Strategy 2015 - 2018, The Framework for Improving Quality in our Health Service 2016, goal four of the HSE Corporate Plan 2015 - 2018 and the National Service Plan 2017. The National Standards for Safer Better Healthcare also recommend:

- *"Implementation of communication and engagement strategies" (Theme 5: Leadership, Governance and Management 5.5.4)*
- *"Support for and promotion of a culture that values, respects, actively listens to and responds to the views and feedback from all members of the workforce." (Theme 6: Workforce: 6.4.1)*

Useful Resources

- <http://www.theschwartzcenter.org>
- <http://www.pointofcarefoundation.org.uk/schwartz-rounds/>
- <http://www.kingsfund.org.uk/publications/schwartz-center-rounds-pilot-evaluation>

The benefits of Rounds are outlined in evidence in the [Journal of the Royal Society of Medicine \(2012\) \(PDF\)](#) and an [evaluation in Academic Medicine \(2010\) \(PDF\)](#).

Schwartz Rounds have been shown to lead to:

- Increased insight into the social and emotional aspects of patient care
- Increased confidence to deal with sensitive and non-clinical issues relating to patients
- Beliefs in the importance of empathy and actual empathy with patients as people
- Openness to expressing thoughts, questions and feelings.
- Decreased feelings of stress and isolation
- Improved team work and interdisciplinary communication
- Specific changes in departmental or organisation wide practices as a result of insights that have arisen from discussions in Rounds.

Local cost

Costs to consider when establishing Schwartz Rounds include travel for training, release of staff to participate in rounds and the provision of lunch (or breakfast as appropriate) for all attendees at the rounds. As rounds are a way of supporting staff, providing a meal is a powerful symbol of the organisation's commitment to staff emotionally and physically. It is a ritual and central to the Rounds. The local service also need to consider the time commitment for the following key personnel:

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

The cost of the service level agreement with the Point of Care Foundation for each team trained will be: £9,700 for organisations with over 1000 staff or £7,200 organisations with less than 1000 staff. The service level agreement will run for a period of two years for each team and will include

- **Training:** two days training in Ireland for up to three staff (one clinical lead and two facilitators) with access to e-learning materials, webinars on line
- **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 Conference in Ireland and access to the Point of Care Foundation and Quality Improvement Division to support the introduction of Schwartz Rounds

We have endeavoured to minimise the costs to each organisation, acknowledging that this is an investment in both staff and those who use our services. The Quality Improvement Division is funding the licencing agreement for each site.

To register your interest

If your organisation is interested in introducing Schwartz Rounds and has available funding, please nominate one person to fill in the online registration of interest using the following link:

www.surveymonkey.com/r/RegistrationofinterestforSchwartzRoundsTraining or contact us if you have questions:

Juanita Guidera, QID Lead Staff Engagement juanita.guidera@hse.ie | 087 064 23 08
or
Orla O'Reilly, Staff Officer orlab.oreilly@hse.ie | 045 882544

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