



The  
Point of Care  
Foundation

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# Introduction to Schwartz Rounds

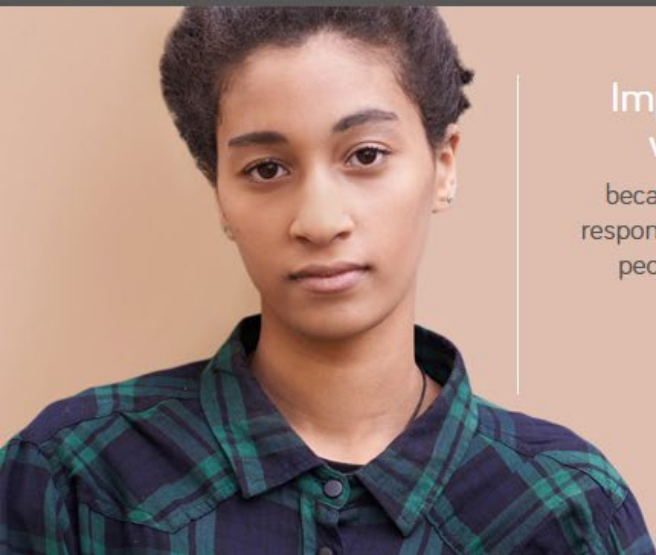
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Andrew Knight

29 May 2019

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# We are working to radically improve the way people are cared for and to support the staff who deliver care



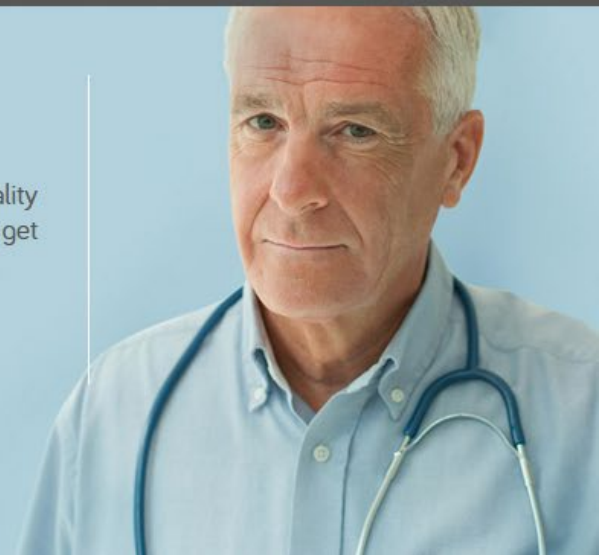
## Improving the way we are cared for

because understanding and responding to the needs of all people is what delivers the highest quality care



## Supporting healthcare staff

because delivering high quality care is only possible if staff get the practical and emotional support they need



# ‘We have to get on with the job’

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Distressing situations become the **norm**.



Staff use **protective strategies** to help deal with the emotional distress

Such strategies can **inhibit** the ability to empathise and connect with patients



## Kenneth Schwartz

*“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.”*



Confidential forum for **ALL staff** to come together once a month to reflect on the non-clinical aspects of caring for patients – that is, the **emotional and social experiences** associated with their work.

At each Round 3 people present an experience from their work.

Story is told from the **staff perspective**



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## Why might Rounds help?

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# Why might Rounds help?

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## 1. Normalising emotions

Care settings can be lonely places.

Thoughts of incompetence and feelings of fear, grief and shame are commonly expressed during Rounds.

Sharing emotions allows staff to move from a place of **isolation** to **shared understanding**, reducing the sense of difference.





## 2. Creating a culture of openness

The discussions that occur in Rounds model new models of interaction, in which staff can share experiences without judgement or solutions.

A consistent reflective space may impact on the organisation more broadly, encouraging staff to employ their reflective stance in their work outside the Round.

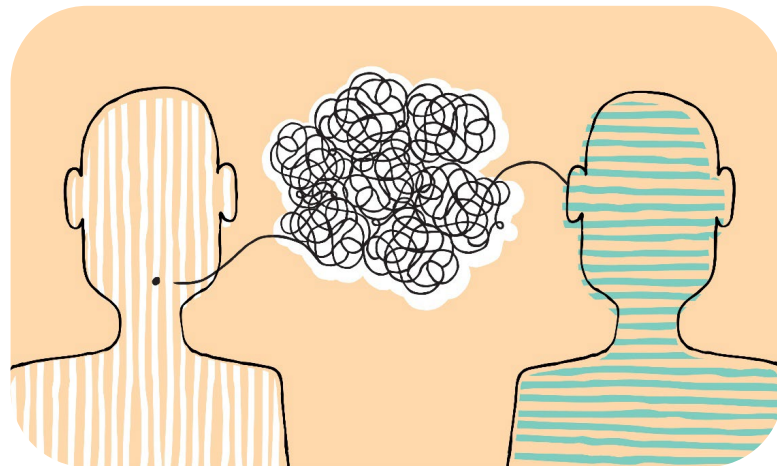




## 3. Promoting connectedness and increasing insight

Caring environments are often fragmented.

Rounds appear to engender a **sense of connectedness to each other, both the people we are working with and our colleagues, and organisations as a whole**



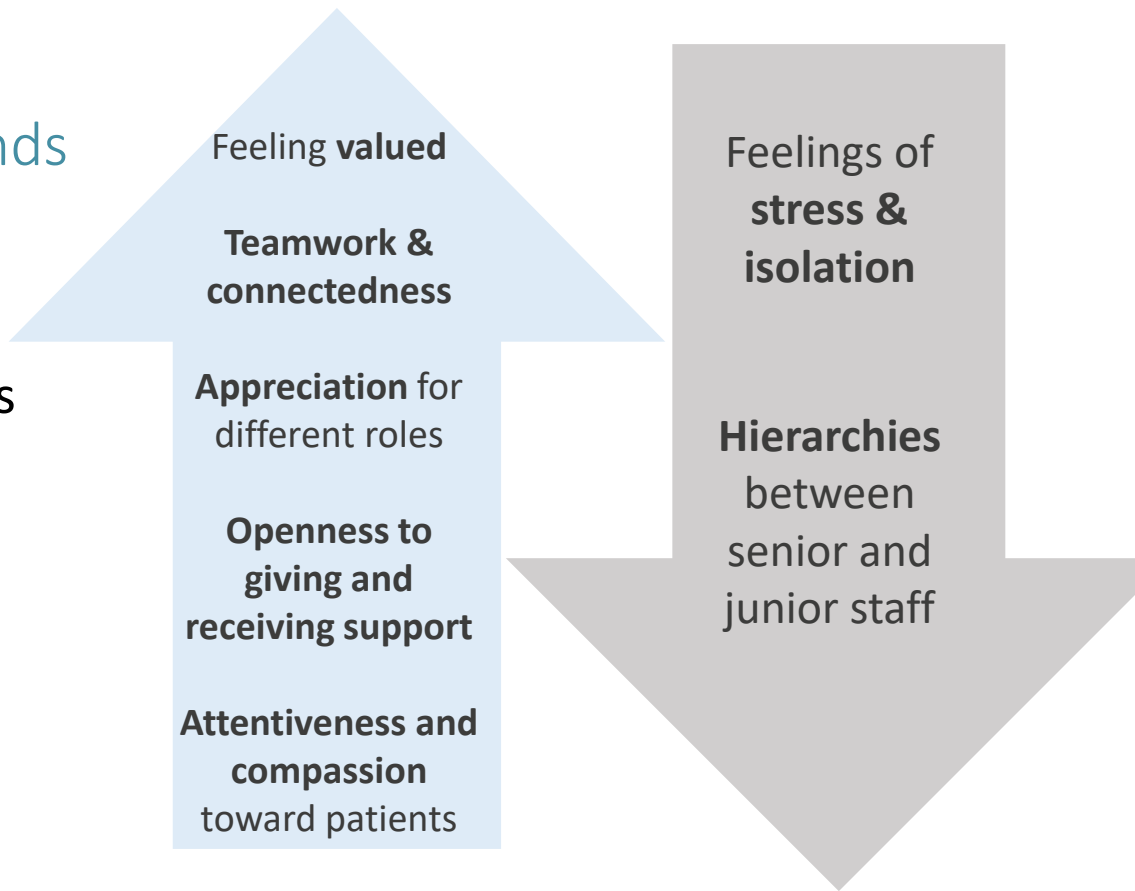
## 4. Role Modelling

*“that [colleague] is so high up I would normally be intimidated by him. I’m a medical student and don’t want to say anything stupid, but his presentation made him so much more approachable. So if I now had him {for a teacher} and you find a situation upsetting you would be more likely to say something or be more open with him. Not so scared to say something.”*



## The unique features of Rounds

- Normalise emotions
- Create a culture of openness
- Promote connectedness
- Role model
- Change narratives



## Participant Feedback

“You can see peoples eyes light up and they’ve suddenly got an insight into somebody else’s experience”

“It made me realise I was part of the jigsaw. Schwartz Rounds help you see where your bit of the jigsaw fits in with everyone else’s”

“I didn't realise other people felt the same, and this just made me realise I'm not the only one who feels like this.”

“These are both informative and help in the cohesiveness of colleagues (multidisciplinary) across the hospital”.

## What 13,452 evaluation forms told us

An analysis of 13,452 evaluation forms from Schwartz Rounds around the country found that **94% of participants would attend Rounds again.**

“ The stories presented by the panel were relevant to my daily work. ”

90%

“ I gained knowledge that will help me to care for patients ”

85%

“ Today's Round will help me work better with my colleagues. ”

87%

“ The group discussion was well facilitated. ”

93%

“ I have gained insight into how others care for patients. ”

93%

“ I plan to attend Schwartz Rounds again. ”

94%

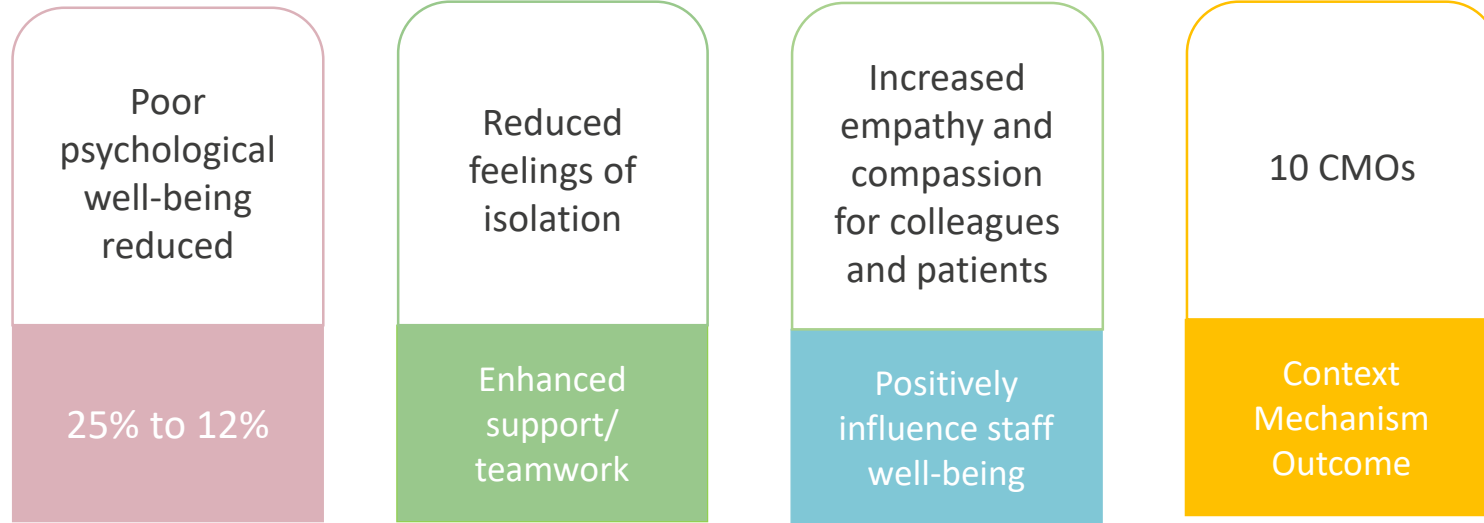
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# A Longitudinal National Evaluation of Schwartz Center Rounds

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# A realist informed mixed methods evaluation of Schwartz Center Rounds® in England.

Maben J et al. National Institute of Health Research





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# Developments

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Beaumont Hospital  
CHO 7 Adult Mental Health Services  
Community HealthCare West – Roscommon  
Connolly Hospital, Cork University  
HSE Mental Health Service  
Laura Lynn Ireland's Children's Hospice, Mayo University Hospital  
Midland Regional Hospital, Tullamore  
National Ambulance Service (South Operational Area)  
Our Lady of Lourdes Hospital



The National Children's Hospital, Tallaght

The Royal Hospital, Donnybrook,

UL Hospitals Group

University Hospital Galway / Saolta University Health Care Group,

Our Lady's Hospice

Portiuncula University Hospital Dunlo,

Resilience Healthcare Ltd

Temple Street Children's Hospital



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# New Sectors

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# Prisons

Levels of **psychological distress** **twice** the levels found amongst health service staff.

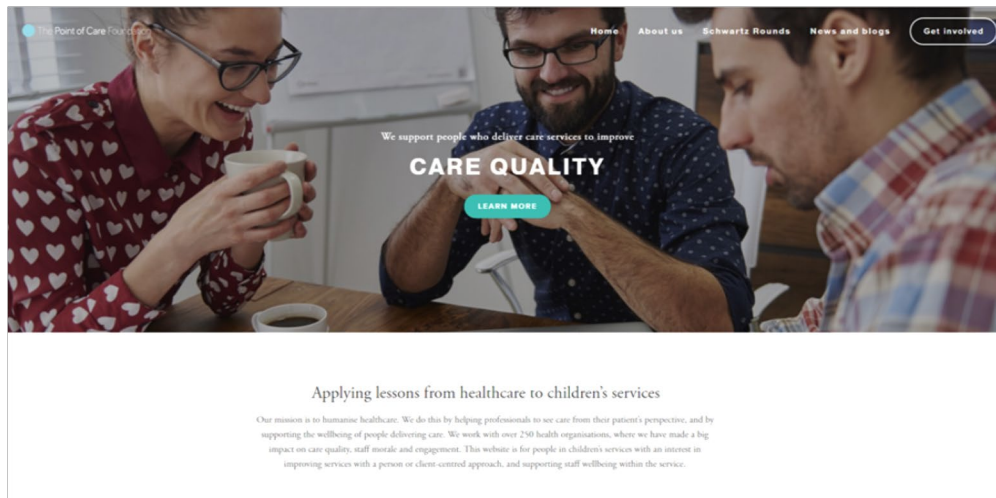
Organisation culture in prisons is such that there are **challenges** to getting this type of **reflective** session **accepted** amongst staff.

Potential **evaluation** of pilot Rounds, seeking funding by the **evidence unit** at the **Ministry of Justice**.





# Children's Social Care



- **What Works** unit initiative led by the Cabinet Office.
- **12 month pilot** using the same methodology as **NIHR** funded **research**.
- Julian's Blog 'Care for the carers, improve care – an introduction to Schwartz Rounds'

[www.socialcare.pointofcarefoundation.org.uk](http://www.socialcare.pointofcarefoundation.org.uk)



# Vets



- Royal College of Veterinary Surgeons (RCVS).
- Introduce Rounds to 8 organisations to **evaluate** the **impact** over the next 15 months.
- The '**Mind Matters**' Initiative (MMI) aims to **improve** the **mental health** and **wellbeing** of those in the **veterinary team**, including students, veterinary nurses, veterinary surgeons and practice managers.
- **Suicide** rates amongst **healthcare** **average** and **twice** the



## Special Rounds for major incidents



The Point of Care Foundation deliver practical advice and help by:

- ☐ Providing information and ideas to help you get the discussions started
- ☐ Arranging for you to observe a Round
- ☐ Training three members of staff to be able to facilitate Rounds
- ☐ Assigning you an experienced mentor who will support you
- ☐ Giving you access to resources and webinars
- ☐ Connecting you to a community of Schwartz Round organisations
- ☐ An annual national event for Schwartz Rounds sites in the UK



## Schwartz Round sites, by sector

200 sites in total:

90 Acute

36 Hospice

20 Ireland

14 Mental Health

13 Other

7 Community

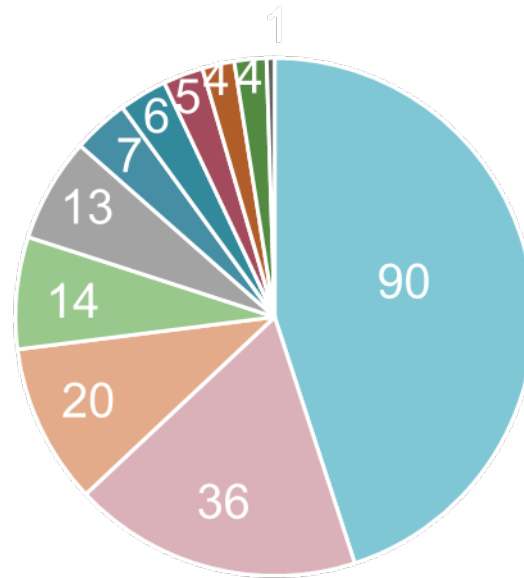
6 Primary Care

5 Universities

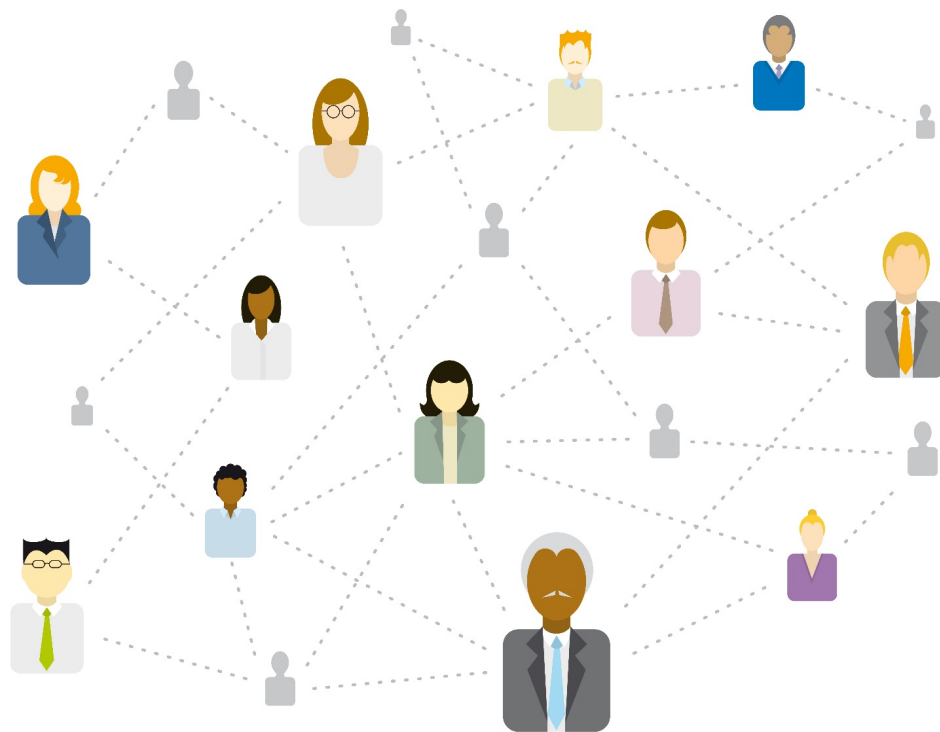
4 Private

4 Wales/Scotland

1 Veterinary Hospital



# The Schwartz Rounds Community and Networks





# Adapting the Rounds: Pop up Rounds



# Discussion and Questions



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Thank you



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