

### Best Schwartz Innovation

#### Pop-Up Rounds for Critical Care Team

Schwartz Steering Group member and Critical Care Sister Tracy Rodgers identified a gap in her service – she felt her team scored lower than they should in terms of providing compassionate care:

*“Working through the Mary Seacole Programme (MSP) it became starkly apparent that the Critical Care Unit (CCU) team were disengaged, the scouting phase provided triggers, an analysis of the service exploring CCU through the Francis lens provided a gap under the principles of compassionate, caring, committed nurses which was due to a decrease in staff experience and wellbeing. As a team we had become complacent about the situation we found ourselves in and the emotional toll this was having. An intervention allowed time to review, absorb, accept, refocus, balance and change to ensure we accommodated everyone’s needs. Early consideration of the interwoven relationship between patient and staff experience prompted exploration of human and social dynamics, affecting staff experience and wellbeing. In practice, no mechanism to support staff was embedded. Schwartz Rounds appeared to be an ideal tool.” (Tracey Rodgers)*

She identified that staff did not feel supported and that ideas and techniques that had been tried had not hit the mark ie; they had ‘ticked the box’ for debriefs, open door policy, wellbeing and occupational health input but there was still something missing – something she felt the Schwartz Round approach could address.

As a team they knew they would benefit as they had been involved as ‘guinea pigs’ for the facilitators as part of the development of Schwartz at IHT - BUT they struggled to get to the Trust’s main Rounds – staff pressures, capacity and demand for their service depleted their ability to attend.

#### **‘Let’s take the mountain to Mohamed’**

Tracy gained senior support and the unit paid for her to be trained as a facilitator.

Half an hour on a bi-monthly basis was secured for the team – sneakily by adding it onto an existing training day (moving and handling and unit update day) – this ensures at least 10 people can attend each time with people even coming on their days off if the topic grabs them.

#### **3 Pop-Up Rounds have taken part so far:**

- A patient I'll never forget; Making sense of chaos when team work is the best medicine and The challenges of transition.
- The second Round about teamwork came at a key point of low staff morale and helped reinvigorate a team feeling and rebuild morale.
- It is telling that, by having senior support, the Pop Up Schwartz Rounds have survived a recent training ‘cull’

#### **Impact?**

- Very positive, everyone has bought into it. There is a bit of a struggle for topics but once identified the panellists are keen!
- People agree it is worthwhile and panellists report finding it useful to enable reflection
- The Rounds have extended to include the Critical Care Outreach Team and the research nurses which is helping to embed the Rounds with the wider team.
- Tracy is now also a key member of the Trust wide Round facilitator team.