

The Schwartz Round Experience

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Heart of England Foundation NHS Trust



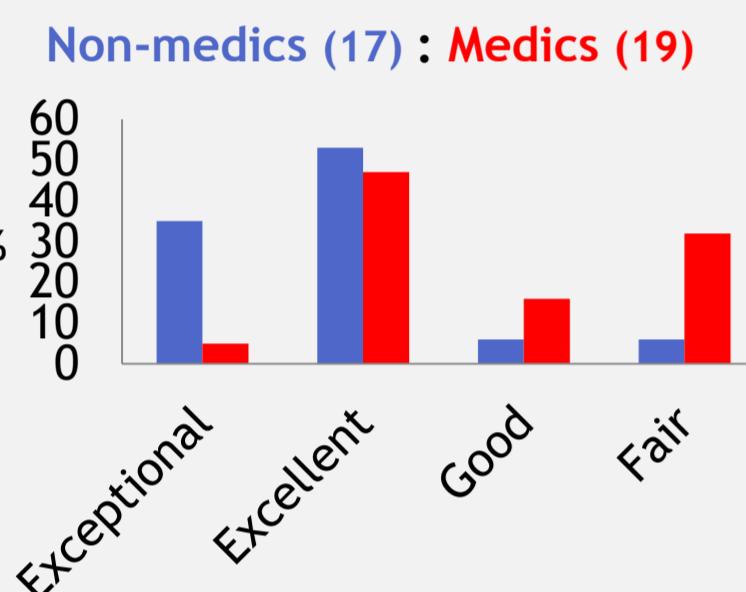
BACKGROUND



Patient care is taxing physically and emotionally. Schwartz Rounds are an opportunity to share the experience of caring with colleagues. To care with compassion staff need to be seen and heard as people in the workplace.

Schwartz Center Rounds were instigated in the USA after Kenneth B Schwartz noticed how staff left him feeling better in himself if they were compassionate. The Rounds aim to give staff the opportunity to share their experience of caring, understand their own feelings and to self-care.

RESULTS



'Thank you for the Schwartz round, I thought it was really useful. Can you make sure the new FY1 doctors know about them to be able to get support from them?'
FY1 on the ward



'Just to let you know, one of our juniors had written a fab reflection in her portfolio about the Schwartz round and how much she learnt from it; both in terms of the cases but also the importance of opportunities to discuss, 😊 so well done!'

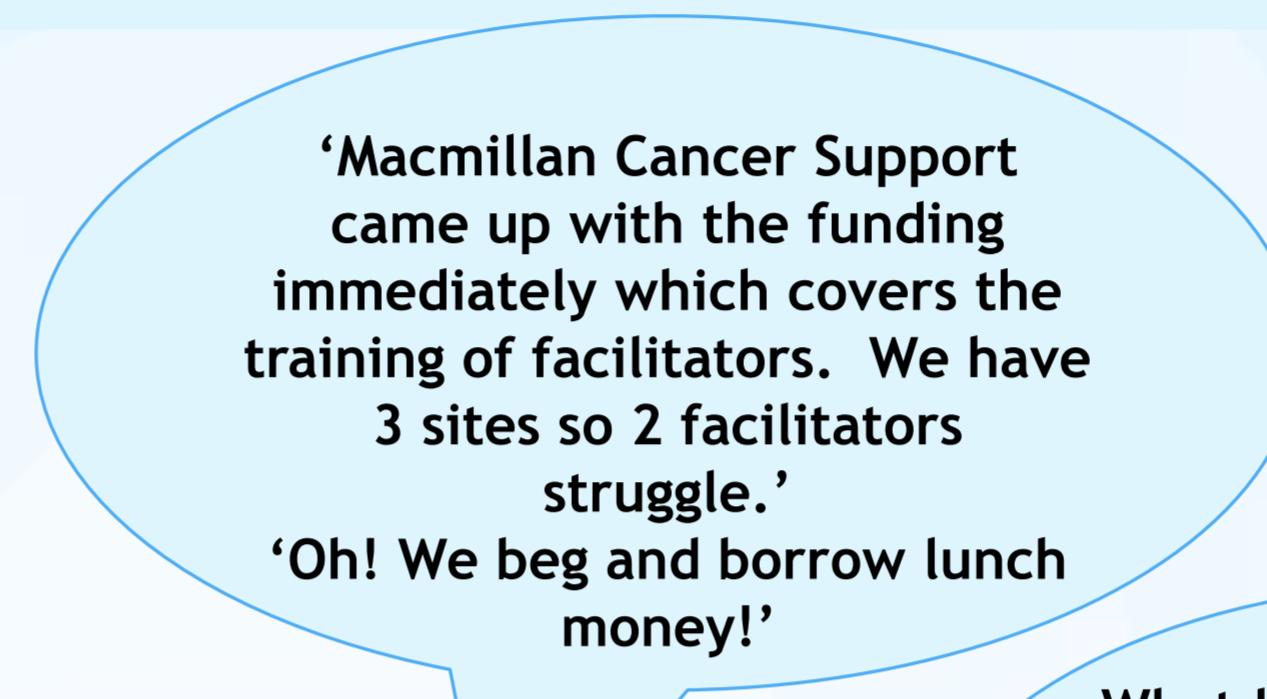
AIM

This poster collates some The experience of Funders, Steering group members, Facilitators, Panellists and our Audiences.

METHOD

The experience of a Schwartz round programme is not limited to the Round itself, but encompasses those involved both within the organisation, the external funders and the Point of Care Foundation. HEFT joined the Schwartz programme in 2014 and re-subscribed in 2016 with external charitable funding.

One steering group member has semi-purposively collected comment and formal feedback from those who have supported the development of the Schwartz experience in our Trust. In our rounds we consent on the basis of sharing learning but not attributing content. This poster conforms to that consent format.



What lovely feedback thank you. I will share amongst the team locally and at head office.
Very well done for grabbing an opportunity and running with it! (Funder)



Financial deficit
Making the case
Working with partners
Funding from charity
Lunches a challenge

Keeping enthusiasm
Booking meetings
Crossing sites
Choosing topics
Finding panels
Ordering lunch
Marketing
Printing

'The hardest thing is the steering group. Keeping going is down to a core of 3 or 4 committed people. We think its worth it.'

Attendance 31-39
c65% feedback forms
First round for most
Best feedback trickles back by word of mouth

FEEDBACK

THE SCHWARTZ EXPERIENCE

PANEL PREPARATION

STEERING GROUP + ADMIN

REFLECTION WRITING OPPORTUNITY

FACILITATOR EXPERIENCE

Worry:
Panel
Refreshments
Audience arrive?
Will they participate?
Experience kept safe



'Silence and tension. we need courage and stillness, then people start to share. There is nearly always a bombshell, an unexpected patient relative in the audience, or a very poignant story to be heard, received and contained.'



'Panel preparation takes time and commitment but, for me, it's the best bit. I have to encourage experiential stories not formal presentation. The emotion comes through in the rehearsal. As a facilitator I am very focused in the round.'

CONCLUSION

The HEFT Schwartz Rounds have been supported by the Point of Care Foundation and Macmillan Cancer Support externally as well as managers within the Trust. Without such support the work to deliver a Round could not happen. The Rounds themselves are well attended and, whilst it is hard to assess the impact within such a large Trust, the Rounds get formal appreciation on feedback forms, and informal appreciation by word of mouth. At every level of engagement the Rounds deliver an experience that can be shared amongst colleagues.