

Using Schwartz Centre Rounds to change hospice culture: does it work?

Dr Faye Gishen, (BSc, MBBS, FRCP) Medical Consultant^{1,2} Michele Wood, (BA Hons, PG Dip, MA, MClin Res) Art Therapist^{1,3}
1 Marie Curie Hospice Hampstead, London
2 UCL Medical School
3 University of Roehampton

Acknowledgements: Abigail Westrup Administrator; Jenny Watmore-Eve Point of Care Schwartz Mentor



AIMS

The Schwartz Centre Rounds (SCRs) are an evidence-based American model of reflective practice where interdisciplinary teams discuss psychosocial and emotional aspects of patient care⁽¹⁻³⁾.

Following a review of organisational culture the SCRs were introduced to Marie Curie Hospice Hampstead (MCHH) to address psychological issues felt by staff managing the increasingly complex emotional burden of palliative care delivery⁽⁴⁾.

Facilitators underwent the training licensed by the Point of Care Foundation⁽⁵⁾ which delivers the Schwartz franchise in the UK.

METHODS

A multi-professional steering group met to choose topics for Rounds. Panel members were selected from a range of multi-professional backgrounds. Quantitative and qualitative data were collected using Point of Care evaluation forms. Process reflections were systematically captured by the facilitators.

Topics of our first five Rounds:

- ❖ Personal connections; looking after someone I know
- ❖ Just when you thought it couldn't get any worse...
- ❖ Why I come to work
- ❖ Patients who push the boundaries and the buttons
- ❖ The young death

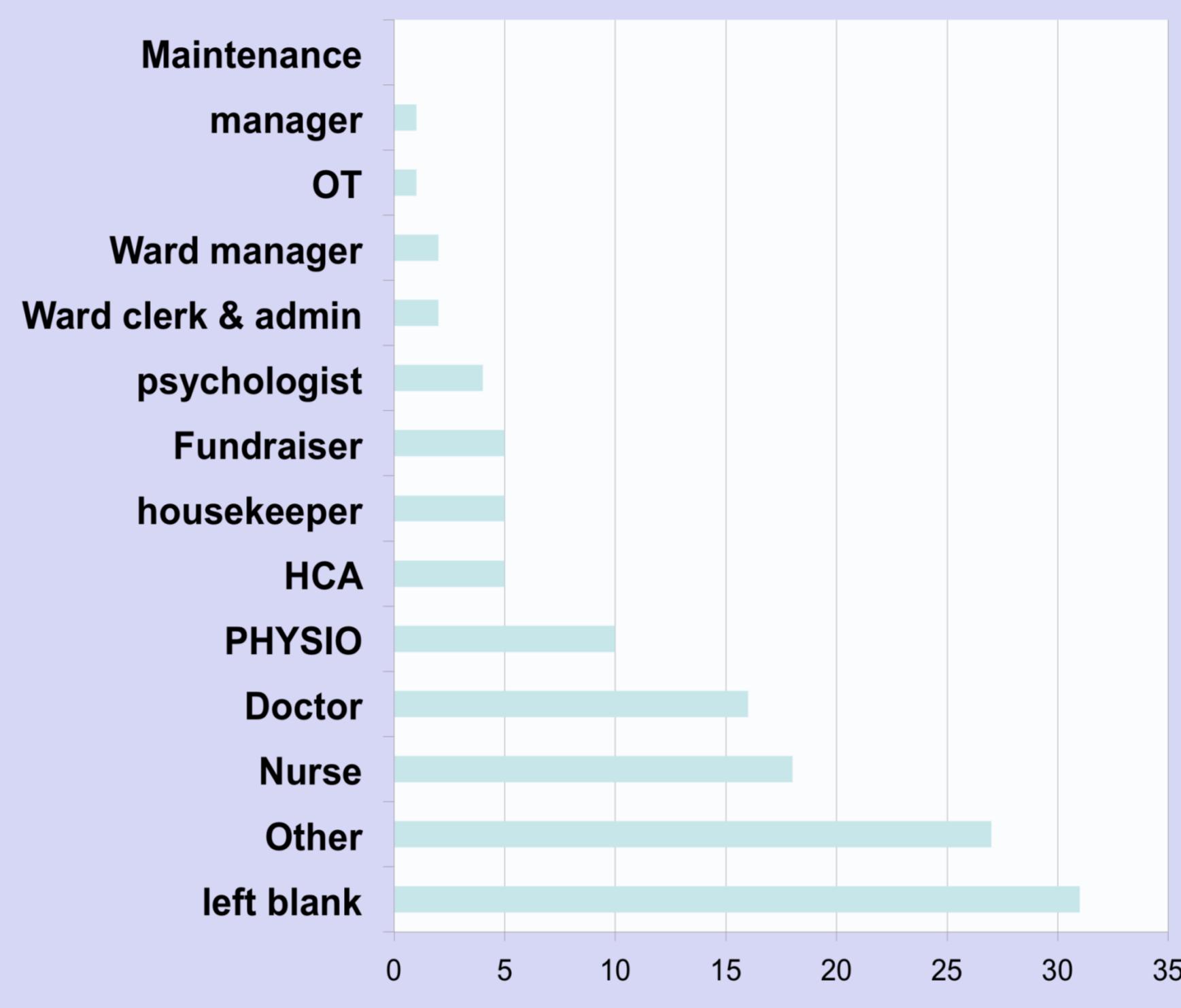
ANALYSIS

Descriptive statistics, thematic analysis of participants' written feedback and anecdotal observations were collated.

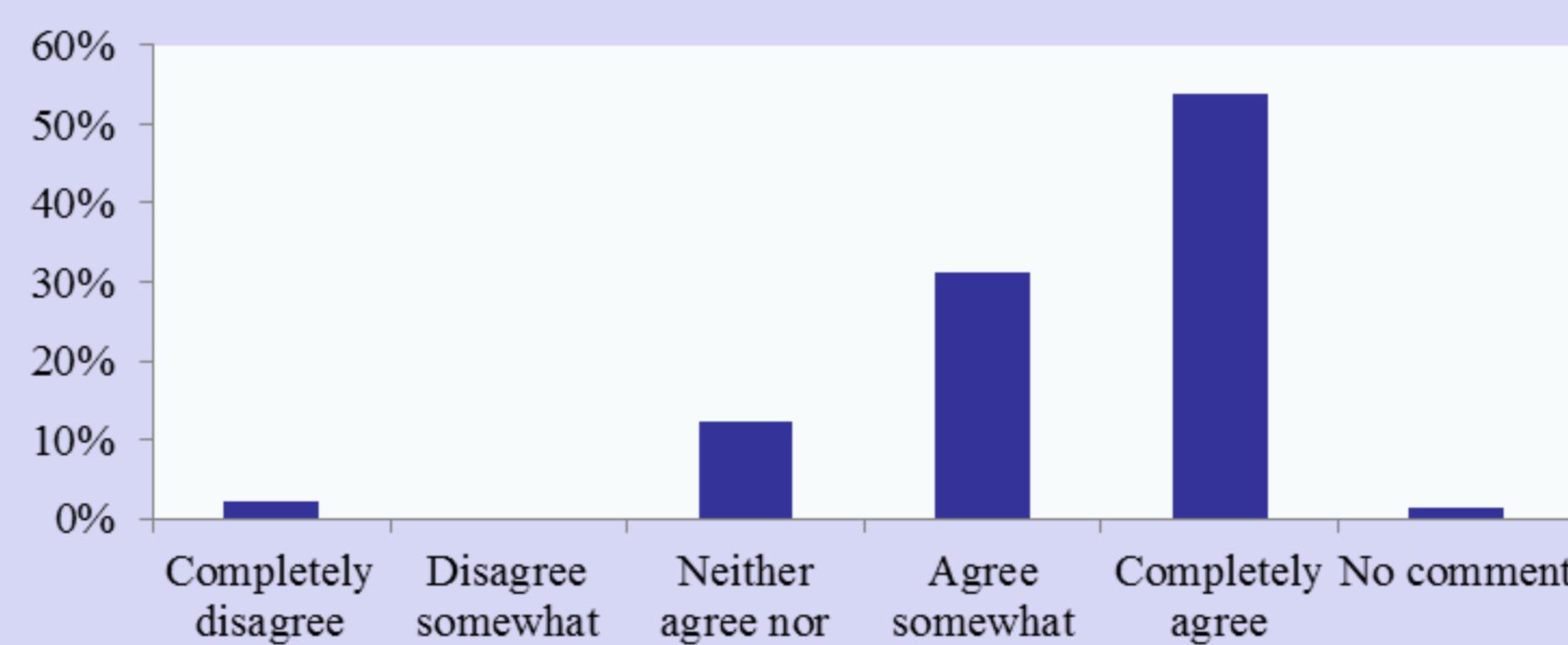
RESULTS

To date, 179 people have attended five Rounds (April 2014-March 2015), with 83% response rate in completing Point of Care standardised evaluation forms.

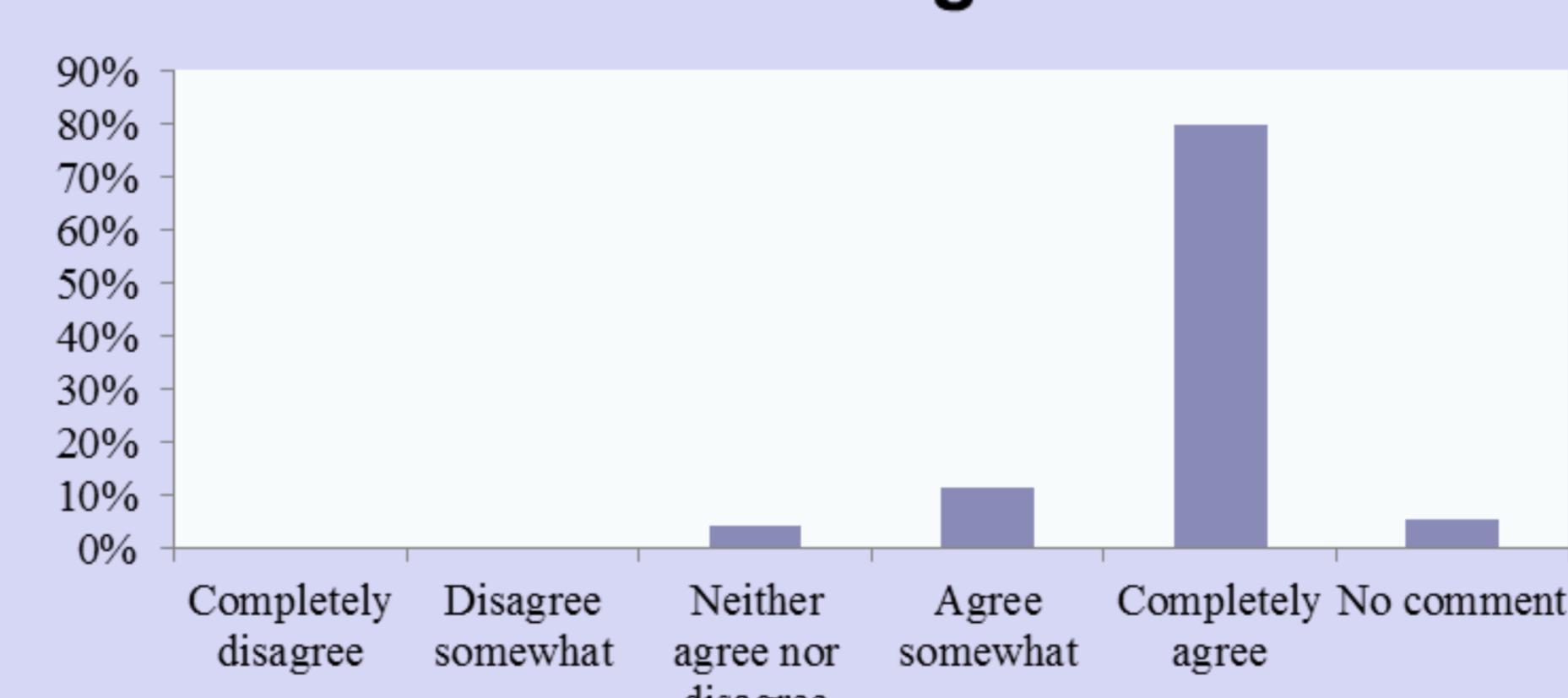
Attendance: professional groups



I gained knowledge that will help me to care for patients



I plan to attend Schwartz Centre Rounds again.



Summary responses in complete agreement with following statements	N=148
The stories presented by the panel were relevant to my daily work.	72%
I gained knowledge that will help me to care for patients	53%
Today's Round will help me work better with my colleagues.	59%
The group discussion was helpful to me.	75%
The group discussion was well facilitated.	74%
I have gained insight into how others care for patients.	75%
I plan to attend Schwartz Center Rounds again.	83%
I would recommend Schwartz Center Rounds to colleagues.	79%

REFERENCES

- 1 www.theschwartzcenter.org/
- 2 Goodrich, J. (2014) Compassionate care and schwartz rounds: The nature of the work-acknowledging it is hard. *Nurse Education Today*. 34(9) pp.1185-1187
- 3 Lown, Beth A., and Colleen F. Manning. "The Schwartz Center Rounds: evaluation of an interdisciplinary approach to enhancing patient-centered communication, teamwork, and provider support." *Academic Medicine* 85.6 (2010): 1073-1081.
- 4 www.gov.uk/government/policies/treating-patients-and-service-users-with-respect-dignity-and-compassion
- 5 www.pointofcarefoundation.org.uk
- 6 www.kcl.ac.uk/nursing/newsevents/news/2014/Supporting-NHS-staff-at-work-Could-Schwartz-Centre-Rounds-hold-the-key.aspx

Five themes were identified in questionnaire comments:

1. THE TOPIC

'Good 'gritty' case, typical of palliative care issues'.
'Excellent to hear the stories of the impact of a difficult patient on a team. As often felt isolated in past and not able to express to anyone how particular patients have made me feel'.

2. THE FACILITATION

'Very well run and kept structure on time and topic.'

3. EXPERIENCE OF ROUND

'This was my first round and I found it very helpful to hear how the patients had 'pushed buttons'. This has encouraged me to reflect and think about how 'difficult' patients make me feel.'

'The heaviness, complexity and sadness of a young death were very evident in the room.'

4. THE PANEL

'Found it well presented and peoples contributions interesting and helpful to get other peoples perspective'.
'Such an articulate panel'.

5. THE WORKFORCE

'This gives an insight into what Marie Curie does. My colleagues at Head office are so far removed from this sharp end of service delivery'.

'This was my first Schwartz round and even though I work in Admin, it was useful to hear how other people feel about working at MCCC.'

CONCLUSION

Rounds at MCHH have made a positive impact on staff culture and patient care by increasing team cohesion, empathy and compassion.

Sustainability and a core team of trained staff, as well as a committed steering group are amongst the keys to on-going success and embedding of this model. We look to the national evaluation of Schwartz⁽⁶⁾ to provide guidance and objective measures to assess whether the SCRs are achieving the Hospice's goals for culture change.