The Point of Care Foundation

Schwartz Rounds

Our impact: The Schwartz Rounds programme

Schwartz Rounds are a monthly forum where staff share the emotional impact of their working lives, to help meet their needs and, in turn, those of their patients



Welcome

Schwartz Rounds are a structured forum where all staff (clinical and non-clinical) come together regularly to share their personal experiences of their work. The aim is not to fix problems, but to acknowledge the emotional demands of working in healthcare.

Schwartz Rounds reduce feelings of stress and isolation, which make it difficult to provide compassionate care, and produce proven improvements in staff mental health. In the longer term, Rounds produce a ripple effect, resulting in a cultural change that grows over time.

922

LEADERS OF CHANGE



The Point of Care Foundation holds the license for Schwartz Rounds in the UK and Ireland, and has **trained more than 920 healthcare staff as Schwartz clinical leads and facilitators.** Each of them is now able to make sure staff across their organisation find renewed support and compassion, by attending Schwartz Rounds.

Benefits of Schwartz Rounds include significant improvements to staff psychological well-being, improved inter-professional working and, ultimately, more compassionate patient care. They are evaluated equally positively by doctors, other clinical staff and non-clinical staff.*

> *"There's a desire to protect oneself by not opening up to patients and not acknowledging one's feelings. But the more you store those up, the less human you become."*



50%

DROP IN POOR PSYCHOLOGICAL HEALTH

A recent longitudinal study of Schwartz Rounds by Professor Jill Maben and colleagues* found a statistically significant link between Rounds and improved wellbeing. **Among staff who regularly attended Rounds, poor psychological health decreased by half from 25% to 12%.** Non-attendees in the same period saw a much smaller reduction, from 37% to 34%.

*Maben J, Taylor C, Dawson J, Leamy M, McCarthy I, Reynolds E, Ross S, Shuldham C, Bennett L, Foot C (2017). A realist informed mixed methods evaluation of Schwartz Center Rounds in England (Summary). NIHR

Improving people's experience at every level of healthcare

We believe that to provide compassionate care to patients, staff need to have their own emotional needs met. Our three case studies show the difference that Schwartz Rounds have made to three people – a consultant, a service manager and a community engagement lead.



"It's a wonderful way of bringing together the people who work here – both staff and volunteers – in one room as a community."

↓ ANNE CULLEN

"There's a desire to protect oneself by not opening up to patients and not acknowledging one's feelings. But the more you store those up, the less human you become."

"We knew that if you started to look after staff in this way, the after-effect was that patients felt better cared for. It has a knock-on effect on patients, so it's a win–win situation."

In a Schwartz Round, a panel of professionals from different backgrounds share their stories related to looking after a patient, or on a common theme or topic, in front of an audience of colleagues. Then a group discussion ensues around key themes that arose, supported by a trained facilitator and a clinical lead. The discussions centre on the emotional impact of providing care, rather than to solve problems.

Rounds can help staff feel more supported in their jobs, allowing them the time and space to reflect on their roles. Evidence shows that staff who attend Rounds feel less stressed and isolated, with increased insight and appreciation for each other's roles. They also help to reduce hierarchies between staff and to focus attention on relational aspects of care.

The underlying premise for Rounds is that the compassion shown by staff can make all the difference to a patient's experience of care. But in order to provide compassionate care staff must, in turn, feel supported in their work.

A longitudinal study of Schwartz Rounds* found:

- a statistically significant link between Rounds attendance and psychological wellbeing, with regular attendees seeing a 50% improvement
- improved teamwork and communication
- increased empathy and compassion for patients and carers, for other staff and for self
- positive changes in behaviour and practice.

* Maben J, Taylor C, Dawson J, Leamy M, McCarthy I, Reynolds E, Ross S, Shuldham C, Bennett L, Foot C (2017). A realist informed mixed methods evaluation of Schwartz Center Rounds in England (Summary). NIHR

Unloading the stories that are carried for decades

Dr Russ Hargreaves shares the importance of unburdening the emotional load, to support staff so that they, in turn, can be emotionally present for patients.

"The existence of a healthcare professional is an unusual one. You deal with a daily diet of trauma, loss, death and dying, chronic ill health, and that really takes its toll on the staff, and we began to recognise that. And unless you want a workforce of robots, then you need to address that emotional need.

Staff carry the most enormous burden. We see and hear things constantly which are terribly traumatic, and we carry those stories for years and years. And one of the things that comes out continually in Schwartz Rounds is that people carry them for decades. We never forget.

So it's had a real impact on me in that I now recognise in my colleagues that we all need support, it's not just patients who need support, we all do. And the Rounds are a real opportunity to begin to explore the emotional burden of the work that we do."

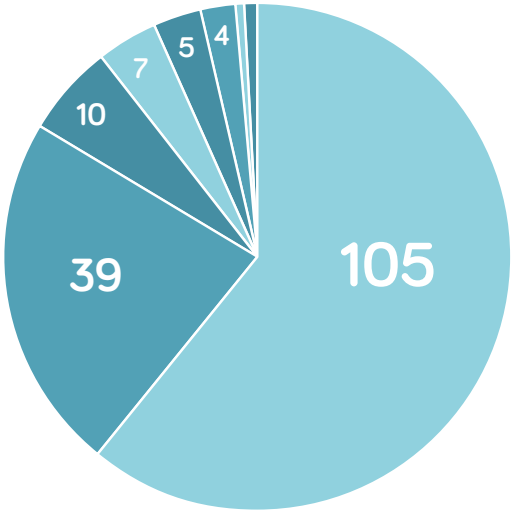
→ RUSS HARGREAVES

Head of Wellbeing, Ellenor Hospice



Schwartz Round sites, by sector

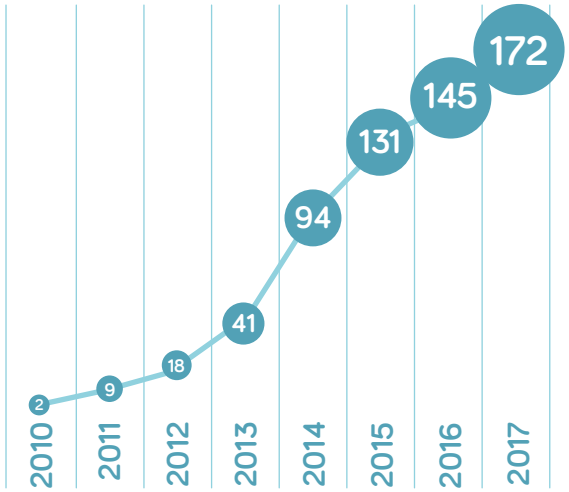
172 sites in total:
105 **Acute**
39 **Hospices**
10 **Mental health**
7 **Community**
5 **Primary care**
4 **Universities**
1 **Prison**
1 **Veterinary hospital**



The growth of Schwartz Rounds

The spread of Schwartz Rounds has been rapid. Piloted in the UK in 2009, many healthcare leaders immediately realised the potential for Schwartz Rounds to fulfil an unmet need within their organisations.

Today, **150 Rounds take place across the UK and Ireland each month**. Despite pressured working lives, **7,500 NHS and hospice staff make the time to attend Schwartz Rounds.**



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%

Acknowledging feelings to preserve one's humanity

For Consultant Nephrologist **Aroon Lal**, Schwartz Rounds involved breaking new ground. But the benefits of opening up have become clear.

"One of the things I was concerned about was what would people think of me, getting involved in something that was all about emotions and feelings rather than about hard clinical facts and dealing with patients.

There's a desire to protect oneself by not opening up to patients and not acknowledging one's feelings. But the more you store those up, the less human you become.

The whole point of the Schwartz Round is not about solving the problem. The problem is only the framework around which we are discussing the impact that it's had on us – the difficulties in working in a busy health service, the difficulty in knowing how much of ourselves we can reveal to patients, how involved we can get with patients. It's been really positive."

→ AROON LAL

Consultant Nephrologist
Basildon Hospital



Building a community of compassion

Hospice community engagement programme lead **Anne Cullen** has seen staff come together as a community as a result of Schwartz Rounds.

"We've had a lot of magic moments over the years – when people say things along the lines of 'I never realised' or 'I didn't know.' You can see their eyes light up and they've suddenly got an insight into somebody else's experience, or seen another side of our work that they hadn't done before.

It's a wonderful way of bringing together the people who work here – both staff and volunteers – in one room as a community. We had a lovely piece of feedback from one of the volunteers. He said it made him realise that he was a piece of the jigsaw. Schwartz Rounds help you see where your bit of the jigsaw fits in with everyone else's to make up the whole service."

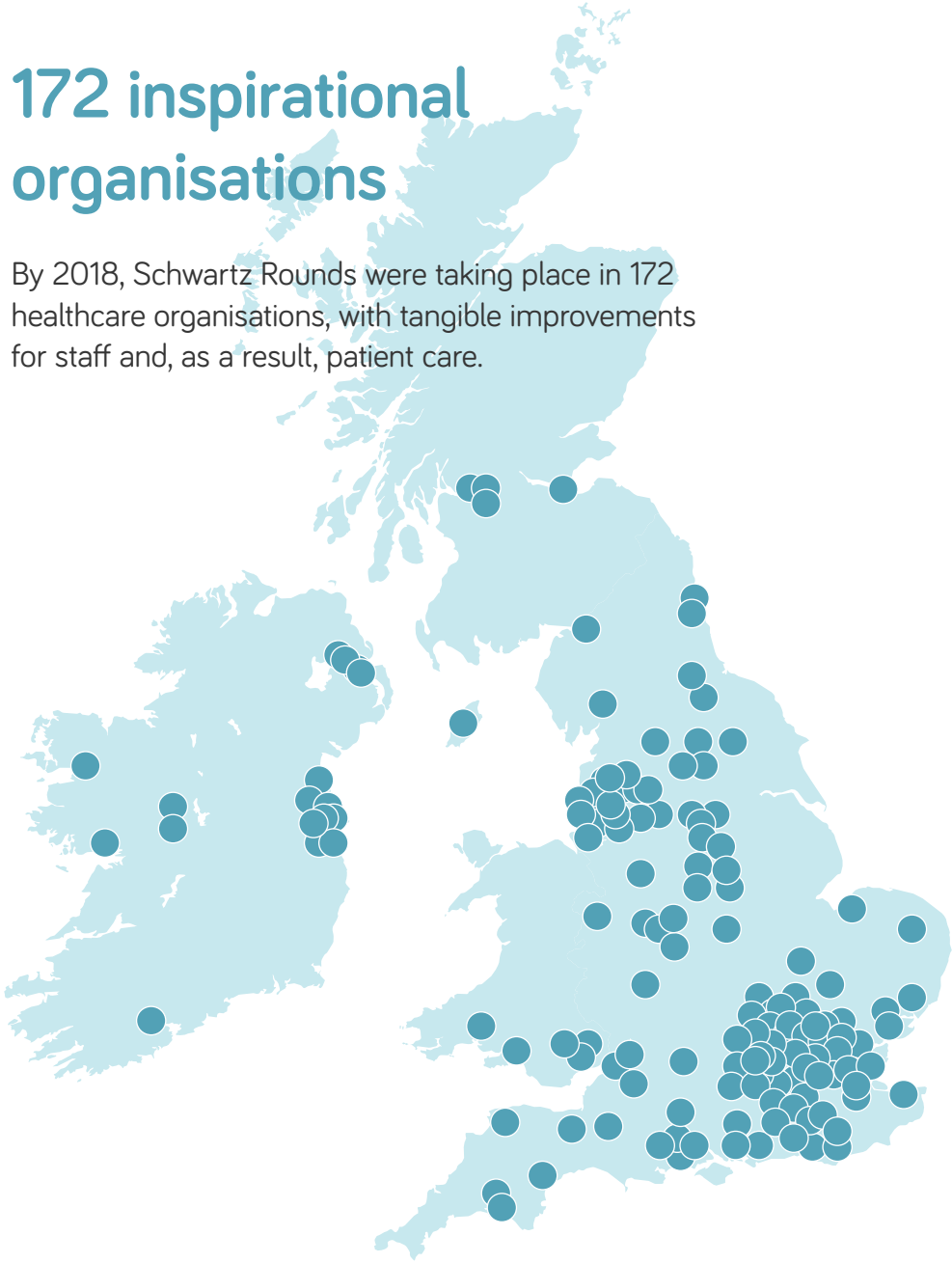
→ ANNE CULLEN

Community Engagement Programme Lead
Princess Alice Hospice



172 inspirational organisations

By 2018, Schwartz Rounds were taking place in 172 healthcare organisations, with tangible improvements for staff and, as a result, patient care.



The Point of Care Foundation
CAN Mezzanine
7-14 Great Dover Street
London SE1 4YR

+44 20 3096 7600
info@pointofcarefoundation.org.uk

pointofcarefoundation.org.uk

Registered charity number 1151628