



Schwartz Rounds...

Looking at the Emotional Impact

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Introduction

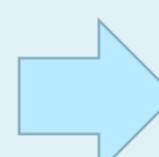
- ▼ SRs are a monthly forum for healthcare workers to gain insight into their personal responses and nurture compassion through listening and talking to colleagues, which ties into Active Listening Theory (1).
- ▼ Multiple studies have shown themes of the positive effects from SR, such as:
 - ❖ Improving compassion (2)
 - ❖ More appreciative of colleagues (3).
- ▼ There were flaws in past research that will be improved, such as:
 - ❖ Surface level themes (3; 4) with the proposition of interviewing attendees to improve this.
 - ❖ Using a specific cohort which are known to have more stress than other cohorts (3; 5).

The current study employed a two-part structure of a content analysis on the SR feedback forms to get surface level themes then a thematic analysis on interviews to gain more insight and potentially expand themes. Also utilised a large sample of Newcastle Upon Tyne NHS Trusts (NUTH).

Part A

Method

Pp → 725 participants from 14 SR in NUTH
 Material → Feedback forms
 Analysis → Directed Content Analysis



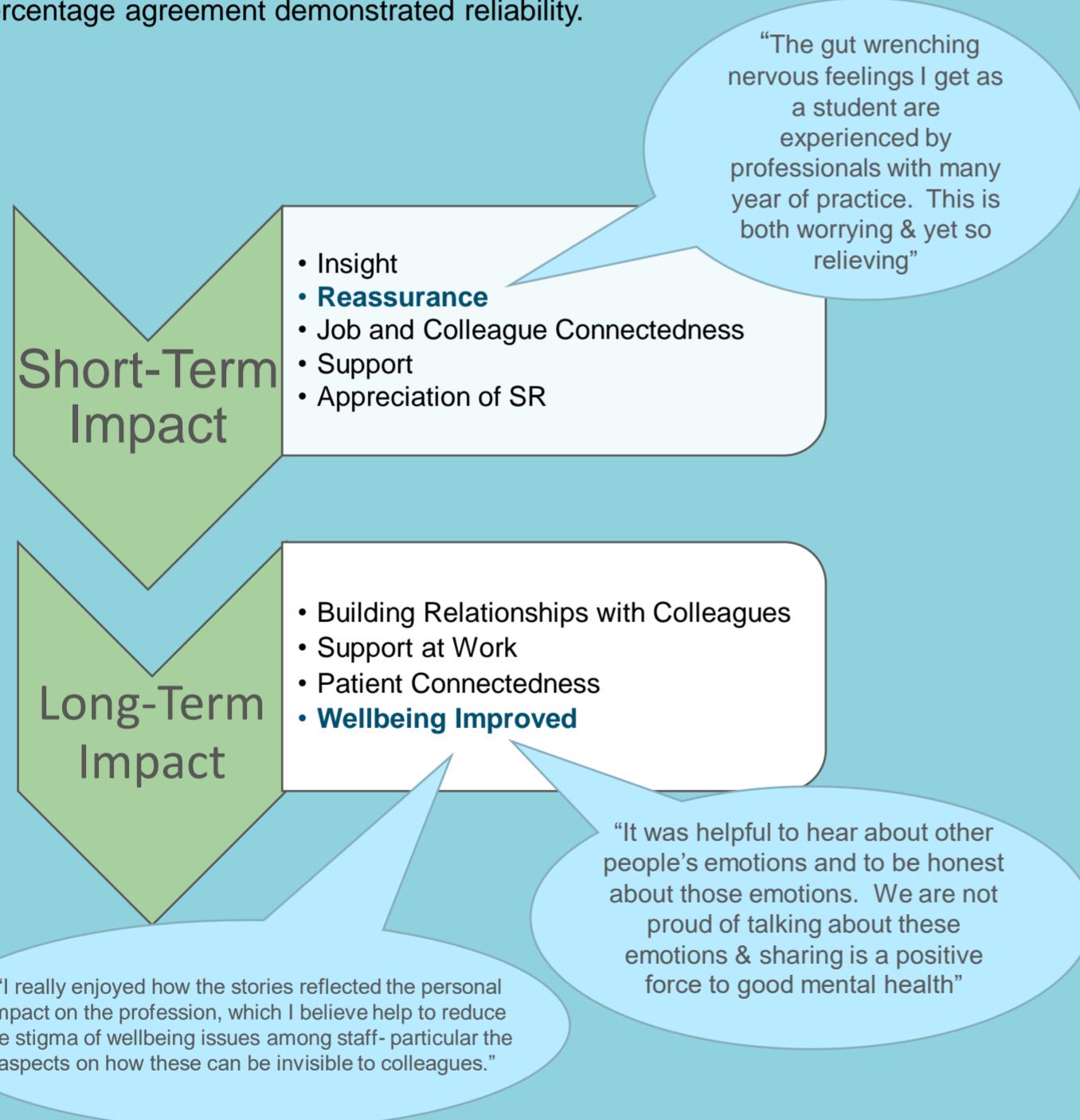
Part B

Method

Pp → Four Interviewees from NUTH
 Material → 22-33 minute long interviews face-to-face
 Analysis → Thematic Analysis

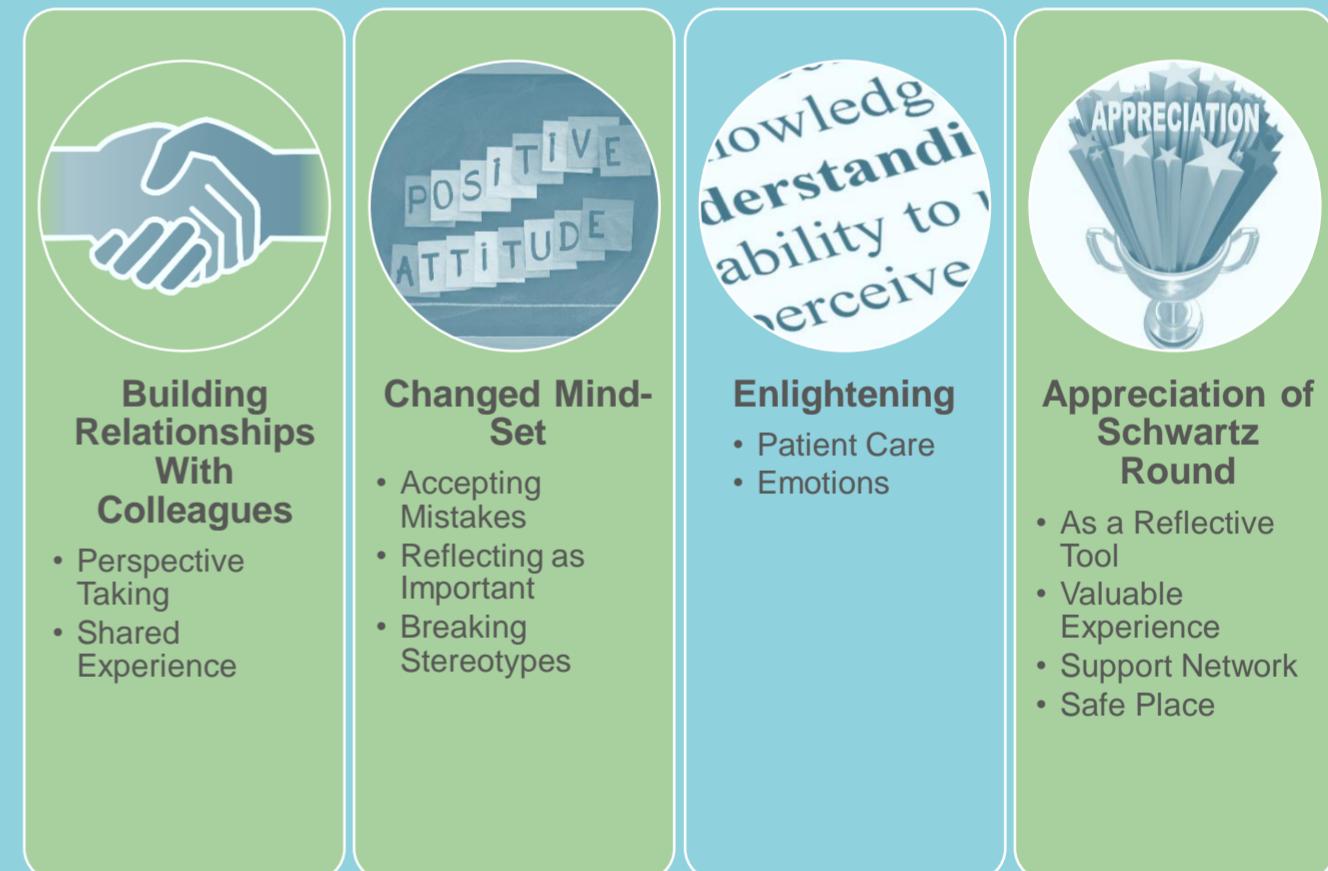
Results A

- ▼ Ethical approval was granted on 27th March 2018 from the Newcastle University Ethics committee
- ▼ The procedure employed was based on a guide for content analysis
- ▼ Percentage agreement demonstrated reliability.



Results B

- ▼ The procedure employed followed a 6 stage guide of Thematic Analysis



“...it did make me think about it a little bit more about what the emotions that I had gone through and I suppose it made me feel oh I had gone through a lot more emotions, and at that time it had impacted on me a lot on my private life...”

“...I don't tend to reflect on my emotions perhaps as much as I should. But I think it definitely made me aware that I do have strong emotions about things, and maybe that I don't have time to reflect on them perhaps as much as I should do, or could do”

“Well I think you know if patients see that everyone is working together as a team and can empathise the patients problem then yeah I'm sure that will have a positive impact on... patient...”



What the true Impact is...

- ▼ Both parts could be partially explained by Roger and Farson's (1957) theory of listening to others' help gain insight and the ability to recognise emotions better.

The current study implies that SR does have an emotional impact on attendees, in terms of gaining a new insight into existing emotions; understanding and managing future emotions better; utilising reflection more; and both appreciating and understanding colleagues more.

This demonstrates how valuable SR has been for NUTH and support the point of care's suggestions of SR being a valued tool within healthcare settings and may have implications in justifying the dispersion of more SRs across England to help reduce the increased stress felt within this sector at present, such as burn out.

References

1. Rogers, C. R., & Farson, R. E. (1957). Active Listening. Industrial Relations Center of the University Of Chicago.
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