Sharing experiences of providing healthcare and strengthening relationships through Schwartz Rounds

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We are working to radically improve the way people are cared for and to support the staff who deliver care.

Improving the way we are cared for because understanding and responding to the needs of all people is what delivers the highest quality care.

Supporting healthcare staff because delivering high quality care is only possible if staff get the practical and emotional support they need.

The Point of Care Foundation
Reasons the medical registrar is crying

- Patient died
- Doctor left in the middle of surgery
- Emergent procedure
- Disappointed patient
- Very, very stressful
- No one to consult
- Overworked and underresourced
- Existential crisis - there are no consultants
- Job anyway
‘We have to get on with the job’

Exposure to distress and distressing situations is the norm

Staff use protective strategies to help deal with the emotional distress

Such strategies can inhibit the ability to empathise and connect with colleagues and patients
Schwartz Rounds

Confidential forum for ALL staff to come together once a month to reflect on the non-clinical aspects of caring for patients – that is, the emotional and social experiences associated with their work.

At each Round 3 people present an experience from their work.

The story is told from the staff perspective.
We lose people too

Schwartz Rounds titles

Next Please! or Putting on a brave face (fast turnover of patients and the impact on care)

Lone working (the burden of responsibility)

We lose people too

You see a lot in this job

A very private patient (patients who are hard to reach)

Making the call (calling relatives close to death)
Why might Rounds help?

1. Normalising emotions

Care settings can be lonely places.

They normalise taking about difficult topics.

Thoughts of incompetence and feelings of fear, grief and shame are commonly expressed during Rounds.

Sharing emotions allows staff to move from a place of isolation to shared understanding, reducing the sense of difference.
2. Creating a culture of openness

They flatten hierarchies.

The discussions model interactions in which staff can share experiences without judgement or solutions.

A safe reflective space and regular practice may impact on the organisation more broadly, encouraging staff to employ their reflective stance in their work outside the Round.
3. Promoting connectedness and increasing insight

Caring environments are often fragmented. Rounds engender a sense of connectedness to each other, both the people who work with together, with other colleagues and in the organisation as a whole.
4. Role modelling

“that [colleague] is so high up I would normally be intimidated by him. I’m a medical student and don’t want to say anything stupid, but his presentation made him so much more approachable. So if I now had him {for a teacher} and you find a situation upsetting you would be more likely to say something or be more open with him. Not so scared to say something.”
Participant Feedback

“You can see peoples eyes light up and they’ve suddenly got an insight into somebody else’s experience.”

“It made me realise I was part of the jigsaw. Schwartz Rounds help you see where your bit of the jigsaw fits in with everyone else’s.”

“I didn't realise other people felt the same, and this just made me realise I'm not the only one who feels like this.”

“These are both informative and help in the cohesiveness of colleagues (multidisciplinary) across the hospital.”

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%
A longitudinal national evaluation of the implementation of Schwartz Rounds
KEY FINDINGS EVALUATION OF SCHWARTZ ROUNDS
UK.
PSYCHOLOGICAL WELL-BEING

All staff-baseline
32%
PSYCHOLOGICAL WELLBEING AND ROUNDS ATTENDA

37% start of study

34% 8 months later

Did not attend
PSYCHOLOGICAL WELLBEING AND ROUNDS ATTENDANCE

According to the GHQ-12 questionnaire:

- 25% at the start of the study
- 12% 8 months later

Attended
“The antidote (to bullying) is a sense of belonging, having colleagues you can talk to and (who) respect you.” Caroline Elton
Thank you

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