Schwartz Rounds

Here at Milton Keynes University Hospital we care about our staff and the compassion that they show every day to patients, carers and families and to their colleagues.

Working in a hospital environment can be extremely challenging where staff are expected to deal with happy, sad, difficult and emotional situations every day. Health care staff are often highly pressured which can have a negative effect on their welfare.

Schwartz Rounds were inspired by Kenneth Schwartz, a Boston lawyer who died from lung cancer in his 40’s. He wrote movingly about the positive impact of receiving compassionate care and the emotional cost to staff that this involves. Schwartz Rounds create safe spaces to reflect and share the psychological aspects of caring.

All staff are welcome to attend, both clinical and non-clinical. Each Round is based on a theme where a panel will present cases before illustrating the impact of those situations upon them. A facilitator then leads the discussion with input from those present to share similar experiences of their own.

The aim is not to problem solve, identify priorities or produce action plans. Schwartz Rounds are a safe time, in which challenging work experiences can be spoke about, thought about, or sometimes just simply witnessed.

So what is a Schwartz Round?
Schwartz Rounds are meetings which provide an opportunity for staff from all disciplines across the organisation to reflect on the emotional aspects of their work.

They are multidisciplinary forums designed for staff to come together to discuss and reflect on the non-clinical aspects of caring for patients – that is, the emotional and social challenges associated with their jobs. 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 that in order to provide care with compassion, staff must, in turn, feel supported in their work. Rounds are designed to provide this support. Rounds aim to improve relationships and communication both between staff and patients and among staff.

One of the values of the Rounds is that they are inclusive to all staff groups, clinical and non-clinical; this is because every member of staff has an important part to play in the care of patients and carers and the impact they have on us.

Research into the effectiveness of Schwartz rounds shows the positive impact that they have on individuals, teams, patient outcomes and organisational culture.
Schwartz Round Dates for 2017

Listed below is a list of Schwartz Round dates and themes for 2017. A free lunch is provided at 12:30hrs, booking is not necessary but please note the Schwartz Round will commence at 13:00hrs prompt and admission will not be permitted once the session has commenced.

<table>
<thead>
<tr>
<th>Dates (2017)</th>
<th>Time</th>
<th>Venue</th>
<th>Theme</th>
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<tbody>
<tr>
<td>Friday 24th February</td>
<td>12:30 – 14:00hrs</td>
<td>Room 6, Education Centre</td>
<td>Have you ever felt under pressure to come to work when you are unwell?</td>
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<tr>
<td>Friday 28th April</td>
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<td></td>
<td>My best/worst day at work ever</td>
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<tr>
<td>Friday 23rd June</td>
<td></td>
<td></td>
<td>Dealing with emergencies</td>
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<td>Friday 22nd September</td>
<td></td>
<td></td>
<td>Way I care</td>
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<tr>
<td>Friday 24th November</td>
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<td>Communicating with cares, relatives and families</td>
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Schwartz Rounds are a new way of listening to and supporting staff at MKUH and so to ensure Schwartz Rounds are well facilitated, meaningful and successful they follow an agreed format and have appropriate governance arrangements.

The format of a Schwartz Round

A Round can either be based on accounts of one patient or an event, or can explore a particular theme, such as ‘when things go wrong’ or ‘memorable patients’. A Round usually follows the same format:

- Lunch is available before the start
- Presenting team talk for 10 – 15 minutes on a pre-planned topic/theme
- Trained facilitators moderate the discussion
- The audience is invited to share their thoughts, ask questions, other similar experiences
- Round last for one hour in total

Some feedback from our staff so far ...

- Very valuable and unexpectedly emotional
- Very emotive but reassuring that others feel the same
- Shows the human side of our colleagues
- Most enraptured hour I have spent in a long time
- I was very sceptical but it was wonderful
Schwartz Round Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>Schwartz Round Role</th>
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<tbody>
<tr>
<td>Dr Jonathan Ellis</td>
<td>Consultant Radiologist</td>
<td>Medical Clinical Lead</td>
</tr>
<tr>
<td>Karen Camm</td>
<td>Assistant Director of Education &amp; OD</td>
<td>Facilitator</td>
</tr>
<tr>
<td>Sarah Crane</td>
<td>Team Chaplain</td>
<td>Facilitator</td>
</tr>
<tr>
<td>Lesley Sutton</td>
<td>Estates Project Manager</td>
<td>Facilitator</td>
</tr>
<tr>
<td>Jane Wale</td>
<td>Palliative Care Consultant</td>
<td>Facilitator</td>
</tr>
<tr>
<td>Mandy Graham</td>
<td>Learning &amp; Development Officer</td>
<td>Administrator</td>
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The impact of Schwartz Rounds
Studies show that Schwartz Rounds lead to an increase in:
- Staff confidence in handling sensitive issues
- Beliefs in the importance of empathy
- Actual empathy with patients as people
- Confidence in handling non-clinical aspects of care
- Openness to expressing thoughts, questions and feelings

For further information about Schwartz Rounds, please [click here](#)