



the schwartz center
FOR COMPASSIONATE HEALTHCARE

Schwartz Rounds: Supporting caregivers, enabling compassionate collaborative care

*Beth A. Lown, M.D., Chief Medical Officer,
The Schwartz Center for Compassionate Healthcare
Colorado Hospital Association, August 8, 2018*

Disclosures

- *Beth Lown is the Chief Medical Officer of the Schwartz Center for Compassionate Healthcare.*
- *The Schwartz Center is an autonomous, nonprofit organization operating under the 501(c)(3) tax-exempt status of the Massachusetts General Hospital. Its independent Board of Directors has complete discretion over the Center's budget.*
- *The Schwartz Center relies on charitable contributions from foundations, corporations and individuals to carry out its work. These contributions and membership fees support Schwartz Rounds.*



Goals

Provide a snapshot of the Schwartz Center and Schwartz Rounds®

“These acts of kindness - the simple human touch from my caregivers – have made the unbearable bearable.”

Ken Schwartz (1954 – 1995)



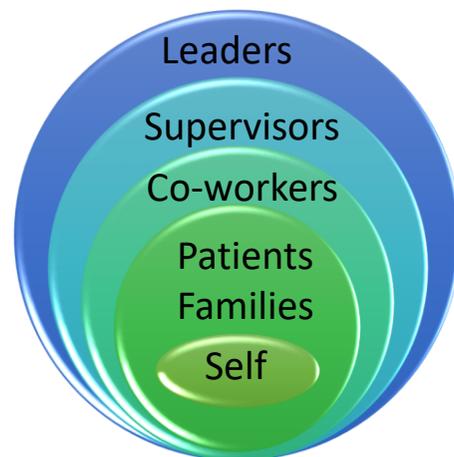
The Schwartz Center for Compassionate Healthcare

Dedicated to strengthening the human connection at the
heart of healthcare

*Through national and international partnerships, the
Schwartz Center's coalition of caregivers, patients, families
and other leaders work together to make **compassion a
vital element** in every aspect of healthcare.*

Compassionate collaborative care

Working together to
recognize and reduce
concerns, distress,
pain and suffering

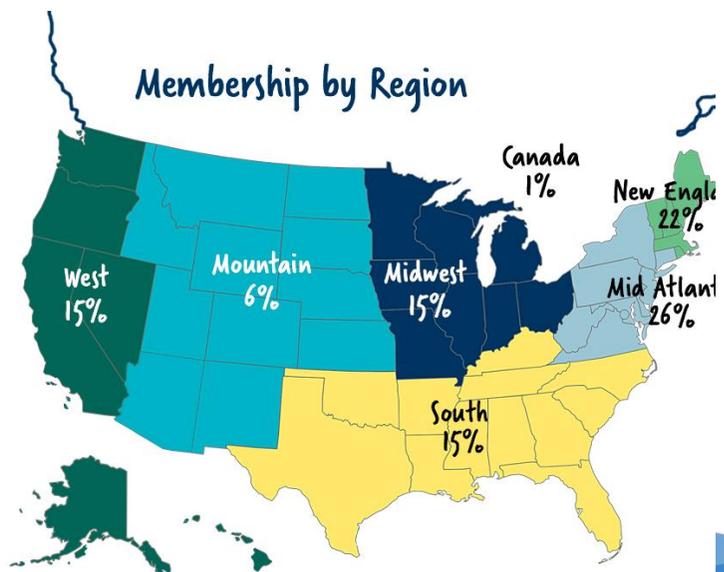


Schwartz Center Programs

- Support, recognize and educate clinical caregivers
 - Schwartz Rounds® Program, trainings, facilitation workshops, on-line member community
 - Educational webinars
 - National Compassionate Caregiver of the Year Award
- Redefine quality to include compassion
 - Advocacy, measurement, compiling evidence
- Thought leadership
 - Compassion in Action Healthcare Conference 8-10 Sept 2019

Schwartz Rounds® reach

- Offered in > 450 organizations in the U.S.
- Members in Canada, N.Z., Australia
- > 190 in the UK, Ireland



A different kind of Rounds

A multidisciplinary forum for all clinical caregivers to discuss the social and emotional aspects of illness and the impact of providing care on us



Goals of Schwartz Rounds

- To provide a safe forum to discuss the social, emotional and personal issues that arise during patient care
- To provide and receive support
- To facilitate the expression of multiple perspectives and build communication across disciplines and roles
- To model for learners the behaviors of nonjudgmental listening and respect
- To return with renewed compassion and insight to the patients we serve



How Schwartz Rounds look and feel

- Joining together in a quiet, shared space
- Nourishing, relaxed environment
- Telling and listening to each other's stories
- Seeing each other and ourselves as humans deserving compassion
- Gaining insight into the values and perspectives of co-workers
- Recognizing our similarities and differences across job roles, departments, cultures, beliefs

How Schwartz Rounds work

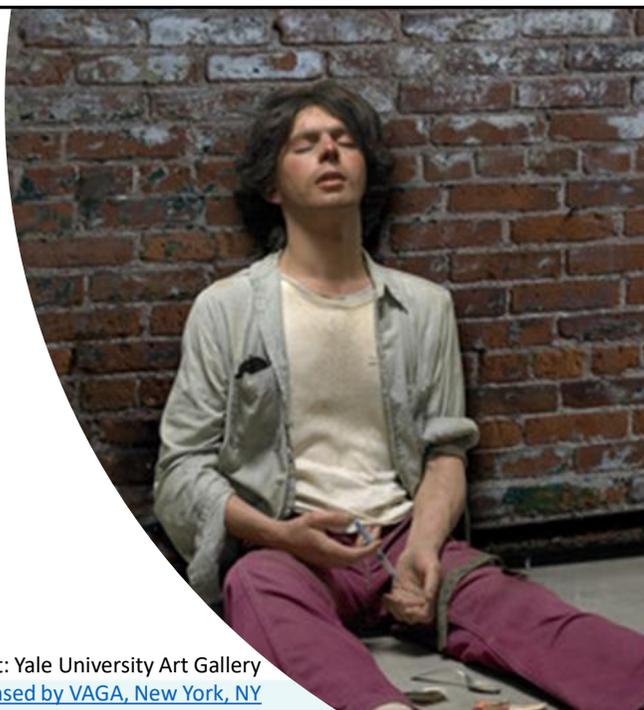
- Organizations join the Schwartz Center as members
- Member Experience Advisors orient, on-board and train the Schwartz Rounds Leadership Team and facilitator
- A case is presented by panelists from different disciplines
- A facilitated discussion follows
- Confidential, considered “peer protected”
- Open to all within the organization who touch the care of patients and families
- One-hour sessions held 6 – 12 times a year

Topic examples

- Caring for our own: When the patient is a colleague
- The aftermath of making an error
- The effect of patient violence on providers
- Prognosis: Balancing hope and honesty
- Managing family and team conflict around end of life choices

National Schwartz Rounds

What happens to compassion in an opioid epidemic?





Post-trauma Schwartz Rounds

- San Francisco, CA
- Aurora, CO
- Newtown, PA
- Charlottesville, VA
- New York, NY
- Boston, MA
- Toronto, Canada

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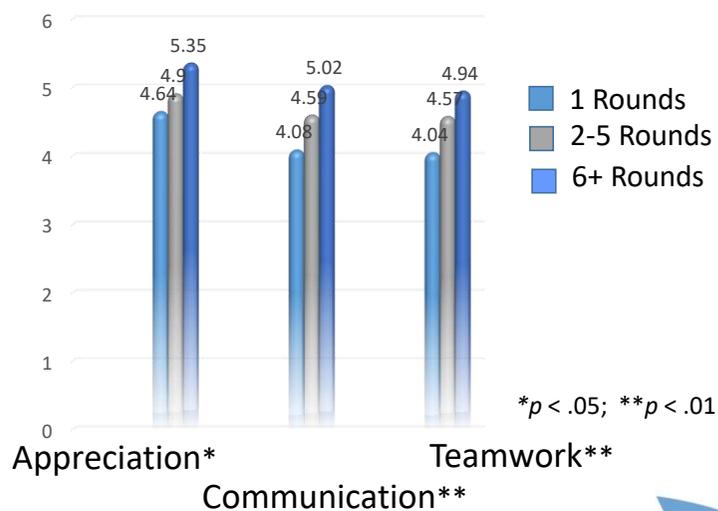
Schwartz Rounds evaluation results



- Increased **appreciation** for the roles/contributions of colleagues from other disciplines – 93%
- Increased **sense of belonging** to a caregiving team - 88%
- More **compassion** for patients and families – 84%

Lown BA, Manning CF. Acad Med. 2010;85:1073-81

Impact of Schwartz Rounds on teams



Lown BA, Manning CF. Acad Med. 2010;85:1073-81

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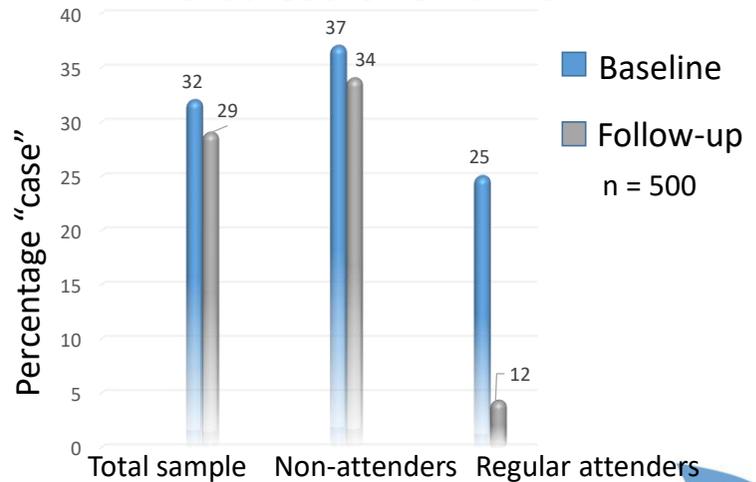
Organizational benefits

- Caregivers reported feeling less stressed and **better able to cope** with the emotional demands of clinical work
- ~ 50% reported **changes in practices or policies** within the department or hospital at large



Impact of Schwartz Rounds on psychological wellbeing

% experiencing psychological distress over time



Maben J, et al. <https://njl-admin.nihr.ac.uk/document/download/20114089>

- Schwartz Rounds is one of many initiatives our members have implemented to support providers and staff while also fostering compassionate collaborative care
- We invite you to attend our Compassion in Action Healthcare Conference in Boston, September 8 – 10, 2019 to learn more!





A great need



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Beth Lown, M.D.
balown@theschwartzcenter.org

Thank you!