

SCHWARTZ ROUNDS

What are Schwartz Rounds?

Used in over 500 healthcare organisations in the US and UK, Schwartz Rounds provide a structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare.

The purpose of Schwartz Rounds is to understand the challenges and rewards that are intrinsic to providing care, not to solve problems or to focus on the specifically clinical aspects of patient care.

In brief, this is about how patient care impacts on *all of us*. What it is like to work in an organisation that cares for people.

Who can attend?

Any and all Trust staff can attend, both clinical and non-clinical e.g. management, IT, Administration, estates and facilities etc.

What happens at a Schwartz Round?

Open to staff from all levels and disciplines, the Rounds aim to explore the human and emotional aspects of the experiences of delivering care, and the challenges that we face day to day. With help from trained facilitators, discussion focuses on a particular case or subject introduced in a 10-15 minute story shared by a panel of staff involved either directly or indirectly in patient care.

Discussion begins with a brief summary, for example the patient's case history, and the panellists take turns in describing their involvement with the case or similar experience. In particular, how it made them feel and what emotional and social challenges it may have raised for them.

The dialogue then opens up - participants ask questions, share experiences and reflect on the challenge of delivering care both in this and similar situations. Confidentiality in relation to the rounds discussion and the patient's stories is a crucial feature of rounds.

How do Schwartz Rounds help?

Staff benefits:

Staff who regularly attend Schwartz Rounds report feeling less stressed and isolated. Listening to colleagues describe the challenges of their work helps to normalise emotions and experiences, which are part and parcel of working in healthcare although often kept under the surface.

This shared understanding manifests in improved communication between colleagues and a greater sense of teamwork. Discussing the personal impact of working in healthcare reduces the sense of isolation and hierarchy that can exist between staff. Seeing beyond the professional identity of colleagues allows staff to feel more connected to one another.

Participation in Rounds also helps to provide staff with greater insight into how all colleagues, regardless of role, play a vital part in providing Best Care for *Everyone*.

Patient benefits

Schwartz Rounds give staff confidence in their ability to attend to the emotional aspects of patient care. Therefore, patients benefit when staff feel supported.

How can I get involved?

We are actively looking to hear about the cases and themes that matter to you. For anyone considering sharing a case you are most welcome to get in touch and we will talk through how to approach it.

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For more information about the Schwartz Rounds visit:

www.pointofcarefoundation.org.uk/our-work/schwartz-rounds/about-schwartz-rounds/