Schwartz Center Rounds®
The Point of Care

• How can we improve the wellbeing of staff?

• How can we support staff to provide compassionate care
Criteria for effective interventions

1. Does it directly reflect or is it compatible with a systems perspective?
2. Is it described in enough practical detail to replicate elsewhere?
3. Is it flexible, can it be adapted to different environments?
4. Has it been sustained or spread beyond the place where it originated?
5. Has it been subject to an external process of assessment or evaluation?

Schwartz Center Rounds
What is a Schwartz Round?

• A meeting, open to all staff in the organisation
• One hour, once a month, at lunchtime
• Panellists present a story about a patient they have cared for
• A conversation follows exploring and reflecting on the issues raised
• The discussion is expertly facilitated
Impact of Rounds

US evaluations show that Rounds have a positive effect

• For individuals
• For teams
• For organisations
• This impact increases over time spent attending Rounds


Rounds themes

• Trying to help in impossible circumstances
• Conflict – with patient; family; colleagues
• ‘Unrewarding patients’ – nasty; terrifying; intractable problems; ungrateful; uncooperative; families
• Rewarding patients and the perils associated with them
• Organisational events – e.g. poor CQC report, a major complaint; litigation
Rounds themes

• The patient I’ll never forget
• Am I doing the right thing? Managing risk
• Human too – personal and professional overlap
• M5 crash – multiple experiences
• I could scream and scream – the interface with outside agencies
• When things go wrong – whistle blowing
• I’m the junior, what do I know?
Impact in the UK

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 about

A number of published studies report positive results
Feedback from Rounds

- Rounds acknowledge feelings and reduce stress
- Rounds encourage networking and multidisciplinary team working
- Rounds contribute positively to hospital culture
- Power of hearing senior staff express vulnerability
- Shared understanding of experience
- Different opportunity to think when not trying to problem solve
http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3308638/

Maben, Jill ‘Staff must be supported to put patient care first’ HSJ October 2013
http://www.hsj.co.uk/comment/staff-must-be-supported-to-put-patient-care-first/5064105.article#.UoNJuXB8lxE

Goodrich, Joanna ‘Schwartz Rounds provide a dedicated time for reflection’ Nursing Times.net. 16 July 2013
http://www.nursingtimes.net/Joanna-goodrich-schwartz-rounds-provide-a-dedicated-time-for-reflection/5061048.article
How to get started

• Read the web page [www.pointofcarefoundation.org.uk](http://www.pointofcarefoundation.org.uk) and ask for an information pack to be sent
• Watch the Rounds videos on the website
• Contact PoCF who will arrange for you to observe a Round
• Identify a facilitator, clinical lead and administrator
• Identify members of the Steering Group
• Get board support to sign contract and pay the PoCF
• Attend training

(C) The Point of Care Foundation
Contact details

Joanna Goodrich
Research and Development Manager

joannagoodrich@pointofcarefoundation.org.uk
Thank you