

Schwartz Rounds

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○ Aims

- What are Schwartz Rounds?
- How might they help staff?
- Sharing stories



‘We have to get on with the job’

Distressing situations become the **norm**.



Staff use **protective strategies** to help deal with the emotional distress

Such strategies can **inhibit** the ability to empathise and connect with patients

To do their jobs healthcare staff need a ...

*“...necessary **balance of kindness and professional detachment**, to perform the most intimate tasks imaginable. It is easy to forget the appalling nature of some of the jobs carried out by healthcare staff day in, day out – the damage, the pain, the mess they encounter, the sheer stench of diseased human flesh and its waste products.”*

Campling, 2015

Ken Schwartz



“I have learned that medicine is not merely about performing tests or surgeries, or administering drugs... For as skilled and knowledgeable as my caregivers are, what matters most is that they have empathized with me in a way that matters gives me hope and makes me feel like a human being.”

What are 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 3-4 people present an experience from their work.

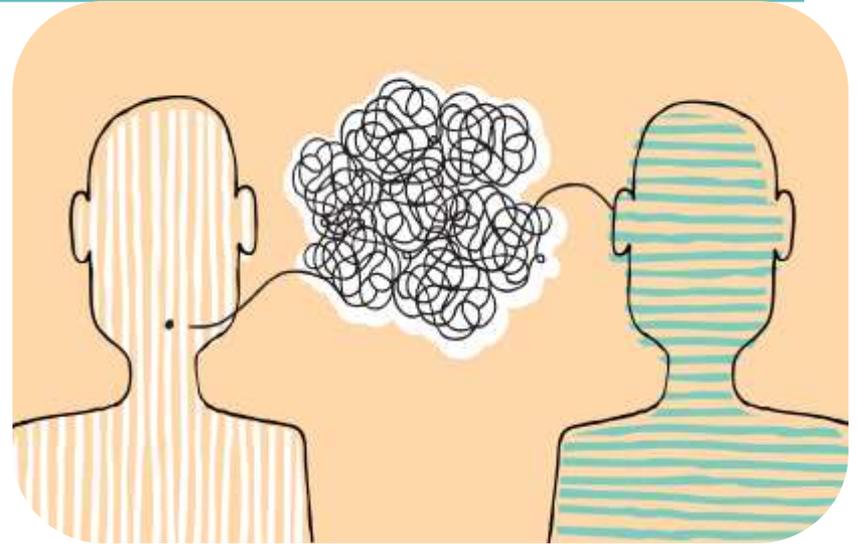
Stories are told from the **staff perspective**.



How can sharing
stories help?

○ Why might Rounds help?

- Normalising emotions
- Changing narratives
- Creating a culture of openness
- Rounds are levelling and reduce hierarchies
- Promote connectedness and strengthen teams
- Role modelling



Emily's Story

- Emily, a junior doctor, describes feeling out of her depth whilst working in a highly pressured setting. She recalls a particular day when she met a young boy with a newly discovered tumour and feeling as if she did not have the skills to support the family.
- <http://www.patientvoices.org.uk/flv/1017pv384.htm>

In pairs:

1. Did the stories **resonate** with you?
2. What **emotions** did you feel?
3. If these stories were presented in a Schwartz Round which **themes** do you think would come up in the discussion?



Reflections and
questions

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If you have any questions to the speaker,

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