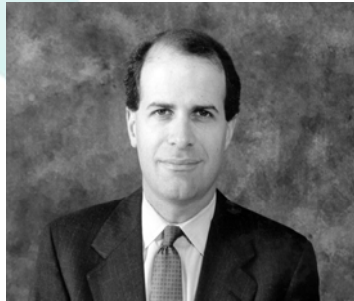


Founded by Ken Schwartz



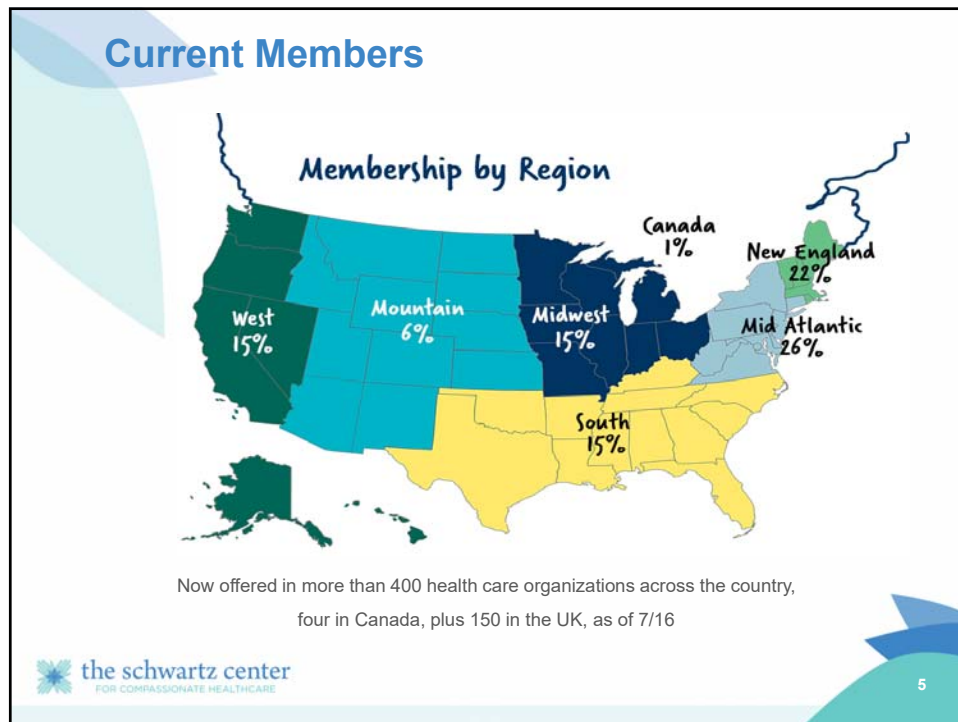
*These acts of kindness – the simple human touch from my caregivers – have made the **unbearable bearable.***

Ken Schwartz (1954 -1995)

The Schwartz Center's Programs

200,000+ Caregivers reached each year


- Support and Educate Caregivers
 - Schwartz Rounds™ program – training & orientation/facilitation workshops
 - Consultation visits
 - Educational webinars
 - Compassion in Practice – HMS CME Course
- Redefine Quality Care to include Compassion
 - Advocacy, innovation and thought leadership
 - National Compassionate Caregiver of the Year Award
 - Validating the Compassionate Care Scale
- Partner with Patients and Families
 - Online educational tools/Community resources



- ### Our Members
- 9 of 15 U.S. News & World Report top "Honor Roll" hospitals
 - 9 of 12 U.S. News "Best Children's Hospitals"
 - 43 Children's Hospitals nationwide
 - 94 Nursing Magnet hospitals
 - 16 Long-term care/home care/hospice institutions
 - 26 National Cancer Institute-designated cancer centers
-  the schwartz center
FOR COMPASSIONATE HEALTHCARE
- As of April 2016
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Schwartz Rounds™

A DIFFERENT KIND OF ROUNDS




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How Schwartz Rounds Work



- One-hour sessions held 6 to 12 times a year
- Case-based multidisciplinary panel presentation followed by facilitated discussion
- Confidential and open to all

Schwartz Rounds session at Winchester Hospital, Winchester, MA



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How Schwartz Rounds Look

- Joining together in a shared safe - space
- Nourishing relaxing environment - breakfast or lunch
- Telling and listening to each other's stories
- Recognizing similarities and differences across job roles, departments, cultures, religions, and individual differences
- Conversing with colleagues in a nonjudgmental way

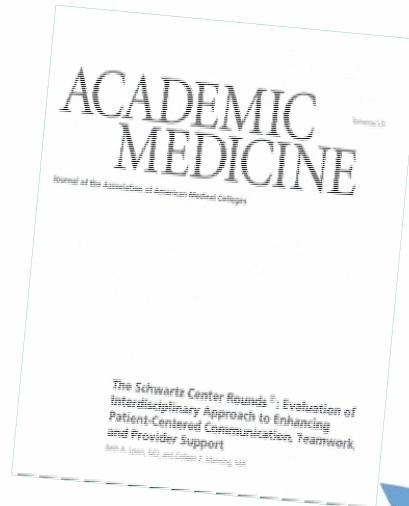
Sample Topics

- *Prognosis: Balancing hope and honesty*
- *My first code*
- *Caring for a colleague*
- *It's okay to cry*
- *Pain management for addicted patients*
- *What I have learned from my patients*

Evaluation Results

Participants report:

- **New ideas and strategies** for challenging patient situations – 87%
- **More compassion** for patients and families – 84%



Impact on Teamwork



Schwartz Rounds session at Harvard Vanguard
Medical Associates, Cambridge, MA

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

Institutional Benefits

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



2012 Regional Meeting, Boston

Additional Benefits

- CMEs for physicians (risk management in Massachusetts)
- CEUs for nurses, social workers and chaplains
- Schwartz Rounds included in Joint Commission toolkit for meeting patient safety goals
- Schwartz Rounds enhances clinician well-being and resiliency

Staffing the Program

Physician Leader

- Leads the program as a compassionate care champion
- Gains support from member senior leaders and physicians

Facilitator

- Prepares the panelists
- Leads discussion and summarizes salient points
- Redirects discussions as needed and keeps participants focused on social and emotional aspects

Administrative Coordinator

- Handles administrative logistics (e.g., secures meeting room, arranges for microphones, collects evaluation forms)
- Promotes Schwartz Rounds attendance within organization

Staffing the Program (cont.)

Planning Committee

- Multidisciplinary team of 8-12 members
- Includes physician leader, physicians, nurses, social workers, case managers, patient safety or quality officers, chaplains, and others
- Publicizes the program prior to launch, creates awareness throughout institution, and meets on an ongoing basis to assess sessions and plan ahead
- Selects cases and invite caregivers to present

Membership Benefits


- Schwartz Rounds training/orientation at an existing member site with a Member Experience Advisor
- A consultation visit at your site within your first year and once every 3 years
- Ongoing phone consultations with one of our Member Experience Advisors
- Materials to build support and encourage attendance
- Periodic Facilitation Workshops and Regional Gatherings
- Internet resources for Rounds leaders



Regional Meeting, Chicago



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What's Happening

Register for our Boston Thought Leadership Breakfast

Join us for a discussion on "Telehealth and Compassion: Opportunities and Challenges to Improve Quality, Access and the Caregiver-Patient Relationship," featuring a diverse panel of perspectives on how telehealth can be used to enable the delivery of effective and compassionate care while also increasing access and even lowering costs. We will also discuss potential challenges facing telehealth, ranging from quality to...

Schwartz Rounds & Membership

More than 400 health care organizations are Schwartz Center healthcare members and conduct Schwartz Rounds™ to bring doctors, nurses and other caregivers together to discuss the human side of healthcare. Join today!

Compassion in Practice Continuing Education


Compassionate, collaborative care (the "Triple C") is an innovative framework that can improve quality, enrich the...

Our Supporters

Learn how our **National Business Members** and **National Compassionate Care Circle donors** are helping to protect and preserve compassionate healthcare across the country.

About the Schwartz Center

We are a national nonprofit leading...



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Membership Benefits

1. Training and Education

- **Orientation and Training** to initiate and enhance Schwartz Center Rounds®
- Schwartz Center Rounds **facilitation workshops**
- *Compassion in Action* **webinar** series
- Educational **seminars and conferences** on teaching, measuring and delivering compassionate care

2. Support

- **Site visit** from a Schwartz Center to observe Rounds sessions and offer feedback and guidance
- **Office Hours** webinars

3. Community of Compassionate Care Leaders


- Regional meetings for Rounds leaders, facilitators and planning committee members
- Member Community **website** and the opportunity to communicate online with Schwartz Center members


4. Innovation

- Invitations to Schwartz Center Thought Leadership Events
- Updates on advances in the delivery of compassionate care

5. Recognition as an Organization that Values Compassion

- Schwartz Center **member badge and logo** for your website
- Public recognition as an organization committed to compassionate care



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Schwartz Center Membership Fees

One-Time Initiation Fee	Annual Membership Fee
<p>\$7,500 per site</p> <p>Initiation fee covers training, consulting support and materials necessary to launch the Schwartz Rounds program Also includes first year annual fee</p>	<p>\$2,700 per site</p> <p>Each site requires separate membership</p>

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Schwartz Rounds Benefits

According to interviews with senior leaders at 35 U.S. hospitals, organizations that place a high priority on compassion benefit from:

- Higher job satisfaction, lower staff turnover & higher retention
- Recruitment of more highly qualified staff
- Greater patient loyalty
- Shorter lengths of stay & lower rates of re-admission
- Better health outcomes

Source: "Building Compassion Into the Bottom Line: The Role of Compassionate Care and Patient Experience in 35 U.S. Hospitals and Health Systems." A Schwartz Center for Compassionate Healthcare White Paper, March 2015.

In Caregivers' Own Words...

"There is more heart in what we do with patients...the connections are deeper, we are less afraid of difficult topics. Since we know there is support for us in the institution, we're willing to take more risks."

"Rounds are a place where people...are willing to share....their vulnerability, to question themselves. Rounds are an opportunity for dialogue that doesn't happen anywhere else in our institution."

Immediate Next Steps



Regional Meeting, Boston

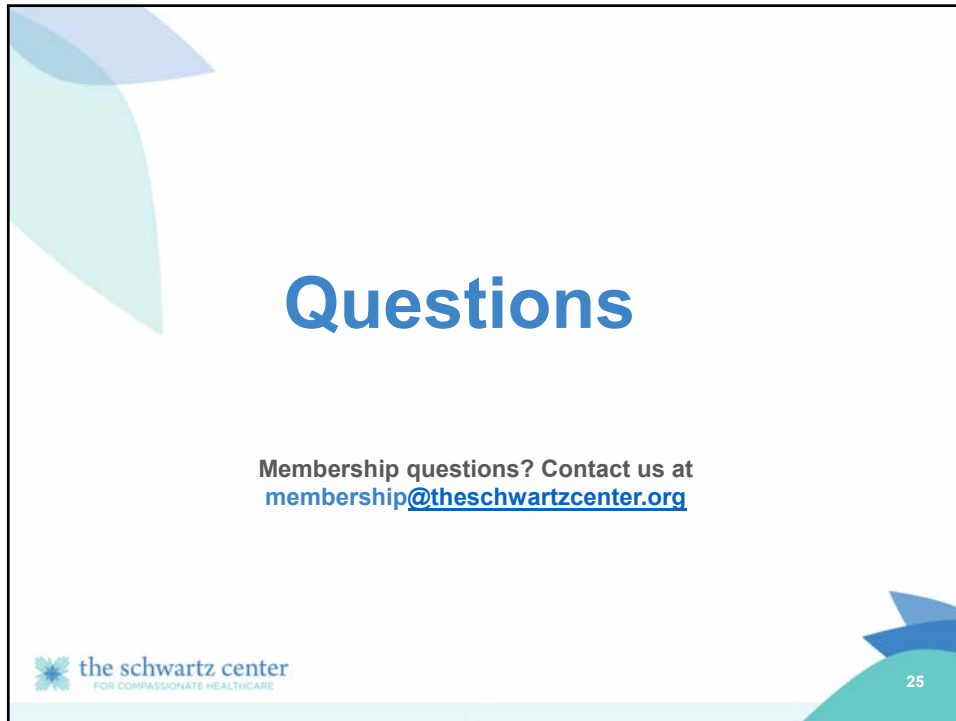
1. Confirm support of senior leadership
2. Recruit a physician leader
3. Sign Schwartz Center membership agreement
4. Recruit a facilitator and an administrative coordinator
5. Develop a multidisciplinary planning committee

In Conclusion

***“In the end, a health system that gives
compassionate care is a health system
that is giving safe and high-quality care.
It’s a health system that’s giving good
value for the resources that are expended”***


Harvey Fineberg, MD, PhD, President

Institute of Medicine, 2002-2014



Questions

Membership questions? Contact us at membership@theschwartzcenter.org

 the schwartz center
FOR COMPASSIONATE HEALTHCARE

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The slide features a white background with abstract blue and teal leaf-like shapes in the top-left and bottom-right corners. The word "Questions" is centered in a large, bold, blue font. Below it, the contact information is provided in a smaller, black font, with the email address underlined and in blue. The Schwartz Center logo and name are in the bottom-left, and the number "25" is in the bottom-right.



Thank you!

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The slide features a white background with large, abstract blue and teal shapes. The text "Thank you!" is centered in a large, bold, white font. The Schwartz Center logo and name are in the top-right corner.