



the schwartz center

FOR COMPASSIONATE HEALTHCARE

Guidelines & Questions for Schwartz Rounds Panelists: *“How can I help you tell your story?”*

1. Try to limit your remarks to 3 to 5 minutes each.
2. Focus more on your own personal responses to the case than on the case itself. Feel free to make frequent use of the first person singular (I or me.) While focusing on our own subjective self-observations runs counter to our training, it enables Schwartz Rounds to open up the conversation about compassionate caregiving.
3. When referring to your own emotions, use feeling words (e.g., joyful, sad, angry, hurt, guilty, fearful, anxious, relieved, grateful, confused, exhilarated, or hopeful.) Note: if you begin a statement with the words “I feel like” or “I feel that,” the words that follow will express a thought rather than an actual feeling.
4. How did this case affect you when events took place? How did it affect you later in the day or week? What was the longer-term impact? How did it affect life away from work?
5. What was most important about this case for you personally? What challenged you most about it? What ethical issues surfaced?
6. How has this case impacted your work with other patients and families? How has it affected what your relationships with treatment team members and other caregivers?
7. How did this case affect your sense of your work being a vocation?
8. As a result of this case, have you experienced any symptoms of secondary traumatic stress or burnout? If so, what has helped you recover thus far?
9. How did this case affect your level of compassion for other patients/families?
10. In big picture terms, what have you come away with from this case?
11. What are some personal and professional insights that you can offer us?
12. Tell your story, share some descriptive details, describe what you saw, heard, or smelled, and let the drama unfold. Allow us to walk in your shoes and feel what you felt during those trying times.