



the schwartz center  
FOR COMPASSIONATE HEALTHCARE

# Inviting Patient and Family Stories into Schwartz Rounds

An Office Hours  
Webinar

*February 5, 2019*

# Today's Agenda

- Welcome
- Inviting Patient & Family Stories into Schwartz Rounds
- Comments/Q&A

# Your Host Today



Stephanie Adler Yuan, MS  
Director of Training & Education  
The Schwartz Center for Compassionate  
Healthcare

# POLL





**Remember:  
The guiding principle of  
Schwartz Rounds is  
always staff support.**

# Inviting Patient & Family Member Panelists

## Pros


- Restores patient voice/agency in their story
- Opportunity for new staff insight re: patient/family experience
- Possibility of team seeing their care in new light
- Celebration of compassionate caregiving from a key stakeholder
- New Schwartz Rounds “flavor”

## Cons

- Staff response may be unpredictable
- Risk decentering staff experience

# Key Considerations

- Organizational readiness
  - Have completed 6+ Schwartz Rounds sessions
  - Solid participant understanding of the purpose of Schwartz Rounds
- Appropriateness of case
  - Broadly relatable, interdisciplinary
  - Opens up conversation in a new way
- Appropriateness of panelist
  - Understands *and is aligned with* purpose of Schwartz Rounds
  - Willing to spend time preparing with Facilitator
- Facilitator readiness
  - Familiar with case
  - Comfortable with panelists



**Remember:  
Panelist preparation is  
essential – especially  
where patients and  
family members are  
concerned.**



# Preparing Your Panelists


- Purpose of Schwartz Rounds
- Role of panelists
  - Use of first person
  - Speaking 3-5 minutes
  - Staying in social-emotional realm
- Speaker order
- Nonverbal cues
- Comfort level with public speaking
- Address any questions/concerns

# Special Considerations for Patient/Family Panelists

- Express gratitude for their gift of participation – both their story and their time.
- Ensure the *purpose* of that gift is made clear, i.e., WHY we have invited them.
- Ensure they are comfortable with co-panelists.
- Reach out in writing before you meet, to allow them time to process the purpose of Schwartz Rounds, expectations about their participation, and logistical details like parking and building access.
- Follow up to thank them and ask about their experience, and provide additional support if needed.

# Red Flags

- Too recent: 6-month rule
- Legal involvement
- Service recovery/quality involvement
- Case involved patient or family member anger/aggression towards staff
- First discussion of extreme trauma/tragedy for staff or family member
- Sometimes: ethics involvement



**Consider:  
Some examples from  
member institutions.**

## Case 1

- Liver transplant patient treated at large academic medical center
- Served on panel alongside hepatologist, social worker, and wife as family caregiver
- Patient shared personal film he had made depicting transplant journey
- Patient's wife expressed gratitude for kindness of staff; explained personal challenges and sacrifices

Outcome: Participants were shy about sharing their own experiences and instead focused on necessity of organ donation and requested additional education about organ donation from organizational leadership.

## Case 2

- Brother of critically ill patient who had died six months prior after a long admission at a small community hospital
- Served on panel alongside patient's surgeon
- Focused on the relationship between brother as family caregiver and staff

Outcome: Introduced new insight about the possibilities for meaningful connection between physician and family; allowed other staff involved in care to see a “difficult” patient in a new light and receive gratitude from his family.




# Tools & Resources for Your Team

# Our Online Member Community



← → ↻ ⓘ Not Secure | www.theschwartzcenter.org ☆

 **the schwartz center**  
FOR COMPASSIONATE HEALTHCARE


Search The Schwartz Center 🔍

ABOUT US | EVENTS | PRESS/VIDEOS | HEALTHCARE MEMBER LOGIN

SUPPORTING CAREGIVERS ▾ | PARTNERING WITH PATIENTS ▾ | REDEFINING QUALITY CARE ▾

*Congratulations*

**TERRY STANCIN, PHD, ABPP**  
Recipient of the 2018 National Compassionate Caregiver of the Year Award

 *20th Anniversary*  
National Compassionate Caregiver of the Year Award

**Terry Stancin, PhD, ABPP**  
Meet the recipient of our National Compassionate Caregiver of the Year Award!

Learn More >>

JOIN | DONATE

**THE COMPASSION IN ACTION**  
HEALTHCARE CONFERENCE

**LEARN MORE**


8-10 SEPT. 2019  
BOSTON, MA


Our Supporters



# Member Tools & Resources

← → ↻ ⓘ Not Secure | www.theschwartzcenter.org/members/ ☆ 🛑 🔄 📺 🌐 ⋮

 **the schwartz center**  
FOR COMPASSIONATE HEALTHCARE



Search Member Community 🔍

✉ CONTACT US 🌐 MAIN SITE ↪ LOG OUT

## Member Community

MEMBERSHIP ▾	SCHWARTZ ROUNDS® ▾	EDUCATIONAL PROGRAMS ▾	INNOVATION ▾	MATERIALS
--------------	--------------------	------------------------	--------------	-----------

Welcome to the Schwartz Center Healthcare Member Community where you can find news and resources on member benefits, educational programs, continuing education opportunities and events that support clinician well-being, enhance the quality of care and enable better outcomes and create a more positive and rewarding experience for all members of the care team, patients and families.

**Most Popular Pages**

1. Member Benefits
2. Facilitation Video Modules

# Member Tools & Resources

- For Your Panelist:
  - Schwartz Center Website/YouTube Channel
  - Schwartz Rounds Brochure
- For your team:
  - Selecting & Preparing Your Panel
  - Schwartz Rounds FAQs: “Families as Educators”
- Schwartz Center Facilitation Workshops

*& Your Friendly Member Advisors:*

Kathy Scopin: [kscopin@theschwartzcenter.org](mailto:kscopin@theschwartzcenter.org)

Stephanie Adler Yuan:

[sadleryuan@theschwartzcenter.org](mailto:sadleryuan@theschwartzcenter.org)

# POLL



Use the “Questions” pane on your screen to ask questions or share comments.



the schwartz center  
FOR COMPASSIONATE HEALTHCARE

Thank you

[www.theschwartzcenter.org](http://www.theschwartzcenter.org)