



the schwartz center
FOR COMPASSIONATE HEALTHCARE

Inviting Patient and Family Stories into Schwartz Rounds

An Office Hours
Webinar

Februrary 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

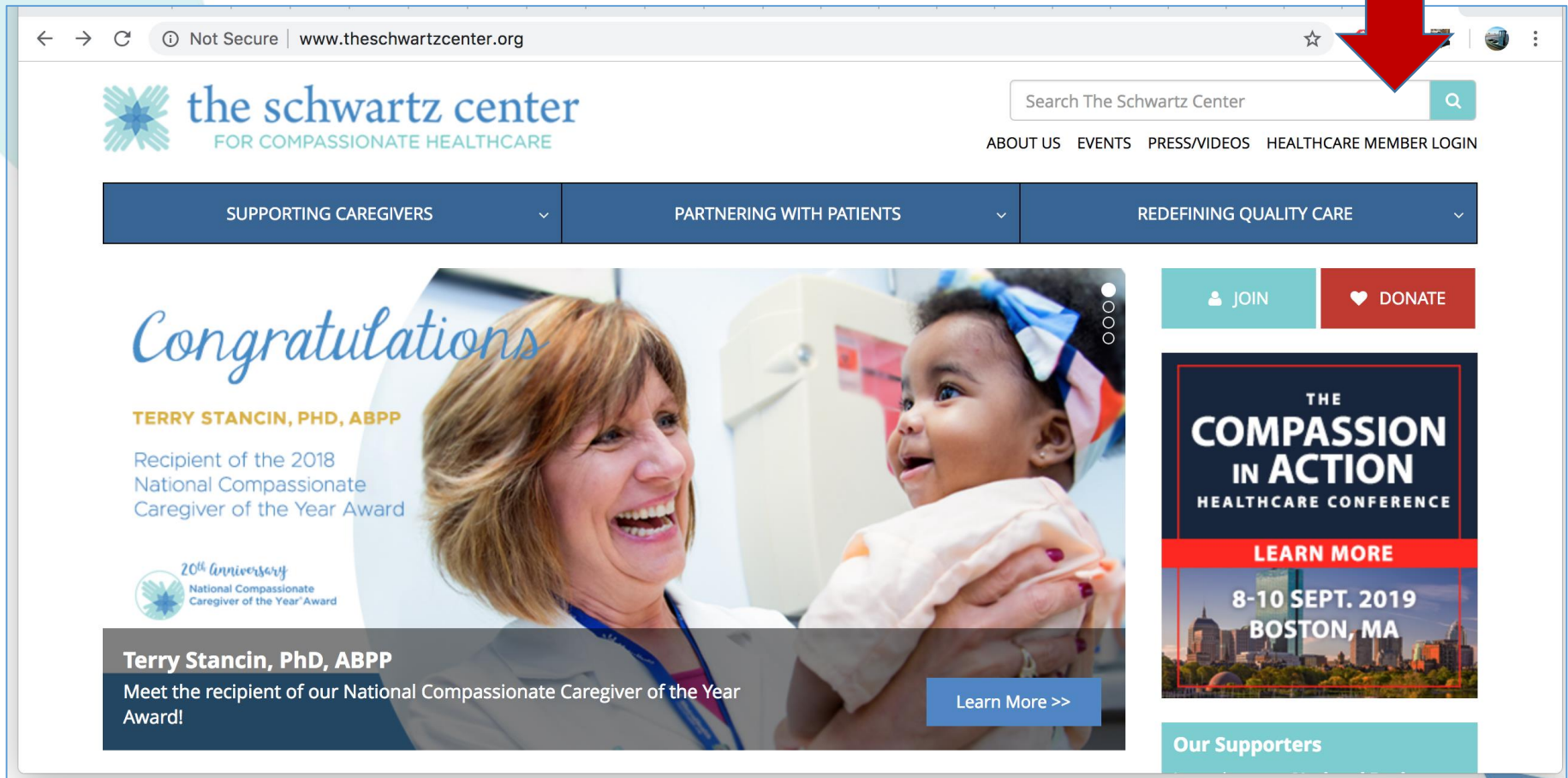
Outcome: Introduced new insight about the possibilities for meaningful connection between physician and family; allowed other staff involved in care to see a “difficult” patient in a new light and receive gratitude from his family.



Tools & Resources for Your Team




Our Online Member Community



The screenshot shows the homepage of the Schwartz Center for Compassionate Healthcare. A large red arrow points to the top right corner of the browser window. The website features a navigation bar with links for ABOUT US, EVENTS, PRESS/VIDEOS, and HEALTHCARE MEMBER LOGIN. A search bar is located in the top right. The main content area includes a congratulatory message for Terry Stancin, PhD, ABPP, recipient of the 2018 National Compassionate Caregiver of the Year Award. A sidebar on the right promotes 'THE COMPASSION IN ACTION HEALTHCARE CONFERENCE' scheduled for 8-10 Sept. 2019 in Boston, MA, with a 'LEARN MORE' button. Below the conference promotion is a section titled 'Our Supporters'.

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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

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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 life 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

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





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Thank you

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