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
Member Tools & Resources

Member Community

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
  Stephanie Adler Yuan: sadleryuan@theschwartzcenter.org
POLL
Use the “Questions” pane on your screen to ask questions or share comments.
Thank you

www.theschwartzcenter.org