



the schwartz center
FOR COMPASSIONATE HEALTHCARE

Sustaining Your Schwartz Rounds® Program

An Office Hours
Webinar

June 19, 2019

Today's Agenda

- Welcome
- Sustaining Your Schwartz Rounds Program
- Your Questions & Comments

Your Hosts Today



Stephanie Adler Yuan, MS

Director of Training & Education

The Schwartz Center for Compassionate Healthcare

Kathy Scopin, BSN, PHN, RN

Member Experience Advisor

The Schwartz Center for Compassionate Healthcare

POLL

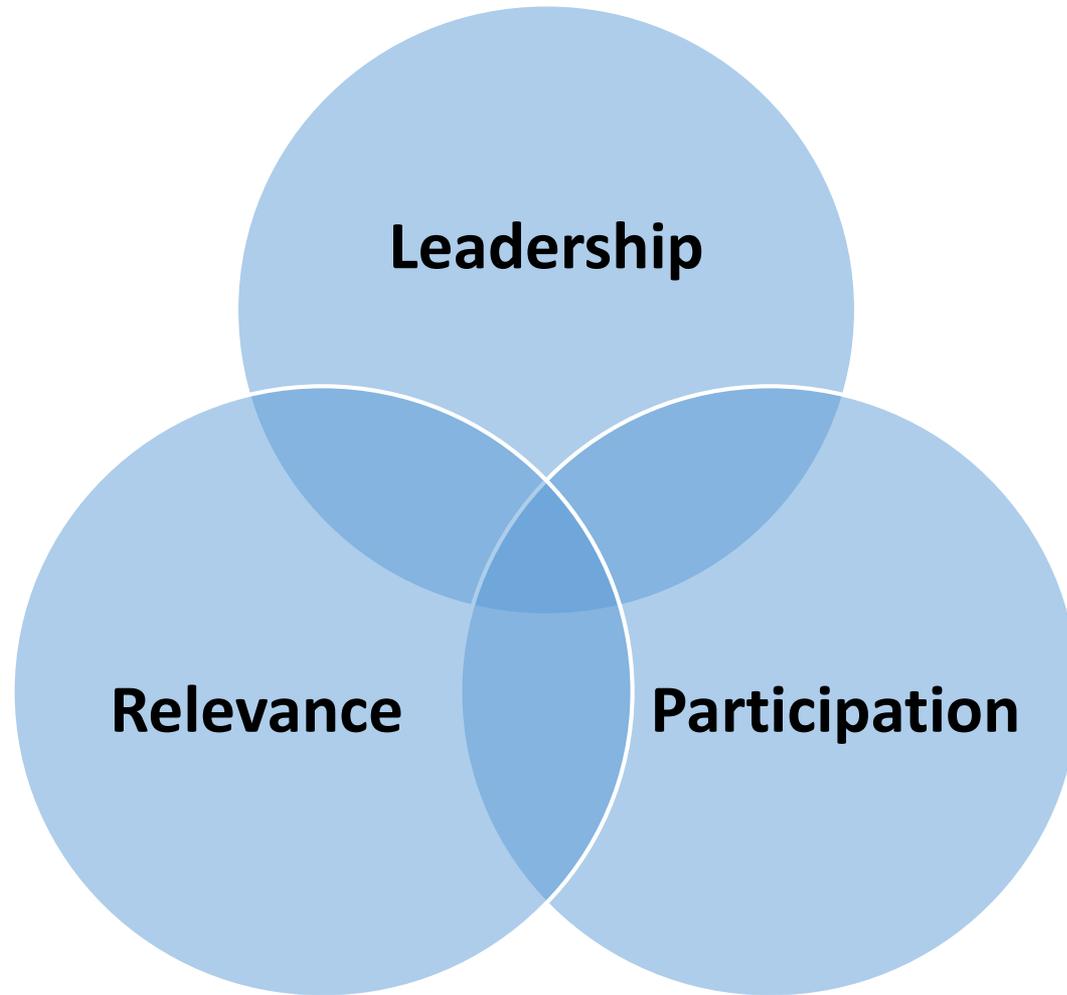


Good Questions

Our facilitator is leaving...
Everyone is too busy to be a panelist...
We've been going five years and need new ideas...

WHAT CAN WE DO?

Sustaining Schwartz Rounds



Sustaining Leadership

How can we keep our leaders and our committee members engaged over time and through leadership transitions?

Sustaining Leadership: Planning Ahead

Conduct annual or semi-annual Schwartz Rounds Planning Committee “retreats” to plot out your program roadmap for the year

- Anticipate organizational/program leadership changes
- Map out outreach plan for Rounds
- Prioritize cases/topics/issues for year’s Schwartz Rounds discussion
- Consider Schwartz Center resources and educational opportunities
- Follow up with your MEA

Sustaining Leadership: Engaging Your Committee

- Develop a Schwartz Rounds mission statement
- Create a Planning Committee charter
 - Define roles
 - Define terms of service
- Seek ways to make committee service meaningful as an experience
- Cultivate a Schwartz Rounds leadership/facilitation pipeline
- Delegate the work
- Practice gratitude and recognition

Sustaining Participation

Our Schwartz Rounds attendance numbers fluctuate wildly: How can we sustain widespread participation while also engaging nurses and physicians?

Sustaining Participation: Panelists

- Educate prospective panelists about Rounds
- Be “panelist-centered:” Make it work for them
- Capture and incorporate past panelist feedback
- Look to the Planning Committee:
 - Tentacles
 - Street team
 - Reality check

Sustaining Participation: Participants

Ask yourself: Which groups are you struggling to reach?

- Nurses-> CNO, Magnet project leader, nurse managers
- Physicians -> CMO, department heads, explore CME
- Other-> Managers, decision makers

Consider your choice of cases and topics.

Sustaining Relevance

How can we keep Schwartz Rounds relevant in a way that generates hospital-wide interest?

Sustaining Relevance: Keeping It Up

- Revisit that Planning Committee
- Consider new sources of cases and topics
- Check your emotions
- Pound the pavement
- Reach out to organizational and department leadership
- Partner with marketing/HR/professional development to put a communications calendar in place
- Build Rounds into orientation

Sustaining Relevance: Playing It Safe

Take care when considering:

- Cases involving current admissions
- Cases with pending litigation or other open investigations
- Traumatic cases occurring within the last six months
- Panelists who've experienced recent trauma
- And if you aren't sure, call us!

Please share!
How do YOU sustain your
Schwartz Rounds?
Use the chat box to share with
the group.



Tools & Resources for Your Team

Our Online Member Community



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



Terry Stancin, PhD, ABPP
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Member Community

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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

- Online Resources:
 - Schwartz Rounds Facilitation Video Modules
 - Ideas for Enhancing Your Program> Schwartz Rounds Topic Ideas
 - Past Office Hours webinars
- Educational Opportunities
 - Schwartz Center Facilitation Workshops
 - Compassion in Action Conference
 - Coming in 2020: Online facilitator training, Schwartz Rounds Everywhere



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8-10 September 2019 | Boston, MA

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And of course...

Your Friendly Member Advisors

Kathy Scopin:

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Stephanie Adler Yuan:

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



Before we go...

Show us your Schwartz Rounds.

Email:
membership@theschwartzcenter.org
Or call: 617-294-9156



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Thank you

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