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
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

Leadership

Relevance

Participation
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

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!
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

• 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
And of course...

Your Friendly Member Advisors

Kathy Scopin: kscopin@theschwartzcenter.org

Stephanie Adler Yuan: sadleryuan@theschwartzcenter.org
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
Thank you

www.theschwartzcenter.org