The MEA Is In: Answers to Your Questions About Schwartz Rounds

An Office Hours Webinar

May 9, 2019
Our Agenda

• Welcome
• The MEA Is In: The Floor Is Yours
• Tools & Resources for Your Team
• Further 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
Planning
Your Questions

What’s your “elevator speech” for educating leaders and non-clinical staff about Schwartz Center Rounds?
How can we sustain momentum for our Planning Committee?
What are the best ways to distribute and use Schwartz Rounds evaluation forms?
Your Questions

What are some topic ideas for Schwartz Rounds?
Attendance & Participation
When is the best time of day/week for Schwartz Rounds?

Is moving the Rounds time from month to month advisable?
Often we have an excellent case but nurses can’t join the panel because they're busy caring for patients. We even lost two panelists at one Rounds because the hospital census was very high.

What can we do?
Your Questions

Our facility has wonderful physician involvement. But I’m concerned that we often don't have diverse enough panels.

What can we do?
Your Questions

How can I get the foot soldiers who need it most to Schwartz Rounds?

Has anyone tried bringing Schwartz Rounds to a unit meeting setting?
Facilitation
How can I foster comfortable participation in Schwartz Rounds discussions given all the different “levels” in the room?
Your Questions

What do I do when nobody wants to talk?

Do you ever have prepared questions for panel in case group discussion is quiet?
Do you ever provide a small educational component to Schwartz Rounds – such as how to have end of life discussions with patients, or resources for support for staff?
What are some facilitation tips?
POLL
Tools & Resources for Your Team
Our Online Member Community
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.
And of course...

Your Friendly Member Advisors:
Kathy Scopin: 
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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