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FOR COMPASSIONATE HEALTHCARE

Overcoming Facilitation Challenges – Schwartz Rounds™

*Office Hours Webinar
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Featuring:



Robin Hasenfeld, PhD
Psychologist, Member Experience Advisor,
The Schwartz Center for Compassionate Healthcare



Chris Orlen, RN, BS
Director of Case Management and Social Work,
Schwartz Rounds Co-Facilitator
Cooley Dickinson Hospital



Jeff Harness, MPH
Director, Community Health and Government Relations,
Schwartz Rounds Co-Facilitator
Cooley Dickinson Health Care



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Today's topics

1. Overview Schwartz Rounds Facilitation & Challenges
2. Challenges:
 - Managing silence
 - When discussion becomes too academic/medical
 - A long winded speaker
 - When people judge
3. Featured guests: Jeff Harness and Chris Orlen,
Co-Facilitators, Cooley-Dickinson Hospital, Northampton, MA
Open questions/comments



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Schwartz Rounds Facilitation

- Create an environment of safety and openness
- Encourage participation and interaction
- Help participants discuss the human side of medical care
- Establish a level playing field
- Support people who talk from the heart
- Keep the discussion going
- Model the behaviors of compassionate caregivers



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The Introduction – creating a Schwartz culture

- Describe the purpose of the Rounds
- Listen and reflect
- Non-judgment zone
- No problem solving
- There is no right or wrong
- The more participation the better
- Be curious
- Delve into the complexities of relationships with patients, families and coworkers
- 'What happens in Schwartz, stays in Schwartz'

Managing silence

- Distinguish 'thoughtful' silence from stuck silence
- Acknowledge the silence – “let’s pause for a minute”
- Comment on the silence – “what does the silence mean for you?”
- Come with questions of your own derived from presenter preparation
- Help people re-engage
- Use humor

Discussion becomes too academic/medical

- Ask questions that re-direct participants to the experience
- Remind participants about the purpose of the Rounds – “You’ve got some great suggestions. Let’s return to talking about the emotional impact of the situation.”
- Address defaulting to “academic comfort zone” and challenge people to speak about emotional reactions

Long winded speaker

- Respect and guidance
- Ask for a summary “so people can respond to your comments”
- Use body language signals– stick a hand out for the mic
- Be direct. “Let’s hear about how other people are reacting to this situation.”

When people judge

- Comments may seem judgmental: “Why didn’t you involve the family sooner?”
- Protect your speaker and the integrity of your group
 - Reframe - “*Is this a way of understanding?*”
 - Comment about the passion behind the statement
 - Remind participants about SR being a place for reflection/discussion
 - Ask about different perspectives - “*Let’s hear from everyone*”
 - Reinforce the non-judgmental nature of SR
 - Bring the disagreement to the surface
 - Remind people that there is no right or wrong



Questions???



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For further information please feel free to contact
membership@theschwartzcenter.org