Overcoming Facilitation Challenges – Schwartz Rounds™

Office Hours Webinar
June 6, 2016

Featuring:
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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

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
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???

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