Set for Success: Building a Robust Schwartz Rounds™ Program

Office Hours Webinar

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Moderator

Pamela Mann, MSSA
Director of Programs and Rounds Training
The Schwartz Center for Compassionate Healthcare
Audience Reminders

• You may submit a question by typing it into the Question and Answer pane at the right of your screen at any time.
• Respond to audience polls by selecting the response that best represents your situation.
• We value your feedback! Please complete our electronic survey following the webinar.
Featured Speakers

Pamela Mann, MSSA
Director of Programs and Rounds Training
The Schwartz Center for Compassionate Healthcare

Stephanie Adler Yuan, MS
Member Experience Advisor, Mid-Atlantic
The Schwartz Center for Compassionate Healthcare

Jan McDonnell, MD, CPC
Schwartz Rounds Facilitator
St. Agnes Hospital
Baltimore, MD
Polling Question 1
Polling Question 2
Today’s Topics

1. Planning Committees 101
2. Spreading the Word About Rounds
3. Selecting Cases & Topics
4. Featured Member: St. Agnes Hospital
5. Questions
Planning Committees 101

The Schwartz Rounds Planning Committee:

• Has 8 to 12 members

• Is interdisciplinary: Includes physicians, nurses, social workers, case managers, patient safety or quality officers, patient services, residents, comms/marketing, HR, pastoral care, and others

• Meets regularly to select cases/topics for Rounds and debrief on past Rounds
Selecting Your Planning Committee

• **Diverse**: Across professions, hospital units/floors, tenure at your organization
• **Connected**: Eyes open, ears to the ground
• **Committed**: Embody the compassionate care you’re working to cultivate
• **Charismatic**: Will bring colleagues in to the Schwartz fold
Putting Your Planning Committee to Work

• Set regular meetings
• Make expectations clear
• Committee members should:
  • Suggest cases & topics
  • Recruit panelists
  • Bring colleagues to Rounds, spread the word
  • Attend Rounds prepared to model meaningful participation
Spreading the Word

• Connect with your Communications/Marketing team
• Use communications tools already in place
  • Screensavers
  • Flyers
  • Posters
  • Email
  • PA System
• Connect with Education office
• Think about defining rituals around Schwartz Rounds
Spreading the Word: Timeline

Before Rounds

• Reach out to communication/marketing/CE department
• Introduction at staff or department meetings.
• Reach out to department heads 1:1.
• Via Planning Committee

During Rounds

• Explain purpose/ground rules during introduction to Rounds.
• Express appreciation to panelists, participants.
• Encourage participants to continue conversations.

After Rounds

• Thank panelists and senior leaders for participating.
The Schwartz Center for Compassionate Healthcare has partnered with St. Vincent’s Health Care.

Q. What is the Schwartz Center Rounds® Program?
Ans. Schwartz Center Rounds bring caregivers from multiple disciplines together on a regular basis to discuss the most challenging, emotional and social issues they face caring for patients.

www.theschwartzcenter.org
Spreading the Word: Sample Table Tents

Attendees will be eligible for 1 hour of credit for CME or CEU.

The Schwartz Center for Compassionate Healthcare is pleased to present:

“Caring for a Loved and Respected Colleague

Our next Schwartz Center Rounds will be held on Thursday, August 22nd at 12:30 pm to 1:30 pm (Lunch will be provided at 12:00 pm) in the SVR - Terry Conference room.

Open to all associates and locations. Please join us!

St. Vincent’s HealthCare
Spreading the Word: Sample Flyers
Selecting Cases & Topics

A good Schwartz Rounds...

- Is emotionally resonant
- Involves multiple disciplines/perspectives
- Provides an opportunity to address an issue that’s not often discussed
- Inspires participants to share their own experiences
- Highlights instances of compassionate care and/or barriers to providing compassionate care
Sources of Cases & Topics

• Rotate through departments/units
• Consider cases with outside involvement
• Consider cases that highlight contributions of support staff
• Align with the strategic priorities of your organization
• Use a “suggestion box”
• Think about who has knowledge of a broad swath of cases:
  • Ethics Committee
  • Patient Experience
  • Pastoral Care
  • Etc.
Set for Success: SCCH Tools & Resources
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- SCCH Member Community Website
  - Topic list
  - Archived webinars
  - Flyer template
- Sample Planning Committee Charter/Agenda (Member Experience Advisor)
- Sample Marketing Materials (MEA)
- Schwartz Center Facilitation Workshops
- Webinars:
  - Office Hours
  - Compassion in Action
- Your Member Experience Advisor
Featured Member
Schwartz Rounds at St. Agnes: A Good Start

- Physician buy-in
  - Initiated by MD, funded by MD practice group
  - Residency Program directors on board
  - CEUs
- Leadership Team
  - MDs: Medicine, Psychiatry
  - Mission: VP Mission, Chaplain
- Planning Committee
  - Multidisciplinary
  - Charter
A Good Start, continued

• RN buy-in more difficult
  • Time, understanding of purpose
  • RN CEUs essential

• Select 3-4 cases before you begin
  • Assign specific duties

• Advertise far in advance
  • Early, often, use all media

• Rehearse with panelists
  • Assume they haven’t attended rounds
  • Together is best, but go to them if needed
  • Overemphasize 2-3 minutes
Make a Good Impression

- Lunch
- Introduction
- Rules
  - Closed doors
  - Brevity is the soul of wit. (Hamlet 2.2)
  - Hand over heart
- Case presentation
  - Brevity is the soul of wit.
- Plant?
Facilitator

- Go to SR training!
- Silence is golden
- When in doubt, repeat or summarize
- Be prepared for the talkers
- Leave the last 5-10 minutes to bring things back up
- We are here to look out for each other.
First Topics

• Difficult decisions: when patient and family disagree at end of life
• When patients don’t adhere to treatment plan
• First do no harm: coping with medical errors
• The violent patient
• Handling bad news
• Coping with the drug-addicted patient
• The good stuff: what keeps us going
Issues

• Didactic session vs. debrief?
• Timing: why are we scrambling every month?
• Committee: where are you all?
• Marketing: administrative barriers, late awareness of need to be more pushy
• Confidentiality: two stories
Questions
Thank you