



the schwartz center
FOR COMPASSIONATE HEALTHCARE

AT A GLANCE

IN TODAY'S FAST-PACED HEALTHCARE ENVIRONMENT, crowded with competing priorities, the human connection is too easily overlooked, causing caregivers to burn out and patients and families to suffer. Through innovative programs, education and advocacy, the Schwartz Center for Compassionate Healthcare supports healthcare workers so that they can provide compassionate care to patients and families. The caregiver experience drives the patient experience, and compassionate, collaborative care can help reduce burnout experienced by healthcare workers, improve clinical outcomes, and optimize bottom line performance.

Health workers are exhausted, stretched thin and burned-out at best—and at worst are anxious, depressed and suffering from traumatic stress, which is causing hospitals and health systems to experience unprecedented staffing shortages. These shortages directly impact an organization's financial stability, patient safety, and the quality of each patient interaction.

The numbers are staggering:

- 60% of health workers are experiencing burnout
- Over 145,000 healthcare workers left their professions between 2021-2022
- 44-48% greater odds of self-reported medical errors due to physician burnout
- 62% higher likelihood of medical errors among nurses with poor mental health
- Expenses for contract labor increased over 200% between 2019 and 2022, and labor expenses per patient increased by about 25%

WHO WE ARE

The Schwartz Center provides training and educational programs to prevent burnout, decrease stress and isolation, and support mental health and well-being for healthcare workers across the globe. We partner with hospitals, health systems, and other healthcare organizations to ensure health workers have the skills, space, and peer-to-peer support they need to stay healthy and patient-focused. Schwartz Center members rely on our programs to maintain their resilience, humanity, and compassion in the face of trauma, capacity strain and staffing shortages.

WHAT WE DO

We drive innovation, results, and the national conversation in promoting and preserving compassionate healthcare in three major ways:

Programs & Support

- A suite of **targeted programs** to address mental health and well-being and build peer-to-peer support
- Ongoing **education and webinars** featuring leading experts and practitioners in the field
- **New programs in development** to continuously meet our members' needs

Research & Thought Leadership

- **Research and white papers** on issues impacting compassionate care at the caregiver/patient and system-wide level
- **Measurement tools** such as the Schwartz Center Compassionate Care Scale® to drive outcomes research and impact assessments

Recognition & Community

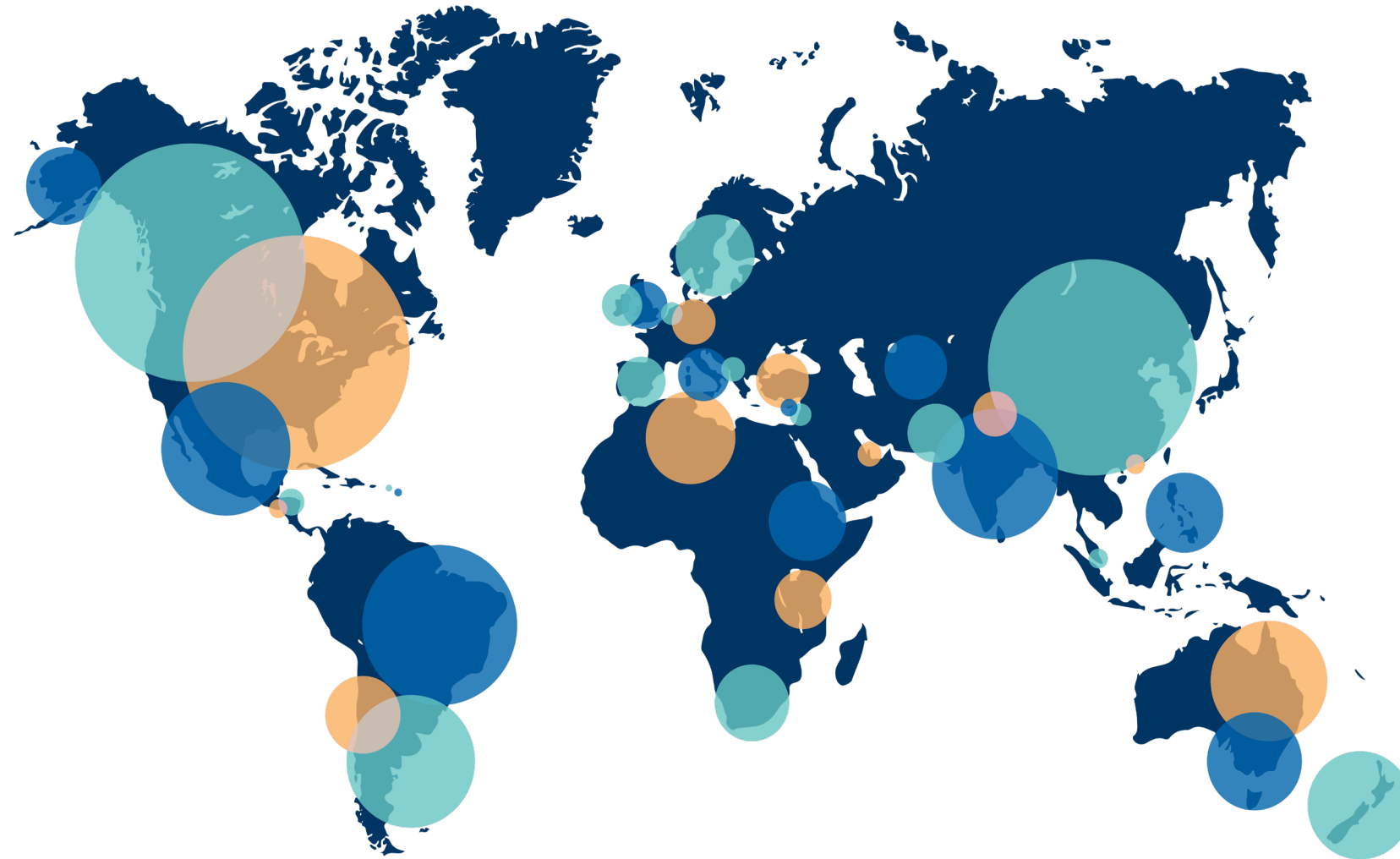
- **National Compassionate Caregivers of the Year® Award** to recognize individuals from all disciplines for their extraordinary compassion
- **Corman IMPACT Honors** award to recognize programs created by our members to promote compassionate care
- **Annual conference** to share research and foster connection in the healthcare community

OUR FLAGSHIP PROGRAM

Developed more than 25 years ago, Schwartz Rounds® is an evidence-based program that makes a unique contribution to organizational culture and allows for a structured interdisciplinary conversation about some of the most complex and compelling dilemmas that healthcare workers face. Case- or topic-based sessions are offered in-person or virtually, incorporate trauma-informed facilitation, and involve both panel and broad discussion for all participants. They are open to everyone within the organization and are often cited as the most impactful programs caregivers lead and attend each year.

OUR REACH

Our programs and resources are utilized by caregivers across the country and around the world.



OUR HISTORY

In November 1994, Ken Schwartz was diagnosed with advanced lung cancer at the age of 40. During his illness, Ken came to realize that what matters most is the human connection between patients and their caregivers. Just days before his death in 1995, Ken founded the Schwartz Center to encourage the sorts of caregiver-patient relationships that made all the difference to him. Almost thirty years later, the Schwartz Center operates its programs across the country and around the globe.

OUR IMPACT

We know that strengthening compassionate care has a significant impact:



ON PATIENTS

Greater clinician empathy and compassion **improves patient outcomes**, including:

- Shorter duration and lower severity of symptoms
- Reduced depression and anxiety
- Enhanced quality of life and survival in cancer patients
- Improved control of diabetes with reduced hospitalizations
- Reduced frequency of PTSD after a critical illness
- Reduced malpractice claims



ON CAREGIVERS

Programs that support healthcare workers **significantly impact caregiver well-being** and mental health, including:

- Decreases in psychological distress and feelings of isolation
- Increases in feelings of compassion and empathy toward patients and greater capability to respond to patient needs
- Improvements in teamwork and communication with colleagues resulting in more coordinated, peer-supported, patient care



ON ORGANIZATIONS

Organizations that support healthcare workers **incur lower expenses** due to lower rates of caregiver burnout and staff shortages:

- Studies show the cost of replacing a nurse is \$40,000-\$50,000 and \$500,000-\$1,000,000 to replace a physician
- Healthcare organizations that invest in Schwartz Center programs stand to save an average of \$325,000 annually due to reduced turnover from burnout

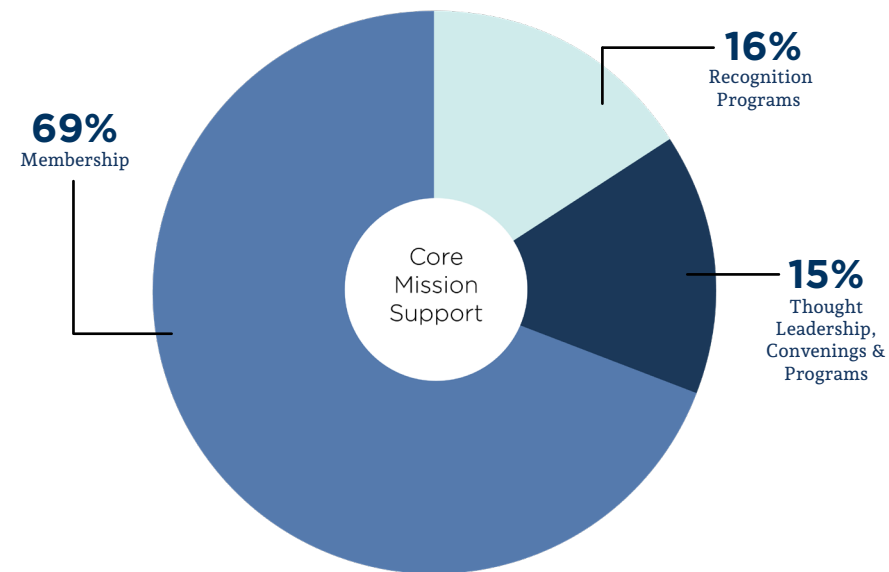
To learn more visit theschwartzcenter.org

OUR FINANCIALS

During Fiscal Year 2023, 79% of all spending was directed to mission-specific programming. Fundraising and administrative costs, which are core mission support, represent the remainder. Our programs rely on core mission support to ensure the growth and impact of our mission. Strategic investments in programs resulted in an expected \$700k loss in Fiscal Year 2023.

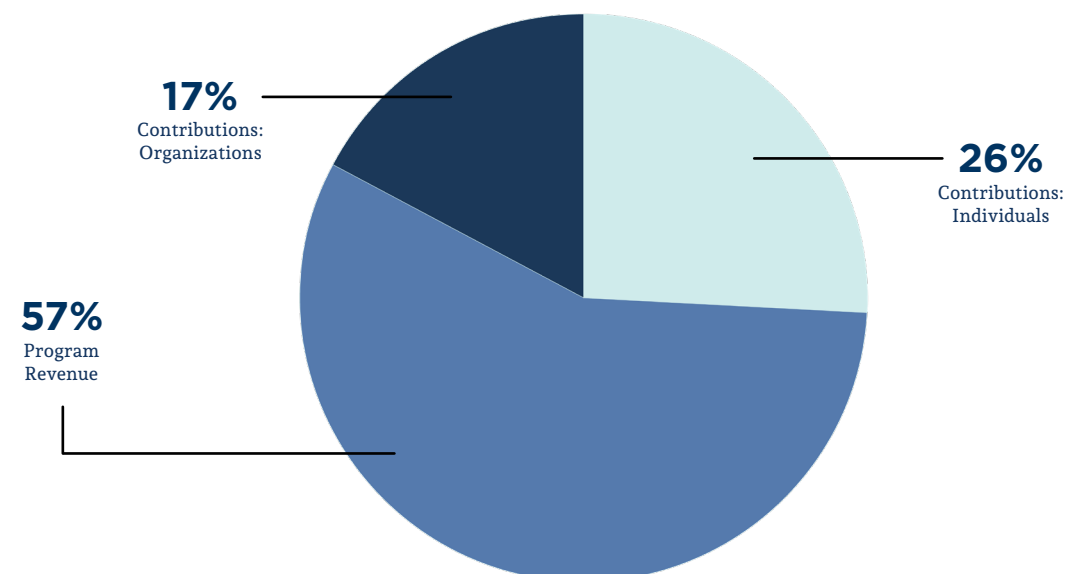
Our FY23 Expenses

Net Expenses: \$3.8 Million



Our FY23 Revenue

Net Revenue: \$3.1 Million



HOW TO SUPPORT OUR WORK

There are many ways to support the Schwartz Center's work each year. We seek advocates, supporters, and champions of compassionate healthcare to advance our work through:

Charitable Contributions

- Cash gifts via check or credit card
- Gifts of appreciated securities
- Gifts from a donor-advised fund
- Planned gifts, such as bequests, annuities and IRA distributions

Engage

- Join our Leadership Council to help us fundraise for and advise Schwartz Center programs
- Enroll your organization as a National Business Member to distinguish your brand, network, and demonstrate a strong commitment to the healthcare industry
- Launch the inaugural class of our Future Leaders Advisory Group (FLAG) to engage other young professionals in Schwartz Center's work

Recognize

- Honor your favorite caregiver with a gift and certificate to thank them for their extraordinary care

For more information, contact

development@theschwartzcenter.org

or call (857) 282-9783

OUR MISSION

To put compassion at the heart of healthcare through programs, education and advocacy.

OUR VISION

A world where all who seek and provide healthcare experience compassion.

To learn more visit theschwartzcenter.org

FINANCIAL AID FUND

In keeping with our commitment to our core values of equity and inclusion, the Schwartz Center established the Marjorie Stanzler Financial Aid Fund in 2015 to create access to Schwartz Center programs for healthcare institutions that otherwise could not afford them. A donation of \$12,000 provides a start-up membership and program training for a qualified healthcare organization that cannot afford Schwartz Center fees while smaller gifts offset annual membership fees for established members in need of assistance.



“

These acts of kindness – the simple human touch from my caregivers – have made the unbearable bearable”

– Ken Schwartz