



the schwartz center  
FOR COMPASSIONATE HEALTHCARE

AN INTRODUCTION TO  
**Schwartz Center**  
**Membership**

# Today's Agenda



Introduction



The Schwartz Center for Compassionate Healthcare:  
Our Story & Our Work



Schwartz Center Member Programs



Joining the Schwartz Center



Questions



# Introductions



**Please type in the chat:**



What is your name, role, and organization?



What brings you here? If you have prior experience with Schwartz Center programs, please let us know!





# Our Story & Our Work

The Schwartz Center for Compassionate Healthcare

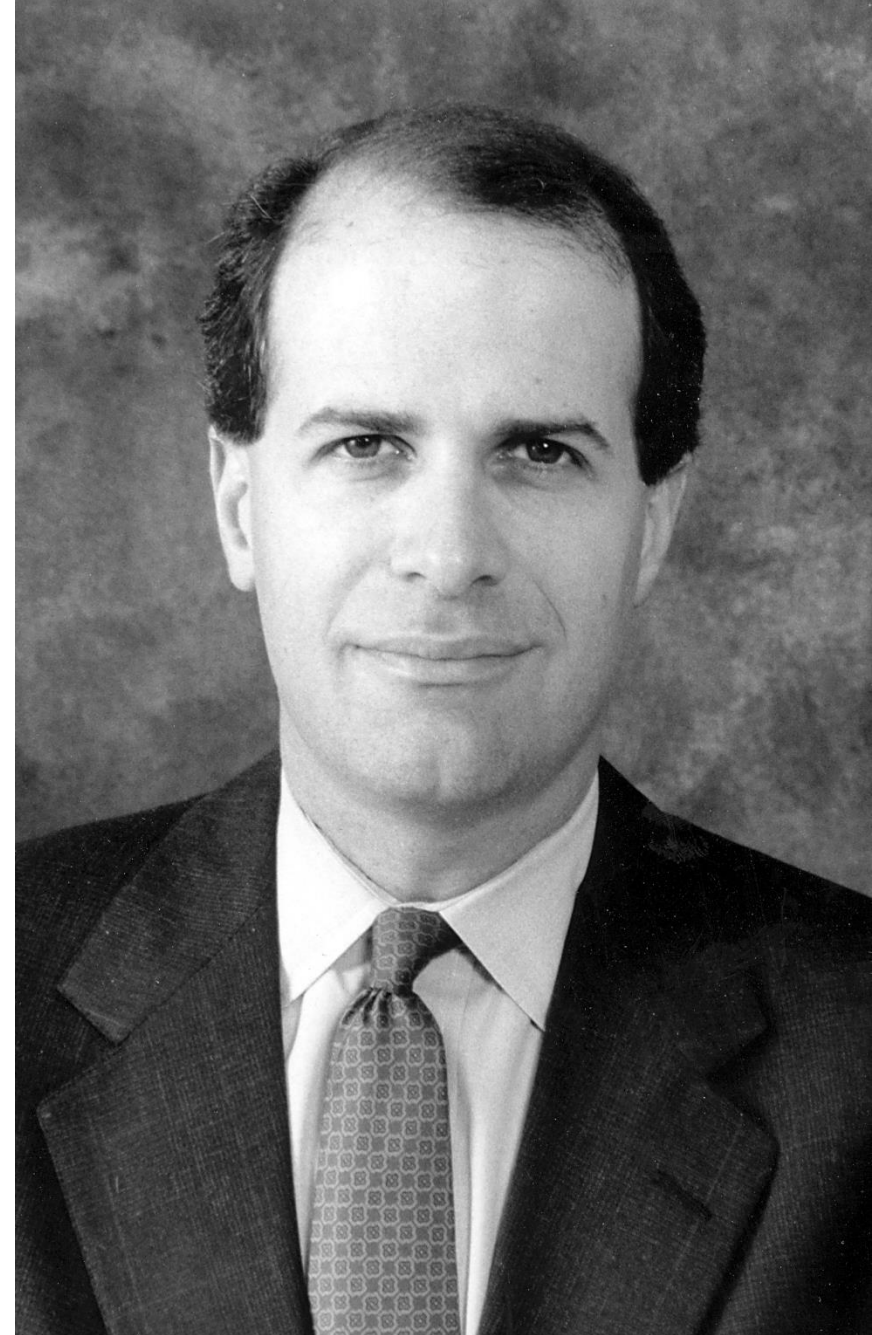




# Our Founder

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

- Kenneth B. Schwartz (1954-1995)





# Our Mission

Since 1995, we've been putting compassion at the heart of healthcare through programs, education and advocacy.

Through national and international partnerships, the Schwartz Center's coalition of caregivers, patients, families, and leaders work together to sustain compassion as a vital element in every aspect of healthcare.







# Our Activities

## Education & Support for Caregivers

**Schwartz Rounds®**: Training, Support, Resources, Continuing Education Toolkit  
Guidance for **Virtual and Unit-Based Schwartz Rounds**  
**Stress First Aid** for Schwartz Center Members  
**Community Connections**  
Piloting in 2023: **Healing Healthcare Initiative**

## Thought Leadership & Advocacy

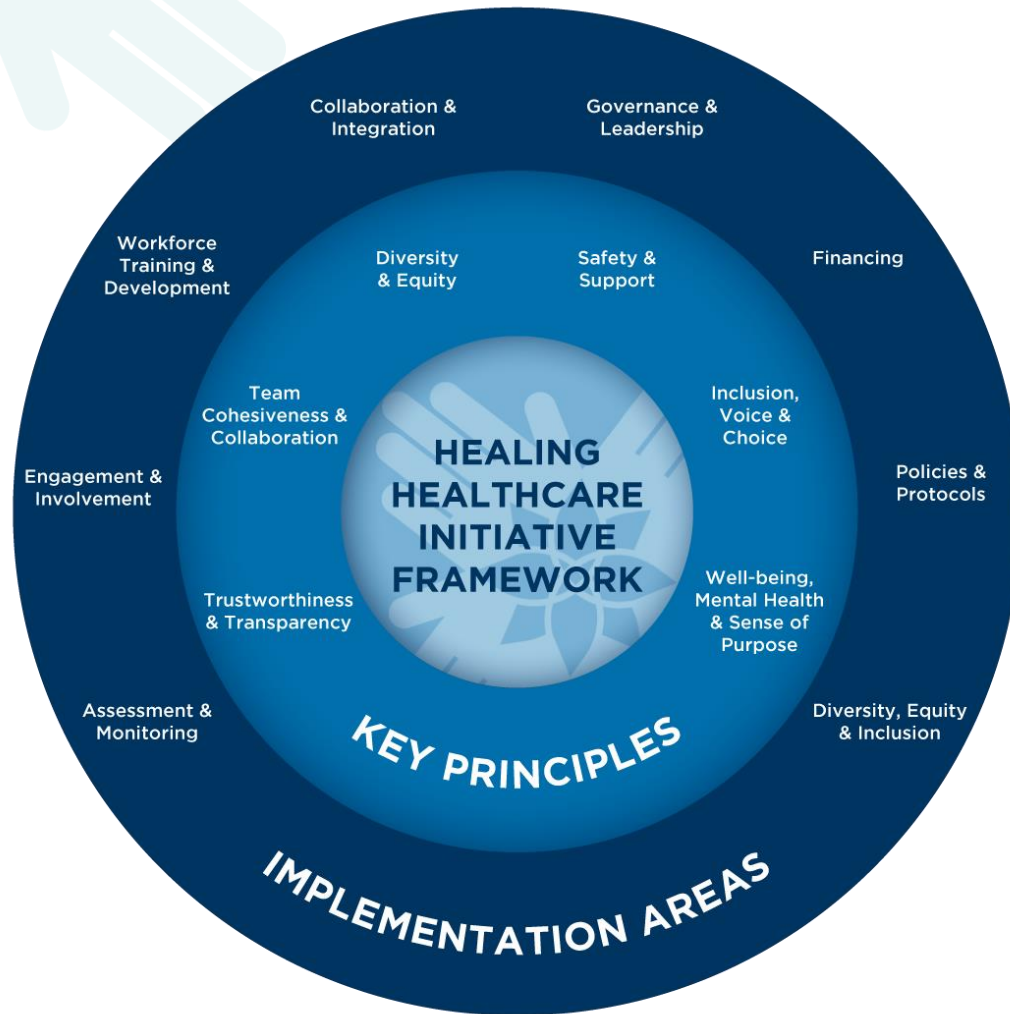
Efforts led by **CMO Dr. Beth Lown**  
**Building the evidence base** for compassion  
Research including **The Schwartz Center Compassionate Care Scale®**

## Recognition & Community

**National Compassionate Caregivers of the Year®** Award  
**Corman IMPACT Honors**  
Annual **Compassion in Action Healthcare Conference**  
**Compassion in Action** webinars



# Piloting in 2023: The Healing Healthcare Initiative



Supporting **healthcare leaders** and aid their efforts to **recognize, address and prevent psychological distress and stress injury** in the workforce, and in themselves, in order to provide care that is **relationship-based, compassionate, equitable, safe, and effective**

Learn more at  
<https://www.theschwartzcenter.org/hhi/>



# The Benefits of Schwartz Center Membership



## Programs & Support

Stress First Aid Program

- Stress First Aid Basics
- Stress First Aid Train the Trainer

Schwartz Rounds

- Virtual Schwartz Rounds, Unit-Based Schwartz Rounds & Trauma-Informed Facilitation

Individualized program support

Healing Healthcare Initiative (piloting in 2023)



## Education & Research

Self-service access to courses via our Member Learning Center

Compassion in Action webinar series

Access to evaluation tools

Invitation to Thought Leadership events



## Community

Community Connections

Member rates for our Annual Compassion in Action Healthcare Conference

Access to Schwartz Center Member Community Website

Monthly Member Community newsletter




## Recognition

Eligibility for the Corman IMPACT Honors for innovation in organizational compassion

Schwartz Center member badge and logo for your website and marketing materials

Special pricing for our Annual Dinner, featuring the celebration of the NCCY Award





# Our Member Programs

Schwartz Rounds & Stress First Aid



# What are Schwartz Rounds?

Schwartz Rounds sessions are structured spaces for all healthcare workers to actively engage with the social and emotional aspects of working in healthcare. They are hourlong sessions typically offered 6-12 times/year and can be offered in-person, virtual or hybrid formats.



Organization-Wide  
or Unit-based

Confidential &  
Safe



Case- or topic-based  
multidisciplinary  
**panel followed by  
trauma-informed  
facilitated discussion**



Fosters **social support,  
perspective-taking,  
community-building;**  
NOT didactic, problem-  
solving, medically  
focused



# Examples of Schwartz Rounds Topics



Doing Our Best in Times of Uncertainty

Navigating Grief and Loss in the Time of COVID

Caring for a Colleague

A Patient I'll Never Forget

My Why



Schwartz Rounds at Winchester Hospital, MA



# Schwartz Rounds Reduce Psychological Distress; Improve Teamwork & Sense of Support



Significant correlations between frequency of attendance and outcomes

- Enhanced **teamwork and appreciation of colleagues**
  - Increased **responsiveness to socioemotional patient issues**
  - Increased **perceived support; decreased stress and isolation**
- 



Significant reductions in psychological distress scores (GHQ-12)

- **13% decrease in scores among participants vs. 3% decrease in non-participants**
  - Odds of being identified as an individual needing clinical intervention **72% lower for participants**
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Lown BA, Manning CF. Acad Med. 2010;85(6):1073-81.

Dawson et al. BMC Health Services Research (2021) 21:392



# Implementing SCHWARTZ ROUNDS

Schwartz  
Rounds  
Leadership  
Team

Schwartz  
Rounds  
Planning  
Committee

Training &  
Orientation





# The Schwartz Rounds

## LEADERSHIP TEAM



### Who?

Facilitators (2-3)  
Physician/Clinical Leader  
Program Coordinator

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### What?

Lead and plan program; serve as  
organizational champions  
Interface with organizational leadership  
and the Schwartz Center

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# The Schwartz Rounds

## PLANNING COMMITTEE



### Who?

8-12 members (including the Leadership Team)  
Represent a cross-section of the organization  
*Compassionate, connected, charismatic*



### What?

Meet regularly to plan sessions; select cases and panelists; identify areas of need; conduct outreach  
Model participation and offer logistical support

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# Schwartz Rounds

## TRAINING & ORIENTATION



### Who?

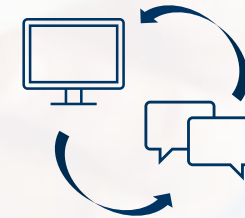
Schwartz Center Training Specialist &  
the Schwartz Rounds Leadership Team

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### What?

- Live meetings complemented by online modules
- Online modules are 3-8 hours depending on role
- A first Schwartz Rounds could be launched 5-6 months after kickoff





# What is Stress First Aid?



## A Framework for **Psychological Self-Care & Peer Support**

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- Created at the National Center for PTSD for US military and first responders
- Adapted for Schwartz Center healthcare members with framework co-author Dr. Patricia Watson
- Flexible set of tools and resources for organizational dissemination: NOT one size fits all
- Two Schwartz Center programs:

**SFA Basics** (included with membership)

**SFA Train-the-Trainer** - offered quarterly



# Stress First Aid



READY	REACTING	INJURED	ILL
<b><i>Circumstances:</i></b> Well-trained Supported	<b><i>Circumstances:</i></b> Responding to multiple stressors at work or at home	<b><i>Circumstances:</i></b> Trauma Loss Moral injury Workplace violence Wear and tear	<b><i>Circumstances:</i></b> Unhealed orange zone injuries Additional stressors Risk factors
<b><i>Optimal Functioning:</i></b> At one's best In control Motivated	<b><i>Mild and transient Distress:</i></b> Changes in mood Loss of motivation Loss of focus Physical changes	<b><i>More severe or persistent distress:</i></b> Loss of control No longer feeling like normal self	<b><i>Potential Clinical Symptoms:</i></b> Symptoms persist and worsen Severe distress Functional impairment

The Stress Continuum





# Stress First Aid is Evidence-Informed



We launched Stress First Aid to help healthcare organizations preserve well-being, prevent further harm, and promote recovery among their staff and providers.



Studies with frontline workers show improved psychological outcomes, perceived knowledge of coping strategies, connection with social support, reduced self-stigma c/w control groups.



Further studies are underway; early reports are promising.

Hooper JJ, et al. BMJ Open. 2021;11(5):e044134.



# Implementing Stress First Aid



## Your Organizational Team

- Physician/Clinical Leader, Project Manager, SFA Trainers
- Lead and plan SFA implementation; serve as organizational champions; extend SFA training and resources across the organization
- Interface with organizational leadership and the Schwartz Center



## SFA Train-the-Trainer

- 3-month cohorted training offered quarterly
- 3 full-cohort meetings and 1 organizational team meeting complemented by 4-5 hours of online modules (~8 hours total per person)
- Led by Schwartz Center Membership Team



## Tools & Resources

- SFA video modules for organizational use
- Shared repository of SFA Resources & Materials
- MEA support & Monthly SFA Community Connections

# Joining the Schwartz Center Community



# Membership Fees

## Annual Membership

- **\$2,995 per site per year** (*including first year*)
- Includes ongoing support, access to member programs including Stress First Aid Basics, member newsletter/website, member pricing for events

## Schwartz Rounds Implementation

- **\$8,500 per site**
- Training, support, and materials to support Schwartz Rounds. Includes guidance for Unit-Based and Virtual Schwartz Rounds

## Stress First Aid Train-the-Trainer

- **\$8,500 per site**
- Training, support, and materials to support Stress First Aid. Includes tools for SFA dissemination

# Next Steps

Determine **which Schwartz Center membership option** is right for your organization

Submit Schwartz Center Membership Intake Form

Return signed agreement and membership/program fee

If implementing Schwartz Rounds or SFA, identify team members

**Hold your Kick-Off Meeting** with the Schwartz Center Training Specialist

**Champion compassion!**  
We look forward to welcoming you as a member of the Schwartz Center Community





# Thank You

What questions do you have?

