



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

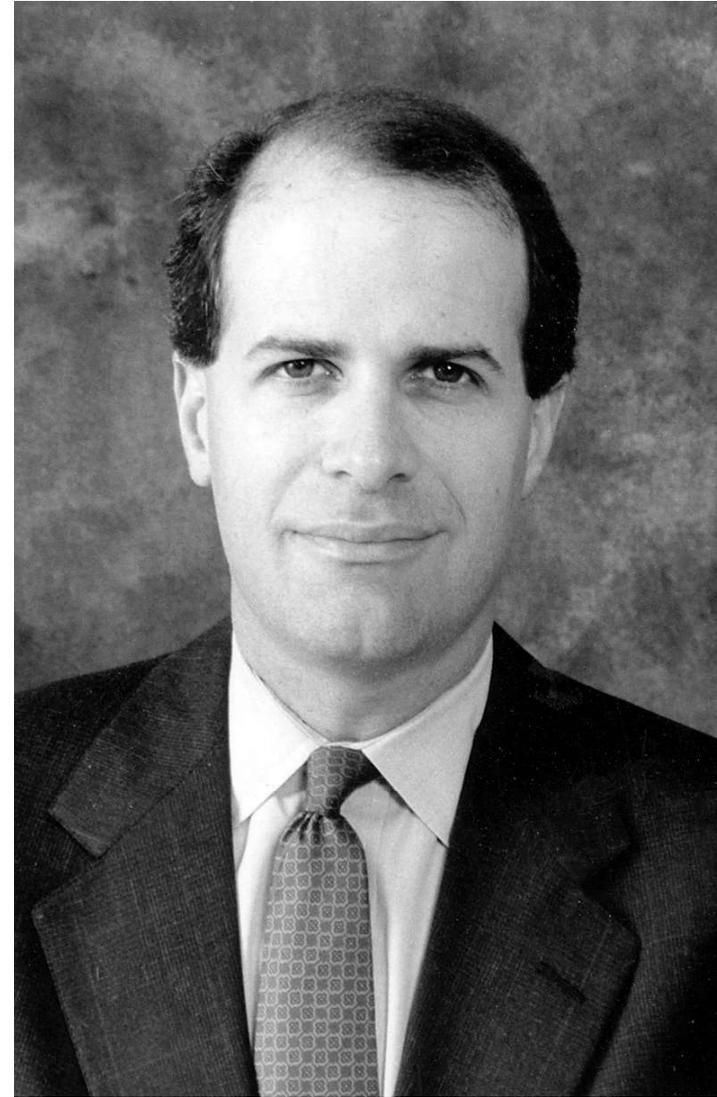
The Schwartz Center for Compassionate Healthcare



## 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**  
**Healing Healthcare Initiative**  
Piloting: **Compassion Cultivation Training**

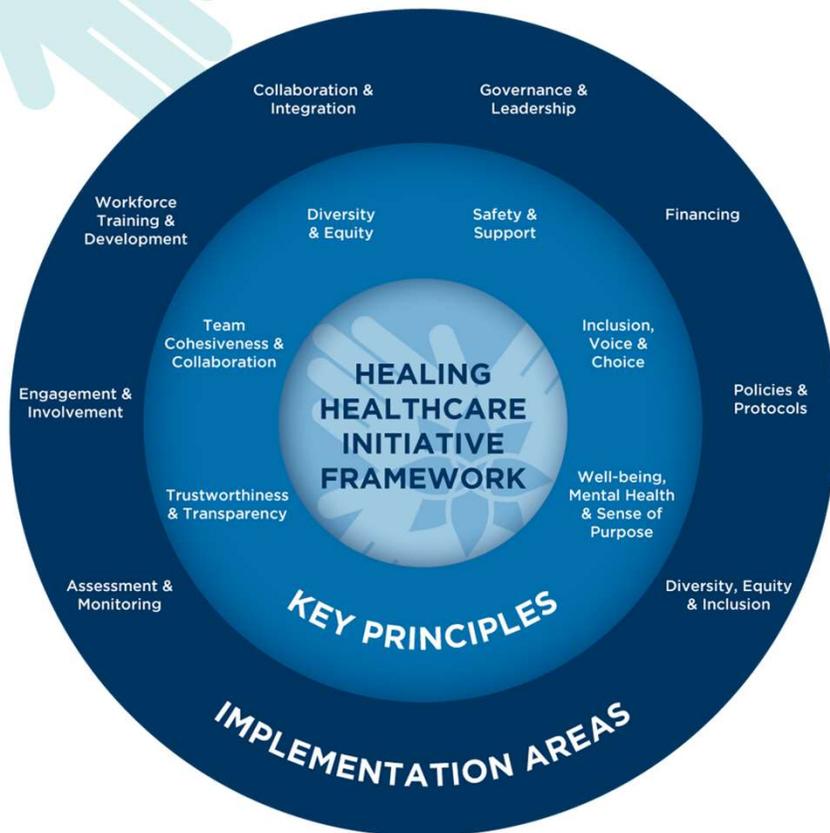
## Thought Leadership & Advocacy

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

# The Healing Healthcare Initiative



We are excited to offer **continuing education credit** for many professionals who are staff of Schwartz Center Member organizations. This 8-course series was developed by Schwartz Center Chief Medical Officer, Dr. Beth Lown, to provide trauma- and resilience-informed guidance for healthcare leaders.

Learn more about the program here:

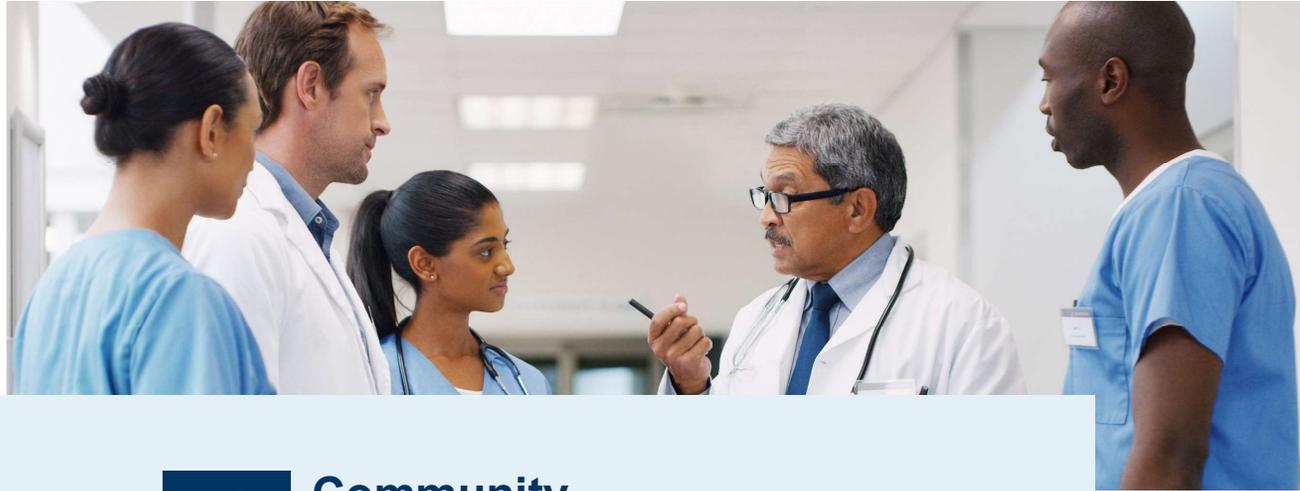
<https://www.theschwartzcenter.org/members/programs-support/hhi/>



# the schwartz center

FOR COMPASSIONATE HEALTHCARE

## Membership Benefit Package



### Programs & Support

- Schwartz Rounds®
- Stress First Aid
- Healing Healthcare Initiative
- Compassion Cultivation Training (piloting in 2024)
- Individualized program support



### 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
- Facilitation Workshops



### Community

- Community Connections
- Access to Schwartz Center Member Community Website
- Monthly Member Community newsletter
- Member rates for our Annual Compassion in Action Healthcare Conference



### 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 theme-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

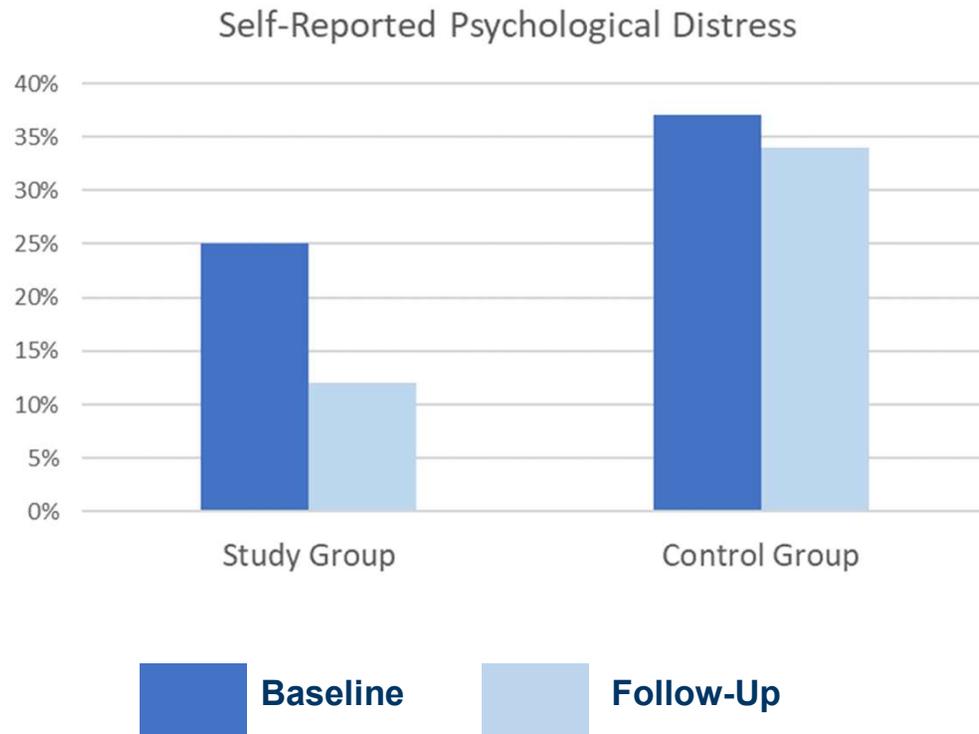


Doing Our Best in Times of Uncertainty  
Navigating Grief and Loss in the Time of COVID  
Caring for a Colleague  
A Patient I'll Never Forget  
My Why



Schwartz Rounds at Winchester Hospital, MA

# Schwartz Rounds<sup>®</sup> Significantly Reduces Psychological Distress



In a longitudinal comparison study, regular Schwartz Rounds attenders\* showed a 50% reduction in self-reported psychological distress vs 10% in a comparison group.

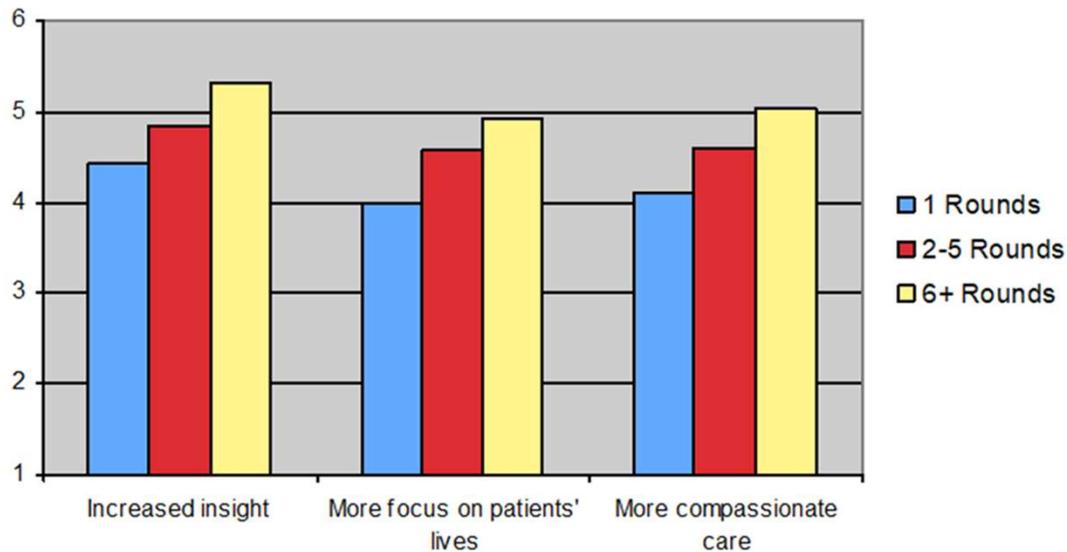
The likelihood of distress severe enough to require a clinical mental health intervention was reduced by ~20% in Schwartz Rounds attenders compared with non-attenders.

**Researchers concluded that Schwartz Rounds are an effective, relatively low-cost organization-wide intervention that can assist staff in dealing with the demands of work and reduce psychological distress.**

\*Regular attenders participated an average of four times.

# Schwartz Rounds® Helps Caregivers Feel They Provide More Compassionate Patient Care

Figure 2  
Interactions with Patients by Level of Rounds Attendance



A 2010 study shows the equivalent of a dose-response curve; the more rounds attended, the greater the effect.

## Caregivers reported improvements in their ability to:

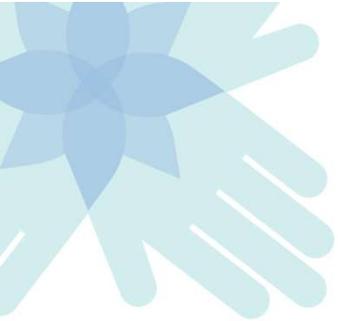
- Achieve insight into non-clinical aspects of patient care
- Respond to patients' emotional needs
- Focus on the effects of illness on patients and families
- Provide compassionate care

# Implementing Schwartz Rounds

Schwartz  
Rounds  
Leadership  
Team

Schwartz  
Rounds  
Planning  
Committee

Training &  
Orientation



# The Schwartz Rounds LEADERSHIP TEAM



## Who?

Facilitators (2-3)  
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*

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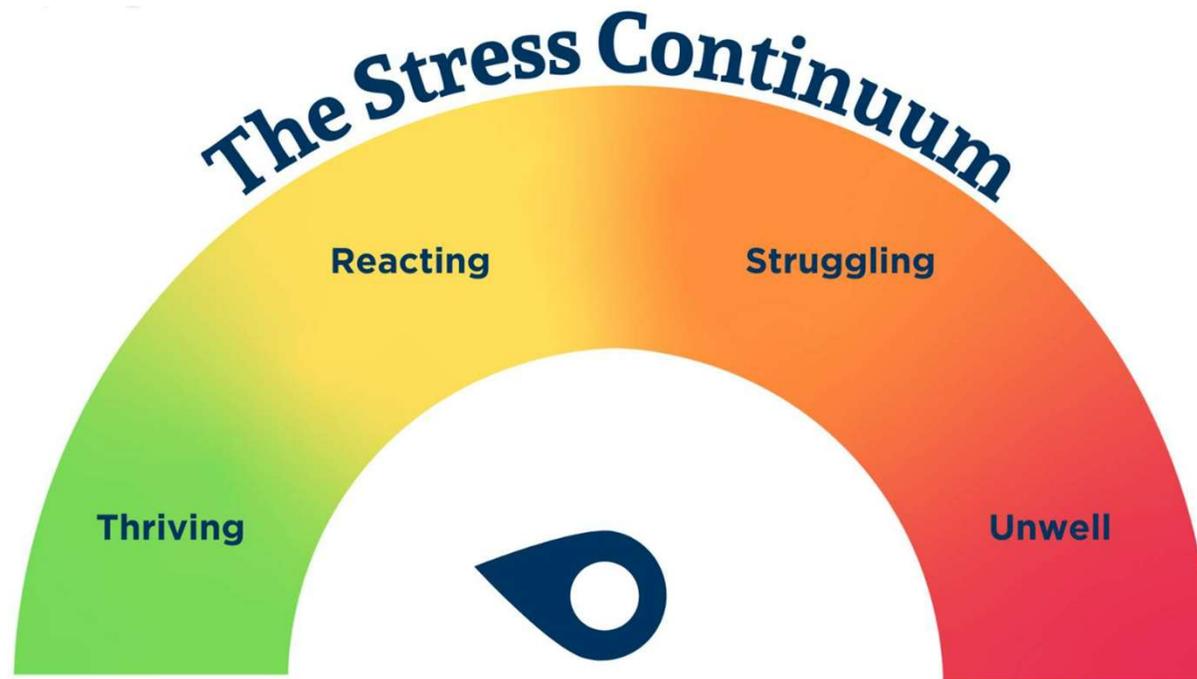
- Created at the National Center for PTSD for US military and first responders
- Adapted for Schwartz Center healthcare members with framework co-author Dr. Patricia Watson
- Flexible set of tools and resources for organizational dissemination: NOT one size fits all
- Two Schwartz Center programs:

**SFA Basics** (included with membership)

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



# Stress First Aid





# 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
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## 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
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## Tools & Resources

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

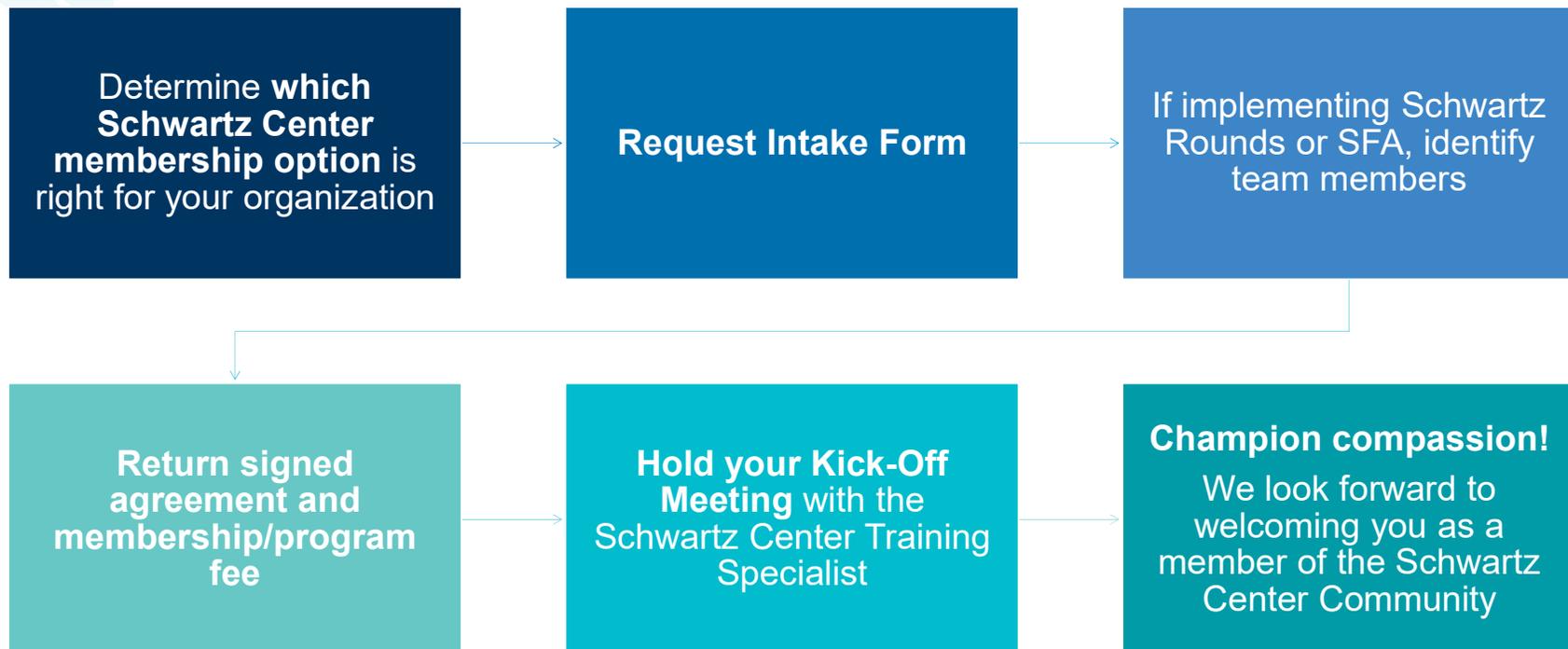
- **\$8,500 per site**
- Training, support, and materials to support Schwartz Rounds. Includes guidance for Unit-Based and Virtual Schwartz Rounds

## 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





# Thank You

What questions do you have?