

Schwartz Center Healthcare Membership Roadmap

Below are the steps your organization will need to complete to join the Schwartz Center Member Community. Please review the readiness checklists and onboarding sequences for the program(s) you are looking to implement – Schwartz Rounds® or Stress First Aid for Healthcare Workers.

- 1: **Review information** about [Schwartz Center Healthcare Membership](#) and benefits on the Schwartz Center website.
- 2: **Complete and submit the [online inquiry form](#)**. We will contact you with Schwartz Center membership information, including a schedule of upcoming informational webinars.
- 3: **Participate in an informational webinar** to learn more about the Schwartz Center’s work, membership benefits, and programs, including [Schwartz Rounds](#) and [Stress First Aid \(SFA\)](#).
- 4: **Review follow-up materials and readiness checklists**, to ensure you have the information you need for your decision-making process.
- 5: **Fill out a pre-agreement intake form**, which will be used to create your membership agreement, Schwartz Rounds, and/or Stress First Aid Train the Trainer addendum (if applicable) and invoice.
- 6: **Return the signed membership agreement**, addendum(s) (if applicable), and **payment** to the Schwartz Center.

Joining the Schwartz Center Community

After joining the Schwartz Center Member Community, you can expect the following:

- The members of your Schwartz Center team(s) will receive a welcome email from a Schwartz Center staff person. The email will include login and registration credentials for our exclusive Member Community Website. These registration credentials can be shared with everyone within your member organization.
- Our Training Specialist will partner with your Schwartz Center team(s) to determine the next steps for onboarding and training, depending on the programming that your organization has selected.
- Access to our Member Learning Center will be provided, along with enrollments in the relevant online training for your organization’s programming.
- Your organization will be assigned a Member Experience Advisor as a designated support person for all your organization’s programmatic needs.
- Members of your organization’s teams will be invited to monthly [Community Connections](#).
- All members of your organization will have access to our asynchronous, online courses: Stress First Aid for Healthcare Workers: The Basics and Foundations of HHI Framework.

If you have questions or need additional information, please contact membership@theschwartzcenter.org.

Schwartz Rounds® Program Readiness Checklist

The Schwartz Rounds program offers a unique and important contribution to the culture of a healthcare organization. It is an evidence-based program shown to reduce the sense of isolation and increase feelings of connection between healthcare workers. Creating a successful program will require significant support from organizational leaders and staff time.

Please review the [Roles & Responsibilities document](#), which describes each Schwartz Rounds role, and the checklist below to determine if your organization is ready to move forward with Schwartz Rounds programming.

- An Executive Sponsor has been identified.
- A Schwartz Rounds Leadership Team has been identified, including a Clinical Leader, Facilitators, and a Program Coordinator
- The Leadership Team will have dedicated time to lead the program, including:
 - 8-10 hours to complete initial training and onboarding activities
 - 4-8 hours per month to plan, lead, and debrief Schwartz Rounds programs
- The Leadership Team will be able to identify 4-8 additional Planning Committee members to join for regular meetings. The Planning Committee can be formed during the training process.
- The Executive Sponsor and Leadership Team have a shared understanding of Schwartz Center membership and programs.
- The Executive Sponsor and Leadership Team have a shared understanding of your organizational goals for implementation, including the training timeline, frequency of the Schwartz Rounds, a data collection plan, and a sustainability plan. Please review the training overview below.

Once you have completed this readiness checklist, your organization is ready to move forward with contracting for your Schwartz Rounds Program.

The Schwartz Rounds Training and Orientation Process

After your organization has joined the Schwartz Center member community, your Schwartz Rounds Leadership Team will be contacted by our Training Specialist to join a Schwartz Rounds training cohort. Training Cohorts begin each month and meet once monthly for three months. Schwartz Rounds teams that take part in all activities in the training cohort are typically able to host their first Schwartz Rounds session two to three months after completing training.

Your Schwartz Rounds Leadership Team will continue receiving programmatic support from a dedicated Member Experience Advisor throughout your membership.

The Schwartz Rounds (SR) Training Process



Stress First Aid for Healthcare Workers – Train the Trainer – Readiness Checklist

Stress First Aid is a peer support and self-care program designed to support people in high-risk occupations. At the beginning of 2020, the Schwartz Center worked with the National Center for PTSD to make this program available for Schwartz Center Members. All Schwartz Center Members have access to our Stress First Aid for Healthcare Workers: The Basics course. If your organization is interested in using Stress First Aid for peer support and employee well-being, we encourage you to consider our Train the Trainer program.

Please review the [Roles & Responsibilities document](#) and checklist below to determine if your organization is ready to move forward with the Stress First Aid Train the Trainer.

- An Executive Sponsor has been identified.
- A Stress First Aid Leadership Team has been identified, including a Physician or Clinical Leader, Project Manager, and Trainers.
- The Leadership Team will have dedicated time to lead the program including:
 - 8-12 hours to complete training and onboarding activities within the 3-month Train the Trainer cohort.
 - An ongoing 4-8 hours per month to continue to integrate Stress First Aid into organization-wide activities, training, and programs.
- The Leadership Team will complete “Stress First Aid for Healthcare Workers: The Basics” and “Stress First Aid: An Overview of Schwartz Rounds Programs” before beginning their Train the Trainer cohort.
- The Executive Sponsor and Leadership Team have a shared understanding of Schwartz Center membership and programs.
- The Stress First Aid Project Manager can complete our online interest form to indicate the Team’s preferred cohort.
- The Executive Sponsor and Leadership Team have a shared understanding of the organization's goals for implementation, including the training timeline, a data collection plan, and a sustainability plan. Please review the training overview below.

Once you have completed this readiness checklist, your organization is ready to move forward with contracting for your Stress First Aid Programming.

The Stress First Aid Train the Trainer Process

After your organization has joined the Schwartz Center member community and completed the Stress First Aid Train the Trainer Interest Form, the SFA Leadership Team will be contacted by the Training Specialist to join one of our quarterly training cohorts.

After completing the Train the Trainer cohort, your Stress First Aid Leadership Team will continue receiving programmatic support from a dedicated Member Experience Advisor throughout your membership.

