Schwartz Center Membership

Informational Webinar

The Schwartz Center

Dedicated to strengthening the human connection at the heart of healthcare.

Through national and international partnerships, the Schwartz Center’s coalition of caregivers, patients, families and other leaders work together to make compassion a vital element in every aspect of healthcare.
Founded by Ken Schwartz

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

Ken Schwartz (1954 -1995)

The Schwartz Center’s Programs

200,000+ Caregivers reached each year

• Support and Educate Caregivers
  • Schwartz Rounds™ program – training & orientation/facilitation workshops
  • Consultation visits
  • Educational webinars
  • Compassion in Practice – HMS CME Course

• Redefine Quality Care to include Compassion
  • Advocacy, innovation and thought leadership
  • National Compassionate Caregiver of the Year Award
  • Validating the Compassionate Care Scale

• Partner with Patients and Families
  • Online educational tools/Community resources
Our Members

- 9 of 15 U.S. News & World Report top "Honor Roll" hospitals
- 9 of 12 U.S. News “Best Children’s Hospitals”
- 43 Children’s Hospitals nationwide
- 94 Nursing Magnet hospitals
- 16 Long-term care/home care/hospice institutions
- 26 National Cancer Institute-designated cancer centers

As of April 2016
Schwartz Rounds™

A DIFFERENT KIND OF ROUNDS

How Schwartz Rounds Work

- One-hour sessions held 6 to 12 times a year
- Case-based multidisciplinary panel presentation followed by facilitated discussion
- Confidential and open to all

Schwartz Rounds session at Winchester Hospital, Winchester, MA
How Schwartz Rounds Look

• Joining together in a shared safe-space
• Nourishing relaxing environment - breakfast or lunch
• Telling and listening to each other’s stories
• Recognizing similarities and differences across job roles, departments, cultures, religions, and individual differences
• Conversing with colleagues in a nonjudgmental way

Sample Topics

• Prognosis: Balancing hope and honesty
• My first code
• Caring for a colleague
• It’s okay to cry
• Pain management for addicted patients
• What I have learned from my patients
Evaluation Results

Participants report:

- **New ideas and strategies** for challenging patient situations – 87%
- **More compassion** for patients and families – 84%

Impact on Teamwork

- **Increased appreciation** for the roles/contributions of colleagues from other disciplines – 93%
- **Increased sense of belonging** to a caregiving team - 88%
Institutional Benefits

- Caregivers reported feeling less stressed and better able to cope with the emotional demands of clinical work
- Approximately 50% reported changes in practices or policies within the department or hospital at large

2012 Regional Meeting, Boston

Additional Benefits

- CMEs for physicians (risk management in Massachusetts)
- CEUs for nurses, social workers and chaplains
- Schwartz Rounds included in Joint Commission toolkit for meeting patient safety goals
- Schwartz Rounds enhances clinician well-being and resiliency
Staffing the Program

Physician Leader
• Leads the program as a compassionate care champion
• Gains support from member senior leaders and physicians

Facilitator
• Prepares the panelists
• Leads discussion and summarizes salient points
• Redirects discussions as needed and keeps participants focused on social and emotional aspects

Administrative Coordinator
• Handles administrative logistics (e.g., secures meeting room, arranges for microphones, collects evaluation forms)
• Promotes Schwartz Rounds attendance within organization

Staffing the Program (cont.)

Planning Committee
• Multidisciplinary team of 8-12 members
• Includes physician leader, physicians, nurses, social workers, case managers, patient safety or quality officers, chaplains, and others
• Publicizes the program prior to launch, creates awareness throughout institution, and meets on an ongoing basis to assess sessions and plan ahead
• Selects cases and invite caregivers to present
Membership Benefits

- Schwartz Rounds training/orientation at an existing member site with a Member Experience Advisor
- A consultation visit at your site within your first year and once every 3 years
- Ongoing phone consultations with one of our Member Experience Advisors
- Materials to build support and encourage attendance
- Periodic Facilitation Workshops and Regional Gatherings
- Internet resources for Rounds leaders
Membership Benefits

1. Training and Education
   - Orientation and Training to initiate and enhance Schwartz Center Rounds®
   - Schwartz Center Rounds facilitation workshops
   - Compassion in Action webinar series
   - Educational seminars and conferences on teaching, measuring and delivering compassionate care

2. Support
   - Site visit from a Schwartz Center to observe Rounds sessions and offer feedback and guidance
   - Office Hours webinars

3. Community of Compassionate Care Leaders
   - Regional meetings for Rounds leaders, facilitators and planning committee members
   - Member Community website and the opportunity to communicate online with Schwartz Center members

4. Innovation
   - Invitations to Schwartz Center Thought Leadership Events
   - Updates on advances in the delivery of compassionate care

5. Recognition as an Organization that Values Compassion
   - Schwartz Center member badge and logo for your website
   - Public recognition as an organization committed to compassionate care

Schwartz Center Membership Fees

One-Time Initiation Fee

$7,500 per site
Initiation fee covers training, consulting support and materials necessary to launch the Schwartz Rounds program
Also includes first year annual fee

Annual Membership Fee

$2,700 per site
Each site requires separate membership
Schwartz Rounds Benefits

According to interviews with senior leaders at 35 U.S. hospitals, organizations that place a high priority on compassion benefit from:

- Higher job satisfaction, lower staff turnover & higher retention
- Recruitment of more highly qualified staff
- Greater patient loyalty
- Shorter lengths of stay & lower rates of re-admission
- Better health outcomes


In Caregivers’ Own Words…

“There is more heart in what we do with patients…the connections are deeper, we are less afraid of difficult topics. Since we know there is support for us in the institution, we’re willing to take more risks.”

“Rounds are a place where people…are willing to share….their vulnerability, to question themselves. Rounds are an opportunity for dialogue that doesn’t happen anywhere else in our institution.”
Immediate Next Steps

1. Confirm support of senior leadership
2. Recruit a physician leader
3. Sign Schwartz Center membership agreement
4. Recruit a facilitator and an administrative coordinator
5. Develop a multidisciplinary planning committee

In Conclusion

“In the end, a health system that gives compassionate care is a health system that is giving safe and high-quality care. It’s a health system that’s giving good value for the resources that are expended”

Harvey Fineberg, MD, PhD, President
Institute of Medicine, 2002-2014
Questions

Membership questions? Contact us at membership@theschwartzcenter.org

Thank you!