

HEALTHCARE MEMBER TRAINING AND EDUCATION

Our mission is to put compassion at the heart of healthcare through programs, education and advocacy. The Schwartz Center Member Learning Center is central to that mission, serving as our online home for member training and education, where you'll find courses that are self-paced and can be completed at a time that is most convenient for each person.

COURSES INCLUDED IN SCHWARTZ CENTER MEMBERSHIP:

Schwartz Center Member Orientation

In this course, we introduce the history of the Schwartz Center, our programs and activities, and the neuroscientific basis for compassion.

Learning Objectives

After this course, participants will be able to:

- Describe the Schwartz Center's work
- Define compassion as it relates to healthcare
- Cite evidence correlating empathy and compassion with improved meaningful outcomes for patients and staff
- Explain how the Schwartz Center fosters compassion in healthcare organizations

Who Should Enroll:

- New senior leaders or clinical leaders of Schwartz Center member organizations
- New Schwartz Rounds® Facilitators or Planning Committee members

Time Commitment: 1 to 1.5 hours

“ I appreciated the combination of video presentation and reading assignments. I felt like I had a personal experience with those who lead the Schwartz Center program. Thank you!”

– Course participant



Stress First Aid Basics

Stress First Aid (SFA) provides a framework for self-care and peer support, with a set of supportive actions. The program is designed to identify and mitigate the negative impacts of stress at work before they impair staff health and well-being.

Learning Objectives

After this course, participants will be able to:

- Identify sources of stress and stress injury for healthcare workers
- Articulate the purpose of Stress First Aid
- Describe the Stress Continuum
- Explain the “7 Cs” -- the core actions of Stress First Aid -- including examples of when they might be needed and strategies to implement them
- Identify resources for further training and implementation

Who Should Enroll:

- Anyone at your healthcare organization interested in learning more about the Stress First Aid self-care and peer-support framework

Time Commitment: 1 to 1.5 hours

*If you're interested in implementing Stress First Aid more broadly at your organization, you might consider enrolling in our eight-hour **Stress First Aid Train the Trainer** program, which includes eight modules of self-paced online instruction complemented by three web-based meetings with your training cohort and Schwartz Center staff. For more information about our Stress First Aid Train the Trainer program, please contact your Member Experience Advisor.*



COURSES INCLUDED FOR SCHWARTZ CENTER MEMBERS CONDUCTING THE SCHWARTZ ROUNDS:

Schwartz Rounds Orientation & Training

Schwartz Rounds were created to provide healthcare staff with a forum for interprofessional conversations about the social and emotional experiences of caregiving, and as a source of respite, support, and community. **The following three courses will give participants the information and resources needed to conduct the program.**

Schwartz Rounds Teams and Framework

During this course we introduce the fundamentals of Schwartz Rounds: what they are, how they work, and how to structure and staff the program.

Learning Objectives

After this course, participants will be able to:

- Describe the core elements of a Schwartz Rounds session
- Match responsibilities to key roles of the Schwartz Rounds Leadership Team
- Identify the key characteristics of an effective case or topic
- Generate ideas for cases and topics

Who Should Enroll:

- New Schwartz Rounds Leadership Team members involved in planning or facilitating Schwartz Rounds, including Physician/Clinical Leaders, Facilitators, and Program Coordinators

Time Commitment: 1 to 1.5 hours

Introduction to Schwartz Rounds Facilitation

During this course we introduce the fundamentals of Schwartz Rounds facilitation and the Narrative Flow of Schwartz Rounds.

Learning Objectives

After this course, participants will be able to:

- Describe what it means to be a Schwartz Rounds Facilitator, including responsibilities before, during, and after a Schwartz Rounds Session.
- Identify compassionate Facilitator behaviors
- Prepare panelists ahead of Schwartz Rounds
- Navigate the Narrative Flow of Schwartz Rounds

Who Should Enroll:

- New Schwartz Rounds Facilitators from new and/or established Schwartz Rounds programs

Time Commitment: 1 to 1.5 hours

Planning Your First Schwartz Rounds

During this course we support your plans for a first Schwartz Rounds Session.

Learning Objectives

After this course, participants will be able to:

- Identify the foundations of an effective Schwartz Rounds program
- Prepare for your site's first Schwartz Rounds
- Access additional training and resources

Who Should Enroll:

- New Schwartz Rounds Leadership Team members involved in planning or facilitating Schwartz Rounds, including Physician/Clinical Leaders, Facilitators, and Program Coordinators

Time Commitment: 1 to 1.5 hours

Schwartz Rounds Video Observation

During this course you'll have the opportunity to observe a recording of a Schwartz Rounds session. The session, "Finding Compassion in Difficult Moments," was facilitated by Schwartz Center Chief Medical Officer Dr. Beth Lown and was recorded with permission at the Greater New York Hospital Association.

Learning Objectives

After this course, participants will be able to:

- Describe the narrative flow of a Schwartz Rounds session
- Explain the roles of Schwartz Rounds Facilitators, panelists, and participants

Who Should Enroll:

- New Schwartz Rounds Leadership Team members, including Facilitators
- Anyone who wishes to observe a Schwartz Rounds session

Time Commitment: 1.5 hours



TRAINING &
SUPPORT



EDUCATION &
RESEARCH



COMMUNITY



RECOGNITION



SCHWARTZ
ROUNDS®

Trauma-Informed Facilitation Skills

COVID-19 has changed healthcare forever, with staff in all roles facing new levels of trauma that compound the many existing stressors that have long challenged the healthcare workforce. This training, based on the core actions of Stress First Aid, is intended to support our Schwartz Rounds Facilitators as they lead colleagues through difficult conversations in difficult times.

Learning Objectives

After this course, participants will be able to:

- Explain the five elements of mid- and immediate post-trauma intervention that support the recovery of people facing stress and adversity
- Describe how a trauma-informed lens can support Schwartz Rounds planning and facilitation

Who Should Enroll:

- All Schwartz Rounds Clinical/Physician Leaders and Facilitators involved in planning and facilitating Schwartz Rounds

Time Commitment: 1 hour

Unit-Based Schwartz Rounds

Unit-Based Schwartz Rounds (UBSR) allow our Schwartz Rounds teams to bring Schwartz Rounds to colleagues who might not otherwise be able to participate, and to create space for conversations that can help support team cohesion and team culture. During this course, we review essential considerations for planning and facilitating Unit-Based Schwartz Rounds, focusing on delivering Schwartz Rounds that meet the goals of unit leaders and accommodate group dynamics.

Learning Objectives

After this course, participants will be able to:

- Define Unit-Based Schwartz Rounds
- Describe the planning process for UBSR
- Articulate the facilitation skills needed for UBSR
- Access additional information and support as needed

Who Should Enroll:

- Schwartz Rounds Leadership Team members, including Physician/Clinical Leaders and Facilitators, involved in planning and facilitating Unit-Based Schwartz Rounds

Time Commitment: 1 hour

“ I appreciated the short videos, the written material, and the opportunities for reflection. It provided information in different learning styles that made reviewing the modules with more variety and kept me engaged compared to if I would have just had to read the material.”

– Course participant



Virtual Schwartz Rounds

With the onset of the COVID-19 pandemic, it became impossible to convene Schwartz Rounds in person. Recognizing that the need for the Schwartz Rounds is greater than ever, Schwartz Center staff developed – with input from trauma experts – guidance for convening Schwartz Rounds online. During this course, we review essential considerations for planning and facilitating Schwartz Rounds on virtual meeting platforms.

Learning Objectives

After this course, participants will be able to:

- Define Virtual Schwartz Rounds (VSR)
- Describe the planning process and logistical considerations of VSR
- Articulate the skills needed to facilitate VSR
- Access additional information and support as needed

Who Should Enroll:

- Schwartz Rounds Leadership Team members, including Physician/Clinical Leaders and Facilitators, involved in planning and facilitating Virtual Schwartz Rounds

Time Commitment: 1 hour

All courses are available through our Member Learning Center Course Catalog. If you'd like access to the Member Learning Center, please request log-in information [here](#). If you have already accessed training on the [Member Learning Center](#), you can login to self-enroll in our full course catalog.

If you have questions or would like guidance regarding our courses, please contact your Member Experience Advisor or membership@theschwartzcenter.org.

SCHWARTZ CENTER HEALTHCARE MEMBERSHIP

To learn more about other healthcare member benefits, please visit theschwartzcenter.org/members.



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