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# Set for Success: Building a Robust Schwartz Rounds™ Program

Office Hours Webinar

*November 1, 2016*

# Moderator



**Pamela Mann, MSSA**

Director of Programs and Rounds Training  
The Schwartz Center for Compassionate Healthcare

# Audience Reminders

- You may submit a question by typing it into the Question and Answer pane at the right of your screen at any time.
- Respond to audience polls by selecting the response that best represents your situation.
- We value your feedback! Please complete our electronic survey following the webinar.

# Featured Speakers



Pamela Mann, MSSA  
Director of Programs and Rounds Training  
The Schwartz Center for Compassionate Healthcare



Stephanie Adler Yuan, MS  
Member Experience Advisor, Mid-Atlantic  
The Schwartz Center for Compassionate Healthcare



Jan McDonnell, MD, CPC  
Schwartz Rounds Facilitator  
St. Agnes Hospital  
Baltimore, MD

# Polling Question 1



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## Polling Question 2



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# Today's Topics

1. Planning Committees 101
2. Spreading the Word About Rounds
3. Selecting Cases & Topics
4. Featured Member: St. Agnes Hospital
5. Questions



# Planning Committees 101

## The Schwartz Rounds Planning Committee:

- Has 8 to 12 members
- Is interdisciplinary: Includes physicians, nurses, social workers, case managers, patient safety or quality officers, patient services, residents, comms/marketing, HR, pastoral care, and others
- Meets regularly to select cases/topics for Rounds and debrief on past Rounds



# Selecting Your Planning Committee

- **Diverse:** Across professions, hospital units/floors, tenure at your organization
- **Connected:** Eyes open, ears to the ground
- **Committed:** Embody the compassionate care you're working to cultivate
- **Charismatic:** Will bring colleagues in to the Schwartz fold

# Putting Your Planning Committee to Work

- Set regular meetings
- Make expectations clear
- Committee members should:
  - Suggest cases & topics
  - Recruit panelists
  - Bring colleagues to Rounds, spread the word
  - Attend Rounds prepared to model meaningful participation

# Spreading the Word

- Connect with your Communications/Marketing team
- Use communications tools already in place
  - Screensavers
  - Flyers
  - Posters
  - Email
  - PA System
- Connect with Education office
- Think about defining rituals around Schwartz Rounds

# Spreading the Word: Timeline

## Before Rounds

- Reach out to communication/marketing/CE department
- Introduction at staff or department meetings.
- Reach out to department heads 1:1.
- Via Planning Committee

## During Rounds


- Explain purpose/ground rules during introduction to Rounds.
- Express appreciation to panelists, participants.
- Encourage participants to continue conversations.

## After Rounds

- Thank panelists and senior leaders for participating.

# Spreading the Word: Sample Screensaver

*The Schwartz Center for Compassionate Healthcare  
has partnered with St. Vincent's Health Care.*



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*Q. What is the Schwartz Center Rounds® Program?  
Ans. Schwartz Center Rounds bring caregivers from  
multiple disciplines together on a regular basis to  
discuss the most challenging, emotional and social  
issues they face caring for patients.*

[www.theschwartzcenter.org](http://www.theschwartzcenter.org)





# Spreading the Word: Sample Table Tents



# Spreading the Word: Sample Flyers

## A Different Approach to Patient Care


Plan to Attend our First Session of Schwartz Rounds

**KAISER PERMANENTE SANTA CLARA MEDICAL CENTER**

### Schwartz Center

The Schwartz Center Rounds provides a multi-disciplinary forum where caregivers discuss social and emotional issues that arise when caring for patients. Rounds are intended to explore the human dimension of clinical practice, the sense of community, and to heighten our ability to provide compassionate care.

All Physicians and staff who care for our patients are invited to participate.



**Friday, October 10, 2015**  
12:30-1:30 PM  
Conference Room  
Lunch is included

### Touched by the Unexpected

The panel, facilitator and planning committee involved in this activity are Kaiser Permanente Santa Clara Medical Center. Facilitator: Dr. Kae Bendixen. Panelists: Dr. Tara Palomar, RN, Lena Yee.

Objectives: Enhance our ability to provide compassionate care by gaining insight into patients, family members and clinicians; improve teamwork and communication by responses to providing care in challenging cases; Learn from colleagues about beliefs influenced by culture, ethnicity, religion, and other factors.

Kaiser Permanente Santa Clara is accredited by the Institute for Medical Quality Improvement (IMQ/CMA) to provide continuing medical education for physicians. Kaiser Permanente Santa Clara designates this Live Activity for a maximum of 1.00 AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses may report 1 hour of credit towards the continuing medical education requirements. Registered Nurses.

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RUSH UNIVERSITY Sample poster from Rush regarding the CME/CEU fine point. **ER ROUNDS**

## WHEN IS ENOUGH ENOUGH?

**Thursday JANUARY 15**  
12 NOON – 1 PM  
Lunch available at 11:45 AM

**Searle Conference Center 542 BRAINARD**  
PROFESSIONAL BUILDING II

**PANELISTS:** Cally McKinney Psychiatric Nurse Liaison, Kelly Lannert RN SICU, Erin Hederman RN ECMO Coordinator, Madeline Lubenow RN SICU

**LEADERS:** Thomas Bleck, MD, FCCM CME Course Director and Eric Zack, DNP, RN3 14E Tower

**FACILITATOR:** Zac Willette, MDiv, BCC Chaplain, Emergency Department

**OBJECTIVES:**

1. Utilize a forum where caregivers from diverse disciplines discuss emotional and social issues that arise in caring for patients with the intent of fostering personal connections with patients and improve caregiver's insights into their own responses and feelings while caring for patients.
2. Initiate a discussion with the panel and audience guided by the facilitator that depicts personal ideas, thoughts, and feelings that arise while caring for patients.
3. Incorporate human and emotional factors into patient care.

**ALL members of health care team encouraged to participate**

**ACCREDITATION AND DESIGNATION STATEMENT:** Rush University is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. Rush University designates this live activity for (1) Continuing Education credit.

**UNAPPROVED USES OF DRUGS / DEVICES:** In accordance with requirements of the FDA, the audience is advised that information presented in this continuing medical education activity may contain references to unapproved or unapproved uses of drugs or devices. Please refer to the FDA approved package insert for each drug/device for full prescribing/ utilization information.

Sponsored for **CME CREDIT** by Rush University Medical Center. **CEs** for nurses, social workers, respiratory therapists, occupational therapists, physical therapists, psychology, and nutrition will be offered.

Rush is a not-for-profit health care, education, and research enterprise comprising Rush University Medical Center, Rush University, Rush Oak Park Hospital, and Rush Health.

**RUSH**

## THE HEAD & THE HEART

**Schwartz Rounds**

A forum where caregivers discuss social and emotional issues that arise in caring for patients.

### "Lived in Safety"

A patient who faced a near fatal event. Through the grace of God, she was able to survive her life-changing experience.

patient care, we invite you to hear directly from those who involved in the care. Learn how to connect to the story of your patients.

**Thursday, March 5, 2015**  
12:00 PM - 1:00 PM  
Atlas Conference Center  
Lunch will be served

**FACILITATED BY:** Michael Yurso, MD, Facilitator, Burt Bertram, EdD, Co-facilitator, Licensed Mental Health Counselor

**PHYSICIAN LEADER:** Michael Yurso, MD

**members are welcome.**

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# Selecting Cases & Topics

## A good Schwartz Rounds...

- Is emotionally resonant
- Involves multiple disciplines/perspectives
- Provides an opportunity to address an issue that's not often discussed
- Inspires participants to share their own experiences
- Highlights instances of compassionate care and/or barriers to providing compassionate care



# Sources of Cases & Topics

- Rotate through departments/units
- Consider cases with outside involvement
- Consider cases that highlight contributions of support staff
- Align with the strategic priorities of your organization
- Use a “suggestion box”
- Think about who has knowledge of a broad swath of cases:
  - Ethics Committee
  - Patient Experience
  - Pastoral Care
  - Etc.

# Set for Success: SCCH Tools & Resources



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SUPPORTING CAREGIVERS PARTNERING WITH PATIENTS REDEFINING QUALITY CARE

JOIN DONATE

**2016**  
National Compassionate  
Caregiver of the Year Award  
DEADLINE: MARCH 31, 2016  
NOMINATE NOW

**2016 NCCY Award**  
Nominate an extraordinary, compassionate caregiver today!

**What's Happening**

**2016 Compassion in Action Webinar Series**  
In this complimentary webinar series Schwartz Center Medical Director, Dr. Beth Lown, and other internationally renowned faculty will discuss a new framework for implementing Compassionate, Collaborative Care – “The Triple C” into daily practice and organizational systems.

**Congratulations Rick Boyte, MD**  
Dr. Rick Boyte of The University of Mississippi Medical Center was named this year's Schwartz Center NCCY Award recipient during the 20<sup>th</sup> Annual Kenneth B. Schwartz Compassionate Healthcare Dinner.

**Building Compassion into the Bottom Line**  
*Modern Healthcare* published our op-ed on building a strong culture of compassion to improve quality and the bottom line. The op-ed is based on our white paper on the topic.

**Schwartz Center Rounds & Membership**  
More than 375 healthcare organizations are Schwartz Center members and conduct Schwartz Center Rounds to bring doctors, nurses and other caregivers together to discuss the human side of healthcare. Join today!

**Campaign for Compassionate Healthcare**  
The Campaign for Compassionate Healthcare has exceeded its goal and raised **\$5.5 million** to help us work toward our vision that all patients receive compassionate care and all caregivers are supported in delivering it.

**Making Compassion Count**  
The *Journal of Patient Experience* published “Seven Guiding Commitments: Making the U.S. Healthcare System More Compassionate,” by our medical director, Dr. Beth Lown.

**Our Supporters**  
Learn how our National Business Members and National Compassionate Care Circle donors are helping to protect and preserve compassionate healthcare across the country.

**About the Schwartz Center**  
We are a national nonprofit leading the movement to bring compassion to every patient-caregiver interaction. Watch our video, read our founder's story in the *Boston Globe Magazine*, and check out our annual report.

# Set for Success: SCCH Tools & Resources

The screenshot shows the 'Member Community' page of The Schwartz Center. A large blue arrow points down to the 'SCHWARTZ ROUNDS' menu item, which is circled in red. Another blue arrow points to the user profile icon in the top right corner, also circled in red. The 'MATERIALS' menu item is also circled in red. The page includes a search bar, navigation links (CONTACT US, MAIN SITE, LOG OUT), and a list of 'Most Popular Pages' (Member Benefits, Facilitation Video Modules, Materials, Educational Programs, Schwartz Rounds). A 'Continuing Education' section is also visible. The bottom of the page features a Harvard Medical School banner for 'Compassion in Practice'.

Home | The Schwartz Center

www.theschwartzcenter.org/members/

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Search Member Community

CONTACT US MAIN SITE LOG OUT

MEMBERSHIP **SCHWARTZ ROUNDS** EDUCATIONAL PROGRAMS INNOVATION **MATERIALS**

Welcome to the Schwartz Center Healthcare Member Community where you can find news and resources on member benefits, educational programs, continuing education opportunities and events that support clinician well-being, enhance the quality of care and enable better outcomes and create a more positive and rewarding experience for all members of the care team, patients and families.

Thank you for being a part of our shared vision where all patients receive compassionate care and all health care professionals are supported in providing it.

**HARVARD MEDICAL SCHOOL**

**COMPASSION IN PRACTICE:**  
Achieving Better Outcomes by Maximizing Communication, Relationships and Resilience  
October 28-29 in Boston

**Most Popular Pages**

1. Member Benefits
2. Facilitation Video Modules
3. Materials
4. Educational Programs
5. Schwartz Rounds

**Continuing Education**

Learn more about how the Schwartz Rounds™ program can be used to meet requirements for Continuing Medical Education (CME) credits, Continuing Education Units (CEU) and satisfy requirements for Accreditation Council for Graduate Medical Education (ACGME).

The Schwartz Center is a national

# Set for Success: SCCH Tools & Resources

- SCCH Member Community Website
  - Topic list
  - Archived webinars
  - Flyer template
- Sample Planning Committee Charter/Agenda (Member Experience Advisor)
- Sample Marketing Materials (MEA)
- Schwartz Center Facilitation Workshops
- Webinars:
  - Office Hours
  - Compassion in Action
- Your Member Experience Advisor



## Featured Member



# Schwartz Rounds at St. Agnes: A Good Start

- Physician buy-in
  - Initiated by MD, funded by MD practice group
  - Residency Program directors on board
  - CEUs
- Leadership Team
  - MDs: Medicine, Psychiatry
  - Mission: VP Mission, Chaplain
- Planning Committee
  - Multidisciplinary
  - Charter

# A Good Start, continued

- RN buy-in more difficult
  - Time, understanding of purpose
  - RN CEUs essential
- Select 3-4 cases before you begin
  - Assign specific duties
- Advertise far in advance
  - Early, often, use all media
- Rehearse with panelists
  - Assume they haven't attended rounds
  - Together is best, but go to them if needed
  - Overemphasize 2-3 minutes

# Make a Good Impression

- Lunch
- Introduction
- Rules
  - Closed doors
  - Brevity is the soul of wit. (Hamlet 2.2)
  - Hand over heart
- Case presentation
  - Brevity is the soul of wit.
- Plant?





# Facilitator

- Go to SR training!
- Silence is golden
- When in doubt, repeat or summarize
- Be prepared for the talkers
- Leave the last 5-10 minutes to bring things back up
- We are here to look out for each other.



# First Topics

- Difficult decisions: when patient and family disagree at end of life
- When patients don't adhere to treatment plan
- First do no harm: coping with medical errors
- The violent patient
- Handling bad news
- Coping with the drug-addicted patient
- The good stuff: what keeps us going

# Issues

- Didactic session vs. debrief?
- Timing: why are we scrambling every month?
- Committee: where are you all?
- Marketing: administrative barriers, late awareness of need to be more pushy
- Confidentiality: two stories





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# Questions



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**Thank you**

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