

Set for Success:

Building a Robust

Schwartz Rounds™ Program

Office Hours Webinar

November 1, 2016

Moderator



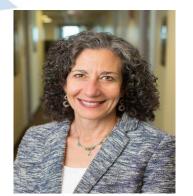
Pamela Mann, MSSA
Director of Programs and Rounds Training
The Schwartz Center for Compassionate Healthcare



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



Polling Question 2



Today's Topics

- 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

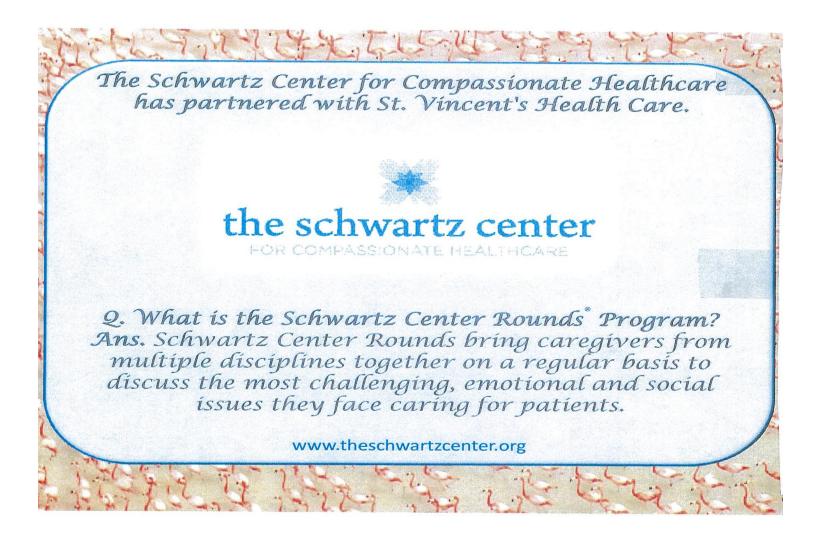
- Explain purpose/ground rules during introduction to Rounds.
- Express appreciation to panelists, participants.
- Encourage participants to continue conversations.

After Rounds

Thank panelists and senior leaders for participating.



Spreading the Word: Sample Screensaver





Spreading the Word: Sample Table Tents





Spreading the Word: Sample Flyers

A Different Approach to

KAISER PERMANENTE SANTA CLARA MEDICAL

Schwartz Center

The Schwartz Center Rounds provides a multi-disciplinary forum w difficult emotional and social issues that arise when caring for p rounds are intended to explore the human dimension of clinical sense of community, and to heighten our ability to provide compas

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



Friday Oct 12:30-1:30 Conference Lunch is in

Touched by the Unexpected

The panel, facilitator and planning committee involved in this activity are Kaiser Pe conflicting affiliations to disclose. Facilitator: Dr. Kae Bendixen. Panelists: Dr. Tan Palomar, RN, Lena Yee.

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



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Kaiser Permanente Santa Clara designates this Live Activity for a maximum Physicians should claim only the credit commensurate with the extent of the Nurses may report 1 hours of credit towards the continuing medical education requirements





RUSH UNI 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

Cally McKinney Psychiatric Nurse Liaison Kelly Lannert RN SICU

Searle Conference Center **542 BRAINARD**

PROFESSIONAL BUILDING II

Erin Hederman RN ECMO Coordinator Madeline Lubenow RN SICU

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

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.

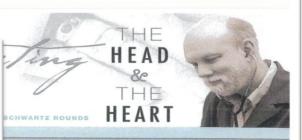
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Ruch University Medical Center is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. Ruch University, Medical Center designates this live activity for a maximum of (T) AMA PRA Category Cedit(s)**. Physicians should daim only credit commensurate with the educat of their

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 unlabeled or unapproved uses of drugs or devices. Please refer to the FDA approved package insert for each drug/device for full prescribing/

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.



HWARTZ ROUNDS

ry forum where caregivers discuss social issues that arise in caring for patients.

nded in Safety"

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

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

hursday, March 5, 2015 12:00 PM - 1:00 PM atlos Conference Center Lunch will be served

UNM

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

PHYSICIAN LEADER: Michael Yurso, MD

members are welcome.

the schwartz center



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.

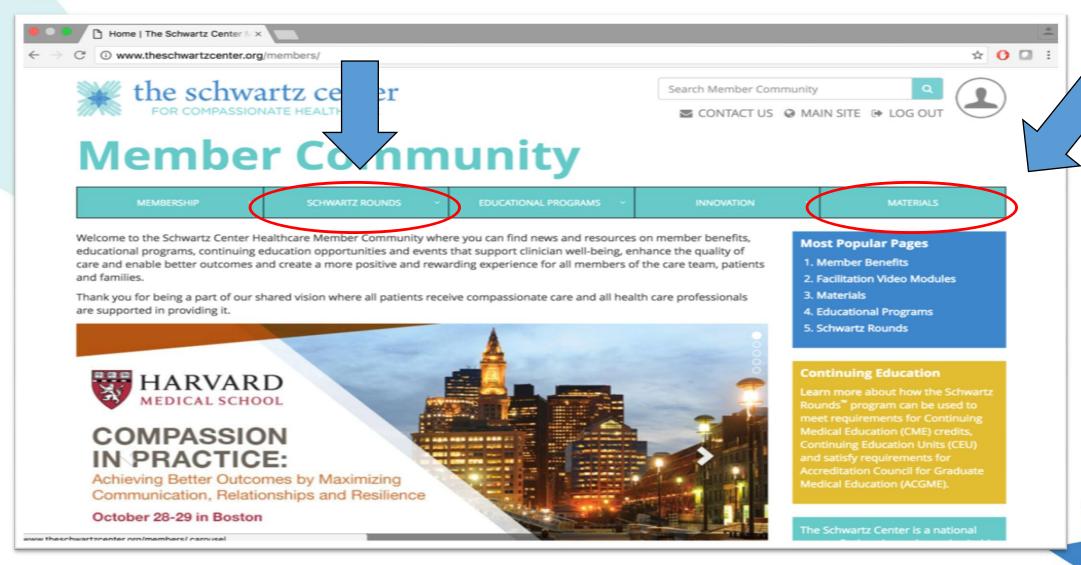


Set for Success: SCCH Tools & Resources





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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





Questions



Thank you

www.theschwartzcenter.org