Wessex Safety & Improvement Conference 2017

Schwartz Rounds and How to do them

Welcome

#CSIPWessex17
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Forums for reflective practice: Schwartz Rounds & Team Time

Workshop

2017
Aims

- What are Schwartz Rounds?
- What is Team Time?
- What are they for?
- Taste both
‘We have to get on with the job’

Distressing situations become the norm

Staff use **protective strategies** to help deal with the emotional distress

Such strategies can **inhibit** the ability to empathise and connect with patients
Supporting reflective practice

Schwartz Rounds for the whole organisation

Team Time for teams
Schwartz Rounds for the whole organisation
Schwartz Rounds

Confidential forum, open to all staff to come together on a voluntary basis once a month to reflect on the non-clinical aspects of caring for patients – that is, the emotional and social experiences associated with their work.

Multi-professional, multi-level

No pressure on participants

Usually at lunch time
The facilitator

Main responsibilities

• Ground rules
• Preparing the panel and keeping them safe
• Understanding group process, systems, organisational culture, staff and patient experience
• Listening, summarising and reflecting
• Moving away from problem solving to a focus on the experience and impact of providing care
The clinical lead

- A senior doctor, drawing on own experience
- Understanding of organisational culture and staff and patient experience
- Can confidently support the main facilitator in the co-facilitation role
- Engaging the medical community
Other key people

• The steering group
• The administrator
• Board members
Exercise: 15 minutes in 2s and 3s

“A patient I’ll never forget”

On your own for a few minutes remind yourself of the patient you won’t forget and the reasons why

In pairs or threes share your stories
Schwartz Rounds titles

Next Please! or Putting on a brave face *(fast turnover of patients and the impact on care)*

Lone working *(the burden of responsibility)*

We lose people too

You see a lot in this job

A very private patient *(patients who are hard to reach)*

Making the call *(calling relatives close to death)*
Team Time
What is Team Time?

Team Time supports staff *within their own team*. The initiative draws on the same methods of *group reflective practice as the Rounds*. Aims to create positive team climate and mutual understanding between co-workers.

Ground rules.

15 minutes weekly

Facilitated by *trained facilitator*
A taste of Team Time
Exercise: the bag of emotions 15 minutes

① Write down some main activities from the last few days
② What emotion(s) did you feel during each activity? Write them down
③ Choose one or two of the most highly charged moments
④ Discuss these moments with your partner(s), including how they impacted on you
Challenges, reflections and questions