

Schwartz Round Evaluation

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Background

Schwartz Rounds provide a structured space for staff to reflect on the emotional and social aspects of their jobs. Regularly attending Schwartz Rounds is associated with improved well-being and relationships with colleagues, as well as more empathy and compassion to patients¹. Schwartz rounds in Bradford District Care NHS Trust (BDCT) have been running monthly since September 2018. Prior to February 2020 when the Covid pandemic occurred, the Schwartz Rounds were in person. Since March 2020 the Schwartz Rounds have been online. Feedback was given in paper form to all attendants at the in person rounds and is sent by email to all attendants at the online Schwartz Rounds. BDCT provides both mental and physical health care.

Aim and Method

Aim: To evaluate the impact of Schwartz Rounds at BDCT and how the impact may have varied depending on whether they are in person or online.

Method: We reviewed and evaluated the Schwartz Round feedback forms in a 6 month period before March 2020 (Sep 2019-Feb 2020) when they were in person and compared this to the feedback in a 6 month period after March 2020 (September 2022- Feb 2023) when they were established online.

Results

Date	Number of people attending the Schwartz Rounds	Number of attendees completing feedback questionnaire	Percentage of completed feedback questionnaires
Sep 2019 –Feb 2022	152 (average of 25 attendees a month)	119 (average of 19 people a month)	78%
Sep 2022 -Feb 2023	231 (average of 39 attendees a month)	128 (average of 21 people a month)	55%

Professional affiliations of attendants

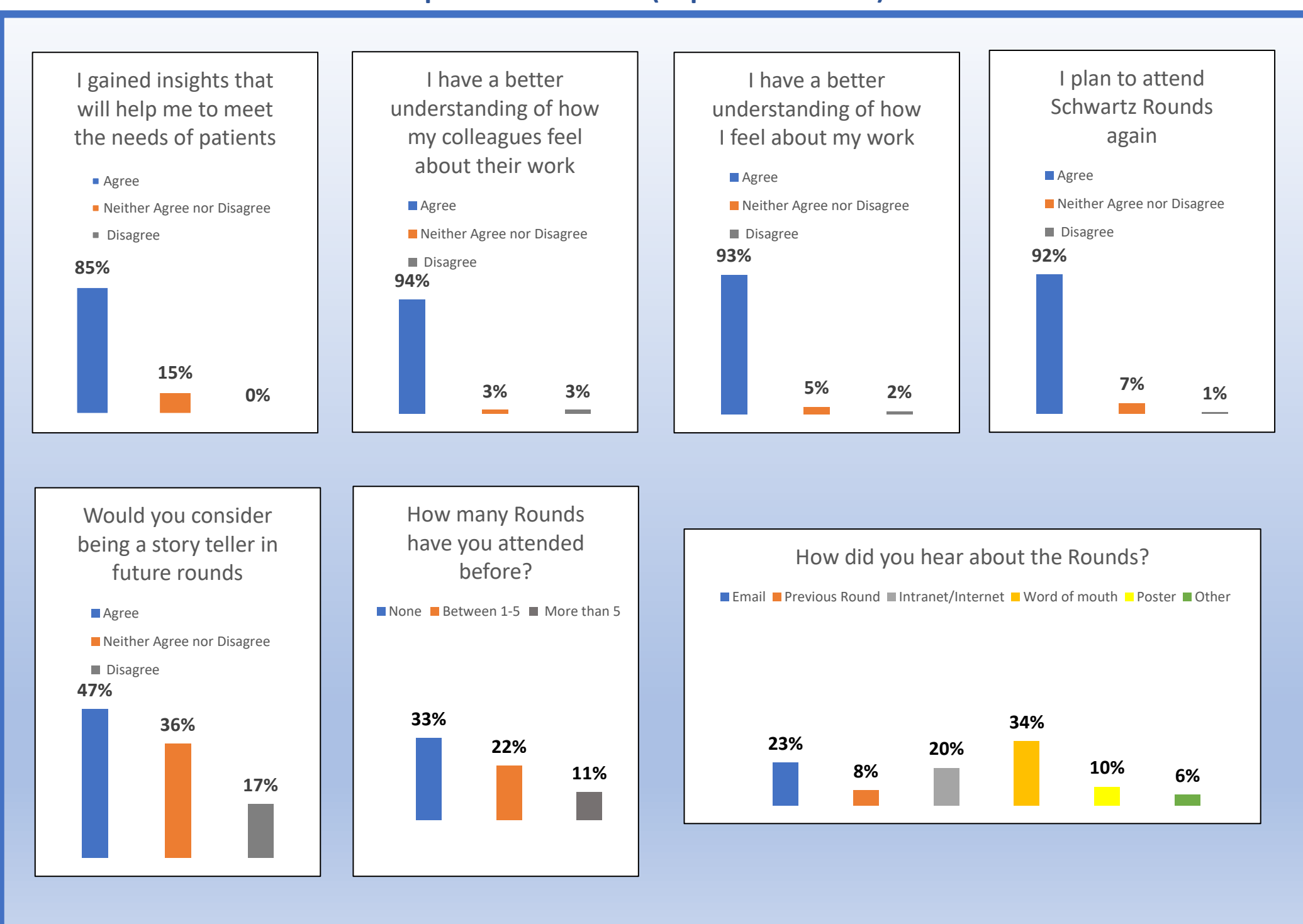
Sep 2019 –Feb 2020 (in person Rounds)

Doctor	22%	Board member	1%	Health Care Support	1%	Social worker	3%
Nurse	21%	Occupational therapist	6%	Physiotherapist	3%	Manager	1%
Psychologist	16%	Security	1%	Porter	1%	Other	8%
Admin/clerk	18%						

Sep 2022 -Feb 2023 (online Rounds)

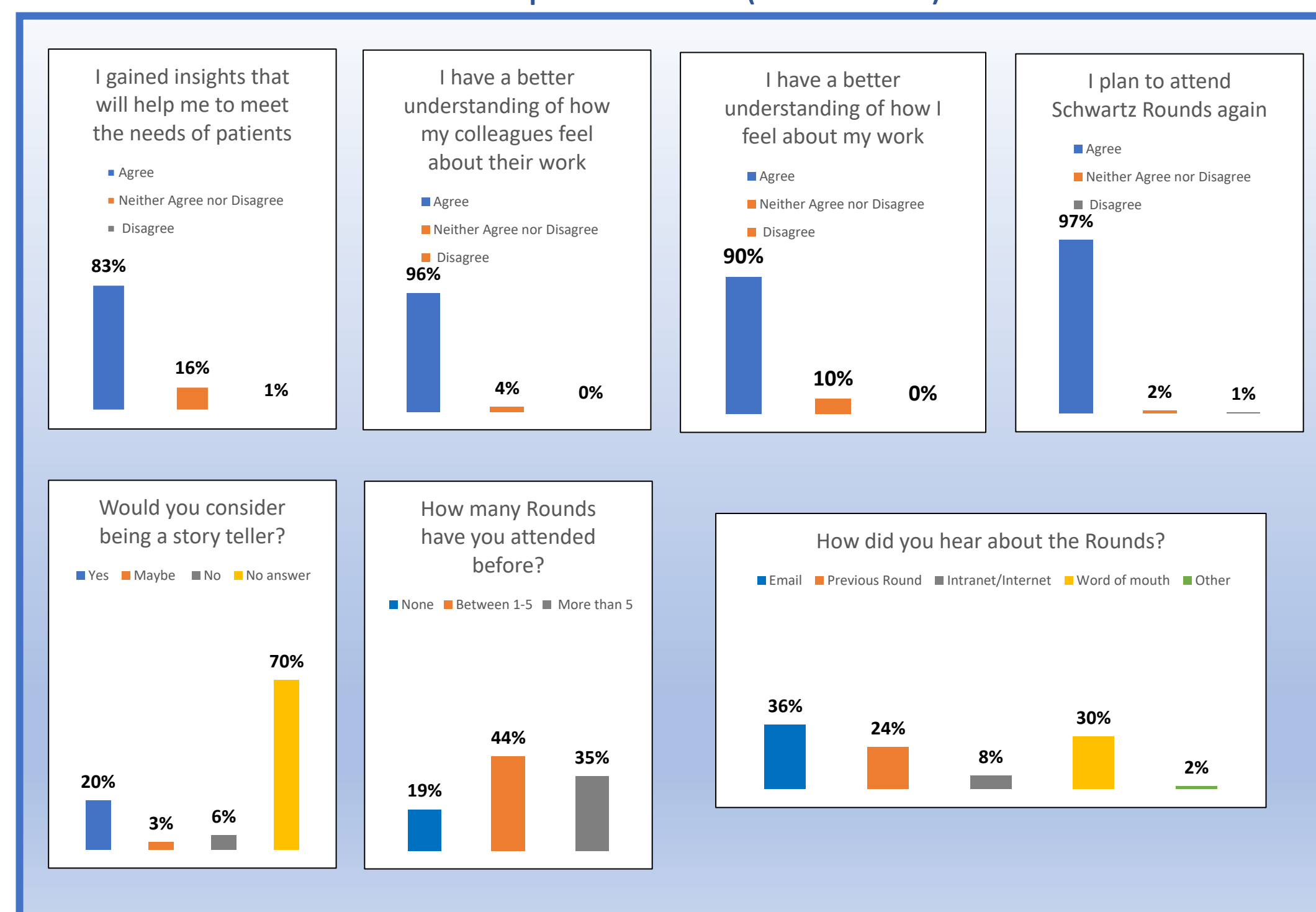
Doctor	23%	Corporate	3%	Health Care Support Worker	2%	Quality Improvement	1%
Nurse	12%	Occupational therapist	4%	Physiotherapist	1%	Education & Development	1%
Allied Health professional	14%	Admin	4%	Senior manager	4%	Manager	1%
Psychologist	19%	Accountant	3%	Retention Project Lead	1%	Patient/Carer Involvement	1%
Social worker	5%	Advanced clinical practitioner	1%	Librarian	1%		

Sep 2019 –Feb 2020 (in person Rounds)



Quantitative Feedback

Sep 2022 -Feb 2023 (online Rounds)



Qualitative themes

"I have found them to be so powerful and useful to reflect on my own practice but also the system around me. Each time has been so different and I love that there are a diverse range of professionals who attend - helps feel connected."

"Schwartz offers a non-judgmental space. It is so empowering and reassuring."

"It was a welcomed pause in a fast-moving and demanding working week. A very powerful and moving experience- stories of difficulties lived with and faced which highlighted the importance of colleagues. It renewed my faith in the human race, and in my own capacity to live and to work thoughtfully as well."

"Really interesting to hear stories from staff whose roles I don't know about in depth....and realise how we are all human and affected by similar things. It made me proud to work for the NHS."

"Listening to others verbalise what I often think or feel validates it. We might not necessarily always know what a Schwartz round is or what we will get out of it, but I'm glad I joined in today as it was really thought provoking and beneficial to me on a personal level."

"I love the few moments of silence to be able to reflect and process feelings. I make time and it is like a treat and sanctuary."

Discussion

Who attends the Schwartz Rounds?

•More people have attended online Schwartz rounds compared to the in person Schwartz rounds. Is this due to improved accessibility online, have the Schwartz rounds have gained more popularity/awareness or is there an increased need for the rounds due to possible changes in working environments or the psychological impact following the pandemic? It would be interesting to consider the on-going attendance rate if the Schwartz rounds were to resume in person.

Who is completing the feedback?

• There were higher rates of completion of the feedback when attended in person (78%) compared to online (56%). We wonder if people are less engaged in the process when the Schwartz rounds are online, or do people feel more obliged to complete the feedback when they have paper forms at the time?

•Prior to March 2020, the highest percentage of staff completing the in person Schwartz rounds feedback were doctors (22%), followed by nurses (21%) followed by admin (18%). After March 2020, the highest percentage of staff attending the online Schwartz Rounds were doctors (23%), psychology (19%) followed by Allied health professionals (14%). It is interesting to consider why there is a lower percentage of nurses and admin completing feedback since March 2020. Is this related to lack of access to laptops or a private space or a change in the feedback form? It would be interesting to find out which areas of the trust staff are attending from (i.e inpatient or community settings) as well as enquiring into demographic information such as gender and ethnicity.

How do people experience the Schwartz Rounds?

•Overall there is very positive feedback for in person and online rounds, however the percentage of people who agreed to be a story teller has reduced from 47 to 20%. We wonder if the online environment or the larger group size has impacted on how safe people feel telling their stories. Do people feel disconnected from the audience online? Are more people who feel less confident speaking in groups attending online?

Conclusion

There is positive feedback for in-person and online rounds. Whilst more people attended online, fewer agreed to be story tellers. Alternating the rounds monthly (online and in person) may support attendance and encourage story tellers. Further evaluation to improve the experience of Schwartz Rounds could evaluate the demographic details of attendants, do an in depth thematic analysis of the qualitative feedback, explore barriers to attending the Rounds amongst wider staff groups, explore the experiences of story tellers, as well as exploring barriers to becoming a story teller.