



The
Point of Care
Foundation

Schwartz Rounds: supporting healthcare staff online

Aggie Rice and Rhiannon Barker

RCPSYCH: Meaningful online
psychiatric care in an era of Covid 19

- What are Schwartz Rounds
- Why might they help?
- Moving online: Team Time and Virtual Schwartz Rounds

What are Schwartz Rounds?

Confidential forum for **ALL staff** to come together 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.

At each Round 3 people share an experience from their work.

Story is told from the **staff perspective**



Why might Rounds help?

1. Normalising emotions

Care settings can be lonely places.

Thoughts of incompetence and feelings of fear, grief and shame are commonly expressed during Rounds.

Sharing emotions allows staff to move from a place of **isolation** to **shared understanding**, reducing the sense of difference.



Why might Rounds help?

2. Creating a culture of openness

The discussions that occur in Rounds model new models of interaction, in which staff can share experiences without judgement or solutions.

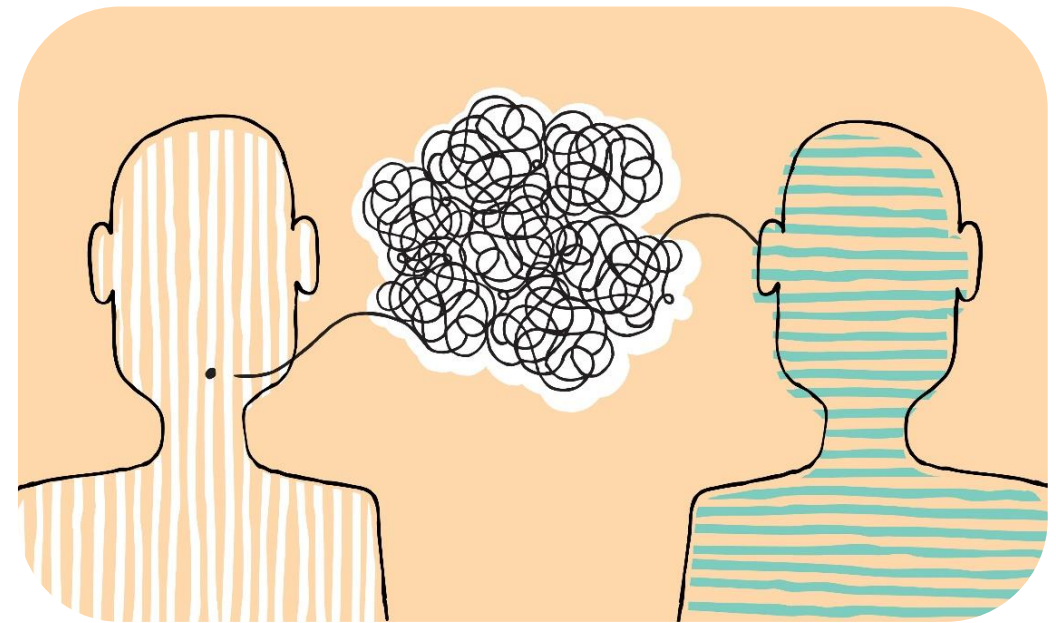
A consistent reflective space may impact on the organisation more broadly, encouraging staff to employ their reflective stance in their work outside the Round.



3. Promoting connectedness and increasing insight

Caring environments are often fragmented.

Rounds appear to engender a **sense of connectedness to each other, both the people we are working with and our colleagues, and organisations as a whole**



4. Role Modelling

“that [colleague] is so high up I would normally be intimidated by him. I’m a junior member of staff and don’t want to say anything stupid, but his story made him so much more approachable. So if I now had him {for a teacher} and you find a situation upsetting you would be more likely to say something or be more open with him. Not so scared to say something.”

5. Changing narratives

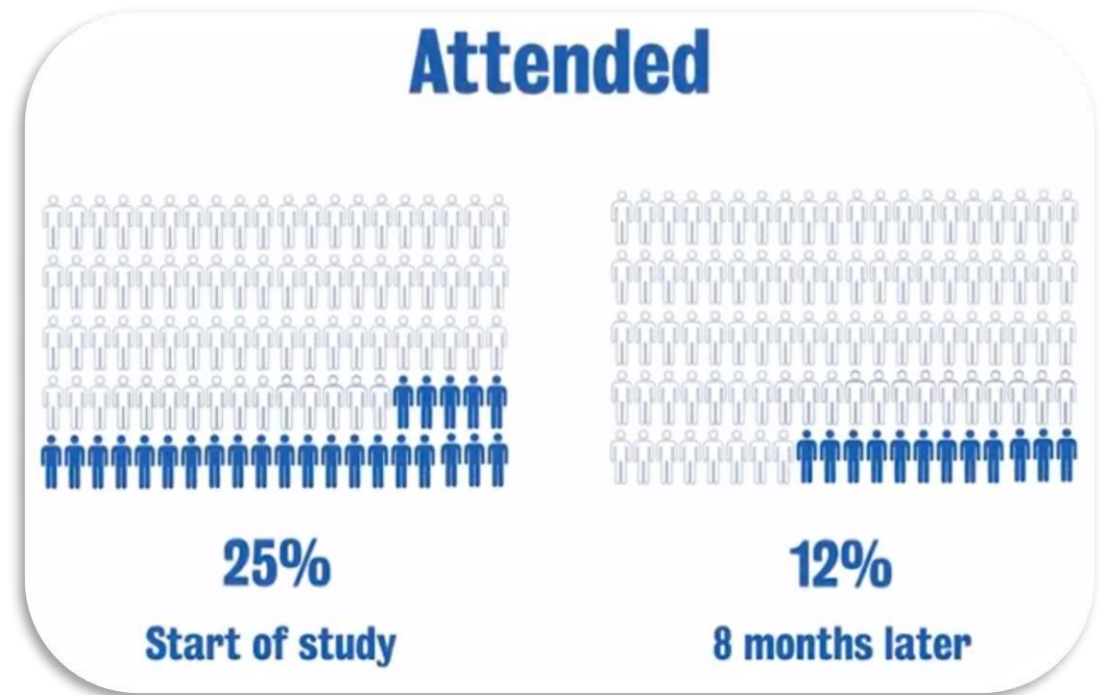
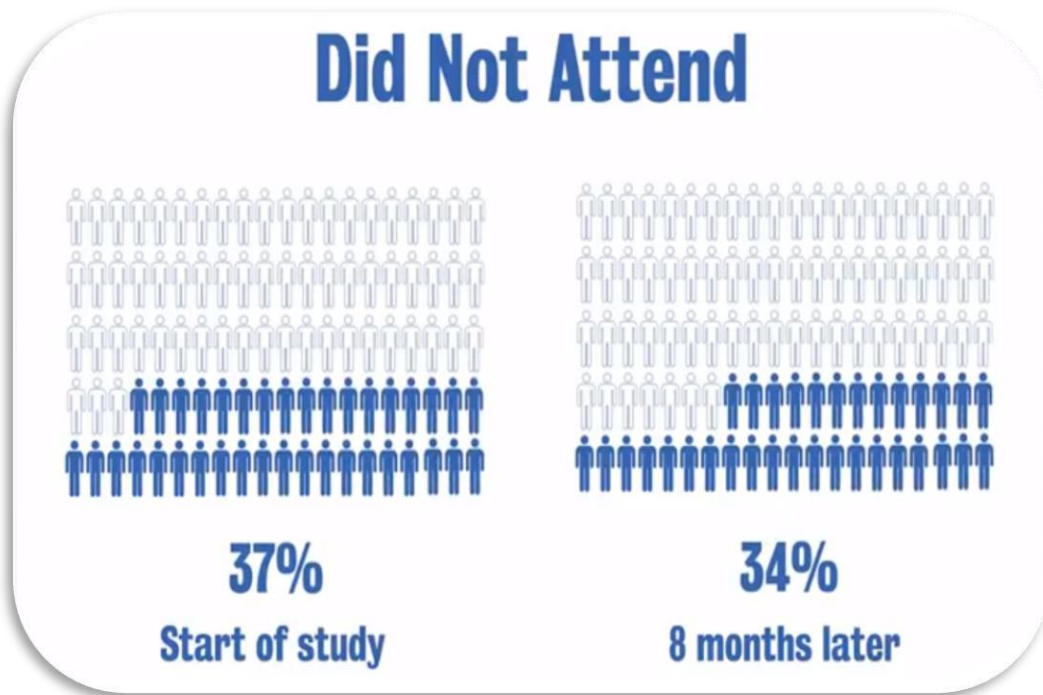
Stories have the ability to **empower** both narrator and audience.

Rounds can **change narratives of individuals and organisations** and in turn change the way that people interact with one another.

Results

The wellbeing of staff who attended Rounds regularly significantly improved, with the proportion of those with psychological distress halving down from 25% to 12%.*

There was little change in the psychological wellbeing of staff who did not attend Rounds over this period.



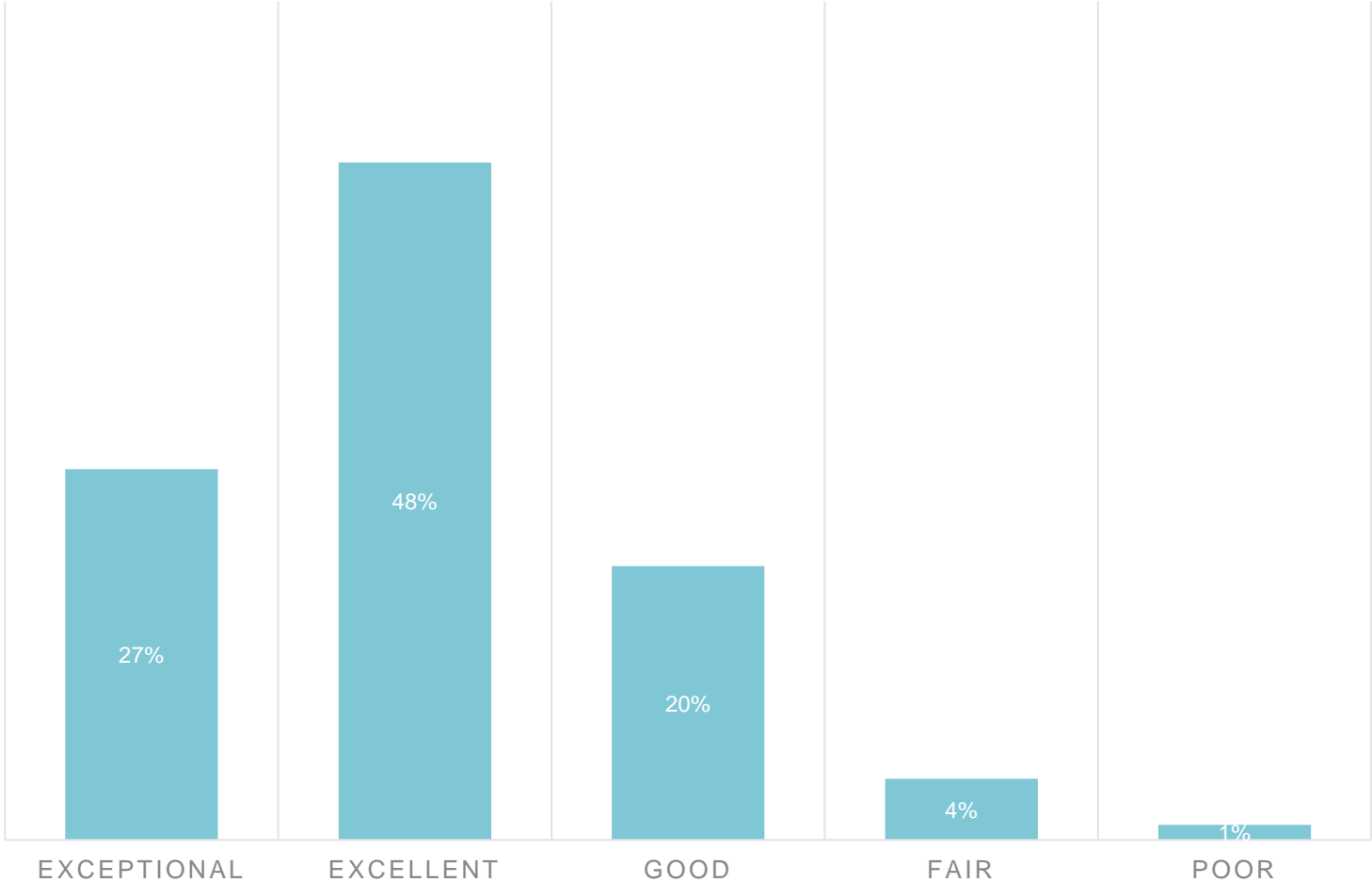
*According to the GHQ-12

Team Time – taking Schwartz Rounds online

Team Time – what feedback have we had so far?

Survey findings

PLEASE RATE TODAY'S TEAM TIME OVERALL



What did you find the...

Most helpful

- ❖ Shared feelings expressed
- ❖ Time to reflect
- ❖ Listening
- ❖ Excellent facilitation
- ❖ Hearing others' experiences

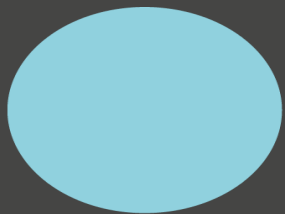
Most difficult

- ❖ Technology
- ❖ Hearing colleagues upset
- ❖ The emotion
- ❖ Lack of participation

Key learnings

- Preparation and follow up are key
- Flexible approach needed: cameras, length, group size
- Safe, open, honest environment central to fostering meaningful discussions
- Balance between no pressure to participate and conversation points
- Face-to-face preferred but virtual offers an added level of accessibility
- Long term sustainability of Team Time will vary

Thank you



The
Point of Care
Foundation

www.pointofcarefoundation.org.uk

@PointofCareFdn