



Life as a Consultant Symposium

Friday 16 March 2018

Breakout session E – Abstract

Schwartz Rounds - Who cares for the carers?

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In a time of complex service provision where physician burnout is a common occurrence, there is an urgent need within healthcare to provide meaningful supports for staff.

Schwartz Rounds provide a valuable opportunity for all staff to reflect on the emotional impact of their work through conversations facilitated by a local clinical lead and facilitator. They are unique in that unlike other supports for staff they do not seek to solve problems or look for outcomes. Through the sharing of our stories in confidence, Schwartz Rounds provide a framework which have been proven to improve staff wellbeing (reducing psychological distress), reduce hierarchy and improve teamwork and connection which ultimately has an impact on improved patient centred care.

In 2015, the Quality Improvement Division engaged the Point of Care Foundation to licence, train and mentor staff in two sites to test the introduction of Schwartz Rounds in an Irish context (over 300 healthcare settings in the US and 100 in the UK have successfully introduced rounds). Based on the success of this work, over the coming two years, QID is working collaboratively with the Point of Care Foundation to establish Schwartz Rounds with up to 30 teams in Ireland (12 sites have already completed training).

The objectives of this session are to:

- Share the story of the Irish healthcare system's journey to introduce Schwartz Rounds
- Share preliminary results of the implementation in an Irish context
- Share the challenges and successes of implementation which have been underpinned by the principles of front line ownership and organisational development
- Explore with the group their questions and the topic of physician engagement in Schwartz Rounds with interactive opportunities for discussion

#hello my name is...



Ms. Juanita Guidera

Juanita has worked in healthcare since 2001 and is currently the Quality Improvement Division Lead Staff Engagement. She is passionate about the potential of people. The core focus of her work includes supporting leaders to develop skills to engage staff in quality improvement and working with organisations seeking to introduce Schwartz Rounds in a collaboration between the Quality Improvement Division and the Point of Care Foundation. She also co-facilitates the National Health Sector Staff Engagement Forum.

Juanita's work includes the design and implementation of organisational interventions to create cultures underpinned by trust and open communication, value staff knowledge and voice and promote creative and critical thinking. She guest lectures on several masters programmes with University of Limerick, University College Cork and the Royal College of

Surgeons Ireland. Juanita has a particular interest in the evolving role of healthcare leaders as they move from a control and command leadership style to one that enhances and supports engagement.

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Useful Resources

- www.staffengagement.ie
- www.pointofcarefoundation.org.uk/schwartz-rounds/
- www.theschwartzcenter.org
- www.kingsfund.org.uk/publications/schwartz-center-rounds-pilot-evaluation
- [The benefits of Rounds are outlined in evidence in the Journal of the Royal Society of Medicine \(2012\) \(PDF\) and an evaluation in Academic Medicine \(2010\) \(PDF\).](#)
- <https://www.nihr.ac.uk/news/sharing-experiences-improves-wellbeing-of-healthcare-staff/7212>

Note on Schwartz Rounds

In healthcare today, we see increasing complexity in service provision, changing societal dynamics and ongoing work to save costs and improve efficiency. While clinicians are ever passionate about their patients, each day we hear stories of the impact of physician burnout and disengagement. Colleagues have less opportunities to come together as a team, to pause and reflect and many are forgoing breaks and mealtimes to meet patient needs. However, we know from international evidence that all of these things are essential if staff are to not only remain physically and mentally healthy on a personal level but to also provide safe services for those they meet and to be at their best when they return home to families and friends outside of work.

Schwartz Rounds have been shown to lead to:

- Increased insight into the social and emotional aspects of patient care
- Increased confidence to deal with sensitive and non-clinical issues relating to patients
- Beliefs in the importance of empathy and actual empathy with patients as people
- Openness to expressing thoughts, questions and feelings.
- Decreased feelings of stress and isolation
- Improved team work and interdisciplinary communication
- Specific changes in departmental or organisation wide practices as a result of insights that have arisen from discussions in Rounds.

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