

Understanding the Impact of Compassionate Care Rounds: The Canadian Experience

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No boundaries



Schwartz Rounds[®] at Holland Bloorview

- First Canadian hospital to partner with the Schwartz Center of Compassionate Care



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Holland Bloorview

Kids Rehabilitation Hospital

Schwartz Center Rounds® Format

- One hour sessions held regularly throughout the year
- On-site planning committee chooses a patient case or topic
- Multi- disciplinary panel shares lived experiences (10 -20 minutes)
- Skilled Facilitator leads the conversation in a confidential environment
- Open to all staff in the hospital



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Schwartz Rounds® at Holland Bloorview

Organizational Objective:

- To continuously care for healthcare professionals by promoting empathy through providing a safe and confidential environment to have conversations about the social and emotional aspects of care rather than the medical dimension.

Educational Innovations

The Schwartz Center Rounds: Evaluation of an Interdisciplinary Approach to Enhancing Patient-Centered Communication, Teamwork, and Provider Support

Beth A. Lown, MD, and Colleen F. Manning, MA

Abstract

Purpose

To assess the impact of Schwartz Center Rounds, an interdisciplinary forum where attendees discuss psychosocial and emotional aspects of patient care. The authors investigated changes in attendees' self-reported behaviors and beliefs about patient care, sense of teamwork, stress, and personal support.

Method

In 2006–2007, researchers conducted retrospective surveys of attendees at six sites offering Schwartz Center Rounds ("the Rounds") for ≥ 3 years and prospective surveys of attendees at 10 new Rounds sites that have held ≥ 7 Rounds.

Results

Most of the retrospective survey respondents indicated that attending Rounds enhanced their likelihood of attending to psychosocial and emotional aspects of care and enhanced their beliefs about the importance of empathy. Respondents reported better teamwork, including heightened appreciation of the roles and contributions of colleagues. There were significant decreases in perceived stress ($P < .001$) and improvements in the ability to cope with the psychosocial demands of care ($P < .05$). In the prospective study, after control for presurvey differences, the more Rounds one attended, the greater the impact on postsurvey insights into psychosocial aspects of care and teamwork (both: $P <$

.05). Respondents to both retrospective and prospective surveys described changes in institutional culture and greater focus on patient-centered care and institution-specific initiatives.

Conclusions

Schwartz Center Rounds may foster enhanced communication, teamwork, and provider support. The impact on measured outcomes increased with the number of Rounds attended. The Rounds represent an effective strategy for providing support to health care professionals and for enhancing relationships among them and with their patients.

Acad Med. 2010; 85:1073–1081.

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Schwartz Rounds[®]: Organizational Impact (all staff)

- Rounds are popular: ~122 hospital staff attending each Round

“Wow – just was a truly amazing experience that was an honour to be a part of. Thank you.”

“Thank you. I didn’t realize how important and valuable these Rounds are.”

“Increased sense that management understands the incredible stress clinical staff work in. The work demands can be crushing within this context.”

Schwartz Rounds[®]: Organizational Impact (all staff)

- Improved psychosocial aspects of patient care and mental health of staff

“Thank you for having these Rounds. Even when you simply listen and not speak, you are still contributing as you take what you’ve learned to the next situation.”

“Continue to remember that families have a “bigger picture” outside of their therapies, and that we as clinicians need to take time to listen to their stories.”

Schwartz Rounds[®]: Organizational Impact (all staff)

- Improved empathy amongst staff:

“I now understand that it is ok to rely on co-workers for emotional support and that situations may arise quickly and unexpectedly.”

“Makes me aware that no matter what profession, we are all the same.”

Schwartz Rounds[®] at Holland Bloorview

Research Objective:

Considering the different organizations of care and mores in Canada, a study was conducted to examine the impact of Rounds during the four-Round pilot period in three areas:

1. Clinician self-reports of empathy
2. Social support at work (co-worker, supervisor)
3. Parent-reports of clinician empathy



Method

- Quasi-experimental design with pre- and post-test nonequivalent comparison group formula
- 222 clinicians completed pre- and post-test surveys two weeks following Schwartz Rounds[®] on various self-report measures
 - Attendance: 103 (zero Rounds), 45 (one Round), 35 (two Rounds), 28 (three Rounds), 11 (four Rounds)
- A total of 494 parents of pediatric patients reported on clinician empathy throughout the pilot period

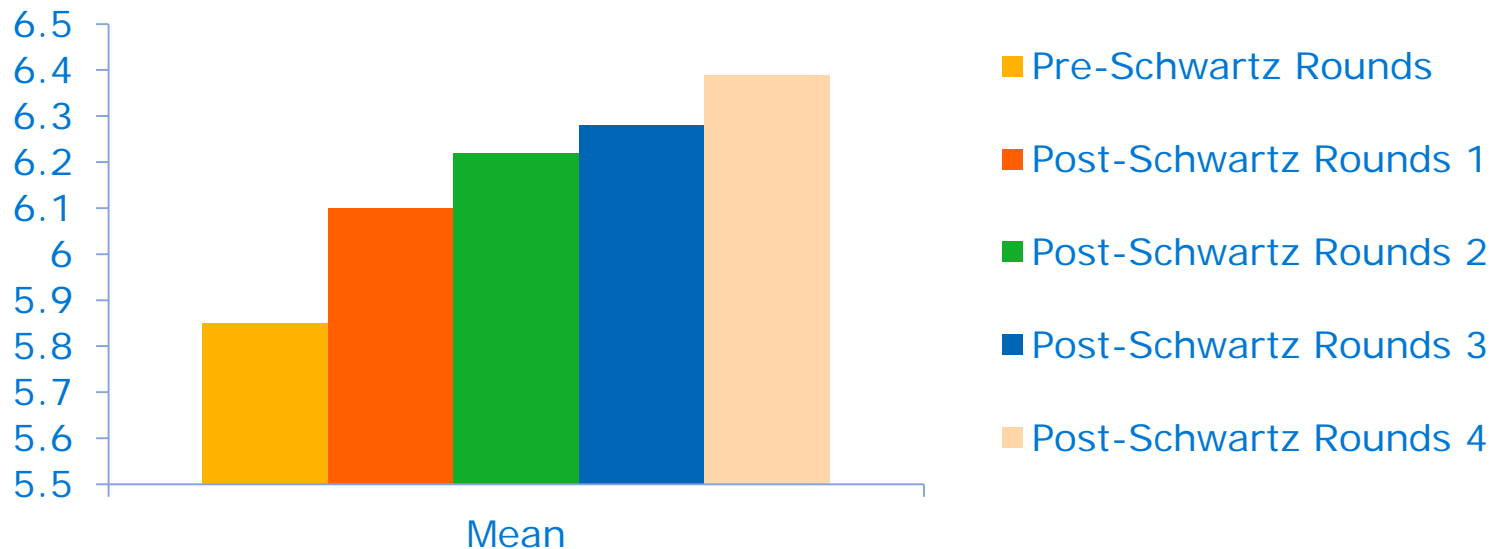
Schwartz Rounds[®] Impact: Research Study (clinicians)

Dose effect

- The more Rounds attended resulted in higher scores in:
 - *Empathy* ($p < .01$)
 - *Co-worker guidance* ($p = .07$)
 - *Co-worker alliance* ($p = .06$)
- Compared to non-attendees, those who attended reported:
 - Greater overall improvement in amount of *co-worker support* ($p < .01$)
 - Greater *insight into compassionate care* ($p < .001$)
 - Having *more conversations about Schwartz Rounds[®] with their co-workers* ($p < .001$) and *supervisors* ($p < .01$)

Schwartz Rounds[®] Impact: Research Study (parents)

- Parents reported significant *increases in their healthcare provider's overall empathy* throughout the duration of Rounds ($F_{(4, 489)} = 4.48, p < .01$)





LIMITATIONS

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Implications of Schwartz Rounds® at Holland Bloorview

- Consistent with success in the US and the UK, Schwartz Rounds® at Holland Bloorview is a promising way to:
 - Promote empathy
 - Enhance psychosocial aspects of patient care
 - Beneficial impacts on the psychosocial mental health of staff
- Enhances hospital empathy culture for both staff and families

“It’s nice the organization is committed to helping the well-being of clinicians.”

Schwartz Rounds[®] at Holland Bloorview: A Message from Our Staff