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Developing compassion and resilience through interprofessional Schwartz Rounds

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(representing the Schwartz Round Steering Group)

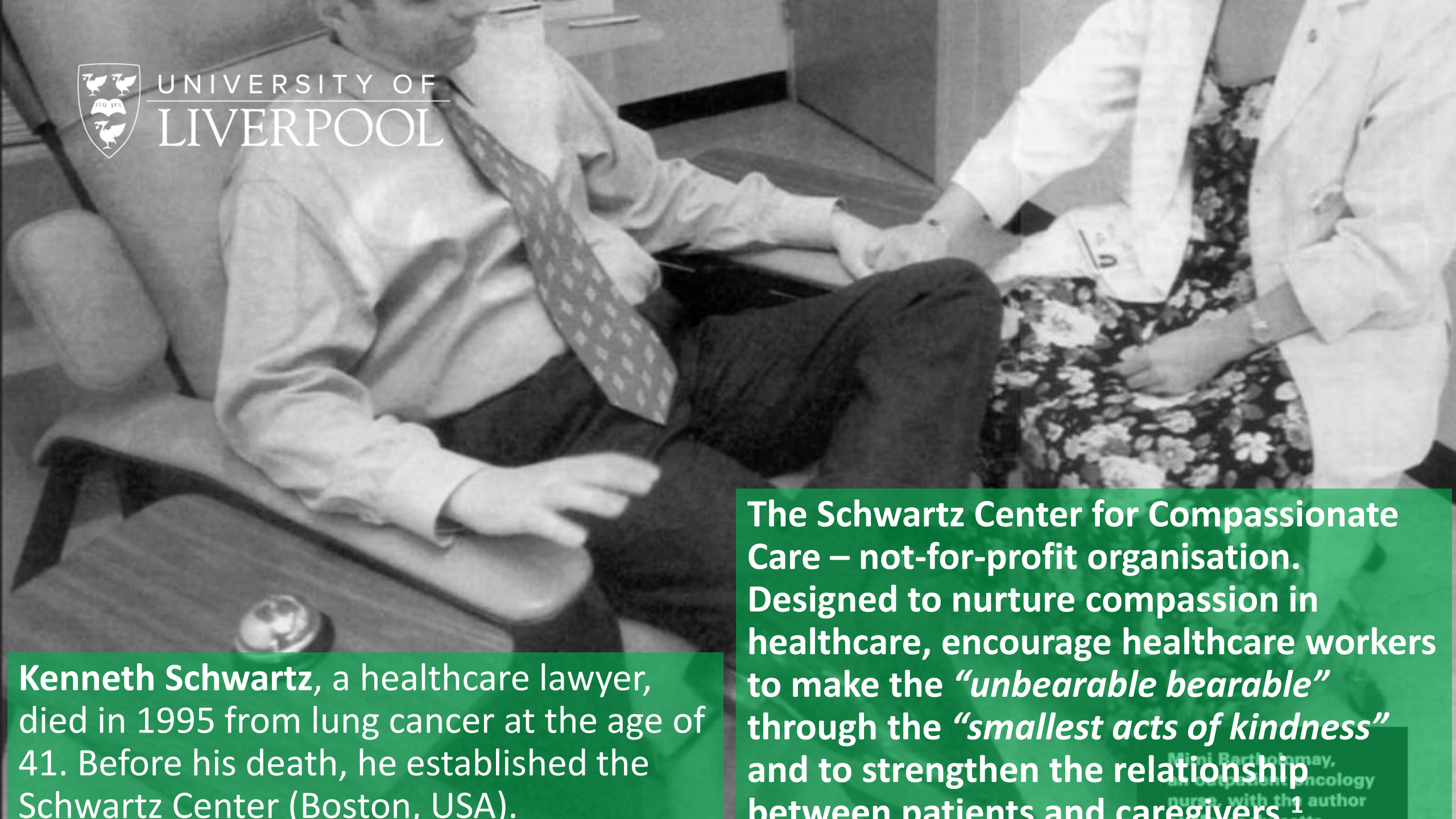
The Schwartz Round team



- Ms Pam Clarke (Schwartz Round Research Assistant)
- Professor Mark Gabbay (Professor of General Practice; Director of NIHR CLAHRC NWC)
- Dr Laura Golding (Clinical Psychologist; Schwartz Round Project Lead)
- Dr Viktoria Goddard (Lecturer in Medical Education, Director of Studies, School of Medicine)
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Kenneth Schwartz, a healthcare lawyer, died in 1995 from lung cancer at the age of 41. Before his death, he established the Schwartz Center (Boston, USA).

The Schwartz Center for Compassionate Care – not-for-profit organisation. Designed to nurture compassion in healthcare, encourage healthcare workers to make the *“unbearable bearable”* through the *“smallest acts of kindness”* and to strengthen the relationship between patients and caregivers ¹

Mini Bartholomay,
an oncology
nurse, with the author

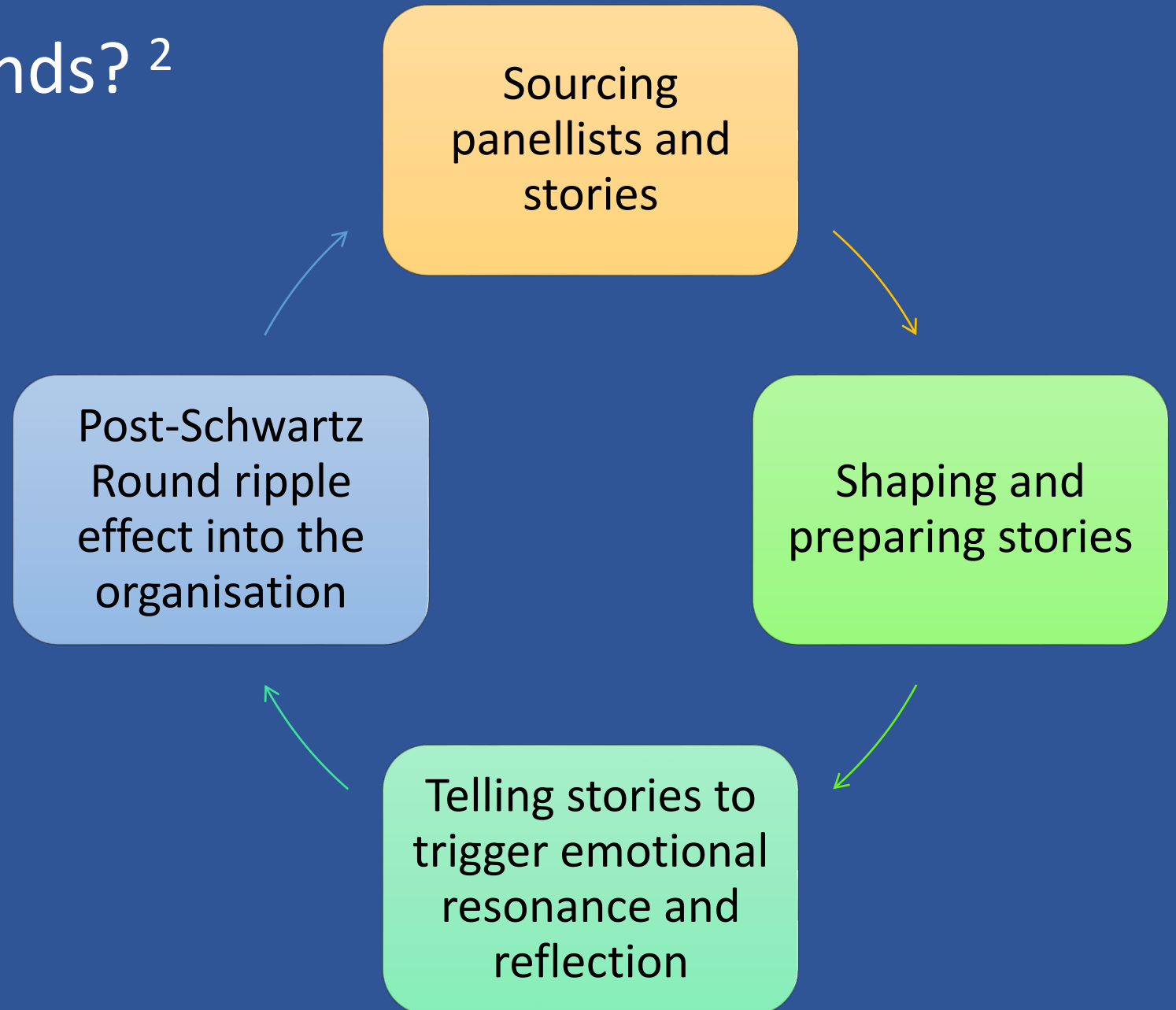
What are Schwartz Rounds? ²

Traditionally, multi-professional forum for healthcare staff to come together to reflect on the emotional and social challenging aspects of their work by:

Promoting staff wellbeing, resilience and empathy; and

Focusing on staff wellbeing to improve patient care.

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University of Liverpool: Schwartz Rounds for students

- Second UK University to hold Schwartz Rounds
- First UK University to hold multi-professional Schwartz Rounds
- 24 student Schwartz Rounds face to face (Feb 2016 to Feb 2020)
- 8 student SR via Zoom (October 2020 to May 2021)

• Healthcare students from:

- Medicine
- Nursing
- Occupational Therapy
- Orthoptics
- Physiotherapy
- Radiography – diagnostic and therapeutic
- Clinical psychology
- Dentistry

Schwartz Round topics

A patient I'll never forget

In at the deep end

Gifts from patients

Putting compassion to the test

Small acts of kindness

We all make mistakes

We're human too! When the personal and professional
overlap

On speaking up or keeping quiet

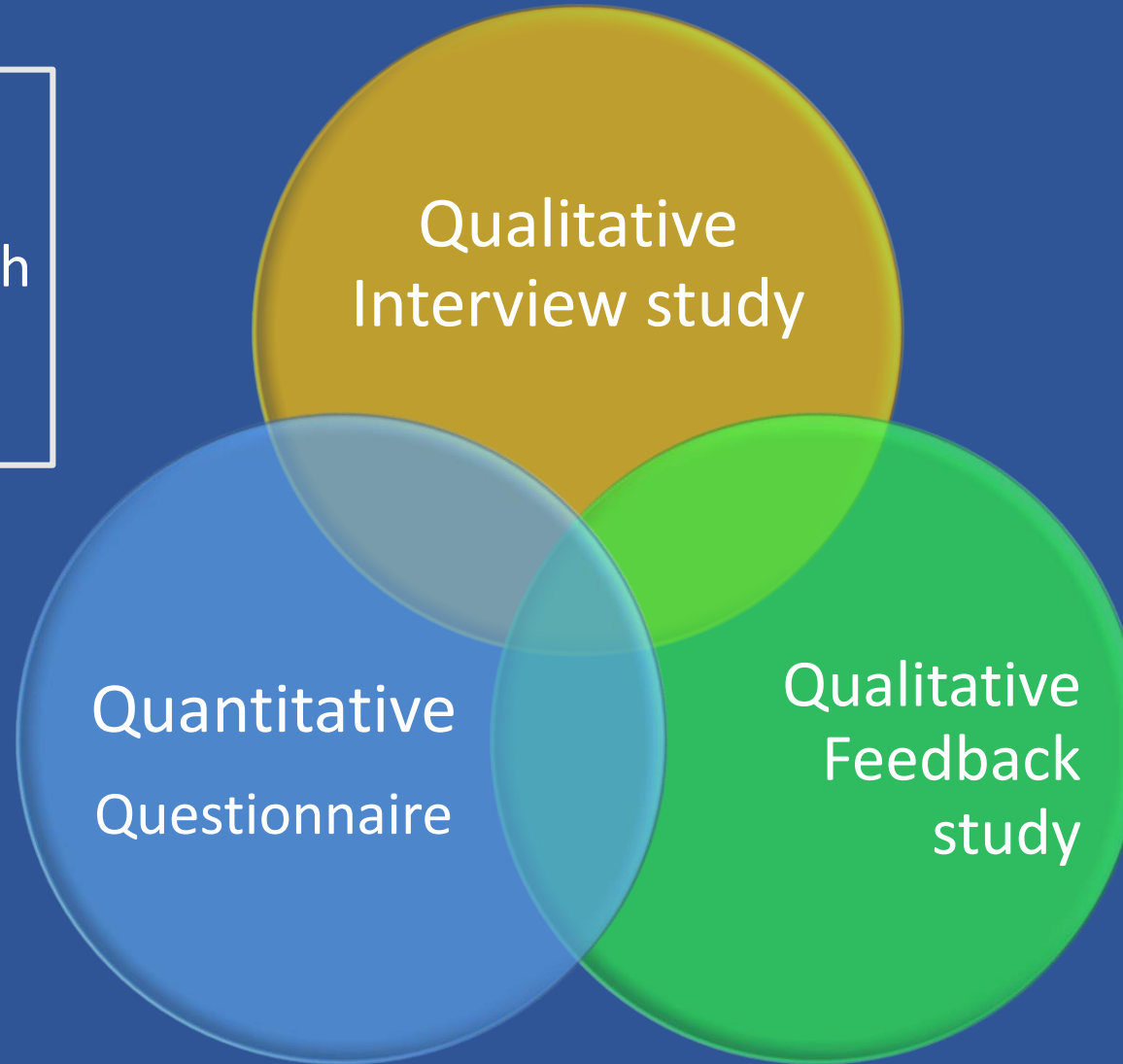
Aims of the research

To identify the extent to which and how healthcare students' perceptions of the impact of Schwartz Rounds are reflected in students' scores on self-report measures

Research design and objectives

4. To compare the results of the interview and feedback study with those of the questionnaire study

3. To investigate the characteristics and scores on self-report measures of students who were invited to UoL Schwartz Rounds



1. To explore the experiences and views of a sample of students who attended at least one UoL Schwartz Round

2. To identify the views of students who attended at least one of the UoL Schwartz Rounds

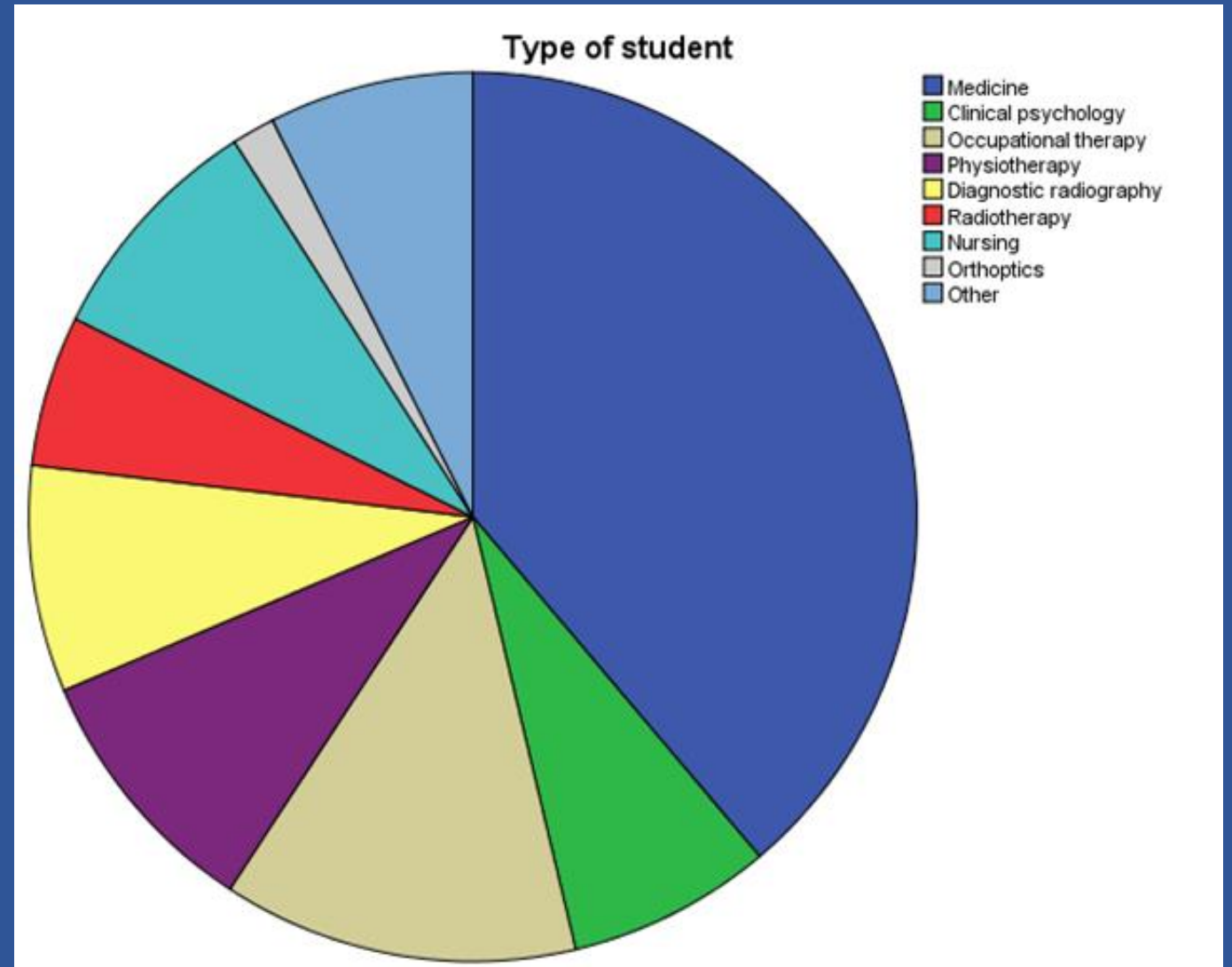
Questionnaire study and findings

Quantitative study (questionnaire)

- **Research question:** *What are the characteristics and self-report measure scores of students invited to UoL Schwartz Rounds?*
- **Research methods:**
 - Online, 17-item questionnaire (108 questions), including six validated self-report measures
 - Empathy Quotient Scale (EQ40)
 - Santa Clara Brief Compassion Scale (SCBCS)
 - Schwartz Centre Compassionate Care Scale (SCCCS)
 - Brief Resilience Scale (BRS)
 - *Warwick-Edinburgh Mental Well-being Scale (WEMWBS)*
 - *Self-reflection and Insight Scale (SRIS)*

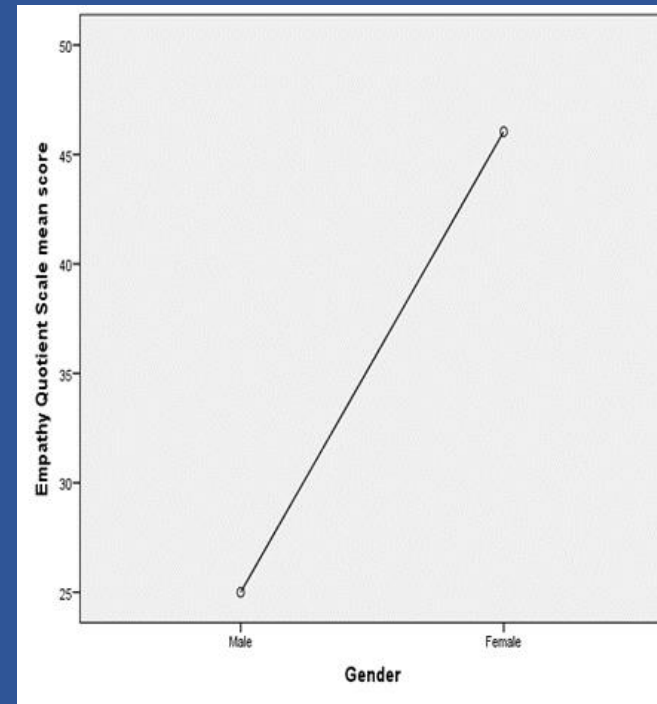
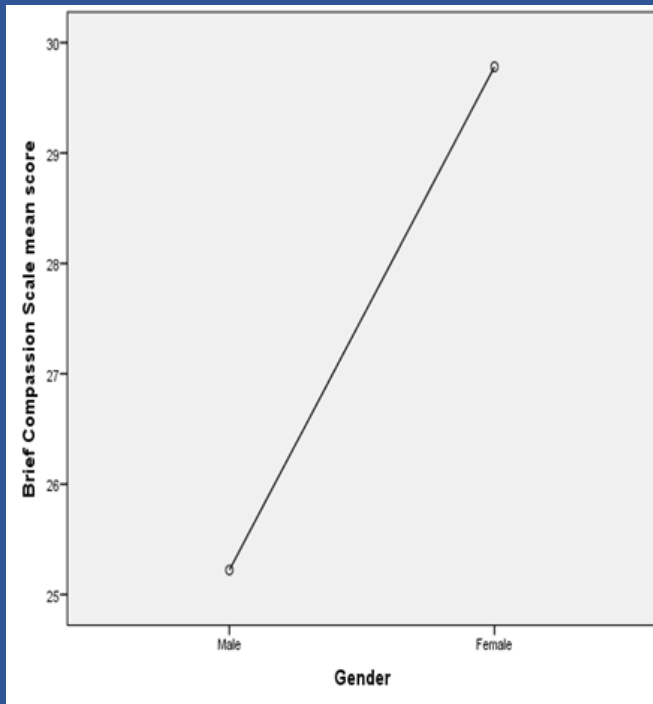
Participants

- Analysis based on 255 completed questionnaires from all disciplines
- Ratio of attendees to non-attendees – 3:2



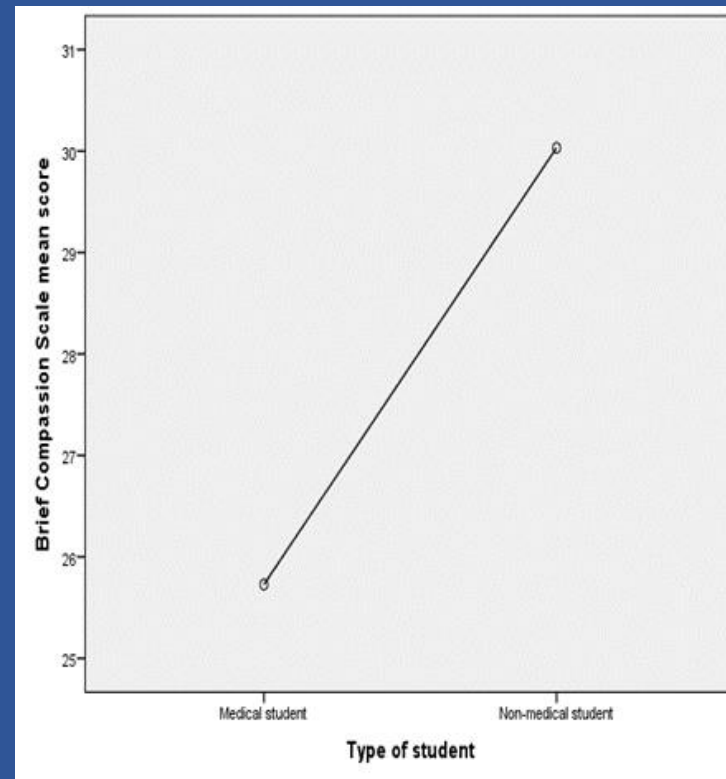
Santa Clara Brief Compassion Scale and Empathy Quotient Scale

- Females had higher compassion (30 v 25) and empathy (45 v 25) scores than males



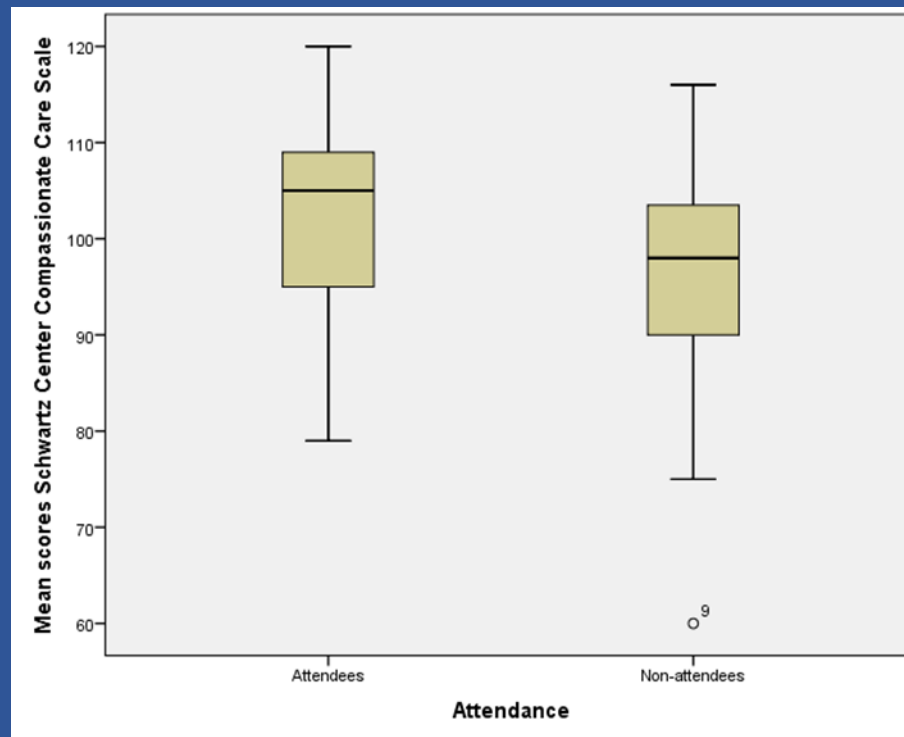
SC Brief Compassion Scale

- Non-medical students (nursing, allied health professionals and clinical psychologists) had higher compassion scores than medical students (30 v 25.8)



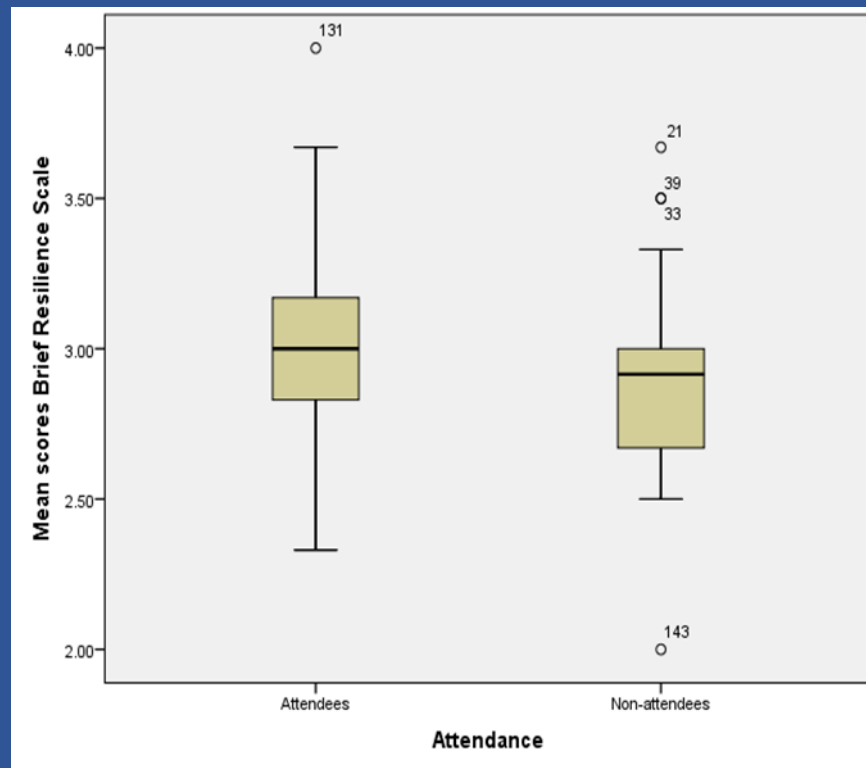
Schwartz Center Compassionate Care Scale

- Schwartz Round attendees had higher compassion scores than non-attendees (102.47 v 96.16)



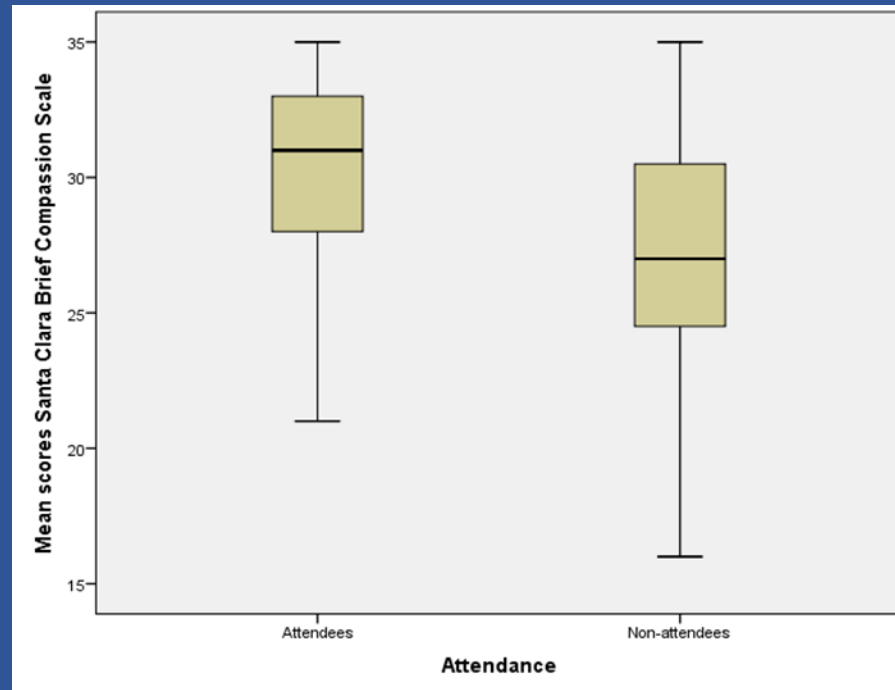
Brief Resilience Scale

- Schwartz Round attendees had higher resilience scores than non-attendees
- Mean score for attendees was 3.06 and for non-attendees 2.91



Santa Clara Brief Compassion Scale

- The Schwartz Round attendees had a higher mean score compared with non-attendees (30.45 v 27.55)



Qualitative interview study and findings

Qualitative - Interview study

- **Research question:** What is the experience and perceived impact of attending University of Liverpool Schwartz Rounds?
- **Research methods:**
 - Individual, face to face, semi-structured interviews
 - Thematic analysis (Braun and Clarke, 2006)
- **Participants:**
 - 10 UoL health care students (7 females; 3 males) from eight disciplines
 - Had attended at least one SR but 7 had attended more than one

Key findings

- **Discussing the emotional impact of work**
 - Participants were far more likely to discuss the emotional impact of their work with other students than with their tutors and teachers. The difference was statistically significant ($P < 0.000$).
- **How participants experienced Schwartz Rounds**
 - Participants valued the opportunity to open up and discuss their feelings in what they regarded as a safe, supportive and comfortable environment; and they described feeling welcomed and cared for.

Key findings

- **Value of food:**

*creates a welcoming environment that's good
I think the free food is really nice, because there's something really lovely about, kind of human about being fed, and there's a real feeling of care ...*

I think it's a really nice, safe place where you can be honest and open yourself, and sort of appreciate that from others

likely to experience the emotional impact of their interaction with their tutors and peers. The

*There's a very non-judgemental sense sitting in the room ...
Never has there been anything negative fed back, it's all very positive, and that does make you feel safe to express anxieties*

Key findings

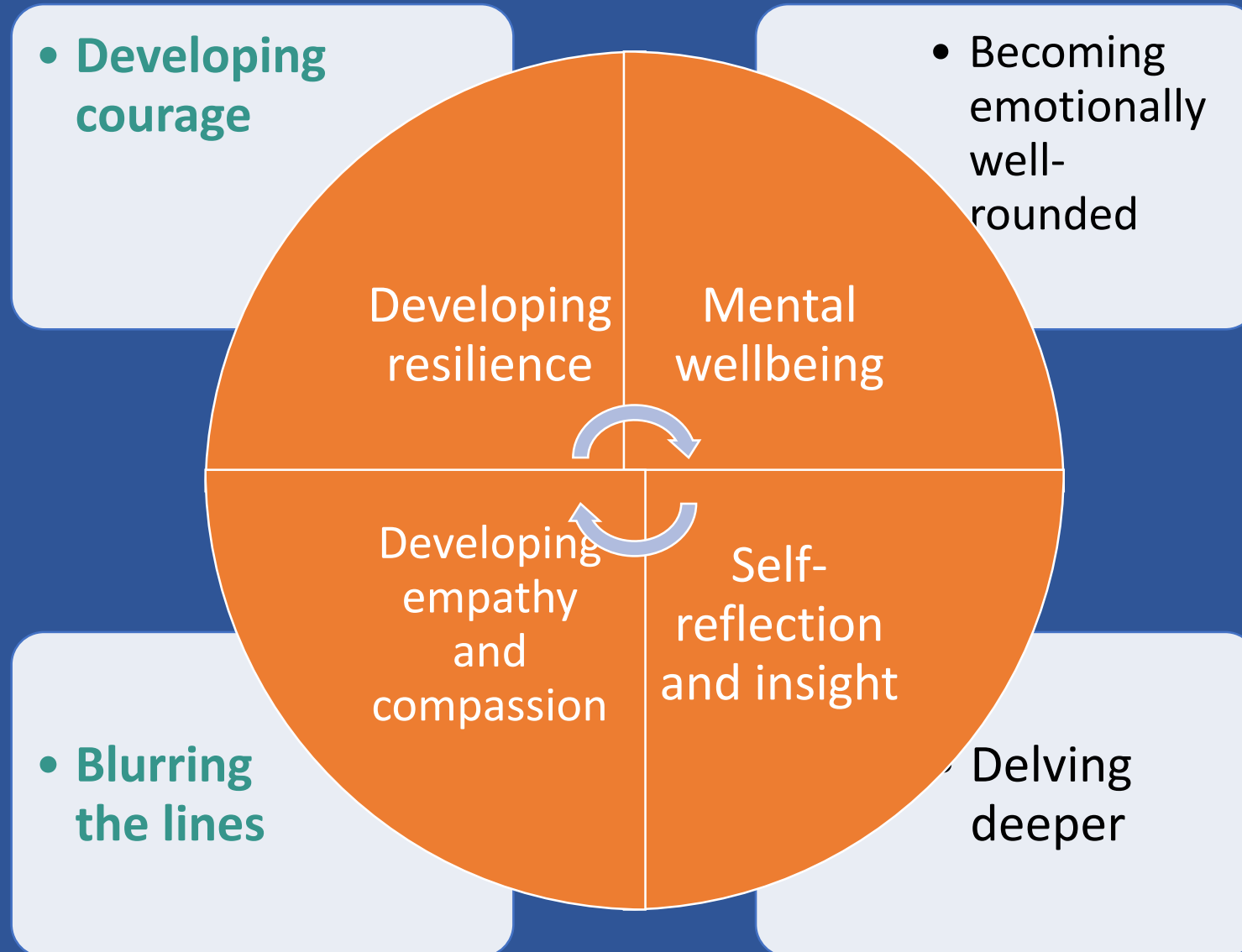
- **Power of Schwartz Rounds**

- Participants demonstrated the power of Rounds, and how Rounds affected them.

You're emotionally connecting with the stories and the powerful nature of the stories ... You kind of go on a bit of an emotional rollercoaster

It's quite emotional ... some of the stories really blow you away and you think wow, it's amazing that you've done that, or I feel sorry for you that you've gone through that ... It's been so rewarding, so helpful, so insightful, empowering

Themes



Blurring the lines: developing empathy and compassion

They blur the lines between being a professional and a person ... I could really empathise with everyone; and even if they were different professions, I could completely see where they were coming from.

It definitely came out that it's ok to care about your patients, and you don't have to be this sort of, you know, hard-faced professional ... You can put yourself in their shoes.

Attendees' compassion/SCBCS scores were higher than those of non-attendees, and the difference was statistically significant ($P < 0.000$).

SCCCS scores increased over time for both groups.

It's just allowing patients to feel, to express their concerns ... They're entitled to feel like whatever condition they're suffering from, they should feel as if they can voice their concerns about it and be concerned, be worried about it, and even be entitled to be unhappy about it.

I was able to put myself in the patient's point of view.

Developing compassion: resilience

I feel more courage, I don't know, it's actually kind of inspiring ... I knew what I was feeling and why, and what I wanted to do in the future to change my practice, or to consolidate it.

I think something that I definitely walked away with was feeling more confident about how I have handled situations.

Attendees' resilience/BRS scores were higher than those of non-attendees, although the difference was not statistically significant ($P < 0.076$).

The fact that the panel were being quite open and letting themselves be a bit vulnerable, you think if these professionals can be vulnerable then I, as a student, can definitely be. It kind of gives me confidence ... You've got the confidence that you'll do it because you've seen other people do it.

You need to be able to cope with the stuff on placement, and so more than anything I just felt like it was quite a good coping mechanism.

Summary of findings

- Qualitative and quantitative research findings tended to mirror one another – qualitative perceptions were largely supported by the quantitative data
- Findings suggest that Schwartz Rounds can have a positive impact on healthcare students (and subsequently healthcare staff) by:
 - **Developing empathy, compassion and compassionate care**
 - **Building resilience**
 - *Helping to maintain wellbeing*
 - *Increasing self-reflection and insight*

References

- 1. <http://www.theschwartzcenter.org>
- 2. <https://www.pointofcarefoundation.org.uk/our-work/schwartz-rounds/about-schwartz-rounds/>