

## Role Description - Schwartz Round Facilitator

### 1.5 days per month

Schwartz Rounds provide a structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare. The Schwartz Rounds are led by facilitators who are trained by The Point of Care Foundation. The Schwartz Round Facilitator role is outline below.

<b>The role</b>	<p>The facilitator undertakes a very skilled role, so it helps if they have experience of working with groups and managing difficult emotions. Often people with psychological or social work backgrounds suit this role.</p> <p>They will also need to have good knowledge of staff experience issues, the structure and the culture of the organisation.</p>
<b>Time</b>	<p>The facilitator role requires approximately 1.5 days of work per month.</p> <p>This time is taken up primarily by panel preparation, as well as steering group meetings and the Round itself.</p>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• To help panellists prepare their stories</li> <li>• To help panellists and the audience share personal experiences in a public setting</li> <li>• To ensure the Round is safe, confidential and given workable boundaries</li> <li>• To open up a reflective discussion and attend to emotional aspects of care</li> <li>• To help move away from the audience's natural desire to problem-solve</li> <li>• To draw out meaning and themes underlying the stories</li> <li>• To feel comfortable with silence</li> <li>• To confidently manage challenge and uncertainty that can arise</li> <li>• To maintain a neutral, curious and compassionate position.</li> </ul>

## Role Description - Schwartz Round Clinical Lead

### 0.5 days per month

Schwartz Rounds provide a structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare. The Schwartz Rounds are led by Clinical Leads who are trained by The Point of Care Foundation. The Schwartz Round Clinical Lead role is outline below.

<b>The role</b>	The clinical lead plays an important symbolic role, demonstrating the importance of attending to the emotional impact of care to the medical or clinical community. It helps if the clinical lead is a respected senior member of staff, with experience of working in pressured clinical settings (they will use this experience to engage the medical community at various levels and share their own experiences). The clinical lead works closely with the facilitator and undertakes a skilled co-facilitation role. It helps if they have some group work experience and an interest in staff experience.
<b>Time</b>	The clinical lead role requires approximately half a day a month. This time is taken up by finding panellists, attending the steering group meeting and facilitating the Round itself.
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• To co-facilitate the Rounds and ensure that they are run in accordance with the Schwartz model</li> <li>• To draw on personal experience and demonstrate a reflective stance</li> <li>• To champion the Rounds and represent them at senior levels in the organisation</li> <li>• To remain neutral and compassionate when faced with controversy in the Round.</li> </ul>

## Role Description - Schwartz Round Administrator

### 1 day per month

Schwartz Rounds provide a structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare. Schwartz Rounds require substantial organisation and administrative input, which should be undertaken by a member of staff within the host organisation. The Schwartz Round Administrator role is outline below.

<b>The role</b>	<p>The administrator plays an important organisational role, so they will need to be efficient.</p> <p>It helps if they have a genuine interest in staff experience and take ownership of the Schwartz Rounds. The smooth running of Rounds is important to them becoming embedded in the organisation.</p>
<b>Time</b>	<p>The administrator role requires approximately one day per month.</p> <p>This time is taken up primarily by preparing for the Rounds, helping to collate data and writing up feedback reports.</p>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• The administrator works closely with the facilitator, clinical lead and steering group. Their keys roles are:</li> <li>• To enable the efficient running of rounds</li> <li>• To book rooms and organise the lunch</li> <li>• To liaise with communications team about promoting the Rounds</li> <li>• To co-ordinate steering group meetings and write up minutes</li> <li>• To ensure the paperwork is ready for each Round</li> <li>• To ensure that only staff attend and that they sign the confidentiality agreement</li> <li>• To collect feedback sheets after each Round</li> <li>• To enter the feedback into a database and help to populate a report.</li> </ul>

## Role Description - Schwartz Round Steering Group Member

### 0.5 days per month

Schwartz Rounds provide a structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare. The steering group are an important resource in establishing and maintaining a successful a Schwartz Round programme in an organisation. Setting up the steering group is often the first stage of getting multi-disciplinary and organisational support for Schwartz Rounds. The steering group member role is described below.

<p><b>The role</b></p>	<p>The steering group are 8-12 staff from multiple clinical and non-clinical disciplines. The steering group may be smaller depending on the size of the organisation.</p> <p>It helps if the group represent a wide number of departments within the organisation and come from senior and junior positions. Examples include: directors of nursing, medical director, chaplaincy, representatives from general and operational management, lead for patient experience, lead for risk management, facilities manager, heads of some medical specialities (cardiology, orthopaedics, oncology etc), head of facilities, housekeeping, representatives from junior medicine, junior nurses, marketing and communication specialists, and human resource managers.</p> <p>The steering group will help to champion the Rounds, find panelists and recruit audience members, so having well connected steering group members is useful.</p>
<p><b>Time</b></p>	<p>Each steering group member requires approximately half a day per month.</p> <p>This time is taken up primarily by attending a monthly meeting and the Round itself.</p>
<p><b>Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• To raise the profile of Rounds</li> <li>• To share ownership of the Rounds</li> <li>• To attend monthly steering group meetings</li> <li>• To help find cases and panellists</li> <li>• To support the facilitator and clinical lead in their roles</li> <li>• debriefing the Round with the clinical lead and facilitator</li> <li>• To offer contributions in the Rounds to help encourage the discussion, and be available if challenging issues arise</li> <li>• To ensure that Schwartz Rounds remain relevant over time.</li> </ul>