

When pondering whether to submit our work for the category of 'best Schwartz innovation', we were somewhat thrown by the idea that there might be 'one' innovation that helps implement and sustain Rounds. Maybe this is like the 'medical model' at work – with staff now seeking the 'miracle cure' that will somehow transform and help sustain Schwartz Rounds. Rather, a Round is the end product of lots of hard work to sustain and keep alive, a bit like life force (we need constant and varied nourishment, exercise and care). Letting go of the 'fantasy' of a miracle cure or innovation helped us to think of submitting for this award with a list of the many things we try and do to sustain this work. No one intervention seems more important or creative or innovative than another, but together we think they have helped us to sustain Rounds in our Trust.

- In our first year liaising with another Psychology team for a day a week of undergraduate Psychology Placement student time.
- Initial contact with interested people across the Trust who we call our Champions to spread the word to their areas.
- In our second year recruiting an undergraduate Psychology Placement student from the local University to join the team.
- Drop in sessions for staff in our first year sharing the Schwartz story and gauging interest in the project.
- Liaising with Serco (Hotel Services – catering, portering and domestic services) to ensure that our Steering Group included someone who could help promote the Round amongst Serco staff. This partnership has resulted in paid Serco representation on the Steering Group and at Rounds (it's in someone's job description to be involved in Schwartz work). Serco distribute posters across the hospital (please see picture attached!) and have been significantly involved in supporting their staff involvement and the sharing of stories.



- Providing Medical Students, in their Medical Humanities curriculum at the Peninsula Schools of Medicine and Dentistry, with a plenary teaching session about Schwartz Rounds and emotional aspects of care, and the ways in which their role as medics contributes to organisational culture. Medical Students are invited to the Trust Rounds via the Medical School emailing system.
- Linking with other undergraduate education programmes to develop multidisciplinary pre-registration Schwartz Center Rounds as part of their curricula. A Steering group has been organised for these Rounds, a licence has been agreed with The Point of care Foundation and facilitators who have been trained already, aim to develop Rounds among Plymouth University's healthcare education programmes. This will commence this academic year.
- A Schwartz staffnet page. This provides general background information, dates of Rounds, posters for staff to download and reports from all previous Rounds, including verbatim feedback.
- We read a short poem at the start of each Round, linked to the theme. This helps to immediately set the scene – we're not discussing clinical aspects of care or problem solving.
- We separated the feedback sheet from the suggestions for future Rounds sheet – meaning feedback is kept as confidential, and suggestions for Rounds given importance – we want people to talk to us about ideas and stories.
- Occupational Health team share and distribute information about Rounds in their clinics.
- We have linked into days such as 'international nurses day' to help promote Rounds alongside other local or national events.
- Some departments are prepared to backfill if staff want to go to a Round.
- We encourage the Senior Management Team to send one representative to each Round. They are broadly very supportive, with several members of the team having shared stories.
- We have a Schwartz Round column in our weekly staff newsletter.
- We obtained funding for "Schwartz" pens, post it notes and badges for distribution amongst staff.
- We identified groups of staff we were not reaching, and linked with key members of staff – for example the Ward Clerk meetings now have a standing agenda item of Schwartz Rounds to encourage discussion about potential stories or attendance at Round.
- We provide updates to our Board, and now have a regular Board member attending Rounds.
- We include information about Rounds at staff induction training sessions.
- We invite ourselves to meetings to talk about Rounds - these can be staff group specific, or team specific.
- We approach teams or individuals with the suggestion they share a story about their work.
- We have started discussions with a doctor, who is in their final year of their specialty training, about an idea for their management project - to plan how we can reach out to 'hard to reach groups'. The plan would be that that particular doctor would arrange to attend departmental meetings around the Trust to introduce the Rounds, discuss ways in which we can help attendance and ideas for Rounds.