



# Schwartz Rounds... Looking at the Emotional Impact



Researcher: Rebecca Gibson  
Supervisor(s): Fiona McKendrick and Susan Thorpe

## Introduction

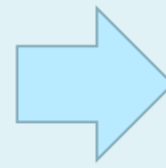
- ▼ SRs are a monthly forum for healthcare workers to gain insight into their personal responses and nurture compassion through listening and talking to colleagues, which ties into Active Listening Theory (1).
- ▼ Multiple studies have shown themes of the positive effects from SR, such as:
  - ❖ Improving compassion (2)
  - ❖ More appreciative of colleagues (3).
- ▼ There were flaws in past research that will be improved, such as:
  - ❖ Surface level themes (3; 4) with the proposition of interviewing attendees to improve this.
  - ❖ Using a specific cohort which are known to have more stress than other cohorts (3; 5).

The current study employed a two-part structure of a content analysis on the SR feedback forms to get surface level themes then a thematic analysis on interviews to gain more insight and potentially expand themes. Also utilised a large sample of Newcastle Upon Tyne NHS Trusts (NUTH).

### Part A

#### Method

Pp → 725 participants from 14 SR in NUTH  
Material → Feedback forms  
Analysis → Directed Content Analysis



### Part B

#### Method

Pp → Four Interviewees from NUTH  
Material → 22-33 minute long interviews face-to-face  
Analysis → Thematic Analysis

## Results A

- ▼ Ethical approval was granted on 27<sup>th</sup> March 2018 from the Newcastle University Ethics committee
- ▼ The procedure employed was based on a guide for content analysis
- ▼ Percentage agreement demonstrated reliability.

### Short-Term Impact

- Insight
- **Reassurance**
- Job and Colleague Connectedness
- Support
- Appreciation of SR

"The gut wrenching nervous feelings I get as a student are experienced by professionals with many year of practice. This is both worrying & yet so relieving"

### Long-Term Impact

- Building Relationships with Colleagues
- Support at Work
- Patient Connectedness
- **Wellbeing Improved**

"It was helpful to hear about other people's emotions and to be honest about those emotions. We are not proud of talking about these emotions & sharing is a positive force to good mental health"

"I really enjoyed how the stories reflected the personal impact on the profession, which I believe help to reduce the stigma of wellbeing issues among staff- particular the aspects on how these can be invisible to colleagues."

## Results B

- ▼ The procedure employed followed a 6 stage guide of Thematic Analysis



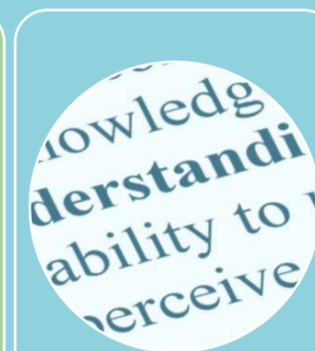
### Building Relationships With Colleagues

- Perspective Taking
- Shared Experience



### Changed Mind-Set

- Accepting Mistakes
- Reflecting as Important
- Breaking Stereotypes



### Enlightening

- Patient Care
- Emotions



### Appreciation of Schwartz Round

- As a Reflective Tool
- Valuable Experience
- Support Network
- Safe Place

"...it did make me think about it a little bit more about what the emotions that I had gone through and I suppose it made me feel oh I had gone through a lot more emotions, and at that time it had impacted on me a lot on my private life..."

"...I don't tend to reflect on my emotions perhaps as much as I should. But I think it definitely made me aware that I do have strong emotions about things, and maybe that I don't have time to reflect on them perhaps as much as I should do, or could do"

"Well I think you know if patients see that everyone is working together as a team and can empathise the patients problem then yeah I'm sure that will have a positive impact on... patient..."



## What the true Impact is...

- ▼ Both parts could be partially explained by Roger and Farson's (1957) theory of listening to other's help gain insight and the ability to recognise emotions better.

The current study implies that SR does have an emotional impact on attendees, in terms of gaining a new insight into existing emotions; understanding and managing future emotions better; utilising reflection more; and both appreciating and understanding colleagues more.

This demonstrates how valuable SR has been for NUTH and support the point of care's suggestions of SR being a valued tool within healthcare settings and may have implications in justifying the dispersion of more SRs across England to help reduced the increased stress felt within this sector at present, such as burn out.

## References

1. Rogers, C. R., & Farson, R. E. (1957). *Active Listening*. Industrial Relations Center of the University of Chicago.
2. Matson, J., Taylor, C., Dawson, J., Leamy, M., McCarthy, I., Reynolds, E., Ross, S., Shuldham, C., Bennett, L., & Foot, C. (2017). A Realist Informed Mixed Methods Evaluation of Schwartz Center Rounds® in England. Unpublished Manuscript
3. Hughes, J., Duff, A. J., & Puntis, J. W. (2018). Using Schwartz Center Rounds to Promote Compassionate Care in a Children's Hospital. *Archives of Disease in Childhood*, 103(1), 11-12.
4. Chadwick, R. J., Muncer, S. J., Hannon, B. C., Goodrich, J., & Cornwell, J. (2016). Support for Compassionate Care: Quantitative and Qualitative Evaluation of Schwartz Center Rounds in an Acute General Hospital. *JRSM Open*, 7(7), 2054270416648043.
5. George, M. S. (2016). Stress in NHS Staff Triggers Defensive Inward-focussing and an Associated Loss of Connection with Colleagues: This is Reversed by Schwartz Rounds. *Journal of Compassionate Health Care*, 3(1), 9.