



The power of stories

Insights from a Schwartz Round facilitator

Dr Juline Smit

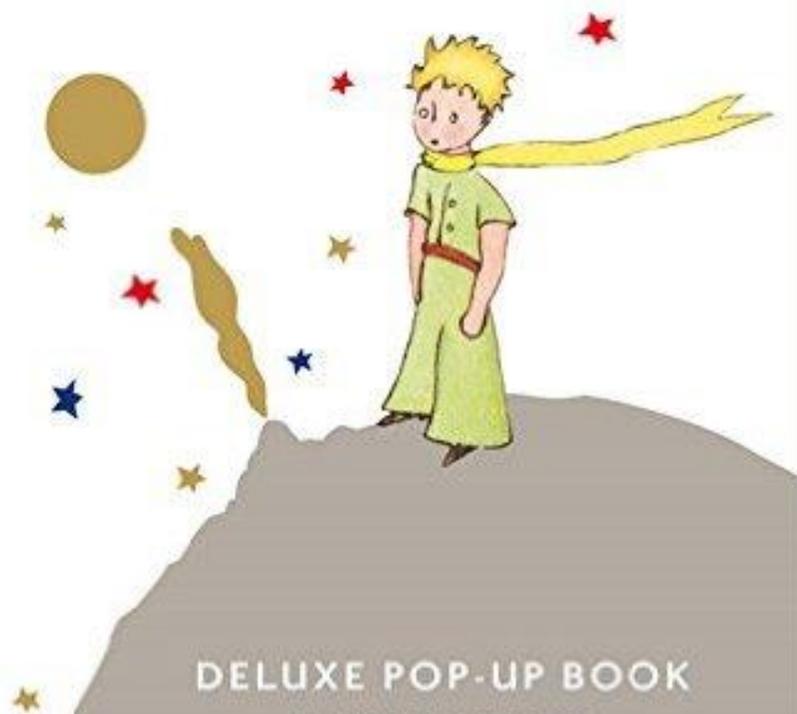
Consultant in Acute and General Medicine

MBChB, FRCP (Ldn), PGCertEd

24 April 2017, Paris

The Little Prince

ANTOINE DE SAINT-EXUPÉRY



DELUXE POP-UP BOOK
UNABRIDGED TEXT

HOUGHTON MIFFLIN HARCOURT

Everything is held together with stories. That is all that is holding us together, stories and compassion.

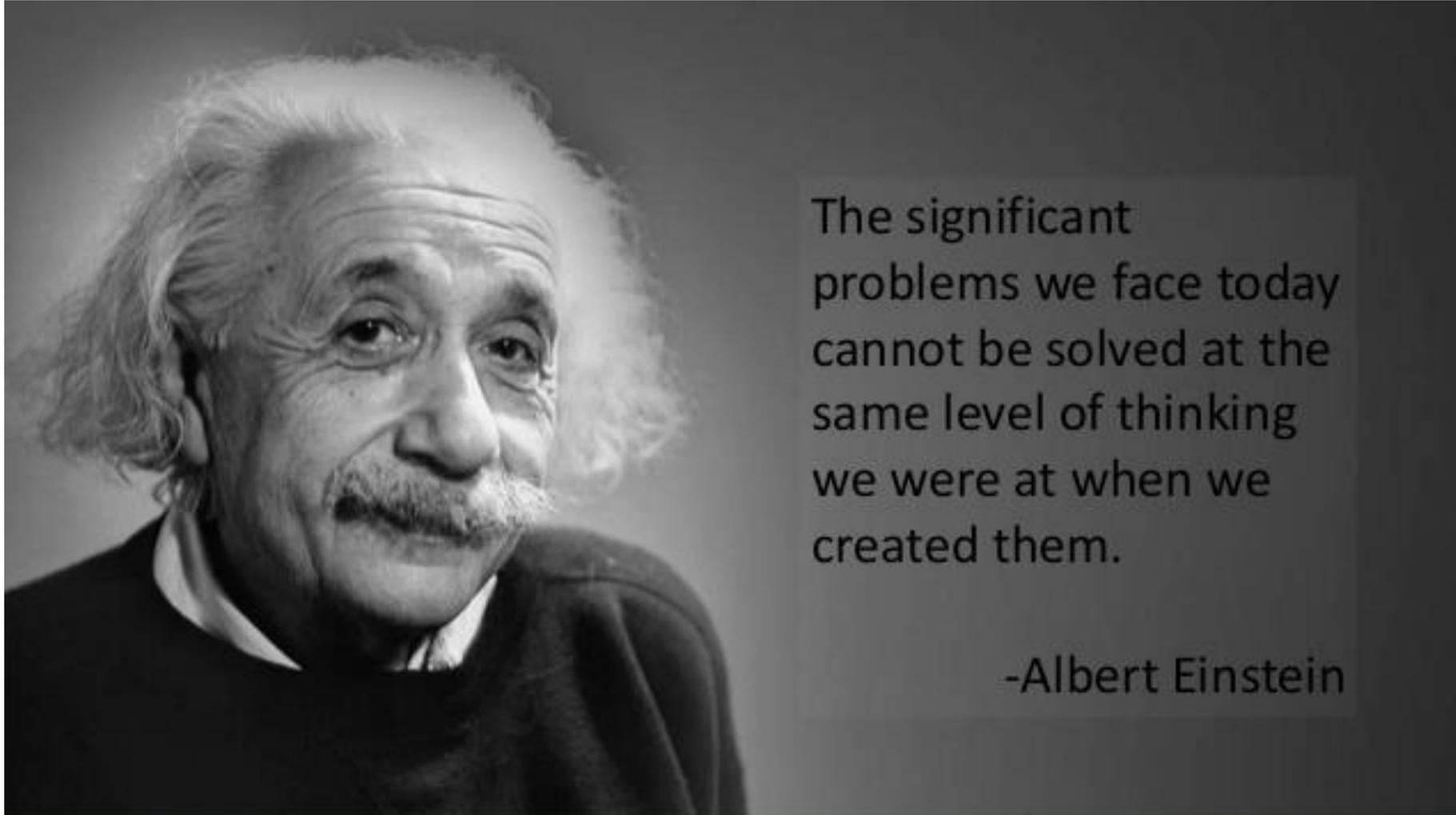
Barry López

quotezancy

Need for narrative?

*“We keep reducing the **mysterious** to the mundane, **complexity** to a quick fix, the **unsolvable** to a single solution. We stay partially blind and unable to gather up the courage, energy and vision we know we now need to have to respond creatively at a time of huge challenge and **uncertainty** in individual and organisational life.”*

Barbara Wren



The significant
problems we face today
cannot be solved at the
same level of thinking
we were at when we
created them.

-Albert Einstein

Aim

Process:

What are Schwartz Rounds?

Why Schwartz Rounds?

Rounds in the UK

Impact:

Insights - learning & reflections

1. Personal
2. Interpersonal
3. Organisational

What are Schwartz Rounds?

Ken Schwartz

non-profit charity

nurturing patient-caregiver relationship

strengthen human connection

safe and confidential space

share stories about impact of work

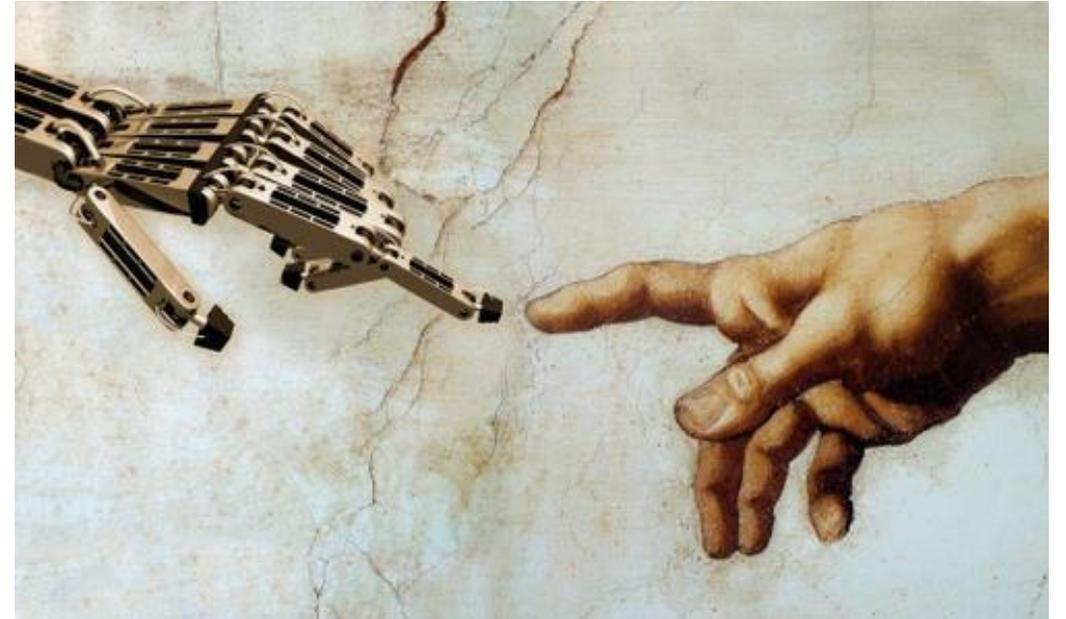


Why Schwartz Rounds?

demands and pressure in health care
productivity, efficiency ? cost
dehumanisation

Need for:

awareness and understanding
connection
community
cultural change



Schwartz Rounds in the UK

King's Fund > POCF

2 pilot sites 2009

now 150 UK sites

WUTH:

July 2015

14 rounds to date, 886 attendees

70% provided feedback

86% rated excellent/exceptional



Schwartz team

Clinical lead

Facilitators

Administrator

Data analyst



Insights - learning & reflections



1. Personal
2. Interpersonal
3. Organisational

1. Personal

curious

courageous

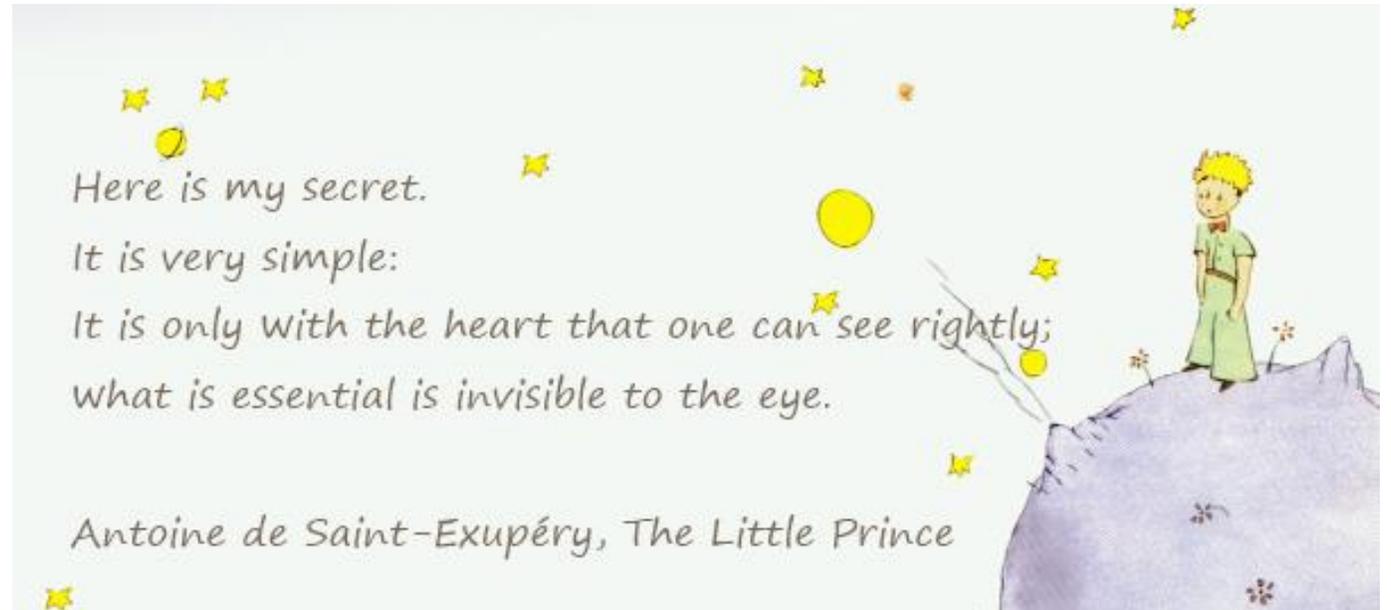
give voice

bear witness, be present

be human, be seen

process emotions

create meaning



2. Interpersonal

listen, hold space

let go, drop the mask

connect through vulnerability

attune (shared experiences, values)

trust > strengthen relationships

reflection

increased awareness and understanding

develop empathy and compassion



3. Organisational

prioritise staff wellbeing

create space and time

cultivate care and concern

new perspective

in the same boat

shared humanity

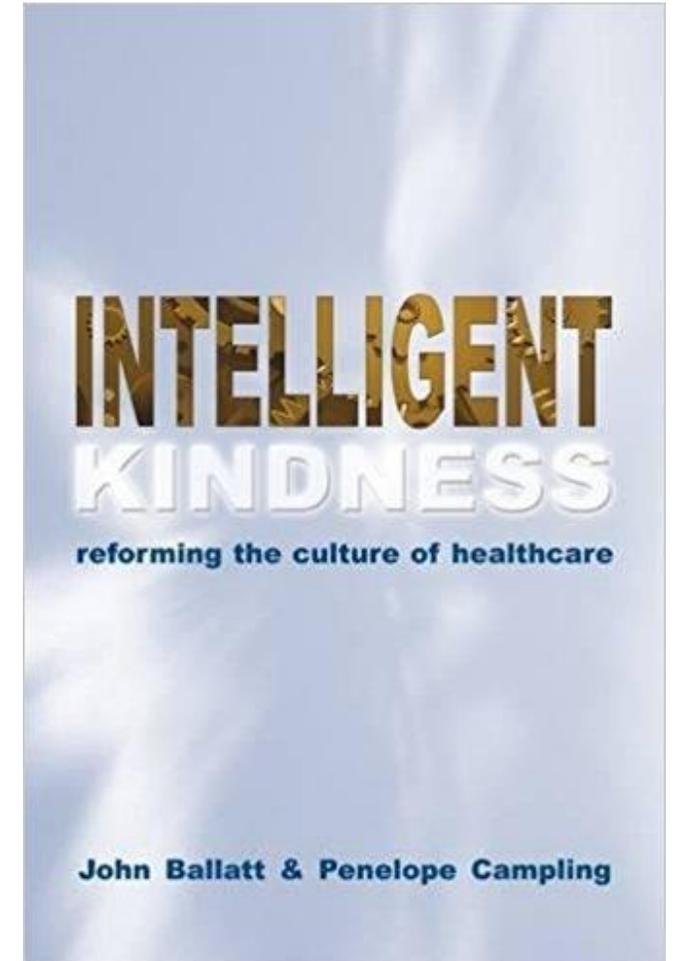
common good

community



Qualities of a therapeutic environment, Haigh 2004

1. Belonging
2. Openness
3. Safety
4. Living and learning
5. Empowerment

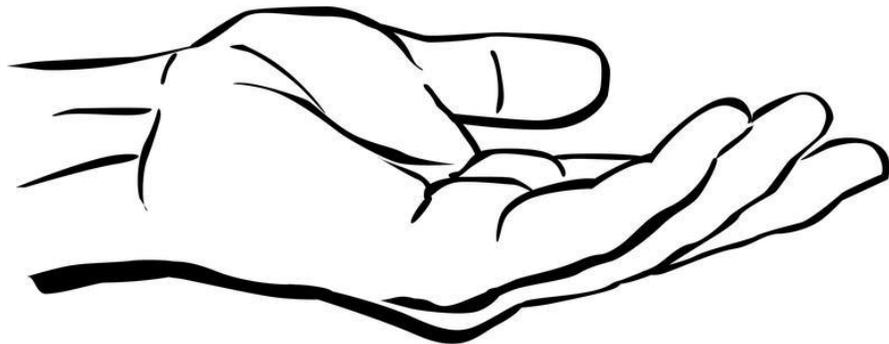


Conclusion

“The stories will hold us when nothing else can.

The memory of those hours, when we could hear a tale that had a beginning, a middle and an end. That had a form that could sustain us.

*Ever since we were little the stories have kept the darkness at bay. **That and each other will get us through.”***



Barbara Wren

Questions



References

<https://www.pointofcarefoundation.org.uk/our-work/schwartz-rounds/>

<http://www.theschwartzcenter.org/supporting-caregivers/schwartz-center-rounds/>

Wren, B., 2016. *True Tales of Organisational Life*. London: Karnac Books Ltd.

Ballatt, J., Campling P., 2014. *Intelligent Kindness – reforming the culture of healthcare*. RCPSych Publications.

Dalai, L., Tutu, D., Abrams, D., 2016. *The Book of Joy*. London: Hutchinson, Penguin Random House.

Contact: julinesmit@nhs.net