

# How presenting at Schwartz Rounds helps panellists deliver compassionate care

## Aims:

To explore how presenting helps panellists deliver compassionate care, as reports including Francis (2013) and Boorman (2009) demonstrate the importance of supporting these valuable interactions. No previous research has exclusively explored the experiences of panellists, despite their contribution.

## Results:

From the questionnaire, it was found that:

<b>Presenting improved the panellists'...</b>	
understanding of how colleagues feel about their work	94%
understanding of how they feel about their work	87%
sense of connection to colleagues	77%
self-awareness or self-insight	77%
enthusiasm for their role	60%



## Conclusion:

Our evidence suggests that presenting at Schwartz Rounds helps staff maintain a compassionate outlook. Staff described this being achieved through reflecting on their behaviour and values, and revisiting a holistic view of the patient. This also was generated through strengthening team bonds, by developing psychological safety (sharing vulnerable feelings) and becoming 'friendly faces' in the workplace, interacting with staff they might not otherwise connect with, reducing barriers to communication and improving support.

This consolidates and builds on Maben's (2018) logic model of Rounds, by demonstrating staff supporting and role-modelling to each other, creating a place where empathy towards patients can be generated and greater openness in communication. By speaking to panellists often months after the Round had taken place it also goes beyond Maben's model by demonstrating that the increased profile of the panellists means that the effects continue to last after presenting.

## Method:

- Panellist participants from six months' of Rounds Imperial College Healthcare Trust and University College London NHS Foundation Trust
- Questionnaire constructed based on Point of Care Foundation Round feedback forms to give an initial indication of how being a panellist supports compassionate care
- Thematic analysis of face-to-face and telephone interviews

n=30 questionnaire responses  
(54% response rate)

n=12 interviews  
conducted

Semi-structured  
interviews and thematic



The thematic analysis then revealed fourteen sub-themes, grouped into three themes—each demonstrating how presenting at a Round helps panellists deliver compassionate care:

