

# Schwartz Shining Star

## Paula Dimarco



Paula is generous in her approach. She wrote an article published in the Health Service Journal about our experience of the move to virtual rounds with the aim of encouraging and supporting others in running virtual rounds.

Paula has been truly inspiring in her innovative approach to COVID-related changes to SR in our Trust. She has led the IT arm, supported facilitators and speakers and ensured every SR is able to run safely; engaged with IT and management to ensure sustainability.

Paula comes up with ideas and themes for rounds, finds speakers and champions Schwartz in the trust with her boundless enthusiasm.

Over 2020/21 our Rounds have reached wider audiences, thanks mainly to Paula's hard work and confidence in developing the virtual framework.

"I love working with Paula because she gets things done with great humour and good will."

"As a facilitator Paula's presence at the virtual rounds had given me security and space to ensure the speakers are comfortable, and that we can all focus on the emotions and messages that develop in the round. Her can-do, will-do, have-done approach is inspiring and a pleasure to experience."

"Through the awfulness of the pandemic Paula has held hope and shed light with a smile and her can do attitude- she is a True Shining Star."

"Quite simply, the NuTH Schwartz Rounds could not have continued without Paula."

Paula has been instrumental to the continued delivery of Schwartz rounds during the pandemic. Even though Paula's 'day job' is a specialist physiotherapist, she didn't hesitate to step in and set up the technology so we could deliver the first virtual round. Paula has been involved in every virtual round since, being responsible of the technology and smooth running of the round, and has remained calm, focused and has adapted to evolving situations. Every time we have done a virtual round something new comes up. Paula doesn't seem to get phased by unexpected things happening which means that facilitators can concentrate on their job. Paula has provided a calming presence during each Round as she supported facilitators with the digital audience's participation via StarLeaf and MS Teams.