

The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance. The main title is centered in the upper half of the slide.

# SCHWARTZ ROUNDS

LOUTH HOSPITALS EXPERIENCE

DOLORES DONEGAN  
PROGRAM MANAGER RCSI HOSPITALS

SEPTEMBER 2018

# 2016 STAFF SURVEY



**Your Opinion Counts**  
Health Sector National Staff Survey 2016

## Motivated, Proud & Enthusiastic

- Levels of enthusiasm and contentment have improved since 2014.
- Over seven in ten are motivated in their job.
- Many staff feel a sense of pride to work for their organisation.

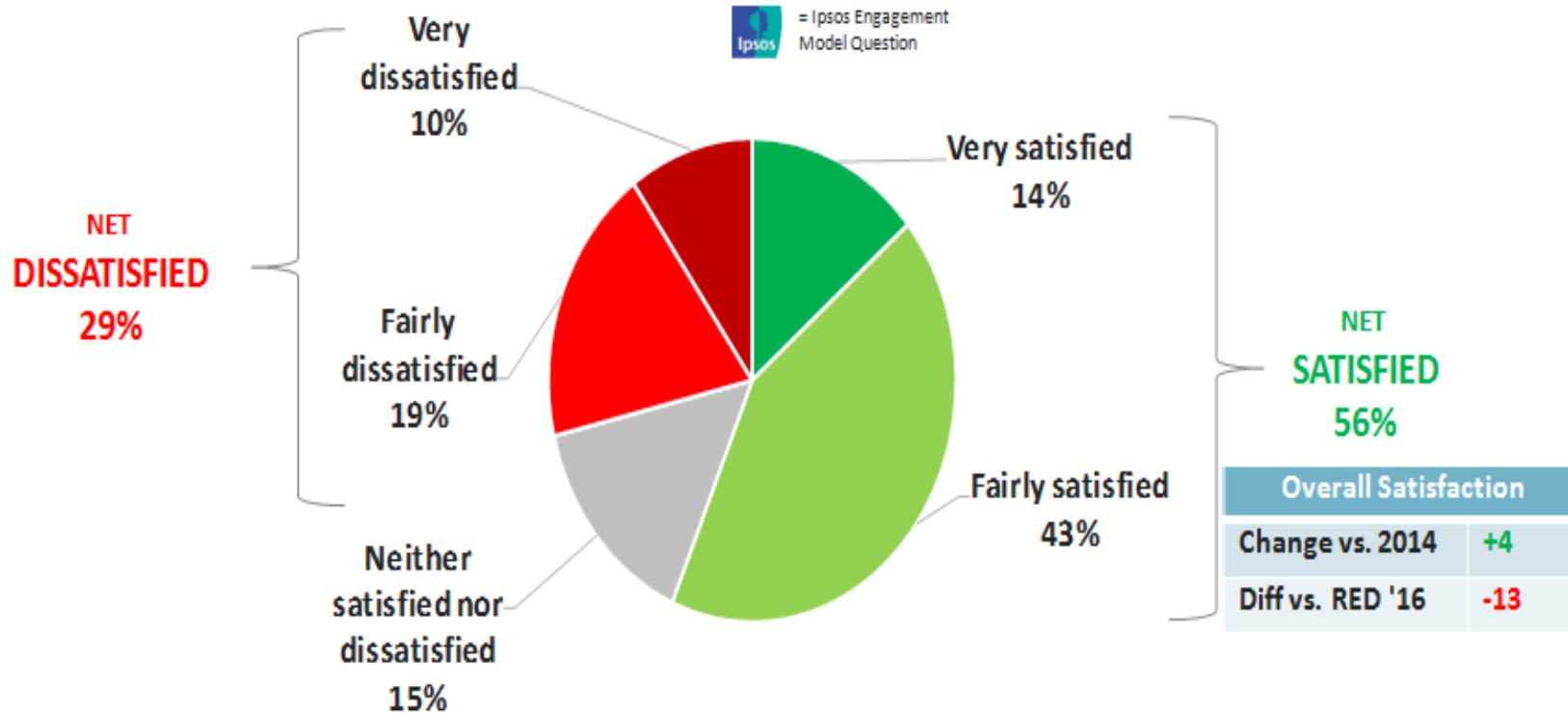
## Empowered & Respected

- Most feel trusted and empowered and are happy with level of responsibility.
- Three in four feel respected in their organisation.

## Committed to Service Delivery

- Staff show high commitment levels to patients/users.

# Improvement in job satisfaction since 2014



Q. Overall, how satisfied are you with your job at the present time?

Base: All Respondents: 19,288

9 © 2016 Ipsos MRBI 16-057241-HSE Employee Survey 2016

YOUR ORGANISATION – HEALTH & WELL BEING

# Improvements required regarding health & well-being

■ Strongly agree   
 ■ Agree   
 ■ Neither   
 ■ Disagree   
 ■ Strongly Disagree



Net Satisfied 2016	Change vs. 2014	Diff vs. Ipsos RED 2016	Diff vs. NHS 2015
%	+/-	+/-	+/-
29	N/A	-18	N/A
39	N/A	N/A	N/A
39	-9	N/A	-27

Q. How satisfied are you with each of the following aspects of your job?

Base: All Respondents: 19,288

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# WHERE **STAFF ENGAGEMENT IS HIGHER** OR **SERVICES ARE SEEN TO** **BE SUPPORTING STAFF WELLBEING** THE RESULTS ARE:

- LOWER PATIENT MORTALITY,
- REDUCTIONS IN THE NUMBER OF INCIDENTS,
- IMPROVED CLINICAL CARE,
- IMPROVED PATIENT EXPERIENCE,
- IMPROVED STAFF WELLBEING,
- LOWER ABSENTEEISM RATES AND
- IMPROVED STAFF RETENTION.

**DIXON-WOODS ET AL., 2014; LOWE, 2012; LOWN & MANNING, 2010; MACLEOD & CLARKE, 2009; WEST & DAWSON, (2012)**



# HSE STAFF ENGAGEMENT OVERARCHING

## People Strategy 2015 - 2018

Priority Two: Staff have strong sense of connection to the service, take personal responsibility for achieving better outcomes and support team colleagues to deliver results.

## Framework for Improving Quality in our Health Service 2016

An engaged workforce is one where staff are valued, listened to and provided with the tools, resources and skills to do meaningful work. The culture of an engaged organisation will facilitate and encourage participation and front line ownership by staff in the creative design, delivery and improvement of services and says thank you for a job well done.

## National Service Plan 2018

...implement staff engagement and staff health and wellbeing programmes in response to what staff have told us.

## HSE Corporate Plan 2015 - 2018

Goal Four: Engage, develop and value our workforce to deliver the best possible care and services to the people who depend on them.

## National Standards for Safer Better Healthcare

Theme 5: Leadership, Governance and Management

Theme 6: Workforce

# WHAT IS A SCHWARTZ ROUND?

- SCHWARTZ ROUNDS ARE A CONFIDENTIAL, MULTIDISCIPLINARY FORUM DESIGNED FOR STAFF TO COME TOGETHER ONCE A MONTH TO REFLECT ON THE EMOTIONAL AND SOCIAL EXPERIENCES ASSOCIATED WITH THEIR WORK.
- ALL STAFF ARE INVITED (CLINICAL AND NON-CLINICAL), RECOGNISING THAT EACH INDIVIDUAL HAS SOMETHING TO CONTRIBUTE
- THEY FOLLOW A SPECIFIED, EVIDENCE-BASED FORMAT
- THE FOCUS IS NOT ON THE CLINICAL ASPECTS OF THE PATIENT, BUT ON STAFF EXPERIENCE
- **NO ANSWERS OR EXPERTISE ARE SOUGHT**



# Boston Globe 1995

“These acts of kindness – the simple human touch from my caregivers – have made the unbearable bearable”

– Ken Schwartz



# SCHWARTZ FOUNDATION

- USA 425 SITES
- UK 125 SITES
  
- IRELAND PILOT 2015-2016
  - BLACKROCK HOSPICE
  - GALWAY UNIVERSITY HOSPITAL

PURPOSE IS TO BRING DOCTORS, NURSES AND OTHER CAREGIVERS TOGETHER TO DISCUSS THE **HUMAN SIDE** OF HEALTHCARE.

# HOW DOES IT WORK?

STEERING GROUP 8-10 MEMBERS PER HOSPITAL

SCHWARTZ TEAM COMPRISES OF

- CLINICAL LEAD
- FACILITATOR \*2
- ADMINISTRATOR

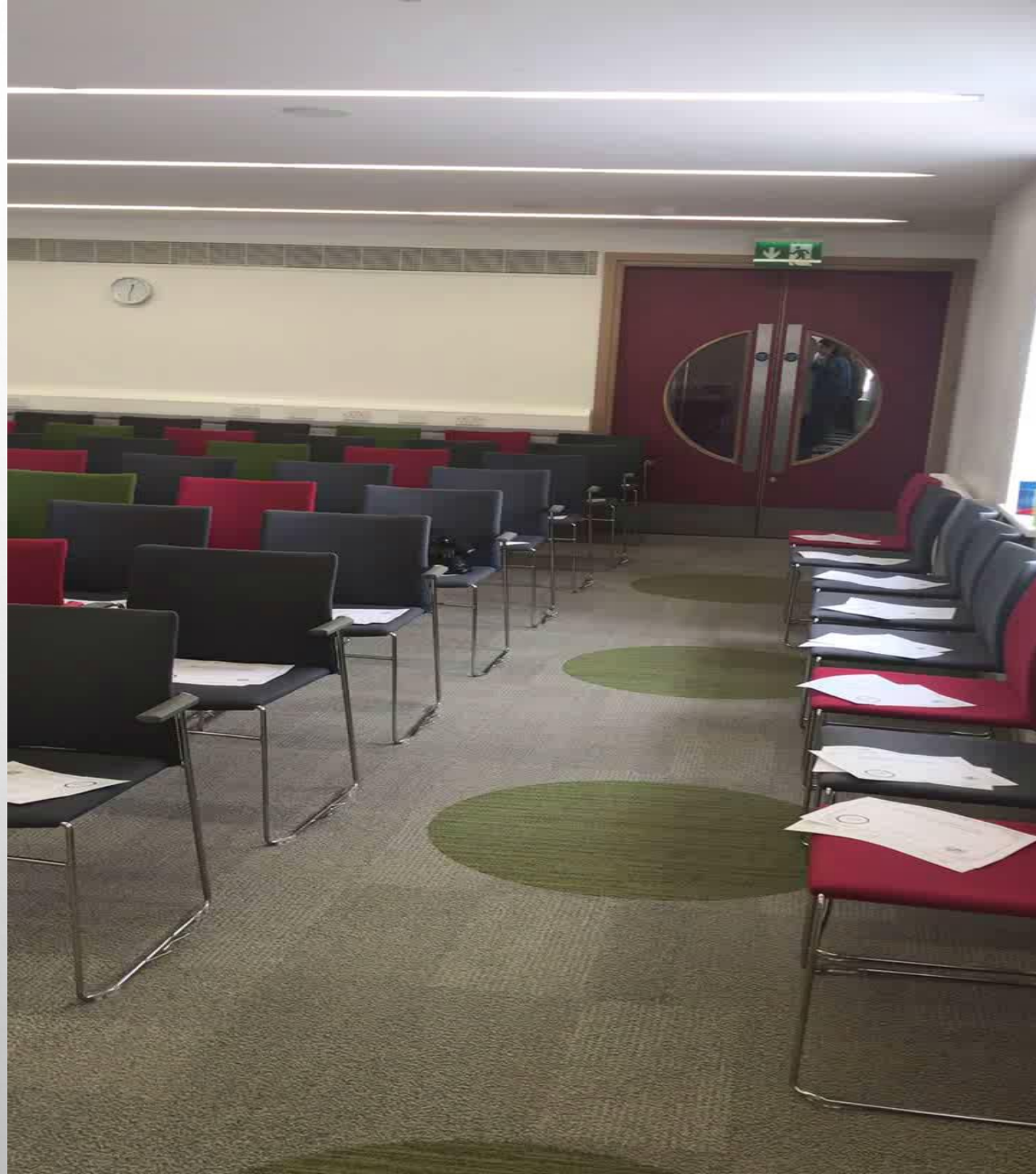
AGREED OPEN MONTHLY MEETING OF 1 HOUR DURATION

(LUNCH PROVIDED BY ORGANISATION)

FOUR PANELLIST SHARE THEIR STORIES ON A PARTICULAR TOPIC IN A SAFE SPACE AND THEN DISCUSSION BEGINS.....

# EACH ROUND HAS A TOPIC

- A PATIENT I'LL NEVER FORGET”
- “THROWN IN AT THE DEEP END”
- “A MOMENT OF JOY”
- “LOVE IS”
- –“WHAT A PATIENT TAUGHT ME”
- - “FRIDAY THE 13<sup>TH</sup>”





# STAFF FEEDBACK



# STAFF FEEDBACK

- 97% OF STAFF WHO HAVE ATTENDED THE ROUNDS HAVE FOUND THE EXPERIENCE BENEFICIAL
- ATTENDANCE IS VIEWED AS BOTH SUPPORTIVE AND TRANSFORMATIVE WITH 85% REPORTED FEELING LESS STRESSED AND ISOLATED
- 88% ATTENDEES REPORTED IMPROVED TEAM WORK AND INTERDISCIPLINARY COMMUNICATION.
- STAFF REPORTED MORE AWARENESS INTO NON CLINICAL ISSUES RELATING TO PATIENTS AND REPORTED CHANGES IN DEPARTMENTAL OR ORGANISATION WIDE PRACTICES AS A RESULT OF ATTENDING THE ROUNDS
- 98% STATED THAT THEY WOULD RECOMMEND THEM TO A WORK COLLEAGUE

# BIG THANK YOU TO

- JUANITA GUIDERA AND THE TEAM IN THE QUALITY IMPROVEMENT DIVISION FOR SUPPORTING AND TRAINING STAFF
- THE POINT OF CARE FOUNDATION
- SENIOR MANAGEMENT TEAM IN LOUTH HOSPITALS
- CORPORATE RCSI HOSPITALS TEAM
- DR AISLING O GORMAN (CLINICAL LEAD) AND CIARAN CONLON AND LOUISE CAROLAN (FACILITATORS ) AND EMILY MAGUIRE (ADMINISTRATOR) AND THEIR BACKGROUND STEERING COMMITTEE
- AND FINALLY TO ALL THE STAFF IN THE LOUTH HOSPITALS FOR EMBRACING THIS NEW WAY OF WORKING TOGETHER.