Schwartz Rounds®: Librarian Roles and Opportunities

Midwest Chapter, Medical Library Association
Annual Meeting, Rochester, MN
October 7, 2012
• Founded in 1995 at Massachusetts General Hospital, Boston, MA
• Vision of Kenneth B. Schwartz, healthcare attorney
• Mission: “To promote compassionate healthcare so that patients and their caregivers relate to one another in a way that provides hope to the patient, support to caregivers and sustenance to the healing process”
Ken’s Story

The Boston Globe Magazine
July 16, 1995

[By Kenneth B. Schwartz]

Until last fall, I had spent a considerable part of my career as a health-care lawyer, first in state government and then in the private sector. I came to know a lot about health-care policy and management, government regulations and contracts. But I knew little about the delivery of care. All that changed on November 7, 1994, when, at age 40 I was diagnosed with advanced lung cancer. In the months that followed, I was subjected to chemotherapy, radiation, surgery, and news of all kinds, most of it bad. It has been a harrowing experience for me and for my family. And yet, the ordeal has been punctuated by moments of exquisite compassion. I have been the recipient of an extraordinary array of human and humane responses to my plight. These acts of kindness – the simple human touch from my caregivers – have made the unbearable bearable.
Schwartz Center programs

• Signature program is Schwartz Center Rounds
  - Forum for interdisciplinary dialogue between caregivers on difficult patient care cases

• Additional programs include
  - Compassionate Caregiver Award
  - Speaker series
  - Clinical pastoral education resources
  - Grant funding
Why should we care?

Kenneth B. Schwartz video clip

• Compassionate care is widely viewed as a necessary component for successful medical treatment

• Some evidence exists that not all care provided is compassionate*

What is compassionate care?

- 2005 survey of patients/family members and caregivers at over 54 hospitals were asked*

- Three themes were identified:
  - Communication
  - Common ground
  - Respect for individuality

Schwartz Center Rounds

• Held at over 250 facilities from 36 states; also in the United Kingdom

• Single patient case is identified beforehand

• Basic format is informal, includes lunch, begins with a brief presentation by panelists (2 to 3 clinicians from different disciplines who describe their experiences in the care of the patient)

• Discussion, questions and sharing with the audience continues for the rest of the hour
## Typical topics

<table>
<thead>
<tr>
<th>Caring for colleagues as patients</th>
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<tr>
<td>Cancer care in the elderly and the homeless</td>
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<td>Bigotry surrounding obesity</td>
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<td>Medical mistakes</td>
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<td>Second opinions</td>
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<td>Family dynamics hindering patient care / breakdown in communication</td>
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<td>Complementary and alternative therapy</td>
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<td>Culture and race</td>
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<td>When is it time to stop palliative chemotherapy?</td>
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Schwartz Rounds at Allina Health

- Multi-hospital and clinic system
- Over 24,000 employees
- Schwartz Rounds began at United Hospital in 2010
  - first hospital in Minnesota
  - expanded to Abbott Northwestern in 2011
Librarian involvement

- Hospital-wide promotion to staff led to an awareness
- Outreach to the United Schwartz Rounds committee
- Attendance at Rounds and distribution of reading list
- Periodic e-mails to keep up-to-date on the schedule and to receive summary of case in time to look for articles
Promotion
Benefits of Schwartz Rounds

• Evidence exists that attendance at the Rounds changes caregiver behavior and beliefs around
  - Sense of teamwork
  - Stress and personal support
  - Sense of isolation

• Allina evaluations reflect the same

Future Opportunities

• Potential expansion to other Allina facilities
• Schwartz Center web page on Allina intranet or LibGuide
  - with links to fulltext articles
  - searchable archive of past readings
• Blog or SharePoint web site to continue discussion
• Further involvement with Schwartz Rounds planning committee
• Research study to evaluate the impact of librarian involvement
Questions?

http://www.theschwartzcenter.org/

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