



NAPH HCAHPS Learning Network: Beyond the Basics

Compassionate Care: Keeping Empathy in Practice

January 16, 2013

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AVP Quality, NAPH



Introduction

- Thank You....
- Complete the survey.....
- If you want CEU's....
- Please join our HCAHPS Learning Network....
- If you want to participate in the IHI Open School Program....
- The program today....



the schwartz center

FOR COMPASSIONATE HEALTHCARE

www.theschwartzcenter.org

Compassionate Care: Keeping Empathy in Practice



NAPH Webinar January 16, 2013

Beth Lown, MD, Medical Director

**The Schwartz Center for
Compassionate Healthcare**

Carol Mostow, LICSW

**BMC and Mt Auburn Hospital Schwartz
Center Rounds facilitator**

Jerod Loeb, PhD & Sherri Loeb, RN

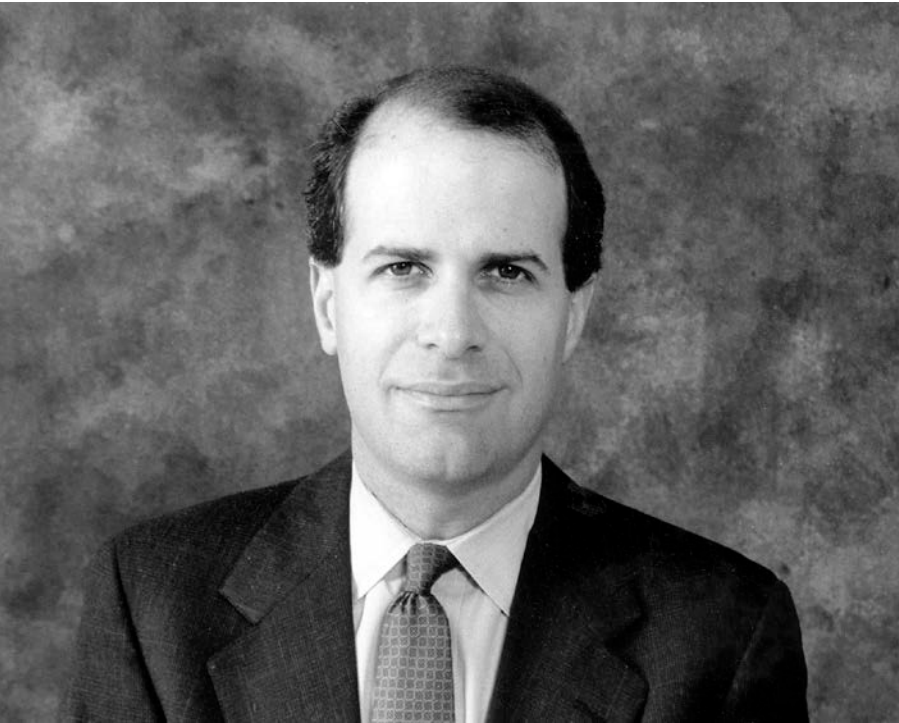


The Schwartz Center Mission



To strengthen the relationship
between patients and their
clinical caregivers and promote
compassionate healthcare.

Founded in 1995 by Ken Schwartz



“I have been touched by the smallest gestures—a squeeze of my hand, a gentle touch, a reassuring word. In some ways these quiet acts of humanity have felt more healing than the high dose of radiation and chemotherapy that hold the hope for a cure.”

- Ken Schwartz (1954 -1995)

What is compassionate care?



- Effective communication
- Emotional support
- Mutual trust and respect
- Involving patients and families in decisions
- Treating patients as people, not just diseases

Compassionate care is fundamental to the
practice of
all healthcare professions

Benefits of effective communication and compassionate care



Vilma Barrios, CNA, 2011 Schwartz
Center Compassionate Caregiver
of the Year

- Improved
 - Clinical outcomes
 - Patient and family satisfaction
 - Adherence to treatment recommendations
- Reduced
 - Readmissions
 - Cost of diagnostic testing
 - Malpractice claims

Lown BA, Rosen J, Marttila J. *Health Affairs*, 2011

Why is compassionate care at risk?



- Clinicians have less time with patients
- Stressed caregivers have few outlets to express their feelings (*~30-40% of physicians experience burnout*)
- Caregivers are inadequately prepared to deal with the difficult communication and interpersonal challenges they face
- The system does not support or reward compassionate care

The Schwartz Center's programs respond



- The Schwartz Center Compassionate Caregiver Award®
- Clinical Pastoral Education Program
- Schwartz Center Grants
- Educational programs and publishing
- National Consensus Project
- Schwartz Center Connections®
- **The Schwartz Center Rounds®**

The Schwartz Center Rounds®



- Multidisciplinary forum for participants to address
 - Emotional and social challenges in patient care
 - Teamwork issues
 - Communication challenges
 - Impact on patients, families and clinical caregivers



Schwartz Center Rounds session at
Harvard Vanguard Medical Associates,
Cambridge, MA

Format



Schwartz Center Rounds session at
Winchester Hospital, Winchester, MA

- One-hour sessions held 6-12 times a year
- On-site planning committee chooses patient case or topic
- Multidisciplinary panel shares experiences (15-20 minutes)
- Skilled facilitator leads discussion in a confidential environment
- Typically open to staff from throughout facility



as of 12/31/12

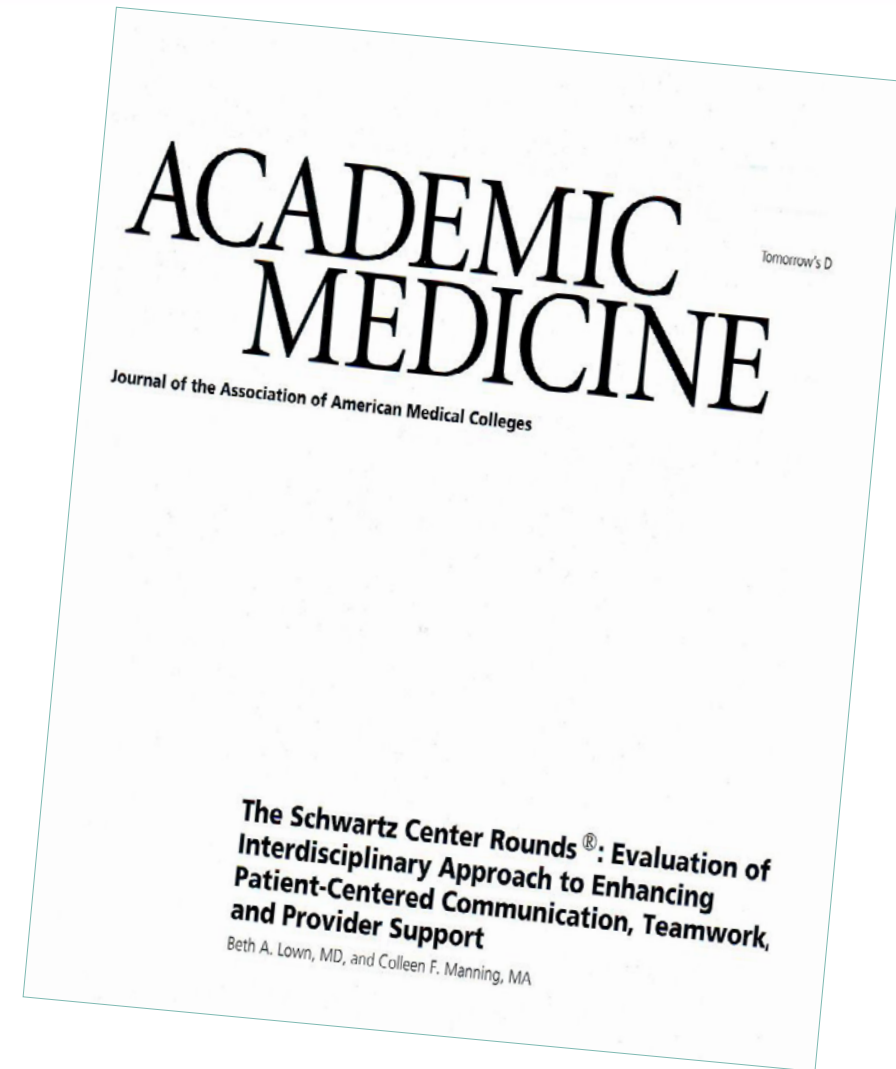
Participating NAPH Members

- Stroger Hospital of Cook County, IL
- San Francisco General, CA
- UC Irvine, CA
- Univ. of Alabama/Birmingham
- Children's Hospital of Colorado
- University of Colorado Hospital
- St. Luke's Regional, ID
- Kentucky Children's Hospital
- Norton Cancer Institute, KY
- Boston Medical Center, MA
- Cambridge Hospital, MA
- Whidden Hospital, MA
- UMass Memorial Med Center, MA
- Hennepin County, MN
- Albert Einstein Med Center, PA

Evaluation Results



- 87% of participants report new strategies for challenging patient situations
- 84% report more compassion for patients & families



Impact on Teamwork



- 93% reported increased appreciation for the roles/contributions of colleagues from other disciplines
- 88% reported increased sense of belonging to a caregiving team
- 76% reported feeling less isolated & alone in work



Institutional Benefits



- Caregivers reported feeling less stressed and better able to cope with the emotional demands of clinical work
- Approximately 50% reported changes in practices or policies within the department or hospital at large



Other Benefits



- CME for physicians (risk management)
- CEUs for nurses, social workers and chaplains
- Helps satisfy ACGME requirements in professionalism and communication for residents and fellows
- Rounds included in Joint Commission tool kit for meeting patient safety goals

In participants' own words...



“Rounds are a place where people who don't usually talk about the heart of the work are willing to share...their vulnerability, to question themselves. Rounds are an opportunity for dialogue that doesn't happen anywhere else in the hospital.”



“The format allows for a free exchange of ideas, feelings and reactions, reinforcing the common humanity of caregivers, patients and families. [These Rounds] are now clearly part of the fabric of our institution.”

-- Raymond J. Mayewski, MD, Vice President and Chief Medical Officer
University of Rochester Medical Center

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Nominate a compassionate caregiver today!

Have you experienced exceptional compassionate healthcare? Click here to learn how to recognize your caregivers. [Click here to find out more >>](#)



KEN'S STORY

In 1994, Kenneth B. Schwartz developed lung cancer. Read his extraordinary story.

[Read More >>](#)



Why Compassion Matters

Katie Couric, Dr. Tim Johnson and other national leaders discuss the importance of compassionate healthcare. [Click here](#) to watch!



What's Happening

Nominations Open for Schwartz Center Compassionate Caregiver Award®

Schwartz Center Rounds®

Schwartz Center Rounds, which have been adopted by hundreds of hospitals and healthcare institutions

across the country, provide a safe place where



our blog:
BEDSIDE MANNER

[A Medley of Miracles](#)

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