

# How to be Happy at Work from Schwartz Rounds to Self Care



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# Why do we choose to work in healthcare?

# Reasons to be a nurse

Desire to  
be of  
service

Satisfying

Need for a  
practical  
career

Flexible

Accessible  
(cost of  
schooling)

Respectable

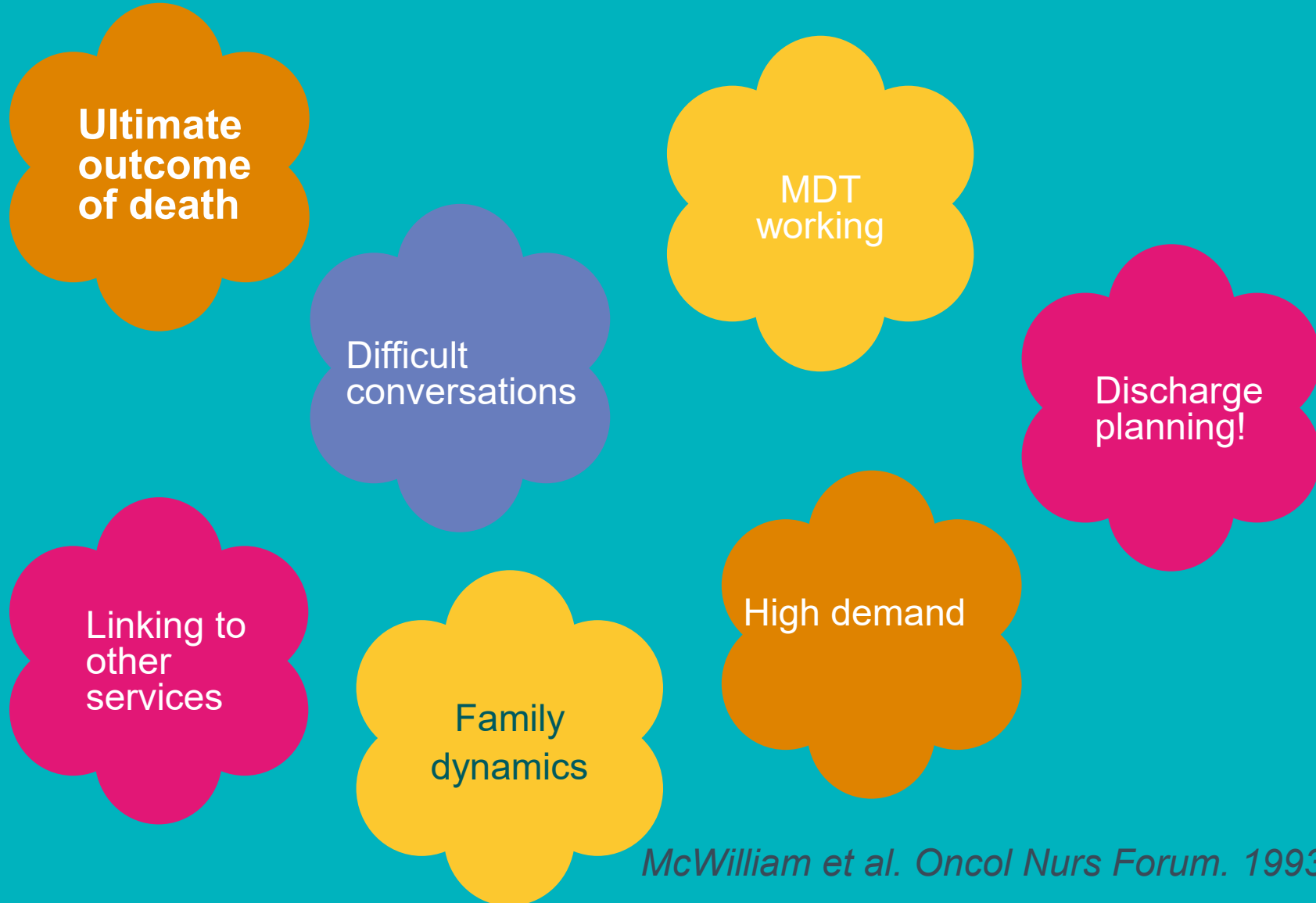
Always in  
demand

# Working in palliative care

The World Health Organization defines **palliative care** as

“an approach that **improves** the **quality of life** of **patients** and their **families** facing the problems associated with a life-threatening illness, through the **prevention and relief of suffering** by means of early identification and impeccable assessment and treatment of pain and other problems, **physical, psychosocial and spiritual.**”

# What makes palliative care challenging?





# Why do we choose to care for dying patients?

# Why palliative care?

A sense of  
purpose  
and honour

Prevent  
memories  
of dying in  
distress

To provide a  
peaceful death

A holistic  
approach

Physical,  
emotional,  
and  
spiritual

Death is  
part of life,  
not a failure

Passion for  
their work

# What is the effect of working in palliative care on us?

Awareness of spirituality

Reflection on meaning of life and death

Awareness of own mortality and finitude of existence

Less anxiety about own death

Talking to own family about death

Importance of caring for own health

Lower levels of burnout

# Doctors - happiest specialties

## % of **trainee** doctors who are very satisfied

- 1 Allergy
- 2 Audiovestibular medicine
- 3 Intensive care medicine
- 4 Paediatric cardiology
- 5 Palliative medicine - >95%**

## % of **consultants** who enjoy their job

- 1 Sports and exercise medicine
- 2 Medical ophthalmology
- 3 Rehabilitation medicine
- 4 Hepatology
- 5 Clinical neurophysiology
- 6 Audiovestibular medicine
- 7 Allergy
- 8 Renal medicine
- 9 Haematology
- 10 Palliative care – 89%**

# What is burnout?

- An occupational phenomenon
- A syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed
- 3 components:
  - **Emotional Exhaustion:** Feeling depleted, drained, and unable to cope with the demands of the job
  - **Depersonalization:** Experiencing cynicism, detachment, and a reduced sense of empathy for patients
  - **Reduced Personal Accomplishment:** Feeling ineffective, lacking in competence, and experiencing a lack of achievement in one's work

# Burnout in Palliative Care

- Time-barriers
- Bureaucracy
- Excessive work-loads
- Hierarchy
- Skill deficiency
- Inter-professional conflicts
- Personal issues

# Psychological well-being of hospice staff: systematic review

Poor psychological well-being among healthcare staff has implications for staff sickness and absence rates, and impacts on the quality, cost and safety of patient care.

So what can we do that is evidence based?

Happiness is inversely proportional to  
risk of burnout

Happiness leads to better patient care



So how can we  
increase  
happiness?

# Regular, structured staff support services

**Supervision**

**Counselling**

**Peer support  
groups**

**Schwartz  
Rounds**

# What are Schwartz Rounds?

Schwartz Rounds provide a structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare.

The purpose of Rounds is to explore the challenges and rewards that are intrinsic to providing care, not to solve problems or to focus on the clinical aspects of patient care.



# Benefits of Schwartz Rounds?

- Help staff feel more supported in their jobs
- Allow staff time and space to reflect on their roles
- Reduce stress and isolation
- Normalise emotion
- Increase insight and appreciation for others' roles
- Reduce hierarchies between staff
- Focus attention on relational aspects of care

The underlying premise for Rounds is that the compassion shown by staff can make all the difference to a patient's experience of care, but that in order to provide compassionate care staff must, in turn, feel supported in their work.

# Strong leadership and good management practices

Clear communication

Regular appraisals

Gathering honest feedback

Monitoring staff wellbeing

# Team-Based Interventions



# Individual resilience and self-care

**Mindfulness  
and meditation**

**Education  
and training**

**Promoting  
self-care**

**Robust  
induction**

# What do we have at St Clare?

Relaxation with  
Rose

Staff survey

Clinical  
supervision

Supportive  
culture

Employee assistance  
programme

(Schwartz Rounds)

Reflection and  
debriefs

Education and  
training

Our Voice  
meetings

Mental Health  
First Aiders

Fundraising  
opportunities

## Why are we here today?

HCPs who feel more competent and face the EoL with more personal resources provide more effective care<sup>14,15</sup> and those who have more knowledge in palliative care score higher with regard to control of negative emotions and fear of death.<sup>16</sup>



# Taking Care of Yourself



## The 5 ways of wellbeing

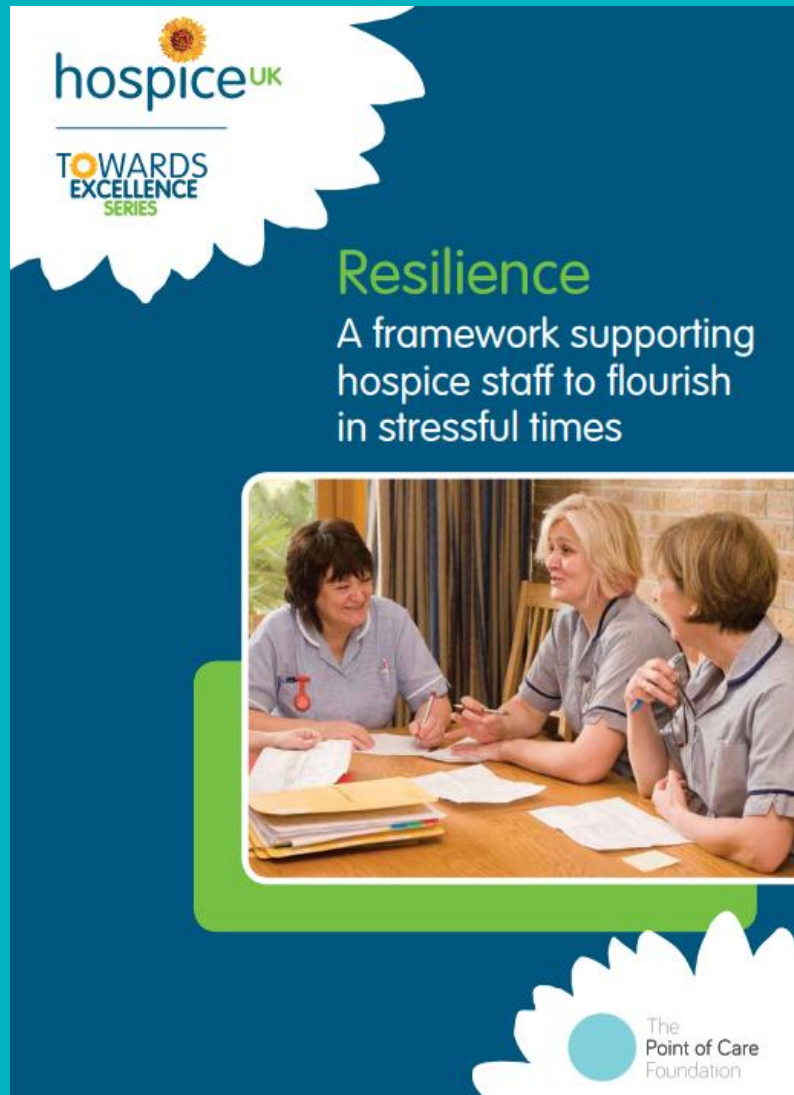


<https://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-yourself/five-ways-to-wellbeing/>



**What will you do to help yourself  
or your colleagues be happier?**

# Where to learn more



The image shows the cover of a report titled 'Resilience' from the 'Towards Excellence Series' by hospiceUK. The cover features a dark blue background with a white scalloped border at the top. The hospiceUK logo is in the top left, and the 'Towards Excellence Series' logo is below it. The title 'Resilience' is in a large, light green font, followed by the subtitle 'A framework supporting hospice staff to flourish in stressful times' in white. A central photograph shows three hospice staff members in grey uniforms sitting around a table, looking at documents. The bottom right corner features the logo for 'The Point of Care Foundation'.

[https://s16682.pcdn.co/wp-content/uploads/2016/03/Resilience\\_Report\\_FINAL.pdf](https://s16682.pcdn.co/wp-content/uploads/2016/03/Resilience_Report_FINAL.pdf)



Questions?

