

In 2016, GNYHA entered into a collaboration with the Schwartz Center for Compassionate Healthcare to promote and support the Schwartz Center's mission. Founded over 20 years ago by Ken Schwartz, the Schwartz Center promotes compassionate patient care by supporting healing relationships through its signature Schwartz Center Rounds™ conducted by and for health care staff. Forty-seven GNYHA members have implemented the Schwartz Rounds, including 18 institutions that became Schwartz Center members as a result of the GNYHA-Schwartz Center collaboration.

Ken Schwartz was a 40-year-old health care attorney in Boston when he was diagnosed with advanced metastatic lung cancer. Throughout his 10-month treatment, he realized and relied on the human connection he felt with his caregivers. He wrote "A Patient's Story," a compelling article that details his personal experience with care delivery and emphasizes that acts of kindness toward patients can make the unbearable bearable. Just days before his death in 1995, Ken founded the Schwartz Center for Compassionate Care to ensure that all patients receive the same compassionate and humane care he did.



<https://www.bostonglobe.com/magazine/1995/07/16/patient-story/q8ihHg8LfynPA25Tg5JRN/story.html>

Schwartz Center Rounds provide staff with an environment of mutual trust and respect that fosters a greater sense of well-being and teamwork among caregivers addressing the emotional and psychosocial challenges of patient care. GNYHA members' Schwartz Rounds are unique in how they are conducted and who participates.

Since the inception of this unique relationship, GNYHA has supported a number of events for member hospitals, including a Schwartz Center Facilitation Workshop in 2016 for Schwartz Center Rounds leaders and planning committee members. The workshop, which was attended by individuals from Schwartz Center facilities across the country, helped those who conduct Rounds refine

facilitation skills through observation and participation. According to workshop leaders, it was among the Schwartz Center's most successful trainings. GNYHA will host a second Facilitation Workshop on April 26, 2018, for current Schwartz Center members.

Also in 2016, GNYHA co-hosted a Compassion in Action Symposium on remaining resilient on the front lines of care. The session featured an expert panel that discussed the skills and tools health care professionals can develop to sustain resiliency. Moderated by Herb Pardes, MD, Executive Vice Chairman, NewYork-Presbyterian Hospital, the panel also addressed how organizations and systems can support caregivers and enable them to provide the best

possible care for patients and families, as well as how changes in team-based care, residency training, and technology have affected rising levels of clinician burnout.

Randi Kaplan, LMSW, Director of Montefiore Health System's Caregiver Support Center and a leading proponent of compassionate care, was honored in 2016 as the recipient of the Schwartz Center for Compassionate Care Caregiver of the Year award (Montefiore is a longstanding supporter of Schwartz Rounds and a legacy member). She said:

"Being a member of the Schwartz Center is particularly significant to me because Montefiore is the first and only premier academic medical center in New York City that has a center devoted to supporting both the family caregiver and the professional caregiver.

"Creating a culture of compassion has been one of my primary goals since opening the Center in April 2011. The Schwartz Rounds offer the opportunity to come together as colleagues and safely share some of the most intimate and profound experiences that occur in our daily professional lives. The Rounds provide an environment in which we can nurture and further the goal of a compassionate health care system." ●

"Schwartz Rounds provide our health care professionals with the opportunity to openly and honestly discuss the emotions they often face when caring for patients and families. Having this sacred time for peer support, appreciative inquiry, and shared learning has supported our cultural transformation. We are grateful for our strong collaboration with GNYHA and The Schwartz Center because together, we are caring for our caregivers, engaging in holistic wellness, reigniting passions, and reminding ourselves why we entered health care. Over the past year, our organization has doubled the number of hospital sites engaged in Schwartz Rounds because of the valuable support and funding from this collaboration, and we are now looking to expand the program."

- Agnes Barden, DNP, RN, CXPX, Vice President, Patient & Customer Experience, Northwell Health

"Schwartz Rounds are an unbelievably powerful experience. I left with a true appreciation for my colleagues across all disciplines and the value each one of us brings to honoring the human spirit of our patients, families, and each other."

- A Northwell Health Schwartz Rounds participant

"By giving a voice to the challenges caregivers face every day, Schwartz Rounds help us find 'compassion satisfaction' as opposed to falling victim to 'compassion fatigue.' The Rounds enable staff to have real collaborations with not only patients and their families, but also each other, making the patient experience more valuable to all involved."

- Dr. David Miller, Chief Psychologist, Maimonides Medical Center, and a Schwartz Rounds facilitator for over 10 years

Compassion in Action

In 2017 in Boston, GNYHA was one of several sponsors of the Schwartz Center's inaugural Compassion in Action Healthcare Conference, which was attended by hundreds of hospital and health care representatives from across the country and internationally. Through GNYHA's sponsorship, 38 individuals from 21 GNYHA hospitals and health systems attended the conference, which focused on best practices in advancing cultures of compassion, communication, inter-professional teamwork, and interpersonal skills. The conference faculty discussed their firsthand observations of how applying these techniques can improve the patient experience and the

workforce's well-being while lowering costs of care.

GNYHA staff participated as conference faculty. Lorraine Ryan, Senior Vice President, Legal, Regulatory, and Professional Affairs, was a panelist in a discussion on the future of compassion in health care and the competing priorities that make it challenging to prioritize compassion for all health care organizations. Jenna

Mandel-Ricci, Vice President, Regulatory and Professional Affairs, participated in a panel discussion on how societies, communities, and membership organizations can lead compassionate culture change in health care organizations. Anu Ashok, Associate Vice President, Graduate Medical Education and Physician Workforce Policy, moderated a panel discussion on prioritizing workforce well-being in the teaching hospital setting. ●



GNYHA and the Schwartz Center are planning a number of workshops and briefings for 2018. Members interested in learning more or becoming a Schwartz Center Hospital can contact Lorraine Ryan (ryan@gnyha.org).