



Berkshire Hathaway  
Specialty Insurance



## Partnering with the Schwartz Center for Compassionate Healthcare

### WHY COMPASSION?

Compassion is great medicine. It reunites harried caregivers with their original calling as healers. It makes a tremendous impact on patient satisfaction – even outcomes – both of which improve value.

### WHAT IS THE SCHWARTZ CENTER FOR COMPASSIONATE HEALTHCARE?

A national patient-founded nonprofit dedicated to strengthening the relationship between patients and professional caregivers.

### WHAT IS COMPASSIONATE CARE?

It's care that includes:

- Effective communication and listening
- Emotional support
- Mutual trust and respect
- Patient and family involvement in healthcare decisions
- Treating patients as whole people, not just illnesses

The Schwartz Center offers two signature programs:

**Schwartz Center Connections® and Schwartz Center Rounds®**

**SCHWARTZ CENTER CONNECTIONS®** focuses on risk management. It is a series of three candid, thoughtful, professionally facilitated 90-minute discussions on medical errors, adverse events and close calls. Involving primary care physicians, specialists and their multidisciplinary teams, the program is designed to reduce risk by improving communication between primary care teams and specialists in hospitals and outpatient settings.

#### Documented Benefits

An independent evaluation of the program by the Goodman Research Group demonstrated significant improvement in attendees' knowledge of communication lapses and strategies to prevent lapses in patient care compared with a matched comparison group that did not participate in the sessions. Hospitals and outpatient practices use the learnings from Schwartz Center Connections sessions to develop more robust quality improvement and risk management initiatives.

## Among the findings<sup>1</sup>

- The Connections program had a large effect on attendees' reported behaviors and led to a renewed and energized commitment to patient safety initiatives.
- Ninety-three percent of attendees reported being more likely to intervene to avert a communication lapse.
- Program participants reported improved knowledge of strategies to:
  - Communicate across disciplines
  - Clarify responsibility for patient follow-up
  - Communicate with patients about adverse events
  - Learn ways to share information among providers

The evaluation study showed that the positive effect of the program occurred after participants attended only three sessions.

**SCHWARTZ CENTER ROUNDS<sup>®</sup>** is an ongoing program of multidisciplinary discussions focusing on the difficult social and emotional issues caregivers face in caring for patients. Using compelling patient cases and challenging topics, Schwartz Center Rounds are designed to support caregivers, strengthen teamwork and improve communication with patients. More than 350 healthcare sites – including hospitals, outpatient practices and nursing homes – conduct the Schwartz Center Rounds, involving more than 100,000 healthcare professionals each year.

## Documented Benefits<sup>2</sup>

- Increased:
  - Insight into social and emotional aspects of patient care
  - Feelings of compassion toward patients
  - Readiness to respond to patients' and families' needs
- Improved teamwork and interdisciplinary communication
- Decreased feelings of stress and isolation, and more openness to giving and receiving support.

In many cases, participants reported that insights gained at a Schwartz Center Rounds session led to specific improvements in departmental or hospital-wide practices.

## SCHWARTZ CENTER MEMBERSHIP INCLUDES:

- Authorization to conduct Schwartz Center Rounds
- Extensive training to conduct highly effective Rounds
- Ongoing consultation and support
- Unique best practices refined over two decades
- Networking opportunities with other institutions
- Education programs, including the "Compassion in Action" webinar series
- Exclusive Innovation and Thought Leadership events
- Discount for Schwartz Center Connections program
- Valuable branding as a compassionate institution

For more information on the Schwartz Center, please contact:

Marjorie Stanzler  
Senior Director of Programs  
617.726.0914 O  
[mstanzler@theschwartzcenter.org](mailto:mstanzler@theschwartzcenter.org)  
[www.theschwartzcenter.org](http://www.theschwartzcenter.org)

For more information on Berkshire Hathaway Specialty Insurance, please contact:

Stephen Dunn  
SVP, Healthcare Professional Liability  
917.960.2437 O  
[stephen.dunn@bhspecialty.com](mailto:stephen.dunn@bhspecialty.com)  
[www.bhspecialty.com](http://www.bhspecialty.com)

<sup>1</sup> Lown B, Gareis K, Kormos W, Kriegel G, Leffer D, Richter J, Ship A, Weil E, Manning C. Communicate don't litigate: The Schwartz Center Connections Program. *J Healthcare and Risk Management*.

<sup>2</sup> Lown, BA; Manning, CF: The Schwartz Center Rounds: Evaluation of an Interdisciplinary Approach to Enhancing Patient-Centered Communication, Teamwork and Provider Support. *Journal of Academic Medicine*. June 2010. v.85(6); pp1073-1081