

Supplementary material 10: Overall summary of analysis themes informing our refined CMOs and their inter-relationships

1.1. Trust, emotional safety and containment

Feelings of trust, emotional safety and containment are essential and are maximised through confidentiality, good facilitation and safety checks in sourcing and preparing stories leading to a willingness to be vulnerable and self-disclose about the emotional impact of caring, tell stories that contextualise patients and staff, resonate with other staff and reveal hidden roles and stories, facilitating reflection.

1.2. Group Interaction

The group is an important resource which provides an opportunity for staff to interact together in order to learn from and support each other through sharing and validating each other's experiences, through being heard, reflecting on experiences shared, through giving and receiving help, encouragement, empathy, compassion and inspiration resulting in a sense of group support, cohesion and teamwork.

1.3. Counter-cultural / 'Third space' for staff

Rounds offer a unique counter-cultural physical and psychological space by putting staff experience centre stage and by focusing on the emotional and social aspects of healthcare work, that is not outcome orientated and is not 'problem solving' which allows staff space to process their emotions and speak honestly about their work providing respite, release and over time this also changes culture outside of Rounds.

1.4. Self-disclosure

In a safe Schwartz Round 'third space' healthcare staff are willing and able to honestly disclose the emotional impact of caring and their stress-inducing thoughts to colleagues which encourages peers to do the same, allowing transparency, catharsis and helps staff make sense of these experiences, through support and re-framing. Revealing themselves as 'human' facilitates trust in peer relationships, staff feel better supported and more resilient.

1.5. Story-telling

Storytelling is central to human activity and powerful stories in Rounds are an important way of connecting with others. Effective well-crafted stories capture and hold the audience's full emotional and mental attention which facilitates learning and creates increased levels of empathy and compassion for colleagues and patients.

1.6. Role modelling vulnerability

In a safe Schwartz Round 'third space' panellists/audience members have the courage to speak authentically, participate in self-disclosure and give examples of their own vulnerability which leads to increased feelings of empathy, compassion and sharing similar examples of vulnerability, which builds connections and leads to being able to show more empathy and compassion to others.

1.7. Contextualising patients and staff

Stories that are selected, prepared and told by multiple story-tellers to provide different perspectives leads to increased insight and understanding of staff and patient experiences, reducing stereotyping and resulting in more compassion and empathy and improved teamwork and patient care.

1.8. Shining a spotlight on hidden stories and roles

When Rounds stories, panellists and audience members are drawn from all parts of an organisation this leads to participants gaining a wider perspective of how individual people/roles/functions contribute to the organisation as a whole and makes more people / roles visible, more humanised, reducing isolation, hierarchy and creates closer professional relationships that enhance teamwork and communication and increases empathy.

1.9. Reflection and resonance

Where the space is safe and stories are well chosen and prepared they resonate with others and trigger memories of similar experiences, so that Schwartz Rounds provide opportunities for reflection which helps staff learn from, process and reframe their experiences facilitating empathy and compassion for patients staff and themselves (self-compassion) and reduces staffs' sense of isolation.