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Report for AI Certification

AIFT Training Dates & Location

March 22-25, 2011
@ Truman Medical Center (Don Chisholm Learning Center)
Kansas City, MO

Background Description: I worked together with Josephine Lampton to facilitate an Appreciative Inquiry with the Quality Resources Data Team at Truman Medical Center. This small team is responsible for data collection and interpretation for the entire hospital.

Truman Medical Centers (TMC) is a multi-site hospital system serving the Kansas City area. TMC is a safety net hospital serving the urban core, and employs approximately 4,000 individuals. The Quality Resources Department has 52 staff members. Teams under the umbrella of Quality Resources are: Accreditation, Continuing Medical Education, Core Measures, Data Team, Documentation Specialists, Patient Safety, Performance Improvement, Case Management, Utilization Management, and Care Continuity Services.

Core Group:

Melissa Peterson, Manager
Neha Doshi, Sr. Data Coordinator
Alisha James, Data Coordinator
Florence Adegoke, Data Coordinator
Karen Richard, Biostatistician

Documentation Attached:

“Data Team Ai Presentation”

Please note that the presentation is an accumulation of the three times this group met.

“Data Team Interview Questions”

“Script for facilitators”

“Life Giving Forces List and top five themes”

“Tree and Provocative Proposition”

Positive Topic:

Method used to Identify Topic: Conducted a two-hour Ai seminar to give an overview of Ai. We used a few activities so the group could have participation in the process. We started by having several objects on the table they could use to change their appearance. We only stated to the partnered team to make three changes in their appearance. Then we had them make five changes. A few used the items on the table. They had a lot of fun with this exercise and we talked about change; did they take away or add

from their appearance, did they think out the box. Another activity was having them partner up again to discuss what they wanted MORE of in a person in their life. We concluded the presentation by having them partner one more time for interviewing each other. Josephine and I based the interview questions from our generic question list.

1. Tell me about an experience you had at TMC, a time when you felt most enthusiastic, involved, engaged and excited about work in Quality Resources. What made it such a positive or best experience for you? What was your contribution to this experience? Who else was involved and what was their contribution?
2. What do you value most about yourself? Your work? Your organization?
3. What do you think gives energy to the Quality Resources Department (QR)? What is the core value of QR? How do you experience this core value in your department?
4. What three wishes would you make to heighten the vitality of the Data Team/Quality Resources Department?

We brought the team back together and discussed the summary interview questions and ended with them giving their wish list. There was a lot of positive energy and participation from the discussion.

Provocative Proposition

We met with Data Team a second time to choose a theme from their Life-Giving Forces list. We had typed up all their comments from the first session for everyone. Each person chose five themes from the list, wrote them on post-it notes, and put them on the board. Five themes emerged from the group:

- Education
- Feedback with customers
- Interpersonal Relationships
- Laptops
- Flexible Hours

The Data Team chose Education as their focus. Josephine and I had them create a visual image. See attached photo of their drawing. They did an outstanding job with their drawing for people who work with numbers all day; they were so creative. The drawing depicts a woman with her tool belt of data tools (software program) she needs to do her job. The peg board has more tools on it some they use some they need to be educated more on. The people are their clients they educate on helping them input data which in turn helps the data team use that data. They called their drawing "Expanding our Data Tool Kit."

Next we had them come up with their Provocative Proposition.

"We are sought after experts, truth seekers and validators who provide reliable data. We always take personal ownership of data integrity while keeping patient experience and outcomes as our key values and driving force."

We used the tree to work through their Provocative Proposition. "Optimal Data Tool Use" was their trunk. They chose several educational roots for their tree and the outcomes for their leaves.

The team was given about five weeks to work on their education project before we met again.

Impact and Results

We meet a third time with the Data team to discuss the impact and results of their project. We gave them the questions they would be asked about two weeks before we met. Questions were:

- What attitude, process or structure changes have you made as you moved toward realizing the Provocative Proposition?
- What progress have you made toward your strategic intention or initiatives or pilot projects?
- What stories of success can you share?

Data Team outcomes from the roots on their tree were discussed.

- Networked with more departments at TMC
- Participated in a free webinar about software they use
- Achieved access to a new tool – further helping them in doing their jobs
- Continued to cross-train each other and update each other with new methods of using their tools
- Working on getting a laptop for the team to use when they go out into the hospital to work with clients

What attitudes or process have you made?

- Remained positive through data challenges
- Have each other's backs when it come to data ownership of our data integrity
- Have confidence in each other – inner dependence, know that the work each one does can be relied on to be accurate.

What progress have you made?

- Data Team has more expose with strategic initiatives
- Client education improved. The clients now input better data for the Data Team to use for their piece of the project for meeting core standards and improve patient quality of care.
- New PSN database – another tool to use for their data reports
 - Participated in the setup
 - Recommended what data was to be in the database
 - Were taught how to use the data
 - Now can pull data from PSNs to use in other reporting areas
- More analysis with SAS software – continue to work on updating everyone

Success Stories

The team had four success stories to share.

1. The team worked with the Infection Prevention Department (IP) to help them with their data. IP now has access to data that they never had before allowing them to work more efficiently resulting in better safety for the patients and creating better reports of their data.

2. Case managers can now receive patient lists in their email on Saturday and Sunday. This helps them know which cases they need to work with. They had not been able to access STAR to get to the information before. The data team worked on a process for them to get the patient list quicker and more efficiently saving the case workers a lot of time. The old method took a lot longer for them to access their information.
3. They now have a process in place to get data by disease and add the classification.
4. Networked with the lactation consultants on breast feeding to identify gaps in the charting. They were able to work with IT to give them more fields to help them chart important information that was needed on the patient.

Overall the team felt they have helped their clients' document better on the front end so the team could use the data on the back end which ultimately helps the patient's care.

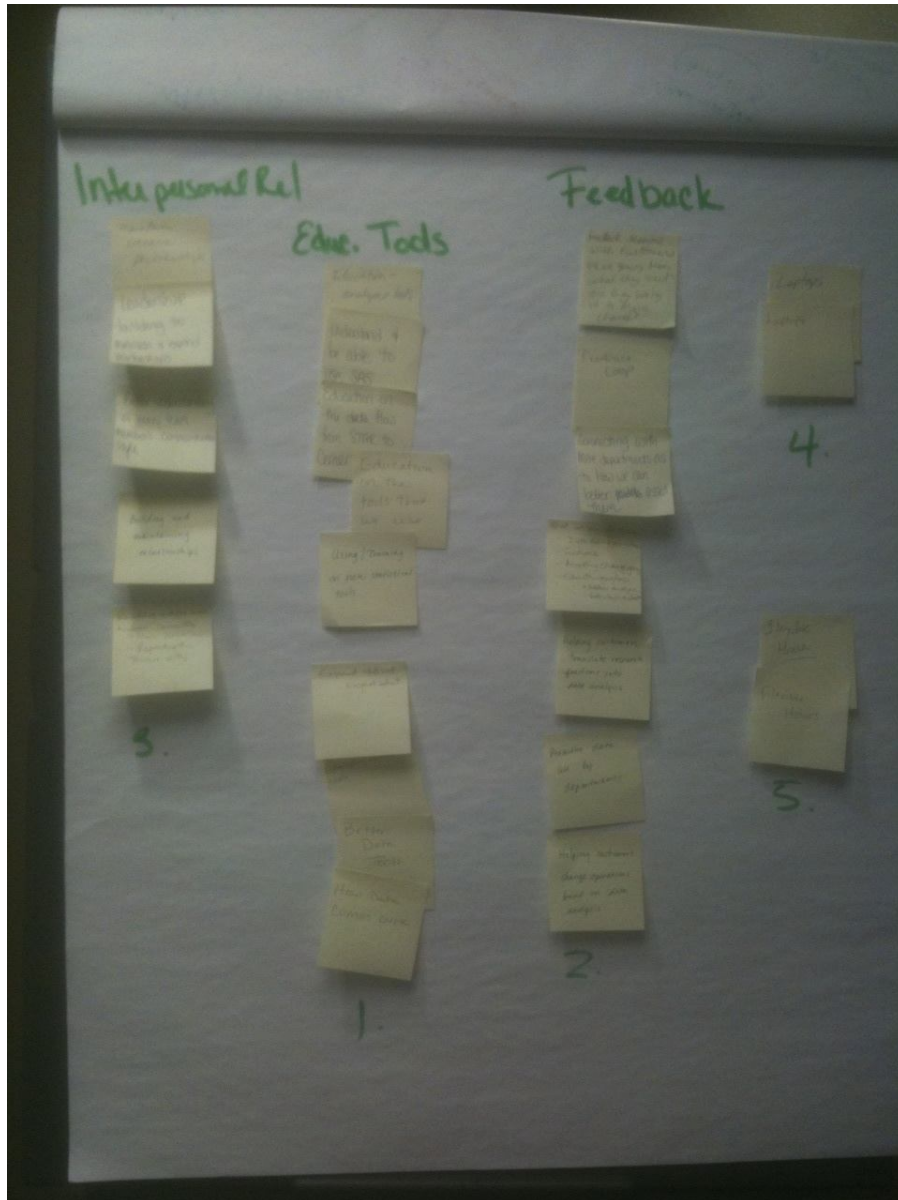
The Data Team discussed having a weekly five-minute huddle to talk about share their stories of success. They felt it would be a good motivator for them. We were able to make a large print of their Provocative Proposition and Tree they now have hung in their work area to remind them of their goals and accomplishments as a way for them to stay focused and encouraged along the way.

The Team wants to continue the Ai process by looking at their second goal "Feedback." They want to define a process for how they follow up with their clients. Perhaps have a check list. As facilitators Josephine and I have made the data team aware that we are available at any time they want to get together and work out another goal or two.

In beginning this inquiry, I wished to be able to help create and renew energy within the data team. They have a very demanding job and rely heavily on one another. My hope was to bring them together and help them dream of change that could impact them on a daily basis. The best thing I learned is that the energy piece of Ai is the piece that I most connect with. If an institution wants to change and/or needs to change I believe that it can only do so in a sustainable way at the root energy level of a team. I think one of my best gifts as an Ai facilitator is to help foster and hold that creative energy for those we work with. This was my most rewarding moment when my gift of energy I felt helped the data team loosen up and be able to let themselves be creative and think outside of the box.

The Data Team has given permission to share their story.

Images from AI Session

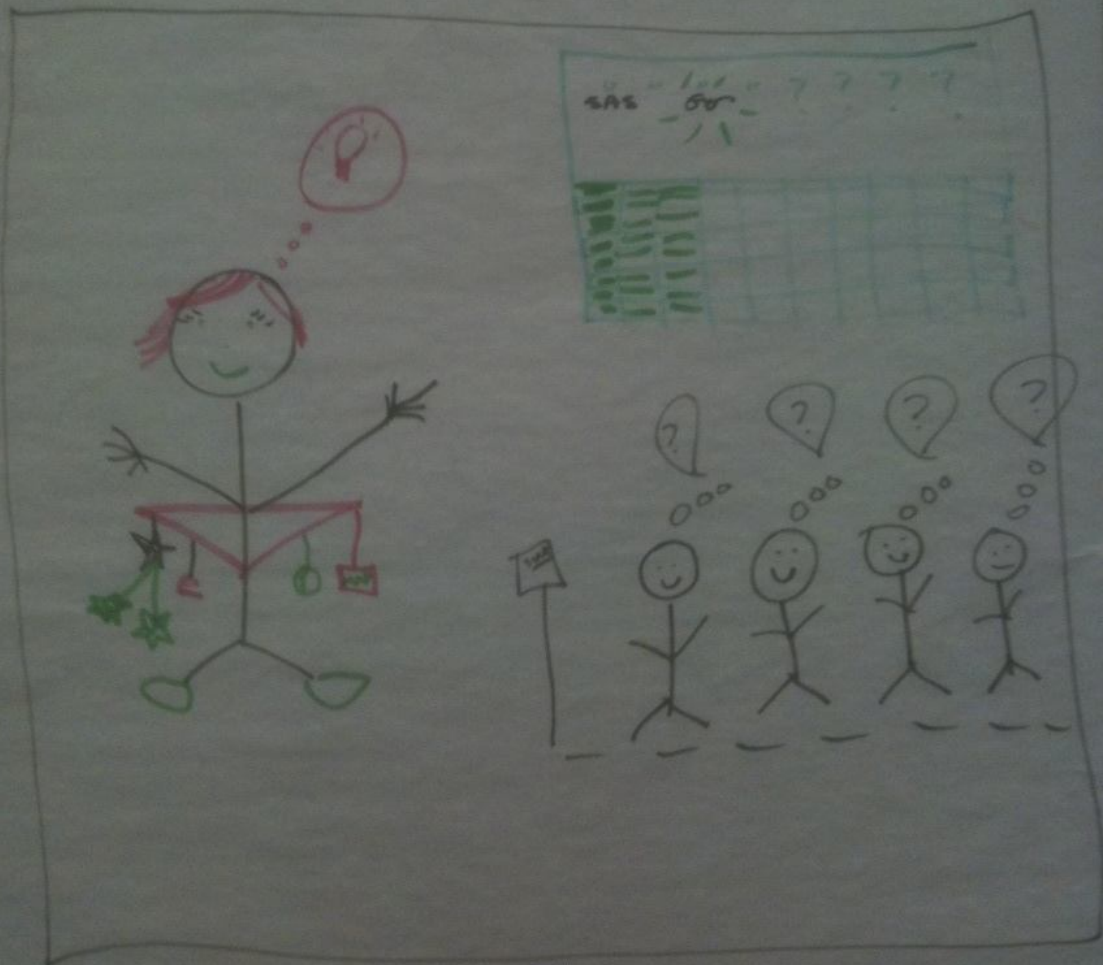


We, ~~the~~ are sought after data
experts, who provide and
+ truth seekers, who ^{and validate}
provide reliable data

We always take personal ownership
of data integrity while ^{keeping} ~~being~~ ^{on}
and ~~Always~~ ^{keeping} ~~our~~ patient
focus

experience and outcomes as our driving force
Key Values +

Expanding Our Data Tool Kit



We are a trusted expert

data that has integrity that people trust

Reliable so that people come to me

reliable

"sought after expert"

Truth Seeker - Validate

to meet organizational objectives

Patent focus + Care

Personal Ownership