

1. Rob Ellis Robert Ellis, Director of Rehab Services, Robert.Ellis@tmcmcd.org, (816)678-6026
Truman Medical Center Behavioral Health
2. AIFT at Truman Medical Center March 22nd-25th 2011
3. Brief description of the organization, group, or community you worked with. **We worked with the Truman Medical Center Behavioral Health Acute Care Units which comprise of two twenty five bed acute psychiatric units and a ten bed Behavioral Health emergency department. These units serve the urban Kansas City area including Medicare, Medicaid patients and wards of the state.**
4. List the names and/or category of stakeholders you included in the Core Group, the cross-section of people that helped you identify the topic and modify the Interview Guide. **We included a diverse group of stakeholders in our core group that included the department administrator, QMHP's, RN's, Psychologists and Mental Health Techs.**
5. What was the positive topic that the Core Group identified for inquiry? What method did you use to help them identify the topic? **The positive topics that were identified were communication, safe work environment and healthy staff morale. We reached these topics by using our interview sheet in face to face core group interviews and our Interview summary sheet**
6. Attach or include the modified Interview Guide they used, i.e., the Generic Interview Guide slightly modified for the positive topic of the inquiry.
7. What method of interviews did people use to inquire into exceptionally positive moments, face to face paired interviews, or some other way? **We used the face to face interview method. The core group members developed a grid to organize interviewing staff members on every shift with the Modified Interviewing Guide. After the interviews were completed we made a list of all the of Life Giving Forces that were identified. The core group then tallied up all the Life Giving Forces and came up with the top five. We listed those top five and posted them on each unit to vote for the top three.**
8. Attach or include a list of the Life-Giving Forces (what they MOST wanted to create MORE of) that the group identified in the stories they shared. **The top five life giving forces were Staff Education, Pt/Staff Safety on the Units, Staff Recognition, Staff Accountability (Integrity and Honesty) and Healthy Communication.**
9. Attach or include the Provocative Proposition(s) the group or organization created from the LGFs. **"Collaborating together, we will create an environment where ideas can flourish. Our peers and clients will have a sense of ownership. Becoming a stakeholder of your job will pay dividends.**
10. Attach or include the organization, group or community's Strategic Intentions and the individual Commitments, Offers, and Requests that were created to realize the Provocative Proposition(s). **We are addressing three different projects 1) we are addressing Staff/Patient safety by developing small staff discussion groups titled "Creating a Safe and Healthy Work Environment." We are**

also conducting mock crisis situations that build confidence and teamwork in real crisis situations. 2) Identify staff incentives and develop a staff owned Employee nominated incentive program for employees identified as doing a great job. 3) Communication- Organize a session where every employee has the opportunity to talk to our COO about issues that are occurring on our units. Issues are written on flip charts and common themes are identified. Our Staff Development Director put common themes on a grid and Department managers addressed the issues that were identified by addressing how issues were being corrected. The outcomes of the meeting were discussed in our all staff quarterly meetings. Our administrator is meeting with all staff members for 1:1 sessions that are intended to develop rapport and open lines of communication.

11. Impact or Results: What organizational, group or community attitude, process or structure changes have people already made as they move toward realizing the Provocative Proposition(s)? What progress have people made toward their Strategic Intentions or Initiatives or Pilot Projects? What stories of success can you share? **I believe our Behavioral Health Acute Care units and Behavioral Health Emergency Department have made great strides in working towards their provocative proposition. We have developed a safer and healthier work environment where our employees are on the same page in crisis situations which builds confidence and trust. We have started debriefing 12 hours after crisis in a safe and non threatening forum where employees feel free to discuss the actions that were taken in a crisis without fear of consequences. Our Employee Incentive program is in its second month and all employees are excited about it. We have many nominations to sift through and decide which one is the most worthy of the employee incentive of the month. Co-workers are inadvertently improving their documentation skill by documenting the "clearest picture" of what the employee did above and beyond his/her job description to deserve to be the monthly winner.**
12. What will you do to ensure that people continue to move toward realizing the Provocative Proposition(s)? How will you help them gather stories of success? How will you help them celebrate? How will you, as the AI Facilitator, support their ongoing success? **Our core group continues to meet monthly to re evaluate the programs and make improvements on them if needed.**
13. What did you wish for in the inquiry? What did you learn from the inquiry about yourself and your facilitation? What was your "personal best" experience related to facilitating the Inquiry? **When starting out, I was hoping for the employees to develop one project that they would feel enthusiastic about and work on until they met their goal. I learned that people want change and it was my task as a facilitator to help them discover what motivates them to actually implement the change. I also learned that the least likely person can be the group's biggest champion. My "personal best" experience related to the inquiry is the continuing enthusiasm related to the projects and the core members dedication to their success.**

14. Have you received permission from the "client" or "clients" to tell us their story? In other words, does Company of Experts.net have permission to share this story with others? If not, who would COE.net need to contact to receive permission?
Yes, you have permission to share this story.

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