

# 2012

Truman Medical Center

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## **[APPRECIATIVE INQUIRY CERTIFICATION]**

Attended an appreciative inquiry facilitator training on April 25, 2011 and proceeded to facilitate an Appreciative Inquiry process throughout the Behavior Health Acute Inpatient Unit and Emergency Department

1. Brief description of the organization, group, or community you worked with. **I worked with the BH Acute Inpatient Units and emergency Department, which consist of approximately 125 employees.**
2. 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. **The core group of this process consisted of multiple disciplines ranging from Mental health Technicians to Qualified Mental Health Professionals. Both direct and support staff s well as subordinate and leadership were a part of the core group.**
3. What was the positive topic that the Core Group identified for inquiry? What method did you use to help them identify the topic? **The core group entered this process wanting to better serve their fellow employees as well as themselves, in doing so they determined that it would be more beneficial to inquire what the masses felt were the positive topic that needed to be addressed. They determined that a safe work environment, communication and Healthy staff morale were the three main positive topics.**
4. Attach or include the modified Interview Guide they used, i.e., the Generic Interview Guide slightly modified for the positive topic of the inquiry.
5. What method of interviews did people use to inquire into exceptionally positive moments, face to face paired interviews, or some other way? **The core group utilized the modified interview guide in order to put out the most positive moments. They interviewed they face to face interviews**
6. 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 Core group identified these top five life giving forces: Staff Education, Pt/Staff Safety on the Units, Staff Recognition, Staff Accountability (Integrity and Honesty) and Healthy Communication.**
7. 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.”**
8. Attach or include the Strategic Intentions the group or organization developed to realize the Provocative Proposition(s) they created. **The core group addressed realizing the provocative proposition by laying foundation for three different projects. In order to make people feel more like shareholders of their job the more pressing need of safety had to be addressed. So the creating a safe environment class and the instillation of mock codes were developed and are being ran by staff trained in our organizations’ method of de-escalation and personal safety. In order to realize that being a shareholder in fact, pays dividends, an Employee incentive program was developed in which employees recognize and nominate other employees that go above and beyond their job duties for incentives. The staff controls the process but gathering once a month and reading the nominations and they vote on who went above the call of duty and deserves recognition. Members of the core are involved just for process purposes. And to continue the dialogue between on-line staff and**

**leadership, a taskforce has been formed to address improving the methods of communication so people feel informed and invested.**

9. Impact or Results: What organizational, group or community **attitude, process or structure** changes have people 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? **People have started to pay more attention to other going the extra mile to improve or service to our clients, which has helped shift things from a negative outlook and focus to a more positive appreciative approach. People overall teamwork and response to unsafe situations have improved and people pay close attention to situations that could result in unsafe or harmful work conditions.**
10. 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? **The core group gathers every two to three months to see how things have progressed and if any tweaks need to be made. They also tell how the changes in co workers attitudes and since they have become advocates for others, they also receive information of success stories.**
11. 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 I started with this inquiry, I wanted the group to address the concerns they brought to the table before doing the interviews, but they soon realized as did I that the people they interviewed wanted change and wanted to feel more appreciated, and those things would make the little ideas they had in the beginning work in due time. I learned that changing the way people approach solving problems is a really difficult task, and that keeping everyone positive (including myself) was challenging. My personal best experience was seeing the passion growth in the core group.**
12. Have you received permission from the “client” or “clients” to tell us their story? In other words, does Company of Experts, Inc. have permission to share this story with others? If not, who would Company of Experts, Inc. need to contact to receive permission? If you could please answer each question as if telling us a story. Attach any materials that you may use such as power points, agendas, etc. It helps for us to “experience” your facilitation. Also, if you take pictures and we may use those, please include them.

**Yes, you have permission.**