

# Appreciative Inquiry Workshop

## Interview Guide

Please ask the following question and take notes in the blank space provided. At the end let your partner review your notes and make changes as needed. Thank you.

### Question [10 minutes]:

**Think back about your experiences working at [site name]. Think about a situation that really stands out in your mind where you were part of an *interprofessional team\** that worked together to bring about a positive outcome for a patient or group of patients. Please tell me the story of this experience.**

- ❖ *By interprofessional team, we mean two or more staff who work together to plan and coordinate treatment for a specific patient, client, resident or group.*

*{Once the person has finished telling you their story, you may ask them for clarification or for more information about certain aspects. Please ask them some of the following probing questions if they have not answered them already ... but don't feel that you have to ask them all.}*

- a. **What role did you play?**
  - b. **Who else was involved? What role did they play?**
  - c. **What was the outcome of the situation for the patient/client/resident? The family? For the team?**
  - d. **What structures (eg. equipment, technology, resources, physical space) and processes (the way things are done/care is provided) were in place that allowed this situation to occur?**
  - e. **What skills did you use to manage this situation?**
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**Please Take Notes Below**



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## Facilitators' guide to small group discussions

1. In small groups of 4 - 8 participants (interview pairs will be kept together), ask each participant to briefly recount their partners story. The partner may be given a chance to add or change anything if needed. [20 minutes]

Before participants begin to share their stories, let them know:

**While listening to the stories, think about what stands out in your mind. After we hear all of the stories we will be trying to identify elements of effective interprofessional care that were demonstrated through the stories, so please jot down anything you feel is significant.**

2. Help the group to select a spokesperson.
3. Ask the group [25 minutes]:
  - a. **From these stories and your own experience, can you identify the characteristics of an effective interprofessional team? What factors appear to contribute to successful interprofessional collaborations?** [Record discussion points on flip chart] If the group is stuck, help them to think about roles, structures, processes and information that contribute to effective collaborative care.
  - b. **Take a moment to review this list. Would you like to further develop any point? If this list was to represent the characteristics of an ideal interprofessional team, what would you add?** [Edit list as necessary]

**\*\* If time permits, you may want to ask the group to categorize the characteristics in a way that makes sense to them. This may help to focus the large group discussion, but we won't be trying to fit the categories from the 2 (or 3) groups together during the large group. \*\***

**Please see other side ...**



4. Wishes [10 minutes]: As you can see, each of you has been given 3 blank pieces of paper attached to a question about your wishes for the future. I'd like you each to take a few moments to reflect silently on the characteristics of ideal interprofessional patient-centered care that we have just been talking about. Ask yourself, what collaborative care would look like at [site name] if things *always* worked as well as they did in the stories that were shared. How can your team move towards this *ideal vision* of interprofessional patient-centred care? The question you have been given reads:

**Thinking about [site name] 3 years from now, what 3 wishes do you have to further develop your team's ability to provide quality interprofessional patient care?**

Please write each wish in large letters on its own piece of paper. When you are done, please hand your wishes in to me. They will all be posted on the wall for our large group discussion so that everyone can see them.

5. Break [15 minutes]



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## Facilitator's Guide to Large Group Discussion

### Developing a common vision [15 minutes]:

In your small groups, you described the characteristics of an effective interprofessional collaborative team. I'd like to ask each group to present the points their group identified during the small group discussion.

1. Ask the group A spokesperson to share their list.
2. Ask the group B spokesperson to share their list.
3. Ask the group, what stands out for you from these two lists? What would you want to highlight or emphasize?
4. Would you add anything to this list to represent the characteristics of ideal interprofessional collaborative practice?

### Developing expected project outcomes [35 minutes]:

1. As you can see, all of your wishes are displayed up here on the wall. I am going to take a couple of minutes to read through each wish. Some of the wishes were identical, so we have put them together just to simplify things. **READ THE LIST.**
2. In a moment, I am going to invite you all to come up here to take a closer look at this list. You have each been given 3 sticky dots. We are going to use the dots to prioritize the wishes. When you come up, take a couple of minutes to read through the wishes. Then, choose the 3 wishes that you think are the most important to address here at [site name]. These may be the wishes that you wrote yourself, or after seeing everyone's wishes you may have changed your mind. Place one sticky dot beside each of the 3 wishes that you feel is the most important/highest priority. Does that make sense to everyone?
3. One last thing before you stand up ... I would like you to do this silently, so no talking please! Give group 5 -8 minutes.
4. We are going to spend some time talking about the wishes with the most dots, those that have been identified as being the highest priority. We will start with the one with the most dots, I think that is ...
  - a. Read it out.
  - b. Is it within scope of this project?
  - c. Can you tell me more about what is involved in this? Why is it important? How would this contribute to the interprofessional team or patient centred care?
  - d. Repeat.
5. If time permits: What do you feel are the first steps we need to take to begin to address these priority wishes?

**Final remarks, next steps and thank you for participating – to be done by facilitators.**

