

Appreciative Talk

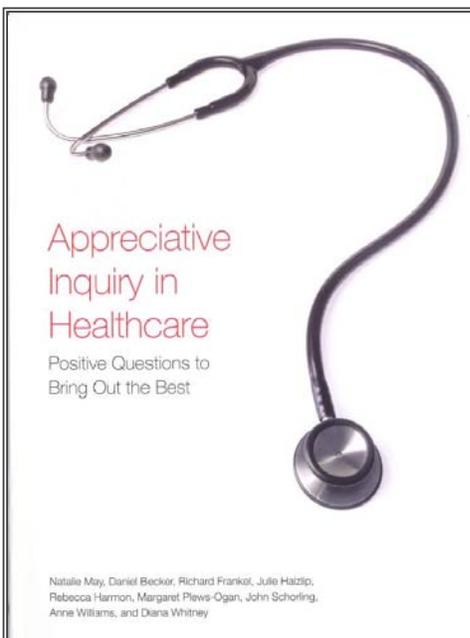
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Hot Off the Press!

Appreciative Inquiry in Healthcare: Positive Questions to Bring out the Best, written by Center faculty

We are excited to announce the publication of ***Appreciative Inquiry in Healthcare: Positive Questions to Bring Out the Best***, a practical “toolkit” designed to stimulate positive change and engage others in creating the healthcare environment so desperately needed today. It is an encyclopedia of positive questions to help you and your team bring out the best in patient care, quality and safety, professional relationships, academic medicine, leadership, and more.



Diana Whitney and faculty of the Center for Appreciative Practice have created this book as the result of dozens of hours of conversation and interviews at the UVA. Over the past four years, this interprofessional team has worked with more than 30 groups encompassing all levels and aspects of healthcare, helping to guide them through the process of culture change. This book is the distillation of their work – questions designed to:

- ✓ Harness the creative energy and passion of people at all levels
- ✓ Focus the positive energy on the challenges facing your healthcare organization
- ✓ Create a culture of top-quality care
- ✓ Learn about and support the best of caregivers, patients, and families
- ✓ Embrace improvement opportunities with commitment and optimism
- ✓ Build collaboration based on trust and a belief in the best of one another

Although the book is designed to stimulate change in the healthcare arena, the questions are easily adapted to other professional environments, too.

***Appreciative Inquiry in Healthcare* is now available for purchase on Amazon.com.**



Tools for Change: Change Implementation Training Opportunities

We've seen it happen dozens of times. A team wraps up their AI Summit with energy, optimism and enthusiasm only to go back to their unit with questions about how to move forward with change implementation.

Do you know how to run an effective meeting? Organize your team? How will you set measurable goals? How will you know when you've succeeded?

The Center for Appreciative Practice is delighted to partner with UVA's Institute for Quality and Patient Safety (IQPS) and Medical Center Quality & Performance Improvement (QPI) to offer a selection of free workshops designed specifically to help your team successfully implement change in your clinical area after your AI Summit.

To determine which workshops will be most helpful for your team, please contact Anne Williams (aw8p). All workshops can be designed and scheduled to meet your team's specific needs.

Workshop topics include

- Running Productive Meetings
- Leading and Working with Teams
- QI Skills Tool Kit: Writing Aims Statements, Project Planning, Brainstorming & Affinity Diagramming, Multivoting Techniques, Process Mapping, Cause & Effect Diagramming, Patient Safety Techniques
- Catalyst for Change: How to Be a Change Agent, Making it Stick
- Quality Data: Metrics that Matter
- Understanding Variation in Healthcare

Generating Positive Change: Appreciative Pebbles

In order to help you continue to build and enhance appreciative practices, this section offers tips, stories, quotes (otherwise known as Appreciative Pebbles) to help you keep the appreciative spirit alive and well within your area.

We encourage you to send them out to your entire group/department, post them on a bulletin board, share them at a staff meeting, or do all of that! And, of course, you can create your own great ideas for spreading the word.



Throwing away ideas too soon is like opening a package of flower seeds and then throwing them away because they're not pretty.

From Creativity Fringes, ed. Karl H. Mettke



Appreciative Spotlight: Mindfulness as an Appreciative Practice

At the Center for Appreciative Practice we've observed that taking an appreciative approach to the world has tremendous benefits, but it doesn't always come naturally. Choosing to reframe a difficult situation into an opportunity is a skill that requires some practice for most of us. Seeing the good in a patient or colleague doesn't always come easily. At the Center, we are often asked for assistance in learning these techniques.

The Mindfulness Center at UVA, one of our Appreciative Practice partners, will join us in sharing an introduction to mindfulness, an age-old practice of present moment awareness that promotes inner calm, clear thinking, and an awareness of choices. Mindfulness is a sensible, straightforward way to improve one's health and well-being through the development of skills that effectively improve the quality of our lives.

For more information about the Mindfulness Center's offerings or to register for a class, please contact Kristy Harvey (klh6j), 434-924-1190.

Mindfulness Based Stress Reduction (MBSR)

Session 1 Dates: Thursdays, June 2 - July 28, 2011 (no class July 7)

Saturday Retreat: July 16th 9am-4pm

Time: 6:30 - 9:00 pm

Location: UVA Emily Couric Clinical Cancer Center, 3rd Floor, Room 3303

Session 2 Dates: Mondays, September 19 - November 7, 2011

Saturday Retreat: October 29th 9am-4pm

Time: 6:30 - 9:00 pm

Location: [A Place to Breathe Meditation Studio](#), 4405 Ivy Commons, Charlottesville, VA 22903

Mindfulness for Healthcare Providers

Dates: Tuesdays, September 20 - November 8, 2011

Time: 6:30 - 9:00 pm

Saturday Retreat: October 29th 9am-4pm

Location: UVA School of Nursing, McLeod Hall, Room 2009 (202 Jeanette Lancaster Way)

Contact Us.

Question, comment, story idea?
We'd love to hear from you-
email us at: positivity@virginia.edu

Online:

appreciativeinquiry.virginia.edu

Read This.

Association of an Education Program in Mindful Communication with Burnout, Empathy, and Attitudes Among Primary Care Physicians

Michael S. Krasner, Ronald M. Epstein, Howard Beckman, et. al. *JAMA*. 2009;302(12):1284-1293

