

Appreciative Talk

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Get ENRICHed!

Enriching Relationships and Communication in Healthcare Course Coming to UVa in June, 2011

On the behalf of the UVA Center for Appreciative Practice, the UVA Health System, and the American Academy on Communication in Healthcare (AACH), we are excited to tell you about the **29th Annual ENRICH course** to be held at the University of Virginia. ENRICH is a 4-day intensive course on skill building in healthcare communication that runs from **June 10th-14th**. (We begin with dinner on Friday evening and end at noon on Tuesday.)

Course content has been targeted to address specific healthcare communication issues that are relevant to UVA's communication training needs. The workshop tracks include:

- Fundamental Relationship Centered Care;
- The Art of Communication and the Electronic Health Record;
- An Appreciative Approach to Effective Team Building; and
- Wisdom through Adversity: Professional Renewal & Learning from Medical Error.

The course also includes small group skill building sessions with AACH faculty that are designed to address each individual's personal learning goals. Project groups allow course participants a unique and fun opportunity to explore specific interests in greater depth.

(Last year, for example, project groups delved into topics that included wine tasting, motivational interviewing, the medical home, and Portuguese cuisine!)

Historically, this course draws an international audience of accomplished health care professionals, and we are very excited to be able to offer it here on UVA Grounds.

Attendees can earn up to 30 hours of AMA Category I CME credits or equivalent CEUs. *An application for CME credit has been filed with the American Academy of Family Physicians.*

To read more about the course, visit the AACH website: <http://AACHonline.org>
Registration for ENRICH is now open; **early bird pricing ends April 29.**

This course is eligible for reimbursement through the UVa education benefit (for academic faculty and staff). The benefit covers up to \$2000 towards tuition, *less the \$100 meal charge included in the fee.*

Scholarships are available for non-academic employees.

For information about the scholarship or applying for the education benefit, please contact positivity@virginia.edu.



Changing the Conversation in Healthcare:
Appreciative Practice in Action



Appreciative Spotlight: Inpatient Psychiatry is Building Bridges with the Mental Health Community

The faculty and staff of UVA's Inpatient Psychiatry unit hosted an Appreciative Inquiry summit in April to begin building collaborative bridges with mental health care providers in the Charlottesville area. The benefits of the retreat were seen before the day ended -- Sue Hess, Nurse Manager of the two Inpatient Psychiatry units, said "people who we've known by name or by voice on the phone, we got to meet face-to-face." "[W]e came away with some good action steps that we're following up on, but I think the most helpful thing overall was just building the relationships with people."

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Since the retreat, a UVA nurse, Judy Sharpe, has joined the Board of Charlottesville's Mental Health America, ensuring continued collaboration. A clinician from Region Ten presented an in-service to the inpatient nurses on WRAP (Wellness Recovery Action Plans). UVA inpatient psychiatry staff and community providers now work together to provide this training. Patient Satisfaction scores increased in both inpatient units: in the quarter after the summit, one unit increased scores from 29 to 50, the other

Patient Satisfaction scores increased in both inpatient units...

from 6 to 44. In addition, the AI summit resulted in presentations at two national conferences: the American Academy on Communication in Healthcare and the American Psychiatric Nurses Association annual meeting.

Feedback was very positive, highlighting the energy and relationships that grew out of the summit. One UVA nurse wrote, "On the Sunday after the summit, during our silent worship hour in Friends' Meeting, I saw three people, professional consumer advocates, who had been at the summit. Though I have respectful and friendly relationships with them, I- and they- have long been aware of tensions, philosophical and historical, between my location in the mental health system and theirs. Sometimes this awareness has been distracting to me in worship. But on this Sunday I was warmed by their greetings, and felt peace and hope as we sat together. I had a sense in the silence that many of the brambles had been cleared in the path that is between us. After the service we talked in the foyer for half an hour. The conversation was hopeful and playful. We wanted to go to lunch together but had logistical problems. The point is that we didn't want the conversation to end, and, I don't believe it will."



Photo by Skip Plitt



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.

"In the past I always thought of gratitude as a spontaneous response to the awareness of gifts received, but now I realize that gratitude can also be lived as a discipline. The discipline of gratitude is the explicit effort to acknowledge that all I am and have is given to me as a gift of love, a gift to be celebrated with joy. Gratitude as a discipline involves a conscious choice. I can choose to be grateful even when my emotions and feelings are still steeped in hurt and resentment. It is amazing how many occasions present themselves in which I can choose gratitude instead of complaint...The choice for gratitude rarely comes without some real effort. But each time I make it, the next choice is a little easier, a little freer, a little less self-conscious." *Henri Nouwen*

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.

Appreciative Leadership: Focus on What Works to Drive Winning Performance and Build a Thriving Organization by Diana Whitney, Amanda Trosten-Bloom, and Kae Rader.

Inviting Everyone: Healing Healthcare through Positive Deviance by Arvind Singhal, PhD, Prucia Buscell, and Curt Lindberg, DMan

