

■ APPRECIATIVE INQUIRY

- Practice of medicine is stressful
- Easy to focus on what's wrong
 - Actually, this is very important –
 - Just not all the time
 - Complaining and grumbling
 - Temporarily cathartic
 - Can reinforce sense of helplessness
 - When addressing problems, try for a solution-oriented approach
 - Once in awhile, it is refreshing and inspiring to recount positive stories
- Appreciative Inquiry Definition and Methods
 - An organizational change methodology that focuses attention on the root causes of success within an organization rather than on barriers and deficiencies
 - Processes that call attention to exemplary professional behavior
 - Telling stories about medicine that uplift and revitalize (Remen)
- Appreciative Inquiry Outcomes
 - In response, individuals become more mindful and intentional about their behavior
 - Builds competence, confidence, and hope
 - More motivating than traditional problem-focused approaches
 - Way of leading toward institutional cultural change
- Two Examples
 - Night on Call
 - Twisted Smile
- Your Turn
 - Take 10 minutes to write about a recent encounter (with a pt, family member, colleague, nurse, attending) that reminded you of why you are in medicine
 - Does not have to be life-changing
 - Something that brought a smile
 - Something that made you feel you'd made even a small difference
 - An event you witnessed where someone else did something that moved you, inspired you, made you happy