



# Developing Best Practices in Clinician-Patient Communication

An APPRECIATIVE INQUIRY Activity

# APPRECIATIVE INQUIRY: a method for discovering best practices

Differs from traditional “problem solving” approach:

1. What’s wrong?
2. How do we fix it?

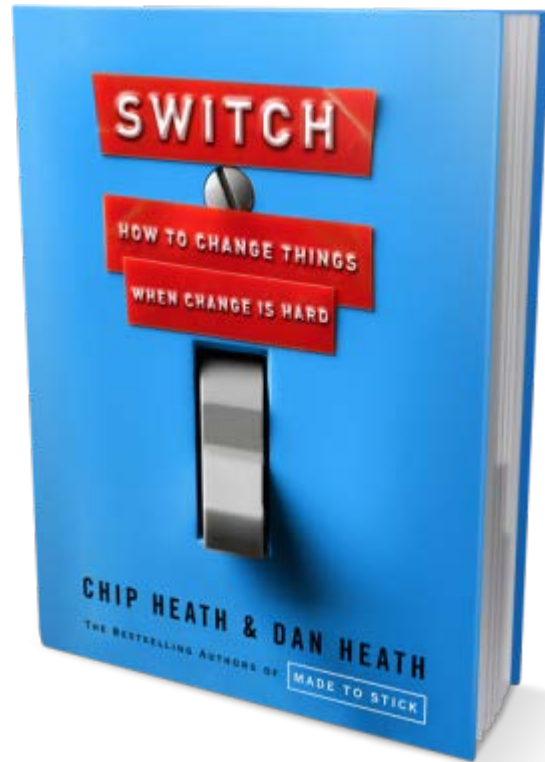


# APPRECIATIVE INQUIRY: a method for discovering best practices



1. What's *working*?
2. How do we do *more* of this?

# Change Management



## Thesis:

For change to happen, we have to tap both the rational and the emotional aspects of people. Long-lasting change happens when we build on success (rather than focus on fixing problems by insisting on behavioral changes).



# Ai Exercise: What's working in your practice RE communication?



Fostering relationships

Gathering information

Providing information

Decision-making

Enabling treatment-related behavior

Responding to emotions

# Ai Exercise: Directions

1. THINK for a couple of minutes about an example of successful communication within a clinical setting.
  - be specific.
  - choose something that was powerful.
2. TELL THE STORY to the others at your table.
3. LISTEN to others' stories and IDENTIFY common themes - when it works, why is it working?
4. The "scribe" should document WHAT WORKED and WHY.

## Ai Exercise

When did you succeed in communicating with a patient? (Tell the story.)

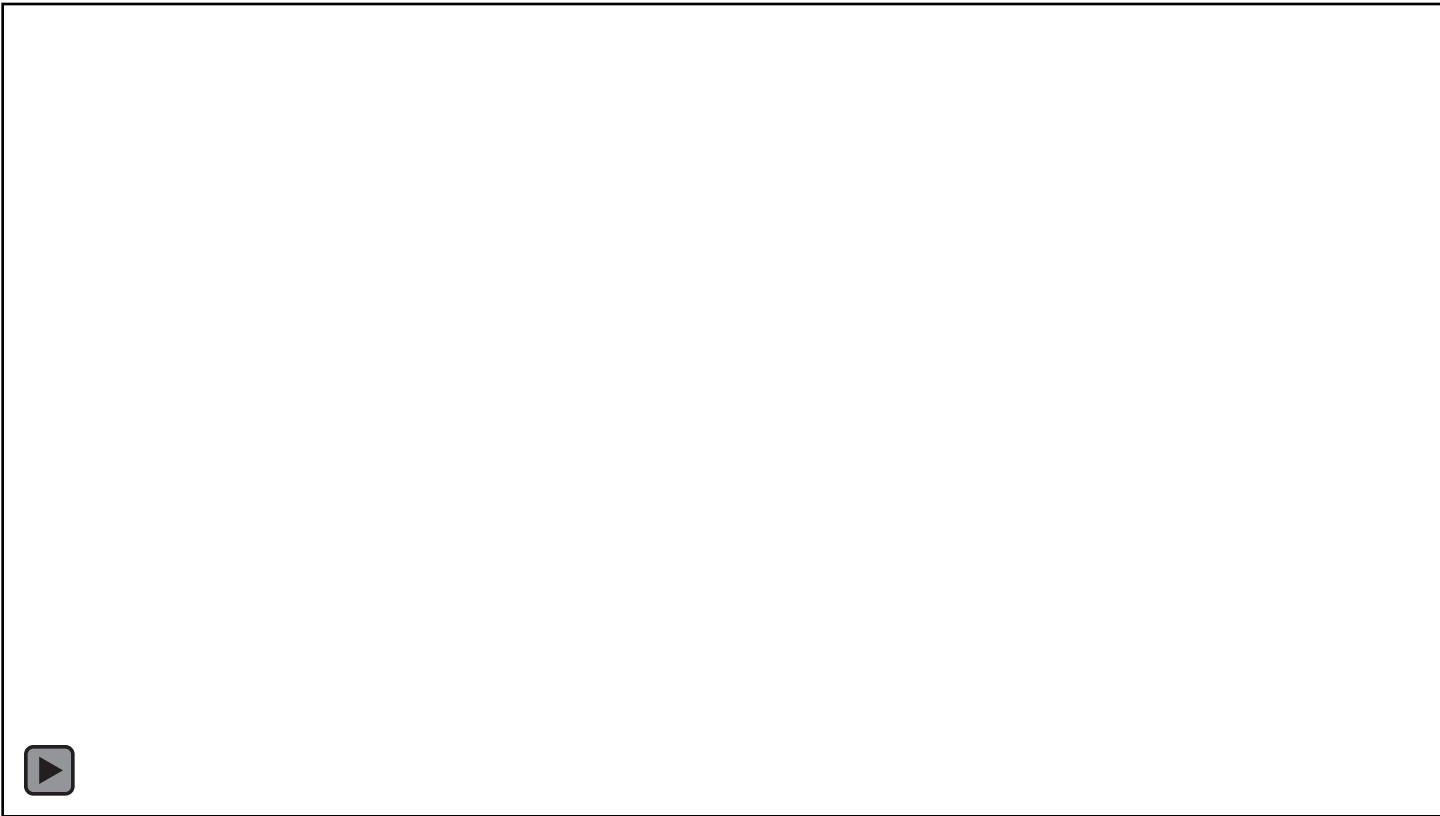
What worked?

Can you identify why it worked?  
(Listen for the common themes.)

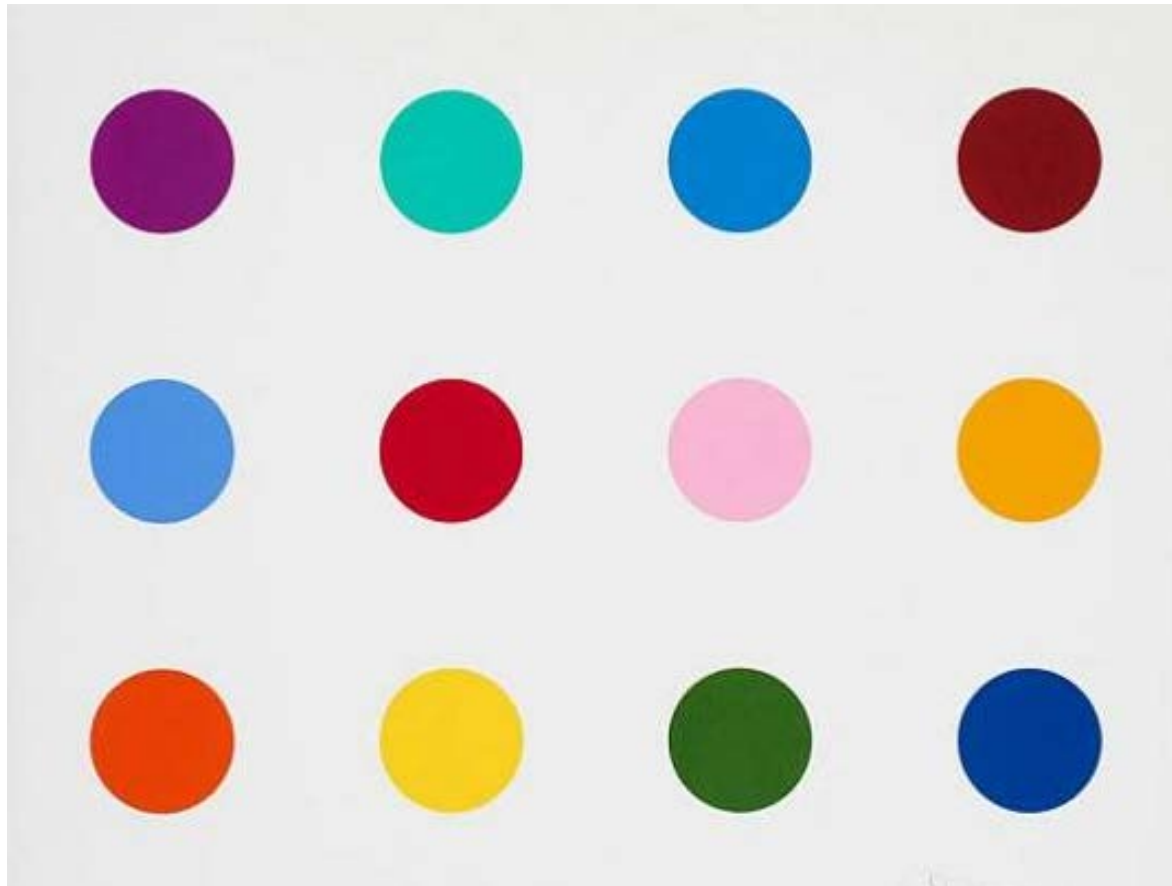
# What is working? REPORTS

1. EACH TABLE should record (on the flip chart provided) TOP 3 EXAMPLES that emerged during their discussion.
  - ▶ What worked and why?
2. When time is called and the table is asked to REPORT
  - ▶ GIVE ONE EXAMPLE of a success story and the THEME you drew from it.
  - ▶ Subsequent reports should share ONE NEW EXAMPLE/THEME.

Let's take a quick break.



PLEASE FIND YOUR NEW TABLE  
ASSIGNMENT (LOOK FOR YOUR COLOR!)



# Applying what we've learned.

1. [INDIVIDUALS] After reflecting on what we heard in the previous sessions, consider what you want to AMPLIFY in your own clinical setting.

On the sheet provided, write what you will apply, immediately, in your practice.

2. [PAIRS] When you are finished writing, turn to another person at your table. In PAIRS, explain to the other person what you intend to do.

# NEXT STEP: IMPLEMENTATION



Please  
write your  
name on  
the sheet,  
then tear  
off the  
yellow copy  
and turn it  
in.

Thank you!



# Final Reflections

- ▶ KEY THEMES
- ▶ What did we hear?
- ▶ What are our plans?
- ▶ Questions?
- ▶ Comments?
- ▶ Concerns?

