

The Children's Hospital of Philadelphia
Department of Nursing
Appreciative Inquiry Project
Be part of our journey...There's no place like CHOP

FINAL - One Page Summary for Stakeholder and Family Interviews

Sponsor: The Children's Hospital of Philadelphia, Department of Nursing

Title: Be part of our journey --- There is no place like CHOP

Purpose: The Children's Hospital Department of Nursing is creating an appreciative inquiry into what works in our organization. Our questions will encourage individual and collective stories, which in turn will help us identify and magnify our positive core of strengths.

We are creating a compelling future, unified direction, common focus and actions for the CHOP Department of Nursing with our entire department (all units and all nurses).

The Appreciative Inquiry project is entitled: Be part of our journey . . . There's no place like CHOP. These interviews represent your opportunity to "Be part of our journey" to create a future for all units and all nurses of the CHOP Department of Nursing. We are creating the future of Nursing, NOW! The Summit: May 16th and May 19th.

Process: On February 28 and March 3, 2003, a 27-person, multiple nursing unit core team met and began the creation of the appreciative inquiry process. We identified the title, purpose, measures, topics, initial interview questions and our initial positive core.

The topics that we are focusing on for additional success stories are:

- Excellence
- The Team Dance
- Chicken Soup for the Nurse
- The Gift of Our Presence and Presents

In March and April 2003, 3-hour workshops will be conducted and nursing department staff will be interviewed directly to collect the "best case" stories on which to build the future. On the nursing units, brief appreciative interviews will also be conducted by members of the nursing department staff.

We would like participation from: Registered Nurses, Licensed Practical Nurses, Senior Nurses Aides, Inpatient Unit Clerks and Administrative Support Staff. We also welcome participation from our **valued stakeholders: Case Managers, Child Life Specialists, Families, Hospital Administrators, Housekeeping, Nutritionists, Patients, Pharmacists, Physicians, Security Officers, Social Workers, Therapists and all work groups/teams that help us serve our patients and families.**

When the interviews are complete, everyone's input will be synthesized and the best stories will be taken to the summit being held on May 16 and 19, 2003. During the summit we will hear what is already happening, share stories, see how our positive core has grown, begin the visioning of our future based on really big ideas, and start the creation of our action plan.

Core Team: Karen Anderson RN, Eileen Andrews RN, Ruby Baker RN, Vicki Dinardi Barkwell RN, Linda Bevington RN, Jenn Bertolino RN, Patrick Brennan RN, Jill Combs RN, Meryl Daly Parker RN, Pat Danz RN, Tierney Echelmeier RN, Kathleen Harris RN, Amy Ham RN, Beth Henry RN, Virginia Jones RN, Gina Lamelza RN, Donna Mancuso RN, Bonnie McPoyle-George RN, Judith Mercer RN, Chrissie Ochmanowicz RN, Maria Scollon RN, Marie Sheedy RN, Sara Sheils RN, Kristen Skrobaneck, Nicole Stanley RN, Ellen Tracy RN, Marie Wagner RN

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FINAL - Interview Guide for Stakeholders

Thank you for participating in this interview. I am an interviewer the nursing project: Be part of our journey...There is no place like CHOP. Over the next several weeks, we will interview as many people as possible and collect best case stories from those who have a stake in quality patient care at CHOP. When the interviews are complete, everyone's input will be synthesized to identify the qualities of patient care that make us unique. With those qualities as a foundation, we will create specific future steps to build on our strengths.

This conversation will take about 10 minutes.

Before we begin, do you have any questions?

1. Working in a collaborative relationship with nurses contributes to the ideal patient experience. Describe a time when you realized that your partnership with nursing made a difference in the care of a patient. What factors were present?

2. There are many ingredients in your relationship with the nursing staff that can make your day. Humor, creativity, expertise, to name just a few. What three ingredients would you add to strengthen the partnership you have with nursing?

Thank you for participating in our project.

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FINAL - Appreciative Interview Summary Sheet - Stakeholders

Please **complete for ALL AI interviews** (workshop, on unit, with stakeholders)

Unit & Stakeholder Interviews:

- Give to Core Team member when complete
- Core Team member review for completeness and legibility.
- Make copy and send to Marybeth Krawczuk at krawczuk@email.chop.edu or 4-3131
- Copies will be sent to Story Collection team members for review

Workshop Interviews:

- Give to facilitator in workshop
- Facilitator review for completeness and legibility.
- Send to Marybeth Krawczuk at krawczuk@email.chop.edu or 4-3131
- Copies will be sent to appropriate Unit Core Team team member for review
- Copies will be sent to Story Collection team members for review

STAKEHOLDER INTERVIEW		Date	
Interviewer:			
Interviewee		Unit	
<i>What are the best quotes that came out of the interview and your group conversation?</i>			
<i>What were the best stories that came out?</i>			
<i>What were the best wishes that you heard?</i>			
<i>What were the best practices or recommendations that you heard reflected in your conversation?</i>			

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FINAL - Interview Guide for Families

Thank you for participating in this interview. I am an interviewer for the nursing project: Be part of our journey...There's no place like CHOP. We are inquiring and learning more about how to enhance work life for nurses at CHOP. Families will be interviewed as part of the process of collecting the "best case" stories on which to build the future. Your input will be an important contribution to generate meaningful ideas and actions.

Over the next several weeks, we will interview as many families as possible. We wish to include your stories of times when you worked with the nursing staff to create a priceless moment for your child. These stories will help us establish a foundation on which to build a strong future.

This conversation will take about 10 minutes.

Before we begin, do you have any questions?

1. Tell me a time when a nurse made a positive difference in the care of your child?

2. What do you value about the nurses caring for your child?
What would you like to see more of?

Thank you for participating in our project.

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FINAL - Appreciative Interview Summary Sheet - Families

Please **complete for ALL AI interviews** (workshop, on unit, with stakeholders)

Unit & Families Interviews:

- Give to Core Team member when complete
- Core Team member review for completeness and legibility.
- Make copy and send to Marybeth Krawczuk at krawczuk@email.chop.edu or 4-3131
- Copies will be sent to Story Collection team members for review

Workshop Interviews:

- Give to facilitator in workshop
- Facilitator review for completeness and legibility.
- Send to Marybeth Krawczuk at krawczuk@email.chop.edu or 4-3131
- Copies will be sent to appropriate Unit Core Team team member for review
- Copies will be sent to Story Collection team members for review

<i>FAMILY INTERVIEW</i>		Date	
Interviewer:			
Interviewee		Unit	
<i>What are the best quotes that came out of the interview and your group conversation?</i>			
<i>What were the best stories that came out?</i>			
<i>What were the best wishes that you heard?</i>			
<i>What were the best practices or recommendations that you heard reflected in your conversation?</i>			