

The Children's Hospital Of Philadelphia
Department of Nursing
Appreciative Inquiry Project
Be part of our journey...There's no place like CHOP
FINAL Interview Guide and Summary Sheet, 4/0/03

Thank you for participating in this interview. I am an interviewer for the nursing project. We are inquiring and learning more about how to enhance work life for nurses at CHOP. Nurses and related staff will be interviewed directly to collect the "best case" stories on which to build the future. Your input will be an important contribution to generate meaningful ideas and actions.

Many times in interviews, we ask questions about things that aren't working well so that we can fix them. This time, we are going to approach things from a different angle. We are going to find out about your experiences of success so that we can find ways to create more of those types of experiences at CHOP.

Over the next several weeks, we will interview as many nurses as possible. We will also interview others who have a stake in quality nursing care. When the interviews are complete, everyone's input will be synthesized to identify qualities of nursing 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 20 minutes. During our interview, we will be exploring your experiences in four areas:

1. Excellence
2. Team Dance
3. Chicken Soup for the Nurse
4. The Gift of Our Presence

Before we begin, do you have any questions?

1. What were your initial hopes and dreams when you first joined CHOP?
2. What has been your most positive experience since you've been here? Describe the experience.
3. What are the things you value most deeply about yourself? Your work? Your Department? CHOP?

The Children's Hospital Of Philadelphia
Department of Nursing
Appreciative Inquiry Project
Be part of our journey...There's no place like CHOP
FINAL Interview Guide and Summary Sheet, 4/0/03

Topic One: Excellence

Definition: Children's Hospital of Philadelphia has an elite group of nursing professionals who strive towards maintaining the highest standards of care for patients and families. Our spirit of nursing enables us to serve as experts and advocates. Our collective voice allows us to enhance our professional status and pride. We are pediatric nursing at its best.

1. Describe a time when you thought your voice as an expert and advocate made a difference. What was the outcome?

Topic Two: Team Dance

Definition: The Team Dance is the diverse Children's Hospital of Philadelphia network joining hands across disciplines for the ideal patient experience. Our footwork is created through respect, trust, and effective communication with one another. Contagious energy and camaraderie lead the graceful steps to our dance.

1. Describe your team. What do you value most about your contribution to this team?

The Children's Hospital Of Philadelphia
Department of Nursing
Appreciative Inquiry Project
Be part of our journey...There's no place like CHOP
FINAL Interview Guide and Summary Sheet, 4/0/03

Topic Three: Chicken Soup for the Nurse

Definition: Holistic perspective: to better care for others we need to better care for ourselves.

The Recipe:

- ❖ Cups of Humor
- ❖ Cups of Support
- ❖ Cups of Exercise
- ❖ Cups of Flex Scheduling
- ❖ Cups of Creativity
- ❖ Cups of Continuing Education and Inservices
- ❖ Cups of Social Activities
- ❖ Cups of Family
- ❖ Cups of Diversity
- ❖ Cups of Dreams

Directions: Combine all the ingredients into one CHOP nurse. Simmer and stir slowly with great care. Season to taste. Serve in 8, 10, and 12 hour shifts.

Yield: 1000+ well-balanced nurses

1. Recall a situation at work when you felt taken care of. What happened? What conditions were present?

2. What other ingredients would you add or like to see more of to make this an award-winning recipe?

The Children's Hospital Of Philadelphia
Department of Nursing
Appreciative Inquiry Project
Be part of our journey...There's no place like CHOP
FINAL Interview Guide and Summary Sheet, 4/0/03

Topic Four: The Gift of Our Presence

Definition: Being a Children's Hospital of Philadelphia Nurse: Priceless
Nurses provide a priceless gift. The artistic realm of our practice is illustrated in our professional presence with patients, families, and colleagues. The power of nursing lies in the art of bestowing one's heart to other human beings. These privileged moments can become a legacy. CHOP nurses make someone's day every day.

1. Share a story when you felt your presence as a nurse was priceless. What was happening? What things were present?

2. What gift do you bring which allows you to connect? That gift that you feel very proud of.

Closing: I'd like to ask you one final question:

1. Be part of the journey. What three wishes do you have to make CHOP the best place to give and receive nursing care?

The Children's Hospital Of Philadelphia
 Department of Nursing
 Appreciative Inquiry Project
 Be part of our journey...There's no place like CHOP
FINAL Interview Guide and Summary Sheet, 4/0/03

Appreciative Interview Summary Sheet - Dept of Nursing

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

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