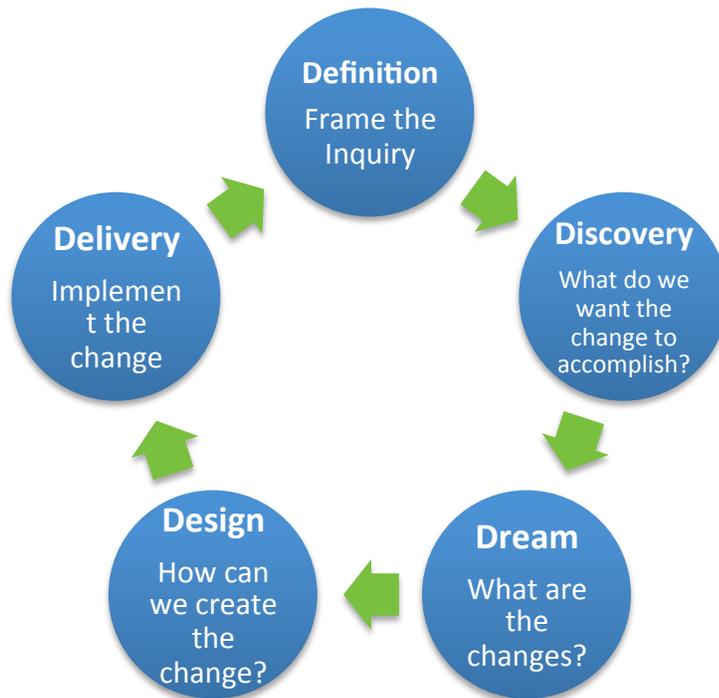# More-2-Eat Quality Improvement

## What is Appreciative Inquiry?

The Appreciative Inquiry Change Process
(The 5-D cycle)



Appreciative Inquiry (AI) can be used in M2E to create **positive and productive discussions** to determine what needs to be changed on the unit and how to plan for this change.

AI uses a **strength-based approach,** using affirmative and positive assumptions of the issue (e.g. providing quality nutrition care) and uses a 5-D cycle to help the team identify how to do things differently and make a change.

*AI starts with identifying what supports nutrition care on the unit instead of what is not working.*

To truly address change, the whole team needs to be engaged in the AI process.

By directing attention on the positive components, such as **best practices or positive experiences,** it helps the unit move towards this focus.

## Application of Appreciative Inquiry

There are a variety of applications for AI that range from **informal** (e.g. framing a conversation with a colleague using AI principles) to **organization wide interventions** (e.g. AI Summit: a face-to-face large group planning meeting, such as the More-2-Eat Stakeholder meetings)

### AI framework applied to improving nutrition care:

| Element | Sample Topics of Inquiry |
|---|---|
| Definition | What are you trying to achieve? E.g. Improving meal delivery so that food is hot and patients have all that they need to eat. |
| Discovery | Describe a time when patients received exceptional quality mealtime care (e.g. hot food was provided on time, a nurse was available to assist with eating, and the environment was suitable for mealtime) |
| Dream | Imagine a system where the majority of patients receive this high quality of care and food is enjoyed and consumed, and patients leave hospital in a better nourished state. What is different in this system? What does this look like on a daily basis? |
| Design | What could you do to create this 'dream' mealtime system? |
| Delivery | Design the plan to achieve the goal. |

**References:** Cooperrider, David, Whitney, Diana, & Stavros, Diana Kaplin. (2003). *Appreciative Inquiry Handbook.* San Franciso: Berrett-Koehler Publishers.

M2 eat