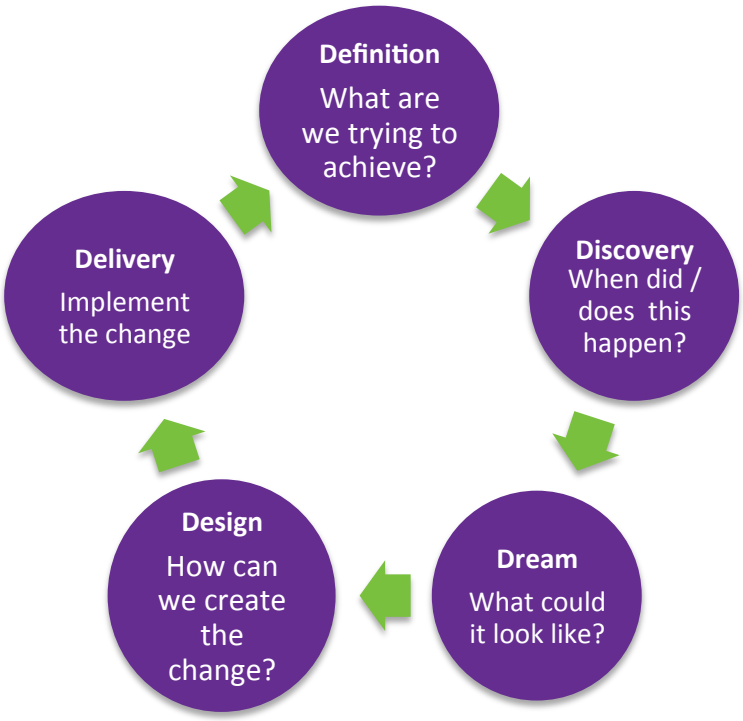
INPAC Implementation Quality Improvement

What is Appreciative Inquiry?

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



Appreciative Inquiry (AI) can be used in INPAC implementation 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.

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 a 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.

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