

# Creative Health Care Management

## Organizational Assessment

### The Appreciative Inquiry Process

#### Overview:

Creative Health Care Management can help you achieve the next level of organization development using a unique methodology, Appreciative Inquiry (AI). The AI process, based on the change process pioneered by David Cooperrider and his colleagues, guides organizations through change processes in a systematic and systemic way. With expert facilitation, dramatic and lasting results can be achieved that are grounded in your unique vision and values.

AI begins with focus groups responding to provocative questions related to the vision and core values within the organization. Groups identify what's already working in the organization rather than to identify what's broken and needs fixing. The next step in the AI process involves future visioning and designing what it will take to build on the existing excellence in the organization. The intent is to bridge from "the best of what is" to the "best of what can be." The Appreciative Inquiry process provides the organization-specific information and insight needed for the design and implementation of Relationship-Based Care. Subsequent phases help the organization reach the desired future in a truly innovative fashion and sustain the changes over time with new levels of energy and enthusiasm.

#### Outcomes:

- An organization-specific design for Relationship-Based Care
- Leaders and staff prepared to embrace change
- Individuals and groups encouraged to make new understandings and innovative breakthroughs
- Involvement of staff, managers, executives, physicians, trustees, patients and families throughout the organization in a positive learning experience that highlights their most exceptional moments
- Movement within the organization toward healthy work environments by engaging people in building the organization in which they want to work
- Affirmation and encouragement of individual efforts and innovation
- Groups brought together with new collective energy that is dramatically different from the traditional problem-solving methodology
- Strong business results achieved through involvement, affirmation, engagement, synergy and momentum

Creative Health Care Management also provides workshops for groups and organizations to learn how to use the energizing Appreciative Inquiry Process.

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*Transforming Health Care and Strengthening Results through Relationship-Based Care*



CREATIVE  
HEALTH CARE  
MANAGEMENT

5610 Rowland Road  
Suite 100  
Minneapolis, MN 55343-8905

952.854.9015  
800.728.7766  
www.chcm.com