



Appreciative Auditing

KATY FISHER

CARING CORNER PODCAST

Bit about me (My experience with AI?)

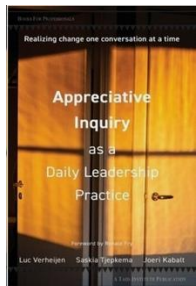
Nurse

Clinical Governance path

Passion for 'creating safety'

Appreciative inquiry journey through
Clinical Governance (AI through tragedy)

Working on changing my own mindset

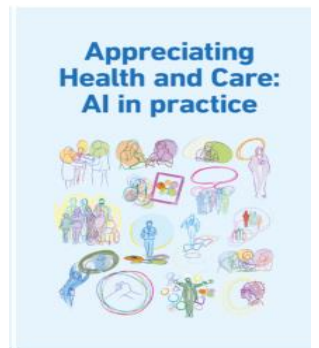


Verheijen, Tjepkema, Kabalt: *Appreciative Inquiry as a Daily Leadership Practice*

What is Appreciative Inquiry?

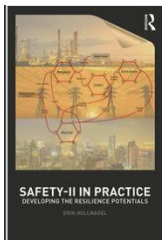
- A methodology for change
- A theory of human behaviour
- A philosophy
- A challenge for some
- *'AI is a collaborative and highly participative, system-wide approach to organisation and community development. It identifies the 'life-giving forces' present when a team or organisation is working at its best, to serve its purpose and role'*

Quinney et al, *Appreciating Health and Care: AI in Practice*



AI in Healthcare

- Safety II
- Civility Saves Lives
- Appreciative supervision - 'Observation without evaluation is the highest form of human intelligence'
- Psychological safety
- Audit – example - identifying excellent practice in a clinical setting (sepsis)
- Learning from Excellence
- 'Right cause analysis' rather than root cause analysis
- Diversity in the workplace - Benefits approach rather than deficit approach



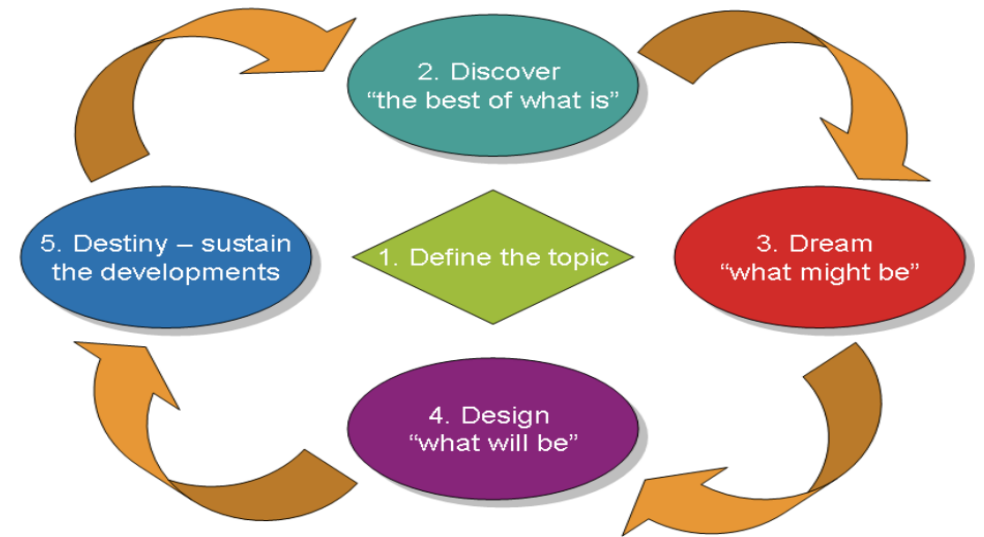
[Incivility and the clinical learner | RCP Journals](#)

Erik Hollnagel, *Safety II in practice: Developing the resilience potentials*

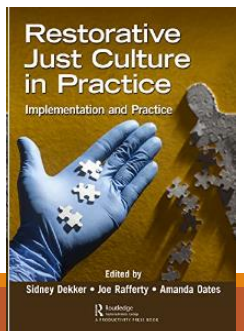
Appreciative Inquiry tools

- AI interviews/ questions- developing conversation guides
- Importance of reframing e.g Just culture/ culture of blame, right cause analysis/ root cause analysis
- SOAR analysis rather than SWOT analysis
 - Strengths
 - Opportunities
 - Aspirations
 - Resources
- 5 D's

5-D cycle of Appreciative Inquiry



Dekker, Oates, Rafferty, *Restorative Just Culture in Practice*



Appreciative Inquiry in Audit/ Appreciative Auditing

Audit interview- analysis of the best of 'what is'

Appreciative audit questions reframes what you seek to find, and how.

Example- 'Tell me about a time when you delivered high level palliative care? What were the enablers needed to deliver that?'

What if revealing system efficiency, effectiveness, and best practices was just as likely as finding non-conformities?

Appreciative Inquiry in Audit/ Appreciative Auditing

5 D model applied to audit

Define- The auditor defines the scope and objectives

Discover- the auditor identifies organisational processes that 'work well' or could be done better and appreciate and value the best of '**what is**'. Audit evidence obtained about what is working well (**current state**).

Dream- Auditor asks auditee '**what might be**' and how processes could work better in the future. These answers could align with strategic direction

Design- Auditee determines '**what should be**' by prioritising processes that should work in a perfect situation (keeping in mind perfect situation probably would not be possible at that time). Auditor can support with benchmarking of good practices within the sector.

Deliver- '**What will be**' can be defined in process flow charts or in documented procedures to address issues raised by auditor.

THIS PROCESS BEGINS AND ENDS WITH POSSIBILITIES INSTEAD OF PROBLEMS

DREAM
STATEMENT-
'WHAT COULD
APPRECIATIVE
AUDITING
LOOK LIKE'?

Activity

Any Questions or reflections?

(also Shameless plug alert)

Caring Corner – Exploring Appreciative Inquiry
Stories in Health and Care

Caring Corner | Podcast on Spotify

