

# 2, 4, 6, 8, HOW do we Appreciate?

Rachel Clare, Specialist Nurse – Organ Donation & Hannah Bartlett-Syree, Professional Development Specialist

## DISCOVER

The South Central Organ Donation team historically held ad-hoc shared practice sessions, but reflections focused predominantly on negative experiences. We adopted an Appreciative Inquiry (AI) framework to guide practice development and learning from excellence. This took place in the format of face-to-face facilitated sessions every month.



Staff were emailed prior to the session with an invitation to share experiences, thereby allowing time for them to revisit the event and prepare to give a narrative of events.



Our initial focus was family conversations, aiming to improve organ donation consent in accordance with NHS Blood & Transplant strategic objectives<sup>1</sup>, however excellent team engagement inspired focus on other parts of the donation process too.

## DREAM

We are developing frameworks to help facilitate structured questioning depending on narrative theme. These maintain the '5D' approach but specific questions may differ e.g. if the experience is consent-focused as opposed to reflecting on teamwork or clinician engagement. We aim to fully embed an AI culture within our team, resulting in a comprehensive understanding of excellence in practice and shaping the way we approach challenges. Members of the team have been invited to share experiences nationally and to demonstrate the ways AI has shaped our practice development. The introduction of documented reflection on practice as a requirement for nursing revalidation<sup>2</sup> has reminded healthcare professionals of the value of reflection as a key component in safe and effective practice and hence increased engagement with the AI reflective process.

## DESIGN



Managerial support has given AI internal credibility, although we have experienced logistical challenges associated with a geographically widespread team.

A trial using Skype to reduce travel was not particularly successful – the use of technology affected the supportive 'feel' of the group. Time is now allocated within our monthly performance meeting for AI, eliminating the need for additional travel to participate.



Our aim is to focus on specific themes each month e.g. consent, theatres but also allowing opportunity for sharing of narratives outside of this agenda. Learning points are collated and emailed as an action log and also discussed during our weekly team teleconference, enabling those who could not attend sessions to still benefit.



## DESTINY

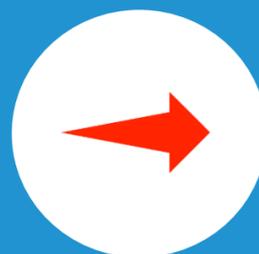
To date, AI has initiated:



**Donor management teaching sessions**



**Better family care**



**Process streamlining**



**Safer moving & handling practices**

Familiarisation with AI and clear evidence of the outcomes and learning from reflective practice sessions has ultimately led to whole team engagement with the process and thus translation of the learning outcomes into the day-to-day practice of all team members.