

APPENDIX F: APPRECIATIVE INQUIRY INTERVIEW GUIDE

Adapted from: Consumer Led-Workshop to Advance Patient Safety. October 16-18, 2003. Houston, TX



An appreciative inquiry (AI) seeks a positive core of success that experience offers for workshop planners to build upon. We want you to find that positive core to establish the partnership between patient advocates or consumer activists and key leaders who represent other stakeholders in healthcare.

We would like you to take written notes from the AI interview—capturing what your partner said and emailing it to [email address of meeting coordinator or facilitator] prior to the workshop. We expect to get your interview partner’s summary of your remarks as well, and it will help us get a head start before we get to [add location of session].

Consumer Name _____

Stakeholder Name _____

Directions: Each person takes a few minutes to think about questions 1,2 & 3. Then each person interviews the other for 10 minutes, taking down notes for each of the questions.

Question 1: Describe with some detail your experience with the healthcare system, government agencies, the media or other organizations/individuals. Also please describe the ways in which you partnered or tried to partner to keep healthcare safer?

Question 2: What are the most important things you’ve learned? Having learned what you’ve learned, what do you think are the ways in which a patients or other consumer can contribute to the safety of healthcare?

Question 3: What are the biggest challenges you experienced in trying to be a change agent?

Question 4: Do you have any success stories about making positive changes to the healthcare system that improve the safety of patients?

Directions: After both interviews have been conducted, discuss any lessons or insights that can be drawn to contribute to improving patient safety. Briefly summarize these on the back of this sheet.

Form filled out and notes taken by:

Name