

The Future of Rehabilitation

(An Appreciative Inquiry Exercise)

GTA REHAB NETWORK

Best Practices Day 2009

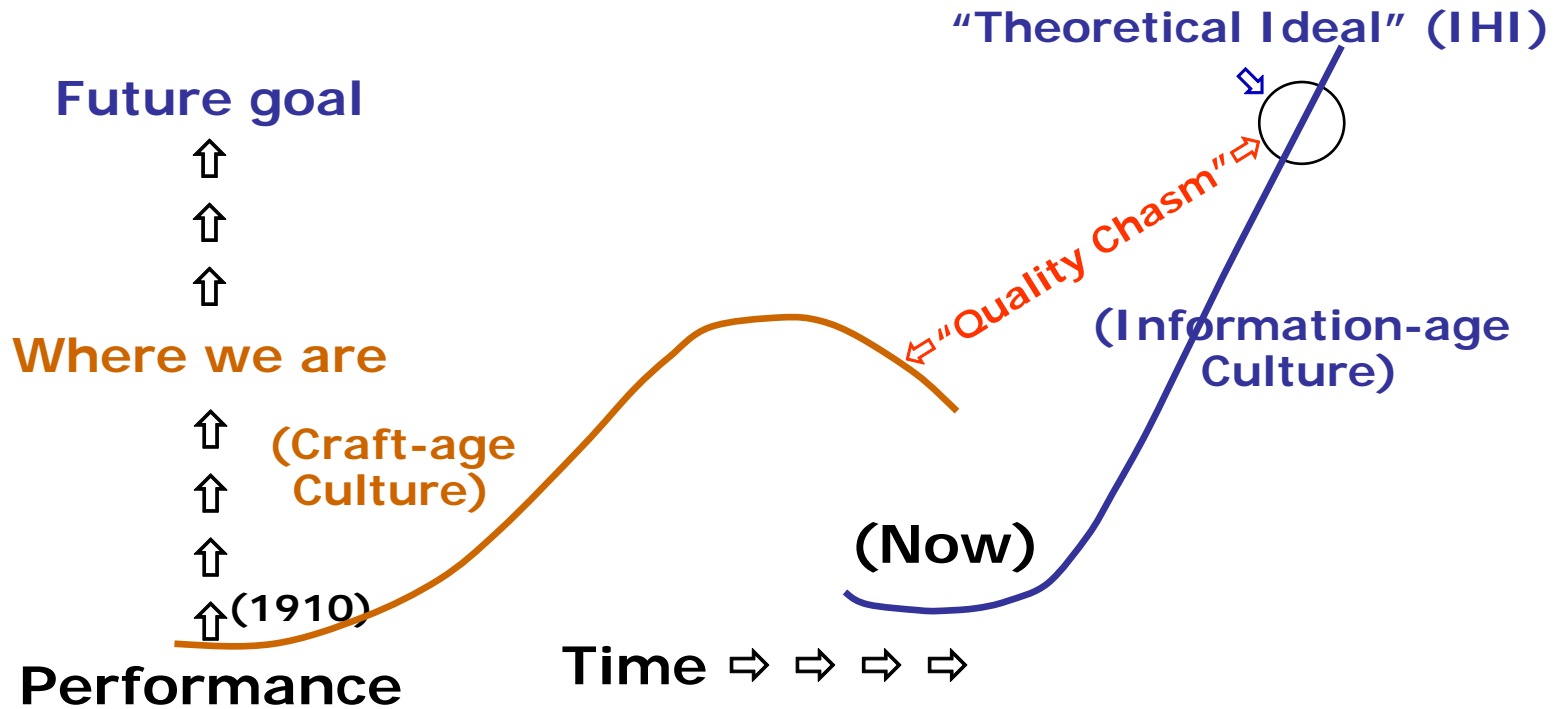
Toronto Marriott Downtown Eaton Centre Hotel
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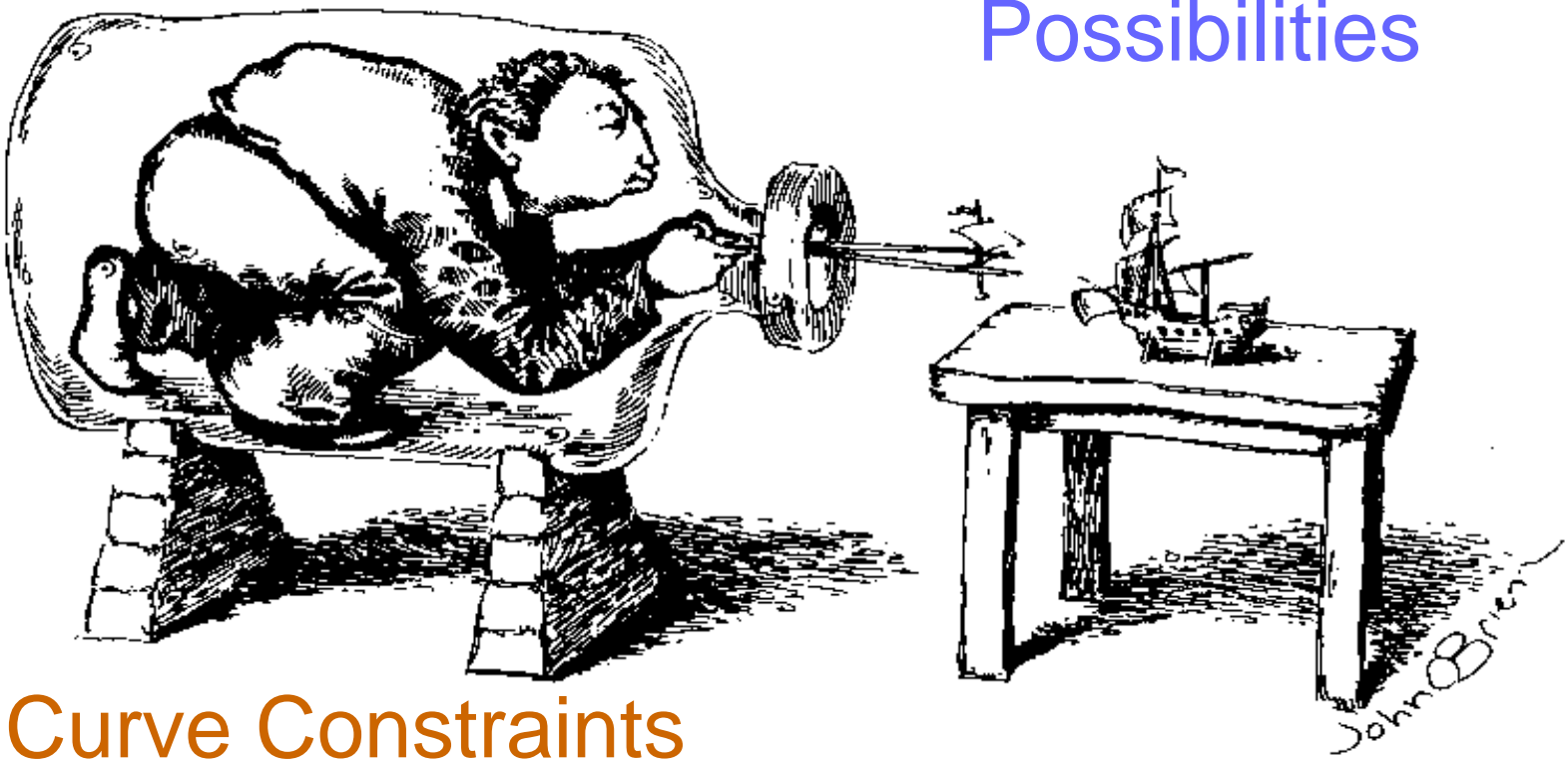
From 1st 2nd Curve



- Adapted from Ian Morrison, The Second Curve. Managing the Velocity of Change, 1996

An Invitation

2nd Curve
Possibilities



1st Curve Constraints

An Invitation

“No problem can be solved from the same level of consciousness that created it. We must learn to see the world anew.”

- Albert Einstein

*“At Toronto Rehab, our goal is to advance rehabilitation and quality of life by **pushing the frontiers of rehabilitation science.**”*

Hypothesis: We cannot problem-solve our way to 2nd Curve

Problem Solving

Problem identified



Analysis of causes



Possible solutions



Action planning

*Assumption: Success =
problems solved*

"Appreciative Inquiry"

Appreciating/valuing best of "What is"



Envisioning "What might be"



Dialoguing "What should be"



Innovating "What will be"

*Assumption: Success = a possibility
envisioned/created*

Five Generic Processes

- **Choose the positive as the focus of inquiry.**
- **Inquire into exceptionally positive moments.**
- **Share the stories and identify life-giving forces.**
- **Create shared images of a preferred future.**
- **Innovate and improvise ways to create that future.**

The 1st ⇒ 2nd Curve Transition

- **Discovering our deepest values**
- **A reflection**
- **Moving from our best experiences to our future vision**
- **Closing thoughts (open conversation)**

Discovering our deepest values

- What hopes and/or dreams drew you to health care? To Rehabilitation as your focus?
- Think of a time (in the context of your rehabilitation experience) when you felt at your best. Describe the setting. Who was there? What was happening? Why was it important? What were your feelings?
- If you could describe this “peak experience” in a word or a phrase, what would it be?

A Reflection

- What was it like to explore these questions? Again, in a word or a phrase, how would you describe how it felt to recall your best experiences of your current professional path?
- Open conversation: more general reflections of the group to this point

Moving from our best experiences to our future vision

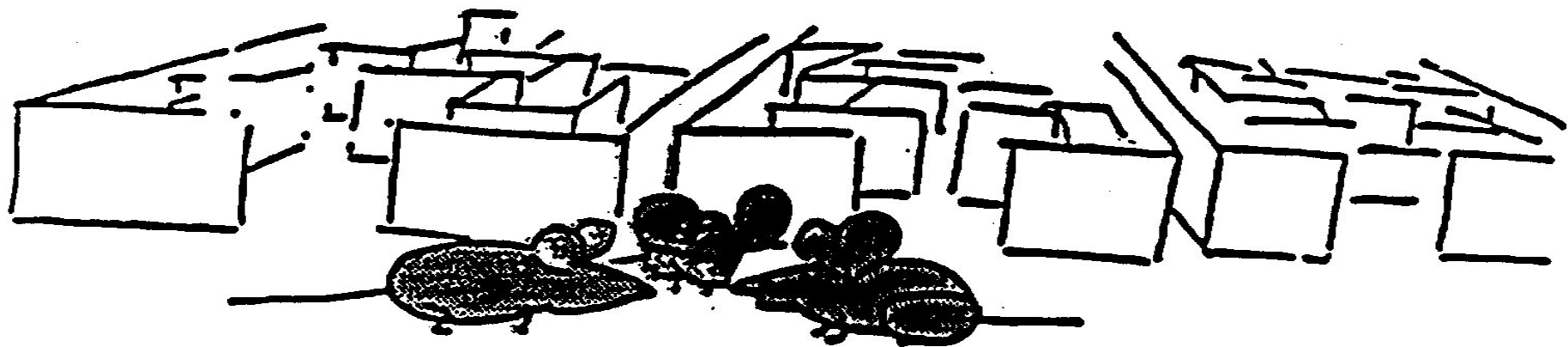
- As you contemplate what you have experienced so far in this process, now apply this experience to your present work situation, thinking of a future in which we might simultaneously a) improve clinical outcomes, b) enhance patient/family experience, and c) improve our quality of work life.
- As you think of your present work in the context of what has been best for you in the past, what elements do you believe it essential to bring forward from 1st to 2nd Curve Rehabilitation? If this process has perhaps created images of something new or innovative that you might start doing as part of a 1st \Rightarrow 2nd Curve transition, what might these new activities or innovations look like?

Moving from our best experiences to our future vision (2)

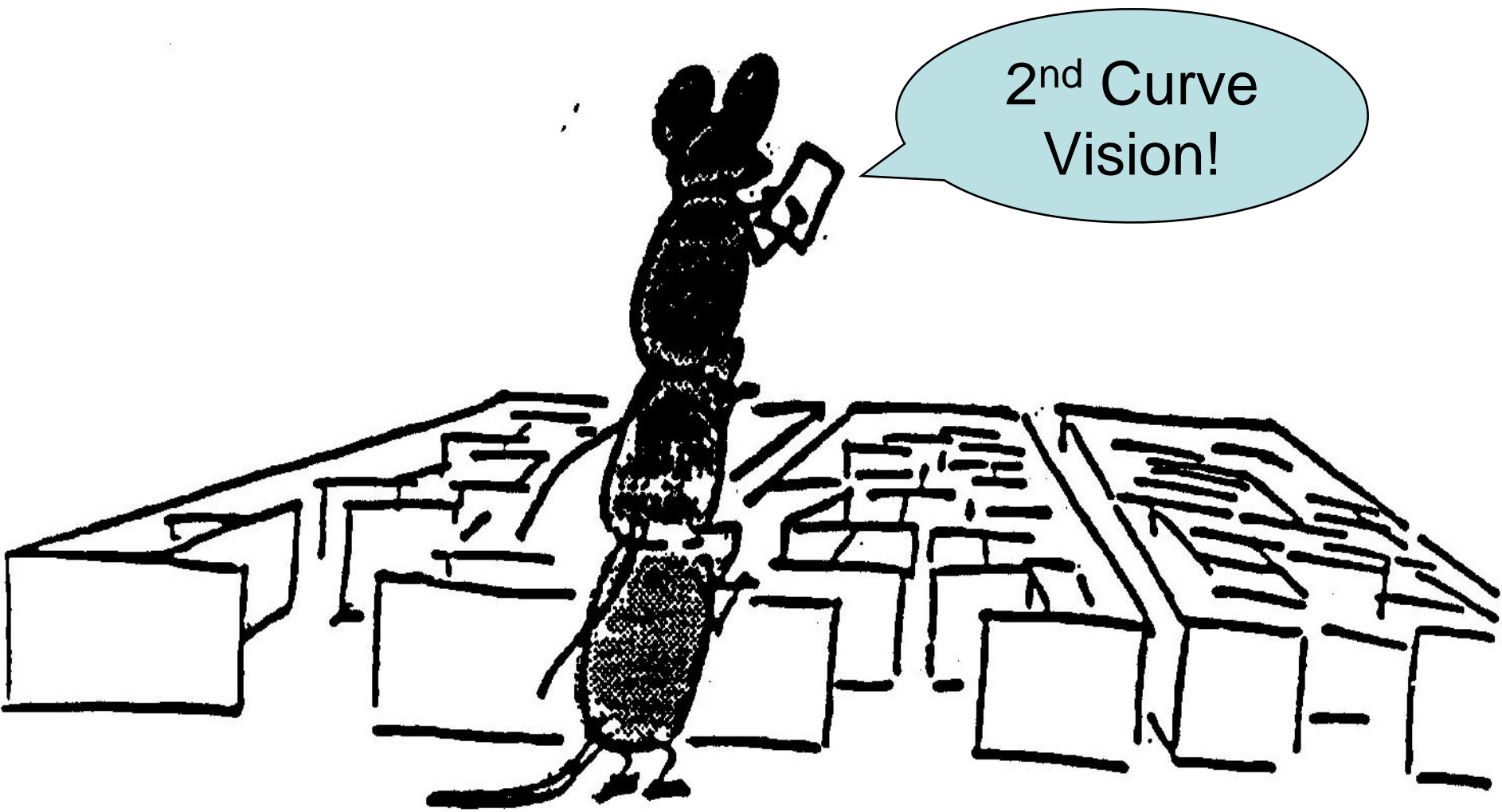
- Given all that you've experienced so far in this exercise, what is one action step that you might personally take – within your own circle of influence – that ***you*** might take immediately upon returning to your work setting from this Best Practices Celebration, with the intent of actualizing your future vision for Rehabilitation?
- Now think of your colleagues. What ideas/actions might you explore in concert with them to further both your individual, and perhaps collective vision of Toronto Rehab to achieve its stated goal ***“to advance rehabilitation and enhance quality of life by pushing the frontiers of rehabilitation science”***?



(We as individuals)



(Working together)



Interprofessional Care!

In Summary

- Appreciative Inquiry is a highly adaptable philosophy and process for engaging people in building the organizations and world that they want to live and work in. AI assumes that every living system has untapped stories of excellence and that these stories, when systematically explored and shared, release positive energy. The AI process invites people to consciously choose to seek out and inquire into these forces in their own and other people's lives and to explore their hopes and dreams for the future. It then enables people to weave their discoveries into the fabric of the organization's formal and informal infrastructure, enabling the system to re-conceptualize and transform its purpose, processes, and design in ways that support its most generative forces and ongoing success.

- Bernard Mohr

Closing thoughts

- (open conversation)

2nd Curve!



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Thank You!

There are many ways to ascend Mt. Washington, NH – auto road, cog railway, and many hiking trails. My best wishes to you attending this GTA Rehab Network Best Practices Day as you create your paths toward Rehabilitation Care's 2nd Curve!