

NURSING WITH HEART

INQUIRY PREFACE AND INTERVIEW GUIDE



Thank you for agreeing to participate in this interview. This interview will explore job satisfaction and engagement using Appreciative Inquiry. Appreciative Interviews are unique and are part of an intensive effort to discover what is happening when you are operating at your best as a nurse in pressure injury management in the ICU. My goal is to locate, illuminate, and understand the distinctive values, practices, skills, processes, and resources which are in operation when you are operating at your best.

We all have our ups and downs, peaks, and valleys in our career. The questions I will ask you will be focusing on your peak experiences, those moments that were the most positive for you and others. It will help if you can recall and focus on concrete (real) stories from your past experiences. It may take you a few moments for you to recall a story. That's okay. Do not feel rushed or pressured to create the perfect story. There are no "right" answers. Sometimes we gain the greatest insights from the simplest events.

BEST EXPERIENCE (10 MINUTES)

1. Think back over your work experience as a nurse (at this hospital or elsewhere) and recall a time when you were most engaged in real and meaningful ways. Tell me about that experience and why this particular experience stands out as a highpoint of engagement for you.
 - a) As you reflect on your experience, what strengths and behaviors did you and others exhibit that enabled meaningful engagement?
 - b) Given your experience, what would you say are the necessary or key factors that make meaningful engagement possible?

VALUES (10 MINUTES)

2. Let's talk for a moment about some things you value deeply; specifically, the things you value about yourself; about the nature of your work; and about your connection with others.
 - a) Without being humble, what do you most value about yourself – as a person and as a member of this hospital?
 - b) When you are feeling most engaged and fulfilled in your work, what are you doing? What about this work do you value most?

WISHES (10 MINUTES)

3. It is one year from now and *[insert name of hospital]* is the premier hospital in *[insert state/country]*. Engagement amongst nurses has played a central role in achieving its success and other hospitals want to understand how they can learn from you. A nurse from another hospital calls you and asks you three questions:
 - a) What did *[insert name of hospital]* do to facilitate such high levels of engagement among, doctors, nurses, and staff?
 - b) What changes did you make to support engagement and reinforce new behavior?
 - c) What role did you play in the hospital's success?

NURSING WITH HEART – INTERVIEW SUMMARY SHEET



QUOTABLE QUOTE

What was the most appreciative **quotable quote** that came out during your interview?



COMPELLING STORY

What is the most **compelling story** that came out of your interview? What details and examples did the interviewee share? How were the interviewee and/or others changed by the story?



'LIFE GIVING' MOMENT

What was the most **'life-giving' moment** of the interview for you as a listener?



CREATIVE EXAMPLES

Did a particular **creative and/or innovative example** of 'nursing with heart' emerge during the interview? If so, describe what you learned about it.



EMERGENT THEMES

What **three themes** stood out most for you during the interview?
