

Discovery and Action Dialogue (DAD) Cheat Sheet

Introduce Yourself

Tell the group something about you - why you have come to the group.

- ✦ You should share that you are here because the facility is interested in using a new approach to address HAI.
- ✦ It entails helping staff discover the solutions and strategies that already exist and find great new ideas that are just waiting to be uncovered and used .

Ask the participants to introduce themselves

- ✦ You might try any of a number of strategies to ease into the meeting. Ask people who they are - what they do - how long they have been with the facility
- ✦ Ask if anyone in the group has had a personal experience with HAI

Use the six (6) prompting questions to ease into the discovery

1. How do you know if your patient has HAI including MRSA?
2. In your own practices - what do you do to prevent spreading MRSA to other patients or staff?
3. What prevents you from doing these things all the time?
4. Is there anyone who has a way of doing things that helps them overcome these barriers? What does he/she does or /they do? How to find out?
5. Do you have any ideas to overcome some of the barriers we have identified?
6. What can we do now? Any volunteers?

A few hints

- ✦ The Discovery and Action Group discussions may not be linear.
- ✦ Have a silent scribe so ideas are captured.
- ✦ Read ideas back to make sure they reflect what was meant
- ✦ Remember the "hidden gold" is in questions 4 and 5.
- ✦ YOUR JOB IS TO LISTEN - don't feel like you have to answer or respond or remind everyone that a "policy exists" - Let 2 or 3 others speak first
- ✦ Silence is OK - People may be thinking about what to say -
- ✦ Try not to judge the value of a comment because if you don't say that to everyone - it could make some people feel like their comment is not valued
- ✦ Try to invite others into the conversation using phrases like "What do others think" "are we missing anyone?", "Who else should be part of this conversation?" "How to make this happen?"
- ✦ Ensure that at end of dialogue participants commit to specific actions, next steps.