



Making the Invisible Visible

I am not sure exactly where this phrase first originated - I think it might have been from Hospital El Tunal in Bogota or Albert Einstein Medical Center in Philadelphia.

It started out as a way to put into words one of the great challenges associated with MRSA transmission. We don't see "it" happen, so how do we make it real.

There have been some great examples of making the invisible visible.

In Colombia - cultures were taken of the handprint of physicians, nurses and housekeepers and other "touchers". Pictures were taken of the cultures and posted with captions saying "hand of a surgeon", "hand of a dietary worker." The invisible became visible.

The team from Billings Clinic started to do Improv - these wonderful reenactments of common scenarios such as using isolation precautions and transporting patients - surfaced hundreds of questions and examples of the little holes in our prevention armor.

<http://socialinvention.net/Improvisation.aspx>

Over the last few weeks - we have been doing Pulse Checks. We started out with a set of questions we wanted to ask about your PD experience- stuff like "tell us about your resource group - who is on it, how is the momentum, when did you start doing Discovery & Action Groups, are you focusing on one unit or the whole facility, how did you decide on that strategy etc, etc, etc."



We thought the questions would be a great way to get a feel for what is happening.

They are ok - but as it turns out they don't uncover the absolutely amazing stories in our midst. Those seem to slip out by accident as we are talking. Casually, like.... "oh yeah, and I got a call from Alice in PACU, she said to me - we had a problem and we got together and this is what we are doing" ... this kind of stuff blows us away - because it is the "it" we are after.

But it still seems hidden from view - leaving us to wonder - how will these seemingly invisible changes in our culture become the visible to us?