



Your Words

Earlier this year - many of us spent time together at your facilities - doing training in clusters. We loved those visits - they were so energizing.

After a few - we tried something different. Instead of launching into our explanation of Positive Deviance - we asked the folks from the facilities to tell us about it - in their words.

I think you guys tell the story of Positive Deviance better. You use different words - and different examples.

Eileen from Bon Secours talks about "that person that uses the same recipe - but does something just a little different - and always has a better cake"

Now that we are doing Pulse Checks - the same thing is happening. We can feel the pride over the phone lines.

We talked with Holy Cross - the EVS folks were not able to make the call - but I think their ears had to be itching when we heard "well you have to talk to Peter too - you know the housekeepers here really just know their stuff - MRSA just rolls off their tongues.....Peter and his group know they work in a hospital not a hotel - they really care about the patients"

And then there is Nancy - after a year she looked back on her experience with the Billings Clinic.

We are still trying to figure out how you would describe Positive Deviance. It's a process I think.

It involves everyone and it equalizes everybody on the healthcare team, everybody has a voice, everybody has a solution.

It's messy, it's a lot messier than our prior approach of didactic education, and setting out evidence based practices, writing a policy, writing a protocol and then assuming that it will get implemented.

It's a thousand conversations with a thousand people and it is frustrating and exciting all at the same time and it is very time consuming, but it works. And we're seeing some change. I am beginning to see some real evidence that it's working and that it will be sustainable because we are moving the hearts of people.

I think I learn the most from your words. Thanks for being so generous and sharing them so we can all learn together!