

# Discovery and Action Group Cheat Sheet

## Introduce Yourself

Tell the group something about yourself – include a little about why have you come to the group.

- ✦ You might offer context by talking about the PD approach
- ✦ You SHOULD share that you are there because the facility is shifting its approach to *C-DIFF* – you are interested in their finding the solutions and strategies that already exist and the 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 your facility
- ✦ This might be a chance to ask if anyone in the group has had a personal experience with *C-DIFF* infection

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

1. How do you know if your patient has *C.difficile infection* (CDI)?
2. In your own practice – what can you do to prevent spreading CDI 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?
5. Do you have any ideas that might help overcome these barriers and prevent the spread of CDI?
6. What can we try now – any volunteers?
7. Who else do we need to talk to/include?

## A few reminders

- ✦ *The Discovery and Action Group discussions may not be linear.*
- ✦ *It is good for the Facilitation Team to have or ask for a silent scribe so ideas are captured.*
- ✦ *Reading these ideas back to make sure they reflect what was meant is helpful*
- ✦ *Remember the “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.” Try not to say anything at all until 2 or 3 others have spoken.*
- ✦ *Silence is OK – it is usually people thinking about what to say – it feels longer than it is – look at the clock and notice when only seconds are passing.*
- ✦ *Try not to judge the value of the comments with statements like “good point” because if you don’t say that to everyone – it could make some people feel like their comment is not valued*
- ✦ *If you comment, try to invite others into the conversation using phrases like “what do others think” “are we missing anyone” “who else might be interested”*
- ✦ *Use active listening and other non-verbal signs to engage shy individuals.*