

FACILITATION TECHNIQUES TO DETERMINE KEY DEFECTS

GOAL

To apply facilitation techniques that will allow leadership to determine key defects, as viewed from direct care staff, that risk the health and safety of residents and staff.

ANCHORING QUESTION

A question that forces the answer to include at least one of the attributes describing - Who, What, When, Where, or How - so the specific incident can be described & evaluated more easily and reliably.

CONVERSATION STEPS

SPECIFIC DUTIES

DESIRED OUTCOME

1

Organize the visit to the neighborhood/hall beforehand. Determine the specific topic to be discussed (PPE, for example).

- Select a mix of direct care staff (6-8).
- Select a small leadership team.
- Arrange for a location on the neighborhood/hall for the conversation.

- A small cross section of staff working on the neighborhood/hall are invited.
- Enough time for all staff to have an opportunity to discuss their work.
- A location for the conversation with minimal interruptions.

2

Have each of the participants describe the job they do.

- Establish a non-threatening atmosphere.
- The purpose of this portion of the conversation is to understand the work and the work environment.

- TRUST from the direct care staff that this is not about assessing their personal work performance.
- Participants should be encouraged to talk about the work, how they do it, and how they add value to the residents and the organization.

3

Assess the work environment using "anchoring questions"

- Use questions like:
 - Tell me what causes a bad day for you regarding PPE use?
 - Tell me about the last time you found yourself unable to use PPE perfectly.
 - Tell me about situations that make appropriate use of PPE difficult.
- Steer the discussion AWAY from solutions.

- Find a specific example of a defect to anchor subsequent questions about frequency, type of resident involved, previous attempts to fix, or what might happen with their day if it were resolved.
- Keep the discussion to a completely non-threatening, blame-free event to allow for maximal information sharing.

4

Debrief

- Generate a list of defects that the direct care staff have surfaced.

- Agreement on which defect or problem needs to be the focus of our limited resources.

SAYING IT HAPPENS ALL THE TIME WITHOUT SPECIFICS IS A PROBLEM THAT IS ALMOST IMPOSSIBLE TO FIX.