



GET RESULTS THROUGH STORYTELLING

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WHY STORYTELLING?



**STORIES HELP
THINGS STICK**



STORIES CAN HELP US UNDERSTAND



STORIES FOR TEACHING



STORIES HELP TEAMS SEE POSSIBILITY



STORIES HELP TEAMS SEE POSSIBILITY



MAKING STORIES VISIBLE WITH DATA

7 Whiteboard Usage

completed on 7/24/15 + St. Joseph Hospital Center

Welcome to: _____ Room # **100%**
(dept) (floor)

Our goal is for you to ALWAYS be VERY SATISFIED

Today is: _____ Hospital Phone: (253) 426-4181
(day) (date)

Nurse: _____ Nurse Manager: **100%**

Nursing Assistant: _____ Family Contact Name/Phone: _____
47% → from 28/

Providers: **100%** Cuisine on Call: 127-3663
Diet: **95%**

Goal of the Day: **67%** → from 43/ Patient Goal: **67%** → from 43/

Tests/Procedures: **62%** → from 33/

▲ Call Don't Fall ▲

Patient/Family Questions: _____ Anticipated Discharge date: **86%** → from 45/

Pain Goal: **76%** → from 43/ Pain Management is OUR Goal!

0 2 4 6 8 10

Caregivers and Visitors must wash their hands!!

Emergency? Our Rapid Response Number is 5555

Marker/Eraser Available **95%**

MD rounding time

Activity **81%** → from 48/

Please be mindful of using abbreviations pts don't know NPO or SBAR etc.

STORIES—HOW TO

S
O
A
R



STORIES—HOW TO

Situation

Obstacle(s)

Actions Taken

Results



STORIES—BEST PRACTICES



STORIES—BEST PRACTICES



STORIES—BEST PRACTICES

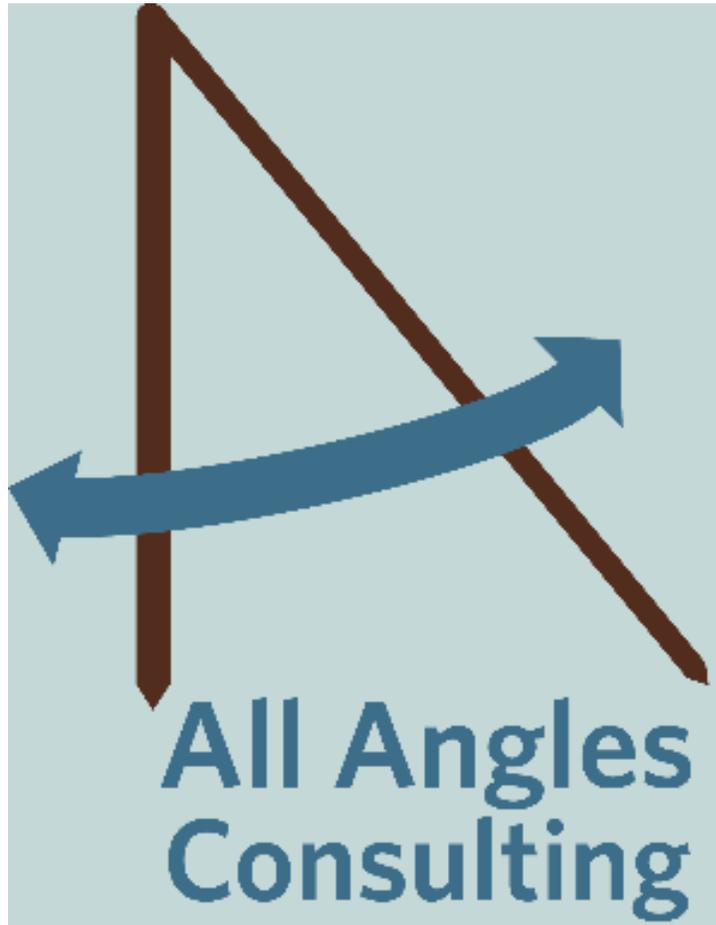


STORIES—BEST PRACTICES



QUESTIONS/DEBRIEF





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