



Colorado Case Management Redesign Active Listening

June 8, 2023

HEALTH MANAGEMENT ASSOCIATES

Public Meeting Notice

- Please note this meeting is open to the public and is being recorded.
- Anything said during this meeting may be part of the Public Record.
- We will not discuss the CMA RFP or related issues; please direct your questions about the CMA procurement to HCPF.

Presenters



Deborah Rose, Associate Principal



Megan Beers, Senior Associate



Courtney Thompson, Consultant

Agenda

- Introductions, Recording, & Meeting Guidelines (5 min)
- Poll: Who is here? (2 min)
- Presentation (25 min)
 - Hearing
 - Active Listening
- Breakout (10 min)
- Discussion (5 min)
- Wrap up (3 min)



Poll: Who Is Here Today?





Hearing vs Listening

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Are You Hearing or Listening?



Hearing

- Ignoring
- Pretend Listening
- Selective Listening
- Appreciative Listening
- Comprehensive Listening
- Critical Listening



How well do you listen?

I talk more than I listen	I listen more than I talk
I talk about myself	I learn about the other person
I mostly use the word "me"	I mostly use the word "you"
I try not to give advice	I give too much advice
I ask simple questions	I ask complicated questions
I give negative comments	I give positive comments
I don't like silence	I enjoy silence
I slouch when listening	I lean forward to listen
I must defend how I feel	I try to see how others see
I tend to interrupt	I wait until someone is finished before I speak

Be in the Moment





Active Listening

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Carl Rogers on Active Listening



What is Active Listening?

“Active Listening is a communication skill that involves going beyond simply hearing the words that another person speaks but also seeking to understand the meaning and intent behind them. It requires being an active participant in the communication process.”

Very Well Mind
Amy Morin

Why is Active Listening Important?

- Create connection
- Build trust
- Create psychological safety
- Provide support
- Reach mutual understanding



Impact on the Speaker

- Feel heard and understood
- Experience compassion
- Encourage openness to develop solutions



It's Not About the Nail



Set the Stage

- Remove distractions
- Pay attention to body language
 - Eye contact
 - Lean in
 - Open arms
- Defer judgement
- Wait for natural pauses - don't interrupt
- Ask open ended questions



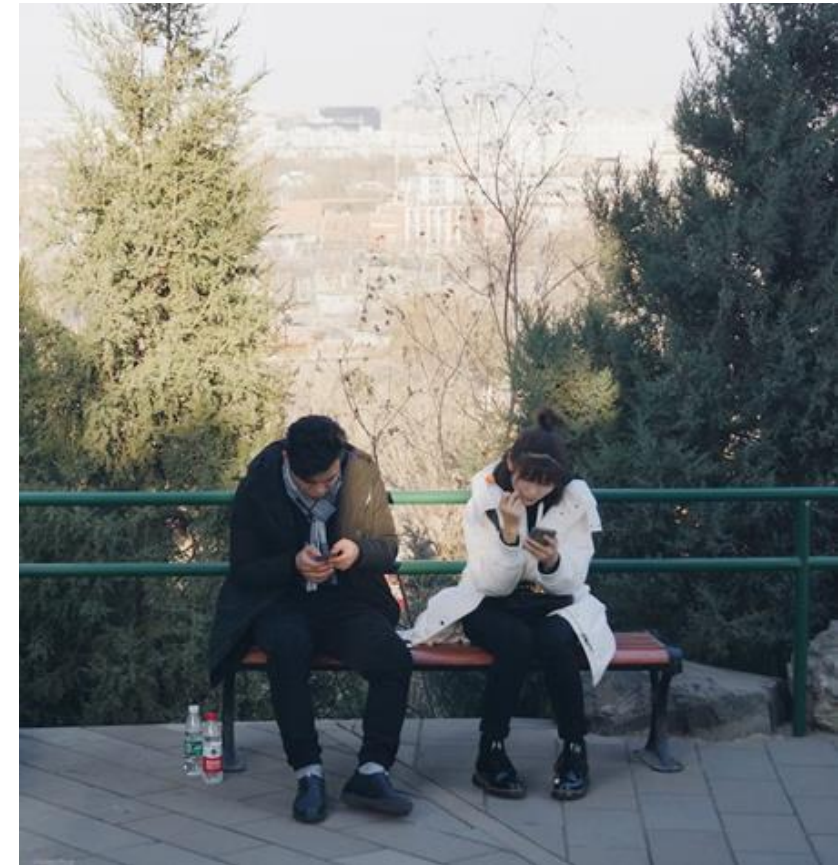
Communicate your Intention

- Listen, don't talk
- Note cues
- Pay attention to their body language
- Look for non-verbal communication
- Nod if you understand
- Withhold advice



Obstacles to Active Listening

- Making suggestions
- Providing fixes
- Giving praise
- Offering opinions
- Changing the subject
- Tuning out
- Minimizing



“Most people do not listen with the intent to understand; they listen with the intent to reply.”

- Stephen R. Covey

Test Your Understanding

- Paraphrase
 - If I'm hear you correctly ...
 - So, as you see it ...
 - In other words, you think ...
- Clarify
 - What you do you need right now?
 - Let me repeat what I've heard you say. Please correct me if I leave anything out.
 - Can you say more about ...
- Reflect
 - It seems like you ...
 - So, you're saying that ...
- Summarize
 - I think I've heard several things ...
 - So, on one hand ... but on the other hand ...



Active Listening: Zoom

- Breathe and be present
- Turn on your camera
- Where do you look?
- Hide self view
- Go full screen
- Avoid multitasking
- Turn off additional monitors
- Put away your cell phone



Active Listening in Case Management

“You can not truly listen to anyone and do anything else at the same time.”

- M. Scott Peck

Inside Out





Breakout

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Breakout Group

- Select facilitator
- Choose scenarios
- Apply active listening skill
 - Paraphrasing
 - Clarifying
 - Reflecting
 - Summarizing
- Jot down how you may respond



Breakout – participants will practice active listening skills

- I hate going to school. No one likes me or wants to sit with me at lunch. I know I'm different. Why can't I just be homeschooled?
- It's so infuriating. Maybe he doesn't think the tickets are worth it, but I really wanted to see that concert. It's my money, and I should be able to spend it the way I want.
- He says I should stay home because the travel will be too stressful for me. I was really excited about that trip. I'm an adult and should be able to make my own decisions.
- Why do I have to go to a new case management agency? I finally feel comfortable with you.
- I don't like the way the meds make me feel, but the doctor says I need them.
- I raised him and now he thinks he's the boss. Just because I live with my son doesn't mean that he gets to parent me.
- Why can't I live by myself? I think I'm ready. Nobody believes me.
- The clinic didn't have anyone who understood ASL, and I had to wait over three hours for an interpreter.
- Why won't she leave me alone? I'm fine in my room. Every time I step out she's bugging me with a gazillion questions.
- I don't know if I'm ready for this job. It might be a disaster, but I want to try.

- Paraphrase
- Clarify
- Reflect
- Summarize



Debrief

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Resources

- [Mind Tools - Active Listening](#)
- [Very well Mind - What is Active Listening?](#)
- [Types of Active Listening](#)
- [NY Times - Be a Bette Listener](#)
- [Forbes - 10 Steps to Effective Listening](#)
- [Eight tips for active listening](#)

Upcoming Case Manager Learning Collaborative

- Motivational Interviewing
 - July date tbd



Contacts

Please contact us if you have additional questions, suggestions, or ideas.

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Thank You!

