



Case Management Redesign

Yes, And...

April 19, 2023

HEALTH MANAGEMENT ASSOCIATES

Presenters



Deborah Rose,
Associate Principal



Megan Beers,
Senior Associate



Courtney Thompson,
Consultant



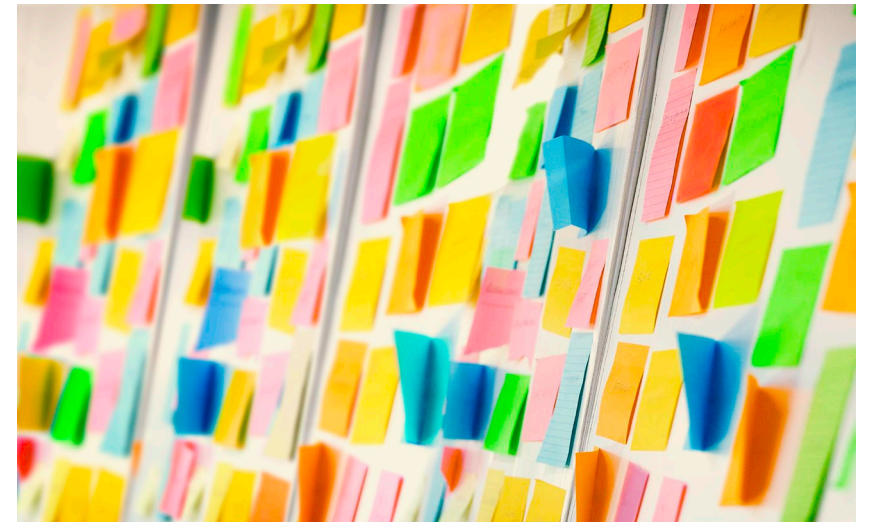
Suzanne Daub,
Principal

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.

Agenda & Overview

- Introductions, Recording & Meeting Guidelines (6 min)
- Poll: Who is here? (2 min)
- Presentation: Yes, And... (25 min)
- Breakout (7 min)
- Discussion (10 min)



Poll: Who Is Here Today?



My Story



Kinds of improv

Short-form
"Whose Line Is It Anyway?"

Long-form
Creating scenes or storylines,
based on audience
suggestions

Musical
Creating spontaneous songs
and musical numbers, based
on audience suggestions

Theatrical
Creating more traditional
theater productions, such as
plays or sketches

Applied
Using improvisation techniques in non-
performance settings to develop
communication, collaboration, and
problem-solving skills, creativity and
spontaneity

Improv isn't random

It is a developed skill that takes practice!
It's not just for laughs!



The Foundation of Improv



amindapart.org.uk

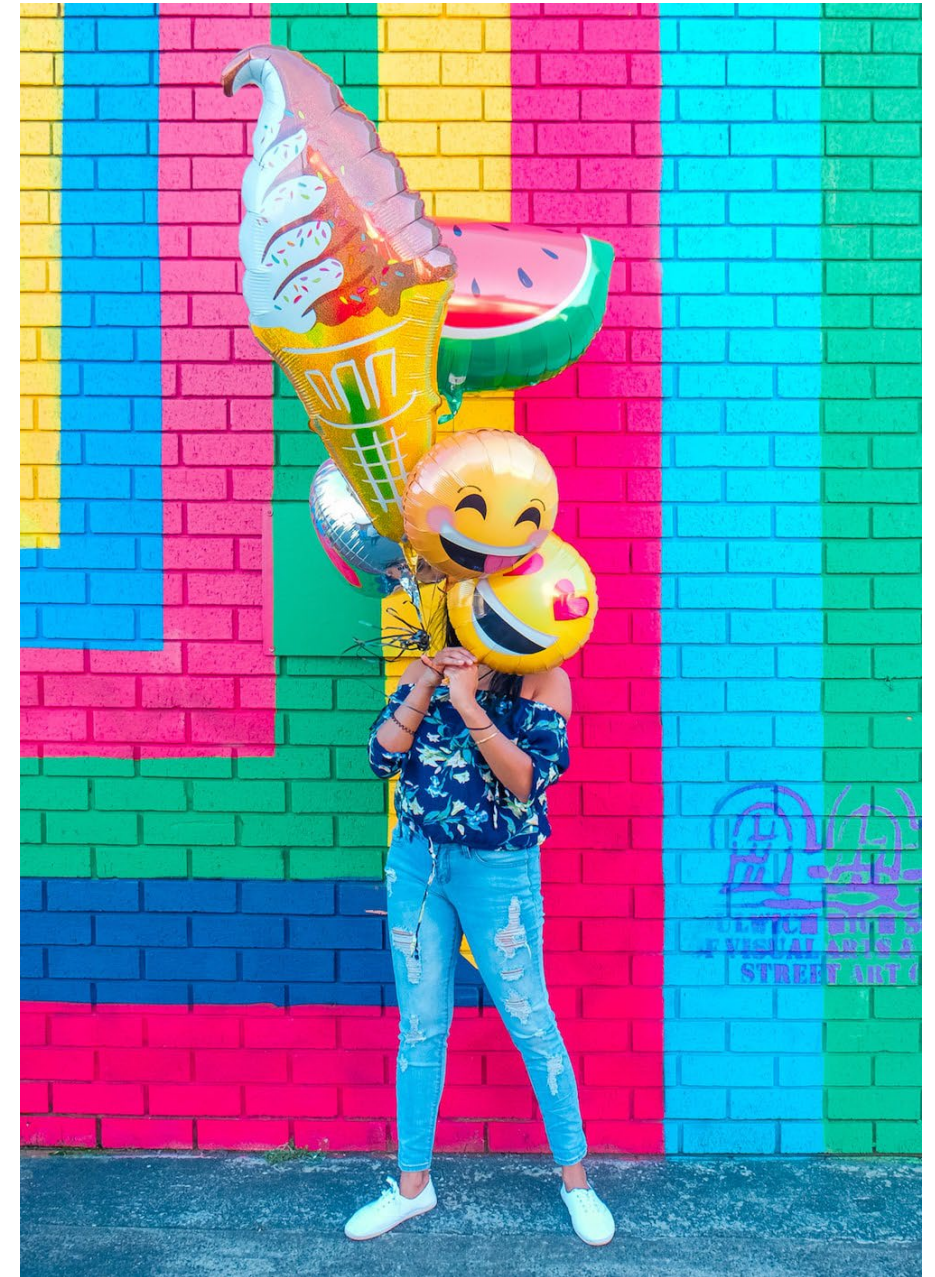
Improv Ground Rules

- You don't have to be amazing (... or quick, funny, smart, clever, original, creative etc.)
- You know everything you need to know
- There are no mistakes, only gifts, and opportunities
- Make your partners look good
- Assume good intent
- Celebrate failure



“Yes, And”

- Let’s go to the movies for my birthday
- Yes, and let’s buy popcorn
- Yes, and let’s bake cookies for the other people in our row
- Yes, and let’s get everyone to sing “happy birthday” to you before the movie starts



“Yes, And” live demonstration



Three Key Improv Strategies

- Attune: Being present in the moment
- Affirm: Acknowledge, support, validate
- Advance: Move the interaction forward



Chat in about ways you use these skills when providing case management

Adopting a “Yes, And” Mindset

- Accept and build upon each other’s ideas
- Create a positive and supportive environment
- Value and respect everyone’s ideas



I can't agree!

Do I still have to "Yes, And?"

- You can accept what they are offering and build on it to move the discussion forward
- You can still apply the "And" part of "Yes, And"



Why Hone This Skill?

- Boost person-centered focus
- Reduce bias
- Increase the ability to think on our feet
- Break out of a rigid assessment process
- Enhance engagement
- Expand our curiosity
- Reduce premature problem-solving and fixing
- Be more comfortable with uncertainty and ambiguity



“Yes, and” breakout

Being present in the moment, and...

- Accept and build upon whatever is presented to you
- Repeat the exercise you just saw, and collaboratively build a cake using “yes, and”
 - Facilitator starts the game and keeps it moving around the screen



Discussion

- How was using ‘Yes, and?’
- What challenges did you experience?
- Was there a moment when you didn’t want to say ‘Yes, and?’
- Did anything happen that surprised you?
- Did you have a favorite cake ingredient?
- How can you apply ‘Yes, and’ to your everyday life?



“Yes, And” to everyday life and work

Upcoming Case Manager Learning Collaborative

- May 11 - Authentic Self
- June 8 - Active Listening



Resources

- [Using Improv To Help Kids With Autism Show and Read Emotion](#)
- [Video: Yes, And: The Power of Improv in Everyday Life](#)
- [How Do You Teach Advancing Health Equity? Improv May Be a \(serious\) Answer](#)
- [Fostering Adaptive Expertise to Improve Medical Practice](#)
- [Using Improv to Improve Life with Alzheimer's](#)
- Photos courtesy of PowerPoint and <https://unsplash.com/>



Contacts

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

- Deborah Rose
 - drose@healthmanagement.com
- Megan Beers
 - mbeers@healthmanagement.com
- Courtney Thompson
 - cthompson@healthmanagement.com
- Suzanne Daub
 - sdaub@healthmanagement.com



Thank you!

