



Case Management Redesign

Yes, And... Part 2

November 16, 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.

Agenda & Overview

- Recording & Meeting Guidelines
- Poll: Who is here?
- Introductions
- Presentation: Yes, And... Part Two
- Live Demonstration



Poll: Who Is Here Today?



Presenters



Suzanne Daub
she | her



Courtney Thompson
she | her



Deborah Rose
she | her



Megan Beers
she | her

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!



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



Foundational Improv Strategies

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



Case Managers Improvise ! (All Day, Every Day)

- **Foundational Case Management Skills**
 - Healthy emotional intelligence
 - Self-awareness
 - Effective communication
- **Daily complex problems that require collaborative, team-based & creative problem-solving**
- **To develop and maintain these skills, essential that we take risks and practice the skills for personal and professional growth**



The First Rule of Improv



amindapart.org.uk

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



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, But”

- “I’m lonely”
 - *“How about trying this new group that started at the agency?”*
 - “But I hate groups.”
 - *“How about inviting someone over?”*
 - “That’s a good idea, but my house is always messy.”
 - *“How about taking an exercise class?”*
 - “I don’t have a gym nearby and I hate working out.”



“Yes, And”

- When you are hearing but, pause, take a breath, stop problem solving and shift into a yes, and mindset
 - “You’re lonely, and you want to connect with more people. What do you think you’d like to try?”
 - *“I like the idea of inviting someone over, but my house is messy.”*
 - “You have a messy house, and you like the idea of people coming over.”
 - *“Yeah, I guess I need a reason to straighten my place up.”*
 - “Yes, and you could really show off your place.”
 - *“That could be cool.”*



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"



Chat in

- What did you notice about these conversations?
- How did the different conversations make you feel?



Live Demonstration



How will you use “yes, and” at work
and in your everyday life?

Upcoming Case Manager Learning Collaborative

- Dignity of Risk – date TBD
- New topics to be announced soon!



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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.

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Thank you!

