Objectives

1. Describe the core principles of medical improv and their application to patient safety, workplace culture, and workforce health.

2. Identify personal growth opportunities in developing emotional intelligence and practicing assertiveness and listening.

3. Demonstrate three or more activities that can be used to teach colleagues communication and interpersonal skills.

Agenda

1. Review Objectives
2. Intro to Medical Improv
3. Medical Improv Activities (Serious play)
4. Discussion about value of activities in meeting HRM mission & goals
5. Q & A
6. Personal Action Plan
Medical Improv

"Medical Improv is the study and practice of improv theater philosophy and techniques as applied to the unique challenges and environment of healthcare for the benefit of improved health and well being of providers and patients." - Belinda Fu, MD

(In summary of the roundtable brainstorming session following the first Train-the-Trainer conference at Feinberg School of Medicine in June 2012.)

Skills and capacities

- Trust
- Emotional intelligence
- Assertiveness & listening
- Leadership, followership, & collaboration
- Critical thinking, creativity, & spontaneity

Core Principles

- “Yes, and …”!
- Surrender your plan!
- Help your partner(s) be successful!
- Celebrate risk-taking!
- You have everything you need!
Today’s Medical Improv Activities

1. “Yes and…” vs ‘Yes, but…”
2. “Synchronized Story”
3. “Overload”

How can today’s activities help HRM?

How can today’s activities help you?
Articles and Media Programs


- Emotional Intelligence and Interpersonal Skills are Underlying Causes of Key Issues. Medline Blog Guest Post 1/20/16. [Link](http://mkt.medline.com/advancing-blog/emotional-intelligence-interpersonal-skills-are-underlying-causes-of-key-issues/)

  - Part I: Listening—webinar and/or handouts, 10/20/15. [Link](https://vimeo.com/fadavis/review/143621123/f2d43a5ec1?hq_e=el&hq_m=4000301&hq_l=1&hq_v=ae77f1b70f)
  - Part II: Assertiveness—webinar and/or handouts, 10/27/15. [Link](https://vimeo.com/fadavis/review/143918326/a7b2098819?hq_e=el&hq_m=4000301&hq_l=2&hq_v=ae77f1b70f)

- Medical Improv and Communication & Collaboration. [naimp.org](http://naimp.org) webinar/podcast, Beth Boynton, 2015. [Link](http://nationalassociationofindependentmedicalpractices.org/medical-improv/)

- Boynton, B., Frederick, S., White, J., (2013). Medical Improv: Exploring Learning Experiences that Promote Safe Care, Patient Satisfaction, & Rewarding Careers. [YouTube 100 min].


- Frederick, Stephanie. Medical Improv Shifts Healthcare to Sustain a Culture of Wellness. (ND). [Link](http://stephaniefrederick.com/services/improv-to-improve-healthcare/)


- Barta, Liz, Frederick, Stephanie. Applying ‘Medical’ Improv to Improve Healthcare Communication. Shifting “yes but” to “yes and” [YouTube 3 min]. [Link](https://www.youtube.com/watch?v=riseDHKLgP8&feature=youtu.be)


Books

- Free Play, by Stephen Nachmanovitch
- Impro, by Keith Johnstone
- Theatre Games for the Classroom: A Teacher’s Handbook, by Viola Spolin
- Theatre for Community, Conflict, and Dialogue: The Hope is Vital Training Manual, by Michael Rohd
- Training to Imagine, by Kat Koppet
Improvements in healthcare communication & collaboration. Medical Improv will have a positive impact on:

- Patient Safety
- Work-related injuries
- Workplace culture
- Workplace violence
- Patient experience
- Use of resources