

Conversations that Connect

- Belinda Fu, MD
 - Clinical Assistant Professor – *University of Washington, Family Medicine*
 - Director – *Mayutica Institute*
- Alex Reed, PsyD, MPH
 - Director of Behavioral Health Education – *University of Colorado Family Medicine Residency*



CFHA Annual Conference
October 17-19, 2019 • Denver, Colorado



Faculty Disclosure

The presenter of this session has NOT had any relevant financial relationships during the past 12 months.

- Alex Reed, PsyD, MPH

The presenter of this session currently has the following relevant financial relationships (in any amount) during the past 12 months:

- Belinda Fu, MD — Director, The Mayutica Institute

Conference Resources

Slides and handouts shared by our conference presenters are available on the CFHA website at https://www.cfha.net/page/Resources_2019 and on the conference mobile app.



Learning Objectives

At the conclusion of this session, the participant will be able to:

- Explore how verbal and non-verbal behaviors affect interpersonal communication.
- Describe ways to make others feel validated and heard in conversations.
- Demonstrate strategies for expressing empathy in the context of challenging conversations.

Bibliography / Reference

1. Fu B. Common Ground: Frameworks for Teaching Improvisational Ability in Medical Education. *Teach Learn Med.* 2019;31(3):342-55.
2. Watson K, Fu B. Medical Improv: A novel approach to communication and professionalism training. *Ann Intern Med.* 2016;165:591-592.
3. Watson, K. "Perspective: Serious Play: Teaching Medical Skills With Improvisational Theater Techniques," *Acad Med.* 2011 Oct;86(10):1260-5.
4. Kaplan-Liss E, Lantz-Gefroh V, Bass E, Killebrew D, Ponzio N, Savi C, O'Connell C. Teaching Medical Students to Communicate With Empathy and Clarity Using Improvisation. *Acad Med.* 2018;93(3):440-43.
5. Sawyer T, Fu B, Gray M, Umoren R. Medical Improvisation Training to Enhance the Antenatal Counseling Skills of Neonatologists and Neonatal Fellows: A Pilot Study. *J Maternal-Fetal and Neonatal Med.* 2017 Aug;30(15):1865-1869.
6. Alda, Alan. *If I Understood You, Would I Have This Look on My Face? My Adventures in the Art and Science of Relating and Communicating.* New York: Random House, 2017.
7. Koppett, Kat. *Training to Imagine.* Sterling, Virginia: Stylus Publishing, 2013.
8. Hoffman-Longtin K, Organ JM, Helphinstine JV, Reinoso DR, Morgan ZS, Weinstein E. Teaching advocacy communication to pediatric residents: the efficacy of applied improvisational theater (AIT) as an instructional tool. *Comm Ed.* 2018;67(4):438-459.
9. Gao L., Peranson J, Nyhof-Young J, Kapoor E, Rezmovitz J. The role of improv in health professional learning: a scoping review. *Med Teach.* 2018. Published online. DOI:10.1080/0142159X.2018.1505033.
10. Thompson KL, Steltzer SK. Medical Improvisation Training as a Vehicle to Improve Empathetic Communication Skills in Nutrition and Dietetics Students: An Exploratory Pilot Intervention. *Topics Clin Nutrition.* 2019 April/June;34(2):114-24.

Learning Assessment

- A learning assessment is required for CE credit.
- A question and answer period will be conducted at the end of this presentation.

Session Survey

Use the CFHA mobile app to complete the survey/evaluation for this session.



Join us next year in Philadelphia, Pennsylvania! Thank you!