MIRROR EXERCISES
An important aspect of the Ida Institute’s work is the use of ethnographic video documentaries. The Ida Institute believes that these ethnographic videos provide insight into daily life at the clinic and provide an important ‘outside-in’ approach to reflection.

The Mirror Exercises are a collection of re-enacted clinical encounters with hearing-impaired patients in audiology clinics. These videos are based on real clinical situations filmed by the Ida Institute and afterwards re-enacted verbatim by actors. The tenor of the encounter is also preserved in the re-enactment. The scenarios are therefore as close to real life situations as possible.

The Mirror Exercises are developed in collaboration with our participants, who have worked with the exercises and provided feedback to the Ida Institute.

The purpose of the Mirror Exercises are to identify areas of professional development and challenges and to enrich clinical practice by learning to reflect by watching others in similar situations.

The Mirror Exercises are developed for use with a colleague, within a larger training group, for teaching or as an individual thought exercise. There are 5 different work sheets to use with the videos. The exercises on these worksheets can be used with any of the videos. The questions are set in a sequential order, but feel free to use and combine them in a way that fits your needs. You can watch and/or download the videos on www.idainstitute.com.

Part of the exercises includes two other tools developed by Ida Institute – Motivation Tools and A Possible Patient Journey Map. You will find them on www.idainstitute.com.

When thinking about self development, you may also want to consider using another Ida tool – Reflective Journal – which you also find on www.idainstitute.com.

As the institute sees this as a tool that can be expanded further, we would appreciate your feedback and ideas on how to use this tool. Send an email to contact@idainstitute.dk.
Watch the video - pause or replay as often as needed

1. Write down 5-10 positive and 5-10 negative aspects of the interaction between the audiologist and the patient.

<table>
<thead>
<tr>
<th>Positive aspects</th>
<th>Negative aspects</th>
</tr>
</thead>
<tbody>
<tr>
<td>E.g., the audiologist used clear speech</td>
<td>E.g., the audiologist talked to much</td>
</tr>
</tbody>
</table>

Watch the video once more

2. What do you think about the audiologist’s actions during the video?

3. How do you think the patient would describe the situation?
4. Select 3-5 examples from the negative aspects you listed in question 1 and describe how you would have handled them differently.

5. Did you make any observations in the video that would regularly occur in your practice?

6. Did you make any observations in the video that would never occur in your practice?

7. In which parts of the video do you recognize yourself?
Watch the video – pause or replay as often as needed

1. Based on the patient’s behavior/reaction, at which stage is the patient in the ‘Circle’?

2. Which questions would you ask the patient to determine where he/she is in the ‘Circle’?
3. How do you think the ‘Line’ could have influenced the situation?

4. When and how would you have used the ‘Line’?
5. How do you think the ‘Box’ could have influenced the situation?

6. When and how would you have used the ‘Box’?
Work Sheet 3
Role Play

Use tool: Motivation Tools

Watch the video – pause or replay as often as needed

One person plays the audiologist and the other the patient.

1. Role play an alternative scenario illustrating how the audiologist could improve the interaction with the patient (e.g., by using the ‘Line’, ‘Box’ and ‘Circle’)

2. How did it feel playing the audiologist?

3. How did it feel playing the patient?
Watch the video – pause or replay as often as needed

1. Create a possible patient journey for the patient you have seen on the video.

You will find an electronic version of A Possible Patient Journey Map at www.idainstitute.com.
1. Based on your work with the video write down 3 brief points you can use in your practice.

1.

2.

3.

2. How important is it for you to improve your interaction with your patients?

   The lines go from ‘0 = not at all’ to ‘10 = very much’.

3. How much do you believe in your ability to improve your interaction with your patient.

   The lines go from ‘0 = not at all’ to ‘10 = very much’.
4. To clarify your motivation to improve interaction with patients, fill out the 'Box'.

<table>
<thead>
<tr>
<th>1 BENEFITS OF STATUS QUO</th>
<th>2 COSTS OF STATUS QUO</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3 THE POTENTIAL COSTS OF CHANGE</th>
<th>4 THE POTENTIAL BENEFITS OF CHANGE</th>
</tr>
</thead>
</table>