

Program Facilitator



Cory Jenks

Cory Jenks is a pharmacist, author, comedian, and speaker. He specializes in helping healthcare professionals create an adaptable humanizing experience. Cory applies “evidence based improvisation” to help healthcare providers learn to be adaptable, empathetic, and to create the humanizing healthcare experience they and their patients deserve. He teaches healthcare workers how to ditch their outer “healthcare robot” shell and become humanizing healthcare providers.

In 2013, Cory stepped into his first improv class and the two simple words he learned that day would change everything for him: “Yes, and.”

These two words are the foundation for improvisational comedy, “Yes, and” means agreeing and building together, and since learning those powerful words (amongst many other improv skills and lessons), Cory has gone on to teach, coach and perform improv in front of thousands of people.

<https://coryjenks.com/>



**Oh, The Humanity!
Embracing chaos, beating
burnout, and building
better relationships to
provide a more
humanizing healthcare
experience**

January 21st, 2023 8:30 am – 4:00 pm

Lodging Information:

Hyatt Place North Charleston (1.1 mi)

Double Tree by Hilton Hotel and Suites
Charleston Airport (1.2 mi)

Tru by Hilton Charleston Ashley
Phosphate (1.2 mi)

Fairfield Inn and Suites

by Marriott Ashley Phosphate (2 mi)

Event Location:

The College Center at Trident
Technical College

7000 Rivers Ave., North
Charleston, SC 29406 Building
920 Suite 107



Overview

Improv comedy is a form of theater that trains our brains to listen, react, and respond in the moment. The practice of improvisation strengthens the often-neglected soft skills of listening, communication, empathy, and teamwork. ImprovRx is "Evidence Based Improvisation" developed specifically to help healthcare providers be more adaptable, empathetic, and humanizing in their interactions with patients and their fellow providers. Improv creates more engaging, caring, and thoughtful humans and with ImprovRx, it has been adapted specifically to healthcare providers.

Program Agenda

7:30-8:30	Registration, Welcome and Breakfast
8:30-8:45	Welcome
8:45-10:30	Embrace The Chaos and Develop Your Adaptability
10:30-10:45	Break
10:45-12:00	Empathy, the Not So Secret Sauce to Building Connection and Improving Outcomes
12:00-1:00	Lunch
1:00-2:30	Beat Burnout and Build Your Resilience
2:30-2:45	Break
2:45-4:00	Humanizing The Healthcare Experience for Your Team and Your Patients
4:00	Wrap-Up and Closing

Learning Objectives

At the completion of this program, the participants will be able to:

1. List the eight rules to make you a more adaptable healthcare provider
2. Describe the four benefits of creating empathetic connections with patients and co-workers
3. Recognize the signs of burnout before they burn you out
4. Describe the guiding principles to build resiliency in the chaos of healthcare
5. Identify how improv fundamentals can foster an environment of collaboration and teamwork
6. Identify the three ways to foster an environment that humanizes the healthcare experience



The University of South Carolina College of Pharmacy is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This application-based activity is accredited for a total of 6 live contact hours (0.6 CEUs) for pharmacists (ACPE UAN 0062-0000-22-001-L04-P) and pharmacy technicians (0062-0000-22-001-L04-T). To claim credit, participants must sign-in at the beginning of the day and attend the entire program, participating in all active learning activities and learning assessments. No partial credit will be issued. Participants must complete an online evaluation within 30 days (providing their correct NABP e-Profile ID and month/day of birth) in order to ensure credit is reported to the NABP CPE Monitor. The CPE Monitor will automatically reject all credit claimed and reported greater than 60 days from the date of the live program.

Payment

Health Professional Student	\$60
Pharmacy Technician	\$90
Resident	\$90
Other (University Staff, Non-Healthcare Professional, etc)	\$90
Healthcare Professional	\$120

Registration Deadline:
January 13, 2023
No refunds available after this deadline



For more details and to register for the event, please visit our website or scan the QR code:

<https://plsleadershipconference.eventsmart.com/events/oh-the-humanity-phi-lambda-sigma-21th-annual-leadership-conference/>