

Prepare for Unpredictability: Learn to Love the Unknown in Healthcare

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Disclosure

- ▶ Book Royalties from *Permission to Care: Building A Healthcare Culture That Thrives in Chaos* (2022)

Objectives

- ▶ List the core tenets that make improv a useful tool for building adaptability
- ▶ Describe how the guiding principles of improv can build resilience
- ▶ Identify the ways improv fundamentals can foster an environment of empathy

Goal Today: Let Go of Control

“Change and flux constantly remake the world, just as the incessant progression of time remakes eternity.”

Marcus Aurelius

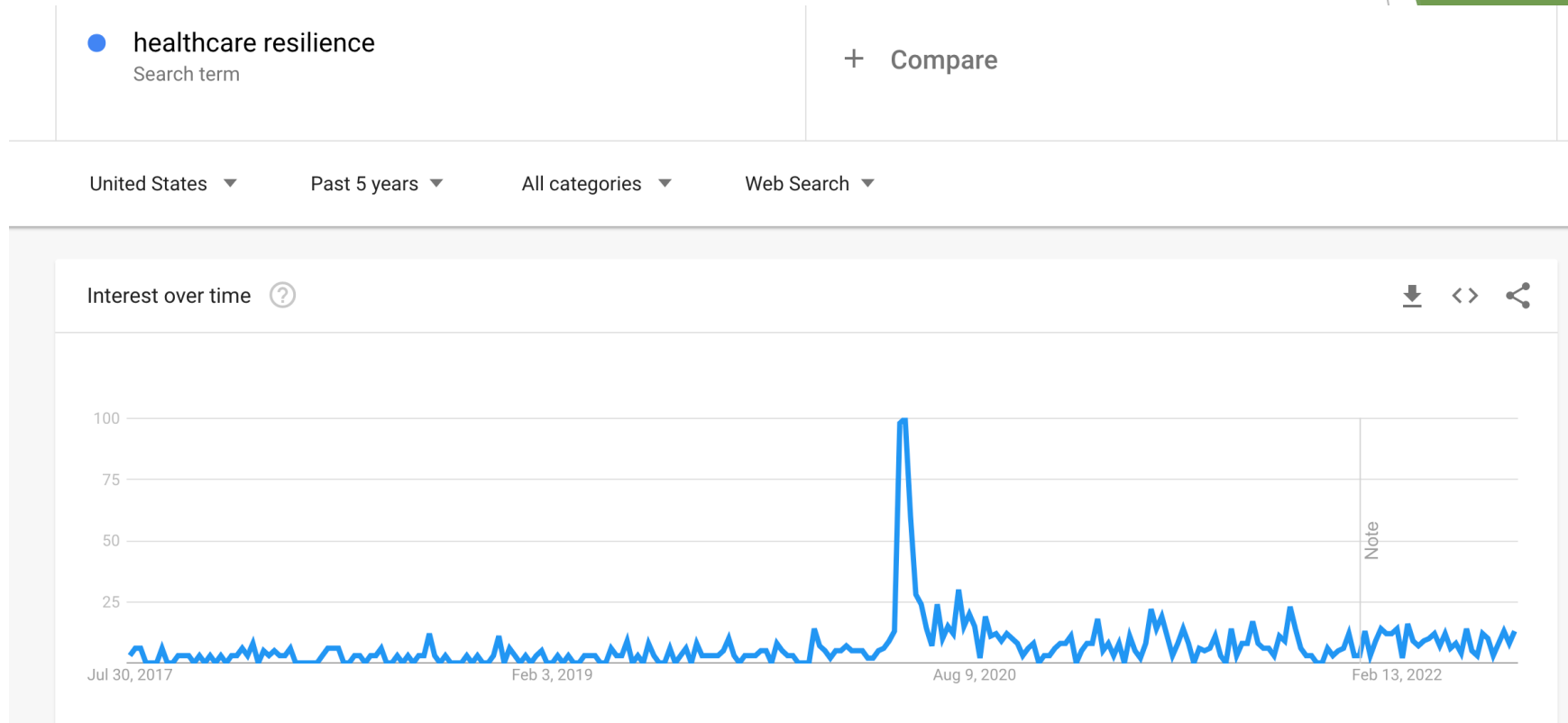


Resilience:

What can you
tell me?



Resilience is Trendy



Google Trends: Accessed 7/26/22

What is Resilience?

- ▶ “Ability to succeed, to live, and to develop in a positive way . . . despite the stress or adversity that would normally involve the real possibility of a negative outcome”
- ▶ Maintain personal well being in the face of challenge.



What is Resilience?

- ▶ Ability to engage with and utilize others for own support and development
- ▶ Manages negative emotions
- ▶ Asserts influence but accepts external controls
- ▶ Learns from past experience
- ▶ Seeks and uses supportive environmental factors
- ▶ Practices the use of protective factors

How to Spot a Resilient Person?

- ▶ Confidence (self efficacy)
- ▶ Coordination (planning)
- ▶ Control
- ▶ Composure (low anxiety)
- ▶ Commitment (persistence)
- ▶ Ability to make adversity meaningful

Play!

“We don't stop playing because we grow old; we grow old because we stop playing”

George Bernard Shaw

So That's Just What We're Gonna Do!



Finding Meaning in Adversity

- ▶ *Man's Search for Meaning*
 - ▶ Viktor Frankl
- ▶ Found meaning in his suffering to help overcome theirs

“Our greatest freedom is the freedom to choose our attitude.”

Learn to be “Antifragile”

- ▶ Property of systems in which they increase in capability to thrive as a result of stressors, shocks, volatility, noise, mistakes, faults, attacks, or failures



What is Improv?

“A form of theater, typically performed by two or more actors, in which the story, including setting, plot, characters and dialogue are made up in the moment, often following a suggestion from the audience”



Improv as Forced Adversity

- ▶ Automatically create an environment where one is uncomfortable
- ▶ Learn to navigate in a safe environment
- ▶ Build muscle memory and confidence



The Paradox of Healthcare and Improv

- ▶ “Prepare for unpredictability”
 - ▶ Every encounter may be structured, but it is never scripted
 - ▶ Every encounter is at least somewhat improvised
 - ▶ Improvisers accept uncertainty and ambiguity
-
- ▶ How well do pharmacists accept this?

Improv and Flexibility

“I have learned the ability to think on my toes and adapt to challenging situations rather than choosing my actions based on a list”



Flexibility Mindset

“If I need things to be a certain way, I am held hostage by them”

Jonny Wilkinson, Rugby Player



Improv Skills and Tenets

- ▶ Yes, And
- ▶ Flexibility
- ▶ Clear Communication/Specificity
- ▶ Group Mind
- ▶ Listening intently in the Moment
- ▶ Sharing Energy
- ▶ Trust
- ▶ There are no “real” mistakes

Creating an Empathetic Experience



Four Benefits of Empathy

- 1) Better patient outcomes
- 2) Better patient adherence
- 3) Better patient satisfaction
- 4) Better communication

The Empathy Prism

- ▶ Identify the “Why” or “Want”
- ▶ Everything is filtered through this
- ▶ Don’t always go by the book



Improv, Adaptability, and Resilience: Putting it Together



Conclusion

- ▶ The two most important words: Yes, And
- ▶ Let go of control
- ▶ Learn to embrace the unexpected
- ▶ Accept reality, listen, respond
- ▶ Build resilience through play
- ▶ Find meaning in adversity

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Questions?

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