

Program Facilitator:



Cory Jenks, PharmD

Diabetes Coach, Podcast Host-Diabetes
Remission Partners
Author, Speaker

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.

Dr. Cory Jenks has no financial disclosures

<https://coryjenks.com>

Event Location

Medical University of South Carolina
College of Pharmacy
173 Ashley Avenue
Charleston, SC 29425

Room information will be provided

Lodging Information

For hotels near MUSC click on the link below:

[https://
plsleadershipconference.eventsmart.com/
lodging-information/](https://plsleadershipconference.eventsmart.com/lodging-information/)

Accreditation statement



The University of South Carolina College of Pharmacy is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education with Commendation.

This *application-based activity* is accredited for a total of **5 live contact hours (0.5 CEUs)** for pharmacists and pharmacy technicians (UAN 0062-9999-27-001-L99-P/T).

To claim credit, participants must be registered, signed-in at the registration table, participate in all active learning activities, and complete an online evaluation to obtain credit. No partial credit will be issued.

Detailed instructions will be provided including CE code. Completion of evaluation within 30 days of the program ensures credit is transmitted; Per NABP Policy, any credit claimed greater than 60 days after an activity will be rejected by the NABP CPE Monitor.

To contact the CPE provider with any questions regarding CPE credit, please visit:
<https://cop.sc.learningexpressce.com>

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

Facilitated by:
Dr. Cory Jenks, PharmD

January 30, 2027

7:30 am—3:00 pm



PHI LAMBDA SIGMA
PHARMACY LEADERSHIP SOCIETY

**25th Annual Leadership
Conference**

Hosted By:
Beta Chi Chapter
Phi Lambda Sigma | Leadership Society
Medical University of South Carolina

Program 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 a	Registration and Breakfast
8:30—8:45 a	Welcome and Introductions
8:45—10:15 a	Session 1: Embrace The Chaos and Develop Your Adaptability
10:15—10:30 a	<i>BREAK</i>
10:30—11:30 a	Session 2: Empathy: The Not So Secret Sauce To Building Connections and Improving Outcomes
11:30—12:15 p	<i>LUNCH</i>
12:15—1:45 p	Session 3: Beat Burnout and Build Your Resilience
1:45—2:00 p	<i>BREAK</i>
2:00—3:00 p	Session 4: Humanizing The Healthcare Experience For You and Your Patients
3:00 p	Wrap-up & Closing

Learning Objectives

At the completion of this activity 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

Payment

Register online:

Healthcare Professions Student	\$50.00 (USD)
Healthcare Professions Resident	\$75.00 (USD)
Pharmacy Technician	\$75.00 (USD)
University Staff, Non-Healthcare Professionals	\$75.00 (USD)
Healthcare Professional, Faculty, or Staff	\$100.00 (USD)

Note: Fee above does not include convenience fee.

Registration Deadline

January 22, 2027

at 11:59 PM (ET)

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/>

