

Facilitating Innovation in a Post-COVID19 World



HCCA
Health Care Compliance
Association



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Introduction

- ❖ We live in a constantly changing world.
- ❖ Change often brings stress.
 - Acute stress = good (wakes up brain/body)
 - Chronic stress = bad (greater reactivity) & slower recovery; triggered more easily)

“An unfortunate side effect of the COVID-19 pandemic is its impact on psychological distress and mental health...”

- Jennifer J. Heisz

Professor, McMaster University



Three words to remember:

- ❖ Recognize (*What is change?*)
- ❖ Resolve (*How do I change?*)
- ❖ Respond (*What will I do?*)

JwP

FACILITATE INNOVATION!

*"For how I am, shame on my parents. If I stay that way, shame on me."
- Ronald Pitzer, University of Minnesota*





Facilitating Innovation (Cultivating a Climate for Paradigm Shift)

The FIRST WORD:

RECOGNIZE

Characteristics of change



RECOGNIZE



❖ Change can be **Inspiring**

- Neither good nor bad
- Break out of my "comfort zone"
- Forces me to raise self-expectations





Facilitating Innovation (Cultivating a Climate for Paradigm Shift)

The **SECOND WORD:**

RESOLVE

Balancing two opposite mindsets

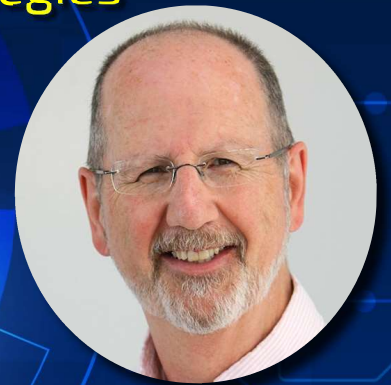


RESOLVE



❖ Determination (exhibiting 3 types of flexibility)

- *Cognitive*: the ability to incorporate different thinking strategies and mental frameworks into planning, decision-making, and managing day-to-day work
- *Emotional*: the ability to vary one's approach in dealing with emotions (both their own and those of others)
- *Dispositional*: the ability to operate from a place of optimism grounded in realism and openness



Allan Calarco, author
“*Adaptability: Responding Effectively to Change*”

All three see change as an opportunity rather than a threat.



Facilitating Innovation (Cultivating a Climate for Paradigm Shift)

The THIRD WORD:

RESPOND

What do we do now?



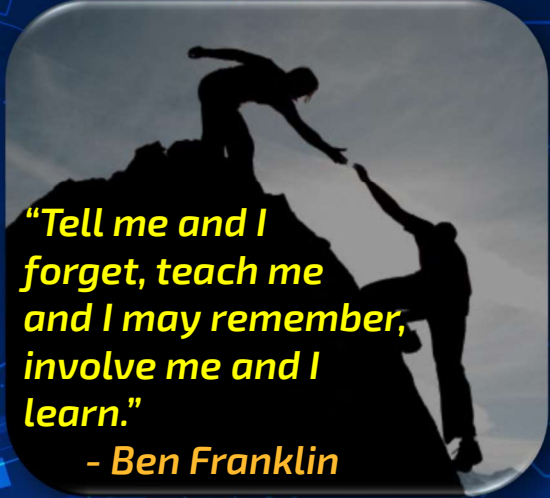
RESPOND



❖ An **OUTWARD** Look: **Encouraging**

- Passing on what I have learned (mentor)
- Making the most of the situation (maximize)
- Someone else will also benefit (motivate)

**AVERAGE = the *best*
of the *worst* & the
worst of the *best*!**



**"Tell me and I
forget, teach me
and I may remember,
involve me and I
learn."**

- Ben Franklin

"If your actions inspire others to dream more, learn more, do more, and become more, you are a leader."

- John Quincy Adams, American President



Conclusion/Review



Recognize

- Change is Inevitable
- Change is Inexorable
- Change is Inspiring



Resolve

- With Deference
 - With Determination
- »»»» (balance these two)



Respond

- Inward Embracing
- Upward Empowering
- Outward Encouraging

“Keep your mind open to change all the time. Welcome it. Court it. It is only by examining and re-examining your opinions and ideas that you can progress.”

- Dale Carnegie, American author



Be a Catalyst; NOT an Antagonist!



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**Thank you
for your time!**

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*Connect
with me!*

