

# Welcome to **BounceBack**

Here's a sample of what you'll find in "Healthcare Dilemma".

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## Healthcare Dilemma



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### Before You Begin

#### Know Your Purpose:

-If it is to encourage empathy towards and understanding of others, ask players to assume the point of view stated on the card even if (especially if) it is not their own. It's a chance to walk in the shoes of another and discover how you might respond were you faced with the challenge.

-If your goal is to teach others to coach individuals in crisis, you may want to approach the exercise differently. Have participants select Skills & Attitudes that they might suggest for use by the individual in crisis.

-If your mission is crisis prevention, try applying the Skills & Attitudes to the challenges in a proactive manner to see how situations might be preventable.

Such groups might be: healthcare providers and their patients, police officers and immigrants or baby boomers and millennials. Using healthcare for example, bring providers and patients together. Have the providers select challenges from the Healthcare Dilemma deck and patients draw from the Healthcare Professional deck. Have the group pair off (i.e. one healthcare provider and one patient). The pairs are charged with coaching one another to face challenges that may be unfamiliar to them. It is helpful to ask that they assume the point of view on the card in order to encourage empathy and understanding.

**Once you know your Purpose and your Participants...begin.**

**BounceBack is a serious game, a tool that may help build mental toughness by asking people to respond to real world challenges using the Skills & Attitudes of resilience.**

The goal is to bring people together to share thoughts and perspectives on how to respond to the many challenges life puts forth. We offer some coaching and game play suggestions, but how you choose to use these cards is really up to you.

#### Know your Participants:

-Are you coaching an individual in transition? Is the transition specific to a particular issue such as Divorce/Finance or Disability? Select and use those decks that best relate to the transition/s being experienced.

-Are the participants looking to build a broader sense of resilience Skills & Attitudes that relate to their particular vocation? Select from our bundles or choose individual decks that relate best to the needs of the group you are working with.

-Do you have populations that could build resilience through a better understanding of the challenges faced by each?

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#### The Basic Concept:

You're presented with a Challenge Card. Spread the ten Skills & Attitudes cards out so that they can be seen. Read the challenge on the face of your card. Using the ten cards in front of you, select the cards having the Skills & Attitudes you wish to apply in order to manage the challenge at hand. Turn over your Challenge card to see the Skills & Attitudes (indicated by a red\* asterisk) that we suggest might be most helpful in managing the situation. Repeat this process, in turn, for each participant. And please, don't forget the discussion. Adapt this basic concept as you will to fit the needs of you and/or your participants.

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**BounceBack** was developed as a tool to practice responding to life's challenges. Challenges are presented and the user chooses skills and attitudes that he or she wishes to apply in order to respond to that challenge. It's very simple. It's practice. With >36 decks and >720 challenge questions, it's a lot of practice.

Visit: <https://building-resilience.com/the-resilience-tools-we-use/welcome-to-bounceback/> to view our short video.

-Accessing appropriate healthcare in today's world isn't as simple or as easy as it used to be. The days of the hometown family doctor are over. We have specialists who need referrals and insurance that dictates who you see and how often if you want coverage. We have higher co-pays and deductibles and physicians that are bound to large corporate health institutions who dictate policy and practice. It's all very complicated.

-At some level, our needs as a patient get lost. Our voice goes unheard. This deck is intended to help individuals recognize the challenges inherent in our current healthcare system and build resilience Skills & Attitudes in order to respond. Use it in small groups and problem-solve. Patient advocates can use this deck as a teaching/training resource.

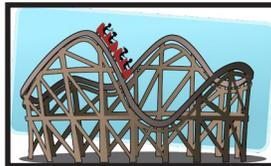
-This and the Healthcare Professional deck can be used to provide professional training to both new and seasoned healthcare providers. Bring patients and providers together and learn from one another by having providers respond to challenges drawn from the Healthcare Dilemma deck and patients respond to the challenges faced by Healthcare Professionals.

## Healthcare Dilemma



I made an appointment with a new primary care physician. I lost the last two when they no longer appeared on my insurance carriers provider list. I hate changing doctors. It's tough to find people you trust with something as important as your health. Why can't I interview them like I would any other person I wish to hire?

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I've been disabled and on Medicare/Medicaid for many years. Yet again, my Dr. has renewed a prescription that requires prior authorization. It's 7:00 p.m. the Friday before a holiday weekend and I ran out of medication this morning. It's not a medication that should be stopped abruptly and the pharmacy won't refill it without a payment source. I don't have enough cash to pay for it. Who's job is it to track this??

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My physician is slow. It would be okay if I thought that she was a thorough sort, but she really just likes to talk. I once waited for more than an hour beyond my scheduled appointment. As one who lives on an hourly wage, without benefits, that meant lost income. Why shouldn't there be consequences for Dr.'s who don't arrive on time for their appointments?

# Bounce BACK

### 10 Skills and Attitudes:

- \* Connect/Communicate with Others
- Be Flexible
- \* Problem Solve
- Manage Strong Feelings
- \* Self-Confidence
- Find the purpose/meaning in life
- See the Big Picture
- Appreciate and use humor
- Care for Yourself
- Care for Others

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**\*Disclaimer:** *BounceBack* is a serious game, a tool that may help build mental toughness by asking people to answer real world questions, using the skills and attitudes of resilience. It is intended to help you develop and apply the skills and the attitudes of resilience. Statements or descriptions contained in *BounceBack* are informational only. The content of some questions may not be appropriate for all users. This tool is not intended to be a substitute for professional medical advice for which your healthcare professional is your best source. If you believe that you may benefit from care, you should consult a licensed mental health professional. The purchaser of BounceBack is solely responsible for determining the adequacy of this material and its application. The use of this material shall not be subject to any implied warranties of fitness for that purpose.

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