



PATIENT & COMMUNITY VOICES WORKSHOP SERIES 2008-2019

Workshops & Partners

A Caregiver's Journey: Heartbreak and Love

Partner: UBC Health Mentors

Mental Wellness: A Way of Life

Partner: Richmond Mental Health Consumer & Friends Society

Learning to Provide Better Care for Deaf and Hard of Hearing

Partner: Western Institute of Deaf and Hard of Hearing (WIDHH)

A Space to Thrive: What Young Women in Poverty Say They Need from Health Care Providers

Partner: Justice For Girls

Talk is Cheap: Living and Communicating with Aphasia

Partners: UBC School of Audiology and Speech Sciences (SASS) Aphasia Mentoring Program

Mental Health: Empathy and Compassion

Partner: Pathways Serious Mental Illness Society

Trans Health 101

Partners: UBC Health Mentors and Trans Care BC

Positive Reflections from Voices Unheard: Learning from Persons Living with HIV

Partner: Positive Living BC

meetingofexperts.org

Patient & Community Voices Workshops

are designed by community members with input from faculty and students. They typically last 2 to 3 hours and are held in a community setting outside usual class time. They are instructed by community educators, who are patients/clients and caregivers who share with students their unique experiences and expertise. The workshops are interactive and include small group discussions by 3 or 4 community educators with 20 to 30 students from multiple UBC health and human service programs.

Background Since 2008, 65 Patient & Community Voices Workshops have been delivered in collaboration with our community partners. People with chronic health concerns and other "expert patients" have important life experiences and expertise that can and should enrich present University training. We believe that active patient participation is an essential component of training future health and human service professionals for patient-centred, interprofessional practice. By participating in our workshops, students earn credit for their Interprofessional Education (IPE) Passport.

Future: In 2018-19 we piloted the workshop series as part of the curriculum in the UBC Master of Occupational Therapy (MOT) program. We aim to continue to develop and present interprofessional workshops that enrich student learning and are integrated into curriculum. The challenge is to acquire ongoing support for workshop coordination and scheduling with the healthcare programs. The promise is enriched education for our students and social accountability by our academy.

Since 2008 we've held **65** workshops with over **1050** students and over **180** community educators



THE UNIVERSITY OF BRITISH COLUMBIA
UBC Health



Patient & Community
Partnership for Education
informed and shared decision making

Student Programs

More than 1050 students from more than 15 UBC health and human service programs participated in the workshop series 2008-2019:

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|------------------------------|----------------------------------|
| * Audiology (46) | * Pharmacy (122) |
| * Dental Hygiene (36) | * Physical Therapy (43) |
| * Dentistry (39) | * Social Work (85) |
| * Dietetics (42) | * Speech Language Pathology (89) |
| * Medicine (58) | * Other (103) |
| * Nursing (208) | |
| * Occupational Therapy (185) | |



Learning Outcomes

At Patient & Community Voices workshops, students learn:

- The varied and personal experiences of patients/clients living with a chronic condition or disability
- The interactions that patients/clients have had with health professionals, and approaches to create positive relationships
- The social impacts of living with a chronic condition or disability, such as stigma
- Community resources and information available for health professionals and their patients/clients
- The range of perspectives and scopes of practice of other health professions
- Contributes credits to the Interprofessional Education Passport

“The workshop provided insight into an illness that is very highly stigmatized, and I appreciate the speakers’ honesty and openness about their illness. Their individual stories and experiences were very powerful and presented a different perspective.” – Medical Student

“I loved that the personal stories included not only information about experiences with the medical system, but also context that increased understanding of the problems in medical care. I learned valuable information on how to be a more sensitive and informed healthcare professional.” – Occupational Therapy Student

“I think having feedback from people with chronic conditions on how HCPs [health care providers] are performing is invaluable in terms of learning how to conduct ourselves in our future careers.” – Nursing Student

Acknowledgements

Thank you to all community educators for volunteering their time and sharing their stories with UBC students.

Thank you to program staff in departments and faculties for circulating our workshop invitations to their students!

Further Reading:

Towle, A. & Godolphin W. Patients as educators: Interprofessional learning for patient-centred care. *Medical Teacher*. 2013; 35: 219–225.