



# **The *9th Annual*** **UBC Interprofessional** **Health Mentors Program** **Virtual Symposium**



Patient & Community  
Partnership for Education  
*informed and shared decision making*



THE UNIVERSITY OF BRITISH COLUMBIA  
**UBC Health**

The **Interprofessional ‘Health Mentors’ (HM) program** is a unique educational experience in which teams of 3-4 students from different health disciplines learn together from and with a mentor. Health mentors can be adult patients/clients with a chronic disability or caregivers who provide long-term care to a loved one with a chronic disability. Mentors are experts in their life and help students learn how health care providers can support people with chronic conditions and their caregivers. There are 40 mentors and 130 students in the 2019-20 program.

Due to COVID-19, this year we are holding a Virtual Symposium in which the HM participants will share their learning with other UBC students, faculty, and the community through electronic presentations and tweets.

- # In a tweet, the # symbol indicates a ‘hashtag’ and is used to identify groups, topics or concepts. Hashtags are used to group tweets so that they eventually become indexed for an easy find when searching. **#UBCHealthMentors**
- @ The @ symbol is used in a tweet to capture the attention of someone or as a sign of attribution when re-tweeting their idea. It is often used to directly message someone or to mention them in a tweet.

Tweet (What we learned)	Group Members
1 Living with HIV requires a whole lot of hope and health, but mostly competent, empathetic health professionals. #hopehealthcompetency  Group 1 <a href="#">Presentation</a>	Al (Mentor) Niknaz, Dentistry Natalie, Nursing Rachel, OT
2 Patient-centered care requires treating the patient as a whole person in the context of their own life, values, goals, and beliefs  Group 2 <a href="#">Presentation</a>	Alla (Mentor) Faith, GC Lina, Nursing Natalie, OT

3	<p>I have an invisible chronic illness. I look "okay" but I'm in constant pain. How can you help? Ask, listen, learn, observe #patientistheexpert</p> <p>Group 3 <a href="#">Presentation</a></p>	<p>Ani (Mentor) Erin, Nursing Colleen, OT Li Qing, Medicine Tom, PT</p>
4	<p>It's not wrong with you; it's what happened to you. #mentalhealthishealth #personnotlabel #invisibleillness</p> <p>Group 4 <a href="#">Presentation</a></p>	<p>Anne (Mentor) Victor, Medicine Matthew, OT Ayah, Pharmacy Ale, Nursing</p>
5	<p>What we have failed to realize in the hierarchy of our healthcare system is that everyone is just human – and that's that.</p> <p>Group 5 <a href="#">Presentation</a></p>	<p>Ashley (Mentor) Sarah, OT Vivian, GC Keiko, Medicine</p>
6	<p>A person's relationship with the healthcare system changes over time, the same person may be a professional, advocate, caretaker, patient...</p> <p>Group 6 <a href="#">Presentation</a></p>	<p>Betty (Mentor) Ariel, OT Julia, GC Winston, Medicine</p>
7	<p>Make Patient Centered Care a Reality...listen, involve, advocate, educate, communicate, evaluate, &amp; liberate #patientpower</p> <p>Group 7 <a href="#">Presentation</a></p>	<p>Bruce, Mentor Heather, OT Ali, Nursing Joanne, Dentistry</p>
8	<p>The Health Mentors Program was an extremely valuable experience for all of us and allowed us to gain insight into what it means to live with a chronic illness and the importance of patient centered care.</p> <p>Group 8 <a href="#">Presentation</a></p>	<p>Carla (Mentor) Natalie, OT Amy, CG Grace, Medicine Elise, PT</p>
9	<p>Health care professional might be experts in their fields, but patients are experts in their lives. Listen, communicate, and work with them, not on them.</p> <p>Group 9 <a href="#">Presentation</a></p>	<p>Chris (Mentor) Eire, OT Melissa, GC Negar, Dentistry Ariane, PT</p>

10	<p>Anyone can have a disability, it is a matter of perspective. You can argue that someone in an environment not created with them in mind is "disabled". Society has created environments that don't cater to all members living in that society. This needs to change.</p> <p>Group 10 <a href="#">Presentation</a></p>	<p>Cindy (Mentor) Sunny, OT Courtney, GC Chantelle, Nursing</p>
11	<p>All healthcare professionals have a role in empowering clients to take charge of the decisions made for their health - they are the experts of their own health, after all!</p> <p>Group 11 <a href="#">Presentation</a></p>	<p>Hilary (Mentor) Rosemary, OT Dasom, Medicine Jody, Dentistry</p>
12	<p>Many people with chronic illness possess incredible resilience- a secret weapon in their lifelong healthcare journey. As healthcare professionals, we can reinforce and support our patients' resilience to enhance their care. #chronicillness #healthcare #resilience #teamwork</p> <p>Group 12 <a href="#">Presentation</a></p>	<p>Eirikur (Mentor) Aurora, OT Alesia, Medicine Miranda, SLP Lee Anne, Nursing</p>
13	<p>Conversation with the healthcare team, as opposed to being told what to do.</p> <p>Group 13 <a href="#">Presentation</a></p>	<p>Elizabeth (Mentor) Bethany, OT Caitlin , Medicine Shirley, Dentistry Golzar, Nursing</p>
14	<p>Patient centered care is a two-way street between health professionals and patients. Let's create a safe space for patients to communicate openly!</p> <p>Group 14 <a href="#">Presentation</a></p>	<p>Eve (Mentor) Eloise, OT Sarah, Medicine Julia, Pharmacy</p>
15	<p>The complexities of managing a chronic condition is like a full-time job; it requires navigating the healthcare system &amp; its power dynamics.</p> <p>Group 15 <a href="#">Presentation</a></p>	<p>Jodi (Mentor) Anna, OT Helia, Medicine Gina, Pharmacy</p>
16	<p>The Importance of Advocacy to Support Effective Patient-Centered Healthcare</p> <p>Group 16 <a href="#">Presentation</a></p>	<p>Jon (Mentor) Rachel, Nursing Sadiq, Medicine Katie, OT</p>

<p>17 In our ideal healthcare team, each profession is not on their own; they all can rely on each other. The patient is always at the center, while us, as the healthcare professionals are contributing to their overall wellness through our own distinct area of expertise.</p> <p>Group 17 <a href="#">Presentation</a></p>	<p>Jordan (Mentor) Michele, OT Emily, Medicine Lisa, Pharmacy Valerie, SLP</p>
<p>18 Inclusion is about personal choice.</p> <p>Group 18 <a href="#">Presentation</a></p>	<p>Karen (Mentor) Mark, Medicine Alison, OT Binta, Pharmacy Tse Ning, PT</p>
<p>19 Consider each person has a past, feelings, goals, stories. Give wholesome care that's not transactional. Collaborate interprofessionally.</p> <p>Group 19 <a href="#">Presentation</a></p>	<p>Katrina (Mentor) Vinci, OT Michael, Medicine Mariah, Pharmacy Riley, Nursing</p>
<p>20 True person-centred care enhances resilience and improves quality of life for all. #BuildingBridges</p> <p>Group 20 <a href="#">Presentation</a></p>	<p>Kristie (Mentor) Jessica, OT Jordan, Medicine Natalia, SLP</p>
<p>21 Listen to your patient, he is telling you the diagnosis. - William Osler</p> <p>Group 21 <a href="#">Presentation</a></p>	<p>Laurette (Mentor) Anna, OT Stefanie, Medicine Justin, PT Lisa, SLP</p>
<p>22 I'm the captain of my own boat, and if you can't pull in the same direction as me then you can't be in my boat...we are partners in care.</p> <p>- Lelainia Lloyd</p> <p>Group 22 <a href="#">Presentation</a></p>	<p>Lelainia (Mentor) Fouziah, OT Sophie, Dentistry</p>
<p>23 Invisible disabilities are just as disabling as visible ones, with many factors involved.</p> <p>Group 23 <a href="#">Presentation</a></p>	<p>Lesle (Mentor) Alicia, OT Olivia, Medicine Ivana, SLP</p>

24	<p>We must focus on strengths as much as impairment, the person as a whole as much as their diagnosis, on advocacy just as much as education. Think of how radical our health care system could be if patient connection and support were prioritized just as much as expertise and skill.</p>	<p>Mandy (Mentor) Chantal, OT Sina, Medicine Claire, SLP</p>
<p>Group 24 <a href="#">Presentation</a></p>		
25	<p>Individuals, families, and health professionals form the healthcare team #family-centeredcollaboration.</p>	<p>Marge &amp; Eric (Mentors) Carmen, OT Claire, Pharmacy Peter, Medicine Connie, Nursing</p>
<p>Group 25 <a href="#">Presentation</a></p>		
26	<p>Help with illness. Listen to stories. Bond with people.</p>	<p>Mark (Mentor) Chloe, OT Ted, Medicine Kristen, PT</p>
<p>Group 26 <a href="#">Presentation</a></p>		
27	<p>Advocacy</p>	<p>Mike (Mentor) Helena, OT ZhaoKai, Medicine Grace, PT</p>
<p>Group 27 <a href="#">Presentation</a></p>		
28	<p>Holistic treatment with effective life-long interdisciplinary mental health support for physiologically-based chronic conditions like diabetes is essential from the moment of diagnosis.</p>	<p>Mollie (Mentor) Chihori, OT Tara, Nursing Hafsa, Pharmacy</p>
<p>Group 28 <a href="#">Presentation</a></p>		
29	<p>Managing hearing loss requires teamwork. The individual is the captain &amp; healthcare professionals are supportive team players.</p>	<p>Nicole (Mentor) Janice, OT Rachel, Medicine Regina, SLP</p>
<p>Group 29 <a href="#">Presentation</a></p>		
30	<p>Challenges occur from having complex health conditions. Your courage, attitude and relationships built will determine your quality of life.</p>	<p>Norine &amp; Sienna (Mentors) Lisa, OT Matthew, Medicine Nooreen, Pharmacy</p>
<p>Group 30 <a href="#">Presentation</a></p>		

<p>31 Share your knowledge through information, appreciate differences in communication, and help advocate for your clients</p> <p>Group 31 <a href="#">Presentation</a></p>	<p>Pam (Mentor) Zoe, OT Marelle, Nursing Lindsey, PT</p>
<p>32 After stroke, it was essential that we challenge my brain systems, immediately.</p> <p>Group 32 <a href="#">Presentation</a></p>	<p>Rob (Mentor) Jessica, OT Ryan, Medicine Lexa, SLP Mikaela, Nursing</p>
<p>33 Not all disabilities are visible. Disabilities are a spectrum, can be physical or mental. A person should not be defined by their disability.</p> <p>Group 33 <a href="#">Presentation</a></p>	<p>Sarah (Mentor) Susanna, OT Amy, Pharmacy Kaitlyn, SLP Dayna, Nursing</p>
<p>34 Envisioning a client centred health care system that also supports, educates and empowers people in effective self-management.</p> <p>Group 34 <a href="#">Presentation</a></p>	<p>Sasha (Mentor) Candace, OT Mateya, Pharmacy Emma, SLP</p>
<p>35 Understanding people's experiences is integral to improving #qualityofcare and #clientcentredcare. Our Health Mentor taught us that compassionate, collaborative, and supportive care can have a profound impact on the lives of clients and their caregivers.</p> <p>Group 35 <a href="#">Presentation</a></p>	<p>Sheila (Mentor) Christopher, OT Natalie, Pharmacy Elisa, SLP</p>
<p>36 Curiosity, open-mindedness, reflection &amp; transparent communication: these develop trust and mutual respect between clinician and client.</p> <p>Group 36 <a href="#">Presentation</a></p>	<p>Thom (Mentor) Jessica, OT Shayda, Medicine Geoff, SLP Kelsey, Nursing</p>

<p>37 Caregivers carry an enormous and invisible responsibility while caring for others, often providing the communication link between healthcare providers and patients. Healthcare providers need to understand this weight and help to lift it by collaborating and communicating with the patient's healthcare team.</p> <p>Group 37 <a href="#">Presentation</a></p>	<p>TJ (Mentor) Jessica, OT Tara, Medicine Emily, PT Shaina, SLP</p>
<p>38 Effective collaboration and communication between members of the interdisciplinary healthcare team is the foundation of patient-centered care.</p> <p>Group 38 <a href="#">Presentation</a></p>	<p>Anne &amp; Renee (Mentors) Kristen, OT Erin, Medicine Gagan, SLP</p>

*The UBC Interprofessional Health Mentors (HM) Program is coordinated by the Patient & Community Partnership for Education in the Office of UBC Health.*

**For more information about the HM program contact:**

Jen Macdonald, Health Mentors Coordinator at  
jen.macdonald@ubc.ca

Patient & Community Partnership for Education, UBC  
400-2194 Health Sciences Mall  
Vancouver BC V6T 1Z3

tel (604) 822-8002

<http://pcpe.health.ubc.ca/healthmentors>

The Health Mentors program is sad to learn of the passing of mentor Helen Noonan. Helen shared her valuable healthcare experiences with our students and was an essential part of our program for many years, volunteering as both a mentor and a member of our steering committee.