



Disabilities can be invisible  
 Treat patients as people, not illnesses  
 Empathy requires understanding  
 Ask them for training and following advice  
 Talk to patients, not about them



# The 10th Annual UBC Interprofessional Health Mentors Program Virtual Symposium

March 29, 2021

5:30pm - 7:30pm



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 48 mentors and 186 students in the 2020-21 program.

In the 2021 Virtual Symposium the HM participants will share their learning with other UBC students, faculty, and the community through interactive electronic presentations. Each group has prepared a “tweet,” a short phrase that summarizes the most important idea or theme that the group has learned and would like to share.

# 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 Healthcare professionals - start looking beyond the diagnosis! Holistic care with inclusive services is the future. Person before disease.	Alla, Mentor Jacob, Genetic Counseling Jessica, Medicine Kirsten, Nursing Simone, Occupational Therapy
2 The challenges of returning to daily life post-hospital discharge for individuals with a schizophrenia diagnosis.	Linda, Mentor Caitlin, Occupational Therapy Krista, Audiology Lauren, Medicine Wency, Nursing
3 Tailoring your Health Concerns People Matter Think Twice -- Speak Once!	Alexandra, Mentor Amanda, Medicine Eunice, Occupational Therapy Kaitlyn, Audiology Vasko, Physical Therapy
4 My knowledge is different from your knowledge.	Ashley, Mentor Arizah, Occupational Therapy Grace, Medicine Reyna, Physical Therapy Roopan, Nursing
5 The importance of placing patients with lived experiences and their caregivers at the center of the interdisciplinary healthcare team.	Betty, Mentor Lily, Medicine Negin, Dentistry Rebecca, Occupational Therapy
6 Health issues don't discriminate. Collaborating with patients who had to suddenly and unexpectantly reinvent themselves is key.	Bruce, Mentor Ashtyn, Speech-Language Pathology Colby, Occupational Therapy Melissa, Nursing Thumri, Medicine
7 Exceptional health care is a result of teamwork, meaningful relationships, and resiliency.	Cathleen, Mentor Hanna, Dentistry Megan, Nursing Mehima, Medicine Urian, Occupational Therapy

8	Medical care results from standing alone outside the window looking in. Individual care results when the window is opened.	Cindy, Mentor Angie, Occupational Therapy Jeff, Kinesiology Mina, Medicine Samantha, Nursing
9	I have spondyloarthritis, it does not have me.	Don, Mentor Cayla, Occupational Therapy Eleanor, Nursing Jessica, Medicine Kiara, Genetic Counselling
10	Everyone has a unique health journey. The client should be treated as an ally and expert in their journey, not just a patient.	Donovan, Mentor Gurshan, Kinesiology Jessica, Nursing Mariah, Occupational Therapy Rachel, Medicine
11	Everyone, including the patient, holds an equal seat at the table in #patientcenteredcare; sharing experiences, knowledge, and respect, working toward common goals.	Jenny, Mentor Carrie, Occupational Therapy Claire, Medicine Kayla, Nursing Samantha, Kinesiology
12	Illness does not define me; I define what my illness means to me.	John, Mentor Amna, Occupational Therapy Chloe, Medicine Hillary, Speech-Language Pathology Valerie, Nursing
13	It is important to collaborate as a cohesive healthcare team and keep the patient at the centre of care while listening to their concerns.	Larry, Mentor Anam, Pharmacy Anna, Speech-Language Pathology Brandon, Medicine Daniel, Kinesiology
14	Living away from a major health centre while going through a double lung transplant is manageable, but it takes a village! #ruraltransplant	Judith, Mentor Faith, Speech-Language Pathology Paby, Pharmacy Micheline, Medicine Olivia, Nursing
15	Patient-centered care is person-centered care that acknowledges humanity and the patient as more than just their disease/disability. #HMP15	Karen, Mentor Allison, Speech-Language Pathology Crystal, Medicine Daniela, Occupational Therapy Lauren, Nursing
16	Practicing with a holistic and integrative approach to treatment guided by understanding patient values and life circumstances.	Eva, Mentor Katherine, Kinesiology Ricky, Dentistry Suzanne, Medicine
17	Exploring Lynda's experience navigating the health care system, we discussed topics from multiple perspectives, like words and their meaning.	Lynda, Mentor Ainsley, Occupational Therapy Caitlyn, Nursing Kristin, Medicine Mackenzie, Speech Language Pathology
18	Health care is client centered care! Being part of the client's journey is a privilege, not a right! The client is more than a diagnosis.	Mariana, Mentor Abigail, Occupational Therapy Bryan, Medicine Elizabeth, Nursing Nicole, Speech-Language Pathology

19	We don't know what's going to be thrown at us, but we can choose to work with our healthcare team to handle it with resiliency and optimism.	Matt, Mentor Ola, Medicine Anmol, Pharmacy Hannah, Nursing Sarah, Speech-Language Pathology
20	Words to Live By: The Power of Communication in Healthcare. The language we use, the perspectives we take, and the books we read.	Moffatt, Mentor Elliott, Nursing Emma, Medicine Katie, Occupational Therapy Jessie, Pharmacy
21	Ultimate care is achieved when the expertise of health care providers is combined with the expertise of patients.	Natalie, Mentor Keiran, Nursing Mehala, Occupational Therapy Michelle, Speech-Language Pathology Taylor, Medicine
22	Patient experience must inform access & advocacy, not stigma & assumptions about the visibility of disability.  #PharmacareNow #Insulin4All	Rowan, Mentor Ann, Genetic Counselling Catherine, Medicine Emma, Speech-Language Pathology Sam, Nursing
23	Powerful questions, listening, curiosity, and respect - the foundation of trust and a meaningful patient/provider partnership.	Christine, Mentor Manroop, Pharmacy Maureen, Occupational Therapy Orla, Nursing Sarah, Medicine
24	Person-centred care involves seeing the person as a whole, not just a diagnosis. It is about showing compassion and supporting the human.	Vikram, Mentor Denise, Occupational Therapy Simrat, Kinesiology Rohan, Medicine
25	Empathy versus sympathy. Importance and impact of informed, collaborative decision making between the healthcare team and patient.	Cheryl, Mentor Annika, Nursing Luke, Medicine Maya, Pharmacy Simrin, Speech-Language Pathology
26	Walk beside the client, not in front of them!	Chris, Mentor Jennifer, Nursing Lauren, Speech-Language Pathology Rebecca, Occupational Therapy Yi, Medicine
27	The foundation to a fruitful therapeutic relationship is rapport-building.	Chris, Mentor Allandra, Occupational Therapy Juan, Kinesiology Philip, Physical Therapy
28	Collaborative partnerships are reciprocal and adaptive. They involve continually seeking to fully understand the desires of our patient.	Cindy, Mentor Alissa, Medicine Elisabeth, Occupational Therapy Jasmine, Physical Therapy Sujin, Audiology
29	Change through innovation – improving the treatments and changing the narratives through advocacy in HIV.  #ItTakesAVillage	Darren, Mentor Erica, Pharmacy Jennifer, Kinesiology Rachel, Nursing Rit, Medicine
30	Navigating illness is a long uphill climb, even for the strongest client advocate: health care workers must ensure their patients are not left climbing alone.	Hilary, Mentor Erica, Pharmacy Laura, Medicine Sarah, Occupational Therapy William, Kinesiology

31 Change the status quo w/ other HCPs? "Nothing 2 me w/o me": We learned to work w/ our pts not on our pts. Empower pts to improve outcomes.	Elizabeth, Mentor Adelena, Occupational Therapy Benjamin, Nursing Tammy, Medicine Kyla, Dentistry
32 Collaborative care by a multidisciplinary team of OTs, kinesiologists, and physicians helps in a timely diagnosis and management of invisible illnesses such as ME.	Janet, Mentor Darby, Kinesiology Mahraz, Medicine Mariam, Occupational Therapy
33 "Why don't you just get over it?", they say. But for her, this was not the way. Instead, she chooses to accept and have her own say.	Jo-Anne, Mentor Courtney, Kinesiology Heather, Occupational Therapy Kenneth, Medicine Rana, Dentistry
34 Inclusive & effective care is led by a client's lived experience. Listen to the client's insights to guide best services, resources & treatments.	Jodi, Mentor Alanna, Nursing Chiara, Medicine Jen, Occupational Therapy Nikki, Kinesiology
35 The patient's interdisciplinary team is greater than the sum of its parts. #wereallinthistogether	Jon, Mentor Amrit, Nursing Katrina, Occupational Therapy Ko Ta, Medicine Myah, Kinesiology
36 <b>Inclusion</b> in disability care should look at the <b>whole person</b> , rather than just the disability.	Karen, Mentor Crystal, Audiology Donna Mae, Kinesiology Sarah, Medicine Wilson, Occupational Therapy
37 Person centred care is thrown around a lot but it must be remembered! We should be focusing on it the entire time. It's not a new trend.	Mike, Mentor Brechan, Physical Therapy Jessica Li, Occupational Therapy Joslyn, Dentistry Kathy, Medicine
38 Listen with the intent to understand, not to respond.	Kristie, Mentor Jordyn, Medicine Maxwell, Dentistry Shannon, Kinesiology Victoria, Occupational Therapy
39 Client centred care: listening w/o judgement, empathy, dismantling ableism, respond vs react, allowing all voices, patients are the experts.	Katrina, Mentor Jessica, Medicine Kimberly, Occupational Therapy Lauren, Audiology Zoe, Kinesiology
40 Communication is key and how you say things matter! #Communication #PatientCenteredCare #CulturallySafeCare #InterprofessionalTeams	Lelainia, Mentor Aisling, Physical Therapy Julia, Medicine Seerat, Kinesiology Shannon, Occupational Therapy
41 The way in which health care professionals communicate with patients, and with each other, greatly impacts quality of care.	Mandy, Mentor Alison, Speech-Language Pathology Emma, Genetic Counselling Jacqueline, Physical Therapy Taylor, Medicine

42	Who is the person behind the patient?	Mark, Mentor Alisha, Medicine Jamie, Pharmacy Nicole, Occupational Therapy Sukhi, Physical Therapy
43	Communication: patient-centered, collaborative, intentional, and relational.	Melody, Mentor Cheyenne, Occupational Therapy Julia, Medicine Manraj, Genetic Counselling Nicole, Speech-Language Pathology
44	We need to be aware of patient-centered care. It's the future.	Pam, Mentor Arden, Kinesiology Isabel, Speech-Language Pathology Mary, Medicine Sylvie, Occupational Therapy
45	"Survivor," "You're so brave." We can't make assumptions, you're more than a diagnosis. Practice whole person care with compassion.	Sasha, Mentor Erika, Medicine Lilyan, Pharmacy Sharon, Occupational Therapy
46	For care to be truly patient-centred, collaboration amongst HCPs must be complemented by a health information system that records and shares relevant patient information in an effective manner; without such a system, the cost of ineffective information sharing is inadequate care.	Stephen, Mentor Ali, Medicine Claire, Speech-Language Pathology Maria Julia, Kinesiology Buffy, Occupational Therapy
47	The four pillars of patient centred care are advocacy, empathy, trust, and respect.	Fran, Mentor Sean, Pharmacy Jennifer, Occupational Therapy Rylind, Kinesiology
48	My doctor prohibits my access to MY medical records. Unfair! #medicalrecordrights	Derek, Mentor Amy, Medicine Brenden, Occupational Therapy Loryn, Genetic Counselling Samantha, Pharmacy

## Celebrating 10 Years of Health Mentors!

The UBC Interprofessional Health Mentors Program is proud to celebrate our 10th anniversary in the education of health care professionals. The Health Mentors program is a powerful example of community-based transformative learning. Over 1,500 students and 200 mentors have taken part since the program began in 2011. This year in response to Covid-19, the Health Mentors Program has continued to innovate with online group meetings and our 2021 Virtual Symposium.

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

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