

# Health Mentors ▼ Symposium

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**Tweet:** Communication is key and how you say things matter!

#Communication #PatientCenteredCare #CulturallySafeCare  
#InterprofessionalTeams

# Valuable Learnings

## 1) Communication – words and their meaning

- Different types of words and terms that are used to associate with different people (e.g. clients vs. patients)
  - Using client over patient is more about working WITH the person rather than working FOR them
- Advocate for client/patient through communicating and liaising with other healthcare professionals – don't leave the burden on patient or client
- Be mindful of the language you use

# Valuable Learnings

## 2) Patient-Centered Care

- Each person knows their own body/health → listen to the client/patient!
- Building trusting relationships and environments
- Be humble – you don't know what you don't know
- Focus on what the client/patient's goals are, and what they want from their care
- Clients/patients are experts of their own health!

# Valuable Learnings

## 3) Value of Interprofessional Care Teams

- Working in TEAMS and not silos
- Including the client/patient in care planning and coordination of their care
- Clear communication between health teams to optimize client/patient care

# Valuable Learnings

## 4) Practice Culturally Safe and Sensitive Care

- Be respectful of clients/patients' cultures, values and beliefs
- Building trusting relationships
- As healthcare providers, we are learners – the patient is the expert
- Acknowledging and actively dismantling unequal power dynamics that exist between provider and patient/clients
- Be kind!
- Be aware and thoughtful of vulnerabilities patient/client may feel in healthcare interactions

# Valuable Learnings

## 5) Information

- Being careful of sources of information you use
- Provide resources for the patients/clients you are working with!
- Check-in with patients re: extended coverage for medications, other medical aids/equipment
  - Think about the client/patient and if they have the means to get these resources
- Tailor information you are providing to client/patient
  - For example: present info in another way so client/patient can better understand