



PATIENT & COMMUNITY VOICES WORKSHOPS 2008-2021

2020-2021 Series

Allies in Health: Connecting with Communities *New*

Partners: BC Hepatitis Network, Community Living Society, Family Support Institute, Scleroderma Association

Unmet Health Care Needs: The Impacts of Poorly Understood Chronic Diseases *New*

Partners: ME Victoria Association, MEFM Society, National MEFM Action Network, BC Lyme Association

Stereotypes, Truth & Reconciliation in Health Care *New*

Partner: Indian Residential School Survivor Society

Substance Use Care: Addressing Stigma in the Health System to Improve Patient Outcomes *New*

Partner: BC Centre on Substance Use

A Caregiver's Journey: Heartbreak and Love

Partner: UBC Health Mentors

Mental Health: Empathy & Compassion

Partner: Pathways Serious Mental Illness Society

A Space to Thrive: Enhancing Care for Teenage Girls Who Live in Poverty

Partner: Justice For Girls

Patient & Community Voices Workshops are designed by community members with input from faculty and students. They typically last **2 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, **79** 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. The workshop series is part of the curriculum in the UBC Master of Occupational Therapy (MOT) program.

Future: In 2020-21 we adapted the workshops for online delivery via Zoom. 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 development and scheduling with the healthcare programs. The promise is enriched education for our students and social accountability by our academy.

Additional Workshops (not offered in 2020-2021)

The Lived Experience of Spinal Cord Injury

Partner: Spinal Cord Injury BC

Talk is Cheap: Living and communicating with aphasia

Partner: UBC Aphasia Mentoring Program

Learning to Provide Better for Deaf & Hard of Hearing

Partner: Wavefront Centre for Communication Accessibility

Trans Health 101

Partner: Trans Care BC

Positive Reflections and Voices Unheard: Learning from persons living with HIV

Partners: Positive Living BC and UBC Health Mentors

The Lived Experience of Drug Use

Partner: Megaphone Speakers Bureau

Mental Wellness: A Way of Life

Partner: Richmond Consumers and Friends Society



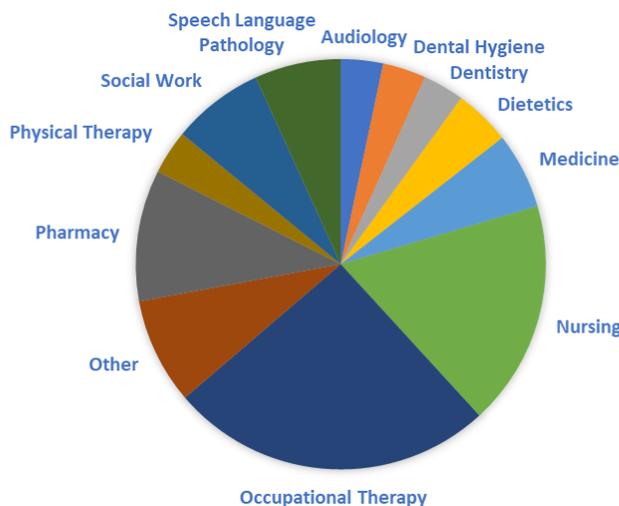
meetingofexperts.org

Since 2008 we've held **79** workshops with over **1,350** students
and over **200** community educators

Student Programs

More than 1,350 students from 12 UBC health and human service programs participated in the workshop series 2008-2021:

Audiology (45)	Pharmacy (140)
Dental Hygiene (46)	Physical Therapy (47)
Dentistry (44)	Social Work (98)
Dietetics (60)	Speech Language Pathology (92)
Medicine (81)	Other (113)
Nursing (240)	
Occupational Therapy (345)	



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



Evaluation

Workshops are highly rated by students. On a scale of 1-5 (1 = one of the worst and 5 = one of the best), **82% of students rate the workshops 4 or 5**, a mean of **4.2**.

"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.

Financial support for program coordination provided by the Office of UBC Health.

Further Reading:

Ham J, Towle A, *Shyng G. (2021). Deaf and hard of hearing awareness training: A mentor-led workshop. *The Clinical Teacher*; 18(2):180-185.

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