

Health Mentors Symposium 2022

[Add full names and discipline below]

Group 8

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Be Mindful

Never make assumptions about what insights and information individuals may know or how much they would like to know.

Provide time to allow the patient to share their story, what they hope to learn, who they would like to involve in their care, what they hope to achieve in terms of their ideas of holistic health.

Help to empower individuals to lead their paths toward their own goals of care.

Be mindful of the language you use, and how seemingly “de-identified” information and storytelling to colleagues could still break confidentiality. **Work collaboratively** with allied health, patients, and their families, and work towards holistic health and wellbeing as defined by the patient’s own understanding and perception of what health looks like.



Unique Expertise

Understand that the patient or client is the expert *of their own life experiences*, which includes their illness/disability.

Ask for their experience. **Encourage** self management. **Honour diversity** and **autonomy**. **Be adaptable** to their preference and cultural practice. **Support** them to be an informed decision makers. **Provide** them with education and alternatives.



Stigma and Words

Different people prefer to **identify with different words**. The most important takeaway is to **respect the wishes of the patient** and to make sure you use language that makes them feel comfortable. Every individual **has their own experience** with stigma and language in the healthcare system and **their own preferences** that need to be respected.

The word 'disability' can sometimes carry a lot of weight and be seen negatively - people **may not want to identify with the word disability**, and may prefer to use words such as diversability or neurodiversity. On the other hand, some people **do identify as having a disability** and are unable to do certain things without help. **Using words other than disability may downplay their disability** and negate the fact that people need and deserve help to live satisfying lives.



KEY TAKEAWAYS FROM THE YEAR

Words and meanings: respect the preferences of each individual

Living with chronic disease/disability: validate their lived experience with an open heart

Patient/client-centred care: the client is the expert on their own life, so integrate their experiences and knowledge into how you provide care for them.

Sharing health information: always take care to be as confidential as possible

Challenge/Question: What kind of skills or tools can healthcare professionals use to ensure that the professional's and the client's experiences and knowledge are integrated?