

PATIENT & COMMUNITY VOICES WORKSHOPS 2008-2024

2023-2024 Series

A Caregiver’s Journey: Heartbreak & Love

Partner: UBC Health Mentors

Disability Health

Partner: Disability Alliance BC

Mental Health: Empathy & Compassion

Partner: Pathways Serious Mental Illness Society

Positive Reflections and Voices Unheard: Learning from Persons Living with HIV

Partner: Persons Living with HIV

Stereotypes, Truth & Reconciliation in Health Care

Partner: Indian Residential School Survivor Society

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

Partner: BC Centre on Substance Use

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

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

Mental Wellness

Partner: Richmond Mental Health Consumer and Friends Society

Additional Workshops (not offered in 2023-24)

Allies in Health: Connecting with Communities

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

Learning to Provide Better for Deaf & Hard of Hearing

Partner: Wavefront Centre for Communication Accessibility

Spinal Cord Injury and Recovery

Partner: ICORD

Talk is Cheap: Living and Communicating with Aphasia

Partner: UBC Aphasia Mentoring Program

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, **107** 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 a part of the curriculum in the UBC Master of Occupational Therapy (MOT) program.

Future: In 2020-2024, we continued adapting 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.



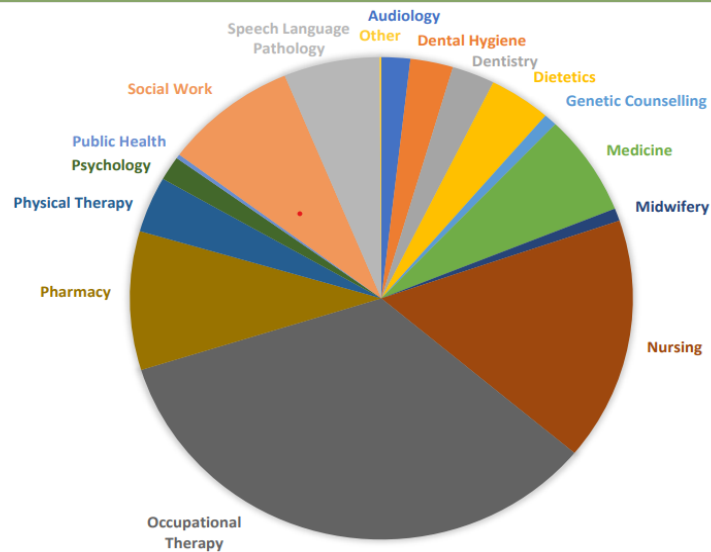
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Since 2008, we have held **107** workshops with **1,736** students and over **293** community educators.

Student Programs

1,736 students from **15 UBC health and human service programs** participated in the workshop series 2008-2024:

Audiology (33)	Pharmacy (166)
Dental Hygiene (49)	Physical Therapy (67)
Dentistry (49)	Psychology (29)
Dietetics (71)	Public Health (5)
Genetic Counselling (15)	Social Work (153)
Medicine (121)	Speech Language Pathology (110)
Midwifery (15)	Other (2)
Nursing (291)	
Occupational Therapy (609)	



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), **the majority of students rated the workshops 4 or 5, with a mean of 4.32.**

Highlights of our students' learning include:

"I learned that empowerment of individuals navigating the healthcare system means respecting, listening, and hearing their side of the story, and questioning 'non-compliance' as a statement in a health file." – **Occupational Therapy Student**

"I feel like I learned a lot about the individuals who experience medical conditions in relation to their mental well-being. It gave me perspective about how I can be a better clinician in the future." – **Audiology Student**

"I truly valued the individual stories of the presenters, how real and vulnerable they were, and how not only did they share some deep personal traumas but also gave us ideas about how to move forward, insights into what were the most heartfelt moments for them, and what we as future healthcare professionals can do to provide healing." – **Occupational Therapy Student**

Acknowledgements

Thank you to all community educators for volunteering their time and sharing their stories with UBC students.

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

Further Reading:

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

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