



PATIENT & COMMUNITY VOICES WORKSHOPS 2008-2025



2024-2025 Series

A Caregiver's Journey: Heartbreak & Love

Partner: UBC Health Mentors

Disability Health

Partner: Disability Alliance BC

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

Building Safer Spaces: Healthcare for Trans and Gender-Diverse People

Partner: Family Services of the North Shore

Voices in Serious Mental Health – Compassionate Care (in-person, Prince George)

Partner: BC Schizophrenia Society

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

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

Additional Workshops (not offered in 2024-25)

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

Partner: BC Centre on Substance Use

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

Mental Health: Empathy & Compassion

Partner: Pathways Serious Mental Illness Society

Patient & Community Voices Workshops are designed by community members with input from faculty and students. They typically last **2 hours** and are held either in a community setting outside usual class time or online over Zoom. 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, **114** 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.

Future: We will continue delivering interprofessional workshops both online via Zoom and in person, with the goal of enriching student learning and supporting curricular integration. 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.



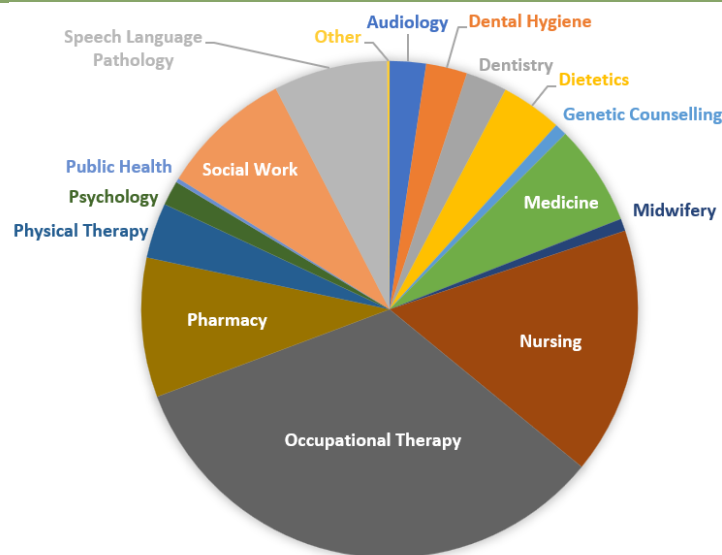
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Since 2008, we have held **114** workshops with **1,862** students and **319** community educators.

Student Programs

1,862 students from over **15** UBC health and human service programs participated in the workshop series 2008-2025:

Audiology (44)	Pharmacy (169)
Dental Hygiene (50)	Physical Therapy (67)
Dentistry (50)	Psychology (30)
Dietetics (74)	Public Health (5)
Genetic Counselling (15)	Social Work (160)
Medicine (122)	Speech Language Pathology (138)
Midwifery (15)	Other (3)
Nursing (299)	
Occupational Therapy (621)	



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



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. (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.

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**