



## Learning from Patients, Caregivers and Others with Lived Experience

### The work of Patient & Community Partnership for Education (PCPE), Office of UBC Health, 2016-2017

1. Opportunities for Students to Learn from Patients Offered through PCPE
  - **Interprofessional Health Mentors Program:** A 16-month program for students from different health disciplines to learn from and with a mentor who has a chronic condition or disability, or a caregiver. Over 1000 students and 150 mentors have participated since 2011.  
“I think that it definitely changed the way that I looked at patient experiences and made me think a lot about, okay, there’s a person behind this disease. Cause we get stuck on that a lot in medicine.” – PGY1 Resident, Internal Medicine
  - **Patient & Community Voices Workshops:** A series of community-led workshops that introduce students to the challenges and resources available for people living with conditions such as HIV, aphasia, epilepsy or mental illness. Over 700 students have taken part in 45 workshops since 2008.  
“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
  - **‘Community as Teacher’ Cultural Camps Program:** UBC students attend summer camps put on by Xyolhemeylh (Fraser Valley Aboriginal Children & Family Services) where they learn about Aboriginal history and culture. Nearly 200 students have participated since 2006.  
“This camp has really changed me and my way of looking at things forever. I am deeply inspired by this camp and am so grateful for this opportunity!” – Minnie Teng, Occupational Therapy Student.
  - **‘Talk to Your Doc’ High Schools Outreach Program (FLEX MEDD 419 & 429):** Talk to Your Doc helps high school students learn how to find a doctor, prepare for an appointment and doctor-patient confidentiality. Since 1999, more than 350 workshops have been delivered to over 10,000 high school students across British Columbia.
  - **Community Involvement in Co-Creation of Educational Materials for Health Advocacy:** A model workshop for teaching health advocacy, co-created with representatives of community-based advocacy organizations, based on the concept of health advocacy by physicians as being a collaborative effort with patients and community agencies.  
“It made me think more about the role that community agencies play in caring for seniors and reminded me that I need to learn more about them and that they are potential partners in advocacy.” – Medical Resident



- **Expanding Opportunities to Learn from Patients:** With grants from the UBC Teaching and Learning Enhancement Fund and UBC Equity Enhancement Fund we are developing and testing new ways to support more students to learn from patients through a web-based platform. Priority topics identified by students include: LGBTQ/2S Health, cultural competency, addiction, mental health, sexual health, chronic pain, and disability.  
“I wish there was more about refugees, people learning a second language, anyone else who’s marginalized [...] more threading it all in.” - Speech-language Pathology student  
“[LGBTQ issues] has been a topic that’s been slow to catch on, especially in Social Work...it’s a topic that’s really important to me and I keep up with it from my friends and from reading online, and there were lots of things I felt were not up to date [in course materials and readings].” – Social Work Student

## 2. Patient Engagement in Education Activities Facilitated by PCPE

- **Patients in Education (PIE):** PCPE is supporting the development of an independent community group to promote and facilitate patient and community expertise in health professional education  
<http://www.patientsineducation.org/>
- **UBC Health Patient & Community Advisory Committee (PAC):** The [Patient & Community Advisory Committee \(PAC\)](#), a standing committee of the Health Council set up in May 2017, is co-chaired by PCPE.
- **R. Paul Kerston Community Educator Award:** The [R. Paul Kerston Award](#), part of the UBC Health Awards Competition, is named after long-time community educator, R. Paul Kerston, and was established by PCPE in 2014 to honour outstanding patients and community educators who have expanded student learning beyond traditional professional boundaries.
- **Filling Requests for Patient/Public Involvement from UBC**
  - **Health Care Team Challenge** – 1 public member for adjudication panel  
“[She] brought a unique perspective to the Health Care Team Challenge, and was able to provide the students with insight into cultural gaps in the interactions of Aboriginal communities from home reserves and Aboriginal communities off reserve.” – Program Coordinator
  - **UBC Physical Therapy 516** course session on patient interviewing – 12 patient volunteers  
“The volunteers enable us to simulate an actual clinical encounter and add a depth of realism which is simply not possible with role play or other student led activities. They speak from the heart and tell students how it feels to be on the receiving end of treatment.” – Sue Murphy, Dept Physical Therapy
  - **Integrated Interprofessional Clinical Placement Curriculum Model (i-IPCPC) Project** – 2 public members for steering committee
  - **UBC Health Council** – 1 new public member
  - **UBC Health Awards Committee** – 2 patient/public representatives
- **Filling requests for student participation from community organizations**
  - **Scleroderma Society of BC** sponsored 11 UBC students (Dentistry, Kinesiology, Medicine, Nursing, Pharmacy) to attend their annual conference.  
“As students we rarely have the opportunity to see patients once they leave the clinic or hospital. The conference was a nice window into how patients function day-to-day, it was enlightening to see how patients are being proactive about their condition and the community that exists in Scleroderma.” - Jasmine Cheng, Medical Student
  - **Myalgic Encephalomyelitis Fibromyalgia Society of BC** sponsored 4 medical students at the documentary film screening of “Unrest”.



### 3. Dissemination and scholarship

#### ➤ Patient & Community Voices at UBC Newsletter

A monthly newsletter to promote patient and public involvement at UBC, reaching over 1500 people in the university, local community and internationally. Over 40 issues since 2014:

<http://meetingofexperts.org/categoryfeaturenews/newsletter/>

#### ➤ Grants:

**Patients as Educators in Health Professions Education: Impact and Sustainability** (Association for Medical Education in Europe)

**Patient involvement in Canadian medical education: an historical study to inform the future** (Associated Medical Services)

**Long-term impact of learning from patients on professional identity and practice** (College of Physicians and Surgeons of BC)

**The patient voice in cultural diversity training for patient centred outcomes** (Patient-Centred Outcomes Research Institute)

#### ➤ Selected Publications and Presentations

**Cheng P\***, Towle A (2016). [How patient educators help students to learn: An exploratory study](#). *Medical Teacher*, DOI:10.1080/0142159X.2017.1270426

Brault I, Vanier M-C, Dumez V, Towle A, Godolphin W, Pittenger AL, Conway J, VonBank JR, Collins L. (2016). Partnering with patients in IPE in Canada and the USA: challenges and strategies. In: Forman D, Jones M, Thistlethwaite J. (Eds) [Leading Research and Evaluation in Interprofessional Education and Collaborative Practice](#). Palgrave Macmillan.

Towle A, Farrell C, Gaines M, Godolphin W, John G\*, Kline C, Lown B, Morris P, Symons J†, Thistlethwaite J. (2016). [The patient's voice in health and social care professional education: The Vancouver Statement](#). *International Journal of Health Governance* 21(1): 18-25. [‘Highly Commended’ paper in the 2017 Emerald Literati Network Awards for Excellence]

Towle A, Canfield C†, Hourston S†, Lauscher D†. *Patients in Education: creation of a community group to engage with the university*. C2U Expo, Vancouver, BC, Canada, May 1-5, 2017.

Lane R, Symons J, McNaughton N, Moore J, Towle A, Godolphin W, Manninen K. What is the role of the *patients in the education of the healthcare workforce?* *Symposium*. Association for Medical Education in Europe, Helsinki, Finland, Aug 26-31, 2017.

Towle A. Hearing patients’ voices in medical education and research. Arthur Mitchell Brownlow Memorial Lecture 2017. University of Belfast

Towle A, Casagrande A. Introducing the contribution of patients and / or social care users in the training process. Social Partners Conference on Continuing Professional Development. Amsterdam, June 2017.

†Community Partners; \*Students

#### About PCPE

PCPE works to bring patient and community voices into the education of health professional students to ensure that future health professionals provide care that is patient/client-centred and meets society’s needs. We develop, implement and evaluate innovative educational interventions that are both multi-professional and interprofessional.

Who we are: Co-directors: Angela Towle, William Godolphin; Staff: Cathy Kline (coordinator), Jen Macdonald (assistant); Work Learn Students: William Liem (Sociology & Public Health); Hilary Low (Anthropology); Tobi Reid (Midwifery); Adanan Reza (Computer Science).