



Shaping the hearts and minds of the next generation of health professionals through patient involvement in health professional education at UBC

The work of Patient & Community Partnership for Education (PCPE)
Office of UBC Health
2019-2020

Submitted to VP Health & AVP Health: March 12, 2020

What We Do

We work to bring patient and community voices into the education of health professional students. Our aim is to increase patient involvement in decision-making through collaborative research, development of community-driven programs and patient participation in health professional education. Our current work focuses on activities that enable patients and community members to contribute life experiences and expertise to enhance the education of students so 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. Our work is both informed by, and contributes to, health professions education scholarship.

Who We Are

Co-Directors: Angela Towle, Bill Godolphin

Staff: Cathy Kline (Research Coordinator), Jen Macdonald (Program Coordinator)

Work Learn Students: Kurtis So (Psychology), Ceara Claridad (Psychology), Andrew Oh (Microbiology)

Current Activities

Interprofessional Health Mentors Program (IPE Passport: Immersion) – funded by UBC Health

A 9-month program for students from different health disciplines to learn from and with a mentor who has a chronic condition or disability. We completed cohort 8 (160 students, 42 mentors) and started cohort 9 (128 students, 38 mentors).

“I learned that communication across disciplines, putting the patient and their goals first and keeping both the patient’s function and disability in mind is vital when providing the best care possible.” – Student, Speech-Language Pathology, cohort 8

Patient & Community Voices Workshops (IPE Passport: Exposure) – funded by UBC Health

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, and mental illness. We developed 2 new workshops and coordinated 8 workshops for 135 students.

“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.” – Student, Occupational Therapy

‘Community as Teacher’ Cultural Camps Program (IPE Passport: Immersion)

An interprofessional, experiential, cultural immersion experience for UBC students to attend summer camps put on by Xyolhemeylh (Fraser Valley Aboriginal Children & Family Services) where they learn about Indigenous history and cultural safety. The program was awarded the 2012 National Community Service Learning Award from the J.W. McConnell Family Foundation. 17 students participated in 2019.

“It was an excellent chance to understand the work Xyolhemeylh is doing to support families reconnecting with cultural teachings. It is important to understand, as practitioners, the connection for Indigenous peoples between culture, family, and health and how we can acknowledge and support this in our interactions with Indigenous patients and clients.” – Student, Social Work

Patients in Classrooms

See section under Advancement of the UBC Health Patient Engagement Framework.

Research & Development

Health advocacy for health professional students (grant funded by TLEF)

We adapted a workshop and materials previously developed for medical postgraduate trainees to meet the needs of UBC students in health professional programs. The project is a collaboration with physical therapy (80 students), occupational therapy (55 students), and pharmacy (225 students).

“Advocacy means much more than education. Advocacy can include patients and systems in which change can take place.” – Student, Pharmacy

FLEX student projects (MEDD 419, 429, & 449)

We supported student-initiated projects for 5 medical students. These resulted in the development of two new patient-led workshops which have been added to the Patient & Community Voices workshop series and two qualitative research studies of patient experiences.

“The unique voices shared by community educators with spinal cord injury allows healthcare students to better appreciate their complex psychosocial needs and ultimately provide more compassionate care.” – Harani Ramasamy, medical student.

Professional identity formation: A role for patients as mentors

We completed analysis and submitted a manuscript from a long-term follow up study that shows the

Health Mentors program lays a foundation for a professional identity that embraces patient partnership, interprofessional collaboration, and patient-centred practice.

“With the health mentors program experience I realized that I wanted to be the one to get to know them [patients] and follow them along the course of their chronic illness.” – Resident, Family Medicine

Mentor Outcomes Study

We collected preliminary data from 24 mentors on the benefits of being a mentor in the Health Mentors program. The data will inform the design of an in-depth study of mentor outcomes.

“[The students] restore my faith in humanity. Give me a purpose. Even though I am not able to work etc. I am / feel valued.” – Health Mentor

Advancement of the UBC Health Patient Engagement Framework

The *UBC Health Patient Engagement Framework* is the outcome of an environmental scan of patient engagement at UBC conducted by the Office of UBC Health between October 2017 and January 2018. Four recommendations were endorsed by the UBC Health Council in April 2018:

- 1) Extend the mandate and resources of PCPE to build a central hub for patient engagement in health programs which capitalize on the expertise and well-established networks of PCPE.
- 2) Facilitate collaboration between health programs and develop guidelines and consistent approaches to patient engagement (e.g. orientation, recognition, safety).
- 3) Disseminate outcomes of patient engagement in education and facilitate research on the impact on student learning and benefits to patients.
- 4) Collaborate with faculty development units to develop educational initiatives to support instructors to engage patients in teaching and support patients in teaching and providing feedback.

Our work on the recommendations

Recommendation 1

A Meeting of Experts (funded by PCPE & UBC Health)

We re-designed our newsletter and launched a new and improved 'Meeting of Experts' website. The new designs make it easier to find the latest information and resources to enhance patient and community engagement at UBC.

“Hearing people’s stories makes things real. It’s a reminder of why we do what we do. For learners, hearing patient stories really solidifies the learning and makes it much more meaningful.” – Dr. Maria Hubinette, Assistant Dean, Equity Diversity Inclusion

Patients in Classrooms (OSOT 519, PHRM 141, PHTH 516, PHIL 333, DENT 420, AUDI 545)

We recruited over 40 patients to fill 5 new and recurring requests for patient educators from pharmacy (220 students), physical therapy (80 students), occupational therapy (50 students), dentistry (55 students), speech and audiology (50 students) and philosophy (190 students). Building on a community

consultation we conducted to inform the content of a new module about End-of Life care for UBC Continuing Professional Development, we co-designed and facilitated a panel about end-of-life care for an undergraduate bioethics course.

“I saw how intensely personal and individual the issues surrounding euthanasia and end-of-life planning are for each person and their family.” – Student, bioethics course

Living Library

A collection of video vignettes of real patients and caregivers talking about their health care experiences. The personal accounts told by patients illustrate important topics in health professional education including ethics, professionalism, communication, patient-centred care and more. The videos are used in pharmacy, OT, PT, and at BCIT. We added 3 new videos to the library.

“The living library videos were able to open my eyes up to a variety of cases and patient-centred care examples and it was particularly helpful because these stories were coming from real-life experiences.” – Student, pharmacy

Public Consultation on the Priority Health Concerns in BC

We designed and facilitated a consultation process with patients, care givers and community representatives on behalf of the undergraduate medical education Curriculum Review Working Group. Special efforts were made to include voices of those who are not normally heard by educational decision-makers. We produced a report and video which summarize input obtained from a forum held on 3 December 2019 attended by 20 people, and a survey completed by an additional 18 people.

“The further you move away from being privileged, the less accessible health care becomes.” – Forum participant

Patients in Education (funded by UBC Partnership Recognition Fund)

PIE is a non-profit society to advance patient and community involvement in health professional education. We partnered with PIE to build capacity and diversify its membership to fill increasing requests for patient educators at UBC. Outcomes include a new website (www.patientsineducation.org) and a community dialogue on how to better prepare health care students for team-based primary care in BC which was part of the Vancouver Foundation’s ‘On the Table’ series to build community through face-to-face dialogue about what matters to communities in BC.

“It’s inspiring to see the appetite for the public to be involved in preparing future healthcare professionals for the changing landscape of health care in BC.” – Shanon McQuitty, PIE Director

Recommendation 2

UBC Health Patient & Community Advisory Committee (PAC)

PAC is a standing committee of UBC Health and advises the UBC Health Council on matters related to patient and community engagement in health professional education. We facilitate PAC’s work to track the implementation of the UBC Health Patient Engagement framework and develop guidelines for patient recognition.

R. Paul Kerston Community Educator Award

The Kerston Community Educator award is one of the annual UBC Health Awards. It recognizes patient/community educators who expand student learning beyond traditional boundaries. We promoted the call for nominations through our networks and facilitated 2 nominations in 2019. There have been nine recipients since it was established in 2014.

Recommendation 3

Patient Engagement in Health Professional Education 'Gallery Walk'

We hosted the 2nd Gallery Walk, attended by 55 faculty, staff, students and patients. There were 13 interactive stations, illustrating different ways to involve patients, caregivers and people from the community. The event drew visitors from outside UBC including BC Women's hospital and BCIT.

"[I will] encourage my students to take the workshops and participate in the Aboriginal camps and Health Mentors." – Faculty, Dentistry

Recommendation 4

Workshop: Novel Approaches to Evaluation of Experiential Learning from Patients

We developed a workshop to demonstrate different approaches we have used to evaluate experiential learning from patients and pilot tested it with staff from the Centre for Community Engaged Learning and Community Engagement office. The workshop has been accepted for presentation at the Canadian Association for Health Humanities 'Creating Space 10' conference in Vancouver in April 2020.

"Thanks for the great workshop. It really got my wheels spinning." – Staff, Community Engagement Office

Dissemination and Scholarship

PCPE Website

We re-designed and launched our website to have the same 'look and feel' as the UBC Health site.

<https://health.ubc.ca/pcpe>

Selected Publications & Presentations

Kline C, Park SE*, Godolphin W, Towle A. Professional identity formation: A role for patients as mentors. Academic Medicine [under review].

Towle A, Godolphin W, Kline C, Lauscher D†. Building and sustaining patient and community partnerships in interprofessional education. In: Thistlethwaite J, Forman D, Jones M, eds. Leadership, Resilience and Sustainability in Interprofessional Collaboration. [in press].

Towle A, Godolphin W, Kline C. (2020). Priority health concerns in BC and the training of future physicians: Report of a consultation with patients, caregivers and community representatives. Report and video available at <https://meetingofexperts.org/programs-activities/priority-health-concerns-in-bc/>

Adamjee L*, Kline C, Godolphin W, Towle A. (2019). Patients and students co-develop a resource database. Clinical Teacher 16: 1-6.

Towle A, Godolphin W, Kline C. Novel approaches to evaluating experiential education. Workshop for Centre for Community Engaged Learning and the Community Engagement Office, 4 February 2020.

Osborn K, Chirayath C, Schillinger E, Maier, R, Kline, C. If you build it, they will come: Creating a sustainable system for partnering with patients and families in medical education. Society of Teachers of Family Medicine, Portland, OR, 30 January 2020.

Towle A & Godolphin W. What students can learn about healthcare communication from patients. International Conference on Communication in Health Care, San Diego, CA, 27-30 October 2019.

Di Silvestre C & Kline C. Qualitative study of student learning from Health Mentors. Qualitative Health Research conference, Vancouver, BC, 27-29 October 2019.

Towle, A & Lauscher, D†. Shaping hearts and minds: Patient and community engagement in health professional education. Centre for Health Education Scholarship Research Rounds, 19 June 2019.

***Students †Community Partners**

Visiting Scholars & External Contacts

Antonieta Araújo, Professor, Bahiana - School of Medicine and Public Health, Brazil

Laurie Bérubé, Director, Associate Professor, Department of Obstetrics, Gynecology and Reproduction, Faculty of Medicine, Director of Bureau des patients collaborateurs, Apprentiss Simulation Centre, Laval University

Corinne Bébin, Versailles, France

Karen Bopp, Director of Provincial Outreach, Centre for Interdisciplinary Research and Collaboration in Autism (CIRCA)

Marie-Aline Bloch, researcher, Ecole des Hautes études de Santé Publique, Rennes, France

Antoine Boivin, Canada Research Chair in Patient and Public Partnership, Scientific co-director, Centre of Excellence for Partnership with Patients and the Public, University of Montreal

Alice Casagrande, Directrice formation et vie associative Fehap, Paris, France

Cristina Di Silvestre, Associate Professor, Universidad del Desarrollo, Santiago, Chile

Minnie Downey, Executive Director, BC Support Unit for patient oriented research

Philippe Karazivan, Codirector of the Centre of Excellence on Partnership with Patients and the Public, University of Montreal

Collette Melo, graduate student (nursing), University of Massachusetts-Amherst

Ashley Moller-Hansen, graduate student, Simon Fraser University

Paul Morin, Directeur de l'École de travail social Professeur titulaire, University of Sherbrooke

Kim Osborn, Director, Patient & Family Engaged Medical Education, Stanford University

Clare Price-Dowd, Senior Programme Lead, NHS Leadership Academy, UK

Paula Riganti, graduate student (medical education), Cardiff University

Students Reached (since PCPE started involving patients in education in 2005)

PCPE Activity Related UBC Strategic Priority	Since	# Events annually	# Health Disciplines	2019-20 Students	Total Students	Cost / student
Community as Teacher Transformative Learning Local Engagement	2006	4 camps	14	17	233	\$250
Patient & Community Voices Transformative Learning Local Engagement	2008	8-10 workshops	15	135	1,185	\$150
Health Mentors program Transformative Learning Local Engagement	2011	2 cohorts 80-100 groups	10	288	1,454	\$150
Health Advocacy Training for Health Professional Students Transformative Learning Local Engagement	2014	6 workshops	4	360	378	\$100
Patients in Classrooms Transformative Learning Local Engagement	2016	5-10 requests	7	645	1,195	N/A
Living Library Transformative Learning	2017	2-3 new videos	4	215	253	N/A
Medical student FLEX Projects Research Excellence Transformative Learning	2018	2-5 projects	1	5	6	N/A
Total students reached				1,665	4,704	

Funding

Source	Title/Description	Amount
VP Health	Learning from Patients	\$62,000
	Gallery Walk refreshments (one-time funding)	400
	Mailchimp newsletter subscription	800
	Meeting of Experts annual website maintenance	2,000
	Partial contribution to meeting of experts re-design (one-time funding)	15,000
VP Academic Research	RA funding	\$67,000
Teaching & Learning Enhancement Fund	Health Advocacy Training for Health Professional Students	\$37,490
Centre for Health Education Scholarship (CHES)	Faculty buy-out for teaching	\$14,000
UBC Partnership Recognition Fund	Patients in Education: Enhancing identity and membership	\$1,500
UBC Work Learn Program	Wage subsidy for student research and development assistants	\$9,600
Total		\$209,790