



■ Interprofessional Patient Narrative Seminars: Getting the most out of the situation

Marcel D'Eon, PhD, University of Saskatchewan, Abstract No. 509

Presented by Interprofessional Education Coordinators:

Doreen Walker MSc RD-Retired (University of Saskatchewan)

Natasha Hubbard Murdoch PhD(c) MN RN (Saskatchewan Polytechnic)

“Best Practices” in Patient Narratives

- **Power of Story**, brings the patient experience into the classroom
- Promotes real patient-centred care to improve practice
- Free 1.5 hour seminar for students, faculty and staff
- Patient or family member presents a spoken/written narrative
- “Selective” for some students, mandatory for others
- Student participants: medical diagnostics, medicine, nursing, nutrition, pharmacy, physical therapy, psychology, and others
- Online orientation, then seminar: hear the story, Q&A, small group discussions (interprofessional), closure with the large group, reflections
- Two institutions: USask and SaskPolytech



RAYNA'S STORY

Patient Narrative Seminar - September 25, 2017

By Cindy PH, with permission

Getting the most out of the situation

Use our experiences to consider and problem-solve around issues that we encounter as our “Patient Narratives” program evolves.

- You will each receive a page for making notes and responding to questions.
- Each group will receive one bright yellow page for recording your discussion highlights.
- Please designate a recorder for your group.
- Discuss your thoughts, ideas and experiences (20 minutes).
- Report back (7-8 min.): Share a take-away message with the large group.
- Recorders, please return your yellow pages to the presenters at the end of this session. Thank you.

Table Discussions – participant notes

1. How do you promote collaboration within student interprofessional discussion groups knowing that participants have different backgrounds, education and experiences?
 - Find commonalities/differences to discuss
 - Prompts for students to know what questions to ask facilitator
 - Vetting patient comfort level – supporting patient
 - Co-location of different professions
 - Facilitator of groups
 - Case study & intros not presented prior to discussion
 - What is the link between client narratives and what is promoted in ICE?
 - Patient narratives –reflective exercises – group discussions
 - Discovering perceptions of others. Discover what they would want as a Human, not as a profession. Must engage with patient and patient story as a Human. Consider scaffolding self-profession-team-patient. Question: whose perspective is missing?

Table discussions – participant notes

2. Acknowledging that some patient stories will evoke strong emotions, how do you then engage students in interprofessional discussions?
- Support students by acknowledging the emotional component and offering support
 - Focus on common values
 - Facilitators be present

Table discussions – participant notes

3. How would you guide an interprofessional student group to identify the heroes in the patient's story if the emphasis was on the villains?
 - Ask patient mentor what aspects of care they found challenging versus positive
 - Ask students to discuss what it feels like for someone from their profession to be the villain
 - Discuss with students what they might do
 - Ask patient mentor what they would've liked differently
 - Discussion surrounding client goals versus 'educator goals'
 - We have to negotiate hopes versus our professional responsibilities

Table discussions – participant notes

4. What is, or could be, the greatest outcome of delivering Patient Narratives seminars at your institution?

- Self care by the patient in sharing the story: managing catharsis versus traumatizing if telling the story – recognizing external triggers or a particular response from a student
- How does the patient's narrative aide in the self-care of the HCP
- Narratives add the complexity to understanding
- Add the human dimension, beyond the problem to be solved
- Allow a deeper understanding, the impact on that person and their family
- Creating a resilience
- Being on a journey with one's HCP over years, decades
- Parallels on the journey

At our institutions, one of the greatest outcomes of Patient Narratives is remembering the patient.

THANK YOU

We encourage you to continue your discussions during the conference.