

UHN ICE Learner Experience

Expanding our global impact through Personalized Learning Programs

This summer, our Centre for Learning, Innovation and Simulation (CLIS) team in collaboration with the International Centre for Education (UHN ICE) hosted the first Personalized Learning Program (PLP™) in Simulation at the St. Patrick Campus.



Left to right - Salim Bader, Jordan Holmes and Ronen Bercovitz

Our learners, Salim Bader and Ronen Bercovitz, joined us all the way from the National Training Center for Imaging Professions at Sheba Medical Center, the largest hospital in Israel, to learn from our experts about simulation in health care education, as well as how the St. Patrick Campus is planning for the future of imaging education. During their PLP Ronen and Salim had the opportunity to learn about Simulated Participant Methodology at Michener, received a tour of Michener's Library and the Joint Department of Medical Imaging (JDMI) at Toronto General Hospital, and met with various Michener and UHN Leaders. The learners were also able to observe a special Code-Blue simulation that the Radiological Technology students completed using one of our new high-fidelity manikins.

Salim and Ronen had a great learning experience with our teams and are heading home equipped with the knowledge and confidence to implement new simulation practices.

"It was inspiring meeting professional teams of experts on various topics in such a positive and pleasant learning atmosphere. We have no doubt that the relationship between Sheba Medical Center and the Michener Institute of Education at UHN will become stronger in the future



We want to especially thank to Jordan Holmes and Dalia Al Mouaswas for the excellent and professional planning and execution." - Salim Bader and Ronen Bercovitz

Advanced Practice Nursing Students

UHN International Centre for Education™ (UHN ICE™) in collaboration with the UHN Nurse Educators provided an Observership Program for a group of 22 Advanced Practice Nursing students from the University of Applied Sciences Utrecht in Netherlands. The students were provided the opportunity to observe in multiple departments across the organization such as Cardiology, Urology, Emergency Medicine, Dialysis, General Surgery, Dermatology and Respiriology. The group was able to get a broad overview of a Canadian healthcare setting and exchange their knowledge and expertise regarding the work of APNs in Netherlands. The group was extremely grateful for the experience and appreciated for the hard work and dedication of UHN staff.

“Each UHN staff member who participated in this observership was very welcoming and took the time to show us all components of their job. We enjoyed sharing information about differences in our practice in Netherlands as well. The exchange of knowledge was beneficial for both sides.” - Nursing student, University of Applied Sciences Utrecht

At The International Centre of Education (UHN ICE) we offer a wide range of Continuing Education and Professional Development opportunities for healthcare professionals.

One of our most popular programs is The Personalized Learning Program (PLP™). The PLP is a unique and fully customizable, observership-based program geared to experienced healthcare professionals or learners with a passion for healthcare. With the PLP we leverage the various resources and expertise across the organization and develop an experience that will enrich learner's knowledge and practice. [No 2 PLPs are exactly the same!](#)

The Observerships Program at UHN is learning opportunity that provides a broad overview of the various programs at the UHN campuses. The Observership allows learners the opportunity to explore their area of interest and to be exposed to the Canadian healthcare system.

Now Available – A Personalized Learning Program™ in Patient Engagement!

Are you interested to learn about the role of the Patient Engagement Teams at UHN? Do you want to expand your knowledge and expertise



Patient Experience

Patient Partnerships

in areas related to engaging patients directly in their care as well as in the organizational decision making and planning? Join UHN's Patient Engagement teams in a unique, innovative and customized Personalized Learning Program (PLP™) that targets your learning objectives and Professional Development goals.

Patient Experience is a key area of focus at UHN, and reflects our commitment to providing compassionate, collaborative, high quality, safe and responsive care. The Patient Experience team provides leadership and support to staff, patients and family caregivers to ensure partnership happens at all levels.

Patient Engagement PLP will have an opportunity to learn from experts in the following subspecialties:




- Interpretation in healthcare;
 - Learn about different types of interpretation, such as in person, video and phone, and how to build interpretation into your setting depending on your needs and budget
 - Shadow interpreters to see how they work (spoken language interpreters, American Sign Language, Deaf Interpreters)
- Patient Education and Engagement;
 - Learn about health literacy and how to support your patients' self-management and learning needs by working with patients and healthcare providers
 - Identify how to develop educational resources and events that meet health information needs and engage patients in their development
- Patient Partnerships;
 - Learn how to plan and build the environment for meaningful organizational patient engagement
 - Meet and engage with UHN Patient Partners, who have been recruited and prepared to participate in organizational decision making at UHN
 - Learn about the impact that Patient Partners have had on the quality and safety of care at UHN
- Patient Learning and Experience Centres;

- Work with librarians and volunteers who specialize in providing usable and relevant patient health
- Learn about how to identify good consumer health information and how to build a collection of materials to support patient needs
- myUHN Patient Portal;
 - Learn about the features of myUHN Patient Portal – which is a secure website where patients can access their health record and appointment information in real time
 - Meet with the myUHN Support team to learn how patients and their health care team use myUHN as an engagement tool
- Patient Relations;
 - Shadow a Patient Relations Advisor as they engage with patients and families to help resolve any concerns they have about the quality of safety of their care.
 - Learn about the approach taken as Advisors work with care teams and leaders to investigate patient and family concerns.
 - Learn how UHN enacts Ontario's legislation regarding patient's rights and responsibilities and Quality of Care Act. Patient Engagement PLP can be customized based on individual learner requests.

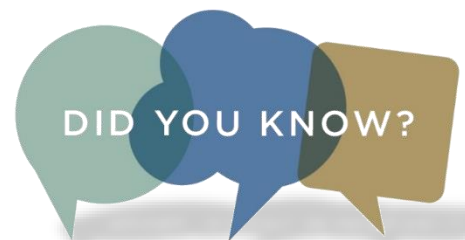
PLPs can be developed and customized based on individual learner requests.

For further inquiries, please contact Dalia.almouaswas@uhn.ca

To apply for the PLP in Patient Engagement, please visit the [PLP Online Application](#)

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-  To date, we have welcomed 10, 759 observers and 179 PLP learners!
 -  88% of UHN PLP Learners are international learners!
 -  Over 40 UHN Programs have hosted a PLP learner!

A special thanks goes out to the UHN Nursing Teams for hosting over 15 PLPs in 2017!



Meet the Team

Mohammad Salhia, Director

Dalia Al Mouaswas, Team Lead

Carolyn Menezes, Manager, International, Bridging & MELA Programs

Adele Pimentel, Education Coordinator

Alaa El Mourad, Education Coordinator

Tara Scarinci, Program Assistant, International, Bridging & MELA Programs

Learn more about UHN ICE;

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