

Belong & Grow

**Building
our future
together**



AI & Simulation: Innovative approaches to empower healthcare professionals to overcome settlement barriers

November 2025



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



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TORONTO



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Presenters

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Land Acknowledgment

We acknowledge that we live and work on the ancestral lands of the Mi'kmaq, one of the Indigenous Peoples in Canada, whose traditions and knowledge can guide our collective well-being in this territory. In many Indigenous communities, health and well-being are understood as a balance of the physical, emotional, mental, and spiritual dimensions of life, grounded in relationships with family, community, culture, and the land.

Today, we honor these perspectives by committing to learning, teaching, and supporting healthcare communication in ways that are respectful, culturally aware, and guided by truth and relationship-building. We acknowledge the ongoing impacts of colonization on Indigenous health.

Reference for the Health Concept

This understanding of holistic Indigenous health is supported by:

National Collaborating Centre for Indigenous Health (NCCIH). (2013). *Indigenous concepts of health and wellness*.

Also aligned with:

First Nations Mental Wellness Continuum Framework (AFN & Health Canada, 2015)

Medicine Wheel teachings used across many First Nations.

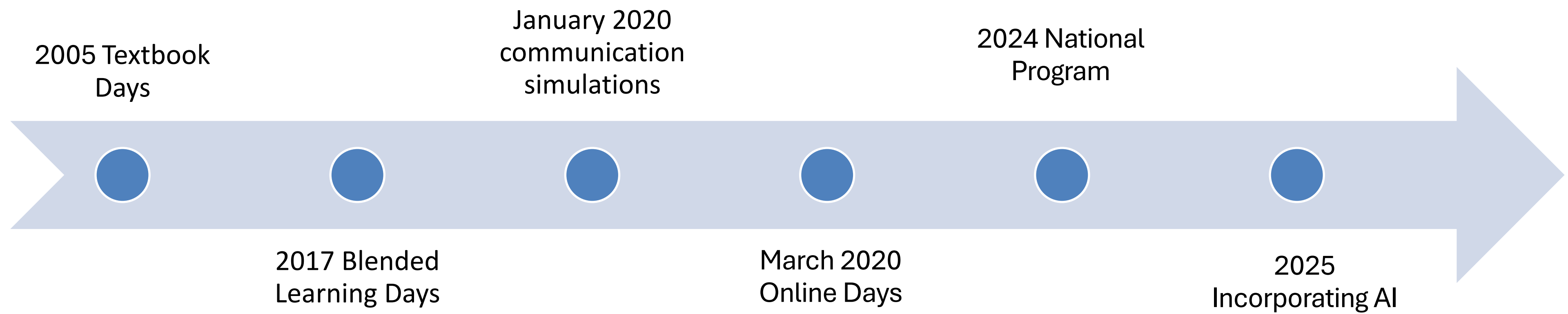
AGENDA

- History & background of NHLP
- Barriers to integration for IEHPs
- Empowering IEHPs to overcome barriers
- NHLP's innovative strategies
- Partnership with C3LR, Dalhousie University
- Online Simulations
- Partnership with Cyberpatient



History and background

ISANS Healthcare Courses Timeline



Our goals



- Assisting IEHPs with integration process
- Maximizing practice opportunities for IEHPs
- Helping IEHPs prepare for their licensure exams

Our clients

- IEHPs all over Canada

Some of their integration barriers

- Language barriers
- Lengthy and costly licensure process
- Lack of practice opportunity
- Time limitations





Language barriers

Time-consuming licensure process

Time limitations for attending classes

Lack of practice opportunity



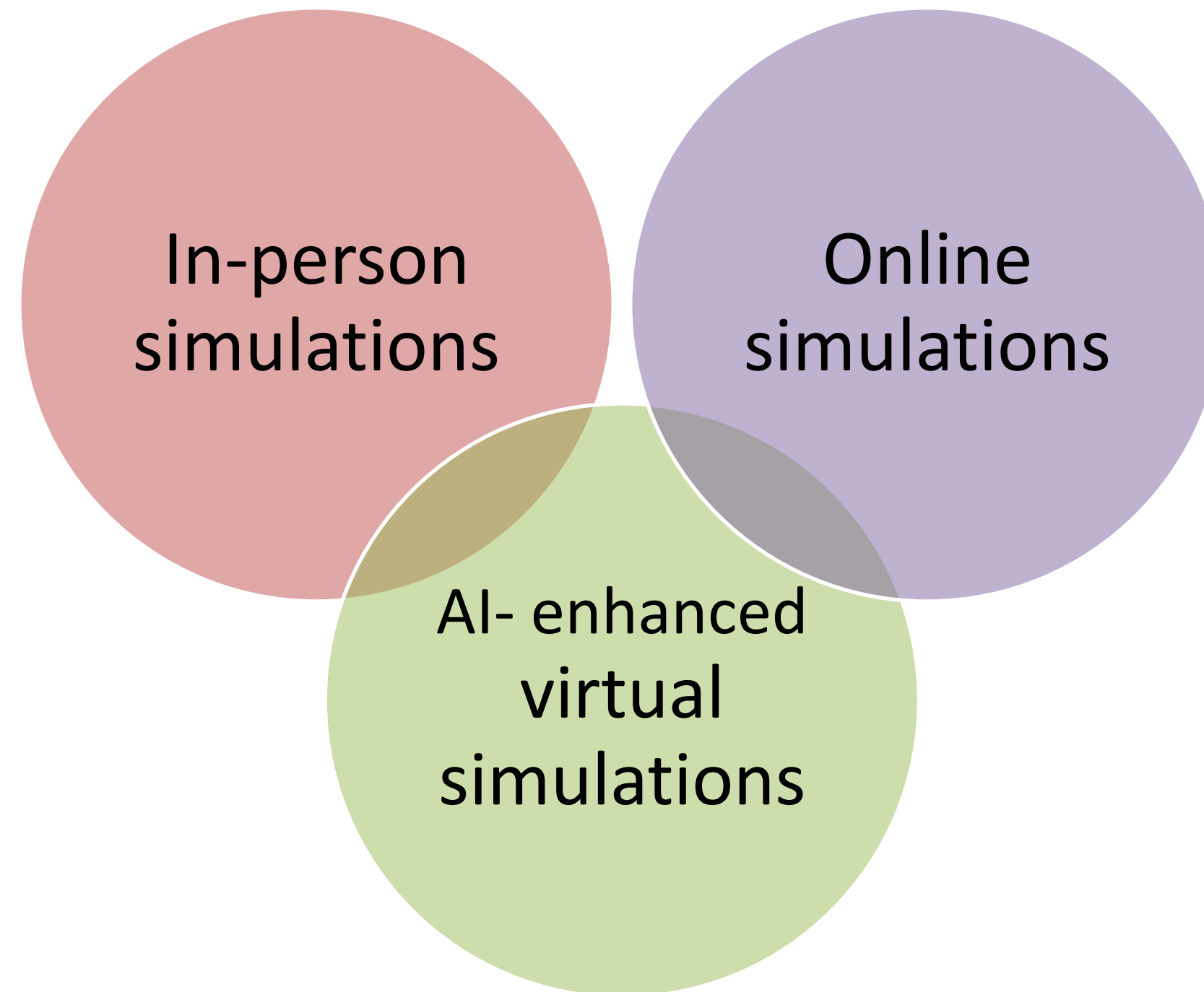
Healthcare specific communication courses

Multiple ways of support to facilitate the process

Designing blended synchronous and fully asynchronous course

Adding in-person, online and virtual simulation sessions

Implementing innovative methods





NHLP's Partnership with C3LR Dalhousie University

for in-person simulations

Centre for Collaborative Clinical Learning & Research (C3LR)



- A **simulation centre** for specialized clinical skills training in the health professions.
- Simulated **patient care labs, clinic rooms** and **debrief rooms**.
- Specifically designed **homecare, rehabilitation and hospital settings** to enable realistic, simulation-based learning.

C3LR - Facilitating an integrated approach to learning

- The C3LR supports the development of interprofessional simulation-based learning and assessment methods.
- Health & Medicine students, residents and practicing professionals use the Centre to:
 - practice conducting interviews and physical assessments
 - develop procedural skills
 - enhance patient-centred communication skills



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- Interprofessional Education (IPE) collaboration
- 2020 Healthcare Team Challenge at C3LR
- Refugee case developed with Dalhousie & ISANS collaboration





- ISANS health professionals helping facilitate students IPE events at Dalhousie
- ISANS health professionals hired as simulated patients at C3LR






- C3LR & ISANS signed formal agreement in 2010
 - Renewal in 2022 as ‘special community partner’ with reduced rates
- Communication workshops with internationally trained health professionals
- Integrating simulated patients (SPs) into workshops
- Licensing and assessment prep for ISANS participants





CSPI Communication Practice Sessions

- Simulated patients
- Multiple cases for each profession
- Video recording of the interactions
- Debriefing sessions



Online simulations

Why?

- National Program – 100% online
- Online communication skills simulation sessions


How?

- Sessions via Teams

Benefits

- Accessible nationwide
- Cost effective

Challenges

- Technology issues
 - More staff needed on our end
 - Body language element
 - Debrief dynamic is different than in-person
- 

Implementing innovative methods

- Online simulation partners



TEMERTY FACULTY OF MEDICINE
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Standardized
Patient Program



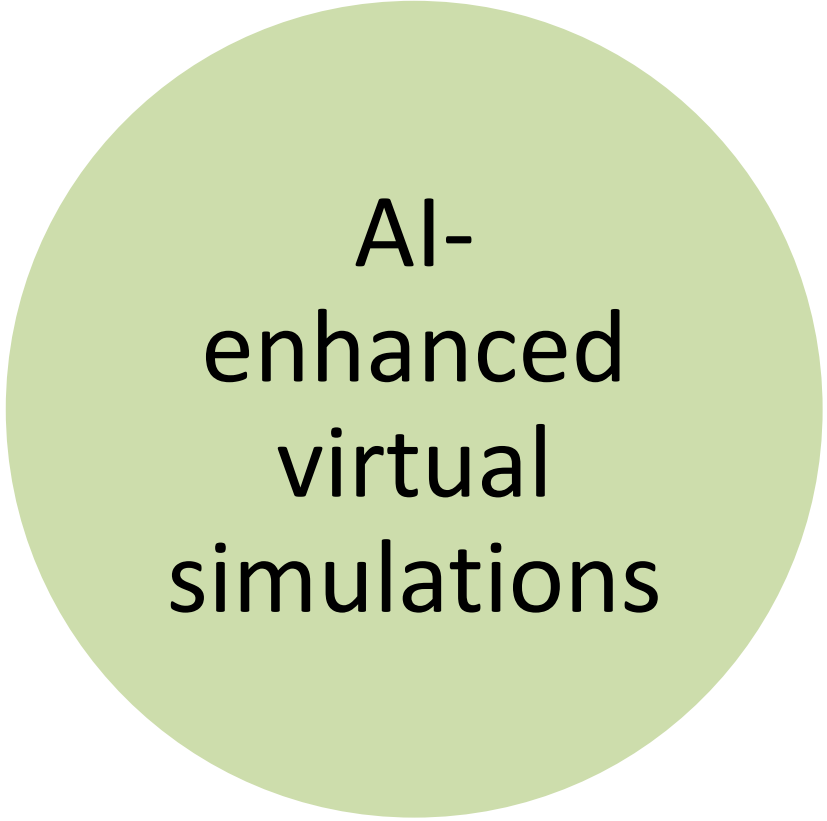
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CUMMING SCHOOL OF MEDICINE

The
Standardized
Patient
Program

Implementing innovative methods

- AI integration and virtual simulations
- We wanted our practice sessions to be:
 - Accessible all over Canada
 - Not expensive
 - Not limited by time

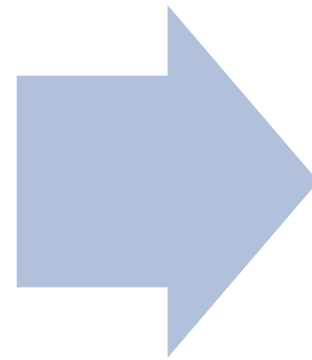


AI-
enhanced
virtual
simulations

Incorporating AI: Addressing Challenges


Challenge:

- Replacing in-class role-plays and practice



Solution:

- Using AI avatars for role-play practice and assignments

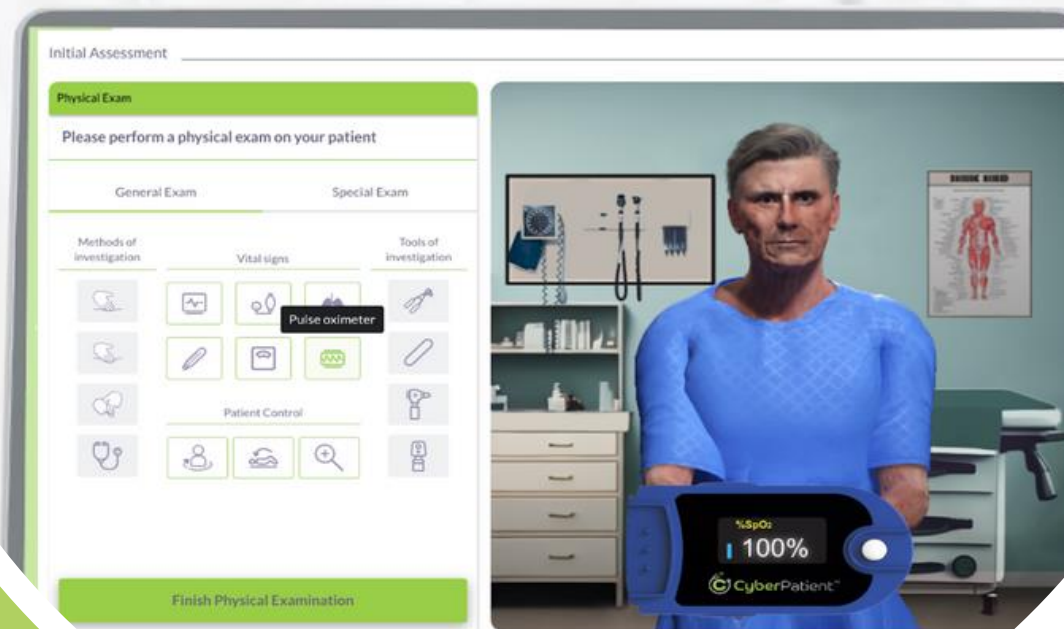


NHLP's Partnership with CyberPatient for virtual simulations

THE CYBERPATIENT ECOSYSTEM

An Integrated
Evidence-
based
Learning
Platform

CyberPatient Virtual Hospital



1

CyberPatient Core

A safe and diverse virtual training hospital available on demand, 24/7.

2

CyberPatient AI Communications

Interactive role-play module to build communication skills with patients, families, and healthcare teams in scenarios like history taking, breaking bad news, patient handovers, and informed consent.

3

Team Training (Under Development)

Collaborative simulation environment for interprofessional education, improving teamwork, coordination, and decision-making.

4

Continuous Professional Development

(Under Development)

Clinical simulation for Continuing Professional Development (CPD), supporting ongoing competency maintenance and offering offline capability for underserved regions.

CyberPatient pedagogical value

Lies in its ability to integrate simulation-based experiential learning skills and competencies with language, cultural, and communication training in a safe, measurable, and contextually authentic environment.



Questions for the audience

1. Considering what our goals are, do you have any suggestions that could improve our services?
2. Do you have the experience of integrating AI in your work? What did you do? How was it?
3. Do you have the experience of integrating Simulations in your work? What did you do? How was it?
4. Do work with internationally educated healthcare professionals? What barriers do you see and/or address?

Thank you!

