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Building Connections Through
Compassionate Conversations:
Cultural Sensitivity in EOL Care

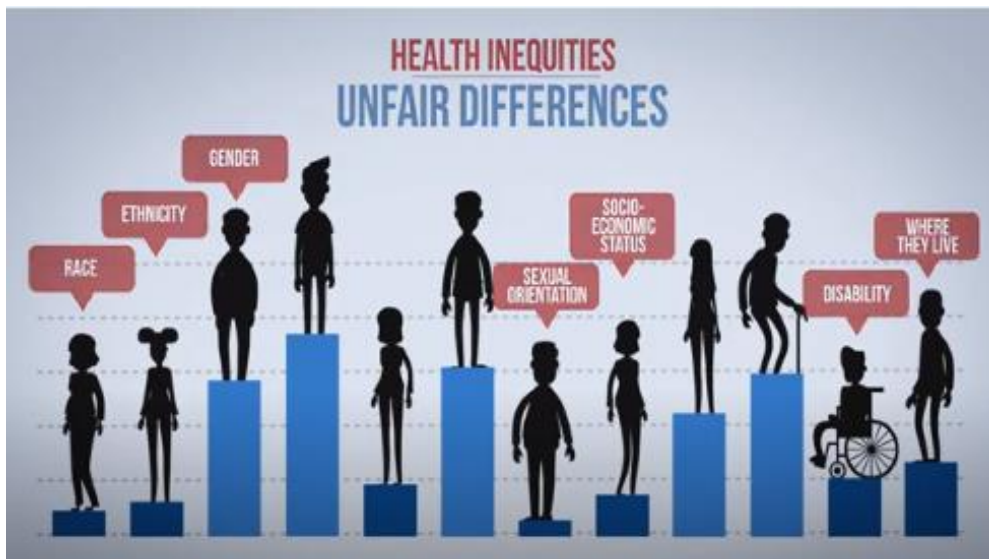
Nicole McCann-Davis
Associate Vice President of Health Equity and Access
Seasons Hospice & Palliative Care

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Learning Objectives

- Participants will increase understanding of the barriers and perspectives which contribute to the experiences of various demographic groups.
- Participants will learn to identify elements and approaches in supporting the needs of a diverse EOL patient population.
- Participants will increase understanding of patterns of communication and collaboration to shift towards both a culturally sensitive and inclusionary partnership with patients, families, and affiliate agencies.

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Health Equity is a person's right to attain full health potential

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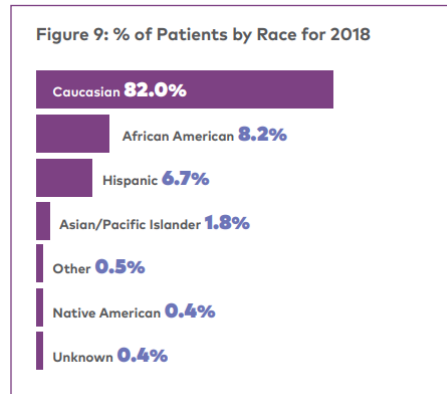
Who is Responsible for Supporting and Addressing the PT's Cultural Needs?

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Hospice Utilization



Source: CMS Data sourced by HCCI for NHPCO

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What's the Why?

- Decision making during a time of crisis
- Mistrust (fear)
- Game of telephone (misinformed)
- Challenges connecting spirituality and science
- Guilt
- Communication challenges

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University of Alabama Study: Key Takeaways

- Relationship building was key to completing the study.
- A lack of sensitivity to cultural differences may compromise end-of-life care for minority patients.⁴
- Provide a range for the prognosis.
- Listen and discuss concerns at the onset.
- Identify the patient/family areas of concern.
- Make it abundantly clear that the patient/family are in control.
- Get to know the patient's support team.
- Treat the patient/family with respect.
- Discussing death and the power of prayer
- Community education is needed.

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Let's Talk About Biases!

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How many bits of information does the brain process per second?

- A. 1100
- B. 11,000
- C. 1 million
- D. 11 million

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BLUE RED YELLOW ORANGE
BROWN BLACK PURPLE GREEN
YELLOW PURPLE RED BLUE
ORANGE BLACK GREEN PURPLE
GREEN YELLOW BROWN RED
PURPLE BLUE ORANGE GREEN

13



YELLOW BLUE ORANGE
BLACK RED GREEN
PURPLE YELLOW RED
ORANGE GREEN BLUE
BLUE RED PURPLE
YELLOW RED GREEN

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Moment of Reflection

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“Eliminating disparities requires truly patient-centered care—that is, individualized care by clinicians who appreciate that patients’ beliefs, behaviors, social and economic challenges, and environments influence their health outcomes.”

Marshall Chin, MD Professor of Healthcare Ethics in the Department of Medicine,
University of Chicago

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Cultural Considerations: Let's start by asking the right questions

- Possible Communication Norms
 - How do you prefer to be addressed?
- Traditions and Health Beliefs
 - Are there any experiences with health providers in the past that weigh upon you? Positively? Negatively?
- Considerations for Pain and Symptom Management
 - How do you view medication? Are there medications that you are concerned about?
- Considerations for Advanced Directives
 - Is there something that is key to your quality of life (ex. like when someone has to perform personal care for you or when you aren't able to knit anymore), that when no longer possible would indicate a time to focus on discussing your final wishes?
- Considerations for Imminent Dying and at Death
 - Are there any rituals and important traditions that we can honor when you are close to death?
- Family Structure and Dynamics
 - Who would you like to be involved in discussions and decision-making?

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Health Equity Action Items... Starting Today!

- Consistently work to meet the cultural needs of your patients
- Acknowledge your bias
- Recognizing the importance of family
- Take a look at your service community
 - Meet them where they are
 - Consistency is key
 - Empower them!
 - Overcommunicate
- Be Authentic
- Set a tone of respect
- Practice Active Listening

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Sometimes you got to start somewhere. And it's cool, as long as where you start is not where you plan on finishing.

— Ice Cube —

AZ QUOTES

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