

NHPCO Project ECHO 2023

Equity Where It Matters

Topic: Improving Patient Satisfaction Through Dignity, Respect, and Genuine Engagement

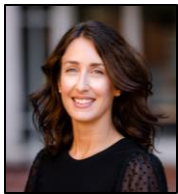
July 6, 2023

NHPCO Project ECHO Team



Program Director

Aparna Gupta – Vice President, Quality



Program Lead

Sarah Simmons – Director, Quality



Program Coordinator

Karuna Tamrakar – Program Specialist, Quality



IT Support

Tej Chana – Data Analyst, Quality



Content Expert

India Harris-Jones – Manager, Health Equity and Diversity



Content Expert

Rory Farrand – Vice President, Palliative & Advanced Care



Curriculum Advisor

Nicole McCann-Davis – Communications Expert and Health Equity Advocate, External Consultant

Disclosures

Disclosure

The faculty and planners for this educational event have no relevant financial relationship(s) with ineligible companies to disclose.

Data Collection

In order to support the growth of the ECHO® movement, Project ECHO® collects participation data for each ECHO® program. Data allows Project ECHO® to measure, analyze, and report on the movement's reach. Data is used in reports, on maps and visualizations, for research, for communications and surveys, for data quality assurance activities, and for decision-making related to new initiatives.

Evaluation

You will be receiving an email with a link to complete a short survey about this session. Please complete the survey within 48 hours. We ask all participants to take the survey as it will help us to improve future sessions.

Ground Rules and Video Teleconferencing Etiquette

- This is an all share-all learn format; judging is not appropriate
- Respect one another – it is ok to disagree but please do so respectfully
- Participants – introduce yourself prior to speaking
- One person speaks at a time
- Disregard rank/status
- Remain on mute unless speaking and eliminate or reduce environmental distractions to improve sound/video quality
- Use video whenever possible; make eye contact with the camera when you are speaking
- **Do not disclose protected health information (PHI) or personally identifiable information (PII)**

Today's Agenda

- Introduction of Faculty – NHPCO Team
- Didactic Presentation – Faculty
- Case Study Presentation – Faculty
- Discussion – Session Participants, Faculty, and NHPCO Team
- Key Takeaways – Faculty and NHPCO Team
- Closing Remarks – NHPCO Team

Session Faculty

Jacqueline Lopez-Devine, RN, MSN
Chief Clinical Officer
Member, NHPCO DAC
Gentiva, GA



MaNesha M. Stiff, PhD
Director of Diversity, Equity, Inclusion and Belonging
Gentiva, GA



Poll Instructions

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- 3 Respond to activity

Join by Text

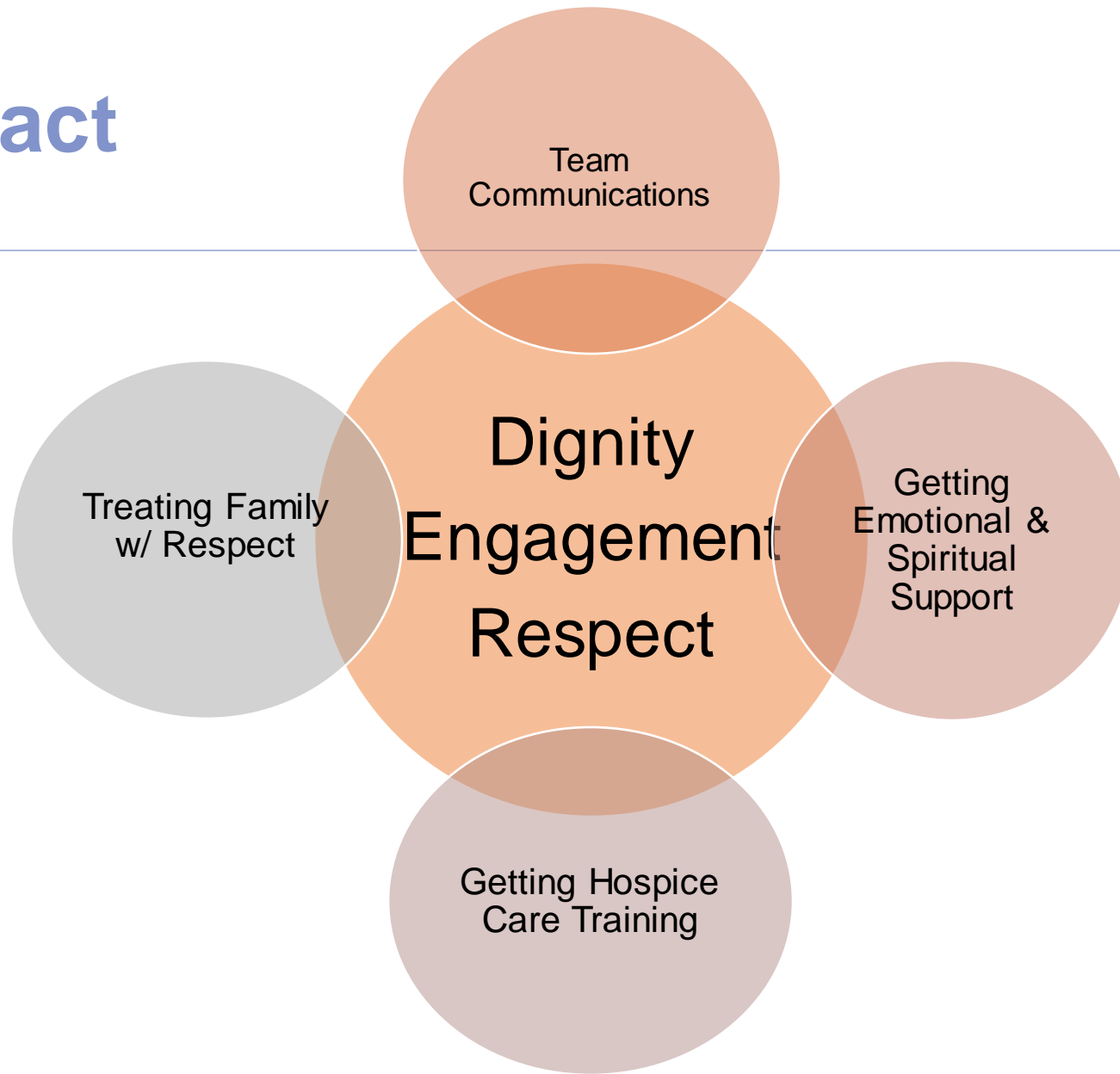


- 1 Text **MANESHASTIFF329** to **37607**
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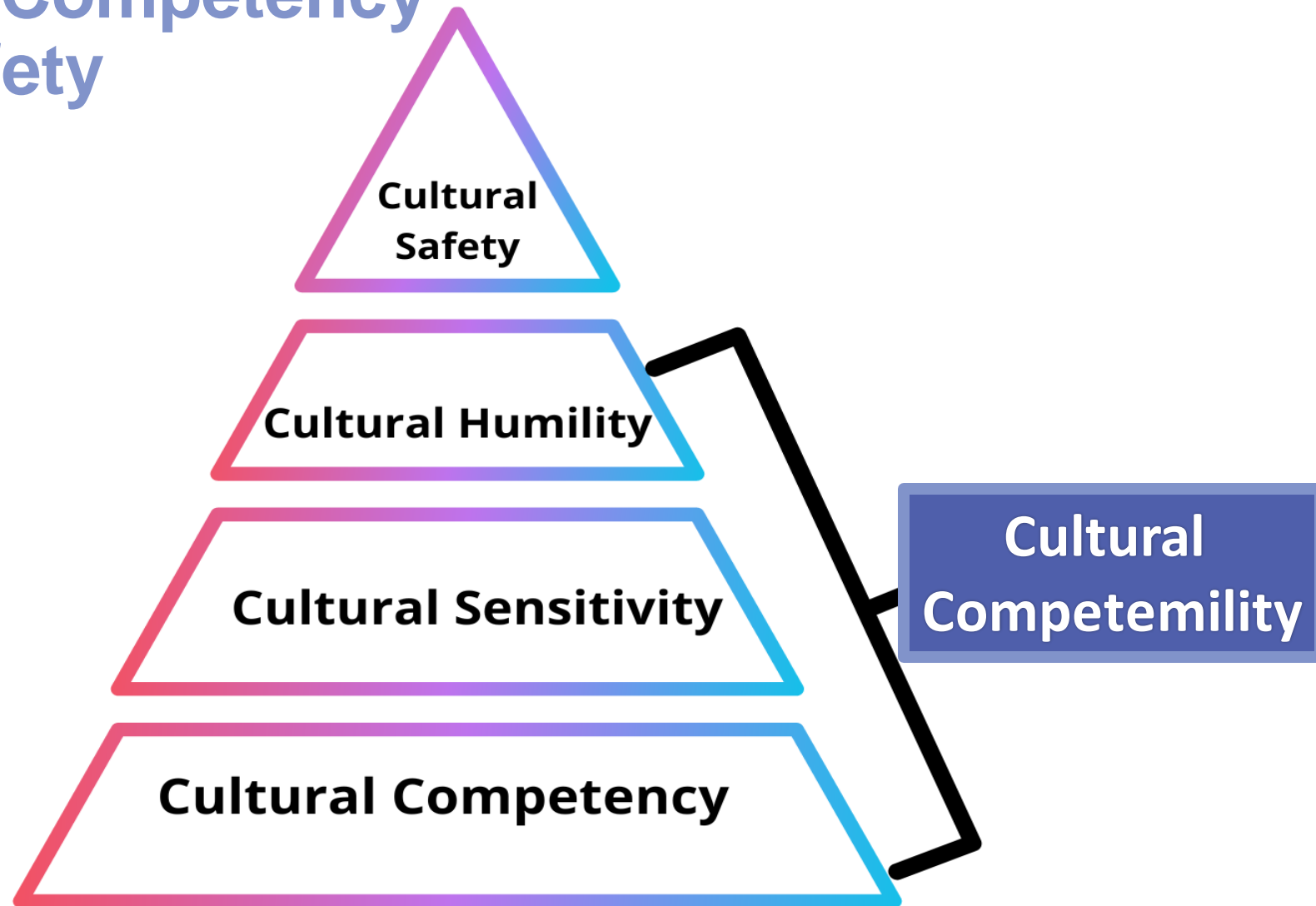
Didactic Presentation:

Improving Patient Satisfaction Through Dignity, Respect, and Genuine Engagement

CAHPS Impact



From Cultural Competency to Cultural Safety



Citation: Campinha-Bacote, J., (December 4, 2018)
"Cultural Competemility: A Paradigm Shift in the
Cultural Competence versus Cultural Humility
Debate – Part I" OJIN: The Online Journal of Issues in
Nursing Vol. 24, No. 1.

Didactic Presentation Q&A

Case Study Presentation: The journey towards "Cultural Competemility"

Situation

JJ is a 42-year-old who has been seen in the oncology clinic with a recurrence of lung cancer, which went into remission 4 years ago. His initial course of chemotherapy showed a response; however, the recurrence has extensive metastasis to the spine.

Background

JJ identifies as gay and their partner, EJ, has been their constant companion for 10 years and has been very attentive to their needs as their disease has advanced. EJ is the custodial parent of their 14-year-old daughter from a previous marriage. Their daughter, K, came to live with EJ after K's mother died from a drug overdose. EJ's parents are very close to EJ, JJ, and K. However, JJ's parents have been estranged from them since they came out.

Assessment

JJ is experiencing severe back pain, mild to moderate dyspnea, anorexia, and nausea. JJ and EJ are both present today for a home visit and have asked if you might have some time to talk with them to help them with symptom management training and options for spiritual support for K as she is expressing curiosity about her faith. Neither JJ nor EJ practice a formalized religion, but they do believe in God.

Discussion and Recommendations

Case Study Questions

What question(s) would you ask JJ to operate with cultural humility?

What is the cost to you personally or to JJ if you don't operate from a place of cultural humility?

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Join by Text



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Take the first step towards cultural competency

- **Pay attention.** Be aware of your demeanor and behaviors (i.e., facial expressions, tone, use of jargon). Are they welcoming to everyone?
- **Self-reflect.** Use a journal to jot down potential implicit biases and observations about rapport building.
- **Don't assume.** Ask patients about background, practices, religion, culture to avoid stereotyping, which pronouns they would prefer to be addressed, and if there are any religious, cultural, or individual convictions that affect choice of treatment.
- **Build trust.** Ask directly about experiences of discrimination, bullying, traumas or harassment. These experiences often lead to fears associated with minority/underserved status.

Key Points

- Cultural competence together with cultural humility helps to create the process of cultural competemility.
- Essential skills for developing cultural competimility include: active listening, reflecting, reserving judgment, and placing oneself in the context of the client's world.
- Achieving cultural competimility promotes client dignity, respect and ultimately engagement by:
 - using respectful team communications that address the individualized patient and family needs
 - providing hospice care training that meets the patient and family where they are
 - assessing the client's desire and readiness for emotional and religious support

References

Campinha-Bacote, J., (December 4, 2018) "Cultural Competemility: A Paradigm Shift in the Cultural Competence versus Cultural Humility Debate – Part I" OJIN: The Online Journal of Issues in Nursing Vol. 24, No. 1.

<https://ojin.nursingworld.org/table-of-contents/volume-24-2019/number-1-january-2019/articles-on-previously-published-topics/cultural-competemility-a-paradigm-shift/>

Cormack, C.L., Mazanec, P., & Panke, J. (2019). Cultural considerations in palliative care. In B.R. Ferrell & J.A. Paice (Eds.), *Oxford textbook of palliative nursing* (5th ed., pp. 469-482). Oxford University Press.

ELNEC Core Module 5: Cultural and Spiritual Considerations in Serious Illness, www.aacnnursing.org/ELNEC

Fitzgerald, E., Campinha-Bacote, J., (April 10, 2019) "An Intersectionality Approach to the Process of Cultural Competemility – Part II" OJIN: The Online Journal of Issues in Nursing Vol. 24, No. 2.

<https://ojin.nursingworld.org/table-of-contents/volume-24-2019/number-2-may-2019/articles-on-previously-published-topics/intersectionality-approach-to-cultural-competemility/>

Foronda, C. (2020). A theory of cultural humility. *Journal of Transcultural Nursing*, 31(1), 7-12.
doi:10.1177/1043659619875184

Session Evaluation and Certificate of Completion

- Your feedback is valuable as we plan upcoming sessions!
 - Please complete the [Project ECHO Session Evaluation](#)
- Project ECHO sessions are not accredited for continuing education, but we are able to offer a confirmation of completion for each session. To receive confirmation of completion, please complete the following within 10 days of each session using the links found on the Project ECHO webpage.
 - *Project ECHO Session Evaluation*
 - *Project ECHO Post-Session Knowledge Check*

NHPCO Health Equity Certificate

- Would you like to demonstrate your commitment to delivering culturally competent care across the continuum of serious illness in an equitable, inclusive, and person-centered manner?
 - NHPCO is pleased to offer a Health Equity Certificate for individuals who participate in at least 17 sessions in the *Equity Where It Matters* series
- To receive participate in the Health Equity Certificate, please complete the following within 10 days of each session using the links found on the Project ECHO webpage.
 - *Project ECHO Session Evaluation*
 - *Project ECHO Post-Session Knowledge Check*

Upcoming Sessions

Date: July 20

Topic: Engaging community systems to improve health equity

Date: August 3

Topic: Identifying cultural needs to enhance the care experience

Additional Information

NHPCO Project ECHO webpage:

<https://www.nhpc.org/regulatory-and-quality/quality/projectecho/>

NHPCO Project ECHO session recordings and Key Takeaways:

<https://www.nhpc.org/regulatory-and-quality/quality/projectecho/2023-project-echo-session-recordings/>

NHPCO Project ECHO Registration Link:

<https://nhpc.zoom.us/meeting/register/tZEsfu-trz4oGtQeKFw41UEIYNwjSli8QCBF>

For more information:

innovation@nhpc.org