

Palliative Care Work Group Minutes

Thursday, January 3rd 2:00 – 3:30pm

1650 Mission Street, 5th floor, Golden Gate Conference Room

Present: Shireen McSpadden, Christine Ritchie, Jeff Newman, Chris Strayhorn, Ramona Davies, Anne Kinderman, Loren Pogir, Heather Harris, Jennifer Lui, Judy Long, Torrie Fields, Liz Reinking, and Melissa Stern.

(Phone) Anni Chung. (Zoom) Anne Hughes, Bonnie Holland, and Rachel Main.

DAAS Staff: Joseph Formentos.

Introductions.

Discussion: Community Engagement Lessons Learned -- Kaiser

Melissa introduced Kaiser Advance Care Planning (ACP) background, context, and opportunities mentioning the implementation of Respecting Choices model and how ongoing focus has shifted internally throughout the community. ACP or 'Life Care Planning' was seen as a public health initiative so Kaiser launched branding and messaging campaign. Melissa explained how Kaiser assigned operational owners of ACP work at medical centers, following up with health education, and finally establishing a community engagement presence.

Lessons learned:

- Start smaller and methodical to eliminate mistakes
- Trust is important especially with who patient chooses in ACP
- Adding middle-step (designated decision-makers) rather than jumping quickly into advance directive
- Change measurements from measuring number of trained to have conversation vs measuring length of conversations
- Partner wherever possible

Opportunities:

Pursuit of more community partnerships including:

- Alameda County Care Alliance (ACCA) where their navigators and volunteers were trained on ACP and Kaiser participated in caregiver events. ACCA members then participated in design sessions and planning needs in community.
- La Salud Permanente where nurses and physicians work in Latin communities with health fair screenings at churches and community centers.
- Regional Member Advisory Council where message is spread forth in the community.

Lastly, Melissa pointed out two hurdles: 1) about having one common citywide document for advance directive as well as 2) having a reliable e-POLST registry.

Kaiser's Advance Directive information can be found here on this link:

<http://www.kp.org/lifecareplan>

Update: Community Engagement PCWG Planning

Christine updated group on community engagement through ACP workshops in libraries including strategic questions about impact, marketing, and geographical representation of neighborhood libraries. Shireen mentioned opportunities such as utilizing clinics and cultural/senior centers as well as training facilitators in advance and reaching out to partners earlier. One idea, from the steering committee, proposed a marketing ad- “I completed my Advance Directive” campaign featuring local celebrities, e.g. CA Governor Newsom, Phil Ting, Marc Benioff, SF Mayor & SF Board of Supervisors to create normalization of ACP conversation.

Community engagement support needs:

- Volunteers to help plan and/or host structured training workshops (with walkthroughs)
- Help recruiting different agencies (specifically target audiences)
- Marketing through individual social media connections
- Resource support (languages, marketing, photographers, printing, website, venues, etc)

Members suggested connecting to individuals for enlisting organizations that extended reach into different communities such as Chinatown (Self-Help for the Elderly). In preparation for the workshops, members recommended that facilitators identify goals beforehand and ensure proper support for any tech issues. Another suggestion that workgroup members agreed on was having partners (to provide assistance) for the facilitators.

TO-DO: Christine urged members (who have experience with ACP workshop training) to volunteer in becoming ACP facilitators.

*Please email Joseph if interested in facilitating during National Healthcare Decisions month.

NEXT STEPS: Looking for agencies and organizations such as Blue Shield, Kaiser, Sutter Health, UCSF, and SF IHSSPA to help fund/support ACP event (maybe separate fiscal sponsorship of SF PCWG); budgeted for \$30K with possibility for additional funding.

Update: Roundtable on Megory A.

Workgroup informed about status of PCWG member Megory’s current health.

Update: Transforming Care Strategic Planning

Loren mentioned in the next couple of weeks, members will receive a 10-minute survey welcoming feedback on impact and support of the top SF Pal Care initiatives identified.

Announcements: n/a.

Next Meeting: Thursday, February 7th
2-3:30pm

1650 Mission St., 5th floor, Golden Gate conference room

All meeting information can be found here: <http://www.ltccsf.org/palliative-care>