

ABOUT CACCC

The Chinese American Coalition for Compassionate Care (CACCC), the only coalition in the nation devoted to end-of-life (EOL) concerns in the Chinese community, is an active working coalition of over 1,300 individual members.

Mission

- ♥ Improve advance care planning for Chinese by encouraging open dialogue about EOL issues
- ♥ Encourage provider partnerships in which expertise and resources are shared
- ♥ Develop EOL materials in English and Chinese
- ♥ Provide training for Chinese volunteers, caregivers and Health professionals
- ♥ Provide community outreach

BACKGROUND

The Chinese American Coalition for Compassionate Care partnered with the San Gabriel Valley End of Life Care Coalition to provide outreach to Chinese Americans residing in Southern California on Advance Care Planning, including the Advance Health Care Directive, Physician Orders for Life-Sustaining Treatment (POLST), and EOL Care. The project developed, sponsored and arranged the Heart to Heart™ Café, which blends the concepts behind Death Cafés with CACCC's Heart to Heart™ cards in order to improve communication and cross cultural understanding between healthcare providers and Chinese patients.

PURPOSE

Using interventions at the patient, family, community, health professional and health service levels, CACCC provided education and culturally appropriate resources about EOL issues for the Chinese American community and the health care providers who serve them.



METHODS

Health Care Professional Workshops

To improve communication and cross cultural understanding between health care professionals and Chinese patients and their families about EOL care.

- Disseminate culturally and linguistically appropriate Palliative care and EOL materials
- Heart to Heart™ Café Facilitator Training
- Panel Discussions: Real Life Experiences in EOL



Community Outreach & Heart to Heart™ Cafés

The CACCC Speakers Bureau was established to provide outreach education to Chinese Americans on Advance Care Planning, including AHCD, POLST, and EOL Care.

Heart to Heart™ Cafés: A group of participants gather to discuss EOL issues, using the CACCC's Heart to Heart™ cards to facilitate EOL discussion. The cards contain both English and Chinese.

- ❖ **Hearts for spiritual concerns**
- ❖ **Diamonds for financial concerns**
- ❖ **Clubs for social concerns**
- ❖ **Spades for physical concerns**

30-Hour Chinese Volunteer training



RESULTS/FINDINGS

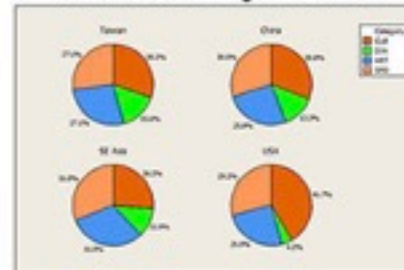
CACCC developed the curriculum and partnered with the SGVEOLCC to coordinate a Healthcare Professional Workshop at City of Hope in December 2014. 56 participants from 33 agencies attended the workshop. Responses to "What I learned is highly relevant to my job", 99% rated the training excellent or good.

CACCC provided 6 community outreach presentations and 17 two-hour Heart to Heart™ Cafés in 12 cities to initiate EOL conversation among 100 Chinese Americans.

Top 5 most preferred cards

	%	Heart to Heart™ Message
3 Spades	9.4	I don't want to be kept alive by machines.
A Clubs	8.3	I don't want to be a burden to my family
A Hearts	6.7	I want to maintain my dignity
Q Hearts	6.6	I want to die without regret
A Spades	5.6	I don't want to suffer

Suit Preference According to Place of Birth



70 Southern California Chinese Hospice & Palliative Care Volunteers completed 30-hour trainings in City of Hope & Methodist Hospital. These trained volunteers are being matched with hospice and palliative care agencies, such as Methodist Hospital, who partnered with the CACCC on this project. Some have already begun to serve Chinese patients.

DISCUSSION/CONCLUSION

- ♥ Education of health care professionals and the public are essential to moving towards a health care system that provides quality EOL and palliative care to patients and families.
- ♥ Early ACP discussions using culturally and linguistically appropriate materials are associated with less aggressive care and greater use of hospice and palliative care.
- ♥ Heart to Heart™ Cafés provide a safe and comfortable environment for discussing end-of-life concerns.
- ♥ Heart to Heart™ Cafés need to expand their services to include the large number of older Chinese who are born outside of Taiwan.
- ♥ Future research and funding should be directed towards interventions that address the specific needs of the Chinese population.

CITATIONS

1. Chinese American Coalition for Compassionate Care. "Learning to Let Go: Saying Goodbye Peacefully." (2013)
2. Chou, W. Y., Stokes, S. et al. "Improving End-of-Life Care Through Community-Based Grassroots Collaboration: Development of the Chinese American Coalition for Compassionate Care." (2007)
3. National Hospice & Palliative Care Organization Caring Connections "Chinese-American Outreach Guide". (2007)
4. Hospice Foundation of America "Doing Everything We Can" (2009)
5. HFA & CACCC "Loving Life, Understanding Hospice" DVD, Sponsored by the Centers for Medicare & Medicaid Services. (2009)

FUNDING

California HealthCare Foundation & Coalition for Compassionate Care of California (CCCC). Other Event Sponsors: City of Hope, All Care Hospice, VITAS Innovative Hospice, Roze Room Hospice, Mission Hospice, Nurses Plus Hospice, Sanctuary Hospice, Seasons Hospice, Companion Hospice.