Supporting a culturally safe approach to Advance Care Planning conversations between clinicians and patients

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Background
The goal of Advance Care Planning (ACP) is for people to get the care that’s right for them. Initiating ACP conversations with patients allows healthcare providers to provide person-centred care for their patients. Yet, the literature indicates disparities among culturally diverse communities in rates of ACP engagement. This is of particular importance in BC, where around 30% of British Columbians are from a visible minority group, and 28% have a mother tongue that is neither English or French.

To address this, the BC Centre for Palliative Care (BCCPC) has developed an online learning tool to help healthcare providers demonstrate cultural sensitivity and appropriate communication skills when conducting ACP conversations with their culturally diverse patients, in particular patients with a Chinese or South Asian background.

In a larger project, we are adapting and translating a culturally safe approach to Advance Care Planning (ACP) for Chinese and South Asian communities in BC. The approach emphasizes that each patient’s own culture is not ‘right’ or ‘better’, but just different than another culture.

Culture influences how people see the world around them, including how they view health and illness, how they experience illness and pain, how they seek help and advice relating to their health, what treatment options are preferred, decision-making processes, and communication preferences. This therefore influences a patient’s care plan.

Approach
To develop the online learning course, we used information gained from a literature review, key informant interviews, focus groups with members of the public from the two communities, input from project working groups (one for each community), and an advisory committee.

The learning objectives for the course are:
- Understand evolution in the concept of ACP and identify current emphases in the ACP process.
- Understand the role of healthcare providers in initiating and facilitating ACP conversations, and how ACP relates to goals of care and serious illness conversations.
- Understand how culture influences the care people receive, and the principles of cultural safety.
- Learn strategies to discuss aspects of culture with patients and families.
- Understand the traditional cultural values relating to ACP and end-of-life care.
- Understand cultural values in Chinese and South Asian communities that relate to their engagement in ACP as part of the care continuum.
- Describe strategies for sensitively introducing ACP concepts to the target communities.
- Create a personal action plan to undertake improvements in initiating culturally informed ACP.
- Understand the current concept and emphases of ACP.
- Identify current emphases in ACP in Canada.
- Describe how ACP relates to serious illness conversations and goals of care.
- Understand your role in initiating and facilitating ACP conversations.
- Cultural diversity in BC.
- What is culture?
- How culture influences people’s values of health, illness and care.
- Working toward culturally safe care.
- Learn about a patient’s culture.
- Working with interpreters.

Culturally safe care
How culture impacts care, an overview of cultural safety, and tips for providing culturally safe care.

Culturally Safe ACP with Chinese & South Asian communities
Brings together the lessons of modules 1 and 2, specifically in the context of ACP with members of the Chinese and South Asian communities.

Evolution of ACP
An overview of the current state and trends of ACP, and the role of health-care providers in ACP conversations.

Learning Objectives
- Understand the current and future state and trends of ACP.
- Identify current emphases in ACP in Canada.
- Describe how ACP relates to serious illness conversations and goals of care.
- Understand your role in initiating and facilitating ACP conversations.
- Cultural diversity in BC.
- What is culture?
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Example module content - key takeaways

Culture and health
Culture influences how people see the world around them, including how they view health and illness, how they experience illness and pain, how they seek help and advice relating to their health, what treatment options are preferred, decision-making processes, and communication preferences. This therefore influences a patient’s care plan.

Culturally safe care
Culturally safe care is based on respectful engagement that recognizes and strives to address power and privilege imbalances inherent in the healthcare system.

Strategies that support culturally safe care:
- Cultural humility - a respectful and humble attitude toward other cultures, acknowledging that one’s own culture is not ‘right’ or ‘better’, but just different than another culture.
- Self-reflection - acknowledging and addressing biases, attitudes, assumptions, stereotypes, prejudices, and characteristics.
- Continuous learning - about other cultures. Make learning about other cultures a lifelong goal and process.

Incorporate three behaviors in practice:
- Listen - practice active listening to understand your patient’s needs and help them feel heard and understood.
- Ask - ask questions about your patient’s culture, including relevant religious and/or traditional cultural practices and beliefs, and communication styles.
- Respect - show a respectful and humble attitude toward the patient’s perspectives.

Lessons Learned
Culturally safe ACP conversations initiated by clinicians can help their culturally diverse patients get care aligned with their values, beliefs and wishes.

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