

# Palliative Community Program for Culturally Competent Care in Senior Immigrants

## Advanced Care Planning for Asian Senior Population: Chinese and Korean Senior Immigrants

Isabella Park DO<sup>1,2</sup>; Special Thanks to Maria Carney MD<sup>1</sup>, Bridget Earle MD<sup>1</sup>, Lawrence Lin<sup>2</sup>, Barbara Felker<sup>3</sup>, Mohini Mishra<sup>4</sup>, Miranda Chau<sup>4</sup>, Sung Jae Shin<sup>4</sup>

<sup>1</sup>NS-LIJ Division of Geriatric and Palliative Medicine; <sup>2</sup>NS-LIJ System BRIDGES; <sup>3</sup>NS-LIJ Diversity and Community Engagement; <sup>4</sup>Selfhelp Community Services

### Senior Immigrants in Queens and Long Island

The immigrant community is one of the country's fastest growing demographics especially in Queens and Nassau counties<sup>1</sup>. What is also significant is the growth of older immigrants. It is well known currently that there will be exponential increase in senior population which is having a considerable economic, public health, social, and medical health impact. The immigrant seniors have their own challenges as a vulnerable and underserved population due to language and cultural barriers.

[www.nyc.gov/population](http://www.nyc.gov/population); [www.nyc.gov/cif](http://www.nyc.gov/cif); [www.census.gov](http://www.census.gov)

Drs. Park and Carney recently spoke on a Health Care Plenary to discuss the "Health Care Challenges for the Aging Immigrants" at the First Annual *Queens Conference on Aging Immigrants*. One significant challenge is addressing end of life care.

There are many community outreach efforts to address HCP and conversations on quality of life and health decisions that stemmed from the Conversation Project in Wisconsin. To follow suit, out of collaboration with NS-LIJ and Hofstra Law School, the **CHAT program** was formed which stands for "Conversations on Health and Treatment". Dr. Carney is one of the founding members and Dr. Park is also a CHAT speaker. The **CHAT program** has already done several sessions in the community, speaking at faith-based organizations, community events, etc in the greater NY (NYC, Westchester, and Long Island).



At the Queens Conference for Aging Immigrants.

### Community Outreach Project: Advanced Care Planning

As Chair of System BRIDGES and as a physician from NS-LIJ's Division of Geriatric and Palliative Medicine, Dr. Park's goal for culturally competent care in senior health includes advanced care planning (ACP). Selfhelp Housing Director, Mohini Mishra, and her Social Work (SW) department already had a program to establish Health Care Proxy (HCP) for their senior residents. However, the Chinese and Korean seniors had many misgivings and questions in the importance of doing HCP. In partnership with NS-LIJ BRIDGES, Dr. Park and Lawrence Lin with the Selfhelp SW staff (Miranda Chau, Sung Jae Shin) prepared a culturally sensitive approach to discuss ACP with bilingual speakers.

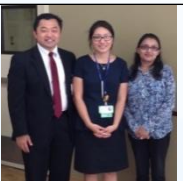
**Goal:** To educate and answer questions on ACP and HCP designation to senior residents in a culturally competent way

**Target Audience:** Chinese and Korean senior residents at Selfhelp Community Senior Housing in Flushing, Queens

**Method:** BRIDGES members met with Selfhelp staff to share information on what is ACP and HCP, what are some cultural barriers to understanding ACP and designating HCP, and how to deliver culturally sensitive teaching sessions on ACP. The BRIDGES members and the Selfhelp SWs are bilingual (Korean, Mandarin, and Cantonese). This was key as the residents do not speak English. There were two-day one-hour sessions: day one was split into Chinese (Mandarin and Cantonese) and Korean. Day two the following week was a follow-up session also in split sessions. There were about 50 residents in each group on day one and about 30 residents in each group on day two. Day one agenda was to introduce health care in the US, shared decision-making and autonomy thus the importance of ACP and HCP; real case scenarios, breakdown of HCP forms, and Q&A session. Day two agenda was brief summary of day one's session, review of HCP forms, and Q&A session. Feedback surveys were distributed for both days.

**Outcome:** All of the residents stayed for the whole one-hour sessions, most were actively engaged in asking and answering questions. Many were honest in their lack of understanding, misconceptions, conflicts in their cultural beliefs.

**Feedback:** According to the residents' survey, almost all stated the sessions were clearly understood, most will talk with their family about ACP/HCP, and few had more specific questions on HCP forms. The BRIDGES and Selfhelp staff learned from each other and from the sessions about cultural barriers in ACP and how we can do better for our seniors. The Selfhelp staff will follow up with those attended on filling out HCP forms.



Lawrence Lin, Isabella Park, Mohini Mishra at Selfhelp Senior Housing ACP learning session



### North Shore - LIJ System BRIDGES

**The Mission of System BRIDGES** is to engage employees who are passionate about embracing relationships with our diverse communities through shared understanding of spiritual, cultural and ethical values in the context of healthcare delivery

**The Vision of System BRIDGES** is to create a robust partnership between health system employees and the communities we serve. Through these relationships we will build trust, understanding, loyalty and respect for these and other cultures which comprise our diverse patient and employee population. BRIDGES will help engage, educate and empower identified patient populations based on culturally specific needs.

### Ongoing Collaborative Projects

We are currently collaborating with the following organizations to do ACP teaching sessions:

**The Korean Community Services of Metropolitan New York, Inc. (KCS)** is a voluntary, nonprofit community service agency with the objective to develop and deliver a broad range of community service programs to meet the various needs of the community, including Korean American Senior Center of Flushing.

**Selfhelp** is a not-for-profit organization dedicated to maintaining the independence and dignity of seniors and at-risk populations through a spectrum of housing, home health care and social services.

**A Holly Patterson Extended Care Facility** provides subacute and long term care for seniors. They have a well-established Korean Program with over 120 Korean senior long-term care residents.

**Charles B Wang Community Health Center** is dedicated to eliminate disparities in health, improve health status, and expand access to the medically underserved with a focus on Asian Americans.

**Xtreme Care** is a New York State Licensed Home Health Care Agency providing general Nursing and Para-Professional home care services throughout the NYC and Nassau County. The President also runs several senior centers, Silver Town.