

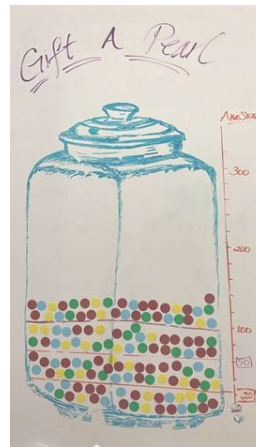


## "Gift a Pearl" Richmond Campaign : Cultural Awareness

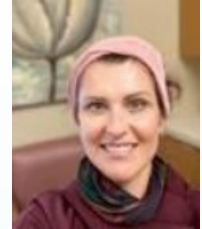
**D**r. Amrish Joshi, Lara Musa, Dr. Sukaina Kara & Olina Wang from the Integrated Hospice Palliative Care team in Richmond completed qualitative studies between 2018 and 2022 to understand how Chinese and South Asian populations understand Advance Care Planning and the use of the Serious Illness Conversation Guide. To share the outcomes with clinicians, the "Gift a Pearl" (GAP) campaign was created. Each "pearl" reflects of a thematic finding revealed from the research, i.e. acculturation. Using a cultural lens, it reminds us to consider how we frame of our questions to support our patients and their loved ones.

RPACE Lead, Monica Kelly, worked with the supportive palliative care unit (SPCU) Quality Team to deliver a series of in-services, each week featuring a different pearl. To provide a visual of the work being done, whenever a pearl was shared with a patient/loved one, a pearl sticker was placed in the GAP Jar to capture this engagement. Over a 12 week period, over 140 pearls were gifted! On Dec. 25, 100% of SPCU patients had GOC documented! Amazing work!

To access the Conversation Pearls from the Chinese and South Asian Communities in Richmond webinar, log onto Learning Hub and enter 'RPACE recorded webinars' in the search or follow [this link](#).



## In the spotlight



**Jana Tutt, RSLP**

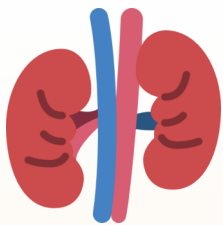
**Clinical Practice Coordinator for Coastal Community of Health and Interim Home Health**

*"Medical SLPs work across health sites with patients throughout the continuum of disease progression. Generally we are involved when a life limiting condition is diagnosed that results in impairment to communication and/or swallowing.*

*In school, there is a focus on learning the science of body systems as well as evidence-based practice using available research evidence. In practice, however we must incorporate our clinical expertise with patients' values, beliefs and preferences. Years ago, I was fortunate to have had the opportunity for RPACE training, which helps bridge evidence based medicine with patients' wishes. In my experience using the RPACE, families and patients feel heard and respected which builds trust and rapport, which allows for informed decision making that aligns with their values and goals."*

**"RPACE highlights for me that serious illness is a biological and social process and we must all as care staff consider both if we are committed to improving patient outcomes and experiences."**

## Embedding GOC in the Kidney Care Clinic



RPACE Lead, Dara Lewis, led the *What Matters* Conversation Project from May 2022 to April 2023 at the VGH Kidney Care Clinic. She worked alongside the team to embed principles from the Serious Illness Conversation (SIC) Guide into the daily care of patients with chronic kidney disease. SIC questions were incorporated into patient questionnaires, multidisciplinary assessment forms and Cerner documentation templates. Education sessions and coaching were also provided to the kidney team on

helpful language, such as the "Wish/Worry, Hope/Worry" framework. Stronger partnerships were also formed between the clinic and Home Health teams as a result of this work. Overall, the project saw improvements in patients' self-reported illness understanding and their satisfaction with care, as well as greater clinician confidence in having these conversations and greater awareness of the opportunities for an interdisciplinary approach to exploring goals of care. Over five months, the clinic doctors, dietitians, social workers and nurses generated over 110 new Goals of Care PowerForms in Cerner. Way to go team!

## Advance Training Opportunity

Sign up on LearningHub to learn more about conversation strategies to support challenging discussions and engagement ideas to embed Serious Illness Conversations in your work area.

- ⇒ [RPACE Advance Training: A Deeper Dive into Serious Illness Conversations](#) (Course #25359)
- ⇒ [RPACE Advance Training: Taking the Lead with Serious Illness Conversations](#) (Course #15022)