

Palliative Care Work Group Minutes

Thursday, June 7th 2:00 – 3:30pm

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

Present: Shireen McSpadden, Rachel Lovett, Anne Hughes, Marilyn Ababio, Wanda Ferguson, Rebecca Sudore, Redwing Keyssar, David Zwicky, Loren Pogir, Kelly Dearman, George Kellar, Anne Kinderman, Megory Anderson, Yan Ling Chen.
(Phone) Sarah Garrigues, Chris Strayhorn.

DAAS Staff: Joseph Formentos.

Introductions.

Shireen thanked and presented Rachel with gift for her hard work with Re:Imagine events.

Update: Re:Imagine

Rachel introduced initial report based on collaborative goals set by the Palliative Care Workgroup and Re:Imagine team in addition to revisiting member feedback from the Pal Care meeting in May. Furthermore, Rachel is awaiting event surveys (online and paper) from Community Based Organizations (CBOs) to evaluate both pre- and post- events and then Re:Imagine will produce a six month follow-up report.

Next Steps included: 1) Re:Imagine working closer as partnership with Workgroup to continue community engagement, and 2) planning meeting on sustained impact before next event. Rachel's slideshow displayed results tied to a list of goals that ranged from normalizing conversations around advanced illness to charting attendee/registrant demographics. Although there is still some work to do, the uptick of ethnic diversity and inclusion during events are directly related to Workgroup outreach. Rachel's two-pager listing SF Re:Imagine media coverage links to another goal that educates communities about concepts such as advance care planning, hospice, and palliative care.

Rachel then presented bullet points of preliminary opportunities and challenges based on the feedback from the group. Workgroup members had questions about having too many events on one day, suggesting a situation where a solo participant would attend one event only vs the same participant attending as many events as he/she could. Another member pointed out that in the middle of all the events taking place, maybe a "what is palliative care?" event could have balanced out any events missed. Re:Imagine was looking to organically curate events, however without proper timing guidelines, there were challenges in event invitations being sent out late which impacts marketing, outreach, and even print scheduling of documents.

Rachel opened up the floor to additional feedback and members suggested the following:

- Promoting events earlier with reminders about other events.
- Online accessibility issue creates possible age vs digital inequity gaps.
- Privacy issue with attendees/registrants sharing salary information.
- Multi-lingual needs with Advance Care Planning workshops and Creative Arts groups.

- Designate portion of budget for mailing in multi-languages to reach other communities.

Small capacity of phone support for website ticketing and lack of outreach to underserved populations were some examples of why more advance planning of the overall budget matters. Shireen advised that, with some foresight before events, the department could be somewhat of a solution to website accessibility concerns or with phone support capacity. Answering questions about data collection from the previous meeting, Rachel confirmed that attendee/registrant information was captured by Re:Imagine and CBOs.

Next Steps: Re:Imagine

Shireen posed question about how committed group is to being involved in working for these events annually or even the next few years. Group members felt annual event itself is good idea, yet also proposed having smaller events throughout the year could serve as a build-up (and as a reminder) to one main Re:Imagine event. Members agreed that community engagement could have been enhanced with different strategies by possibly being involved with health centers and hospitals. Others suggested possibly conducting PREPARE workshops once a month while some felt that by re-examining the structural marketing and outreach throughout say the next two years then the workgroup and department could do more of the heavy-lifting. Tapping into the other organizations involved with event could also be a resource to learn from especially when assessing difficulties surrounding community engagement and promoting diversity. Conclusively, workgroup members agreed that different communities require different approach in addition to different formats; end of life planning could be different with other cultures.

TO-DO: All members think about Next Steps ideas for Re:Imagine with event and beyond.

Update: Zen Hospice Project

George updated workgroup about Zen Hospice Project continuing end-of-life caregiver education program and volunteer training program at Laguna Honda.

IHSS & Notaries

Rebecca mentioned working on advance care planning and palliative care toolkits for IHSS workers. Based on feedback from focus groups, IHSS case managers are excited about the toolkits, however the forms themselves require witnesses other than the caregivers or providers themselves. Also, case managers and recipients do not have means to pay for notarization of forms, so Rebecca was wondered if this is something group knows that we can offer to clients. Rebecca continued by referring an online training course for \$600 to become certified notary, which lasts for 4-years. In response to question, Shireen talked about knowing of notaries within the DAAS staff, however revealed that the department uses a notary service because of convenience. One group member recommended peer volunteers accompany workers on visits as witnesses rather than using a notary. Another member suggested funding opportunity for San Francisco Association of Realtors which frequently uses notaries.

Update: Transform Care

Loren reminded group of current working status for the Transform Care update beginning with outlining interview observations and pointing out the next steps goal of key initiatives prioritization later becoming an implementation plan. With more than a double-digit number of interviews completed, the remaining workgroup member interviews are currently underway.

Loren observed common interview themes including:

- Having passion in mission
- Commitment to work, ie. volunteer to attend workgroup
- Pride in having a deep and diverse expertise
- Representation of various stakeholders
- Connections and networks in and around the field

Loren continued by noting gaps in stakeholder representation and followed-up with a set of recommendations. She described other opportunities such as establishing a standard for advance care planning documentation, better community/provider engagement, and promotion of palliative care training. Shireen also elaborated on one opportunity regarding an accessible resource directory for family caregivers and providers, and revealed that both Stupski and Dolby foundations donated \$25K each to start the planning process for the aforementioned dynamic resource directory. Additionally, the department is currently looking to offer informal bid towards a consultant that will spearhead the planning.

Some group members referred back to original Palliative Care committee initiatives from years past and how other institutions and individual systems have moved forward yet separately from each other since then, further raising the question of standardization. One group member wondered about examining data from a prior needs assessment and Loren looked to possibly revisit data after group prioritization of key initiatives when reflecting back on any changes. Lastly, Loren singled out criteria when selecting initiatives based on feasibility, impact and sustainability.

Announcements:

Redwing promoted Extremis film screening event at Jewish Family and Children's Services (JFCS) on Tuesday, June 12 2018 from 6pm-9pm.

Next Meeting: Friday, July 6th

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>