

NMELC

Nevada Multicultural

End-of-Life Care Coalition

CONFERENCE AGENDA: May 8, 2008

“Ocho de Mayo Fiesta”

Beverage Hosts: NV Center for Ethics & Nathan Adelson Hospice

Time: 9am-11am

Location: University of Nevada COOPERATIVE EXTENSION

(Corner: Windmill and Hwy/I-215), 8050 S Maryland Pkwy, Las Vegas, NV 89123

NEW ATTENDEES WELCOME – Kindly RSVP: romeroe7@unr.nevada.edu or

romeroe@UNCE.UNR.edu

- 9am-9:10 “HOLA Y COMO ESTA” - Brief Networking
- 9:10 - 9:20 Welcome/Invocation by Founders
*Cassandra Cotton (Nathan Adelson Hospice)- Invocation
*Elisabet Romero (NV Center for Ethics) – Message RE Conference Theme
Introduction of Panel Discussion: Welcome Moderator
- 9:25 Welcome –Panel Moderator: Vicki Koceja (St Rose Dominican Hospital)
Panelists Welcome- List Brief Biographies
- 9:30-9:45 Moderator Presentation: **“Cultural Competency through Palliative Care:**
Description of St Rose Dominican Hospital Model in So Nevada” (Ms. Koceja
to confirm title).
- 9:45-10:45 Panelists Initiate Dialogue with NMELC Membership Questions on Cultural
Sensitivity and Competency subtopics.

Our coalition is under the following auspices:



**UNR: Nevada Center for
Ethics and Health Policy**

in Partnership with



University of Nevada
Cooperative Extension


Nathan Adelson
HOSPICE

MAY 8, 2008 Conference Objectives and Bullet Points:

Founders Message Regarding Conference Theme:

“Cultural Sensitivity and Competency in Healthcare Settings: Overview of Past, Present, Future”

When we look back at the topic of “Cultural Sensitivity and Competency in Healthcare Settings”, we can recall the time when it was merely theoretical and not perhaps seen as practical or fiscally possible as far as training was concerned for various agencies in Southern Nevada, and indeed throughout the US. It is quite a different scenario for year 2008 when we know of private agencies, public organizations, and educational institutions that are not only teaching this topic, but in fact, have made it a regular part of their curriculum. Another popular umbrella topic utilized at this time is “healthcare disparities” and other subtopics that may fall under this genre.

All this points to the external general points for agency discussions (why the need, what lessons, is access and education sufficient, have the goals been met and if so... how, if not.... What areas require improvement? What input is needed and from whom in our community?) vs. internally (how do we train our providers, what support is there in our community for continuing education, what multicultural resources should we employ, etc).

Our NMELC Founders and Board members have discussed since year 2007 creating a panel conference with emphasis on this timely topic. We are so grateful it has finally come together and to have received positive confirmations from our community leaders, stakeholders, educators, and professional providers to initiate the dialogue on where we stand with this important theme.

We wish to thank our panelists:

1. Social Worker (Family Home Hospice): Lane
2. So NV Health District: Maria Azzarelli
3. Chairperson (Community Partners for Better Health): Celeste Folmar
4. President (LUCES: latinos united celebrating health): Juan Zapata
5. LUZ Community Development: Olga Mendoza
6. UNLV Center for Health Disparities: Emilia Guenechea
7. Community Health Educator (NV Cancer Institute): Lurrana Leigon
8. UNLV: Gerontology Department: Jacqueline Ragin
9. Family Life Assistant Program Manager - AHEC of So NV: Karla Banda
10. Office of the Governor Consumer Health Assistance - Sherlene Simpson, LPN: Quality Assurance Specialist

Once we complete today's conference, we hope to accomplish the following objectives:

1. Learn the different types of training for healthcare providers on cultural competency
 - a. Identify the benefits of this training
 - b. Identify the disadvantages of this training
 - c. Areas for improvement or gaps in this training
2. Identify national and local rules/regulations governing multicultural sensitivity and competency for providers and health agencies
3. Identify Healthcare Agency Policies and Practices affecting Cultural Competency Training
4. Identify helpful multicultural marketing tools for community outreach
5. Identify helpful multicultural sensitivity tips for patient care

NMELC Panelists- Tentative Talking Points for May 8, 2008:

Any of the panelists are free to comment or refrain from commenting on the following topics during our conference.

Additionally, there may be audience questions which we like to encourage where possible:

- 1) What is your organization doing to ensure appropriate approaches to discussing healthcare with specific populations in Southern Nevada? IE: Given culturally diverse populations that exist here, how are your healthcare professionals seeing to it that they respect the traditions and values of the cultural affiliation of their patient and their loved ones?
- 2) Have you found yourself in a position where you or your organization was unaware of specific cultural traditions that played a part in your patient's healthcare and treatment? What did you do about it?
- 3) If you could implement one change in your approach to diverse populations regarding their healthcare, what would it be?
- 4) What training are the hospitals offering to their staff and are the classes mandatory?
- 5) Do most agencies now provide written material in other than English? Has the tides turned in this regard to providing multilingual material and resources for the community?
- 6) Importance of Advance Care Planning and the multicultural strategies for initiating this traditionally difficult dialogue for communities of color?
- 7) How can we make a concentrated effort to advise the public about the new secure lockbox for Advance Directives through the Nevada Secretary of State office?
- 8) Should clinical practices include integrating cultural competence into training for health care providers?
- 9) What are some cultural and communication barriers to quality care?
- 10) What can be done to train health care providers to better understand and manage the social and cultural factors that affect patients' health beliefs and behaviors?
- 11) Examine how cultural competence affects health care delivery and health outcomes.
- 12) What can be done or should be done to increase awareness of cultural sensitivity among the general public, insurance companies, and policy makers?
- 13) How do we mobilize community to get involved (i.e. public policy, education about what their rights are, to become more informed)?

PANEL MODERATOR:

**Vicki Koceja, RN, BSN, MBA, OCN, FAAMA, BC, PhD.
ONCOLOGY/PALLIATIVE CARE SERVICE LINE DIRECTOR**

Dr. Koceja began her career in Oncology nursing in 1985. She has rapidly progressed in her career from Charge Nurse, to Nurse Clinician, to Clinical Supervisor, to Patient Care Manager, to Program Director. She is currently the Service Line Director of the Oncology/Palliative Care Program at St. Rose Dominican Hospitals. She has experience in designing, developing and implementing two Oncology programs in Milwaukee, Wisconsin and Las Vegas, Nevada including a Breast Care Center. Her training in Palliative Care was established through the City of Hope Hospital, which focused on program development. She has had fellowship training through the Wisconsin Pain Initiative on pain management as well as end of life care through the Milwaukee County Hospital/Medical College of Wisconsin. She recently completed her board certification in Pain Management.

EXPERT PANELISTS:

- 1. Maria Azzarelli, Tobacco Control Program Coordinator
Southern Nevada Health District**

Office of Chronic Disease Prevention and Health Promotion

Maria Azzarelli joined the Southern Nevada Health District's (SNHD) Tobacco Control Program (TCP) in 1999. In 2004, Maria was promoted to Tobacco Control Coordinator and currently directs the activities of Nevada's only comprehensive tobacco prevention and control program. Under Maria's direction, the TCP provides tobacco prevention and control programming for over 70 percent (1.9 million) of the state's population. Her professional interests outside of tobacco prevention include a dedication to reducing health disparities through active involvement in local and statewide initiatives. Maria is a founding member of the SNHD Diversity Committee and has participated in several projects to enhance the health district's cultural competence.

- 2. Jacqueline Ragin – Program Coordinator
UNLV Gerontology Program**

Jacqueline Ragin holds a B.A. in psychology, with a minor in Economics, M.S. in Mental Health Counseling and a M.P.H. She is currently working towards a Ph.D. in sociology at UNLV. She has lived in the United States for ten years but was born and raised in Lusaka, Zambia. Jacqui currently works at UNLV full time as the program coordinator for the Gerontology program. She also works part time as a mobile mental health assessor for Spring Mountain Treatment Center. She is married and has one four year old son Marcus.

3. **Laurrana Eliseya Leigon** D.Div; C.Cht.; C.Mht.
Community Health Educator
Nevada Cancer Institute

Laurrana Leigon, serves as Community Health Educator with Nevada Cancer Institute bringing her experience in health education, social work, cultural sensitivity, palliative care, and supportive services as well as complimentary therapies and healing arts.

In 1977 Laurrana was appointed a lifetime Minister and has served in this capacity ever since. Continuing this work into palliative care and hospice, as well as patient care, Laurrana continues to create and implement healthcare programming to the community.

As trainer and staff member at the Transpersonal Psychology and Hypnotherapy Institute in Boulder, Colorado Laurrana taught Death as a Sacred Transition and held a private practice for over ten years in Colorado Springs, Colorado.

4. **Maria Emilia Guenechea**, MA: Multicultural Outreach Coordinator

As part of the Center for Health Disparities Research, School of Public Health at UNLV, and as a committed community member in the State of Nevada, my compromise is to improve the quality of healthcare services for the community; and to increase access to healthcare services, particularly for those who need it most: low income and minority population. My objective is to seek means and resources to provide education to address, treat and prevent diseases and conditions that are prevalent in the community and an increasing concern among minorities.

5. **Celeste Folmar**: Chairperson, BA, BUSINESS ADMINISTRATION/MARKETING
Community Partners For Better Health

Energetic and visionary leadership skills demonstrated over a thirty (30) year career in Airline Management. Responsibilities included management of several corporate operational functions with budgets in excess of twenty-five (25) million dollars annually; generating revenue of one hundred eighty (180) million dollars in annual sales. Provided leadership to operation composed of five (500) hundred plus employees. Designed, administered, and evaluated training and professional development assuring workforce kept pace with ever changing state of the art. A Demonstrated strong background managing labor relation's activities excels at group facilitation, motivational training and speaking. Numerous awards of distinction and honors for leadership excellence.

Last position before retirement in 2003, Mountain West, Regional Manager. Now serving in Health Service and Education as the Chairman of the Board, Community Partners for Better Health, a Community based non-profit Corporation serving southern Nevada. The overarching mission of the corporation is the elimination health disparities. 2008 honoree, "Biltmore, Who's Who in Women Executives"; Nevada Alliance to Eliminate Health Disparities(NAEHD): In September of 2007 as Chairperson for CPBH initiated a call to action to several community organizations to address an action plan established to eliminate Health Disparities. The result is a

grassroots initiative(NAEHD) now leading the call to eliminate health disparities..

6. Lane: Social Worker
Family Home Hospice

After careers as both a paramedic and a private investigator, Lane chose the field of social work to obtain her masters degree. Thinking she would continue her passion for working with the elderly, Lane discovered hospice and never looked back. Lane has worked previously for NAH and currently has been with Family Home Hospice for 3 years. (her other passions are travel and writing).

7. Olga Mendoza: Executive Director
Luz Community Development Coalition

Born and Raised in EL Paso, TX where she received a B.A. in Communications. She Moved to Las Vegas, NV in 1998 to obtain a M.A. It was during this time that she began volunteering with several youth organizations and community service initiatives. She is a sister of Kappa Delta Chi the Oldest Latina Sorority in the Country and has been dedicated to helping meet the needs of underserved populations. Her current position as a Coalition Director allows her to join community members in reducing replication and uniting other service providers in delivering Culturally Competent services in the community.

8. Sherlene Simpson, LPN: Quality Assurance Specialist
Office of the Governor Consumer Health Assistance (www.govcha.state.nv.us)

I have been a licensed practical nurse (LPN) since 1980. I graduated from John Wood Community College in Quincy, Illinois. I have worked in various areas of the health care profession. I have gained valuable experience in the following areas: medical surgical, coronary care, rehabilitation, and long term care. I have also worked for a major health insurance company in Las Vegas for 5 years. Currently, I work as an advocate for the State of Nevada helping Consumers free of charge with their health care related concerns.

9. Juan Zapata: Yr 2007 President
LUCES: Latinos United Celebrating Health
Bio not available at time of printing.

**10. Karla Banda: Family Life Assistant Program Manager
Southern Nevada Area Health and Education Center**

Karla Banda has been with the Adolescent Family Program at Southern Nevada Area Health Education Center since 2003, where she facilitates classes for the Family Life Program. Her job entails establishing effective organizational relationships with agencies in the Latino community, conducting training workshops for future instructors, organizing publicity for classes, and working with parents to establish better communication skills with their adolescent children. She routinely collaborates with other AHEC programs to be a bilingual presenter. Prior to that, she worked for several years for the Women, Infants, and Children Program (WIC), where she was a certified lactation counselor. She has extensive experience in diverse communities and is working on her A.A. in psychology.