

Supporting clinicians to adopt a culturally considerate approach to Advance Care Planning conversations with patients

Hassan E, Martin P.

Initiating Advance Care Planning (ACP) conversations with patients allows healthcare providers to provide person-centred care. Yet, there are disparities in ACP engagement rates among culturally diverse communities. To address this, we developed an online learning course to help healthcare providers apply a cultural considerate and safe approach and appropriate communication skills when conducting ACP conversations with their culturally diverse patients, in particular patients with a Chinese or South Asian background.

The course was developed using information gathered from literature reviews, and from focus groups with members of the Chinese or South Asian communities. The target audience is any healthcare provider that may have ACP conversations with their patients. Three modules were developed:

1. Evolution of ACP - a refresher module about ACP. Basic ACP information is considered a prerequisite.
2. Culturally Safe Care –how culture can impact care, with an overview of cultural safety. This module applies to all cultures. Basic Cultural Safety knowledge is considered a prerequisite.
3. Culturally safe ACP with Chinese and South Asian communities - bringing together the lessons of the previous two modules in the context of ACP with members of Chinese and South Asian communities. The module emphasizes that each patient is unique and should not be stereotyped.

The course is evaluated through a survey with healthcare providers following course completion, and online platform analytics. Evaluation data will be presented.

Using the learnings from the course in ACP conversations, healthcare provides can help their culturally diverse patients to get care aligned with their values, beliefs and wishes.