

Interdisciplinary
End of Life Symposium

Hospice Volunteering: Life Lessons

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Disclosures

- I do not have any relevant financial relationships.

This presentation and/or comments will provide a balanced, non-promotional, and evidence-based approach to all diagnostic, therapeutic and/or research related content.

Cultural Linguistic Competency (CLC) & Implicit Bias (IB)

STATE LAW:

The California legislature has passed [Assembly Bill \(AB\) 1195](#), which states that as of July 1, 2006, all Category 1 CME activities that relate to patient care must include a cultural diversity/linguistics component. It has also passed [AB 241](#), which states that as of January 1, 2022, all continuing education courses for a physician and surgeon **must** contain curriculum that includes specified instruction in the understanding of implicit bias in medical treatment.

The cultural and linguistic competency (CLC) and implicit bias (IB) definitions reiterate how patients' diverse backgrounds may impact their access to care.

EXEMPTION:

Business and Professions Code 2190.1 exempts activities which are dedicated solely to research or other issues that do not contain a direct patient care component.

This presentation is dedicated solely to research or other issues that do not contain a direct patient care component.

“You matter because you are you. You matter to the last moment of your life, and we will do all we can, not only to help you die peacefully, but also to live until you die.”
— Cicely Saunders,

[The Management of Terminal Disease volume 1](#)

My Journey as a Volunteer

- Initiated rather nontraditionally at a young age due to my work in cancer from the age of 21
- Led me to the profession I am in as a cancer researcher and drug development professional
- Volunteered through post graduate school and have continued over the years in various capacities
 - Children's Bone marrow transplant unit
 - Support to patient families (understand care and therapy, encourage to talk about it and find support through community/support groups, address stigma, cultural aspects)

Key Experiences as Hospice Volunteer

- Cultural Humility & Building Trust
- Embrace life & Be in the moment (some examples from my patient and family visits)
- My life lessons

Cultural Humility

▪ Cultural Humility Attributes

- Give up the role of expert
- Active listening and embrace role of a student of patient
- Be willing to say when you don't know
- Align knowledge with broadening behavior and attitude
- Build trust

▪ Adopting the Cultural Humility Model*

- Humble about the assumptions you make
- **U**nderstanding my background and culture and understanding more about the patients' background
- Incorporate this knowledge into my interactions with patients and families

Embrace Life & Be In The Moment

- A priest who had given up priesthood and become a social worker for families and had CHF; loved the opera
- An artist with dementia
- A high school teacher with cancer
- A woman with dementia who loved music
- A son who was struggling with his dying mother

My Life Lessons....

- Kept me grounded in my profession
- Stronger to face uncertainties of life
- Face my own immortality
- Take the time to focus on family and friendships
- Prepared me for supporting my own mother through her dementia and end of life in India

My Hope.....

"Life is pleasant. Death is peaceful. It's the transition that's troublesome."

— Isaac Asimov, American author and professor of biochemistry.

.....I helped the transition of those I had the opportunity to intersect with easier with my touch, energy, and time.