

Notes from Quality Partners Call
May 13, 2008
Inclusion and Access (IA)

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IA1.1 Participants in the call requested that Frances Hoffman research needs assessment tools, policies, and procedures and offer suggestions to the group.

IA1.5 Frances will also research and send out powerpoint presentations for community education activities.

IA2.1 UNI has a booklet on health care diversity which is being used by one hospice that recommends it. Iowa City Hospice administrator Maggie Elliott has volunteer training materials in Spanish and would share information about these with anyone who wishes to contact her.

IA3.1a Hospices are doing a variety of things to promote bereavement education and services in their communities. One is providing individual grief counseling and support groups that are funded through donations and a United Way appropriation. In addition, this hospice is working with the Emergency Medical Services and critical incidence stress debriefing team in its area. Several hospices mentioned working with schools when loss of a student or teacher occurs.

IA3.4 Frances will research and send out powerpoint presentations on grief and loss that can be used for community education.

IA3.4a A number of hospices sponsor the annual Hospice Foundation educational program on grief and loss and extend invitations to schools, funeral homes, nursing homes, and other community members.

IA4.1a There was some confusion as to what is meant by this standard. Frances will check with NHPKO to see if she can get a clearer definition. Several expressed the need to be more proactive in working with minority groups in their areas.

IA4.2a Several hospices mentioned that they are using the ATT service for translation when it is needed.

IA4.2b One hospice mentioned having its speech therapist help with picture boards for communication. Another uses Blackberries for communicating with those who are deaf.