

*Archstone Foundation and
The Aging & Public Health Section of
The American Public Health Association*

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Award for Excellence in Program Innovation



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2023 AWARD WINNER

Chinese American Coalition for Compassionate Care (CACCC)

ORGANIZATION

The Chinese American Coalition for Compassionate Care (CACCC) is devoted to addressing end-of-life care issues in the Chinese American community and building a community where Chinese Americans can face the end of life with dignity and respect. CACCC's initiatives include translating end-of-life materials from English to Chinese; conducting community education and advance care planning outreach; facilitating Heart to Heart® Cafés; providing professional healthcare, caregiver, and volunteer training; and conducting workshops and forums for caregivers and patients.

PROGRAM

Chinese families may encounter challenging medical decisions, feeling restricted to either aggressive life-sustaining treatment or "giving up." These beliefs are perpetuated by inadequate communication with healthcare professionals due to language or cultural barriers, few end-of-life resources in Chinese, and discomfort around discussing end-of-life issues.

The CACCC's Heart to Heart (HTH) Café® is a communication activity developed from Kreuter's cultural appropriateness theory, in which people gather to discuss death in a safe, comfortable space. The HTH Cafés began in 2014 and are modeled after the Death Cafés founded by Jon Underwood. CACCC was confident that cards were appropriate for the Chinese American population due to the existing culture of card and gambling games played during social gatherings.

The HTH Café, guided by two or more trained facilitators, promotes communication between a family member, caregiver, and/or healthcare provider to



understand a loved one or patient's end-of-life wishes using Heart to Heart® cards developed as a derivative of Coda Alliance's Go Wish cards. HTH Cafés were primarily conducted in café-like settings with 8-10 people, but since the global pandemic were modified for virtual discussions.

Groups that request HTH Cafés include faith-based organizations, book clubs, senior centers, social groups, medical and clinical teams from hospitals, skilled nursing facilities, hospices, and professional schools in medicine, social work, and nursing.

OUTCOMES

The American Journal of Hospice and Palliative Medicine recently published the study *Heart to Heart® Cards: A Novel, Culturally Tailored, Community-Based Advance Care Planning Tool for Chinese Americans*, which provided meaningful data about the participants' end-of-life concerns by asking them to choose one card as their top end-of-life concern. More than 99% of the participants agreed that the activity was pleasant, that they were able to express themselves, and that it made it easier to talk about death. Many participants shared that the HTH Café was their first-time having end-of-life conversations.



DISSEMINATION

Since inception, CACCC has been proactive in developing innovative programs, hosting community education and outreach events, conducting professional healthcare forums, and training volunteers. HTH Cafés can be modified to meet the needs of specific audiences, including English-speaking or Cantonese-speaking communities, and can be held in small offices or large conference rooms with tables of six to eight people grouped at a table.

A goal for this study was to understand Chinese American patients' engagement with advance care planning. Results show that after completing the HTH Café, 86.5% of participants expressed the intention to complete advanced healthcare directives. The study demonstrated that the HTH Café was effective in creating a comfortable, supportive, patient-centered, and culturally relevant environment for discussing death and advance care planning for Chinese Americans.

PARTNERSHIPS

CACCC's coalition model emphasizes the importance of bringing like-minded people to the table and the organization dedicates portions of its meetings to educating coalition members and volunteers and planning projects. The coalition has more than 300 local, state, and national partner organizations and approximately 3,000 individual members dedicated to its mission. CACCC partners with El Camino Health, Santa Clara Valley Medical Center, and the Institute on Aging to offer continuing education to healthcare professionals in a variety of disciplines. CACCC also participates in the Seniors' Agenda with the Department of Aging and Adult Services, the County of Santa Clara Social Services Agency. And it serves as an end-of-life coalition model for other ethnic communities who are motivated to address end-of-life concerns unique to their respective culture and race.

During the COVID-19 pandemic, CACCC pivoted to include virtual materials to reach a broader audience. The HTH Café presentation, as well as other CACCC core programs, were conducted virtually and reached a global Mandarin-speaking audience in over 10 countries.

Since the introduction of Heart to Heart® Cards in 2014, CACCC has hosted a total of 222 global Cafés with a total of 4,035 participants. CACCC has also held 23 global HTH Café Facilitator trainings and trained 423 Café Facilitators.

To learn more, please contact:



Sandy Chen Stokes
Executive Director
Chinese American Coalition for
Compassionate Care (CACCC)
www.Caccc-usa.org
sandychenstokes@caccc-usa.org
(916) 835-4007



Ling Chiu
Senior Program Coordinator
Chinese American Coalition for
Compassionate Care (CACCC)
www.Caccc-usa.org
lingchiu@caccc-usa.org
(916) 835-4007

Award for Excellence in Program Innovation

The Award for Excellence in Program Innovation was established by an endowment from Archstone Foundation to the Aging & Public Health Section of the American Public Health Association to recognize best practice models in caring for older adults. National programs that innovatively link academic theory with applied practice in the field of public health and aging are considered annually for this award. Through the elevation of these model programs with a nationally recognized award, our hope is that the programs will be replicated and continue to be evaluated to enhance services for older people throughout the United States. For a list of previous awardees, visit www.archstone.org.

ARCHSTONE FOUNDATION

Archstone Foundation is a nonprofit, non-partisan, private foundation dedicated to improving the health and well-being of older Californians and their caregivers. Since its inception, the Foundation has awarded nearly 1,200 grants with a total value of more than \$120 million. The Foundation's strategic direction shifts from specific priority areas to three broader, coordinated strategies, our Three Ts: Teams, Training, and Technology. Archstone Foundation's grantmaking will emphasize the interrelated systems and models required to provide a more comprehensive, coordinated system of care for California's aging population, and advance a more just and equitable care system. To learn more, visit www.archstone.org.



AMERICAN PUBLIC HEALTH ASSOCIATION

The American Public Health Association champions the health of all people and all communities, strengthens the public health profession, and speaks out for public health issues and policies backed by science. The mission of the Aging and Public Health Section of APHA is to promote the health and well-being of individuals as they age by improving their health, function, quality of life, and financial security.



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