

## **Phase 1: Generating Ideas**

### **Top 10 “Wouldn’t It Be Great If...?” Ideas**

Wouldn’t it be great if hospices stopped assuming what the community needs and truly assessed what the needs are... then invited the community to participate in making a plan to meet those needs

Wouldn’t it be great if every organization’s board of directors reflected the community they serve. (All Action Steps made it to final Bold Action Steps)

Wouldn’t it be great if upper management were here at this conference.

Wouldn’t it be great if all hospice employees learned a second language.

Wouldn’t it be great to establish a statewide language resource committee to provide standards and best practices available to Florida Hospices.

Wouldn’t it be great if all patients received the same level of medical care.

Wouldn’t it be great not to sign off life.

Wouldn’t it be great if hospices statewide developed a database containing information on patients served, available resources and language translators.

Wouldn’t it be great if money was not a factor in life ...especially the end of life.

Wouldn’t it be great if we could meet patient’s needs as defined by them.

### **All “Wouldn’t it be great if...?” ideas generated by group:**

...Generous diversity Budget

...Eliminate the fear from Talking about death.

...Upper Management attended this conference

...Internal Affinity Groups to meet the needs of employees.

...People just go It!

...We weren’t competing but cooperating.

...Respect between the ages.

...we could meet patient needs as defined by them.

...companies readily embraced diversity.

...money was unlimited.

...we met the needs of the multicultural community.

...we had world peace

...we could speak many languages.

...the EOL was a joyful as the beginning

...Every organization has a diversity program.  
...every organization has a person to facilitate diversity including internally and externally.  
...every organization had a language service for targeted population  
...if every organization had a CEO committed to diversity and inclusion  
...every organization has a board of directors who reflects the communities they serve.  
...physicians understood and embraced what we do  
...Medicare doesn't reduce payment  
...We could provide free community health education and services to build trust  
...We were known as life givers rather than life takers  
...Agreements were in plain English and with easy to understand terms.  
...we had a team of representing every cultural group in our community  
...organization Employee pool reflects culture and community  
...we added a behavioral interview question regarding diversity  
...we placed commitment to diversity standards in job descriptions and mission statements.  
...All hospices had generic statewide multi-language brochure.  
...If there was a family resource manual written in clear, compassionate manner and multi language  
...if multi-language counselors were available as interpreters.  
...if we could access hospitals Multilanguage interpreters.  
...to create cultural affiliation teams.  
...Standing agenda item to address employee diversity  
...if money was not an issue  
...we could create specialized program for each group  
...Have employees are given creative and time freedom to work on programs they ideate, create and are passionate about.  
...surrounding hospices form a coalition t better serve the community they all reside.  
...If diversity was embraced.  
...we thought intentionally about how to reach out to underserved populations of 30-50yoa.  
...we could all be one color  
...social status wasn't important  
...death was viewed the same as birth, (a new beginning)  
...if financial restraints don't alter healthcare  
...we could erase bad history and still grow from "happy thoughts"  
...We didn't offer Adam the apple (and he didn't bite it)  
...if Hospice education started in kindergarten and was continued all through to college.  
...end of life prep was normal...another part of life  
...if "missions" didn't need margin  
...if we had an endowment from Bill gates to fund Hospice  
...if we didn't need money to run hospice  
...if hospice's didn't have to compete in the same market

...if money had no value  
...We could capture every audience in our community  
...we had a better way of communicating the hospice philosophy across all cultures  
...if all hospice employees learned a second language  
...rather than be color blind, we were more culturally conscious  
...we all practiced reverse mentoring  
...finances didn't have so much say over diversity  
...companies did not practice tokenism  
...companies did not utilize stereotypes  
...all people and patients received the same level of medical care

## **Additional Bold Action Steps:**

### Idea #1

Wouldn't it be great if hospices stopped assuming what the community needs and truly assessed what the needs are... then invited the community to participate in making a plan to meet those needs

#### First Group

1. identify who plays the role of establishing the needs of the patient:
  - a. Social Worker?
  - b. Team Member?
  - c. Admissions Nurse?
2. In-service on the Art of Listening
3. Make in-service a requirement for the team
4. "my wishes" form or fill in sheet
5. Active listening and non-verbal communication
6. Follow- up post death survey for family: "I feel my loved one's wishes were honored"
7. understand yourself and who you are first

#### Second Group

1. Meet with Most underserved communities via local organizations made up of these populations (civics, churches, residential communities, etc.)
2. Meet with Leaders within those underserved communities
3. Create survey or surveys to gain information(translated into various languages) : What services are most important to you at the end of life? What are your expectations?
4. Focus Groups to meet at time that is best for the group.
5. Surveys implemented thru pastors and civic leaders to their groups rather than directly from hospice.

#### Third Group:

1. Survey tool (medical)
2. Focus Group
3. Consumer advisor Board (Advise Only)
4. Enter the churches/pastors
5. Family satisfaction survey

**Additional Bold Action Steps:**

Idea #2

Wouldn't it be great if every organization's board of directors reflected the community they serve. (All Action Steps made it to final Bold Action Steps)

### **Additional Bold Action Steps:**

Idea #3

Wouldn't it be great if upper management were here at this conference.

#### First Group

1. Create a specific conference for Organizations Executives
2. Convince Upper management about the Financial Ramifications of Being Diverse
3. Present or Author a needs assessment regarding diversity in order to raise consciousness about diversity

#### Second Group

4. Provide Live Conferencing/Webinar/Interactive specific to and specialized for CEO and upper management
5. Incorporate a diversity focused session in the Annual FHPCA Meeting with Upper Management Focus
6. Provide Action Steps from this conference in summary, with bullet points including all suggestions
7. FHPC provides participants with Bullet Point Action Steps Templates

## **Additional Bold Action Steps:**

### Idea #4

Wouldn't it be great if all hospice employees learned a second language.

#### First Group

1. Pay employees to learn second language
2. Partner with academic institutions who could provide teaching us as their community service project.
3. Offer workshops on "key phrases to minimally communicate hospice ideas and medical language
4. Have a language lab on campus where staff can check out self study materials
5. Pay for a trip for every employee to travel to another country that speaks the language they want to learn.
6. Create flashcards with culturally appropriate translations of phrases (eg. "How is your pain today?") that employees can use in the field.
7. Apply for funding to a large company who has money to give to diversity programs

#### Second Group

1. Pay employee to attend class
2. Pay for classes
3. Partner with community college
4. Make it enjoyable and fun
5. Have classes available for different shifts
6. Track class online
7. Provide all employees with Rossetta Stone program or similar
8. Incentives:
  - a. Salary increase for those who successfully pass with an established agreed upon GPA
  - b. Bonus
  - c. Free PTO days
9. Offer classes on-site during working hours (on the employees respective shift)
10. Partner with Hispanic organization to learn more cultural diversity.