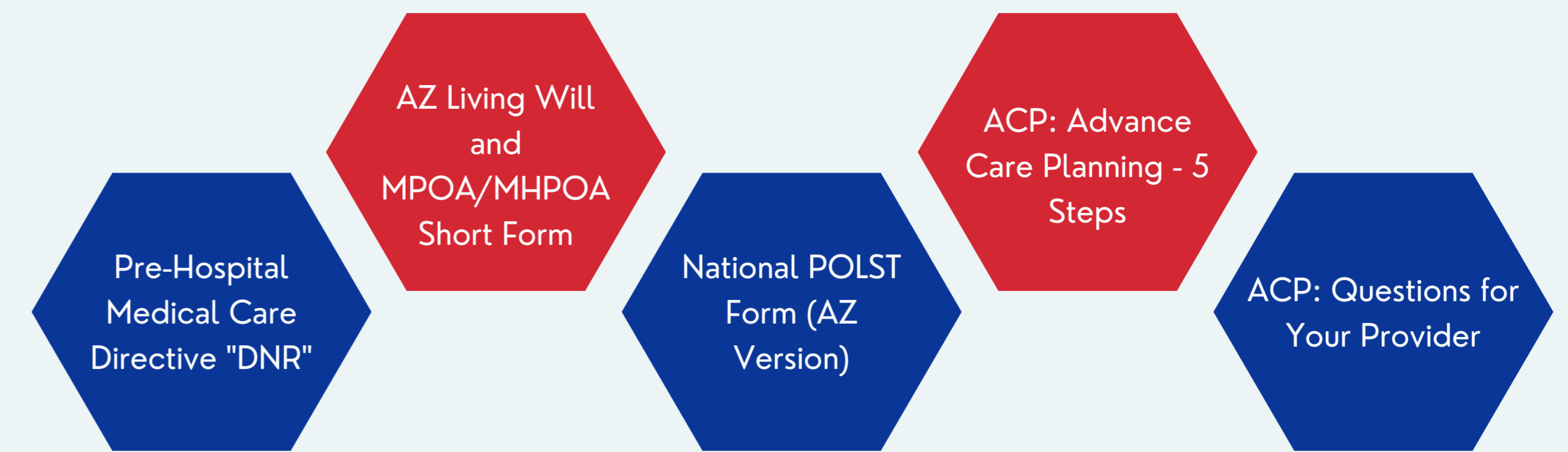




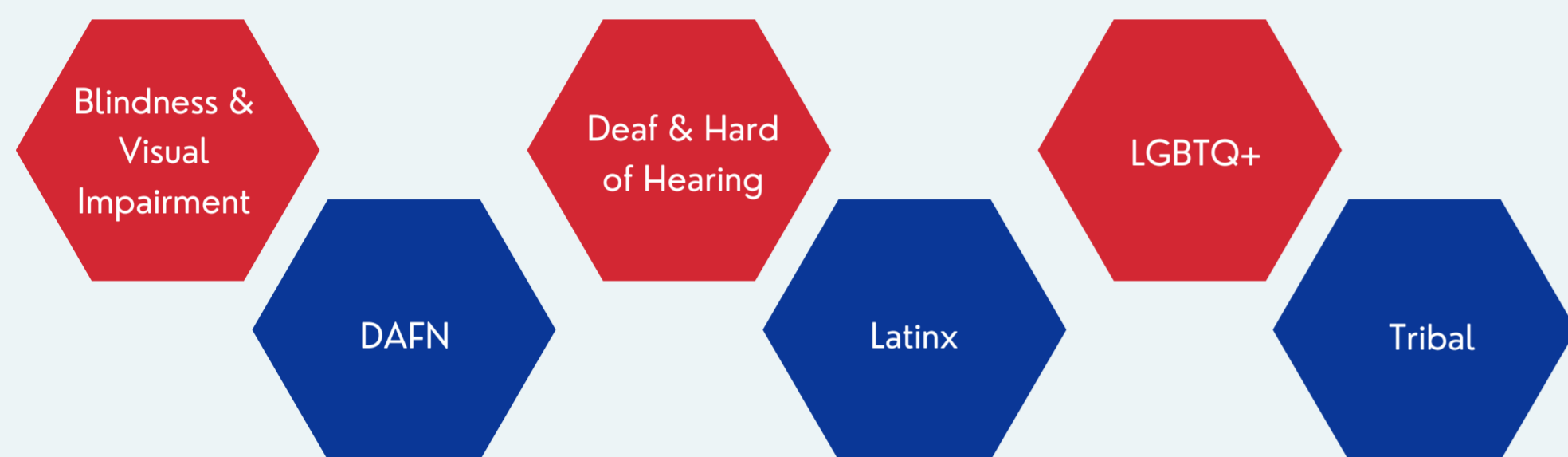
Accessing Advance Care Planning Documents



Introduction

In partnership with the University of Arizona Center for Rural Health, AzHHA aims to redesign and update our advance care planning (ACP) program documents to ensure that they are accessible and culturally and linguistically appropriate for use in educating underserved communities in rural areas of Arizona. These communities include those with chronic health conditions who are experiencing acute or long-term effects of COVID-19 and who may be at high risk for COVID-19 complications, morbidity, and mortality.

Communities of Focus



Objective

Our goal is to make sure all communities in Arizona have access to advance care planning materials so that their wishes can be documented and followed.

Partnerships

Arizona Community Health Workers Association (AzCHOW), Arizona Center for Rural Health, Direct Advocacy and Resource Center, Arizona Attorney General Kris Hayes Office, Recorded Recreational Reading for the Blind, The Arizona Commission for the Deaf and the Hard of Hearing, The Foundation for Blind Children, The Governor's Council on Blindness and Visual Impairment (GCBVI), Arizona Advisory Council Indian Health Care (AACIHC) and others.

Resources & References



Blindness & Visual Impairment



Deaf & Hard of Hearing



DAFN



Navajo (Dine')



References

Authors

The AzHHA Care Improvement Team:
Vicki Buchda MSN, RN, NEA-BC and Megan Trosko MSN, EMBA, FNP-C

Blindness & Visual Impairment



2.2 Billion

People globally have vision impairment



178,769

Arizonans had vision difficulties in 2019

Disability, Access, & Functional Needs (DAFN)



61 Million

Adults in the U.S. live with a disability



26%

of U.S. adults live with a disability



10.8%

of these U.S. adults have a cognitive disability

The Deaf & Hard of Hearing Community



70 Million

Deaf people globally use sign language as a primary form of communication



300+

Sign languages are in operation worldwide

Tribal



Navajo (Diné)

Third most spoken language in Arizona



15%

of rural Az's population is Native American



20 million acres

Az has more tribal land than any other state in the U.S.

The data

What are the barriers?

Recommendations

In 2010, only 12% of legally blind individuals could read braille, in contrast to the 50% of blind individuals that could do so in 1960.

In 2017, only 7.8% of blind children could read braille.

Many individuals who become blind later in life prefer to use speech technology or audio-recorded media as their primary medium.

The largest barriers to advance care planning are:

- Lack of internet access;
- Difficulty finding and/or reading the documents; and
- Lack of understanding about how to complete the documents.

American Sign Language (ASL) is commonly the primary language of ASL users, while English is commonly a secondary language.

Due to lower English literacy levels and a lack of accessible health documents, ASL users struggle with access to health knowledge and resources.

One barrier is the diversity of beliefs and practices around healing, death, and the use of formal healthcare among Native American communities.

Another is the historically low engagement in ACP among AI/AN communities due to a lack of access to culturally appropriate information and resources.

Cultural taboos make it difficult for some tribal communities to openly talk about death and dying or any event that can be interpreted as negative.

1 Allow the individual to take control of the situation by explaining what they need.

2 Provide alternatives to printed text.

3 Be specific, and explain what you are going to do before you do it.

1 Use 12-pt. font or larger, use bullet points and avoid centered text as headings.

2 Use high-contrast colors and avoid green or yellow font colors.

3 Use words with less than three syllables.

1 Reduce background noise and be sure the person can see your mouth.

2 Use diagrams, models, and illustrations.

3 Do not oversimplify or dilute information. Hearing status is not related to cognitive function.

1 Use passive third-person phrasing and frame discussions in a positive manner.

2 Provide translations and consult a tribal liaison as needed.

3 Be respectful of the connection between physical health, the environment, relationships, and spirituality.

Our Progress

With the generosity of The Foundation for Blind Children, we templated and transcribed several documents into braille.

Through the charitable donation of time from Recorded Recreational Reading for the Blind, we now have audio recordings of all of the documents.

We have updated our ACP documents to increase color contrasts, enlarge the font, reduce content to plain language, and utilize inclusive photos.

We have added an accessibility plug-in to our website to ensure that our content is Web Content Accessibility Guidelines compliant.

We have recorded videos in ASL that explain the advance care planning process and how to fill out the forms. Videos have Spanish and Navajo closed captioning.