

# EQUITY CHECKUP:

## Practical Tips for Meeting the Needs of Diverse Older Patients and Family Caregivers

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Lauren Pongan, Diverse Elders Coalition

January 26, 2022



The image features a central logo for NYAM's 175th anniversary. The text "NYAM" is in a bold, white, sans-serif font at the top. Below it, "175" is written in a much larger, bold, white font. To the right of the "5", the word "YEARS" is written vertically in a smaller, white, sans-serif font. The entire text is set against a background of numerous colorful rays radiating from the center, creating a starburst effect. The colors include shades of blue, purple, red, orange, yellow, and green.

**NYAM**  
**175** YEARS

# TODAY'S AGENDA

- Overview of NYAM and Diverse Elders Coalition
- Demographics of Diverse Older Adults
- Practical Tips for Meeting the Needs of Diverse Older Patients
- Stories from Diverse Family Caregivers
- Resources

# WHO WE ARE

THE  
NEW YORK  
ACADEMY  
OF MEDICINE



## **VISION**

Everyone has the opportunity to live a healthy life

## **MISSION**

Drive progress towards improved health through attaining health equity

# CENTER FOR HEALTHY AGING



**NYAM works to improve the health and well-being of current and future aging populations.**

Our goals are to:

- Increase social, physical, and economic participation
- Improve perceptions of well-being, quality of life, and autonomy
- Maximize functional ability and minimize activity limitations
- Deliver better care and services

**We aim to achieve these goals through:**

- Convening for policy and practice change
- Promoting data-driven planning and policy
- Providing strategic assistance for policy implementation
- Contributing to the evidence base for healthy aging interventions

# OLDER ADULTS' EQUITY COLLABORATIVE



The Older Adults' Equity Collaborative (OAEC), funded by the federal Administration for Community Living (ACL) convenes national nonprofits committed to aging and minority populations.

[OAEC Resource Library](#)

# DIVERSE ELDERS COALITION

The Diverse Elders Coalition (DEC) advocates for policies and programs that improve aging in our communities as racially and ethnically diverse people; American Indians and Alaska Natives; and LGBTQ+ (lesbian, gay, bisexual, transgender, queer and questioning, and additional identities) communities



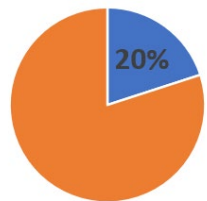
[Who We Are](#)



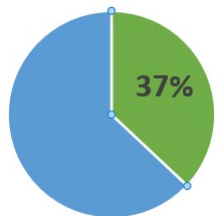
# DEMOGRAPHICS OF OLDER ADULTS IN THE U.S.

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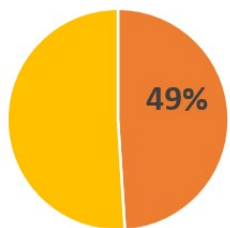
## DEMOGRAPHICS OF ADULTS 65+ IN THE U.S.



1 of 5 older adults is a person of color or American Indian/Alaska Native



3 of 8 LGBT adults are age 65+



In NYC, 49% of adults age 65+ identify as Black, Latino, or Asian

# DEMOGRAPHICS OF ADULTS 65+ IN THE U.S.

In the next 10 years...



20% of the US population will be age 65+

30% of older Americans will identify as diverse or underrepresented

# DEMOGRAPHICS OF ADULTS 65+ IN THE U.S.

- 78% of LGBT older adults go back in the closet when entering a long-term care facility
- By 2060, 20% of all older Americans will be Latino
- There are 100 languages spoken among the older Asian American Pacific Islander population
- 35% of African-American older adults are responsible for raising grandchildren
- There are 570,000 Native Americans age 65+, concentrated in OK, AZ, CA, NM, NC, and TX

# PRACTICAL TIPS FOR MEETING THE NEEDS OF DIVERSE OLDER PATIENTS

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# INCLUSIVE INTAKE FORMS



## Identify and include an expanded definition of family caregivers

- Expand the definition of “family” to include friends, neighbors, and others outside of the traditional family structure
- Ensure questions about caregivers/emergency contacts can be identified as a family member or friend

## Collect information on SOGI (sexual orientation and gender identity) to better understand the needs of your patients

- Include questions on SOGI
- Reflect the words people use to describe their own identities and relationships
- Click [here](#) to access “Focus on Forms and Policy: Creating an Inclusive Environment for LGBT Patients”

# INCLUSIVE INTAKE FORMS

<b>Preferred Pronoun:</b> <input type="checkbox"/> He <input type="checkbox"/> She <input type="checkbox"/> They <input type="checkbox"/> Ze <input type="checkbox"/> A pronoun not listed <input type="checkbox"/> No pronoun preference			
We require the following information for the purposes of helping our staff use the most respectful language when addressing you, understanding our population better, and fulfilling our grant reporting requirements. The options for some of these questions were provided by our funders. Please help us serve you better by selecting the best answers to these questions. Thank You.			
<b>Preferred Spoken/Written Language:</b> <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> American Sign Language <input type="checkbox"/> Other: _____ Language interpretation services needed? <input type="checkbox"/> No <input type="checkbox"/> Yes, language: _____	<b>Race:</b> *Select all that apply* <input type="checkbox"/> American Indian/Alaska Native <input type="checkbox"/> Black and/or African American <input type="checkbox"/> White/Caucasian  Asian: <input type="checkbox"/> Asian Indian <input type="checkbox"/> Chinese <input type="checkbox"/> Korean <input type="checkbox"/> Filipino <input type="checkbox"/> Vietnamese <input type="checkbox"/> Japanese <input type="checkbox"/> Other  Native Hawaiian/Pacific Islander: <input type="checkbox"/> Native Hawaiian <input type="checkbox"/> Guamanian or Chamorro <input type="checkbox"/> Samoan <input type="checkbox"/> Other Pacific Islander <input type="checkbox"/> Decline to Answer	<b>Ethnicity:</b> <input type="checkbox"/> Non-Hispanic/Latino <input type="checkbox"/> Dominican <input type="checkbox"/> Cuban <input type="checkbox"/> Mexican, Chicano/a <input type="checkbox"/> Puerto Rican <input type="checkbox"/> Other Hispanic/Latino <input type="checkbox"/> Decline to Answer  <b>Housing Status:</b> <input type="checkbox"/> Stable Housing <input type="checkbox"/> Homeless <input type="checkbox"/> Decline to answer If homeless, select which best applies: <input type="checkbox"/> Street <input type="checkbox"/> Homeless Shelter <input type="checkbox"/> Transitional <input type="checkbox"/> Doubling Up (not paying rent)	<b>Veteran?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No  <b>Migrant Worker?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No  <b>How did you first learn of Callen-Lorde?</b> <input type="checkbox"/> Friend/Patient <input type="checkbox"/> Referral <input type="checkbox"/> Health Fair/Presentation <input type="checkbox"/> Callen-Lorde Website/Internet <input type="checkbox"/> Callen-Lorde Brochure/Ad <input type="checkbox"/> Facebook/Social Media <input type="checkbox"/> TV/Radio/Print Media  <b>Do you have a non Callen-Lorde primary care provider that you want to continue to see?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Sexual Orientation</b> <input type="checkbox"/> Lesbian <input type="checkbox"/> Gay <input type="checkbox"/> Straight <input type="checkbox"/> Bisexual <input type="checkbox"/> Something Else <input type="checkbox"/> Queer <input type="checkbox"/> Decline to Answer	<b>Gender Identity:</b> <input type="checkbox"/> Male/Man <input type="checkbox"/> Female/Woman <input type="checkbox"/> TransMale/TransMan <input type="checkbox"/> TransFemale/TransWoman <input type="checkbox"/> Genderqueer/Gender nonconforming <input type="checkbox"/> Something Else <input type="checkbox"/> Decline to Answer	<b>Sex Assigned at Birth:</b> <input type="checkbox"/> Male <input type="checkbox"/> Intersex <input type="checkbox"/> Female <input type="checkbox"/> Decline to Answer	

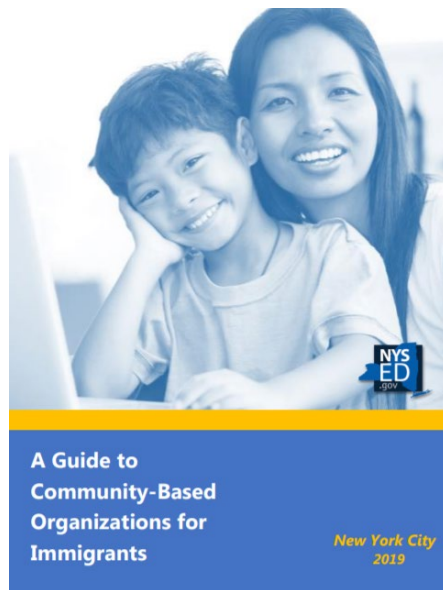
[Source](#)

# COMMUNITY-BASED ORGANIZATIONS

- Develop and **leverage partnerships** with CBOs to **make referrals** and **connect with local professionals** who can provide culturally-appropriate insight on programming and materials



[NAPCA Helpline](#)



[NYC Guide to CBOs for Immigrants](#)

The National Resource Center on LGBT Aging has compiled a state-by-state listing non-profit resources so you can find assistance in your community.

### Are you an LGBT-friendly service provider?

*Non-profit organizations providing LGBT welcoming services can apply to be listed as a resource by **completing the following application form.***

[SAGE LGBT-friendly Service Providers](#)



# EDUCATIONAL MATERIALS

- ❑ Do your materials include images that reflect your patient populations?
- ❑ Are your materials written in the languages that your patient populations speak?

**Sentòm Kowonaviris (COVID-19)**

**Konnen sentòm yo nan COVID-19, ki ka gen ladan sa ki annapre la yo:**

Tous, souf kout oswa difikite pou respire

Lafyèw oswa frison

Doulè nan misk oswa doule nan kò

Vomisman oswa dyare


Vin pa ka pran gou oswa pran sant

Sentòm yo kapab varye soti nan yon maladi lejè pou rive nan yon maladi grav, epi parèt 2-14 jou apre ou te ekspoze nan viris ki lakòz COVID-19 lan.

**Chèche swen medikal touswit si yon moun gen  
Siy Avètisman Dijans yo pou COVID-19**

- Pwoblèm pou respire
- Doule oswa presyon pèsistan nan pwatrin
- Nouvo konfizyon
- Pa kapab reveye oswa rete jekle
- Po, lèw oswa anba zong koulè pal, gri oswa ble, selon koulè po a

Lis sa a se pa tout sentòm ki posib yo. Tanpri rele founisè swen sante ou pou nenpòt lòt sentòm ki grav oswa ki enkyete ou.

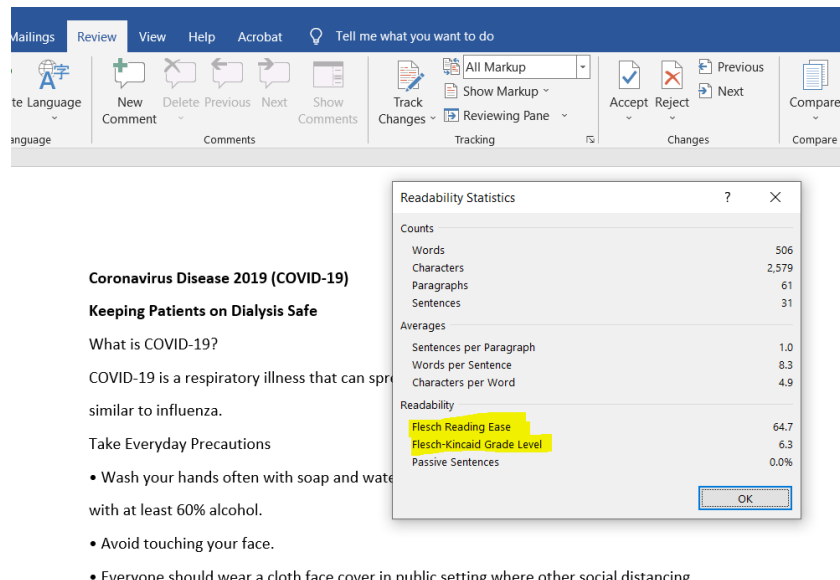
 Centers for Disease Control and Prevention  
National Center for Emerging and Zoonotic Infectious Diseases

[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

01/20/21

# EDUCATIONAL MATERIALS

❑ Are your materials written at a 6<sup>th</sup> grade or lower reading level?



The screenshot shows the Microsoft Word interface with the Review tab selected. A document titled "Coronavirus Disease 2019 (COVID-19)" is open, with the section "Keeping Patients on Dialysis Safe" visible. A "Readability Statistics" dialog box is open, displaying the following data:

Readability Statistics	
<b>Counts</b>	
Words	506
Characters	2,579
Paragraphs	61
Sentences	31
<b>Averages</b>	
Sentences per Paragraph	1.0
Words per Sentence	8.3
Characters per Word	4.9
<b>Readability</b>	
Flesch Reading Ease	64.7
Flesch-Kincaid Grade Level	6.3
Passive Sentences	0.0%

Click [here](#) for resource on how to use the readability scale in Microsoft Word

# STORIES FROM DIVERSE FAMILY CAREGIVERS

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## CAREGIVING EXPERIENCE: MELANIE

Melanie is a member of the Millie Lacs Band of Ojibwe in the Minnesota region. Previously, she cared for her mother, who had dementia and related health conditions, and her sister, who was diagnosed with terminal cancer. Currently, she cares for her brother, who has an undiagnosed immunosuppressant disease.

Melanie has experienced similarities and differences in her caregiving roles. For her mother and sister, she has cared for them with the rest of her family at home, helping them out of bed, getting them food, and providing other basic needs. She found the experiences both stressful and heartbreaking to see someone she loves so ill and unable to help them. She often found herself confronted with guilt that she wasn't doing enough or when she had to travel away from home for work. She also feels guilt when caregiving takes away from her time with her grandkids.

Melanie's brother lives in their tribe's assisted living unit, but Melanie and her family do not utilize the staff, instead doing all tasks themselves, because of

concern over the Covid-19 pandemic. Melanie and her sister even do specialized medical tasks for their brother like administering meds through a stomach tube, a process Melanie was taught by her sister, and not by any official training, especially due to the fact that the staff at the unit is not trained for this task. While Melanie felt that caring for her mother was her responsibility and not a caregiving role, she definitely feels like a caregiver for her brother.

As an Anishinabe, Melanie feels there is an unspoken law to care for others in your community, especially family members. She has started petitioning her reservation to provide more support for long-term care that families can't manage on their own. For Melanie, all governments, from local to federal, need to pass legislation that pays caregivers, provides Paid Family Leave, and gets them support. Those making legislation also need to realize every community's cultural needs are different, and they cannot all be relegated to one box. These laws should be flexible so communities can care for their own people the way they see fit.

# Family Caregiving in Diverse Communities

ADDRESSING THE NEEDS OF DIVERSE FAMILY CAREGIVERS FOR OLDER ADULTS

THE NATIONAL ALZHEIMER ASSOCIATION



Watch the [YouTube clip](#) from 31:30 – 36:18 (or the entire webinar on Family Caregiving in Diverse Communities!)

# Experiences of Diverse Family Caregivers in the Pandemic

	MENTAL HEALTH & SOCIAL ISOLATION	FINANCIAL STRAIN
TOP CHALLENGES	<b>58%</b> Anxiety	<b>56%</b> Increased isolation
TOP CONCERNS	<b>56%</b> “Taking care of myself”	<b>35%</b> Financial strain <sup>1</sup>
DESIRED SERVICES	<b>54%</b> “Preparing for the future financially”	<b>43%</b> Emotional support
	<b>43%</b> Financial help	

## PROTECTIVE FACTORS

Diverse family caregivers also reported experiencing some positive outcomes from the COVID-19 pandemic, demonstrating resilience and community interdependence:

**55%**

Spent more time  
with family

**48%**

Decreased  
commute times

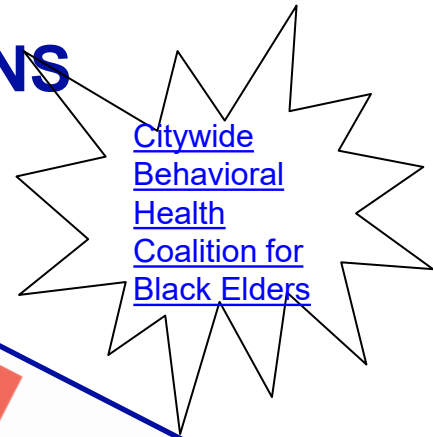
**44%**

Learned or used  
new technology

# RESOURCES



# RESOURCES FROM MEMBER ORGANIZATIONS



**American Indian Demographics**  
View demographic information about Native communities based on the U.S. Census.  
[Learn More →](#)

**American Indian Health Disparities**  
Learn about health disparities in Native communities.  
[Learn More →](#)

**Culturally Competent Healthcare**  
Learn about the importance of culturally competent care in Native communities.  
[Learn More](#)

**Diabetes Education**  
Diabetes among Native Americans is 2-3 times higher than the national average.  
[Learn More](#)

**A Practical Guide to Creating Welcoming Agencies**

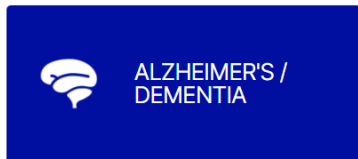
**A Practical Guide to Collecting Data on Sexual Orientation and Gender Identity**

**Strengthen Your State and Local Aging Plan**

[OAEC Resource Library](#)

[Diverse Elders Coalition](#)

# OAEC RESOURCE LIBRARY



ALZHEIMER'S /  
DEMENTIA

National Plan to Address Alzheimer's Disease: 2021 Update

[Show All Articles \( 5 \)](#)



CAREGIVING

Family Caregiving in Diverse Communities: ADDRESSING THE NEEDS OF DIVERSE FAMILY CAREGIVERS FOR OLDER ADULTS

[Show All Articles \( 8 \)](#)



COVID-19  
GUIDANCE

Staying Safe in a Pandemic: Holiday Edition

[Show All Articles \( 10 \)](#)



CULTURAL  
COMPETENCY

How To Be An Ally To Transgender Older Adults

[Show All Articles \( 7 \)](#)



DISABILITY

Person-Centered Services and LGBT People with Disabilities

[Show All Articles \( 3 \)](#)



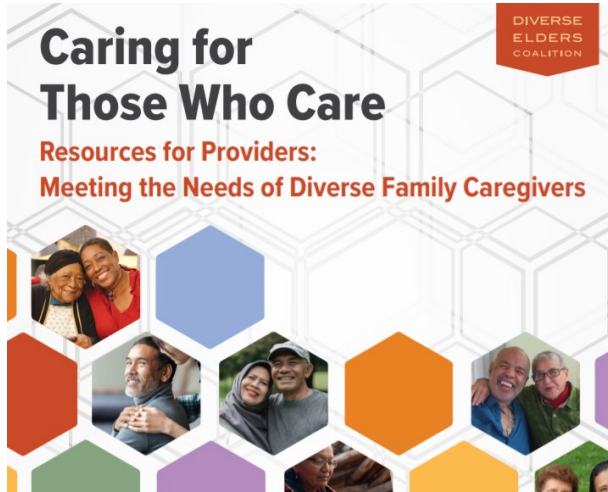
EMERGENCY  
PLANNING

Resilient Communities: Empowering Older Adults in Disasters and Daily Life

[Show All Articles \( 4 \)](#)

[OAEC Resource Library](#)

# ADDITIONAL CAREGIVING RESOURCES



[Click here for toolkit](#)

DECEMBER 2021

## Family Caregiving in Diverse Communities

ADDRESSING THE NEEDS OF DIVERSE FAMILY CAREGIVERS FOR OLDER ADULTS



[Click here for report](#)

# QUESTIONS/COMMENTS?

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