

Communication can drive health equity in serious illness

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National Academies of Medicine

Roundtable on Quality Care for People with Serious Illness

DANA-FARBER/BRIGHAM AND WOMEN'S



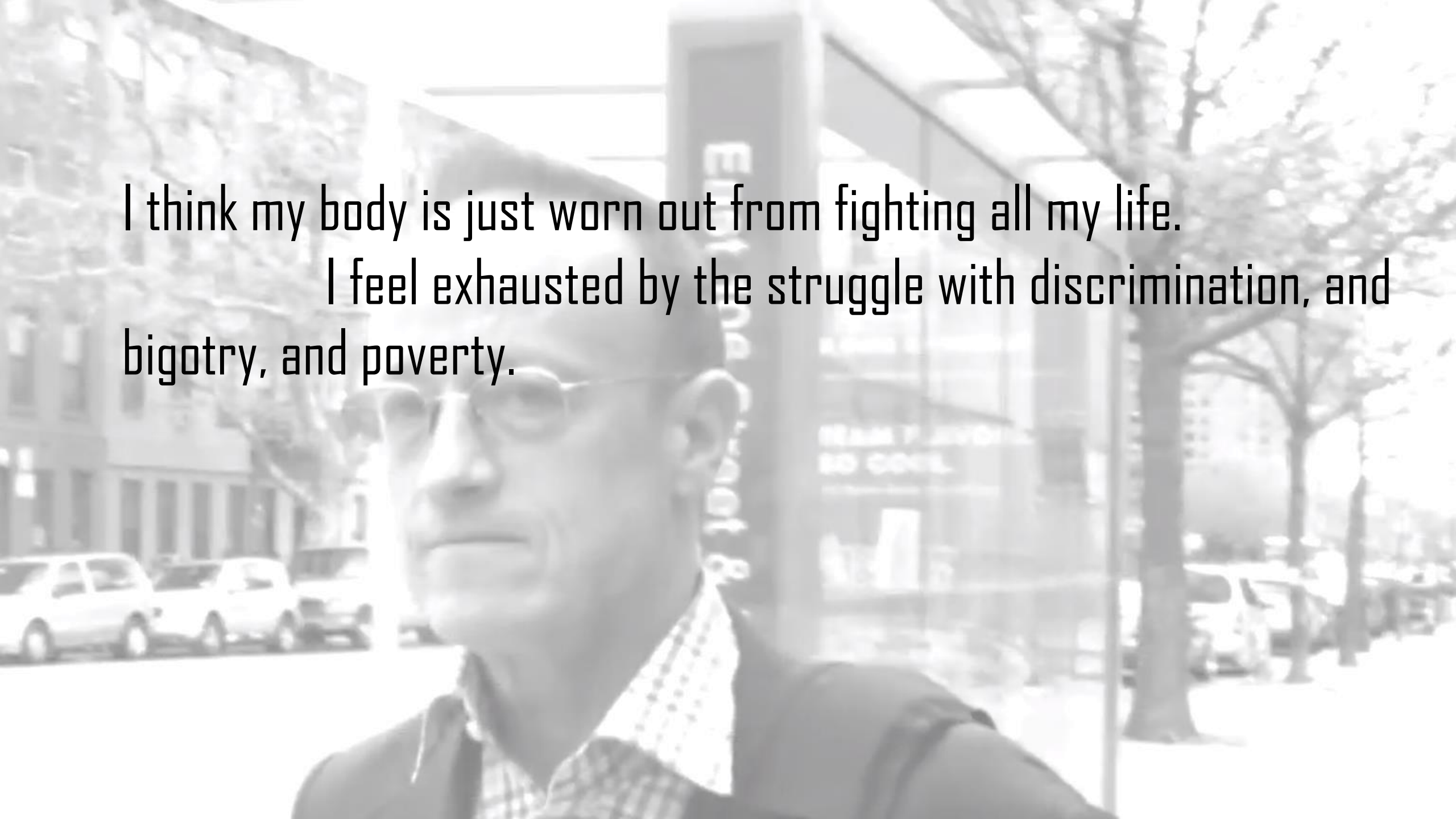
CANCER CENTER



I have no conflict of interest to disclose

In the next 15 minutes, I'm hoping to:

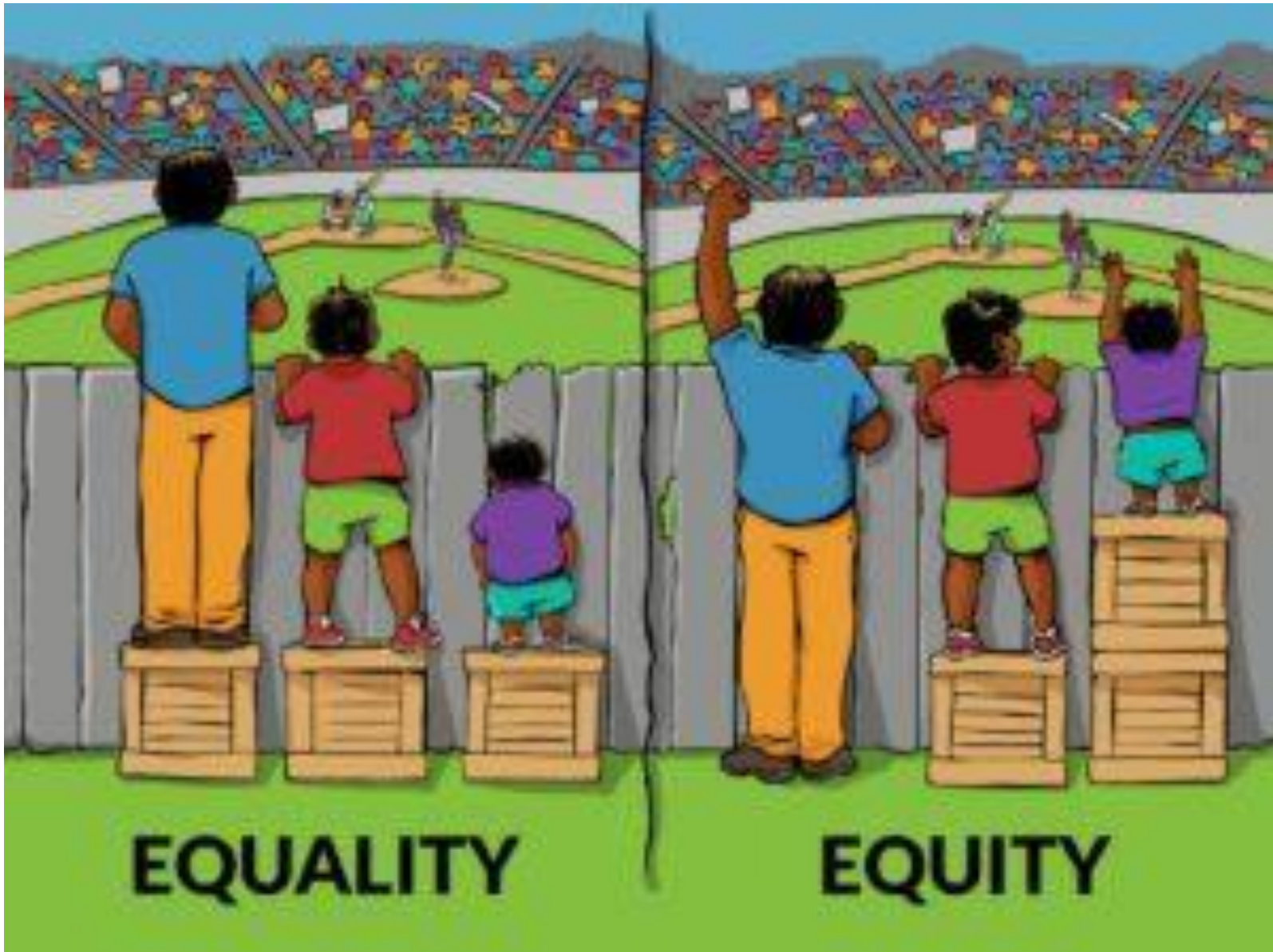
- Highlight communication-related experiences common to patients with serious illness from underserved communities
- Consider outcomes upon which we can focus our sights for achieving health equity
- Reflect on challenges and opportunities related to improving communication for patients with serious illness



I think my body is just worn out from fighting all my life.
I feel exhausted by the struggle with discrimination, and
bigotry, and poverty.

Life is just a struggle from fighting all my life.
I feel exhausted by the struggle with discrimination, and
big poverty.





Communication enables goal concordant care

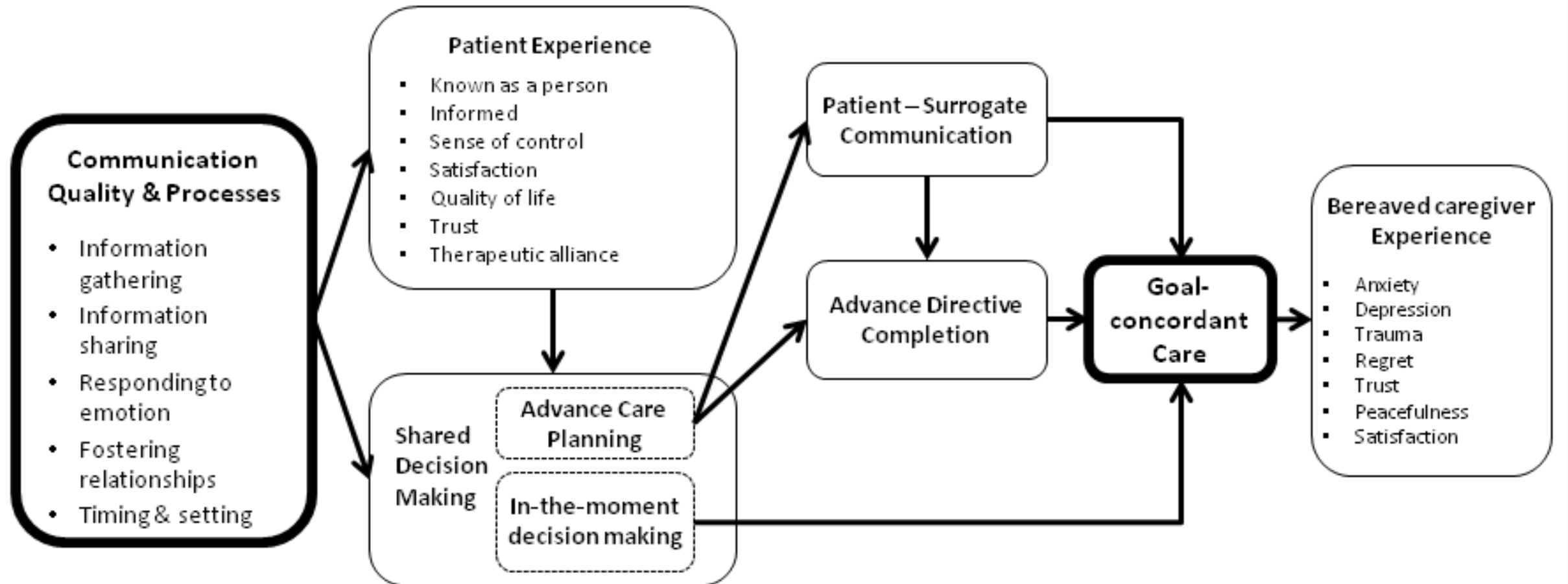


Patient's have
goals



Care reflects
goals

How does communication enables goal-concordant care?



*adapted from Street et al, 2009



Communication improves care for individuals with serious illness

Substantial evidence links conversations about patients' values and goals to:

- improved quality of life
- better patient and family coping
- reduced anxiety and depression
- enhanced goal-consistent care
- more, earlier hospice care
- fewer hospitalizations at the end of life



Why does good communication not happen?

- Poor training (attitudes and skills)
- Clinician biases
- Poor systems

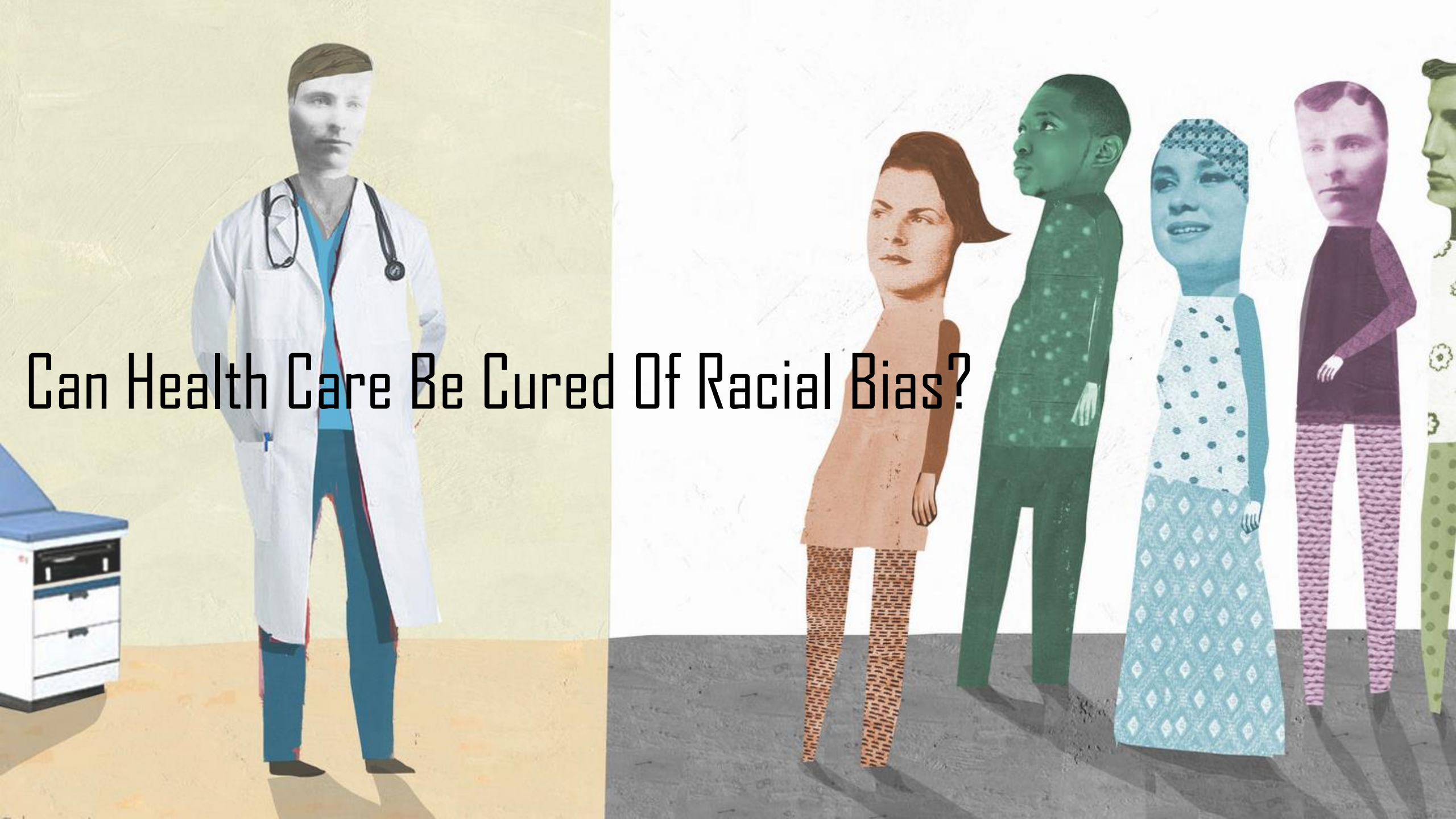


Clinicians can be trained to communicate better

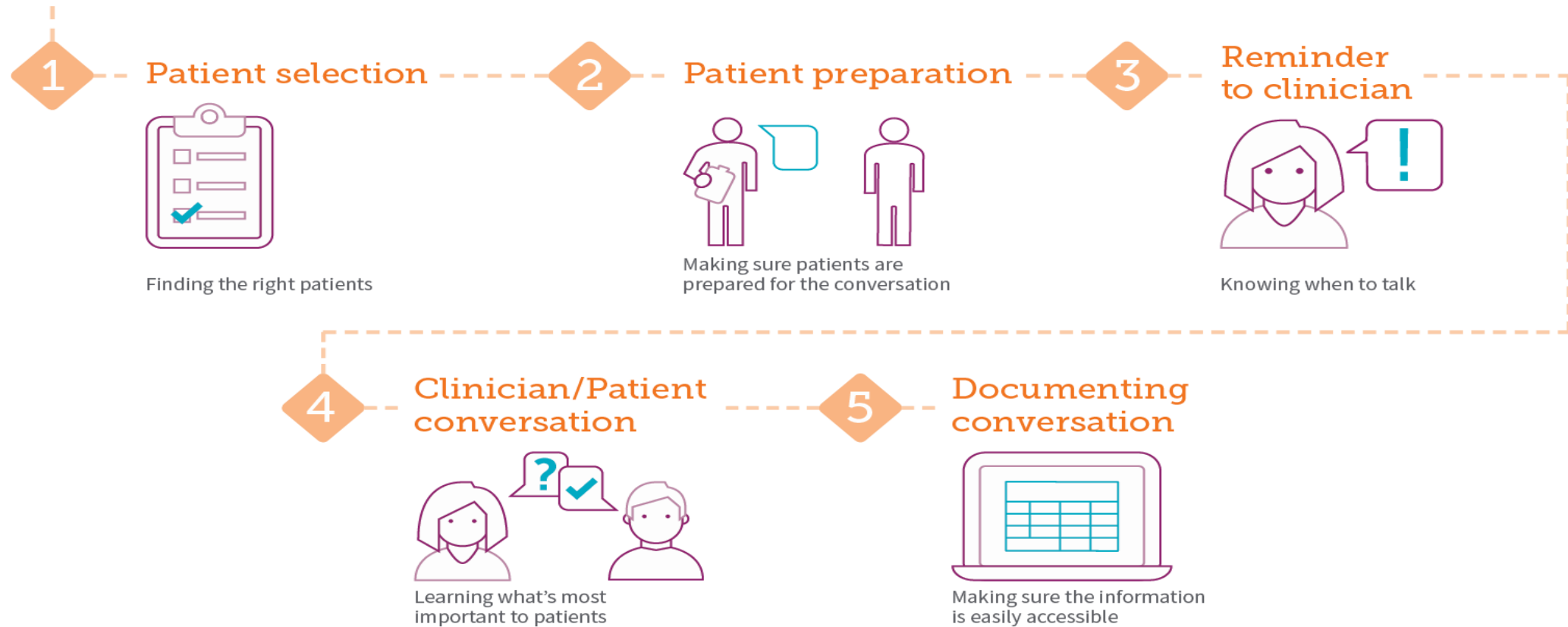


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graph TD; PD[Persistent Discrimination] --> PPS[Physiological/Psychological Stress]; PPS --> RDH[Racial Disparities in Health]; PIB1[Physician Implicit Bias] --> DPDM[Disparities in Physician Decision Making]; DPDM --> RHD[Racial Healthcare Disparities]; PIB2[Physician Implicit Bias] --> DCC[Disparities in Clinical Communication]; DCC --> NPR[Negative Patient Reactions]; RHD --> RDH; NPR --> RDH; RDH --> RDH;
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Can Health Care Be Cured Of Racial Bias?



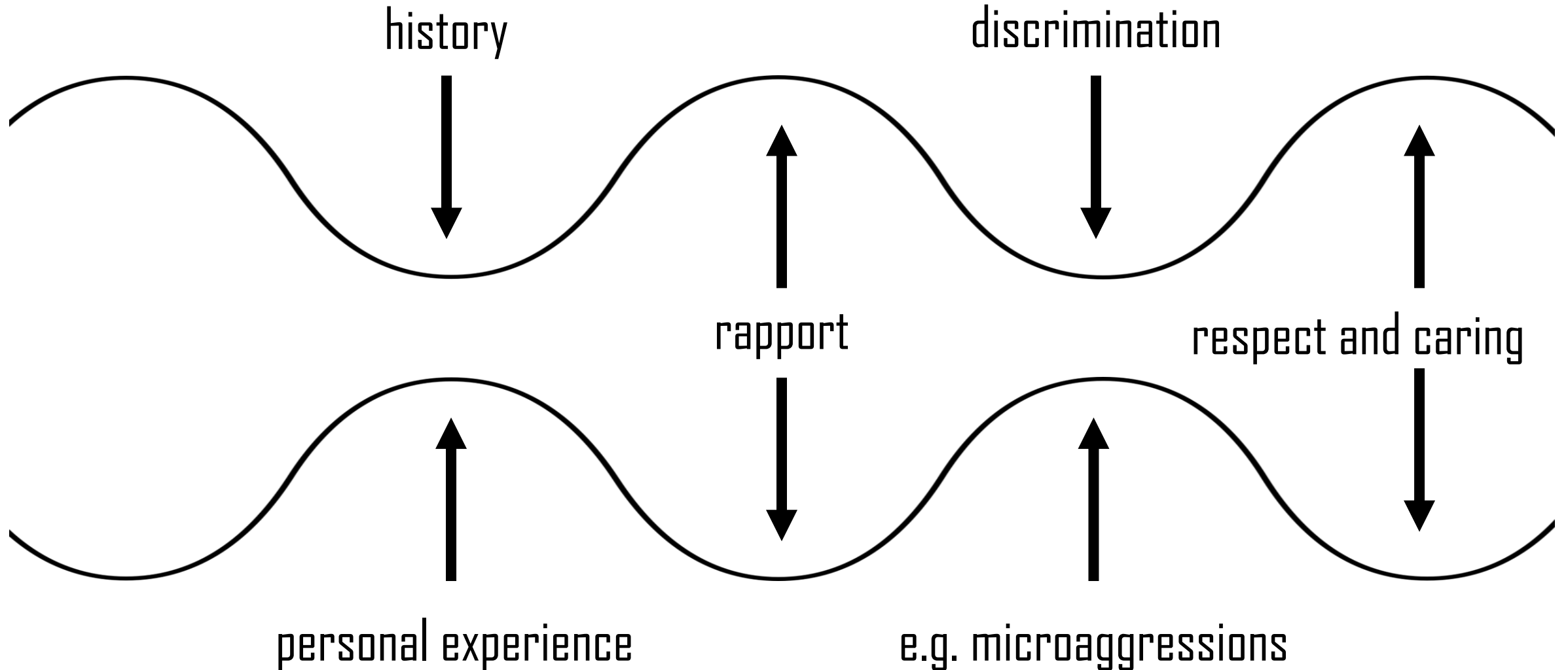
Serious Illness Care Program



To achieve equity, we must measure communication

- Are clinicians trained to initiate conversations about things that matter to patients?
- Do they feel supported to have these conversations?
- Are conversations happening?
- Are they improving patient experiences?

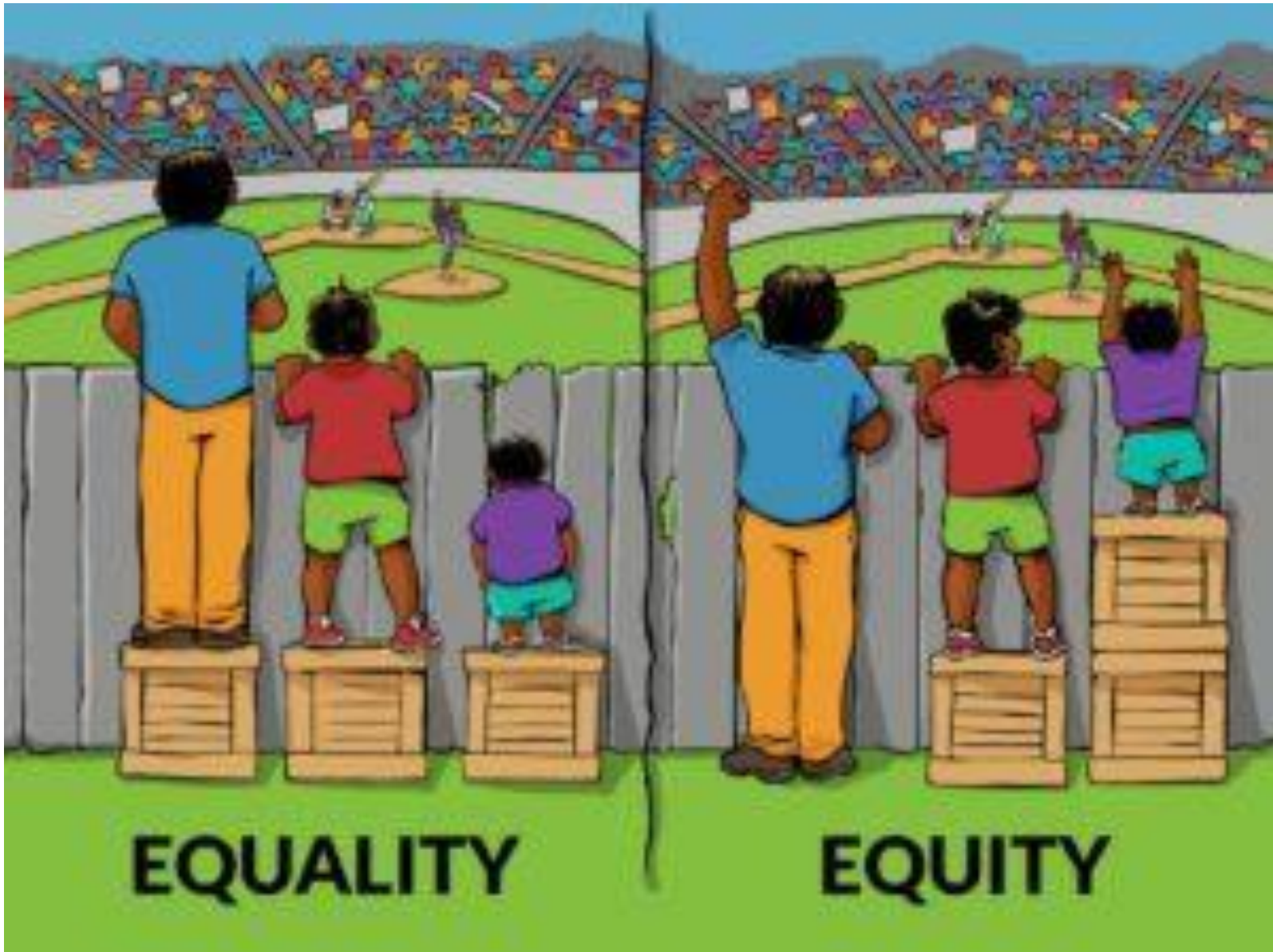
Trust in the healthcare experience



Reparative communication

- help people feel seen, heard and understood
- focuses foremost on goals and values, strengths, not procedures
- reflects intentional focus on achieving equity

SPRINTS DAY



sawabona

sikbona

The background of the image consists of numerous concentric circles in a light gray color, centered on the page. These circles vary in radius, creating a subtle, hypnotic pattern that fills the entire frame.

"The greatest problem with communication is the illusion that it has been accomplished."