

Cultural Liaison Initiative

Our Cultural Liaison Initiative began as an outreach to our Hispanic patients and families and has grown to become an outreach program dedicated to our multicultural community. Our Cultural Liaisons provide a deeper understanding of the perspectives and needs of hospice patients by following a family from the first Hospice Education Consultation until the end of the Bereavement Period.

They are not just “translators,” but something far more holistic.

Our Cultural Liaisons ensure that our Interdisciplinary Team understands the impact of culture on our patients’ care. The Liaison provides a touchpoint for the family 24 hours a day, from our first introduction until they are ready to transition from our services.

Desired Outcomes for the Cultural Liaison Program include:

- Individualized, culturally-sensitive care for our patients and families throughout the end-of-life journey
- Optimized communication with families, designed to identify and meet ongoing needs from their unique perspectives
- An accessible, dedicated point-of-contact with true fluency in the patient’s native language and culture
- Reduced hospitalizations, improved symptom management, and better outcomes for patients and families