Issues Affecting Latino Immigrant Access to Healthcare & Community Development Strategies That Can Help

Community Development Society Annual Meeting
Lexington, KY

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Sampling and Data Collection

- Conducted in 2014 and beginning of 2015
- Face-to-face interviews (mostly in Spanish)
- N=245 from 7 communities across Missouri
  - Kansas City (50),
  - St. Louis (50),
  - Sedalia (30)
  - Milan (29)
  - Bootheel (Senath & Kennett) (31)
  - Monett (25)
  - Columbia (29)
Survey Contents

- Demographic questions/Household Information
- Health profile
- Health care/Dental care access/System process
- Insurance coverage
- Experience at the health care provider
- Educational programs
- Acculturation scale
- Resilience scale
- Patient-provider trust
- Social capital scale
Demographics

- 13% born in US; 87% born outside US

- Immigration status
  - 30% US citizens
  - 22% permanent residents
  - 11% temporary residents
  - 37% other

- Average age 42 (median 40; min 18; max 86)

- 64% female; 36% male

- 55% married; 25% single; 20% other

- 70% have lived in US >8 yrs and 17% all their lives
- 68% lived in Missouri >8 yrs and 10% all their lives

- 69% consider their health excellent, very good or good.
<table>
<thead>
<tr>
<th>Country of Origin</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mexico</td>
<td>72%</td>
</tr>
<tr>
<td>US</td>
<td>13%</td>
</tr>
<tr>
<td>Guatemala</td>
<td>7%</td>
</tr>
<tr>
<td>El Salvador</td>
<td>2%</td>
</tr>
<tr>
<td>Honduras</td>
<td>2%</td>
</tr>
<tr>
<td>Others: Argentina, Colombia, Cuba, Ecuador, Puerto Rico, Peru</td>
<td>4%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
## Demographics: Level of Education

<table>
<thead>
<tr>
<th>Level of Education Completed</th>
<th>Percentage of Respondents</th>
<th>Percentage of Spouse/Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elementary/M.S. Education</td>
<td>29%</td>
<td>45%</td>
</tr>
<tr>
<td>Some HS but no diploma</td>
<td>24%</td>
<td>23%</td>
</tr>
<tr>
<td>HS diploma</td>
<td>27%</td>
<td>20%</td>
</tr>
<tr>
<td>Some college (no degree)</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>Associate Degree</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>BS degree</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>MS degree</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>PHD degree</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>TOTAL</td>
<td><strong>100%</strong></td>
<td><strong>99%</strong></td>
</tr>
</tbody>
</table>
Acculturation Groups

Integration

- LATINO
  - High
    - English (mean) > 2.5
    - Spanish (mean) > 2.5
    - 30%

- American
  - Low
    - English (mean) < 2.5
    - Spanish (mean) > 2.5
    - 64%

Assimilation

- LATINO
  - Low
    - English (mean) < 2.5
    - Spanish (mean) < 2.5
    - 5%

- American
  - High
    - English (mean) > 2.5
    - Spanish (mean) < 2.5
    - 1%
Resilience

- Q #47 (pg. 17 on questionnaire) the scale was 1 (not true at all) to 5 (true nearly all of the time): higher numbers represent higher resilience.

- Average percentage of those scoring 3, 4 or 5 is 94%.

- Average percentage of those scoring 4 or 5 is 79%.
# Social Capital

**Frequency of interactions** | **Most/All of the Time**
---|---
**Keep Contact with** | **Trust** | **Will help if asked**
---|---|---
Family members | 86% | 86% | 83% | 84%
Relatives | 66% | 69% | 63% | 68%
Neighbors | 27% | 28% | 17% | 25%
Friends | 49% | 48% | 31% | 37%
Coworkers | 54% | 53% | 20% | 27%
Community members | 31% | 28% | 19% | 24%

**Few/None People you know with:**

<table>
<thead>
<tr>
<th></th>
<th><strong>67%</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Political power</td>
<td></td>
</tr>
<tr>
<td>Wealth</td>
<td><strong>82%</strong></td>
</tr>
<tr>
<td>Broad connections</td>
<td><strong>65%</strong></td>
</tr>
<tr>
<td>High reputation</td>
<td><strong>60%</strong></td>
</tr>
<tr>
<td>Connected to educational resources</td>
<td><strong>57%</strong></td>
</tr>
<tr>
<td>Have a professional job</td>
<td><strong>56%</strong></td>
</tr>
<tr>
<td>Interact with govt., politicians, etc</td>
<td><strong>71%</strong></td>
</tr>
</tbody>
</table>
Overall Profile of our Sample

- More females than males interviewed, but so far not much differences across gender

- A young and highly resilient population (immigrant prototype: *looking forward*)

- Low levels of English and education

- Majority (87%) born outside the US (mainly MX); 37% estimated to be undocumented

- Most (70%) have lived in US (and MO) > 8yrs

- Race: our study confirms what others are saying; the current way race is defined/classified in the US is not understood by Hispanics

- Acculturation: majority separated

- Social capital: mainly relying on family members/relatives; not much community influence
General Health

- 70% rate their health as good/very good/excellent
- 57% currently have health concerns
- 85% think it’s important to see a doctor when not ill
- 92% annual checkup is important/very important
- 96% annual check-up for children is important/very important
- 97% overall health is important/very important
Illnesses (have or had)

- Asthma 6%
- Cancer 5%
- Dental 20%
- Diabetes 18%
- Heart 7%
- Mental 12%
- Obesity 16%
- Venereal <1%
- Other 13% (thyroids cited by several)
Dental

- 94% feel it’s important/very important to have dental cleaning/checkups

- 95% feel their dental health is important/very important

- 91% have been to the dentist at least once

- 61% have been to one in the US in past 2 yrs

- 56% go to a dental clinic; 32% private dentist
## Reasons for not going to dentist in US
(in past 2 years)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot afford</td>
<td>18%</td>
</tr>
<tr>
<td>Lack of insurance</td>
<td>11%</td>
</tr>
<tr>
<td>Don't think it's necessary</td>
<td>5%</td>
</tr>
<tr>
<td>Go outside the US</td>
<td>4%</td>
</tr>
<tr>
<td>Don't speak English</td>
<td>4%</td>
</tr>
<tr>
<td>Finding transportation is hard</td>
<td>3%</td>
</tr>
<tr>
<td>Can't get time off work</td>
<td>2%</td>
</tr>
<tr>
<td>No dentist near home/work</td>
<td>2%</td>
</tr>
</tbody>
</table>
Access to Services

- 79% knows where to go for preventive care

- Finding info on where to go:
  - 42% Friends
  - 31% Family
  - 25% Healthcare provider
  - 14% Internet/Social Media

- 39% say an individual or organization helped them find services (when specifying who, most cite friends/family)

*Numbers are not cumulative
Accessing Services

What is your first choice for services:
- 53% community health clinic
- 19% doctor’s office
- 14% hospital (other than emergency & urgent)
- 8% emergency room

Feel most comfortable getting care:
- 47% community health clinic
- 31% doctor’s office
- 16% hospital (other)
- 3% emergency
- 3% other

Services Used in Past 2 years

<table>
<thead>
<tr>
<th></th>
<th>Interviewee*</th>
<th>Spouse*</th>
<th>Children*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Clinic</td>
<td>62%</td>
<td>30%</td>
<td>32%</td>
</tr>
<tr>
<td>Hospital (other)</td>
<td>32%</td>
<td>9%</td>
<td>19%</td>
</tr>
<tr>
<td>Private doctor</td>
<td>28%</td>
<td>13%</td>
<td>24%</td>
</tr>
<tr>
<td>Emergency</td>
<td>23%</td>
<td>7%</td>
<td>12%</td>
</tr>
<tr>
<td>Urgent</td>
<td>9%</td>
<td>5%</td>
<td>5%</td>
</tr>
</tbody>
</table>

*Numbers are not cumulative
Paying for Services

<table>
<thead>
<tr>
<th>Type of Payment</th>
<th>Percent Using</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full amount paid in cash</td>
<td>40%</td>
</tr>
<tr>
<td>Payment Plan</td>
<td>35%</td>
</tr>
<tr>
<td>Medical Insurance</td>
<td>21%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
</tbody>
</table>

- 86% report they owe out-of-pocket money when accessing healthcare services

- 40% needed medical attention in the last year but fail to seek services for financial reasons; 16% did not take a child to the doctor in the last year for financial reasons.
# Insurance

## Percent Insurance Coverage, Interviewee, Spouse, Children*

<table>
<thead>
<tr>
<th></th>
<th>Interviewee¹</th>
<th>Spouse²</th>
<th>Children³</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Insurance</td>
<td>61</td>
<td>58</td>
<td>23</td>
</tr>
<tr>
<td>Medicaid</td>
<td>5</td>
<td>2</td>
<td>37</td>
</tr>
<tr>
<td>Medicare</td>
<td>5</td>
<td>3</td>
<td>n/a</td>
</tr>
<tr>
<td>Obamacare</td>
<td>3</td>
<td>4</td>
<td>&lt;1</td>
</tr>
<tr>
<td>CHIP</td>
<td>n/a</td>
<td>n/a</td>
<td>13</td>
</tr>
<tr>
<td>VA</td>
<td>&lt;1</td>
<td>&lt;1</td>
<td>n/a</td>
</tr>
<tr>
<td>Insured through work</td>
<td>25</td>
<td>32</td>
<td>24</td>
</tr>
<tr>
<td>Separate Insurance</td>
<td>&lt;1</td>
<td>&lt;1</td>
<td>3</td>
</tr>
</tbody>
</table>

* All numbers are rounded so may not add to 100.

1. Only 4 missing responses for this column.
2. Percentages for this column are taken from total responded for spouse.
3. Percentages for this column are taken from total responded for children. Some duplicated responses may appear for Medicaid and CHIP in this column since some respondents are aware they are the same, but others don't.
64% were offered interpretation services while 58% have used this service.
# Level of Trust

<table>
<thead>
<tr>
<th>Level</th>
<th>Percentage</th>
<th>Trust Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 65%</td>
<td>65%</td>
<td>67% feel comfortable talking to provider about personal issues</td>
</tr>
<tr>
<td>Over 70%</td>
<td>70%</td>
<td>71% feel provider is committed to offer best care possible</td>
</tr>
<tr>
<td></td>
<td></td>
<td>71% feel provider is sincerely interested in patient as a person</td>
</tr>
<tr>
<td></td>
<td></td>
<td>73% feel provider considers importance of patient’s privacy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>73% are not seriously considering changing provider</td>
</tr>
<tr>
<td>Over 75%</td>
<td>75%</td>
<td>76% feel provider is an excellent listener</td>
</tr>
<tr>
<td></td>
<td></td>
<td>77% feel provider discusses options first before health decisions are made</td>
</tr>
<tr>
<td></td>
<td></td>
<td>78% feel provider takes the time to listen</td>
</tr>
<tr>
<td></td>
<td></td>
<td>78% feel better after seeing provider</td>
</tr>
<tr>
<td>Over 80%</td>
<td>80%</td>
<td>81% feel provider makes patient feel worthy of his/her time</td>
</tr>
<tr>
<td></td>
<td></td>
<td>83% feel provider is completely honest about health-related problems</td>
</tr>
<tr>
<td></td>
<td></td>
<td>84% feel provider accepts patient for who s/he is</td>
</tr>
<tr>
<td>Over 90%</td>
<td>90%</td>
<td>93% feel provider treats patient as an individual</td>
</tr>
</tbody>
</table>
Level of Trust

Overall results show

- High level of trust in their doctors,
  but,

- High levels of distrust in the administrative portion (not necessarily the staff) of healthcare services, the availability of primary-care physicians, as well as availability of specialists.
Discrimination

- Felt discriminated
  - 14% due to type of Insurance
  - 28% due to no insurance
  - 22% by provider
  - 23% by non-medical staff
  - 30% say they try to send them elsewhere if you don’t speak English
Transportation

- 24% need transportation (76% are taking their own car)
- The majority take between 10 minutes to 20 minutes to get to location
- About 6% say it takes them over 1 hr
Principle Access Issues

- Communication
  - Language issues
  - Information access
- Transportation
- Affordability
  - Insurance
  - No Insurance
    - Payment Plans
    - Immigration Status
- Trust
  - Medical staff
  - Institutions
Effective CD Approaches

- Bridging between Newcomers and Health Resources
  - Health Worker Programs (Promotoras de Salud)
    - Education & Navigation
  - Community Resource Fair
    - Multi-institutional collaborations
- Provider Engagement
  - Population health data is important
  - Integrating the patient experience
  - Connections with community based organization
  - Payment Plans that are accessible and nondiscriminatory
Effective CD Approaches

- Communitywide Strategies to facilitate integration
  - Language programs
    - ESL & Spanish language resources
  - Facilitating activities that connect newcomers to existing residents
    - Church, work, recreation, education, etc…
  - Affordability is hard to effect at a community level but strategies that cut cost and increase access do offer some help.