

Leading to Change: Framing and Addressing the Roots of Health Disparities

**Healthcare in a Multicultural
Society**

The Carter Presidential Center

August 20, 2004

J. Emilio Carrillo, MD, MPH

- ▶ Poor health outcomes and disparities are a result of multiple socioeconomic, demographic, environmental and other social and cultural factors
- ▶ Barriers to healthcare access are a significant contributor to poor health outcomes and disparities

Barriers to healthcare access contribute to Latinos' and African Americans' poor health outcomes and disparities:

Primary access barriers: lack of insurance, underinsurance, and inability to pay for care or treatments

Secondary access barriers: all barriers encountered between home and providers' office: availability of care, transportation, waiting times, ie. Systems of Care

Tertiary access barriers: when language and culture hinder and limit the provider-patient communication

Primary Access Barriers

Trends in number of Hispanics without Coverage

	1989	1999	Change in Number uninsured 1989-1999 (thousands)	% Increase in Uninsured
Race/Eth				
Non-	19,190	21,370	2,180	+11%
Hisp.Wht.				
Blacks	5,840	7,240	1,410	+24%
Hispanics	6,930	10,950	4,020	+58%

- Hispanics who make up 11% of the US population in 1999 accounted for 50% of the increase in the uninsured from 89-99

Source: Carrasquillo O. et al, Am J Pub Health 1999, 2000 CPS data

Primary Access Barriers

- ▶ Centers for Disease Control and Prevention (CDC)
 - August 2004
 - Almost (48%) of all uninsured children have not had a well-visit in the past year.
 - Uninsured children are nine times more likely to lack a regular source of medical care
 - Uninsured children lack access to basic health care services; sometime rely on hospital emergency rooms for routine care; and more likely than insured children to delayed medical need

Secondary Access Barriers

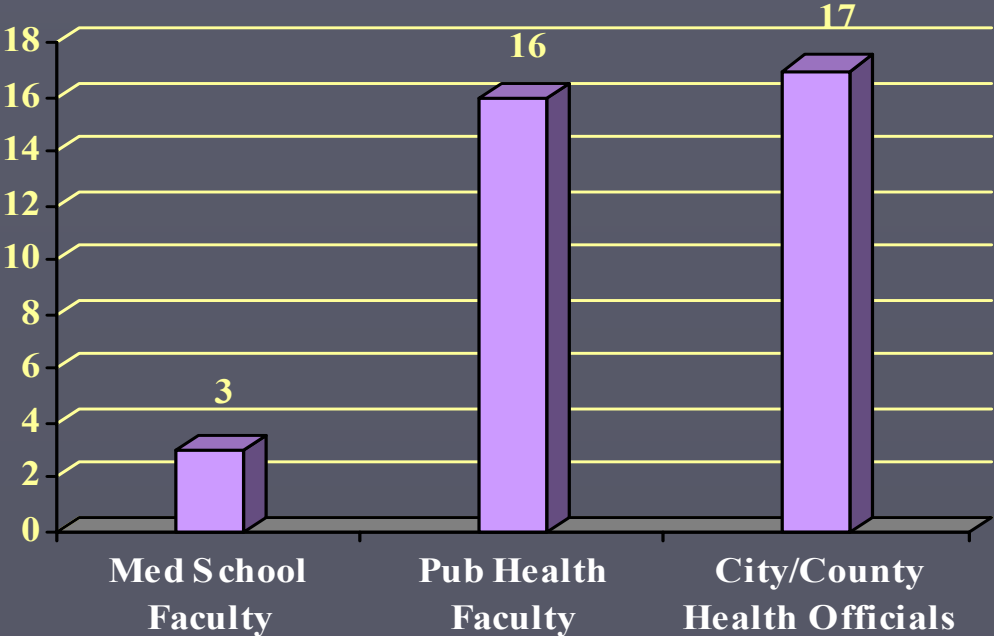
- ▶ Systems of Care
 - Professional Workforce
 - Leadership
 - Professionals
 - Integration of Care
 - Continuity of Care
 - Limitation of Care

Leadership and Professionals

- Major Determinants of System of Care Quality
- Research supports important role of minority representation in leadership and workforce
 - Minority providers:
 - ▶ care for more minority and underserved patients
 - ▶ are preferred
 - ▶ score higher on patient-rated quality and satisfaction
 - Latinos and African Americans are underrepresented:
 - ▶ on health professional school faculty
 - ▶ in city/county public health positions
 - ▶ in the health professional workforce

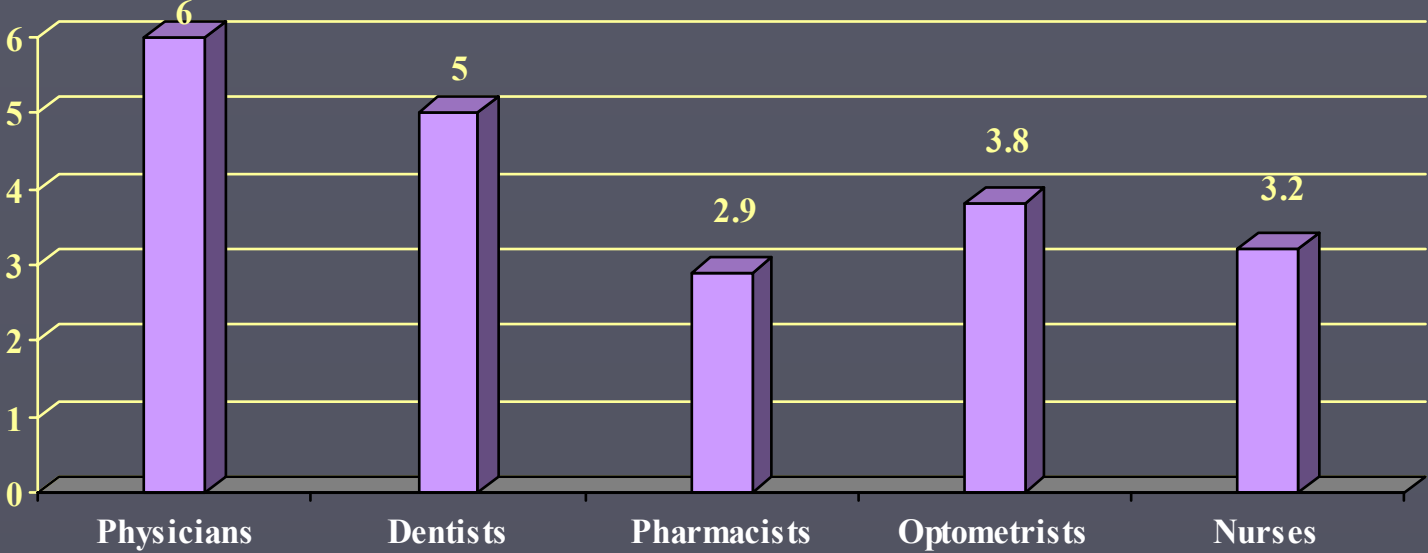
Leadership

**%Minority
Professional
Representation**



Workforce

%Latino



Source: BHP

Manifestations of System of Care Barriers

Extramural

Door-->HCF

- ▶ Availability
- ▶ Proximity
- ▶ Hours
- ▶ Transportation
- ▶ Telephone access
- ▶ Child care

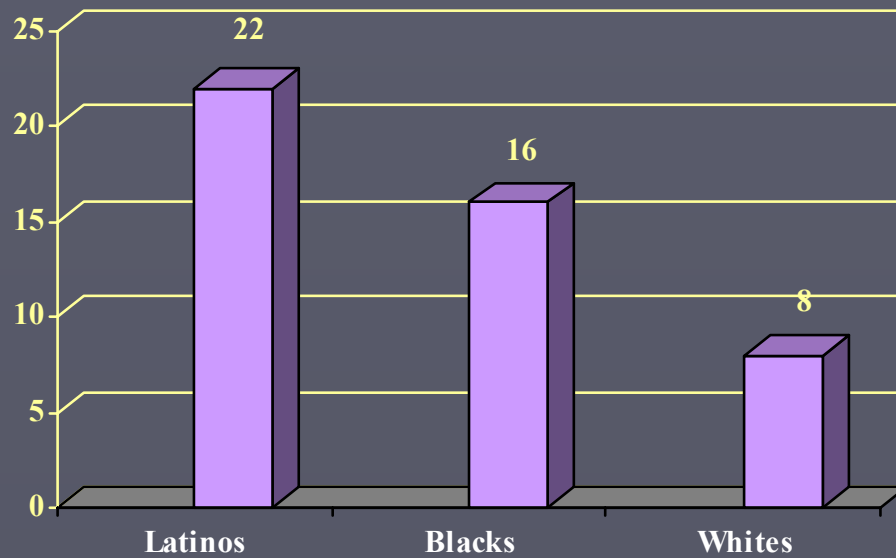
Intramural

HCF-->Prov Office

- ▶ Intake processes
- ▶ Waiting times
- ▶ Interpreter svcs
- ▶ Referral
- ▶ Signage
- ▶ Continuity

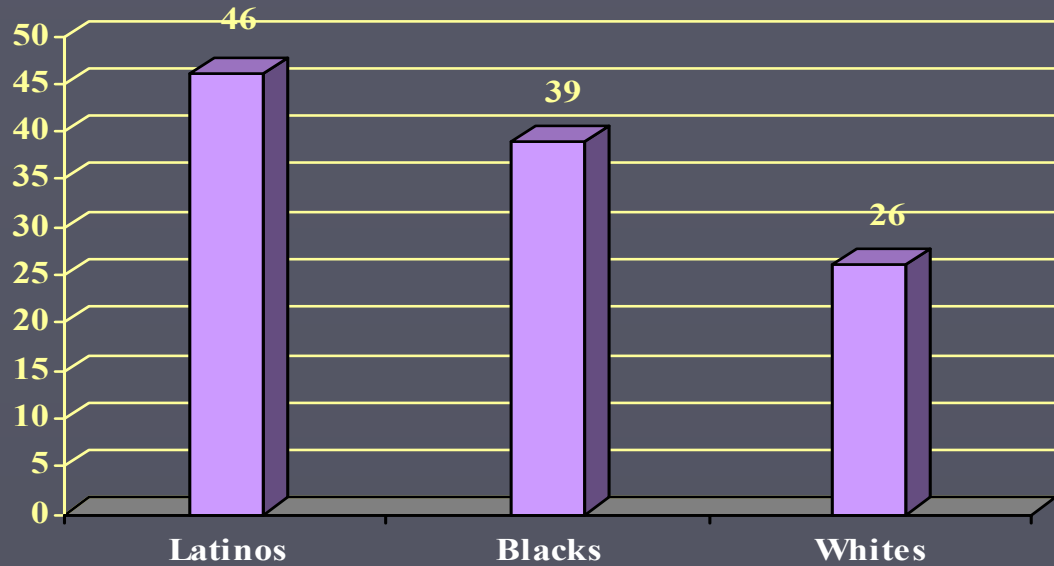
Structural Barriers

%Reporting



Difficulty Accessing Specialists

%Reporting



Don't have a regular doctor

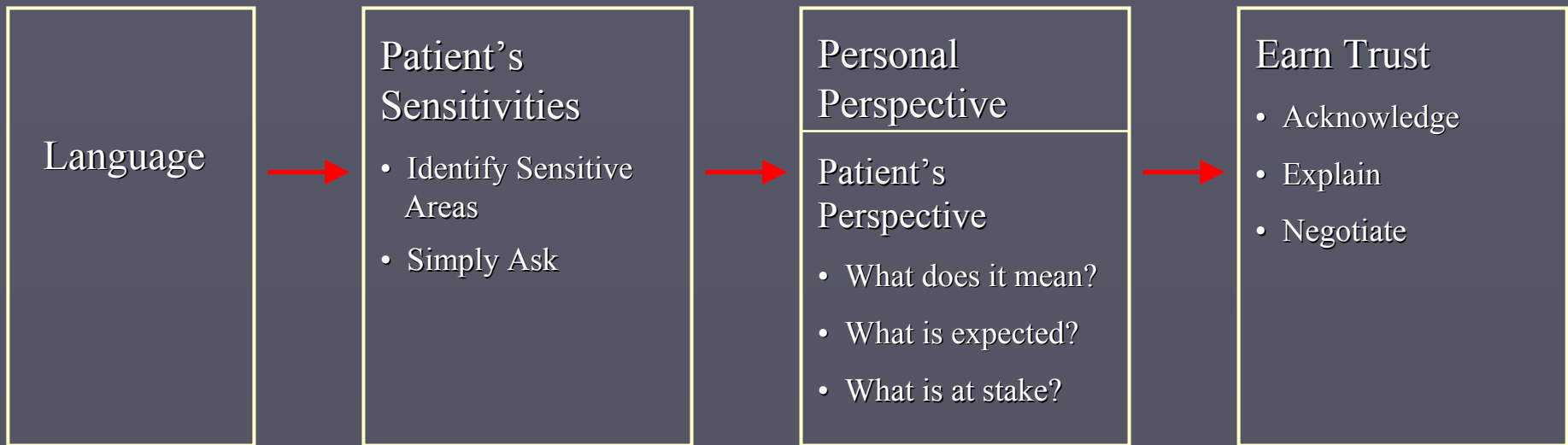
Tertiary Access Barriers

When language and culture hinder and limit provider-patient communication

Provider - Patient Communication, Satisfaction, Adherence and Outcomes



How do we provide Patient Based Cross-Cultural Care?



- What's wrong?
- What will happen?
- What can I do?

Patient

Provider

- What do you think is going on?
- What do you expect?
- What's at stake?

Acknowledge

Present Bio-Med Model
(Syntonic)

Negotiate

Mutual Accord

M. A. P. S.

↑ Satisfaction

Adherence

Barriers to healthcare access contribute to Latinos' and African Americans' poor health outcomes and disparities:

Primary access barriers: lack of insurance, underinsurance, and inability to pay for care or treatments

Secondary access barriers: all barriers encountered between home and providers' office: availability of care, transportation, waiting times, ie. Systems of Care

Tertiary access barriers: when language and culture hinder the provider-patient communication

Primary, Secondary and Tertiary access barriers impact on Latinos' health through various intermediary factors:

- A. Less screening and preventive care
- B. Late presentation to healthcare
- C. Less treatment or no treatment

Impact of Access Barriers on Screening for Diabetes

Access To Screening Sites

- Availability
- Flow Through

2° Access



Financial
Access
To
Screening

1° Access



Screening
For
Diabetes



A. Understand
Relevance
and
Importance of
Screening

3° Access

Impact of Access Barriers on Timely 1° Care for Diabetes

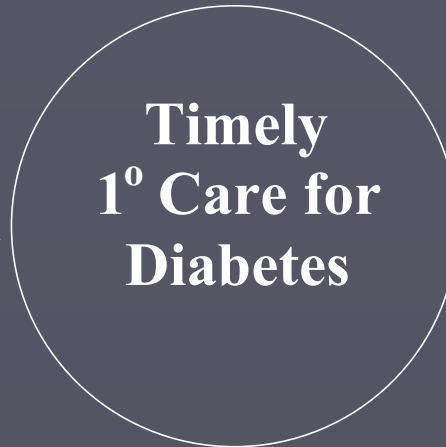
Access To Healthcare Providers

- Availability
- Flow Through

B. 2° Access

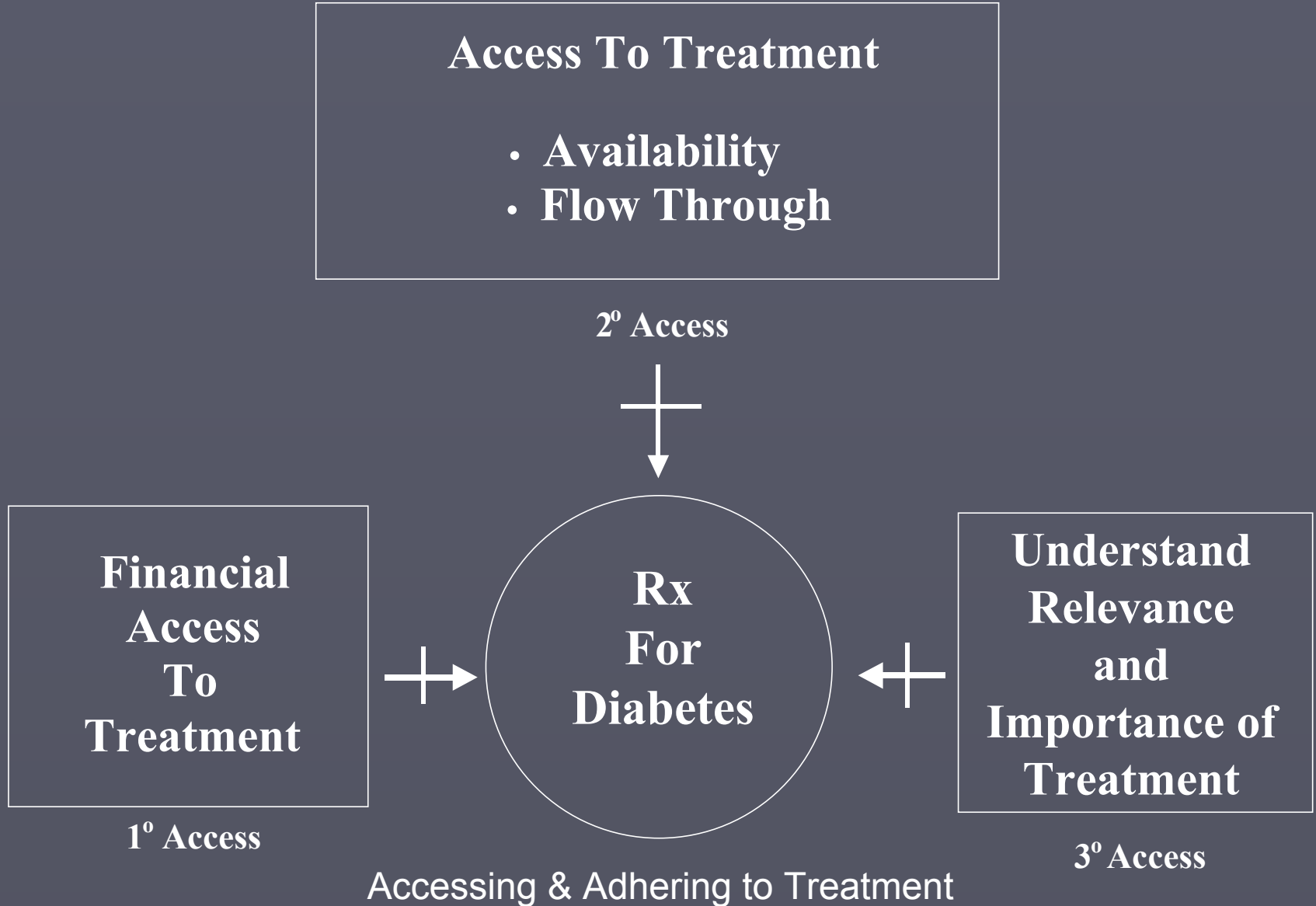


1° Access

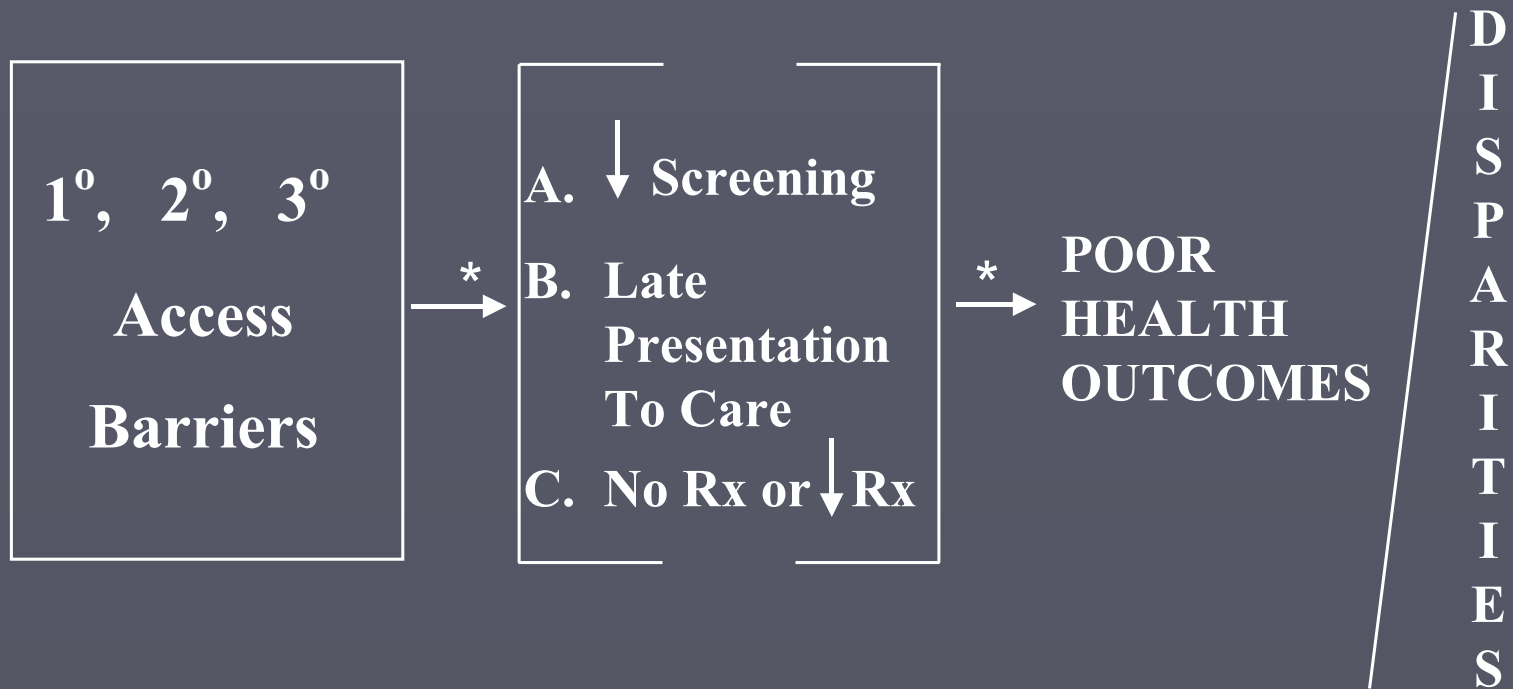


3° Access

Impact of Access Barriers on Treatment for Diabetes



Intermediary Factors Associated with Disparities



•Evidence Based

References

- ▶ Carrillo, J.E.; Green, A.; Betancourt, J.R. Cross-Cultural Primary Care: A Patient-Based Approach. *Annals of Internal Medicine*, 1999;130: 829-834.
- ▶ Betancourt, J.R.; Carrillo, J.E.; Green, A. Communication Barriers and Compliance in Minority Hypertensives. *Current Hypertension Reports*, 1999;1:482-484.
- ▶ Betancourt J.R.; Green A.R.; Carrillo J.E.; Ananeh-Firempong II O. Racial/Ethnic Disparities: Contemporary Issues and Approaches. *Public Health Reports*, 2003; Volume 118 Number 4 pp. 293-302.
- ▶ Carrillo J.E.; Trevino F.M.; Betancourt J.R.; Coustasse A. Latino Access to Health Care: The Role of Insurance, Managed Care, and Institutional Barriers, Chapter 3, 55-73, *Health Issues in the Latino Community*, eds. Aguirre M, Molina CW , Zambrana, RE, Jossey Bass, San Francisco 2001.
- ▶ Betancourt J.R.; Green A.R.; Carrillo J.E. Cultural Competence in Health Care: Emerging Frameworks and Practical Approaches. *The Commonwealth Fund, Field Report*, October 2002.
- ▶ Aguirre-Molina, M.; Carrillo, Emilio J.E Latinos' Access to Primary and Preventive Services Barriers, Need and a Proposed Course of Action. A Report Prepared for the Robert Wood Johnson Foundation Priority Population Team, January 2001.