

# Insights into Black and Hispanic Medicaid recipient's experiences with the healthcare system that can be used to inform the delivery of culturally tailored services: an online patient panel survey

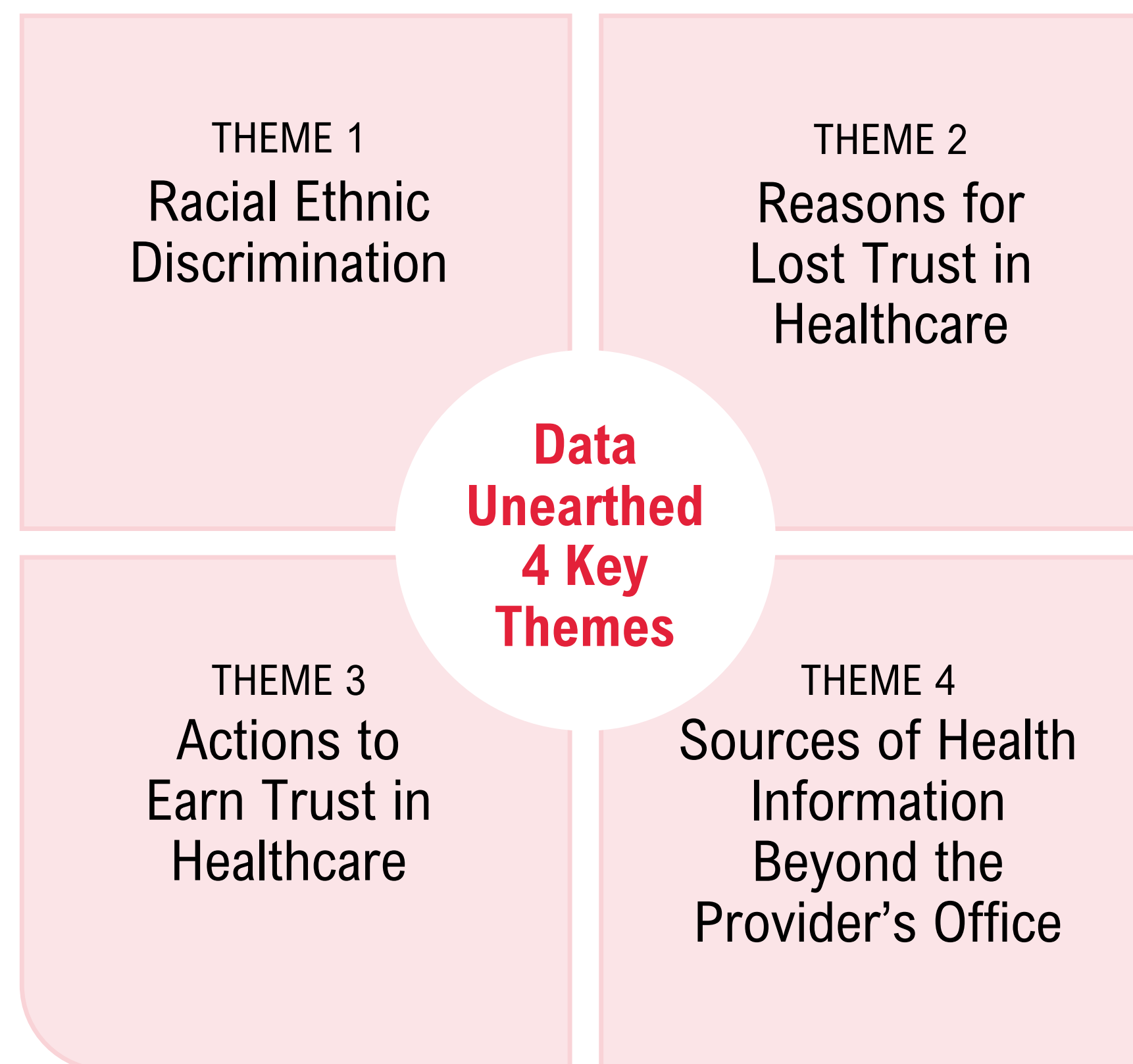
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### THEME 1 Racial Ethnic Discrimination

**51% of Blacks** report having been discriminated against in healthcare due to race or ethnicity.

**37% of Hispanics** report having been discriminated against in healthcare due to race or ethnicity.

### THEME 2 Top 7 Reasons for Lost Trust in Healthcare

**Blacks**

#1	Did not explain my health in a way I understand	48%
#2	Did not listen to me	48%
#3	Did not tell me all of my treatment options	47%
#4	Did not offer education on my health and wellbeing	43%
#5	Did not teach me how to care for myself	43%
#6	Did not ask what's important to me about treatment	42%
#7	Did not connect me with other helpful support	30%

**Hispanics**

#1	Did not listen to me	46%
#2	Did not connect me with other helpful support	39%
#3	Did not respect me	36%
#4	Did not tell me all of my treatment options	36%
#5	Did not ask what's important to me about treatment	35%
#6	Did not explain my health in a way I understand	33%
#7	Did not offer education on my health and wellbeing	33%

### THEME 3 Top 3 Actions to Earn Trust in Healthcare

Action	Blacks	Hispanics
<b>EXPLAIN</b> Explain my health in a way I understand	56%	56%
<b>LISTEN</b> Listen to me	51%	50%
<b>OPTIONS</b> Tell me all of my treatment options	45%	47%

### THEME 4 Sources of Health Information Beyond the Provider's Office

Source	Blacks	Hispanics
<b>HCP</b>	56%	55%
<b>INTERNET</b>	38%	39%
<b>FRIEND / FAMILY</b>	30%	33%

### CONCLUSION

This unique data set renders notable findings that add value to the field of measuring patient experience (value add to CAHPS measures). As the Agency for Healthcare Research Quality notes, "Understanding patient experience is a key step in moving toward patient-centered care. By looking at various aspects of patient experience, one can assess the extent to which patients are receiving care that is respectful of, and responsive to, individual patient preferences, needs and values." The data helps us answer the question (from the patient voice): is what's supposed to be happening in healthcare settings, actually happening (clear communication with the provider, respectful engagements)?