



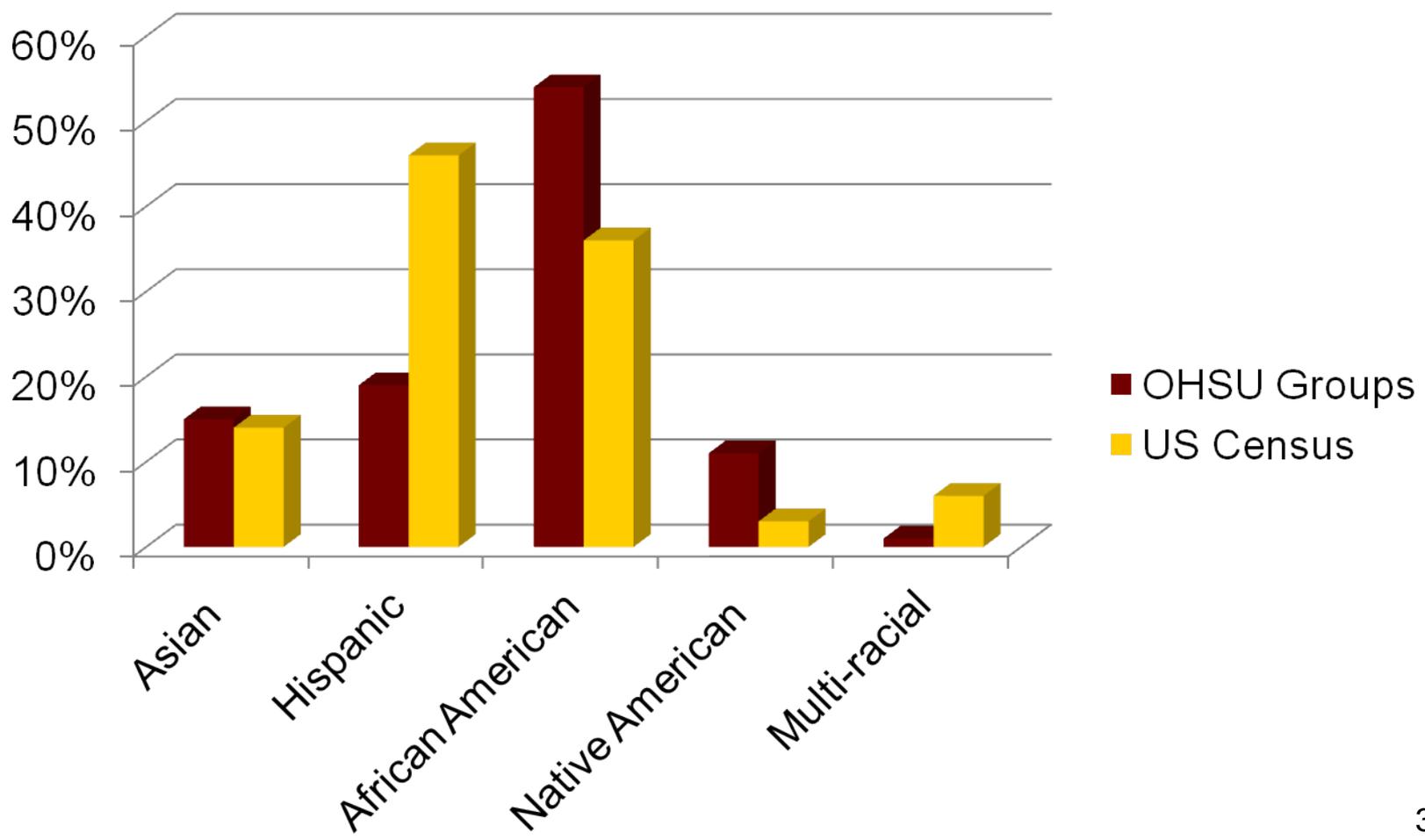
Project Intersect Focus Groups Preliminary Findings

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Project Intersect Focus Group Sites

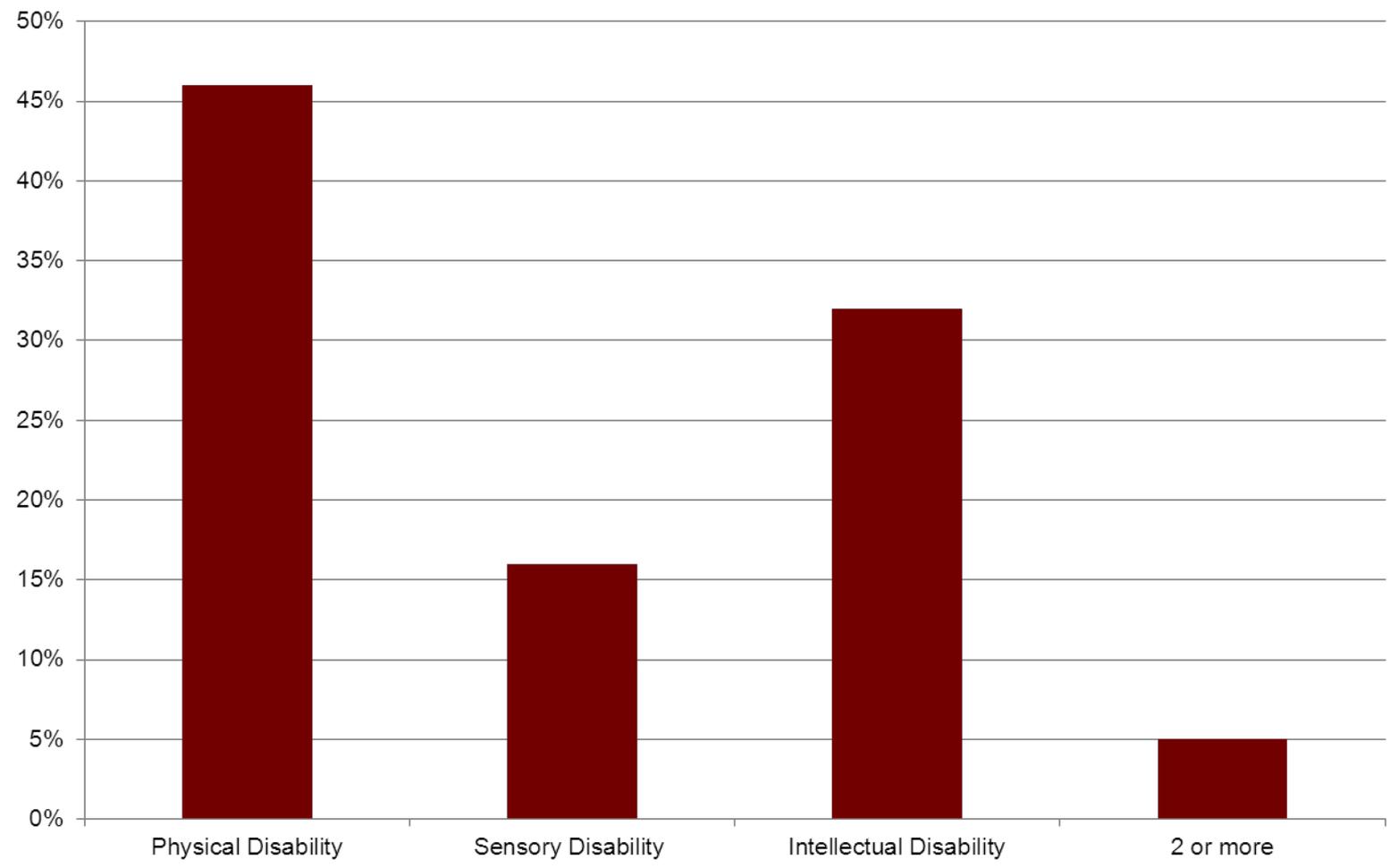


% of Focus Group Participants by Race/Ethnicity (n=112)

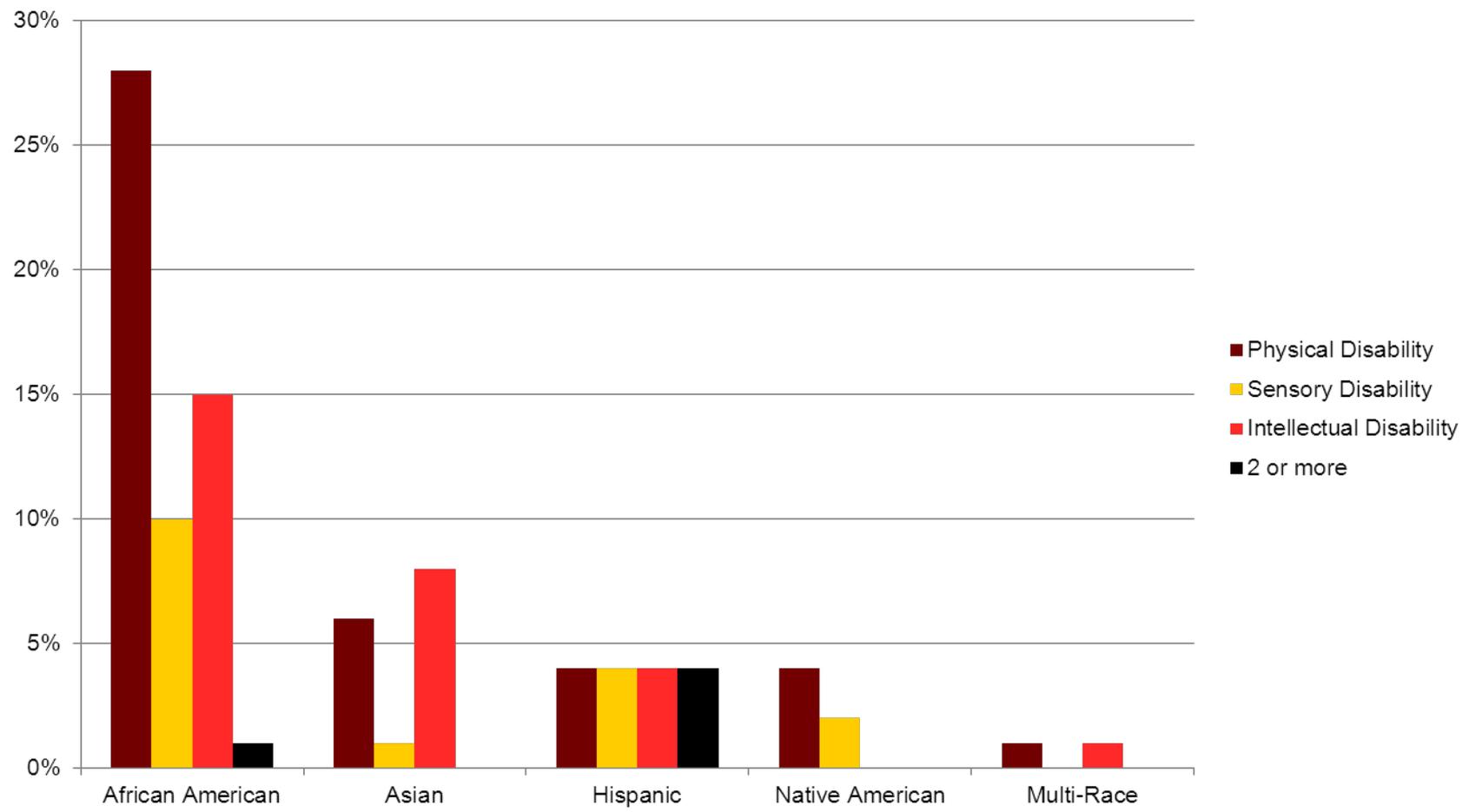




% of Focus Group Participants by Type of Disability (n=112)



% of Focus Group Participants by Race/Ethnicity and Disability (n=112)



Factors Associated with Barriers to and Satisfaction with Health Care--Accessibility

The reason we have Chinese doctor I think is because [of] me [the mother] ...[My daughter's] Chinese doctor is [so I can] communicate in Chinese. (ASIAN, DD)

*Race, Ethnicity,
Language*

Sometimes the doctor don't know about hiring an interpreter...have to teach the staff and the doctor how to use an interpreter. (HISPANIC, Sensory)

"I have called and I tell her "Spanish" [in English]... They [tell] me to wait for a while...that "while" becomes twenty minutes and sometimes three or four people come and go and it's an hour and a half." (HISPANIC, Phys/Sensory)

Factors Associated with Barriers to and Satisfaction with Health Care--Accessibility

“...they tell you it is accessible [but you think]’Is it really wheelchair accessible or your idea of wheelchair accessible?’ You know, there is a difference.”
(HISPANIC, Phys)

*Physical/
Architectural
Accessibility*

“And a lot of times the doctors office say [they are] accessible, [but] they...mean the front door and the curb [cut].” (HISPANIC, Phys)

Cognitive Accessibility:

“...Access to a hospital, exam tables and restrooms [is limited] for women with disabilities...[Also] women with disabilities need mammograms [but can't find] places with accessible equipment]...A couple of my friends have not had mammograms because [of this]...We need [health facilities] to...make [these procedures] accessible.”
ASIAN, Phys)

“[My daughter]...doesn't know how to describe her problems. She always says, 'I am fine, I'm okay' ...she doesn't admit that she is sick. So, you have to look at her and find out if she is sick to tell the doctor.” (ASIAN,DD)

Factors Associated with Barriers to and Satisfaction with Health Care--Accessibility

“...for me [I go to see] a private doctor [because] when [I try to] go to Rancho [when] I’m not feeling good, it takes two months for an appointment.” (ASIAN, Phys)

Time and Transportation

“I hate that you are always getting sent somewhere else [and] you need a referral...I am very busy sometimes and I have to go somewhere else...to take care of something I went to my primary provider for. It gets very frustrating.” (HISPANIC, Phys)

“...I use Access [transportation], but [it] is not reliable...Sometimes [I’m] in therapy...and they come [and I have to go right away]...because...they pick up [other] passengers. Sometimes you are all alone in the car...sometimes you are very early and sometimes you are late.” (ASIAN, Phys)

Factors Associated with Barriers to and Satisfaction with Health Care--Accessibility

Sharon's insurance doesn't cover a lot things...she has foot problems and her vision is not good. Medi-Cal said she can't get ortho, podiatry and ophthalmology [because] they don't cover [these services] (Parent, Asian DD)

Cost over
Need

"...Yes, [my insurance] is all under one roof. The thing you have to be worried about though is ...they are about cost containment... they want to cut corners when it comes to the price."
(ASIAN, Phys)

Factors Associated with Barriers to and Satisfaction with Health Care—Qualified Providers

“His answer for everything was just to up the dosage I was on and it was just making things worse. It was not helping out at all.”
(HISPANIC, DD)

“No, I don’t think he really understands autism...I ask him to fill out some forms and he says, “he can do everything by himself” So I don’t think he fully understands.” (Parent, ASIAN, DD)

Disability Competence

“If my daughter sees her dentist ...I have to comfort her. One doctor, dentist told me, “next time don’t bring her here, it’s wasting my time.” (Parent, ASIAN, DD)

“[When you] say, ‘Oh, what did you say again?’ ..the doctor gets tired of explaining it..[after a while] they say, ‘Oh, don’t worry about it. It is good. Thumbs up.’ And you are like, ‘Don’t worry? Thumbs up?’ ”
(HISPANIC,SENSORY)

Factors Associated with Barriers to and Satisfaction with Health Care--Bias, Stereotyping, Discrimination

““He felt in his position, because he waits on African Americans all day with disability, he's the great white hope. they [found out] .. I have seizures and [they ask me] ‘Did your mother use drugs?’ ...I've been in other groups where they didn't ask the young White girl that question. When you ask questions .. as a young Black person, you don't know anything, you don't know what you're talking about...but then, if you have a disability, ..you definitely don't know what you're talking about.” (BLACK, disability unknown)

Race, Ethnicity, Language

“Sometime...if you are a white person, you are going to get better equipment, better services if you don't know better.” (BLACK, Phys)

“It is a race issue... It is not if you have Medicaid or not. I think if you get to the doctor's office and they see you are African American compared to a Caucasian, then you will be treated differently.” (BLACK, Phys)

“A lot of times when me as a black person ..report things, it gets swept under the rug a bit or put off to the side like it's not that important..” (BLACK, unknown)

Factors Associated with Barriers to and Satisfaction with Health Care—What Works

“Sometime...if you are a white person, you are going to get better equipment, better services if you don’t know better. But if you know better, you [will] advocate and speak up for yourself.”
(BLACK, Phys)

“I am willing to make that trip because the doctor I am seeing now listens to me... take what I have to say into consideration.”
(HISPANIC, DD)

Client Satisfaction

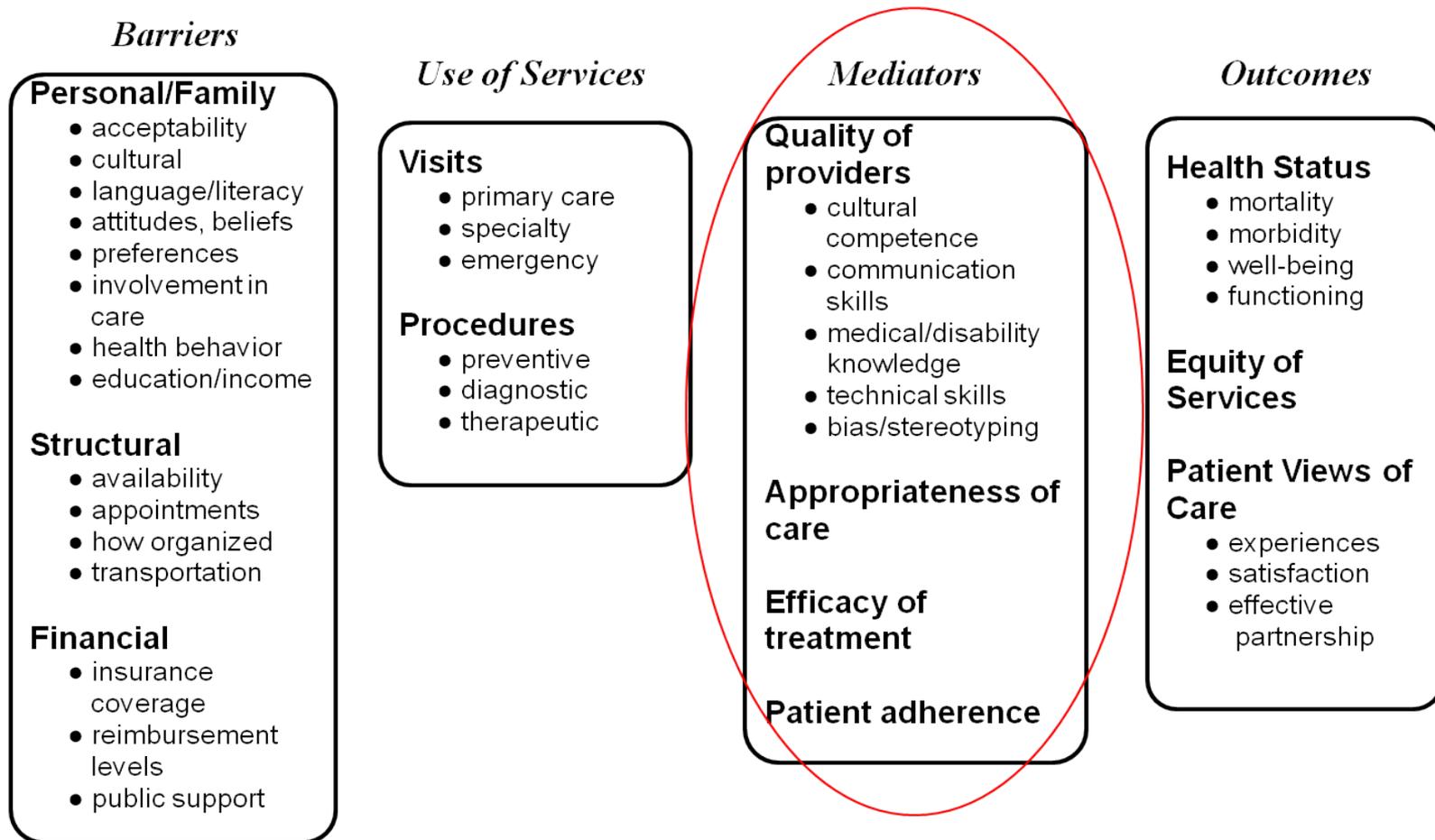
I just wish Rancho was closer. But I still go there because they have the best doctors for my broken neck. (ASIAN, Phys)

"For me, it is good [with] this doctor because I don't have to make an appointment--I can see him any time on Mondays, Wednesdays, or Fridays without an appointment."
(HISPANIC Phys)

“I can get an appointment ...to see my primary doctor [anytime]...I just have to call the office and make an appointment.”
(ASIAN, Phys)

“The good thing is with a nurse I can ask her a lot of questions. .. I don't feel as rushed and the things she cannot answer; I can email my doctor and you can do a lot of advocacy on the computer.”
(ASIAN, Phys)

Concerns of individuals at intersection of Race/Ethnicity and Disability



Future Directions

- Research to clarify:
 - What barriers are related to race or ethnicity?
 - What barriers are related to disability?
 - How do these two sets of barriers combine? Are there additional, unique barriers at the intersection of race, ethnicity, and disability?
- Intervention Studies to eliminate disparities and achieve equity within the broader context of improving quality of care (*Cooper et al., 2002*) which have the following characteristics (*Cooper et al., 2002; Trickett et al., 2011*):
 - Multi-faceted—Individual-level and Community-level interventions
 - Intense, focused approaches
 - Culturally and linguistically appropriate
 - Built on partnerships with stakeholders and owned and sustained by the community

References

Cooper, L.A., Hill, M.N., Powe, N.R. (2002). Designing and evaluating interventions to eliminate racial and ethnic disparities in health care. *Journal of General Internal Medicine*, 17: 477-486

Trickett, E. J., Boheler, S., Deutsch, C., Green, L.W., Hawe, P., McLeroy, K., Miller, R.L., Rapkin, B.D., Schensul, J.J., Schulz, A.J., and Trimble, J.E. (2011). Advancing the Science of Community-Level Interventions. *American Journal of Public Health*, 101 (8), 1410-1419.