

## CAC Town Meeting Summary

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**HP1** = March 6, 2009; Von Humboldt Child Parent Center; Greater Humboldt Park Community of Wellness

**AP** = March 12, 2009; Eugene Field Cultural Center; Healthy Albany Park Coalition

**EN** = March 13, 2009; CDPH; The Pastors of Englewood

**HP2** = March 16, 2009; Lafayette School; Greater Humboldt Park Community of Wellness

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### Barriers to Healthcare

#### 1. Financial Barriers

- Lack of insurance/Poor insurance coverage (HP1, AP, EN)
- HMO/referral challenges (HP1, AP)
- Lack of money/High cost of care and medications (HP1, AP, EN)
- Do not know where to go for financial assistance: Public Aid, SSI, Medicare (EN)
- Not fully aware of public aid benefits (i.e. free transportation services) (HP1, AP)

#### 2. Communication Barriers

- Health literacy differences/Can't understand my doctor/Don't know what questions to ask (HP1, AP, EN)
- Language differences/Need a native (certified?) translator who knows medical terminology (HP1, AP)
- Cultural differences (HP1, AP, HP2)
- Poor attitude of physicians/Don't listen (HP1, AP, EN, HP2)
- No follow up communication (AP)
- Lack basic health information in my language that I can understand (AP, EN, HP2)

#### 3. Access to Care Barriers

- Not enough clinics or specialized care (HP1, EN)
- Lack of ability to find a provider; specialist (AP, EN)
- Do not know how to navigate the system (AP, EN)
- Difficult to find time to get to doctor due to job (AP)
- Challenges with principals, nurses, gym/health classes in school health (AP, HP2)
- Difficult to get to doctor's office (especially for people with disabilities) (HP1, AP, EN)

#### 4. Quality Care Barriers

- Long waiting times (HP1, EN, HP2)
- Doctors and staff disrespectful, unprofessional, provide poor care/can't find medical records, or just don't care (HP1, AP, HP2)
- Visit is rushed/Doctor just writes prescriptions/Need more education/Need more questions answered (HP1, AP, EN, HP2)
- Pharmacy does not provide additional information unless you ask (HP1, EN, HP2)
- Lack of coordination among service providers (AP)

## Comments/Suggestions on How to Reduce Healthcare Disparities

Where do you go now to receive the health information you need?

- Doctor's office (HP1, AP)
- Internet (HP1)
- Magazines (HP1)
- WIC office (HP1)
- Friends and colleagues (AP)
- Schools (AP)
- Health/medical books (EN)
- TV/Radio Programs (EN, HP2)
- Health fairs (HP2)
- Support groups (HP2)

In addition to your doctors office where would you like to receive your health information?

- My home (HP1, EN)
- Church (HP1, AP, EN)
- Best is "word of mouth" (EN)
- Local paper (HP1)
- Billboards, public transit (HP1)
- At other meetings I attend (HP1, AP)
- Colorful flyers in the mail (HP1, EN)
- Schools (HP1, AP)
- Educational outreach at community clinics during the weekends (AP)
- Community workshops (EN)
- Health fairs (AP, HP2)
- Use block clubs, CAPS (EN)
- Parks (HP1, AP)

From whom would you like to receive your health information?

- Health educators are best. They are from the community. They understand the community, "our language", the level of language we understand (health literacy). They take the time to ask and listen to us. They are someone to call. They come if you need them. They are "concerned." Organizations should pay health advocates (and find people who care) to tell other people about nutrition, fitness, high blood pressure, and other health related things. (HP1, AP, EN, HP2)
- Public health visiting nurses; we can talk to them and they are reputable. (EN)
- Physicians-in training, nurses-in-training who come to the community (EN)

What type of health information do you want?

- Health prevention (EN)
- Treatments, medications (EN)
- Nutrition, obesity (EN)
- Diabetes, high blood pressure, heart disease (EN)
- Asthma (EN)
- Sex education (EN)
- Basic health (AP)
- Triggers in the home (EN)
- Mental illness (EN)

Other Comments/Suggestions

- Reduce pesticide use (HP1)
- Fight pollution (HP1, HP2)
- Change environment outside the home (HP1)
- Stop smoking/selling "loosies" (HP1)
- Professional development days at schools (AP)
- Better educate physicians regarding working with patients and up-to-date treatment options (AP)
- Insurance for all (AP)
- Get landlords involved in our efforts (AP, HP2)
- Get local and state government involved. We need to take charge, be active, and take over. Be persistent and pushy. Create task forces. Sign petitions. Boycott!! (HP1, EN)
- We need to stop going to places we know are not giving good health care! (EN)
- Need more oversight, regulation, especially free standing clinics. (EN)