

Facilitator: Juana Ballesteros

## I. What are the Barriers to Obtaining Good Health Care?

1. Communication Between You and Your Doctor
  - The doctor dismisses complaints from females as gynecology issues; he does not take me seriously.
  - The doctor doesn't explain to me the procedures or illnesses.
2. Difficulties with Access to Care
  - In schools, exercise/gym classes are only offered every 2 weeks, and no health classes are offered.
3. Lack of Interest
  - In general, I think there is a lack of interest from the community to participate and utilize the programs that are already available.
  - People care about their health, but aren't motivated to be prevention-minded. People wait until they have to get treated, even when they are pre-disposed to major health problems.
  - Only 4-5 parents are interested in making changes, and we can't get more parents involved (with student health in schools).
4. Issues with Care
  - There is too much turn over in primary care providers.
  - I have to wait much too long for appointments.
  - I have to wait too long in the waiting room.
  - I usually have to wait a month to get into see a doctor I was referred to. Or I have to walk-in and then wait for hours.
  - The local hospital has terrible services, and I have had many bad experiences there.
  - The doctor does not thoroughly examine me.
  - My child was misdiagnosed and it caused serious side effects and complications for 6 years.

## II. Communication Barriers with your Doctor or Health Care Professional

1. Do you have an easy or hard time communicating with your doctor? If it is hard, why?
  - In general, participants had an easy time communicating with their physicians. (See # I, Communication above for the few, specific problems.)
2. Do you feel comfortable discussing your concerns with your doctor? Why or why not?
  - In general, the participants felt comfortable discussing concerns.
3. Does your healthcare provider speak the same language you do? Is there a translator available? Does a translator work?
  - The doctor yelled at me because I didn't speak English.
  - In general, most of the participants spoke the same language as their physicians, or a translator was provided without issue.

4. Are there kinds of local people who are better at communicating to you e.g. community health worker, asthma educator, local trusted family member or neighbor etc.?
  - UIC came out into the community to do diabetes education, in partnership with a community church, and they gave everyone \$30 gift cards and lunch.
  - Mt. Sinai went door to door with a health survey and gave participants a \$20 gift card.
5. Does your provider suggest treatment options that you agree with? (Culturally appropriate?)
  - The doctors don't take family issues into consideration. They recommend I eat healthier, but nutritious foods are not affordable.
  - The nutritional information I received was not helpful; they did not incorporate cultural into their suggestions. The foods they suggest are not what I traditionally eat (in my home country).
6. Do you have enough time to ask questions?
  - In general, participants felt they had enough time once the doctor finally saw them.

### **III. Health Information**

1. Where do you go now to receive the health information you need?
  - TV and Radio, but health information received there can be confusing because everyone is saying something different.
  - Health fairs
  - Support Groups
2. Do you have all of the basic health information you need?
  - In general, participants felt they did.
3. Can you read and understand the health information? Do translated materials help (are they at the right literacy level)?
  - In general, participants felt they could understand the health information in their language.
4. Has someone shown you how to use the medications you have been prescribed?
  - Doctors and pharmacists do not tell us anything about the medication we are prescribed, how to use it, what the effect should be, what the side effects are.
5. In addition to your doctors office where would you like to receive your health information? From who? In what form?
  - Health fairs.

### **IV. Methods to Reduce Healthcare Disparities**

1. What specific action items would you suggest to improve healthcare in Chicago? Do you have any suggestions particular to asthma?
  - Keep streets, alleys, and home cleaner.
2. What role would/should you and your community play in implementing these strategies?
  - We should get the community together to go to city hall and talk to the Mayor.
3. How can we engage other partners in the effort to reduce asthma?
  - We should get landlords involved in our efforts.