



Employed Latino Health Initiative
Key Findings from Focus Groups and Learning Sessions

	Latino Community	Health and Social Services Providers	Hotel / Restaurant Employers	Advisory Committee
Access to Information & Resources	<p><i>Insufficient culture and language-specific information is provided</i></p> <ul style="list-style-type: none"> - Not enough initial and follow-up information about benefits, costs, services and locations. - Information needs to be well-translated and comprehensive. - Timely, culturally-competent, language-appropriate personal interaction to explain services is needed. - Information on diabetes is needed. 	<p><i>Language-appropriate health education is important</i></p> <ul style="list-style-type: none"> - Education about the local and U.S. health system is essential. - The high rate of chronic conditions warrants health education for prevention and wellness. - Prescription drug labels need to be language appropriate across literacy levels. - Time and resources do not permit providers to develop needed information. 	<p><i>Rarely is information about community resources provided by employers</i></p> <ul style="list-style-type: none"> - Only in isolated instances do employers provide information to Latino staff about Spanish-language resources or publicly-funded benefits. - Bilingual staff provides translation and interpretation services informally for co-workers. - Some employers provide transportation assistance to staff. 	<p><i>Navigating the health care system is complicated and confusing</i></p> <ul style="list-style-type: none"> - It is difficult to find health care resources. - Many don't know their rights regarding hospital and doctor bills. - Individuals do not understand the difference between the emergency room and other sources of health care. - There is a misunderstanding of care options.
Access to Services	<p><i>Services too "costly" to access</i></p> <ul style="list-style-type: none"> - Home remedies are often used. - Cash is paid for services received from hospitals and clinics. - Hesitant to miss work to access services. - Lack knowledge of safety practices and workers compensation. - Many services are not available during non-traditional hours. 	<p><i>Transportation and access to follow-up care are significant barriers</i></p> <ul style="list-style-type: none"> - Lack of transportation and hours of services impede access to care. - There are not sufficient numbers of culturally-competent primary and specialty care providers. - Language and cultural barriers prohibit timely access to services. - Interpretation services are problematic for providers to sustain. 	<p><i>Worksite health and wellness services are limited</i></p> <ul style="list-style-type: none"> - Although an area of interest for employers, work-based health programs are not widely in use. - When wellness activities are provided, participation among Latino employees is low. 	<p><i>Cultural differences impede access to services</i></p> <ul style="list-style-type: none"> - There is a lack of trust among many immigrant populations. - Individuals fear going to the doctor. - It is easier to access services in Latin countries. - Many immigrants rely on culturally recognized services (e.g., shamans). - There is a lack of interpreters with knowledge of medical terminology.
Access to Health Insurance Coverage	<p><i>Health insurance is costly and confusing</i></p> <ul style="list-style-type: none"> - Cost is the primary reason for not obtaining health insurance. - Difficult to understand paperwork, benefits and eligibility. - Confusion about premiums, co-pays and deductibles. - Not enough information provided in Spanish to facilitate understanding. - Coverage is not comprehensive enough to justify cost. 	<p><i>Most Latino clients are uninsured</i></p> <ul style="list-style-type: none"> - Many Latino patients pay for services out-of-pocket. - Seldom, if at all, do providers hear that Latino patients have access to employer-sponsored health insurance. - Reasons for not using health insurance are high costs, limited benefits or fear about being "in the system." 	<p><i>All companies interviewed provide employer-sponsored health insurance</i></p> <ul style="list-style-type: none"> - Coverage is available for eligible employees and their family members. - Latinos working for contracted agencies often do not have access to coverage. - Where information was available, participation rates among Latino staff is low and family take-up rates even lower. - Employees' premium costs range from \$20 to \$100/ bi-weekly check. 	<p><i>Complexity of health insurance is a barrier</i></p> <ul style="list-style-type: none"> - Some immigrant populations are unfamiliar with the concept of health insurance. - Insurance is not affordable. - Plans change rapidly and never work according to expectations. - Oftentimes health insurance is not available for self-employed individuals or small business owners.