



THE CALIFORNIA ENDOWMENT
A Partner for Healthier Communities

Bridging Language Barriers in Health Care

Public Opinion Survey of California Immigrants
from Latin America, Asia and the Middle East on
Health Care Issues



Methodology



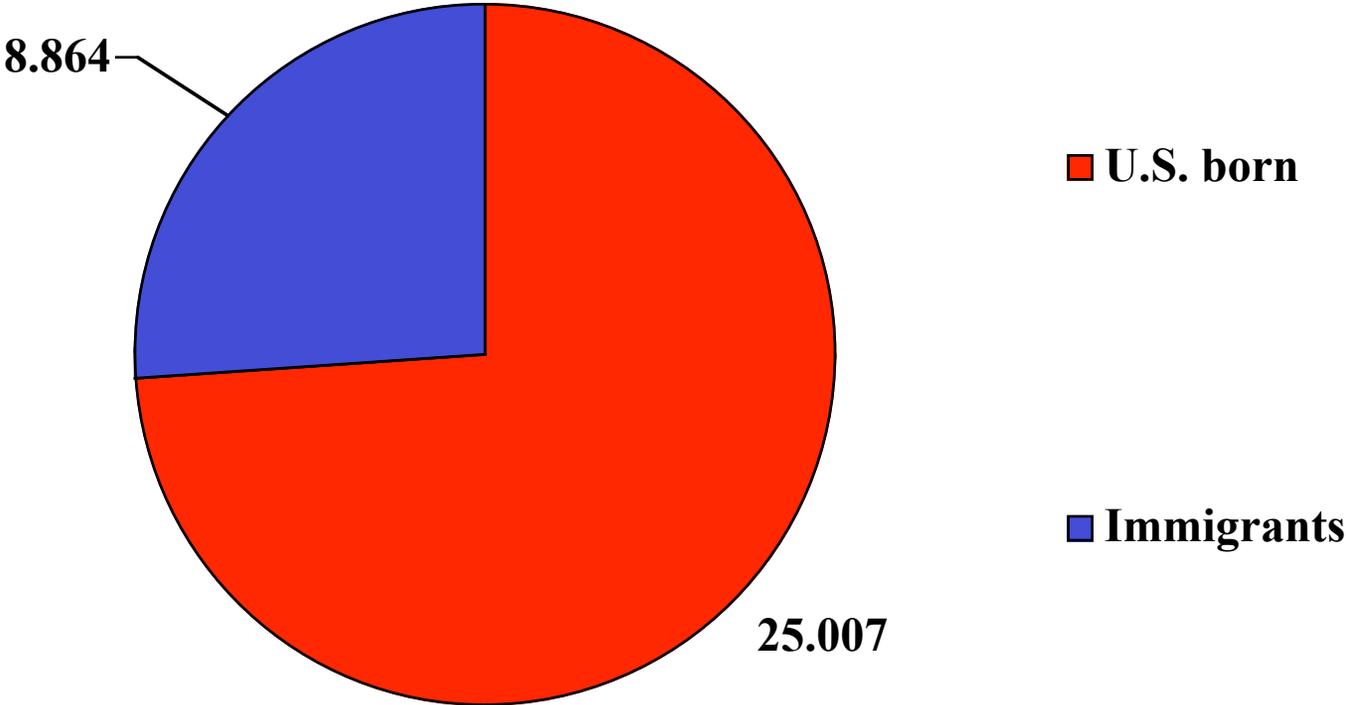
- Twelve hundred immigrant adult residents of California were interviewed in eleven different languages and dialects between May 30th and June 25th of 2003.
- All interviews were conducted in Cantonese, Mandarin, Vietnamese, Korean, Tagalog, Cambodian, Hmong, Armenian, Farsi, Russian and Spanish.
- The margin of error for the full sample is approximately three percentage points.

The Sample



- 300 interviews in Spanish
- 100 interviews in Cantonese / Mandarin
- 100 interviews in Vietnamese
- 100 interviews in Korean
- 100 interviews in Tagalog
- 100 interviews in Cambodian
- 100 interviews in Hmong
- 100 interviews in Armenian
- 100 Interviews in Farsi
- 100 interviews in Russian

California Immigrant Population 2000 U.S. Census (millions)



California Immigrant Population

2000 U.S. Census

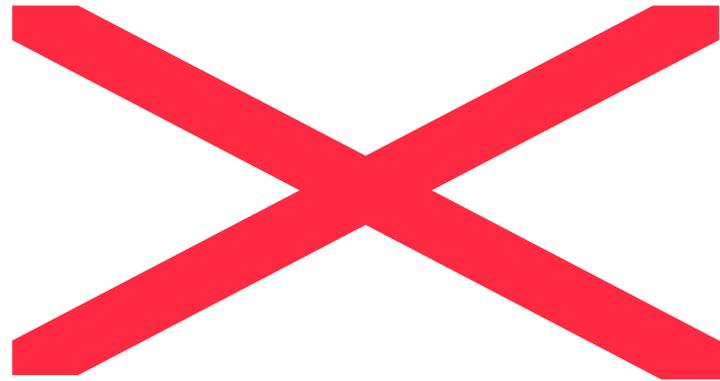
Hispanics		4,819,000
Filipinos		665,000
Chinese		570,000
Vietnamese		418,000
Koreans		268,000
Iranians		159,000
Hmong		68,000
Armenians		57,000
Russians		55,000
Cambodians		54,000

Major Findings

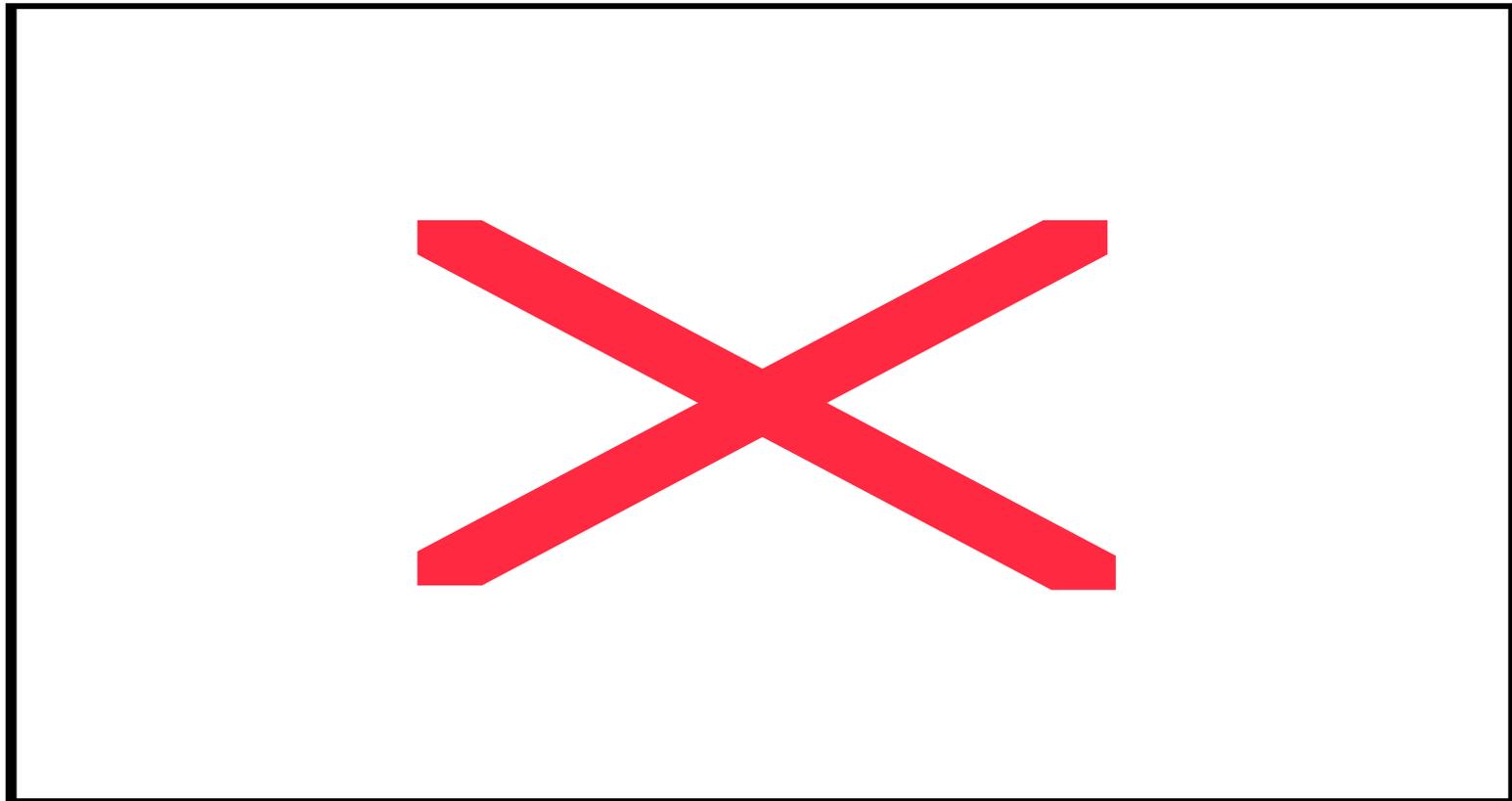
1. Medical care is rated as the number one issue by California immigrants. Their level of satisfaction with the quality of health care in the state is substantially lower than that of the general population. Koreans and other immigrants report having had problems getting medical care when they needed it.



In your opinion what is the most important issue in California today?

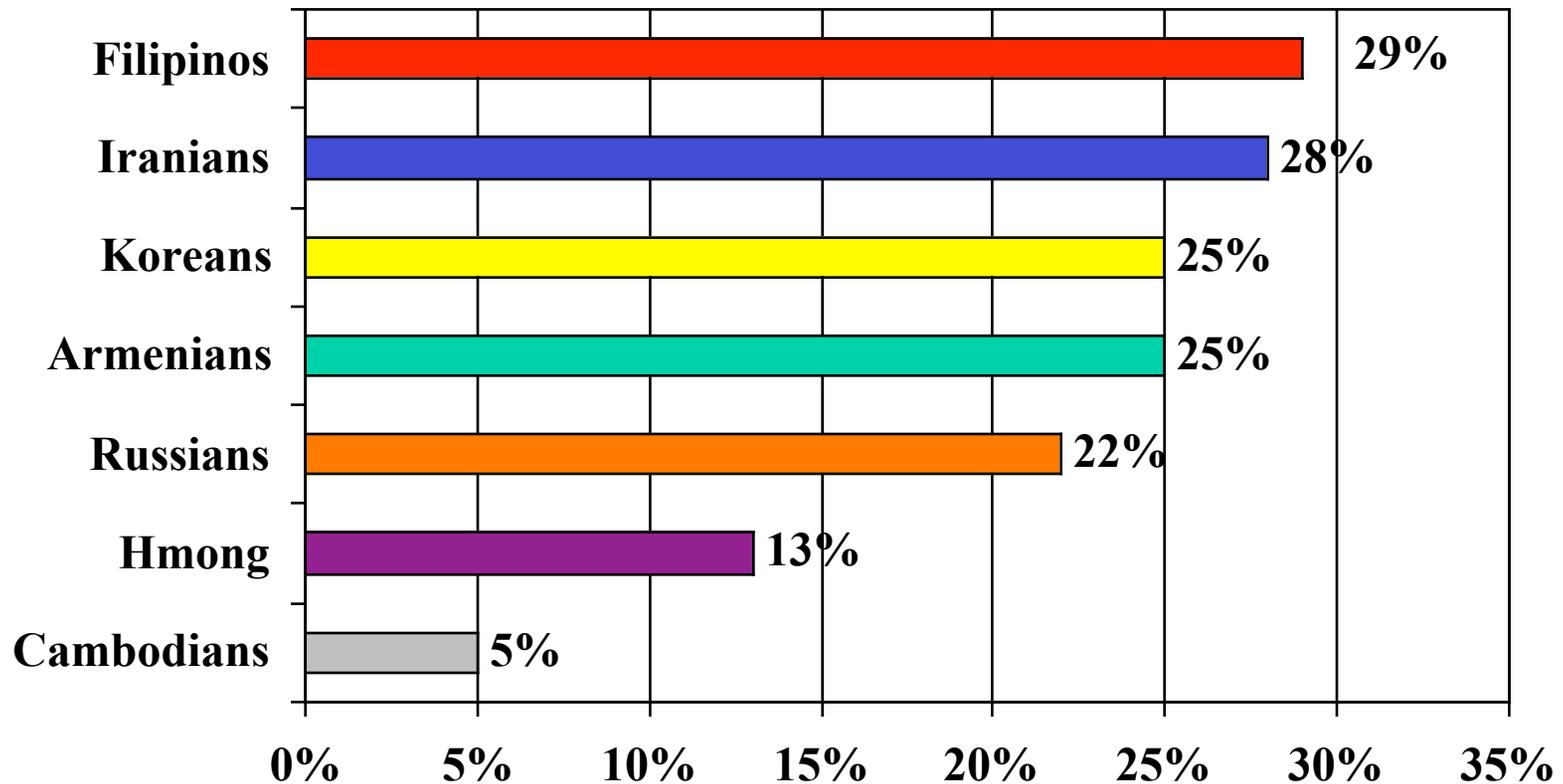


In your opinion what is the most important issue facing Hispanics today?



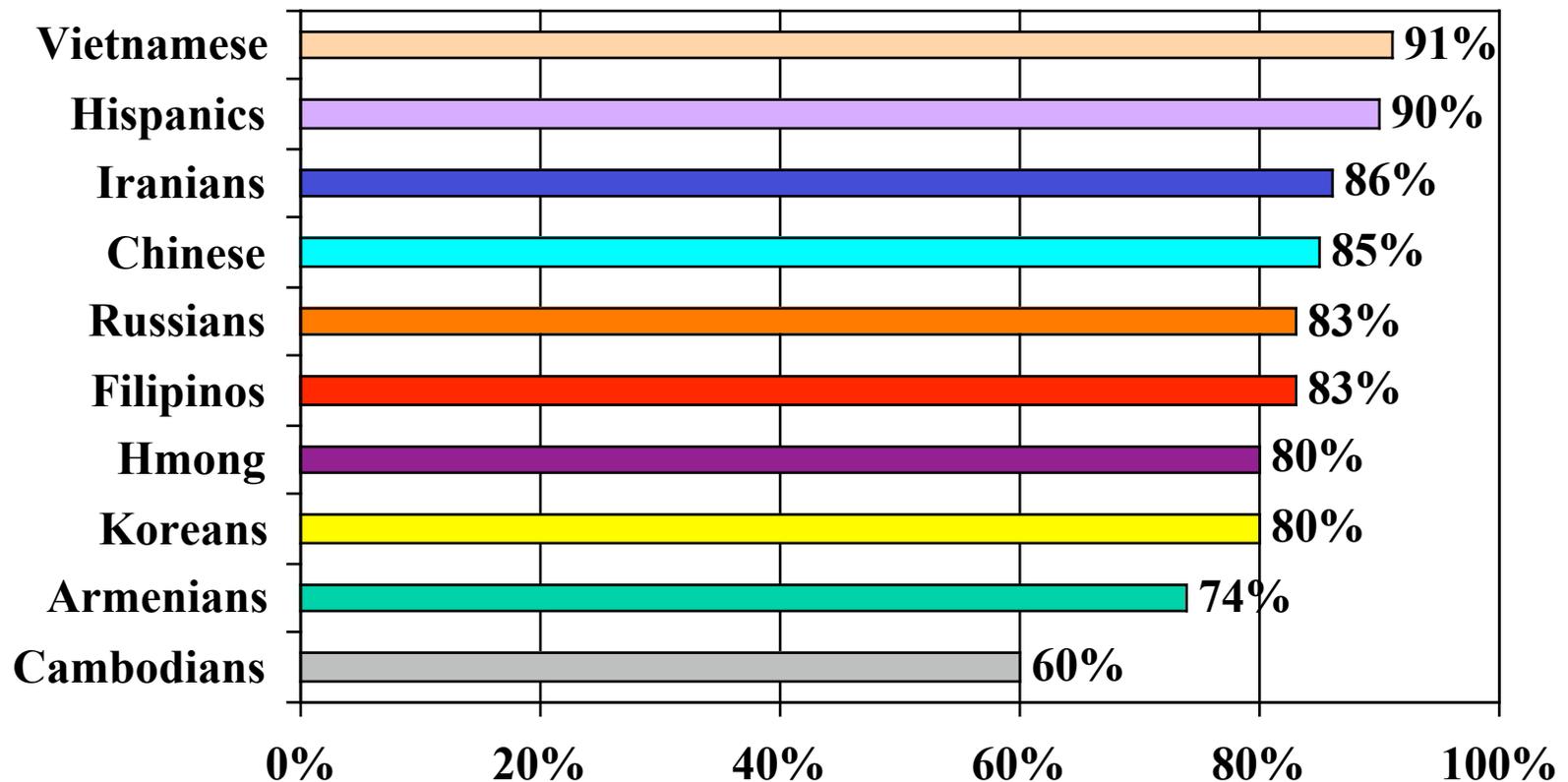
In your opinion what is the most important issue in California today?

Medical Care answers



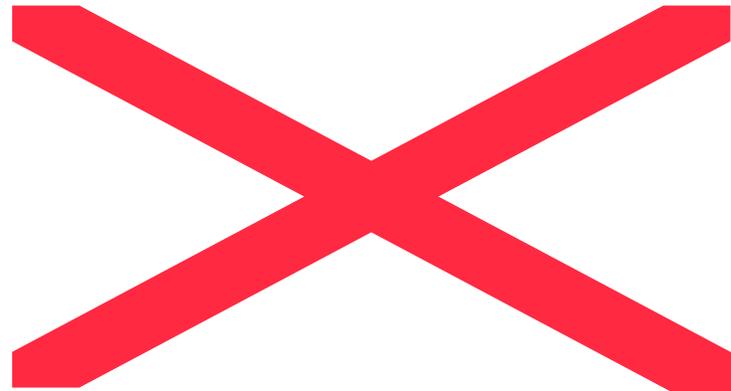
How important is the issue of medical care?

Very Important answers



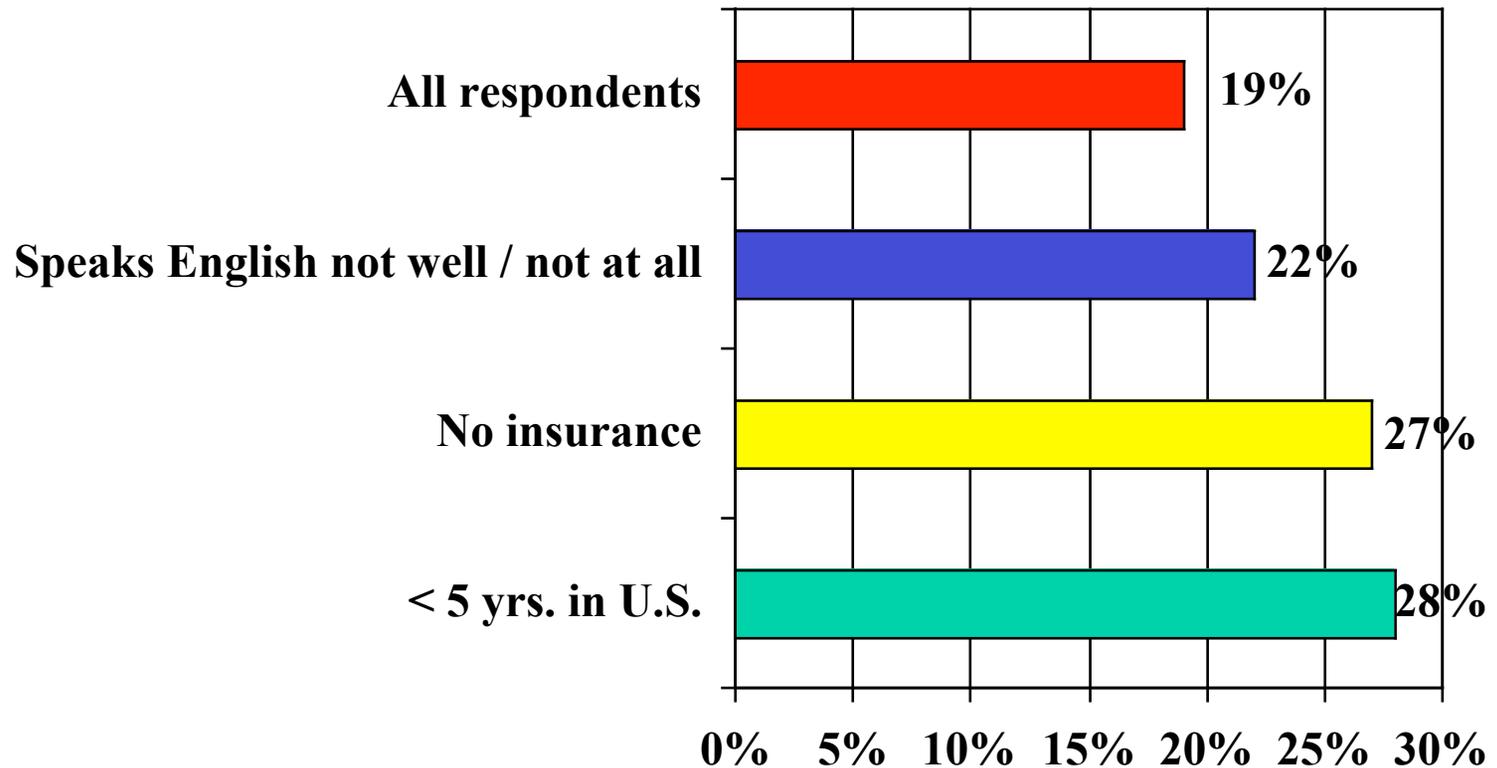
How would you rate the overall quality of the medical care that you and your family receive in California?

Poor / Very Poor answers



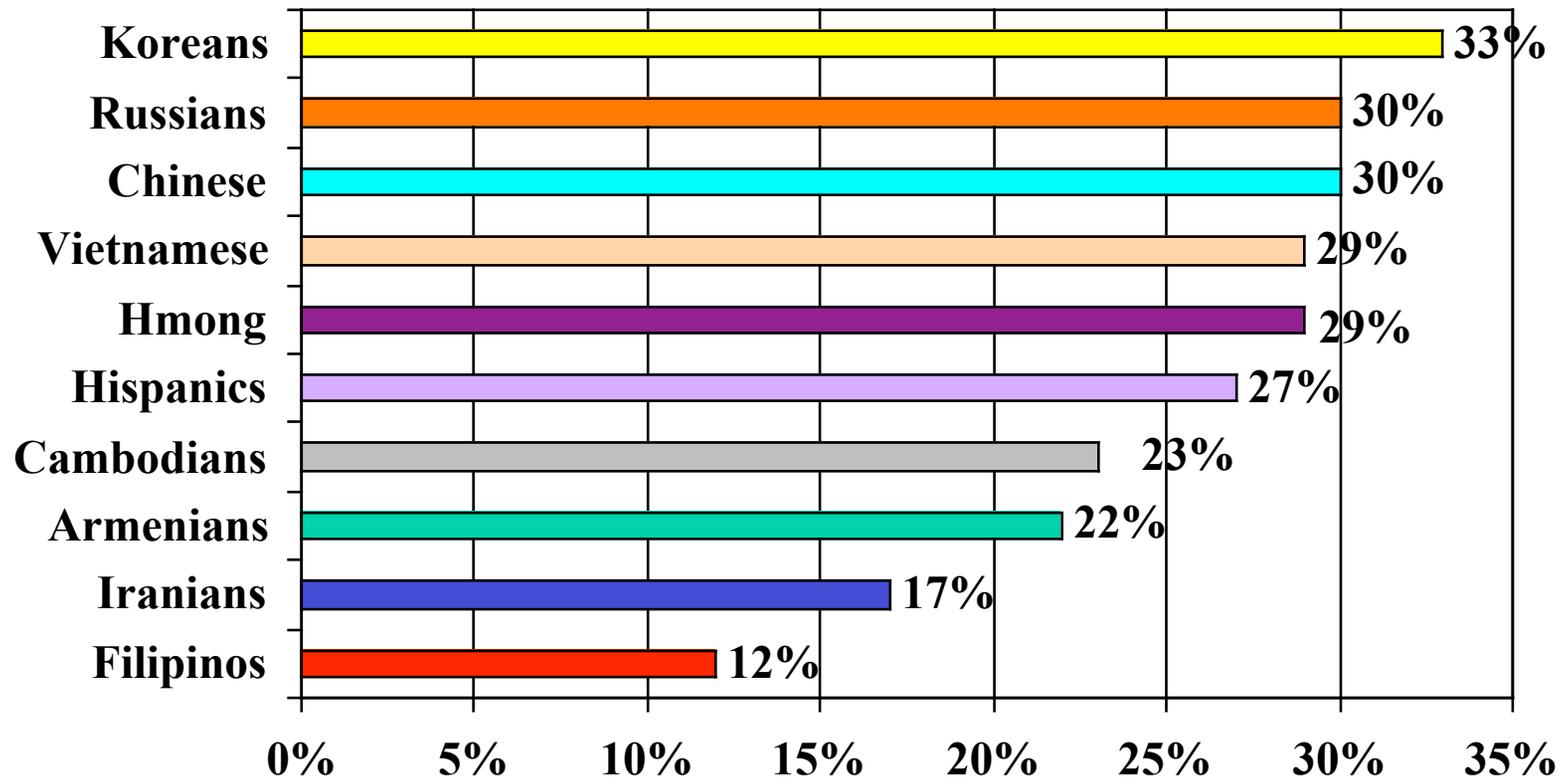
How would you rate the overall quality of the medical care that you and your family receive in California?

Poor / Very Poor answers



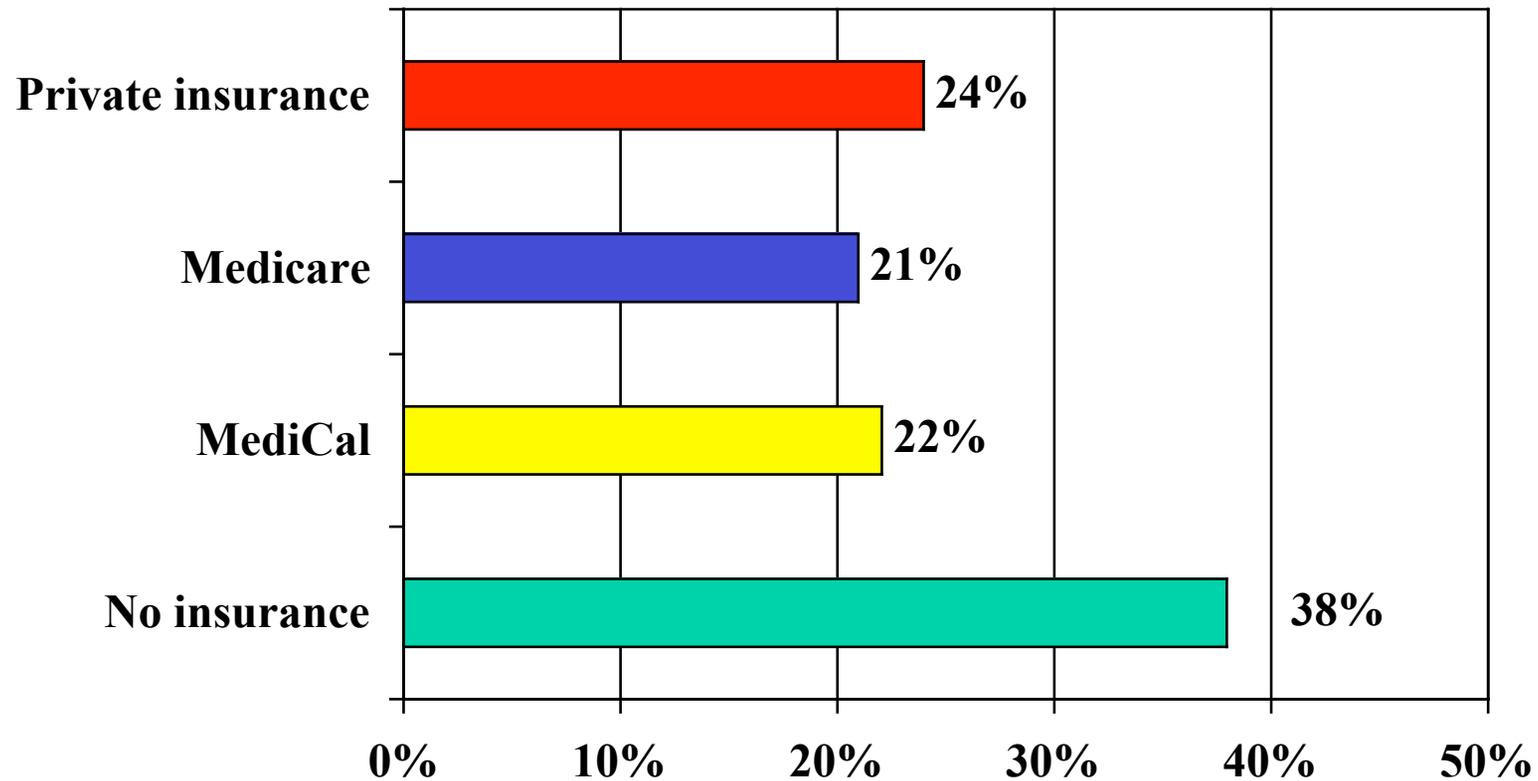
Have you ever had a problem getting medical care when you needed it?

Yes answers



Have you ever had a problem getting medical care when you needed it?

Yes answers



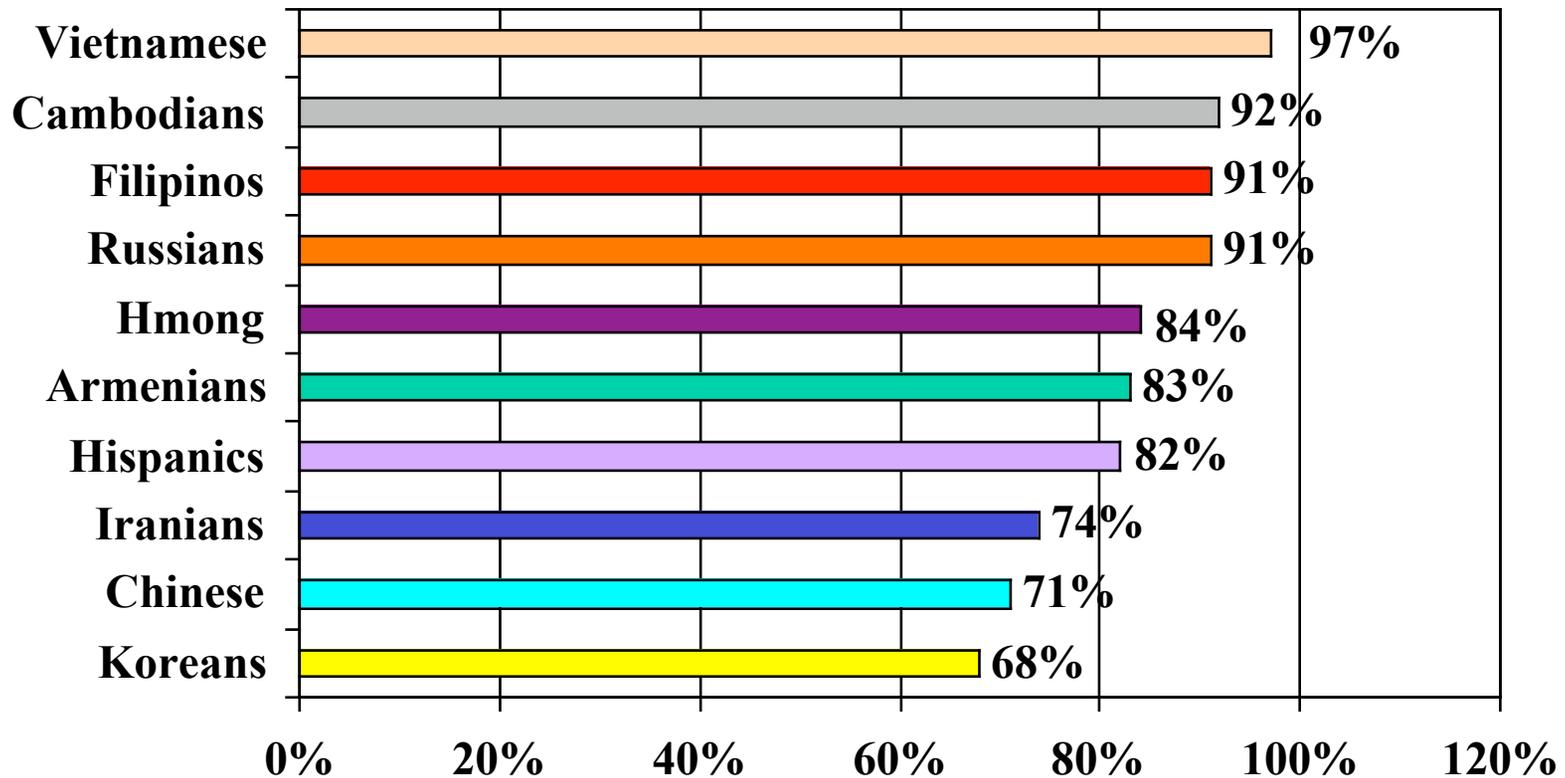
Major Findings



2. While many immigrants have regular physicians or clinics where their native language is spoken, large numbers, especially Cambodians and Hmong, have encountered problems and difficulties understanding medical situations based on their inability to effectively communicate with health care professionals. The chance of misunderstanding instructions either from a physician or upon being discharged from the hospital doubles among immigrants who do not speak English well.

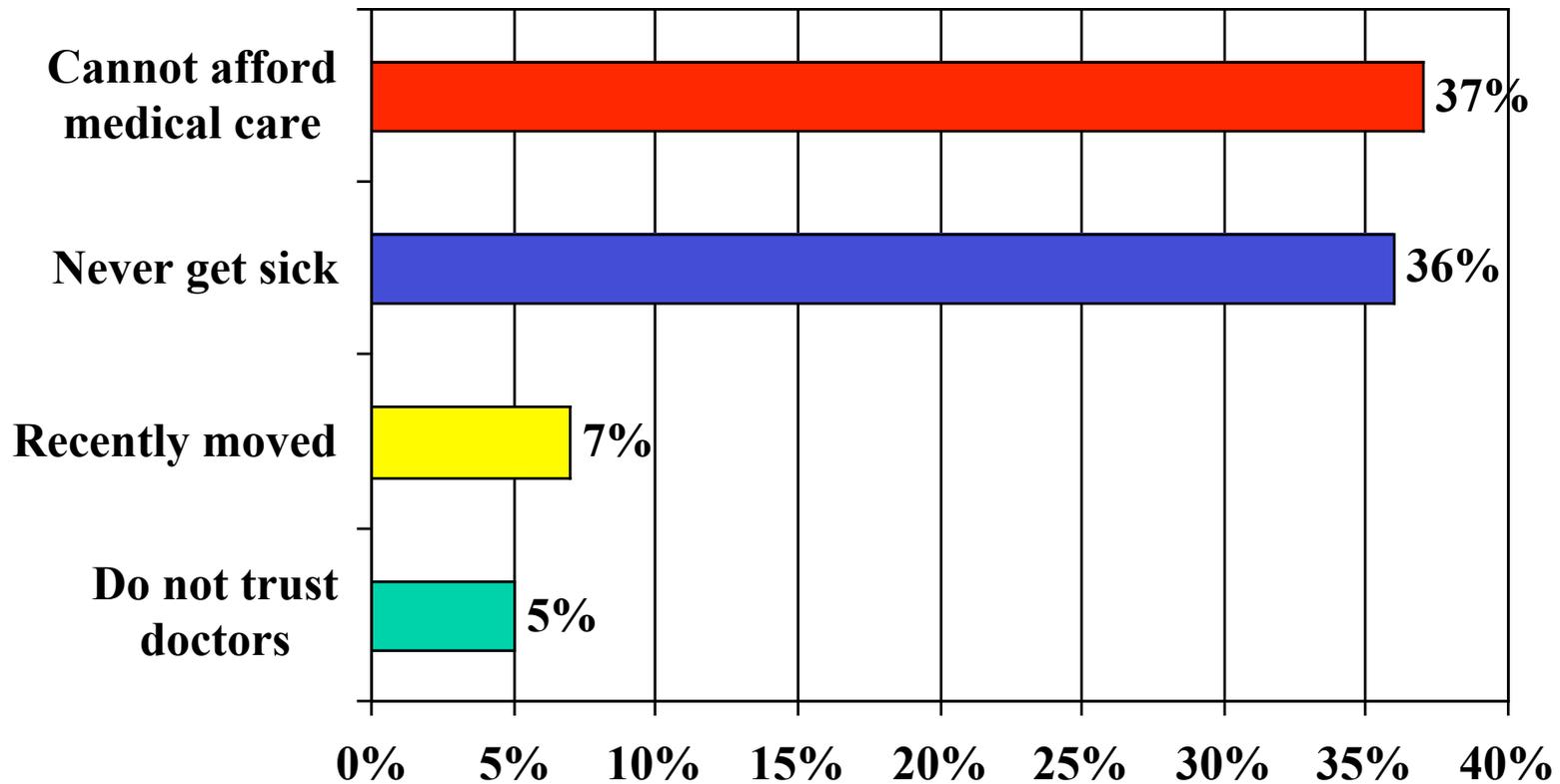
Is there a regular doctor's office, clinic or health center that you usually go to if you are sick or need advice about your health?

Yes answers

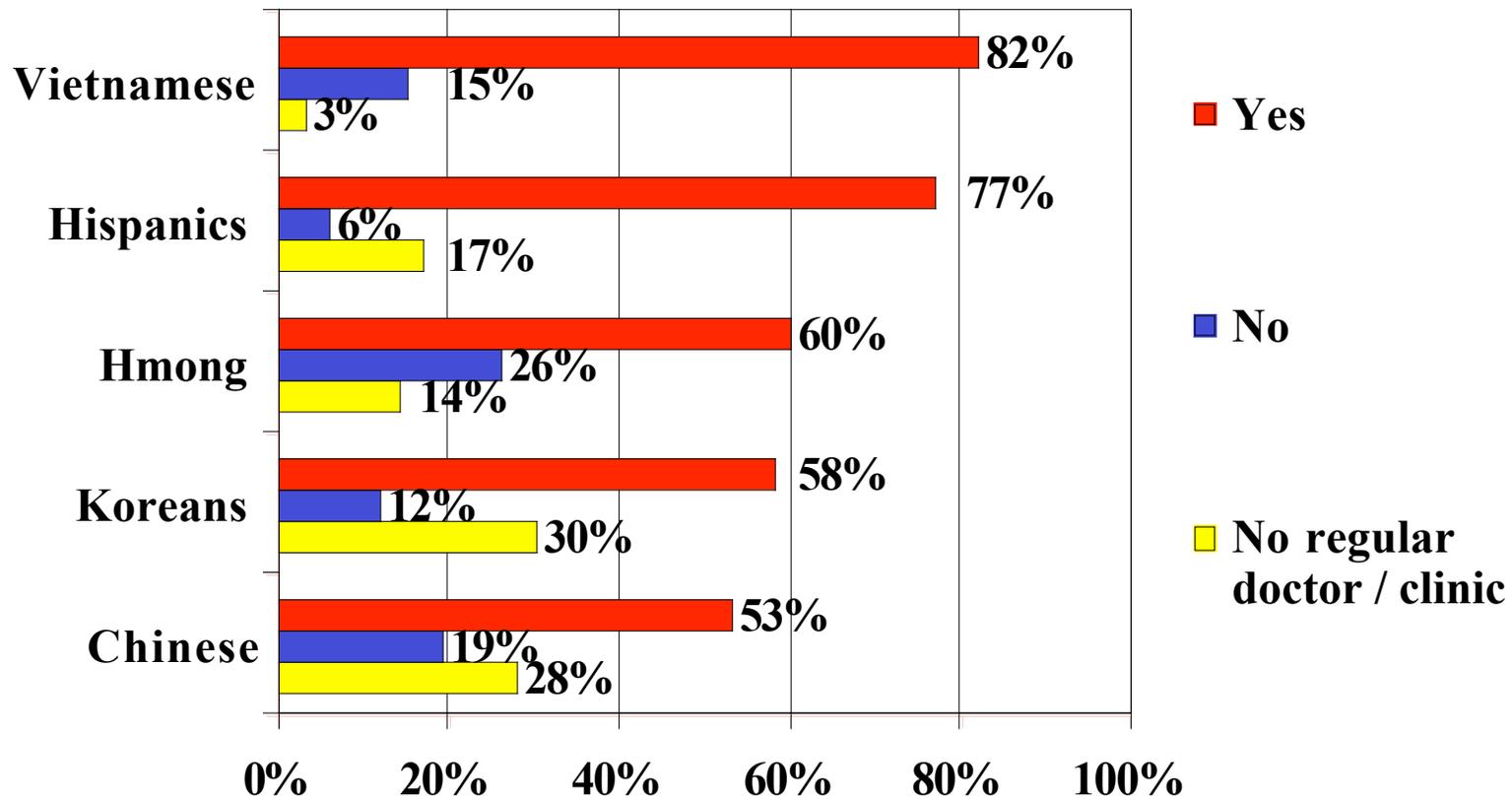


What is the main reason you do not have a regular doctor or clinic?

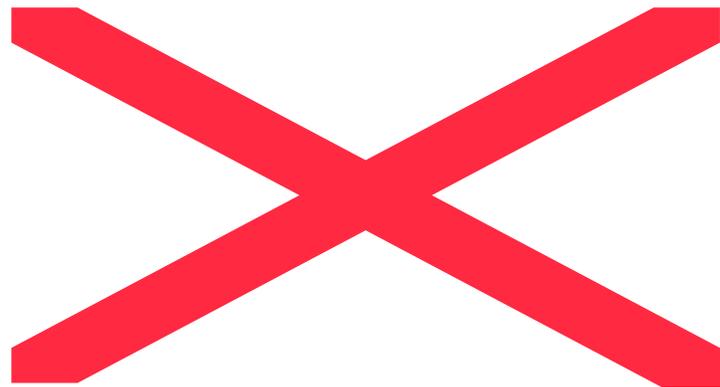
All Poll respondents



Does your doctor or anyone at your doctor's office / clinic speak _____?

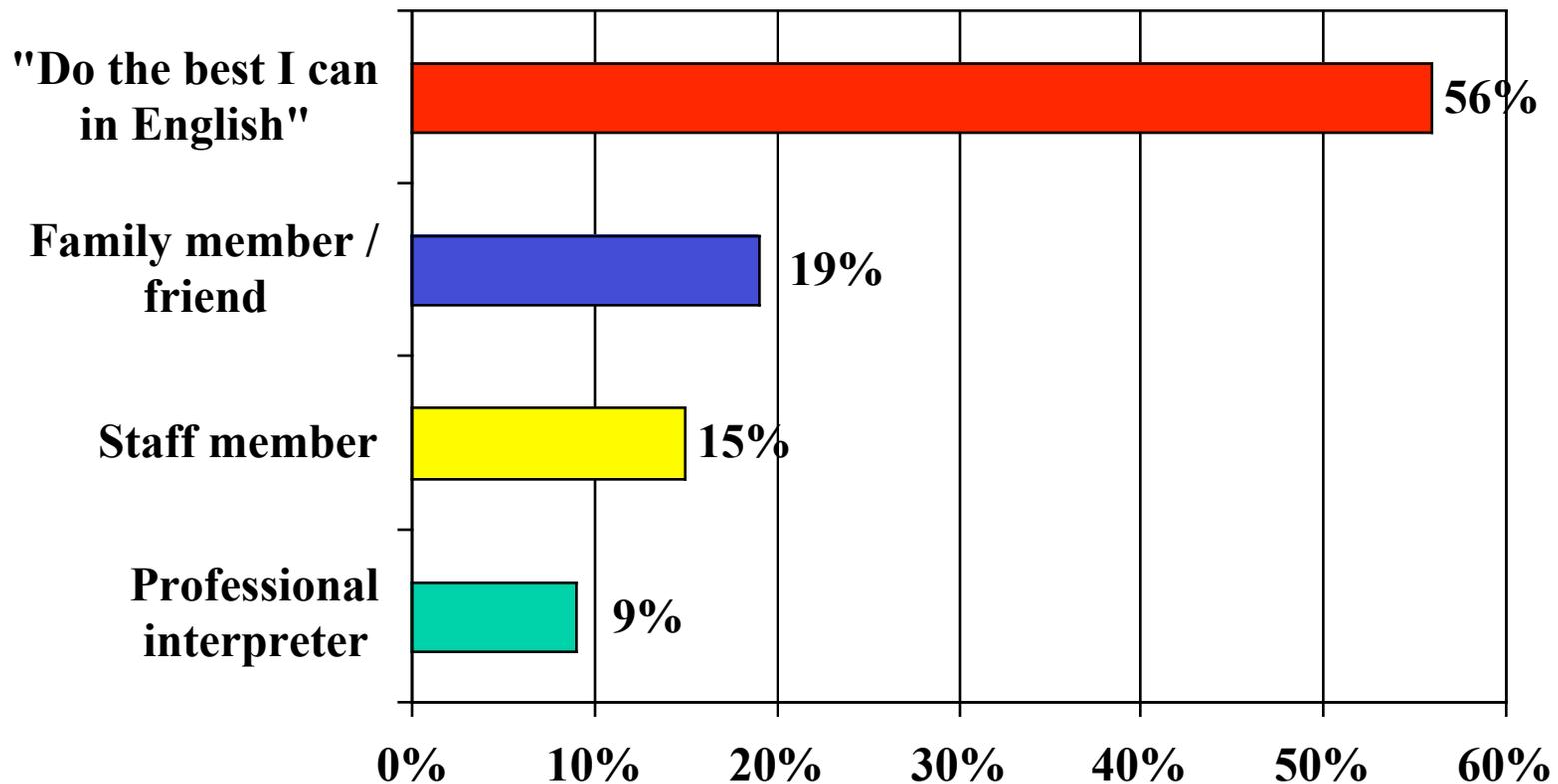


Does your doctor or anyone at your
doctor's office / clinic speak _____?



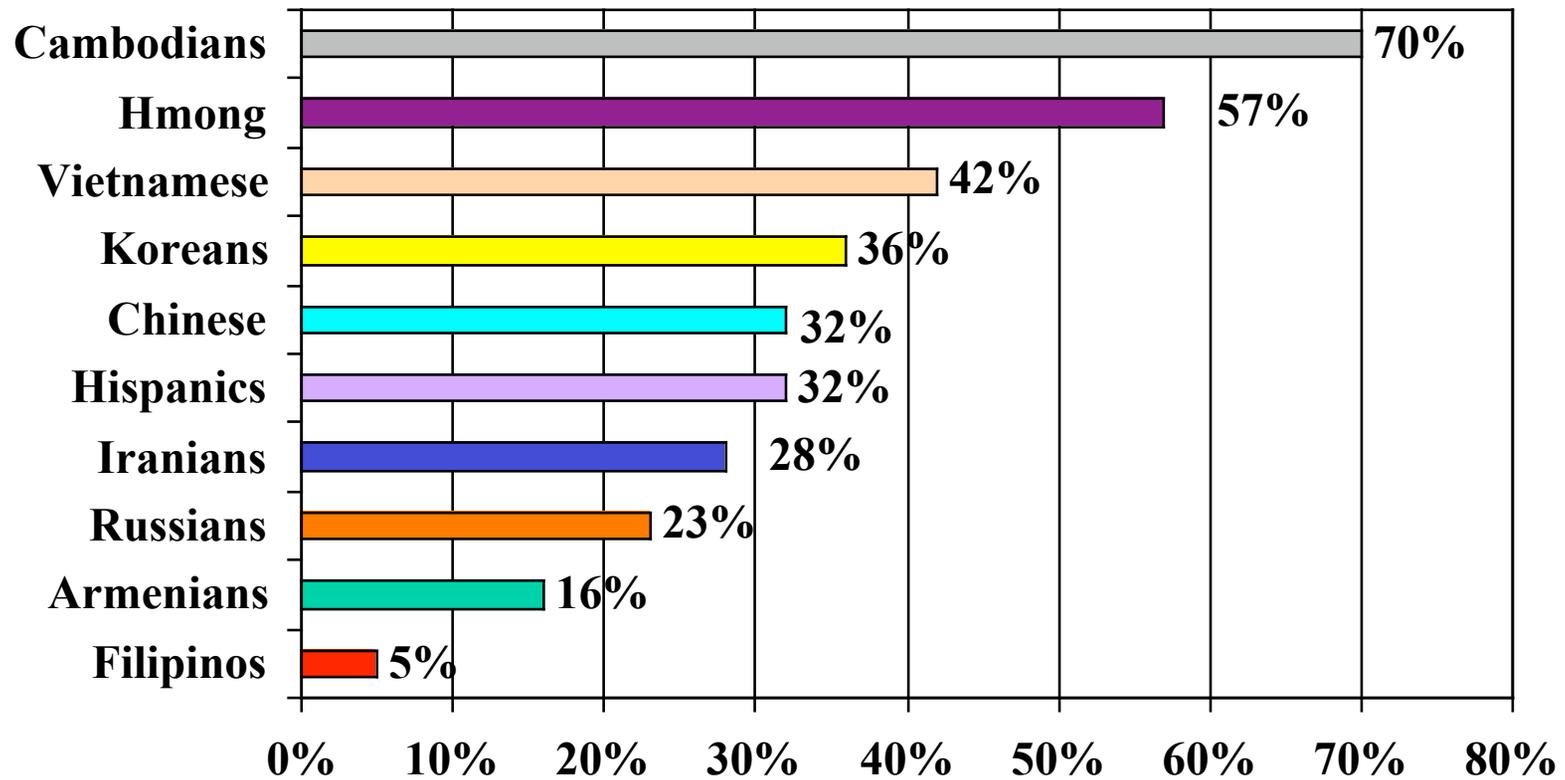
Who helps you communicate with your doctor?

All poll respondents that do not speak same language as doctor



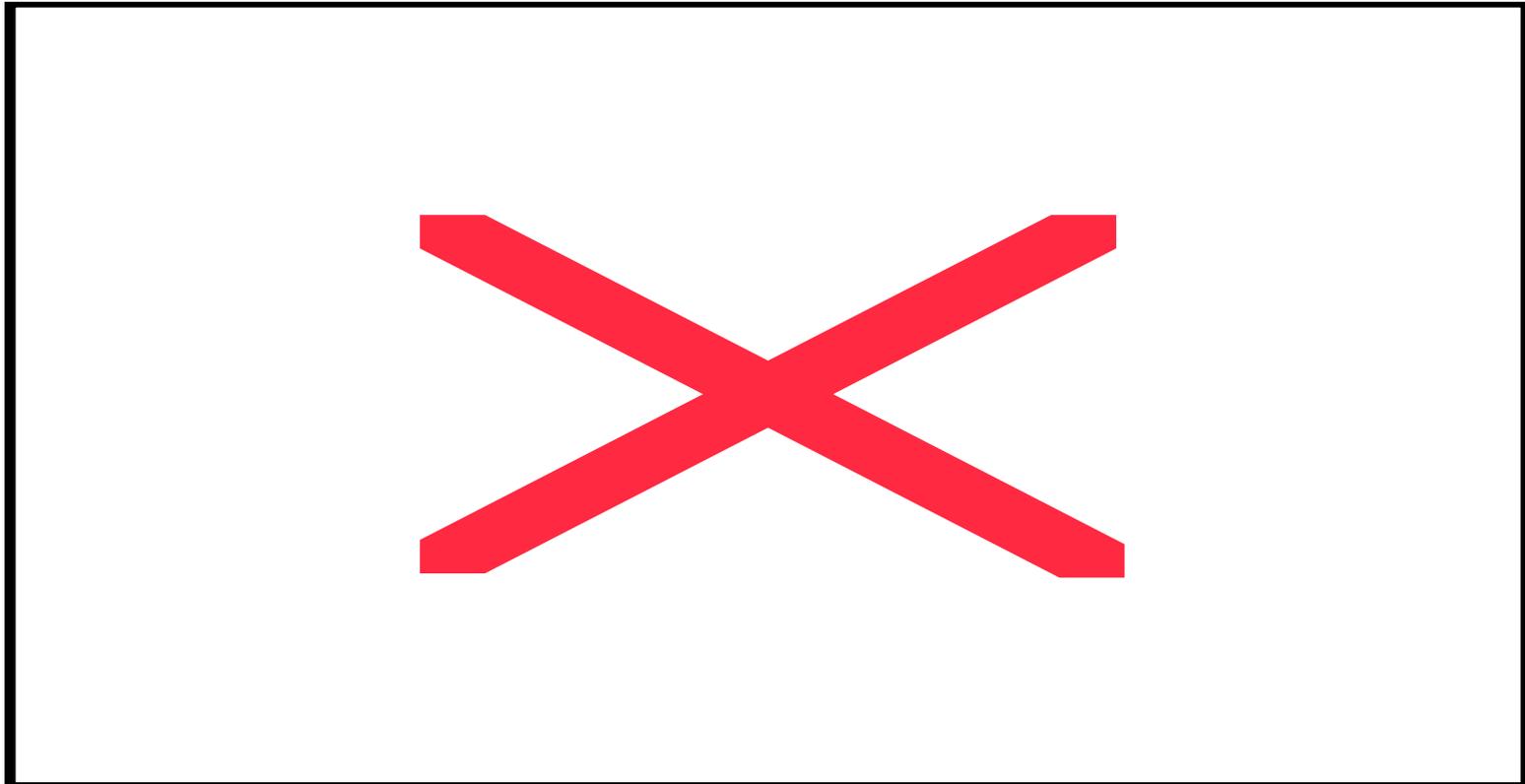
Have you ever had a problem understanding a medical situation because it was not explained in your language?

Yes answers



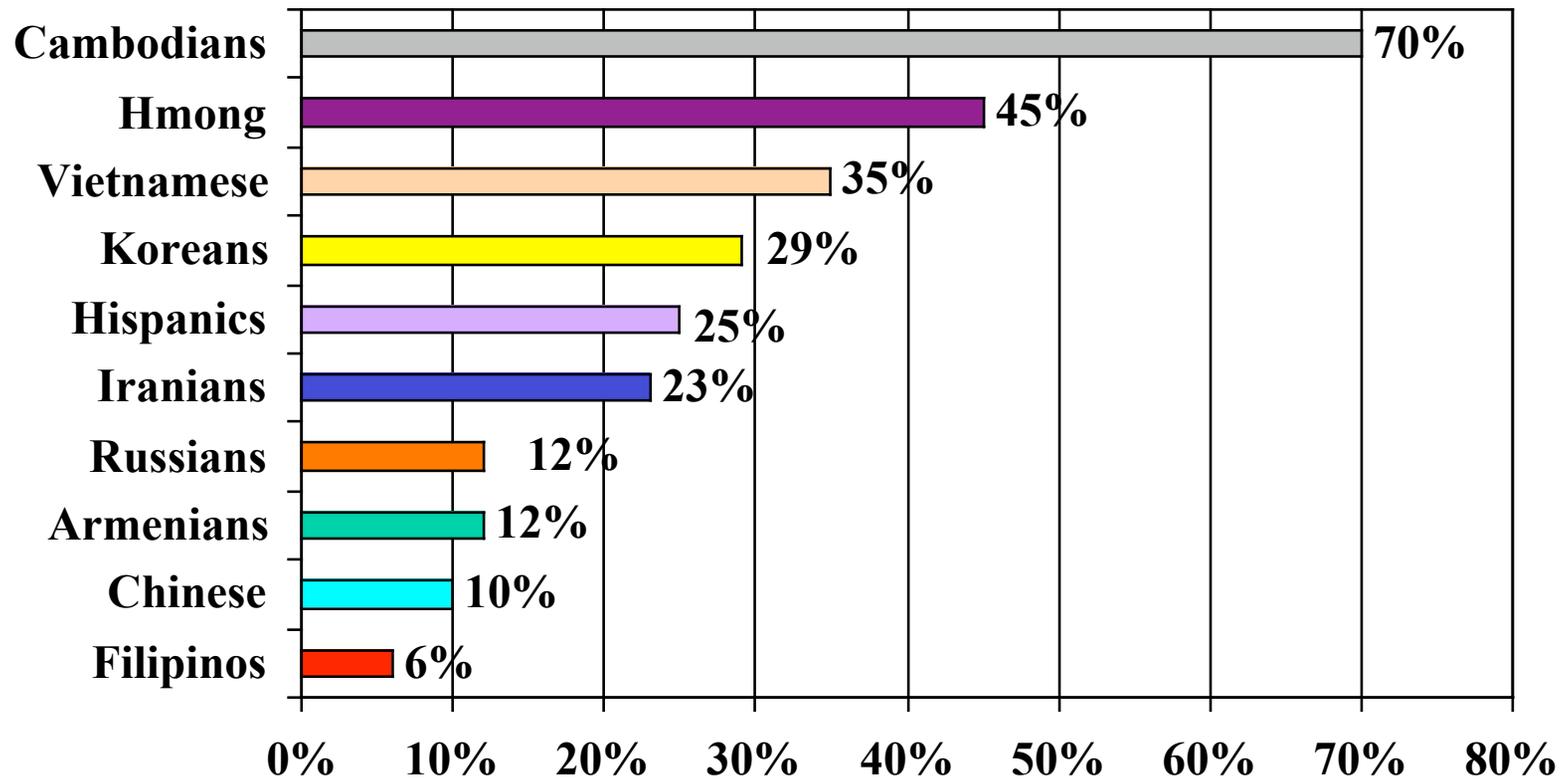
Have you ever had a problem understanding a medical situation because it was not explained in your language?

All Poll respondents



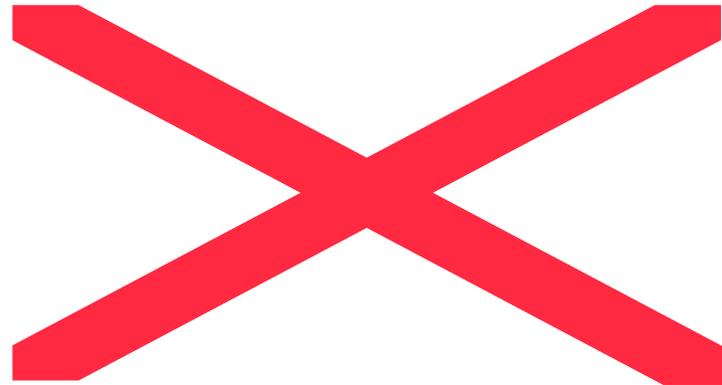
Have you ever had a problem understanding the instructions when you were discharged from a hospital because they were not given in your language?

Yes answers



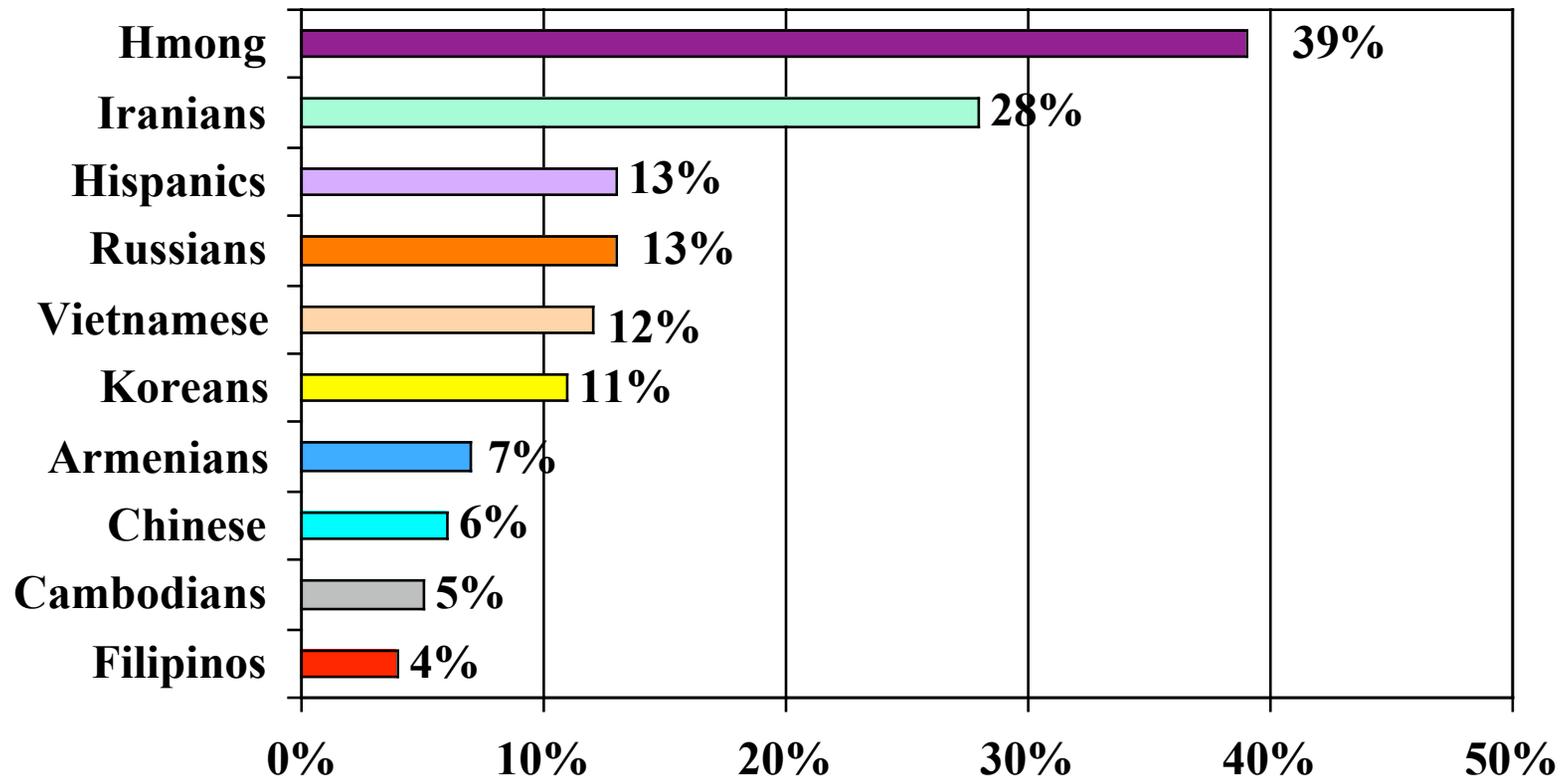
Have you ever had a problem understanding the instructions when you were discharged from a hospital because they were not given in your language?

All Poll respondents



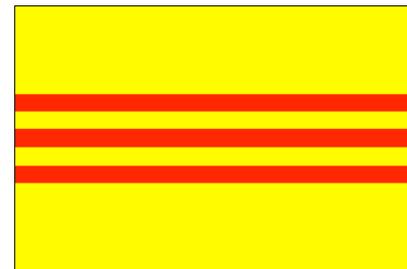
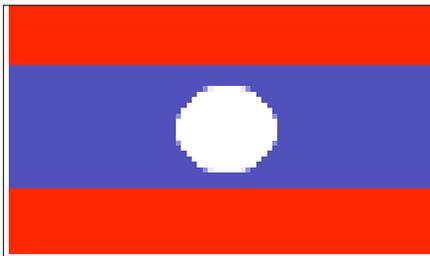
Have you ever felt that a doctor or clinic treated you unfairly because of how well you speak English?

Yes answers



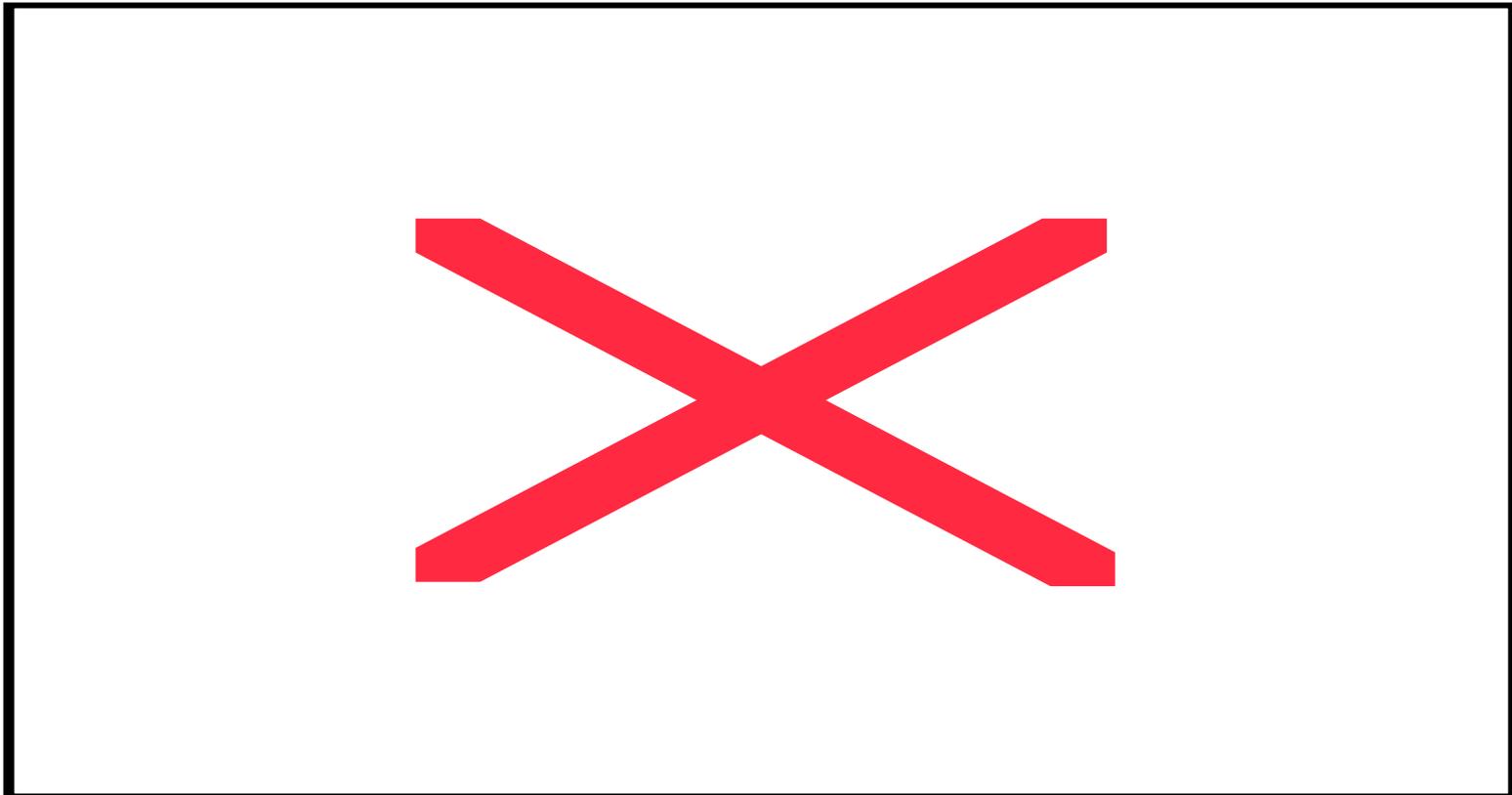
Major Findings

3. A strong majority of California immigrants are unaware of the United States law that gives them the right to an interpreter when they visit a clinic or a hospital. This is especially true for Hmong, Chinese and Vietnamese immigrants.



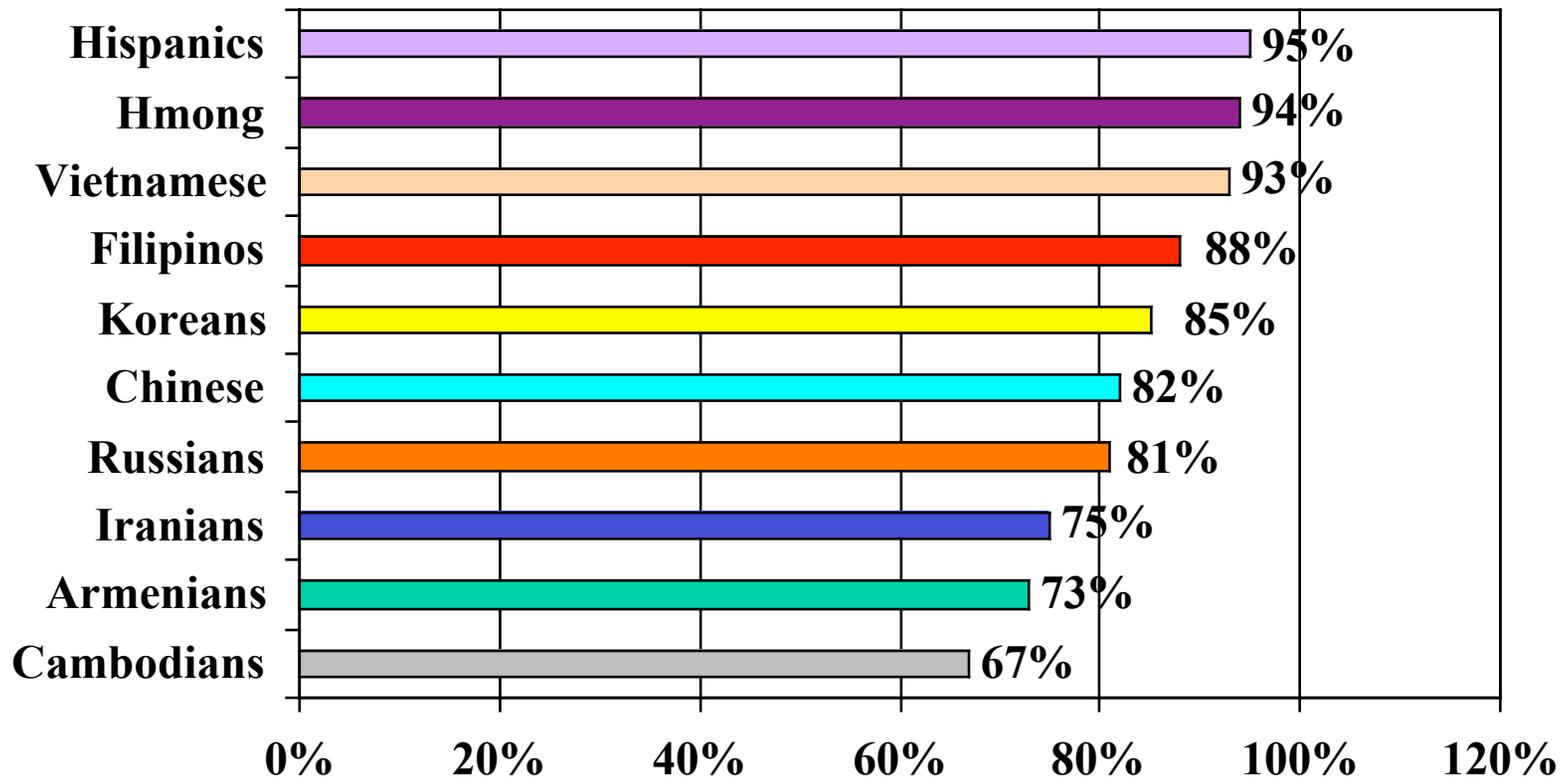
Did you know the law in the United States gives you the right to an interpreter when you visit a clinic or hospital?

No / Don't Know answers



“Every person in the United States has the right to ask for an interpreter – free of charge – when he or she visits a clinic or hospital”

Agree answers



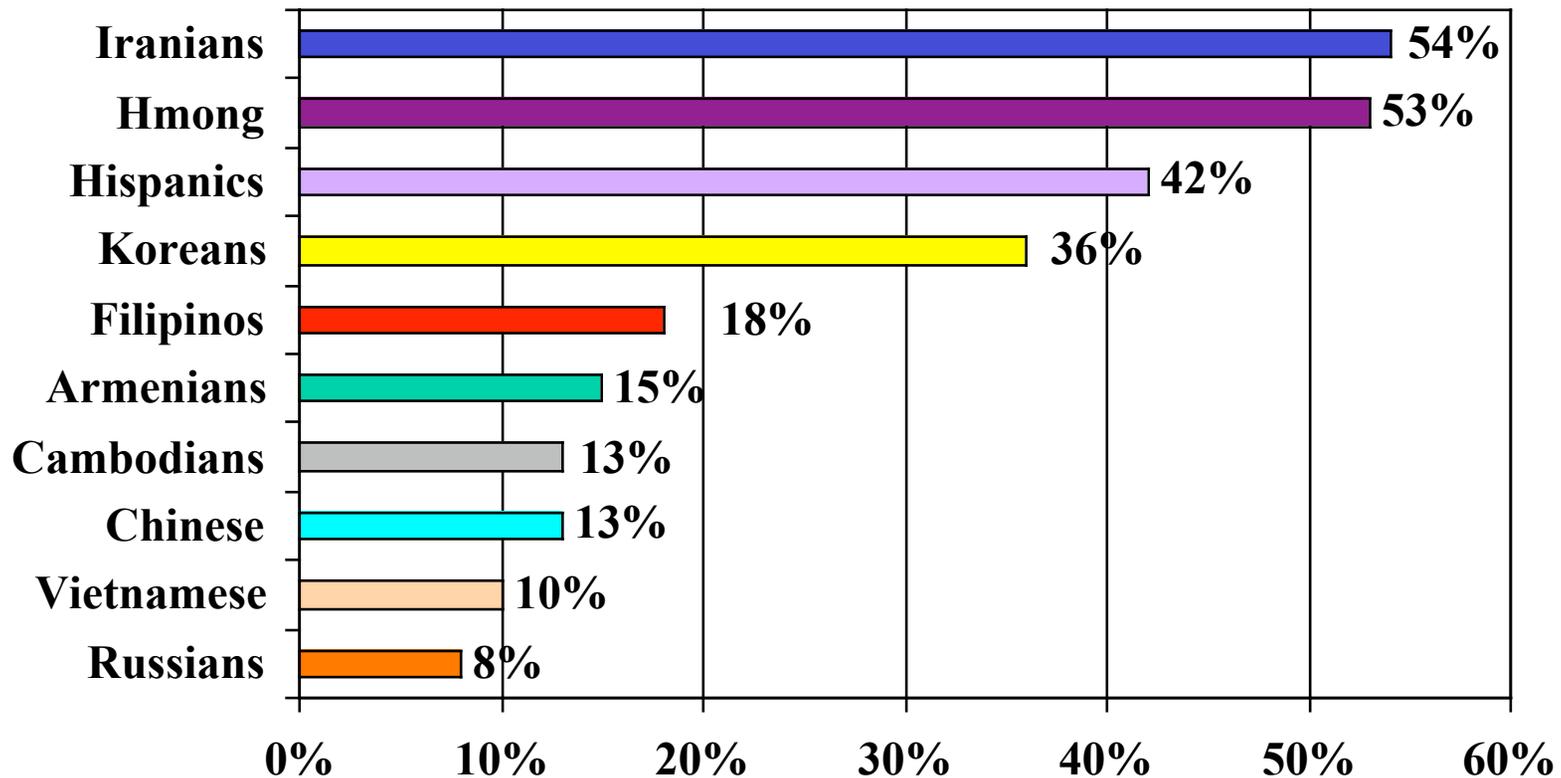
Major Findings



4. Substantial percentages of California immigrants, especially Iranians, Hmong, Cambodians and Hispanics, are often confused about how to use their prescription medicines. Many immigrants also have trouble understanding the labels on their prescription medicines. More than a quarter of immigrants with a poor understanding of English have gotten sick as a result of this language barrier.

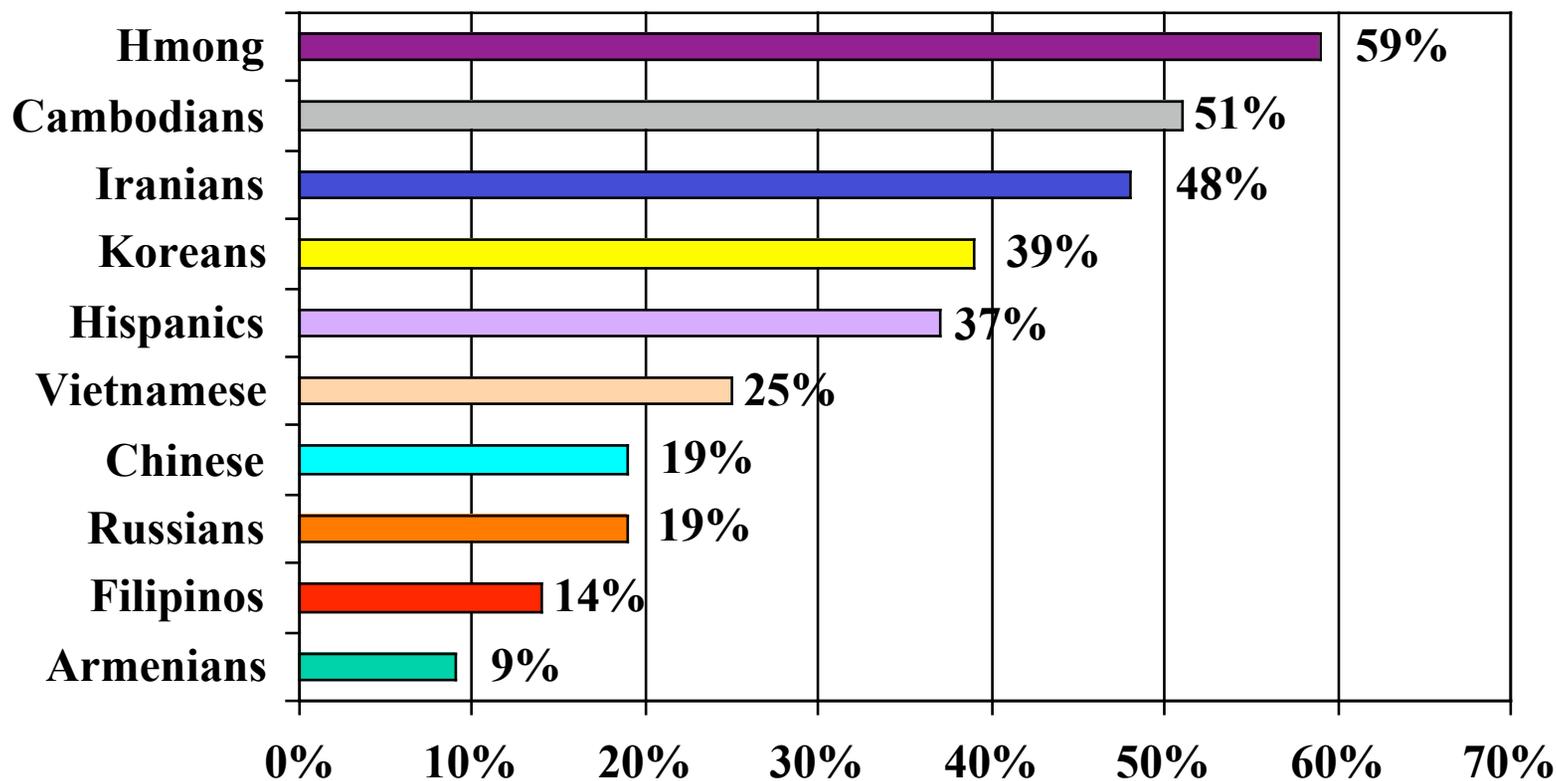
“I am often confused about how to use my prescription medicines”

Agree answers



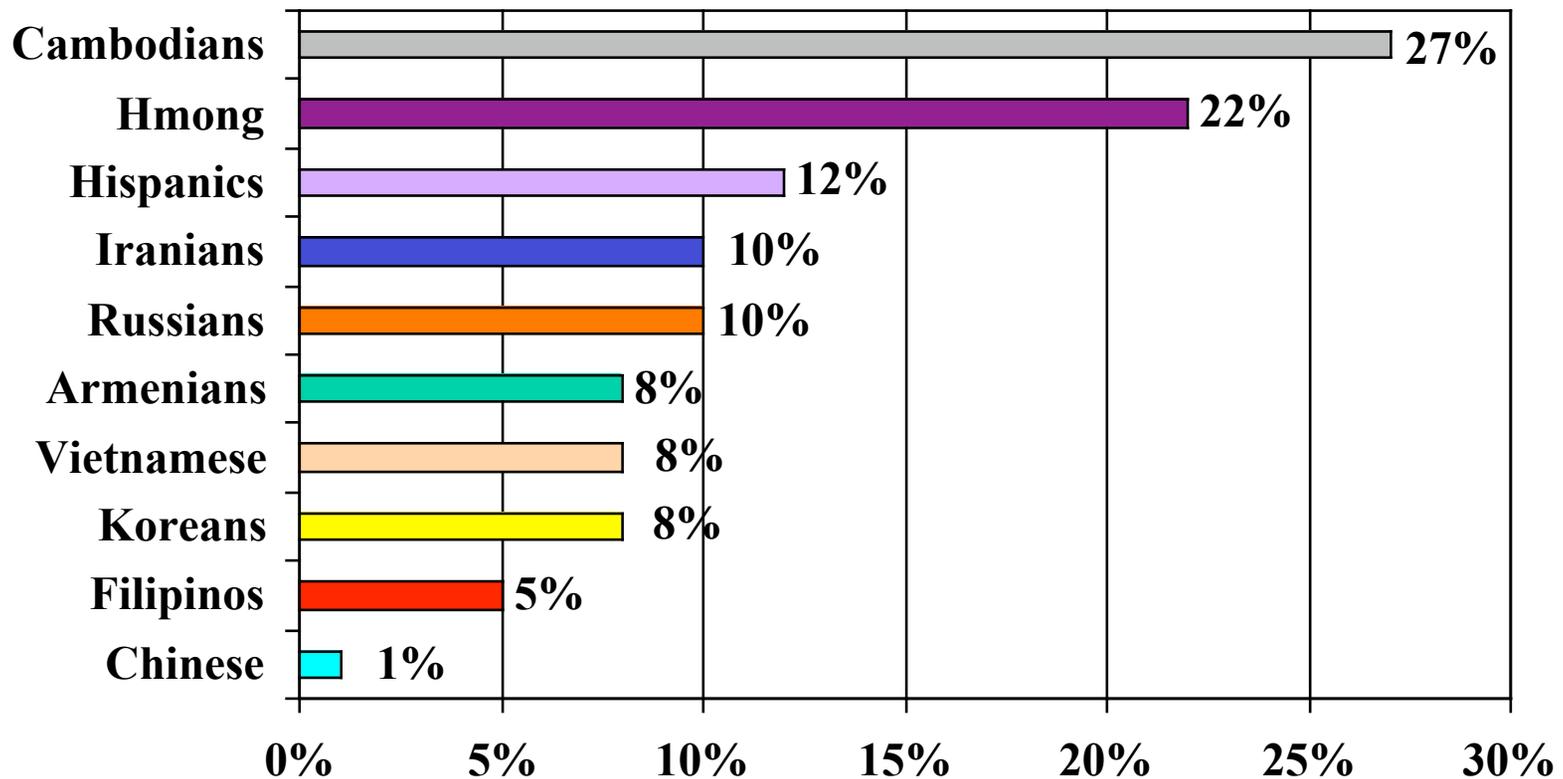
Do you ever have trouble understanding the labels on prescription medicines?

Yes answers



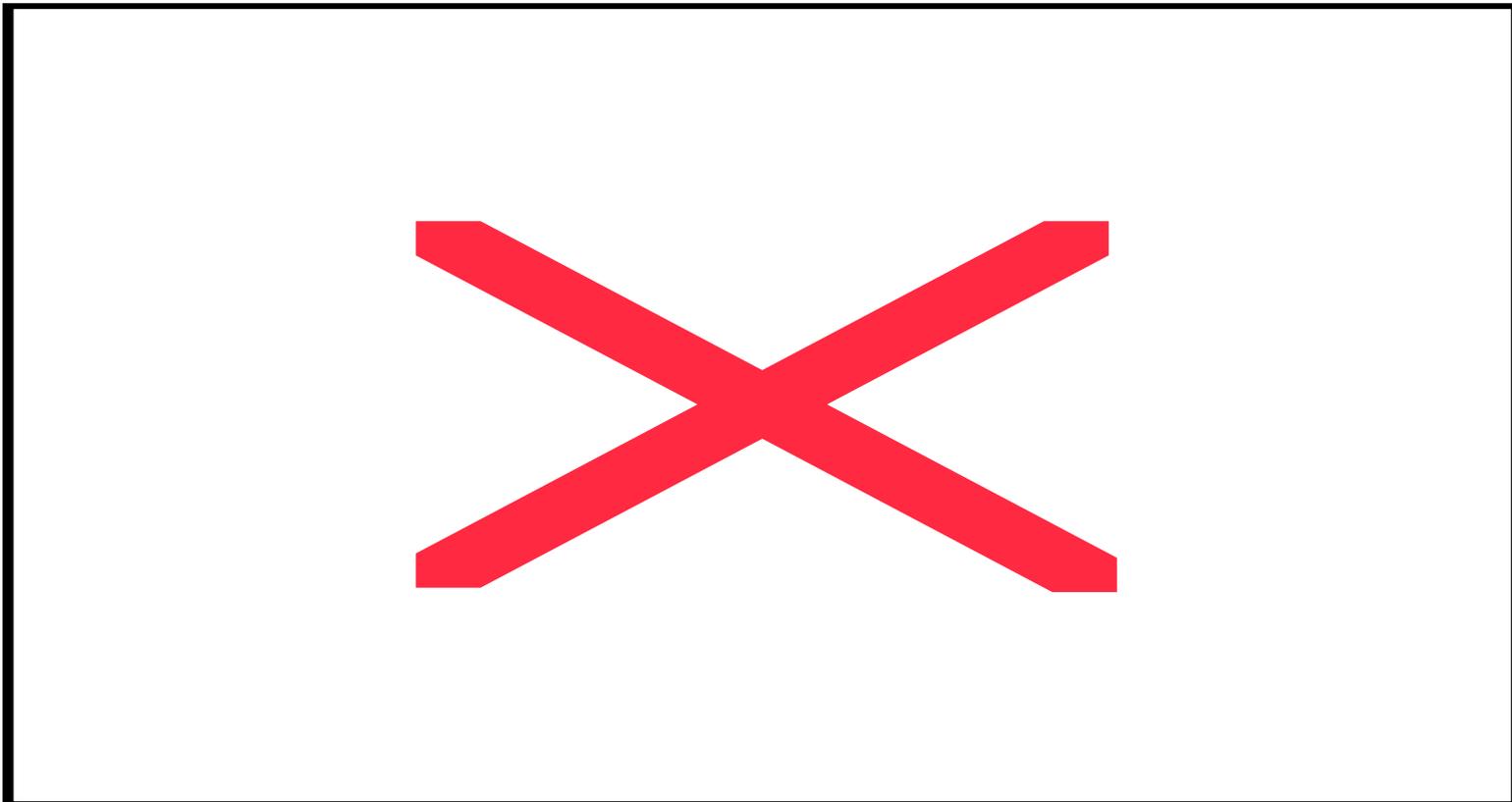
Have you ever gotten sick or had a bad reaction to a prescription medicine because you did not understand the instructions?

Yes answers



Have you ever gotten sick or had a bad reaction to a prescription medicine because you did not understand the instructions?

All Poll respondents



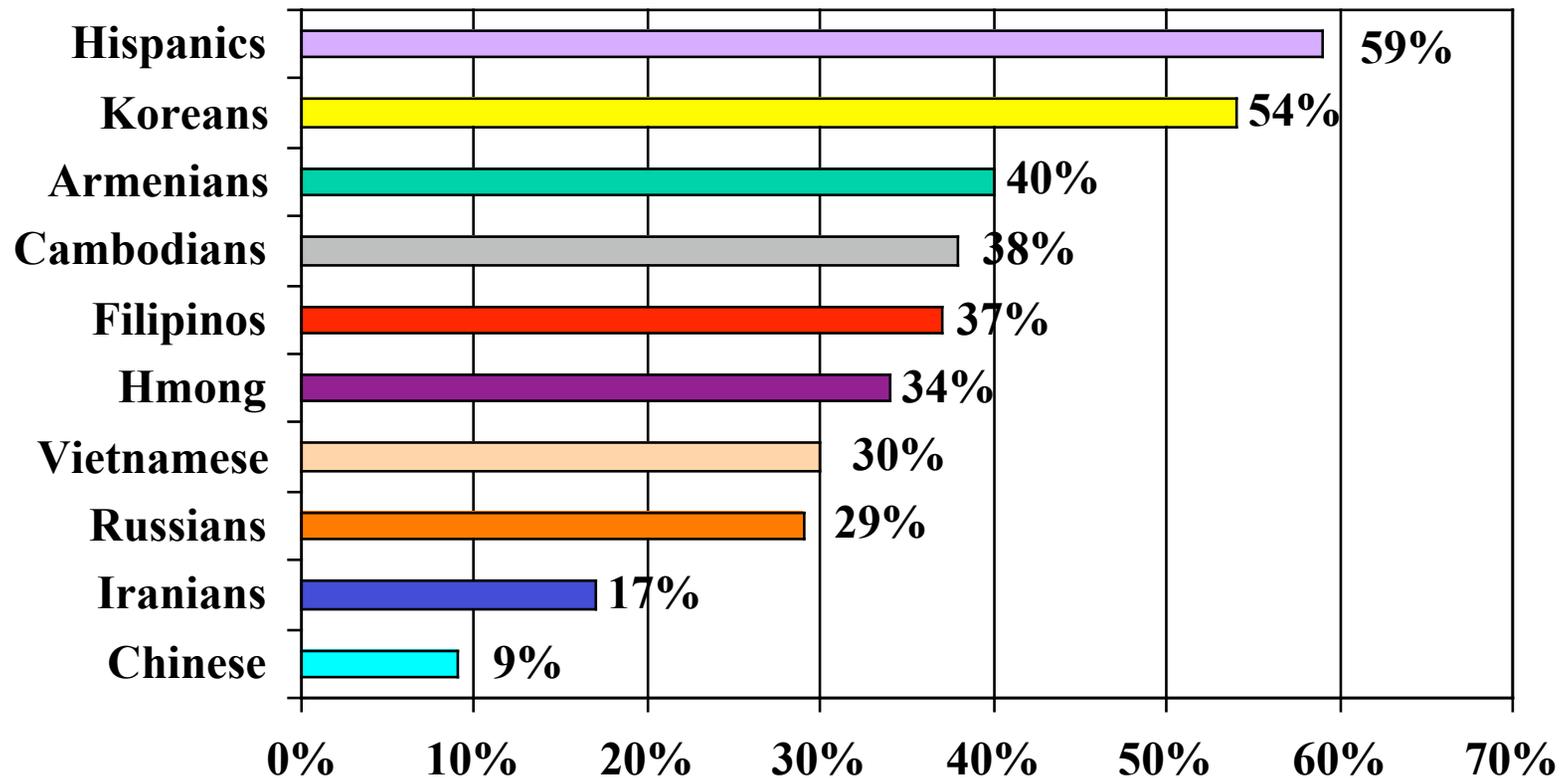
Major Findings

5. A majority of Hispanic and Korean immigrants do not understand the proper use of antibiotics. Immigrants that have limited English skills are a lot more likely to be confused about antibiotics.



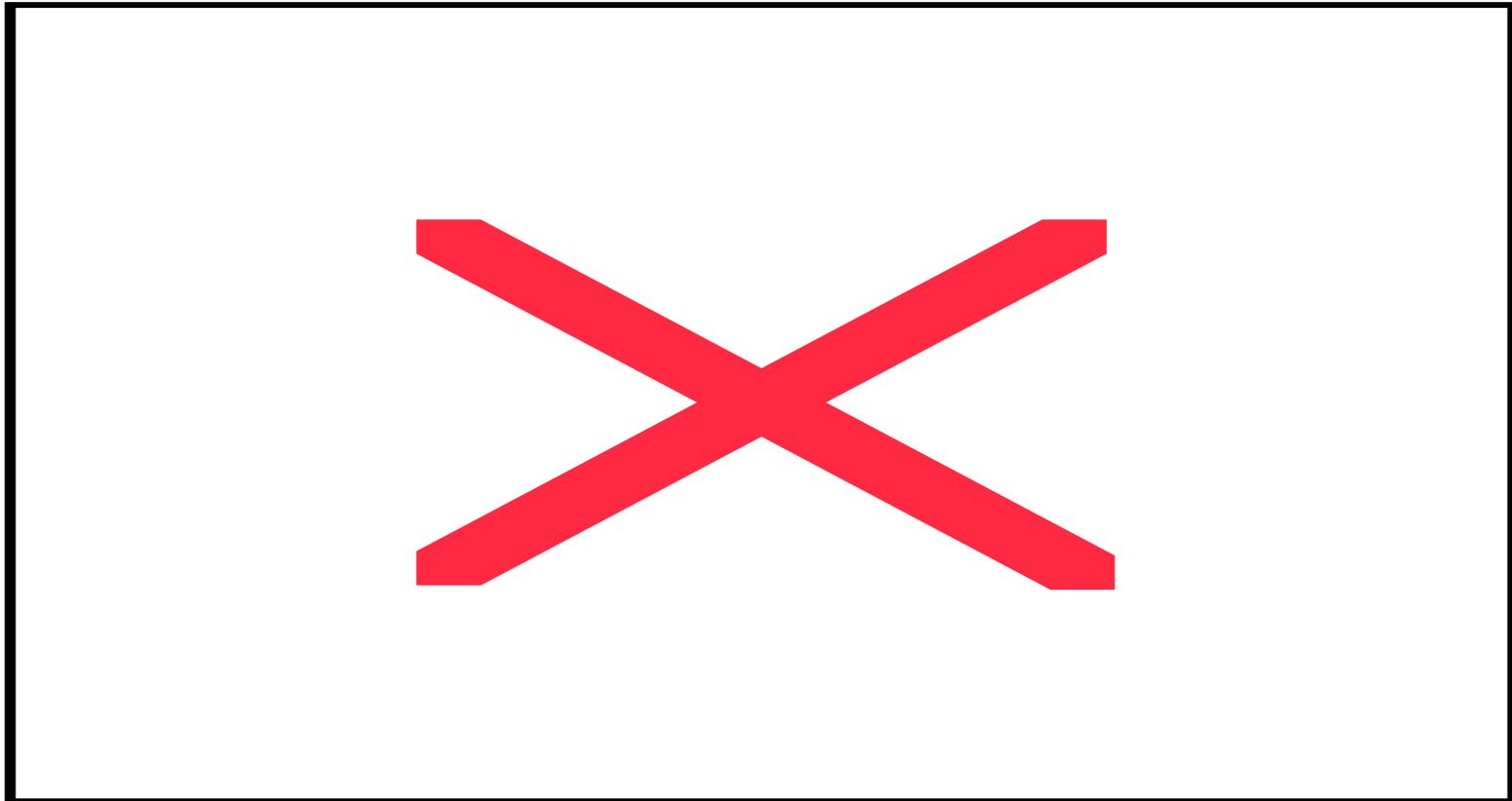
“Antibiotics are needed to treat the flu or a cold”

Agree answers



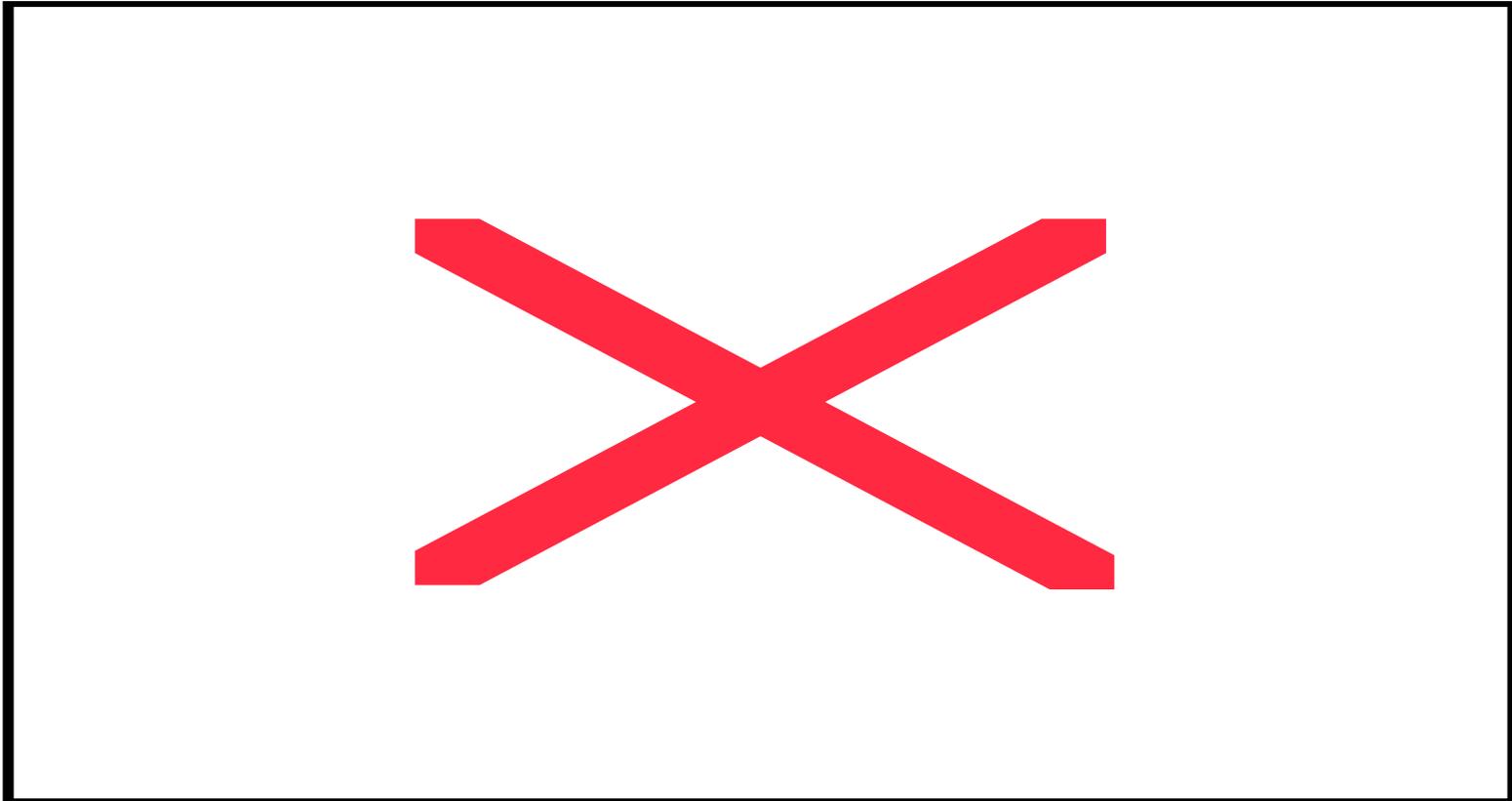
“Antibiotics are needed to treat the
flu or a cold”

Hispanic immigrants



“Antibiotics are needed to treat the
flu or a cold”

All Poll respondents



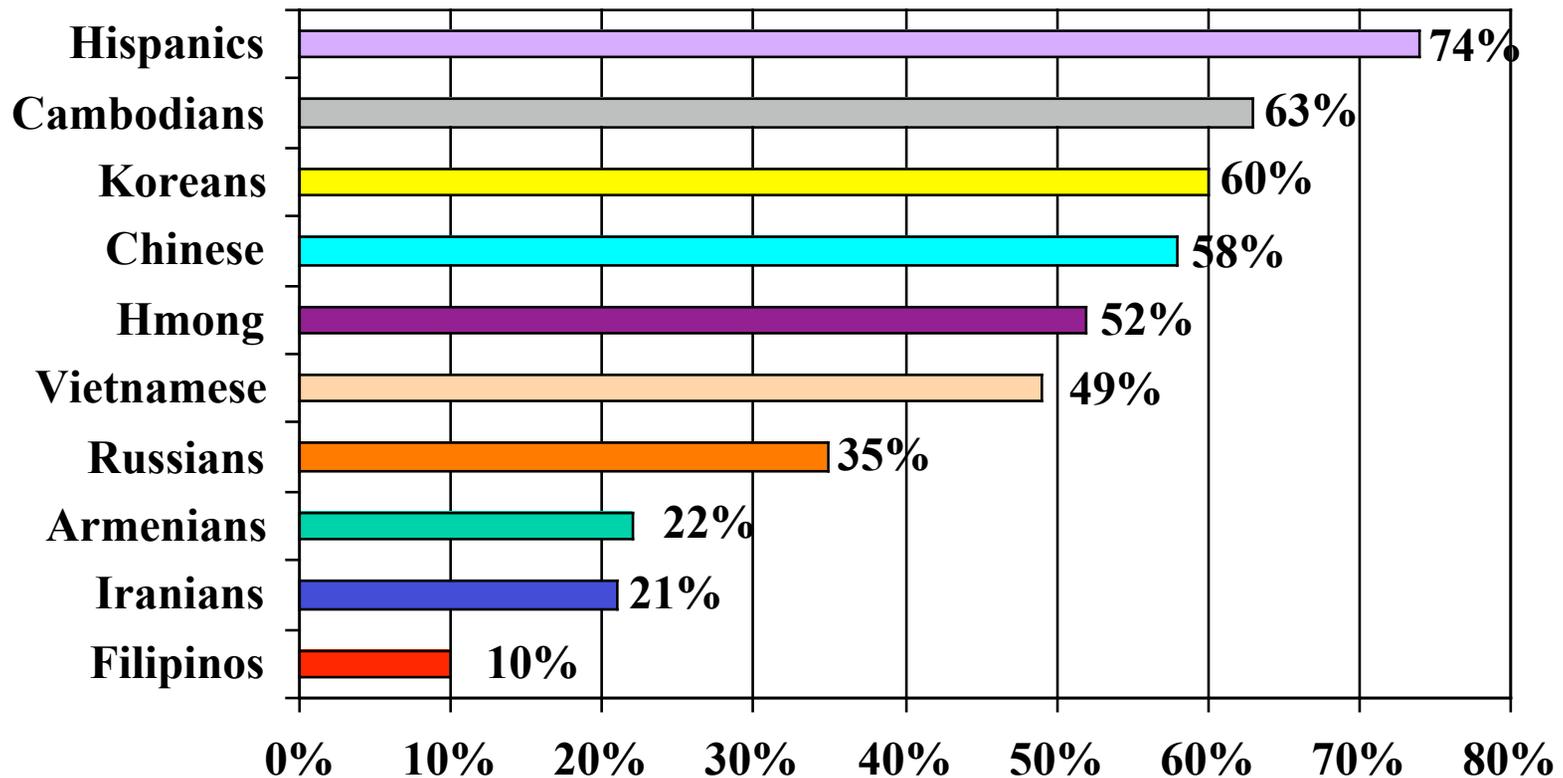
Major Findings

6. A majority of all California immigrants do not speak English well. Hispanics are on top of the list with three quarters of them reporting very limited English skills. Nevertheless, most immigrants have taken classes to improve their ability to speak English.



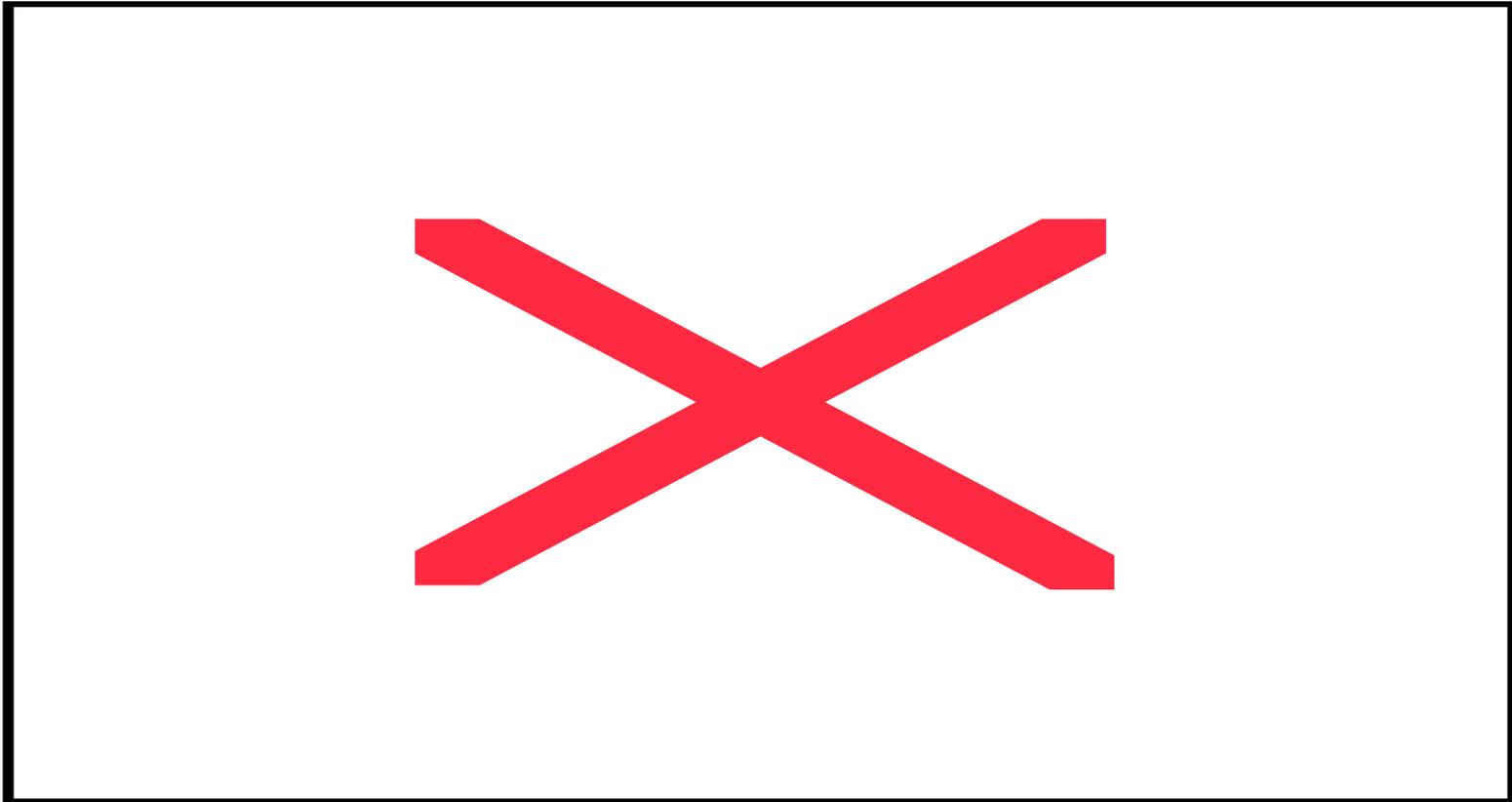
How well do you speak English?

Not Well / Not at All answers



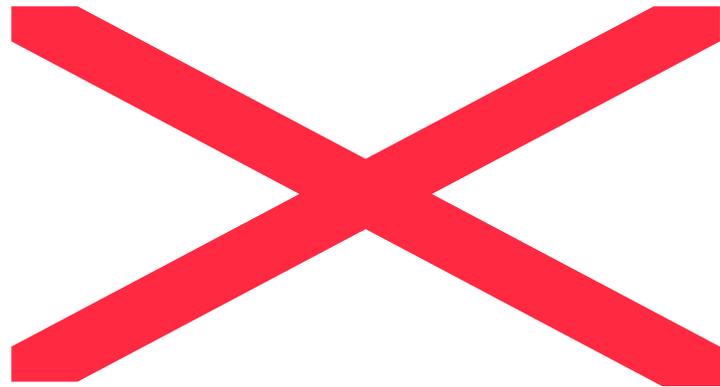
How well do you speak / read
English?

Not Well / Not at All answers



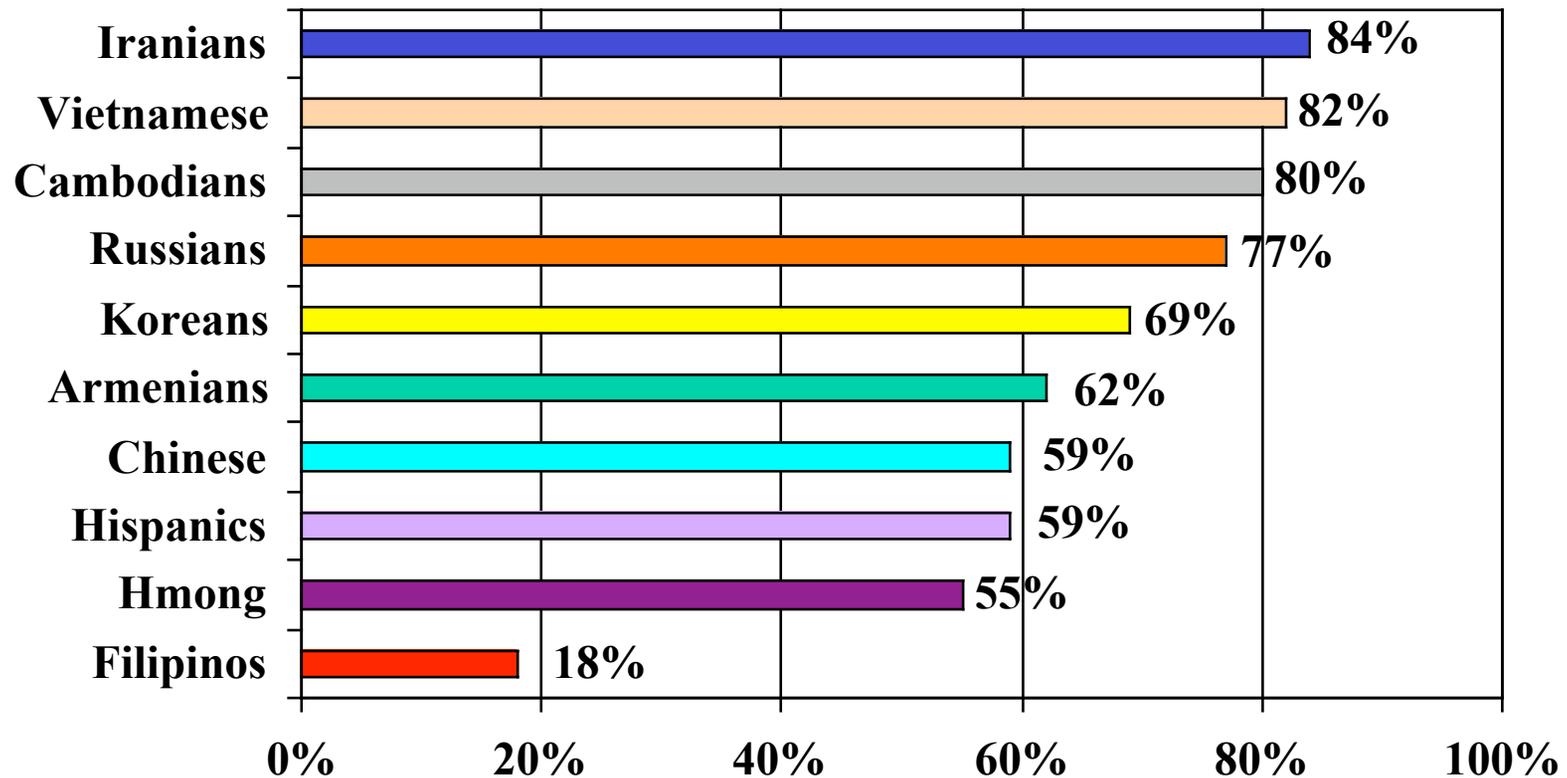
How well do you speak / read
English?

Not Well / Not at All answers



Have you ever taken classes to improve your fluency in English?

Yes answers



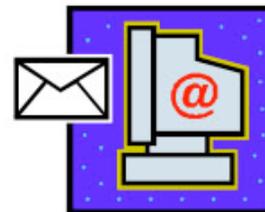
What is the most important reason you have not taken an English class?

All Poll respondents

1. Inconvenience of class times and locations
2. Difficulty of learning English
3. Lack of interest in learning English
4. Poor quality of classes
5. High cost of classes

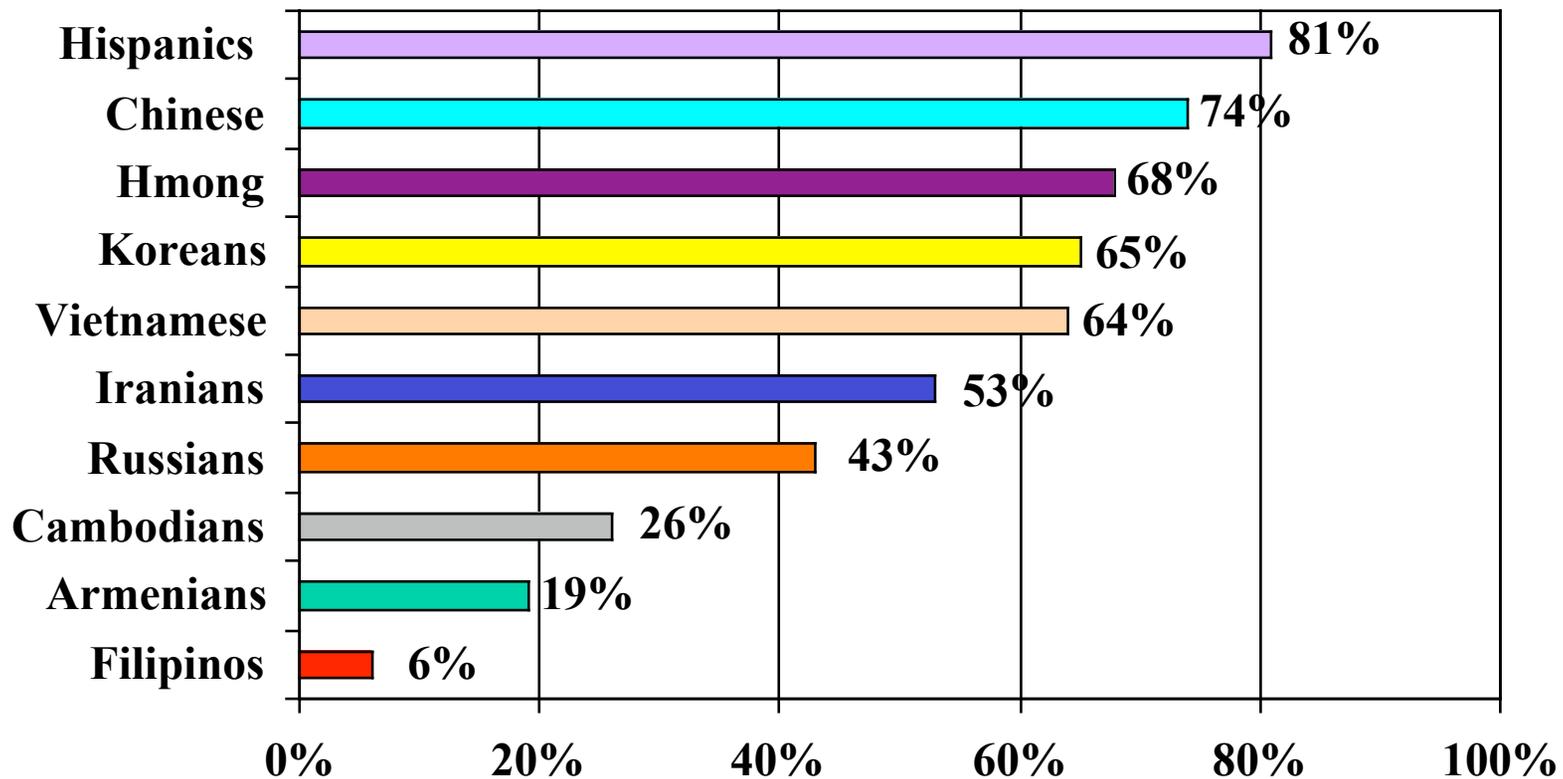
Major Findings

7. Foreign language media is a prime source of medical information for California immigrants. Hispanics and Chinese utilize it the most. Television is the most popular medium followed by newspapers, the Internet and radio.



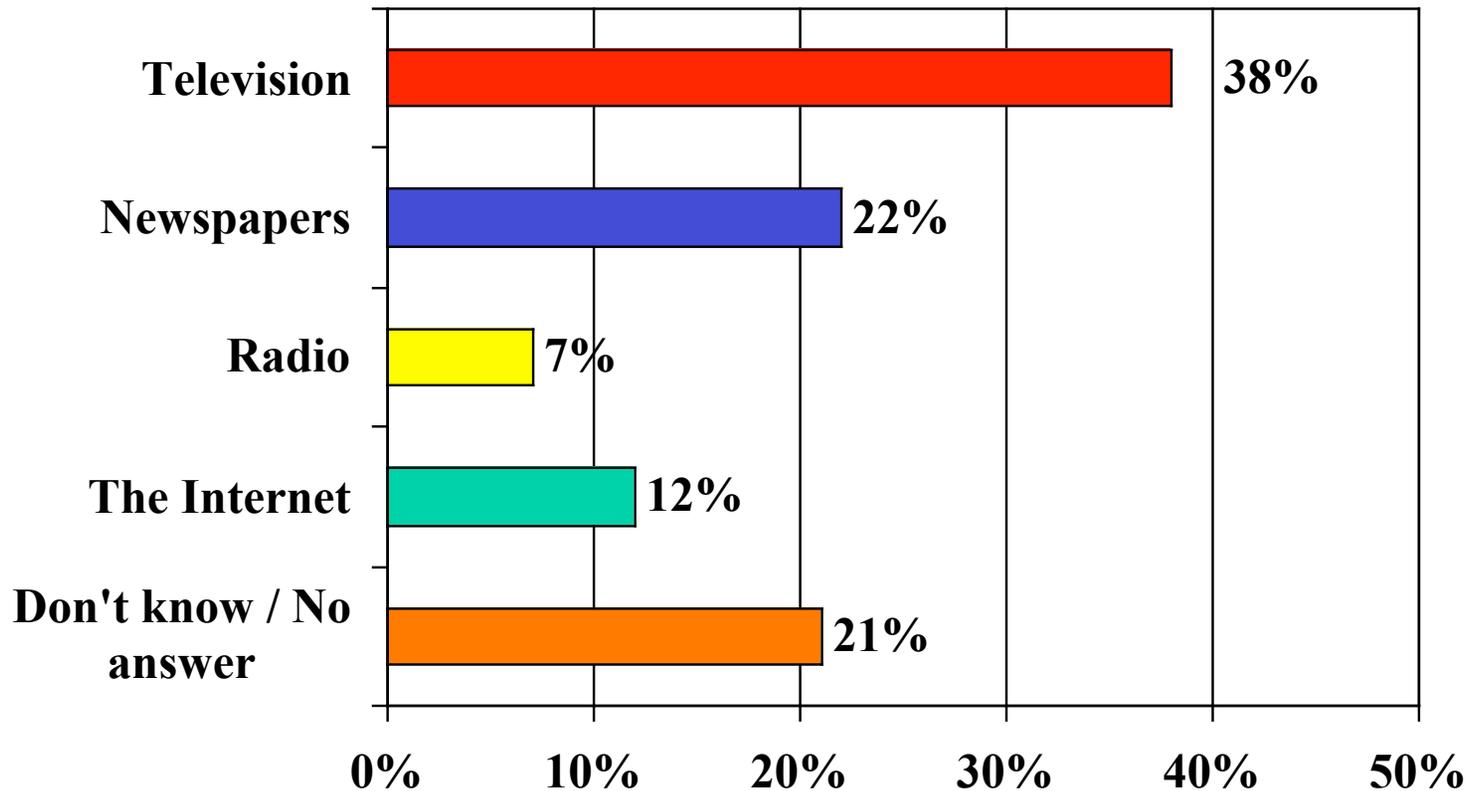
Where do you get most of your information about medical care – from English language media or foreign language media?

Foreign Language Media answers



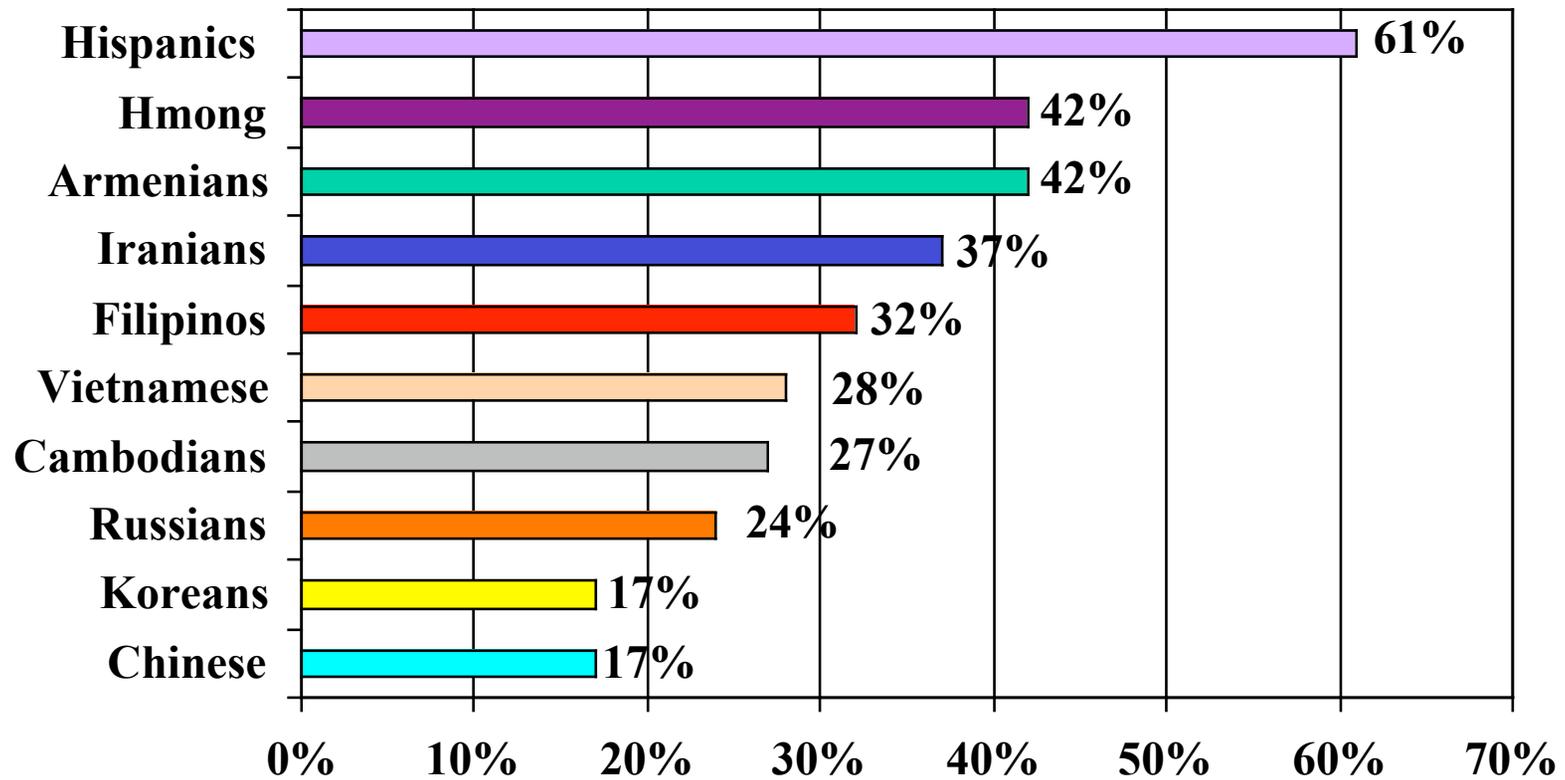
Where do you get most of your media information about medical care?

All Poll respondents



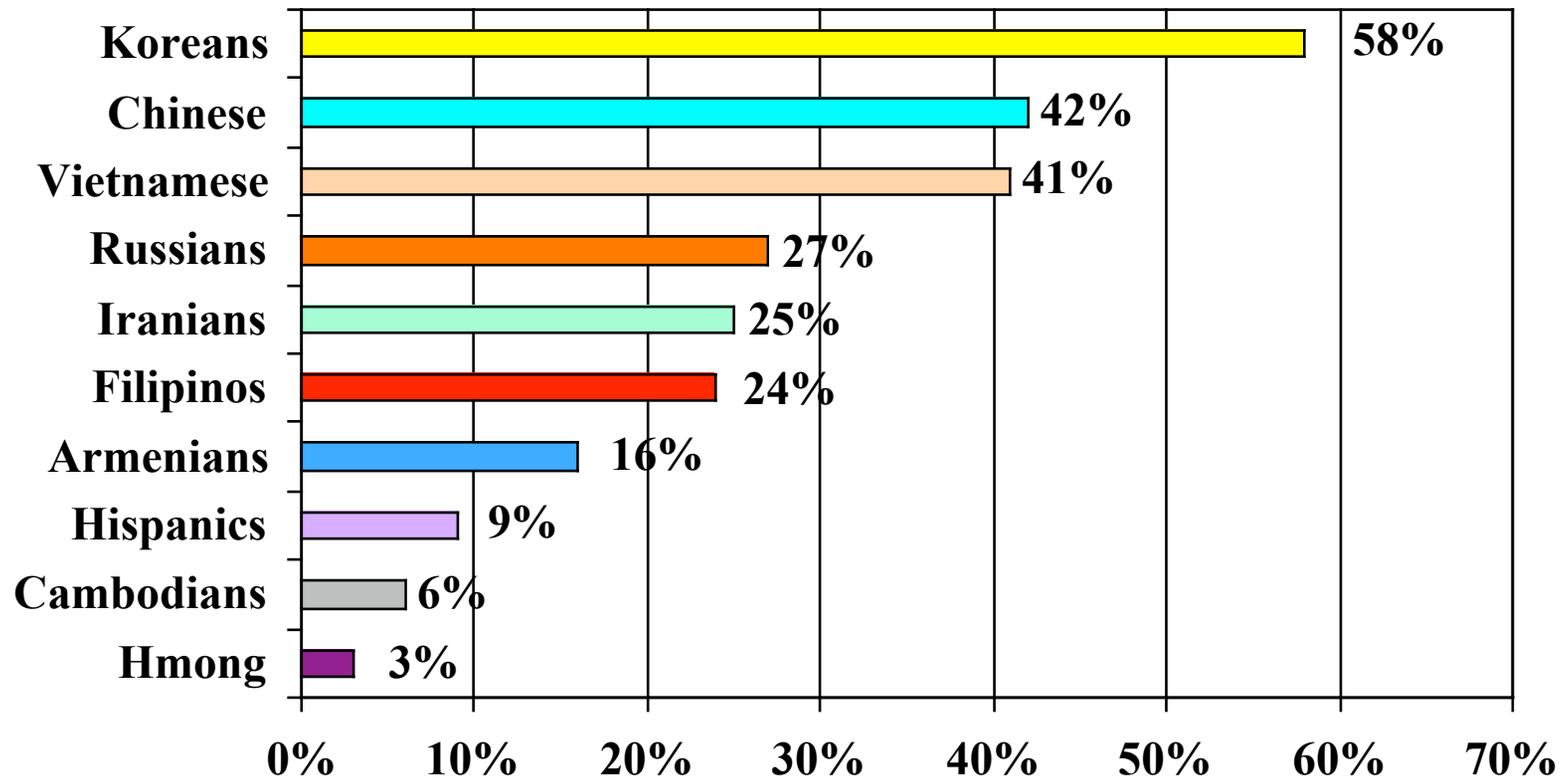
Where do you get most of your information about medical care?

Television answers



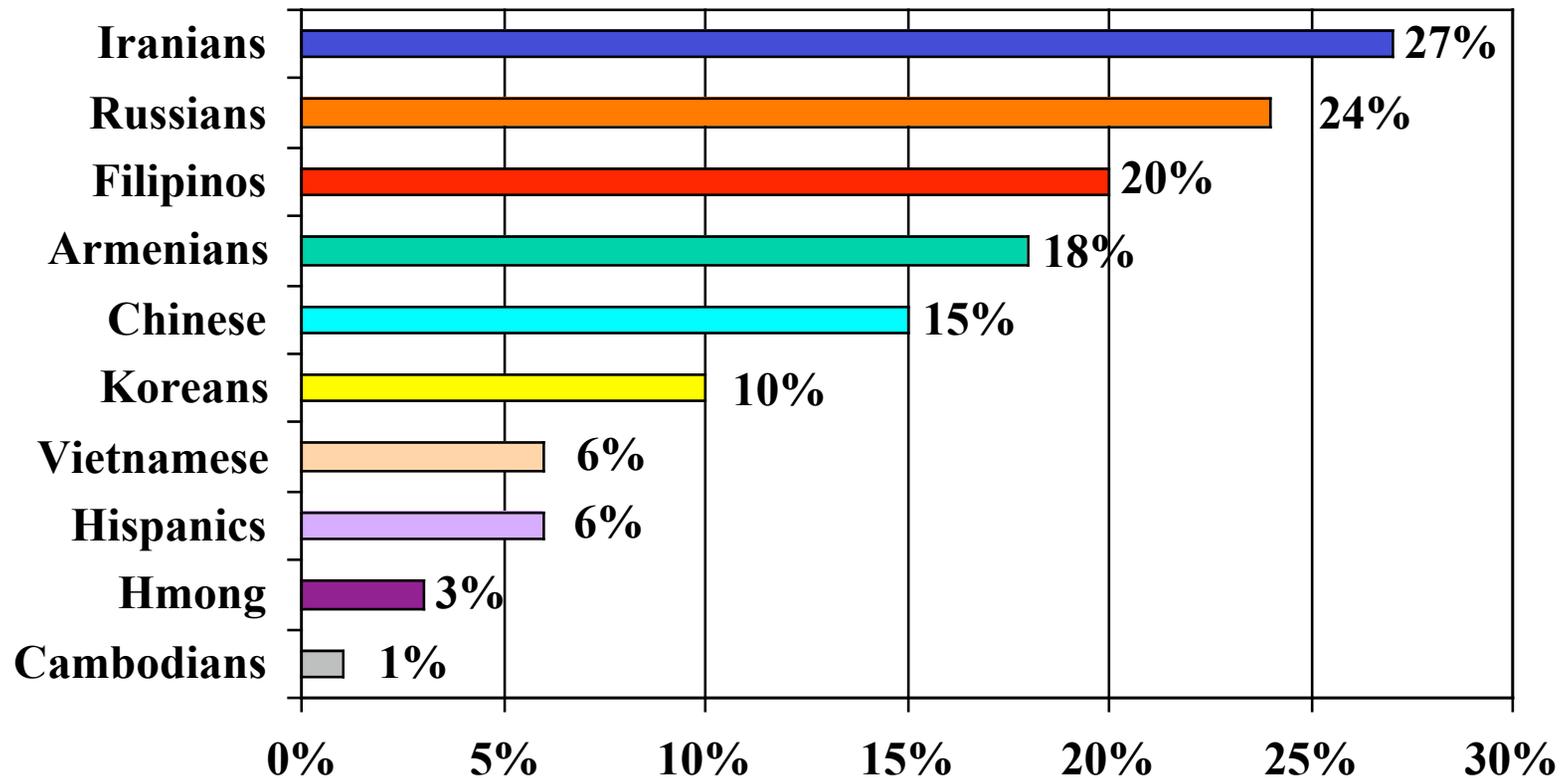
Where do you get most of your information about medical care?

Newspaper answers



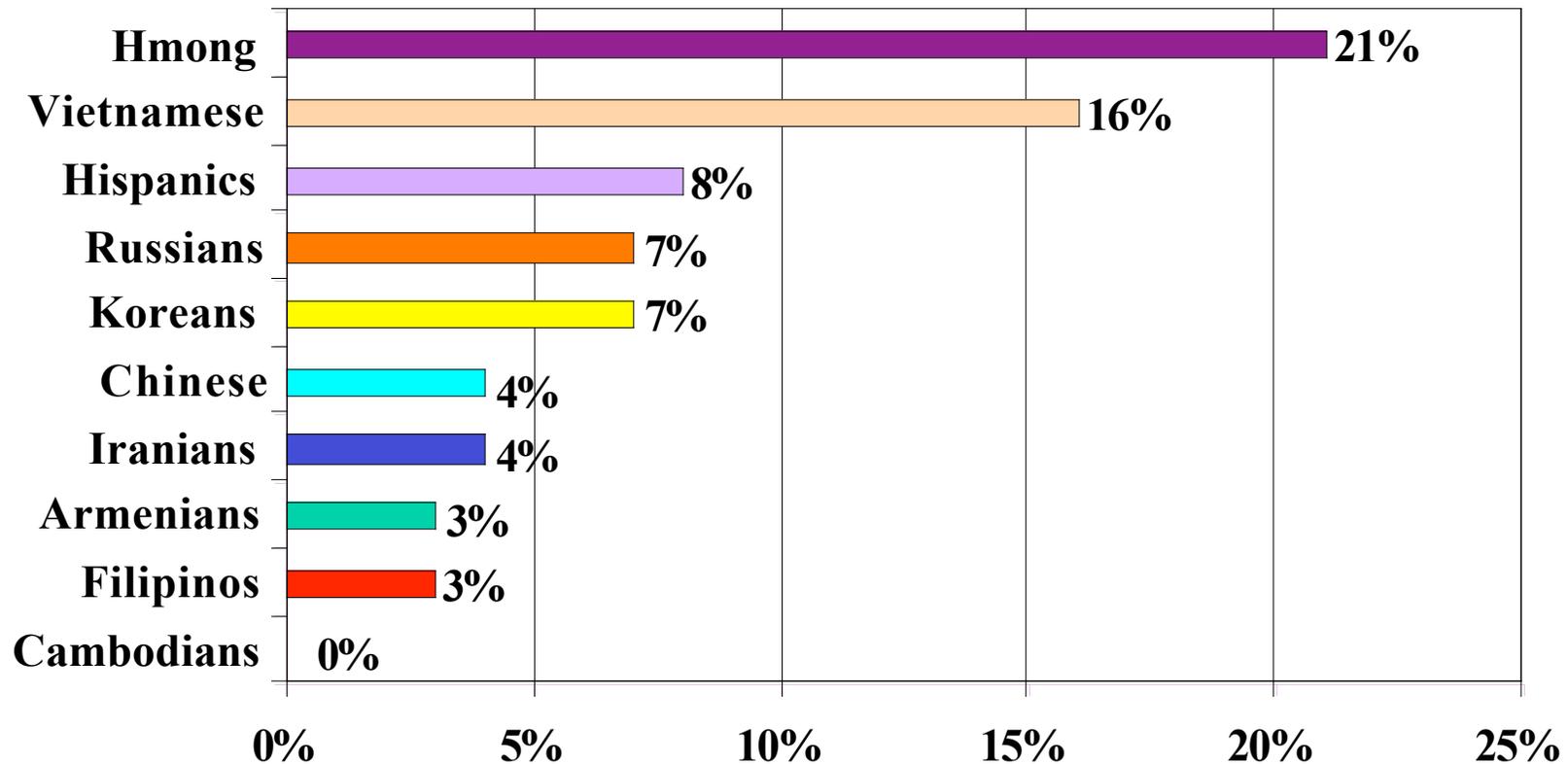
Where do you get most of your information about medical care?

Internet answers



Where do you get most of your information about medical care?

Radio answers



Major Findings

8. A substantial percentage of California immigrants do not have any type of health insurance. Hispanics and Koreans are the two immigrant groups most affected by this problem.

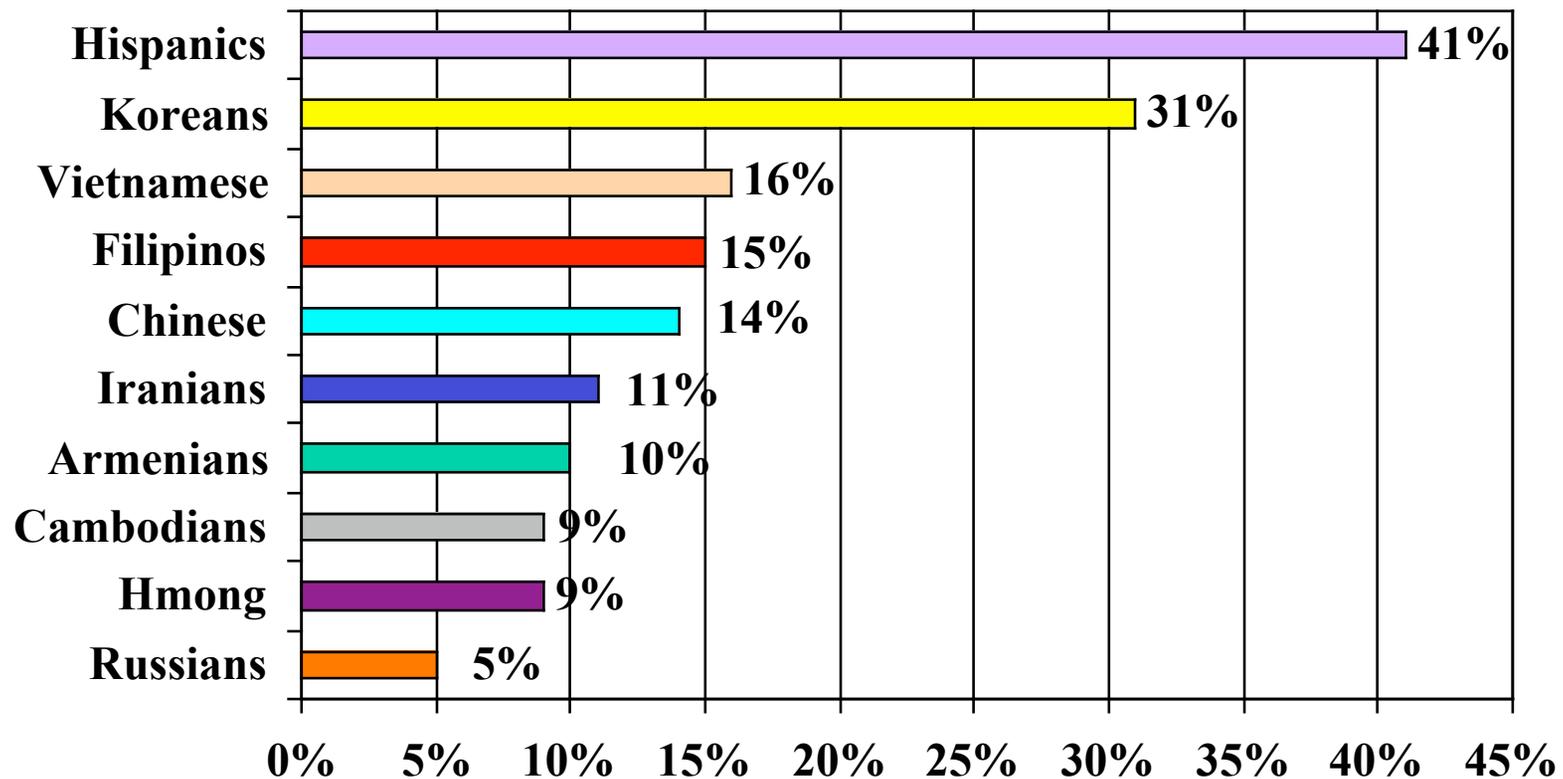


MEDICARE		HEALTH INSURANCE	
SOCIAL SECURITY ACT			
NAME OF BENEFICIARY [NAME]			
MEDICARE CLAIM NUMBER XXX-XX-XXXX-X		SEX	
IS ENTITLED TO HOSPITAL (PART A)		EFFECTIVE DATE 1-1-01	
MEDICAL (PART B)		1-1-01	
SIGN HERE → _____			



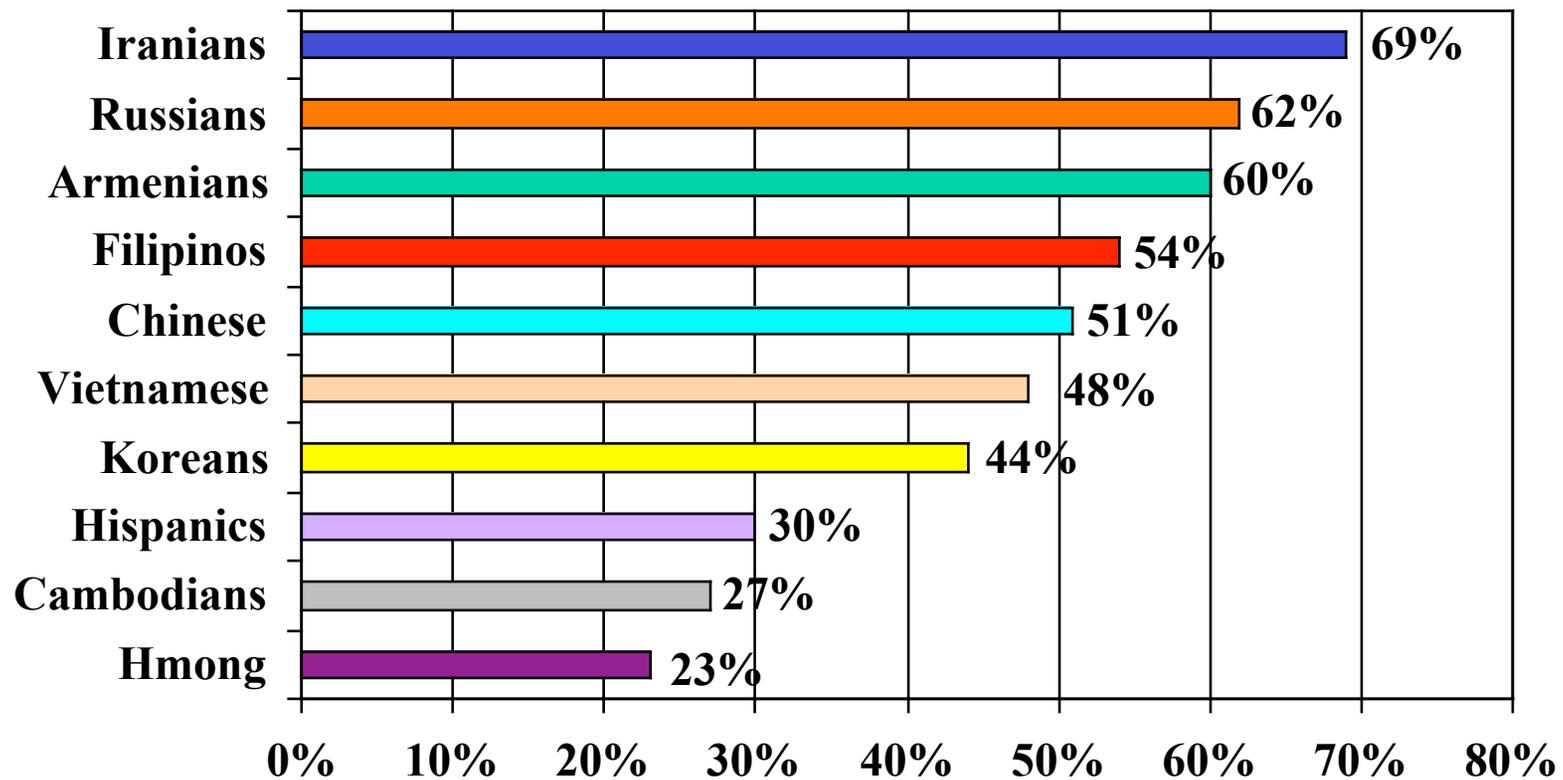
Do you have private health insurance,
Medicare, MediCal or no insurance at all?

No Insurance at All answers



Do you have private health insurance,
Medicare, MediCal or no insurance at all?

Private Health Insurance answers



Do you have private health insurance,
Medicare, MediCal or no insurance at all?

Medicare / MediCal answers

