

Health Care Providers Are Trained on Latino Chronic Disease and Culture

N.C. Chronic Disease and Injury Section 2016

Summary

The Community and Clinical Connections for Prevention and Health (CCCPH) Branch teamed up with the Wake County Area Health Education Center (AHEC) to offer a webinar on cultural awareness within the Latino community on January 29, 2016. More than 60 public and private health care providers across North Carolina participated in this free webinar to educate them on the prevalence of chronic diseases in the Latino population and how best to honor Latino culture and values in health care settings.

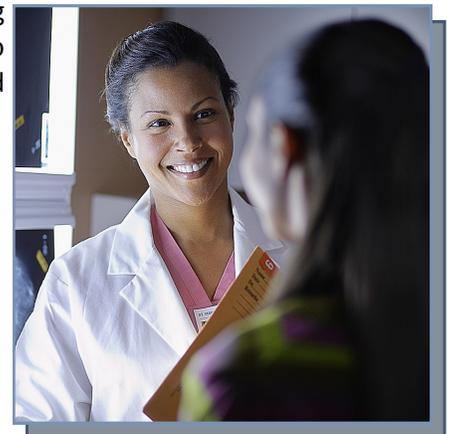
Challenge

Diabetes, obesity and heart disease are on the rise among Latinos living in North Carolina. Access to care is another challenge that Latino individuals can face. Not all health care providers are prepared to provide effective communication to this growing population. The Latino population continues to be the fastest growing population in America; with 55 million Latinos living in the United States and more than 824,000 in North Carolina, and their population is quite diverse, including many different cultures and traditions. Health care beliefs and cultural values are important to Latinos, and can create challenging barriers to communication. Eye contact, body language and even the meaning of the word “yes” can be difficult for health care providers to detect and to act upon.

For some immigrants, western medicine is unfamiliar, and something as simple as taking medication can seem very unclear and confusing. Sometimes medical terminology makes health care providers difficult for these patients to understand. It is critical that the health care provider relays important health information to the patient, through the interpreter, in a way that the patient will understand.

Solution

The webinar titled “Hispanic/Latinos Cultural Awareness and Competency” was presented on January 29, 2016 by Rocio Anderson, a cultural diversity instructor for the North Carolina Office of Minority Health and Health Disparities and the Experienced Cultural Diversity and Outreach Programs. The webinar was created to educate providers on Latino cultural values, health care beliefs and communication styles in order to increase connection between the provider and their Latino patients. Understanding health screenings recommendations, medication instructions and lifestyle change advice is important in order to make healthy changes. Incorporating the recommendations from this webinar will improve communication, thereby increasing the likelihood that patients understand how to decrease their risk of chronic disease and complications from chronic disease.



Results

This webinar reached 60 health care providers across North Carolina. They learned what Wake AHEC is doing to combat this important health disparity issue and how they can incorporate the same strategies into their own practices.

Sustaining Success

Anderson suggests that people can get involved by providing interpreters in health care providers' offices.

Get Involved

The North Carolina Area Health Education Center's Program provides interpreter training for bilingual staff who would like to learn health care interpretation skills. Provided below are a few websites that can help relate information in ways Latino patients can understand.

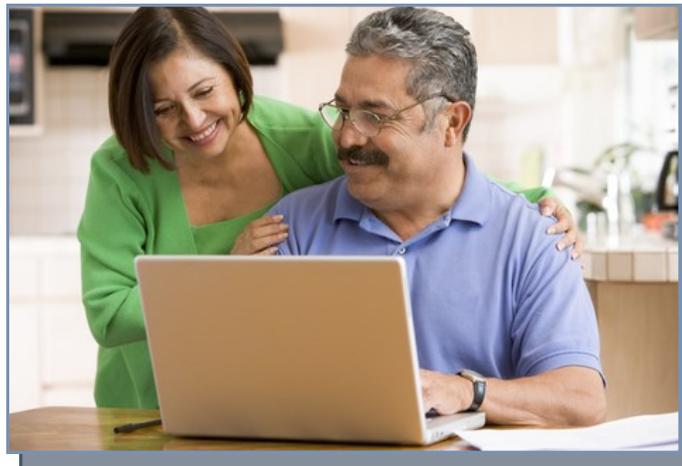
www.latinasananc.com/materiales-para-ordenar

www.thinkculturalhealth.hhs.gov

www.diversityrx.org/resources/database

Resources:

Wake AHEC. (Producer). (2016). Hispanic/Latinos Chronic Disease and Culture [Video webinar]. Retrieved from <http://www.wakeahec.org/webcasts/48750CulturalAwareness/index.html>



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"Interpreters decrease the number of errors helping medical liability. It increases client satisfaction with the provider and office staff. This will help establish trust between the provider and the client, and they will come back to receive services."
Rocio Anderson,
Cultural Diversity
Instructor for the
North Carolina
Office of Minority
Health and Health
Disparities

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