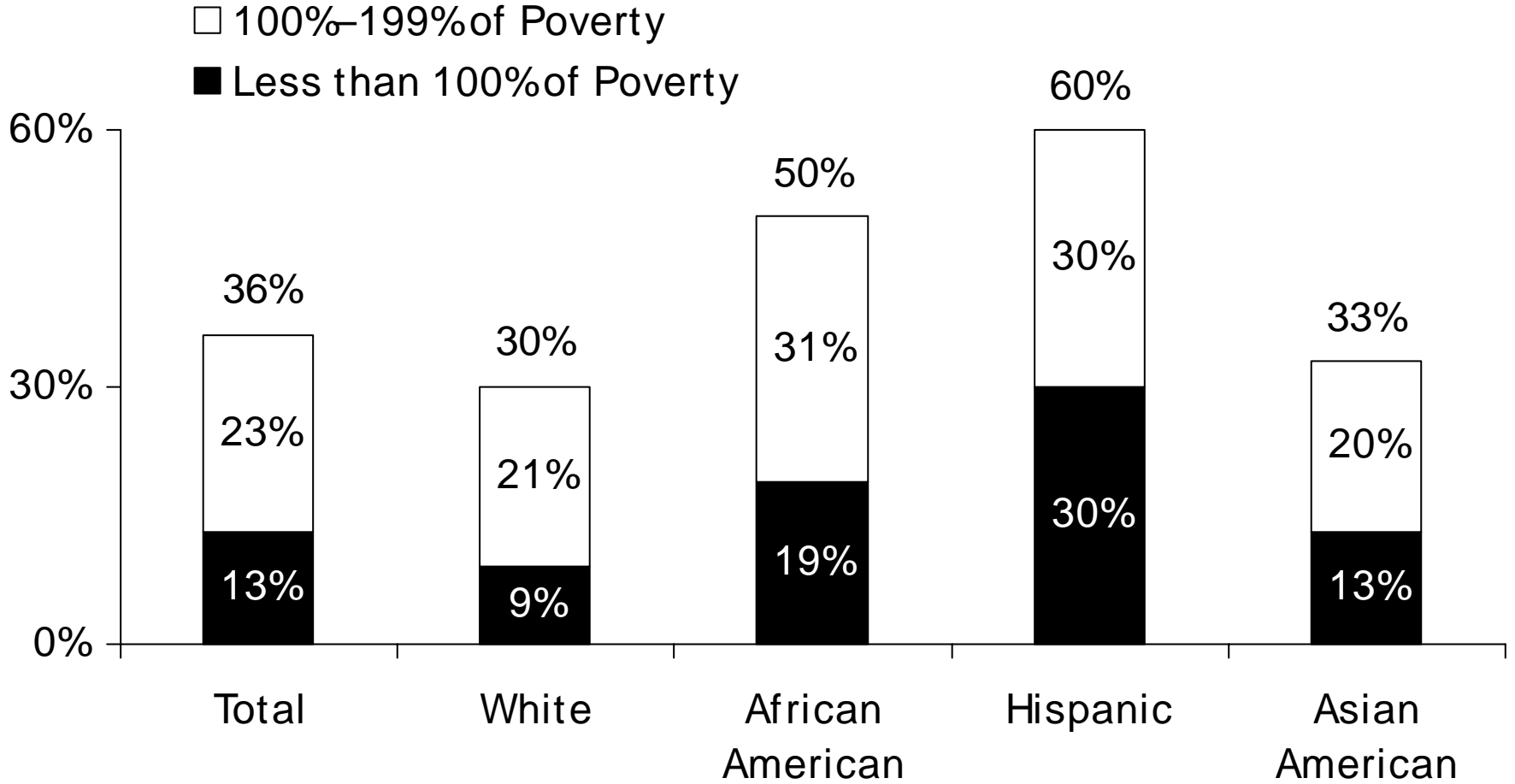


**DIVERSE COMMUNITIES, COMMON CONCERNS:
ASSESSING HEALTH CARE QUALITY
FOR MINORITY AMERICANS**

**FINDINGS FROM THE COMMONWEALTH FUND
2001 HEALTH CARE QUALITY SURVEY**

CHARTS

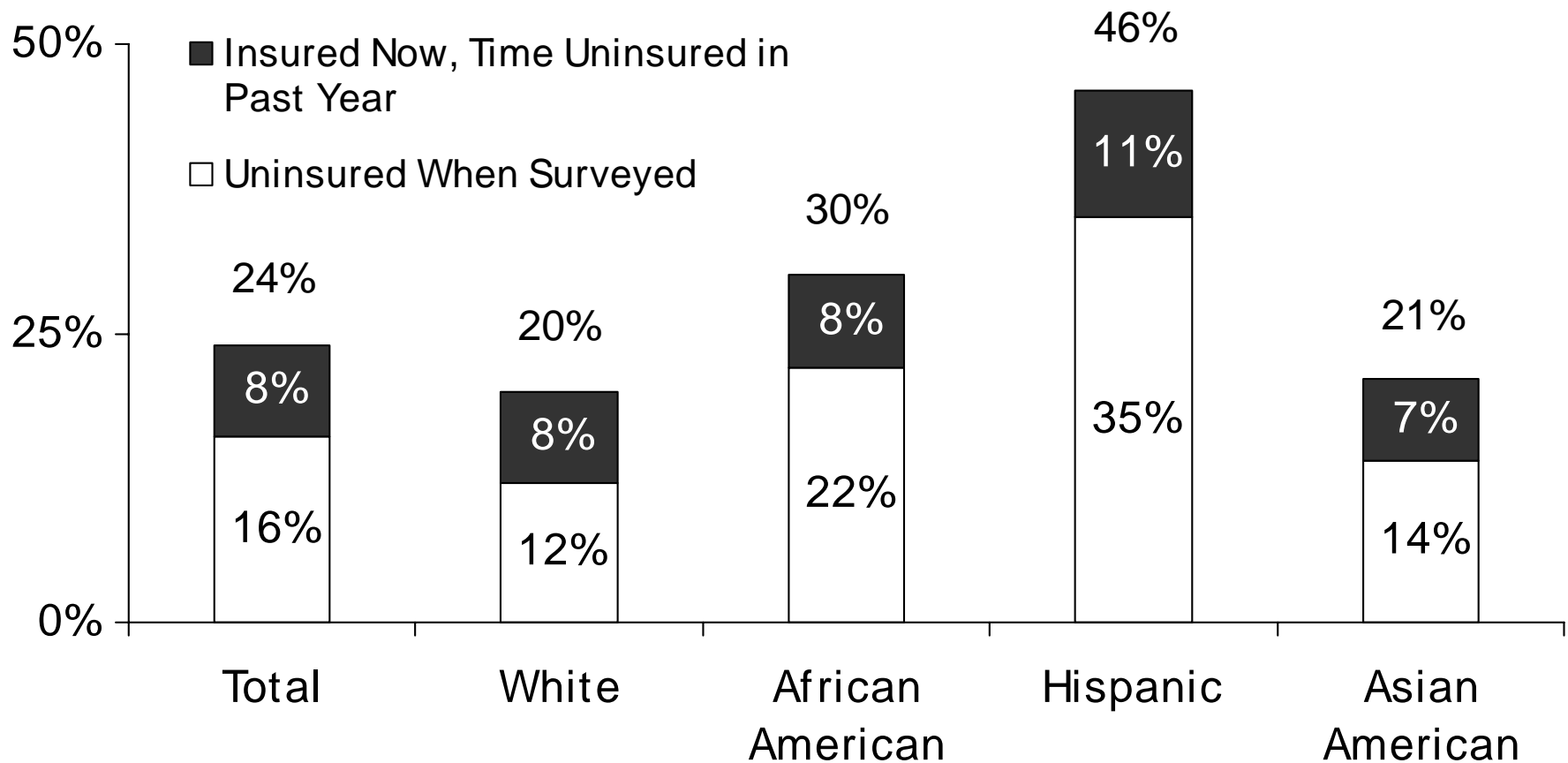
Poverty Status, by Race/Ethnicity



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

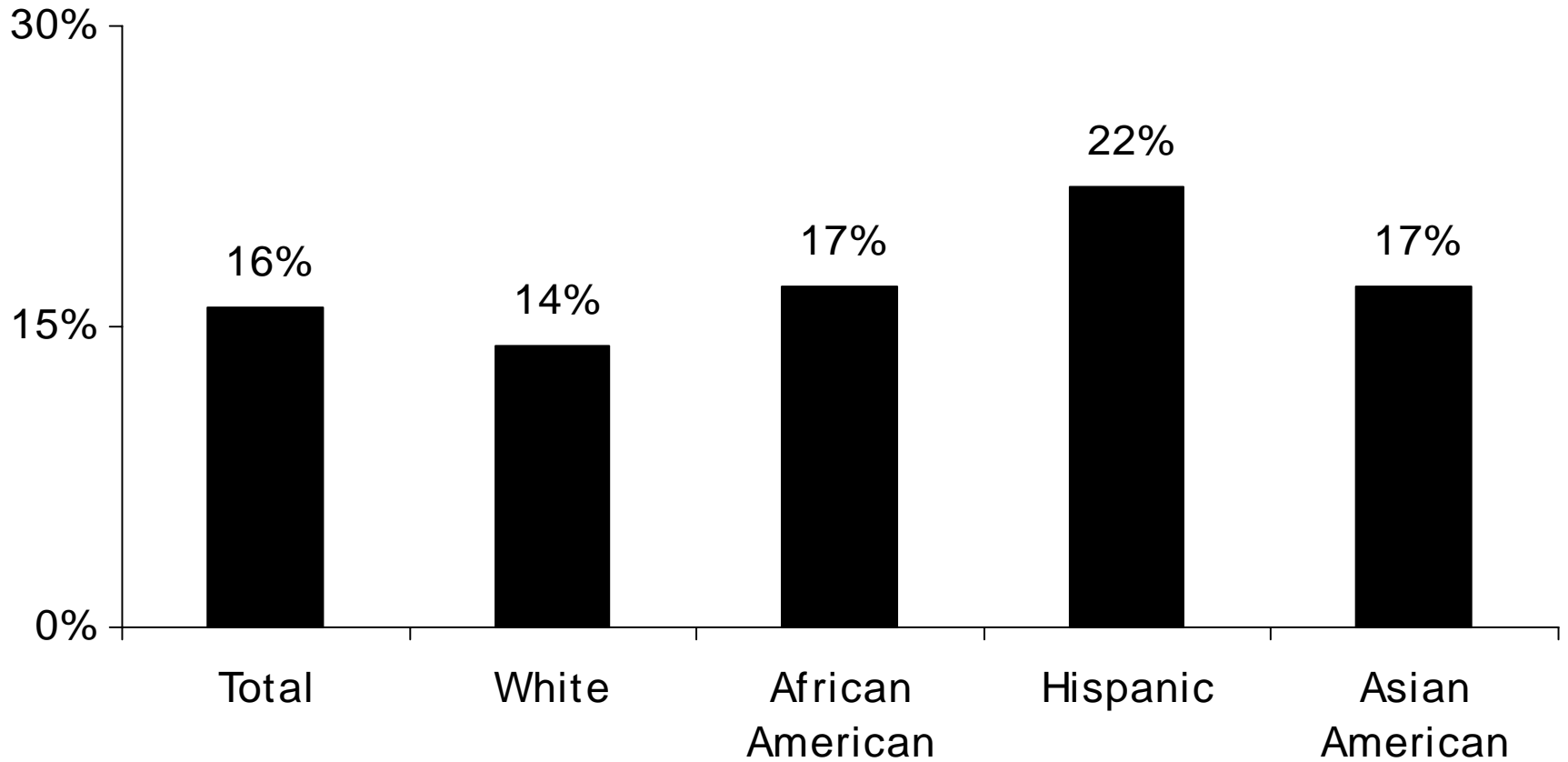
African Americans and Hispanics Most Likely to Be Uninsured During the Past Year

Percent of adults ages 18–64



Self-Rated Health Status by Race/Ethnicity

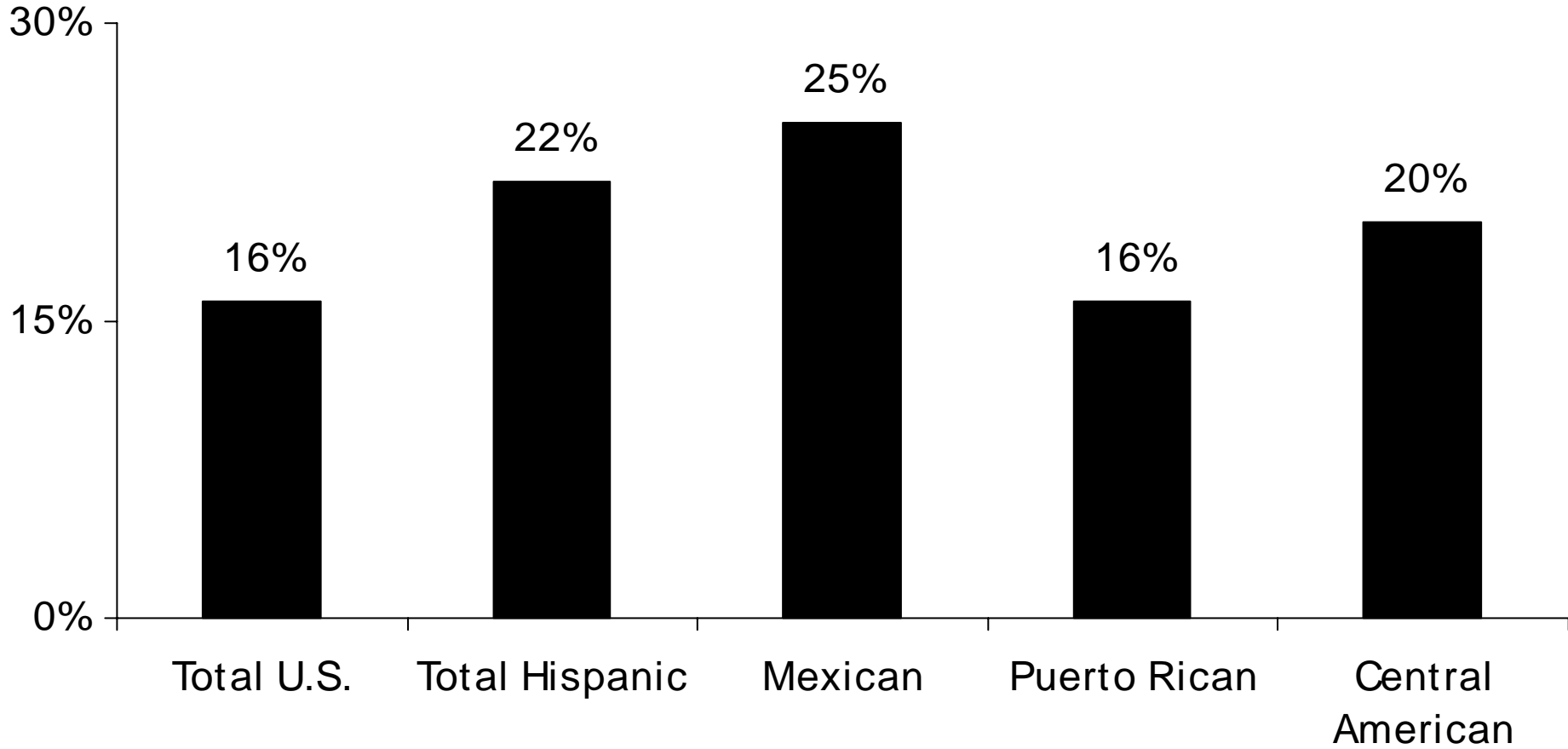
Percent of adults rating health as fair or poor



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Self-Rated Health Status by Hispanic Origin

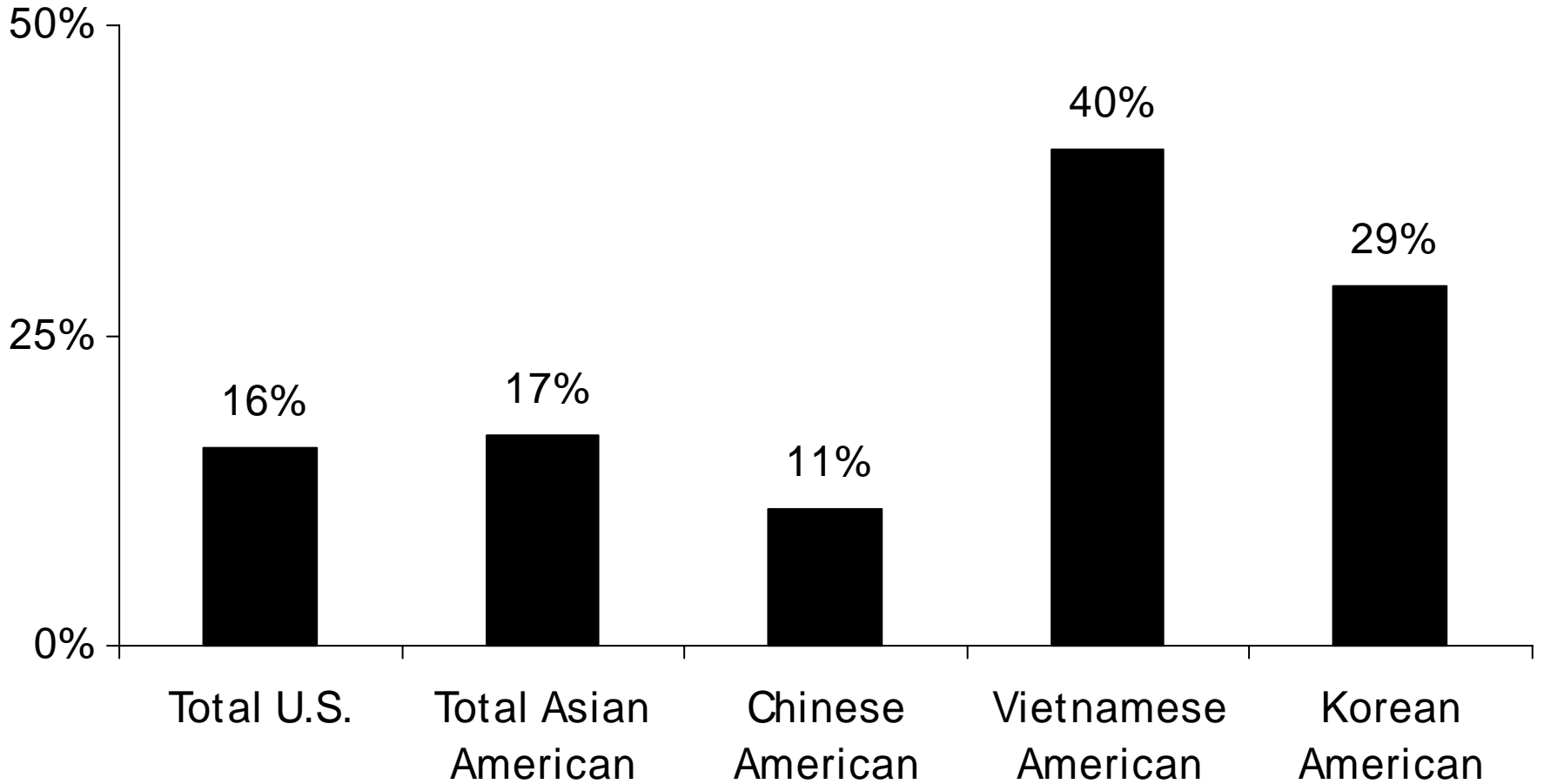
Percent of adults rating health as fair or poor



Source: The Commonwealth Fund 2001 Health Care Quality Survey

Self-Rated Health Status by Asian Origin

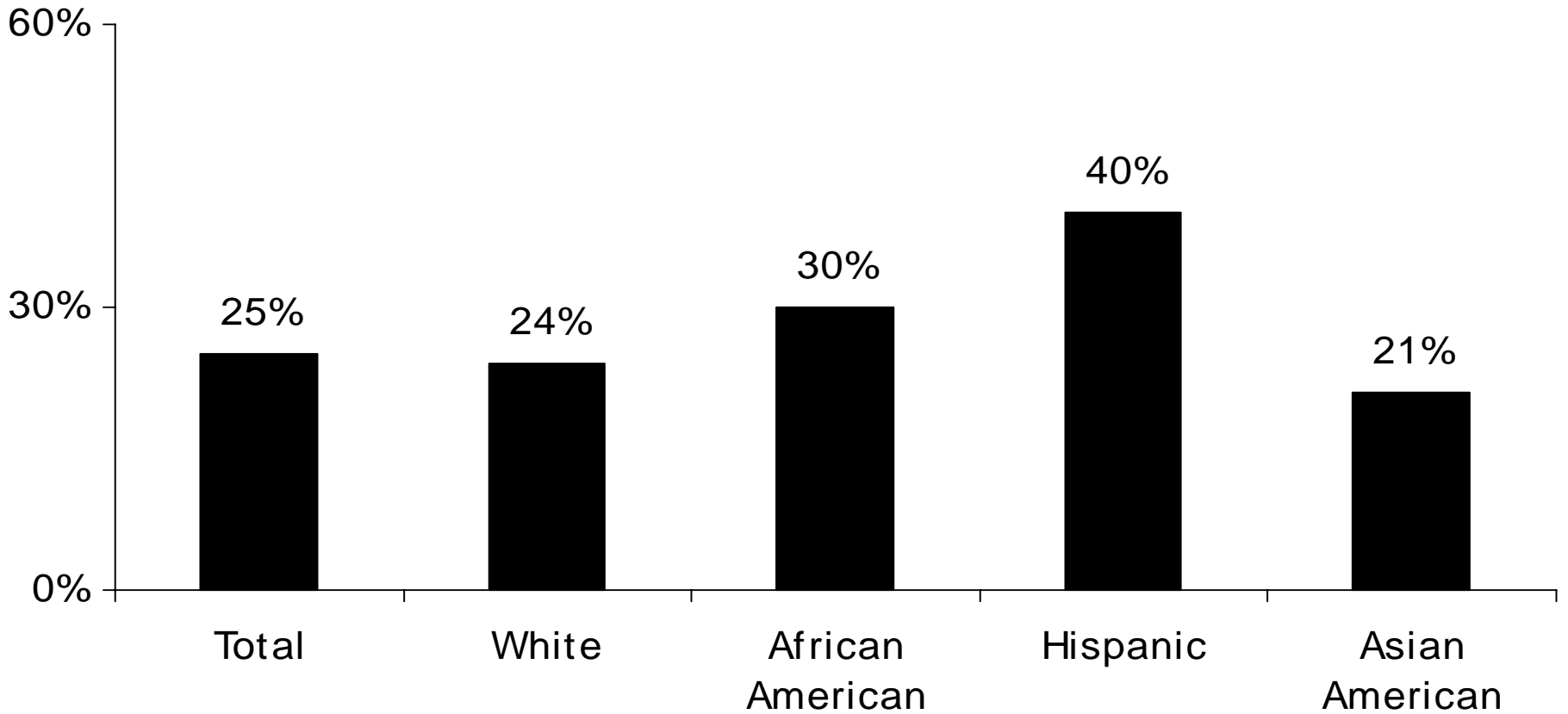
Percent of adults rating health as fair or poor



Source: The Commonwealth Fund 2001 Health Care Quality Survey

Self-Rated Health Status Among Adults Age 50 and Older, by Race/Ethnicity

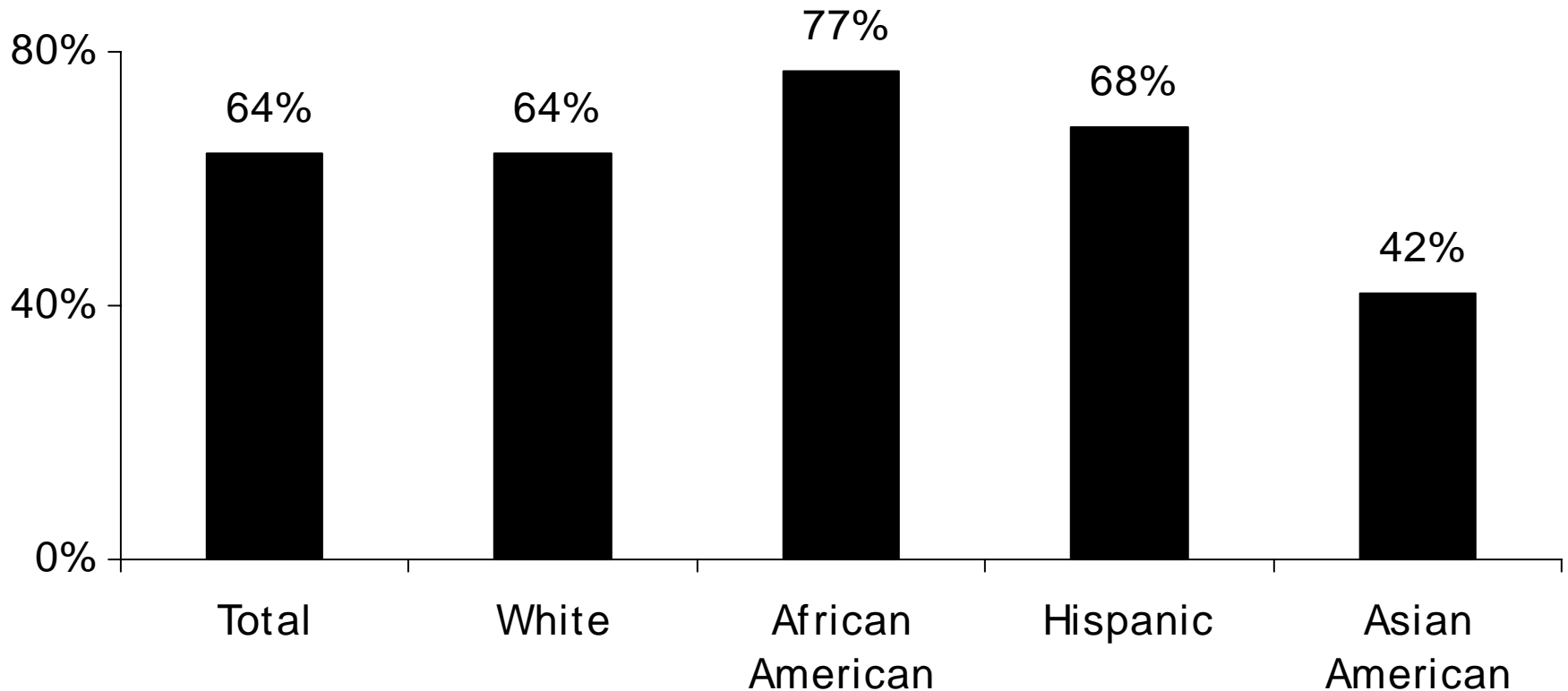
Percent of adults age 50 and older rating health as fair or poor



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Chronic Disease Among Adults Age 50 and Older, by Race/Ethnicity

Percent of adults age 50 and older diagnosed with chronic disease*



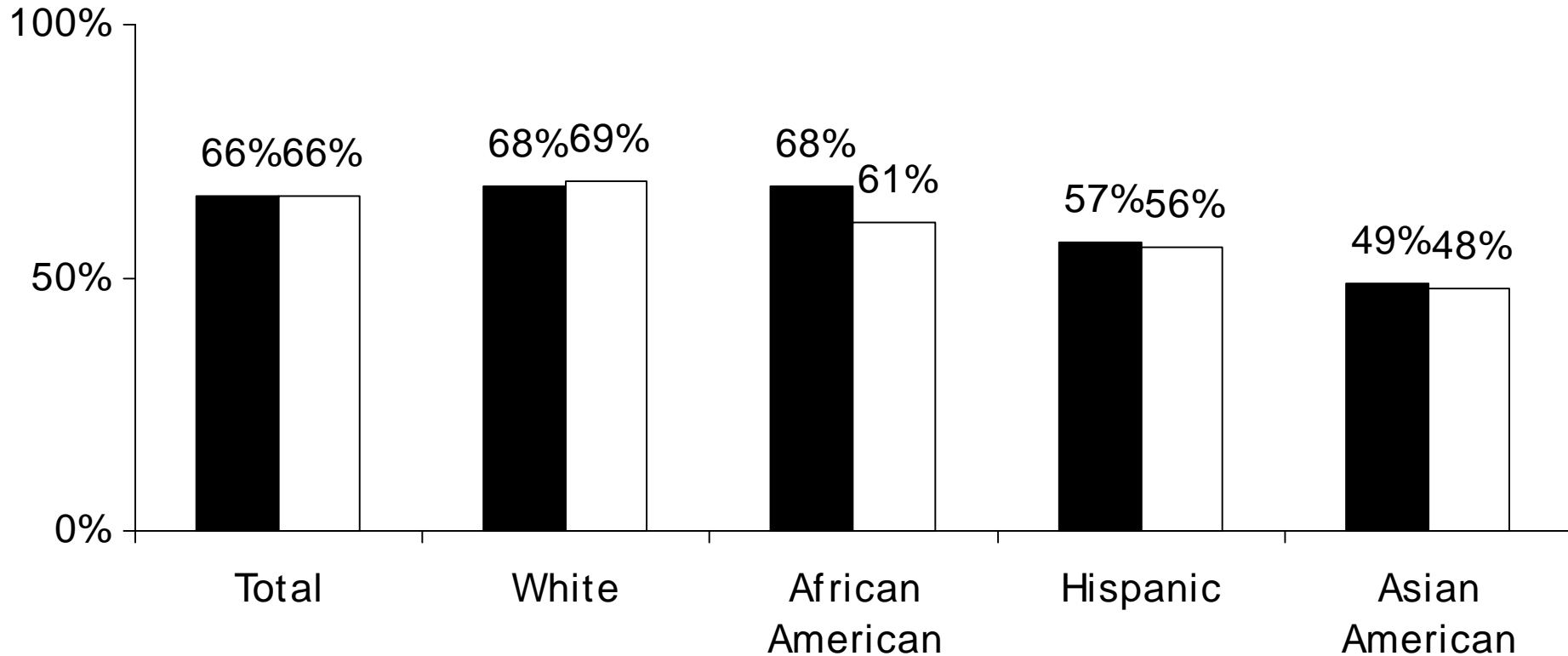
* Diagnosed with at least one of following seven conditions: asthma, cancer, heart disease, diabetes, high blood pressure, obesity, or anxiety/depression.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Patient–Physician Communication

Hispanics and Asian Americans Had More Communication Difficulties During Doctor Visits

■ Felt Doctor Listened to Everything They Said □ Understood Everything Doctor Said

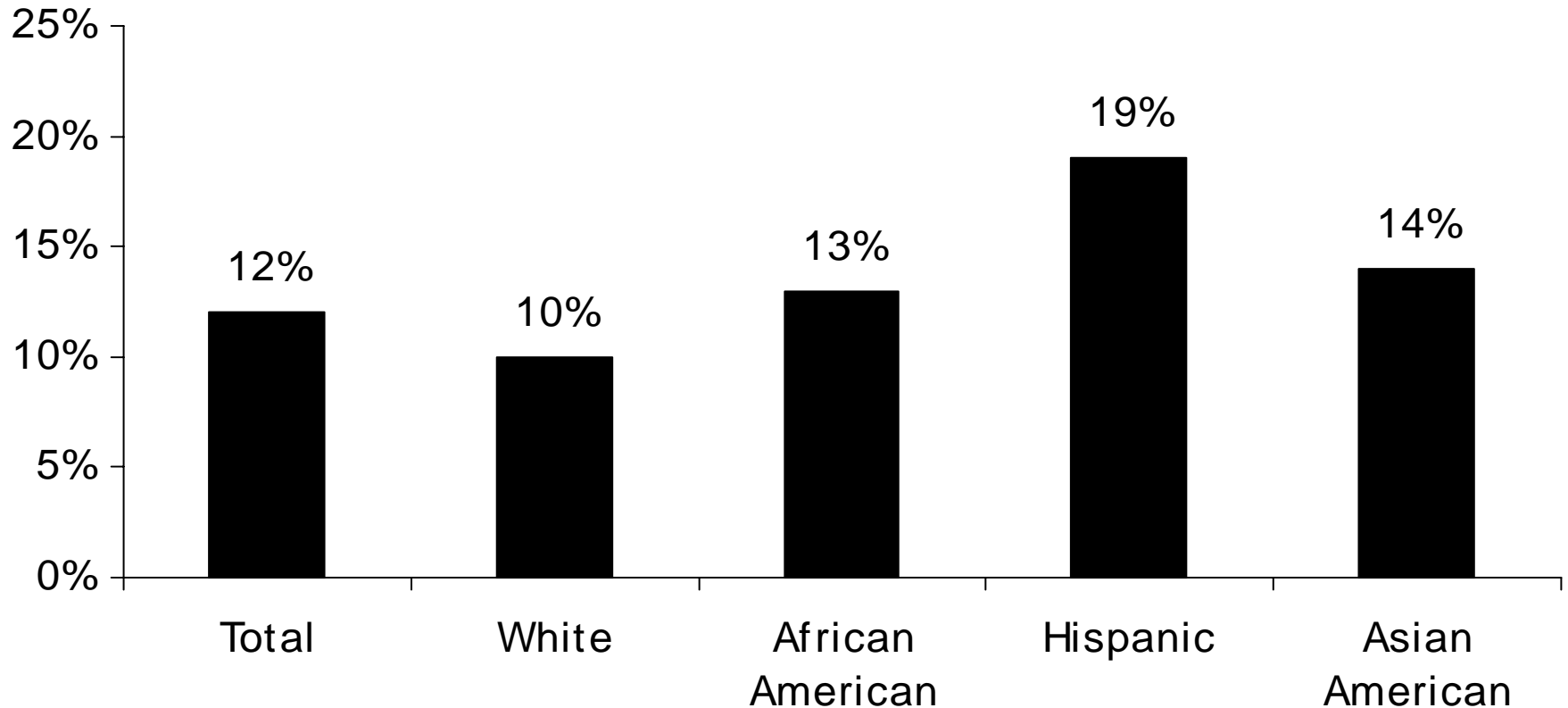


Base: Adults with health care visit in past two years.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minorities More Likely to Forgo Asking Questions of Their Doctor

Percent of adults reporting they had questions which they did not ask on last visit

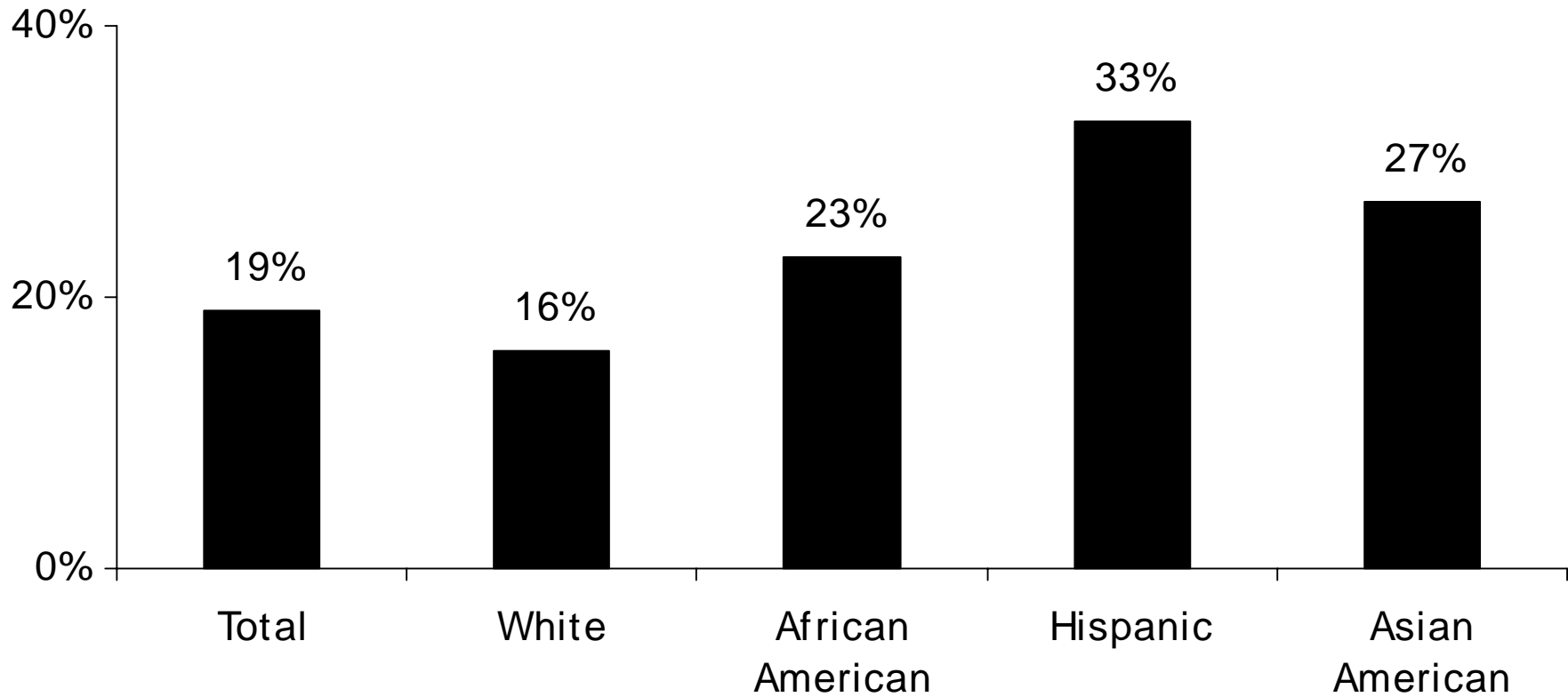


Base: Adults with health care visit in past two years.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minorities Face Greater Difficulty in Communicating with Physicians

Percent of adults with one or more communication problems*

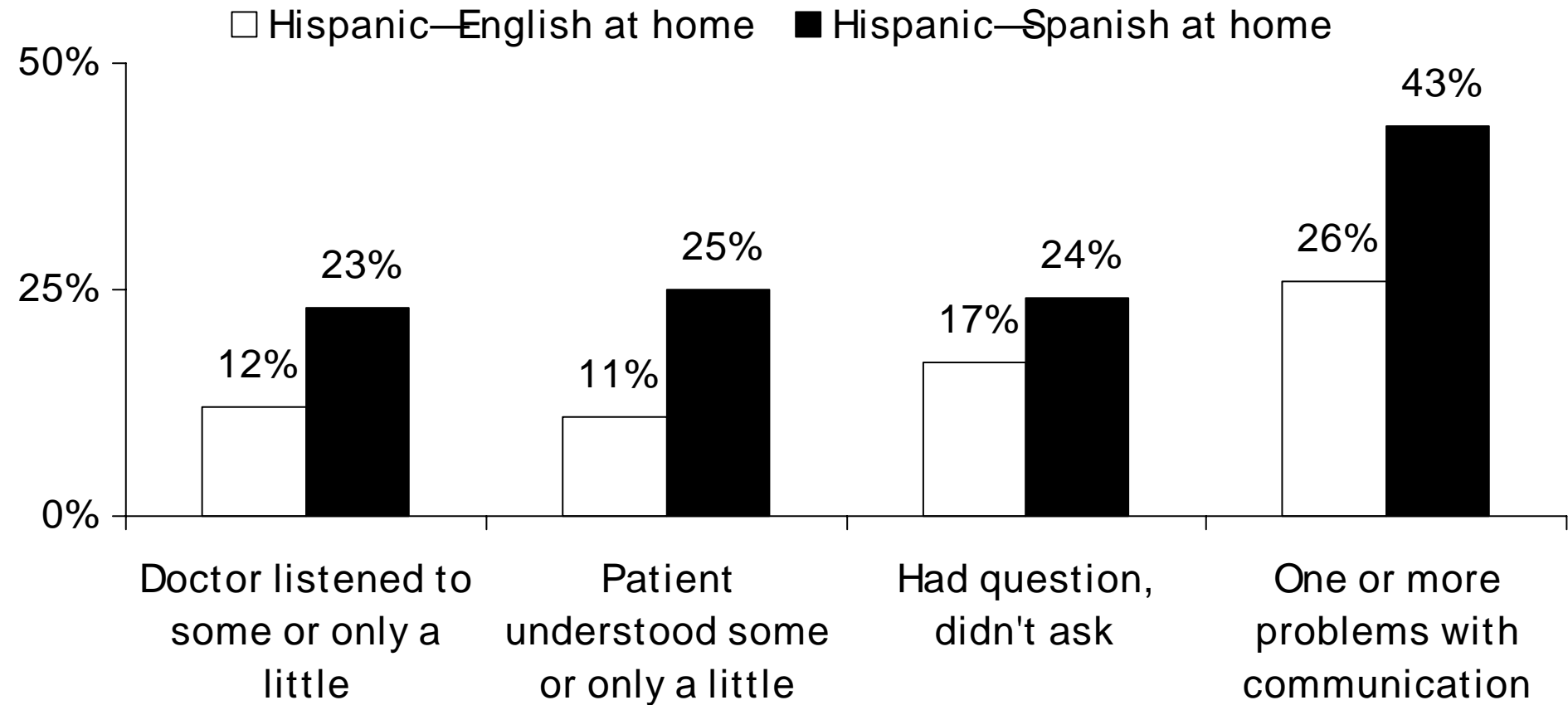


Base: Adults with health care visit in past two years.

* Problems include understanding doctor, feeling doctor listened, had questions but did not ask.

Source: The Commonwealth Fund 2004 Health Care Quality Survey

Hispanics Who Speak Spanish as Primary Language Have More Problems Communicating with Their Physicians



Base: Hispanics with health care visit in past two years.

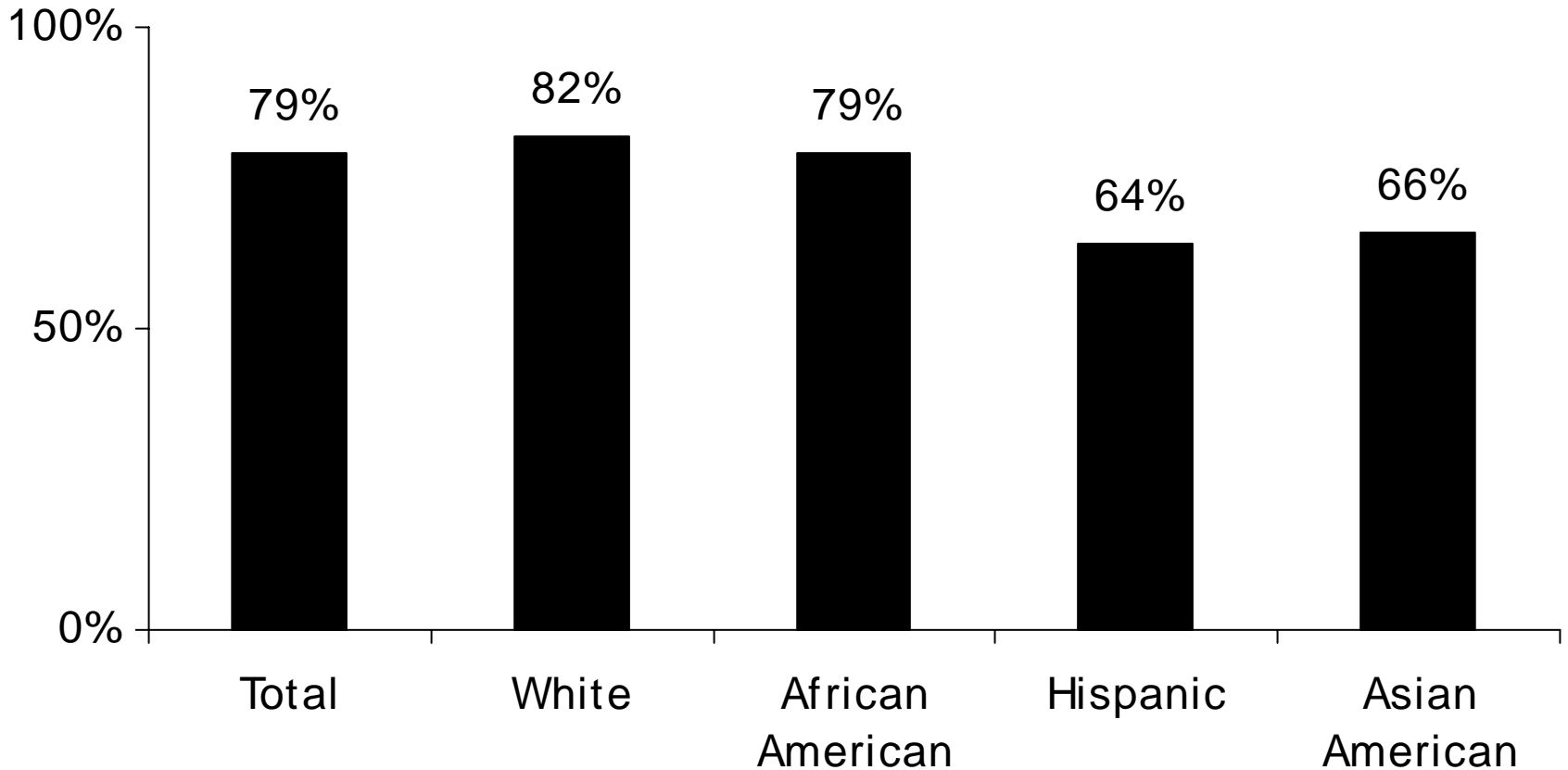
Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Following Doctor's Advice, by Race/Ethnicity

	Total	White	African American	Hispanic	Asian American
Time did not follow doctor's advice (%)	24	25	22	22	22
Reasons Why: (%)					
Disagreed	39	39	40	34	51
Costs	27	24	30	41	27
Too difficult	26	25	26	31	46
Against personal beliefs	20	19	13	26	32
Didn't understand	7	5	13	16	14

Hispanics and Asian Americans Find It Less Easy to Understand Instructions on Prescription Bottles

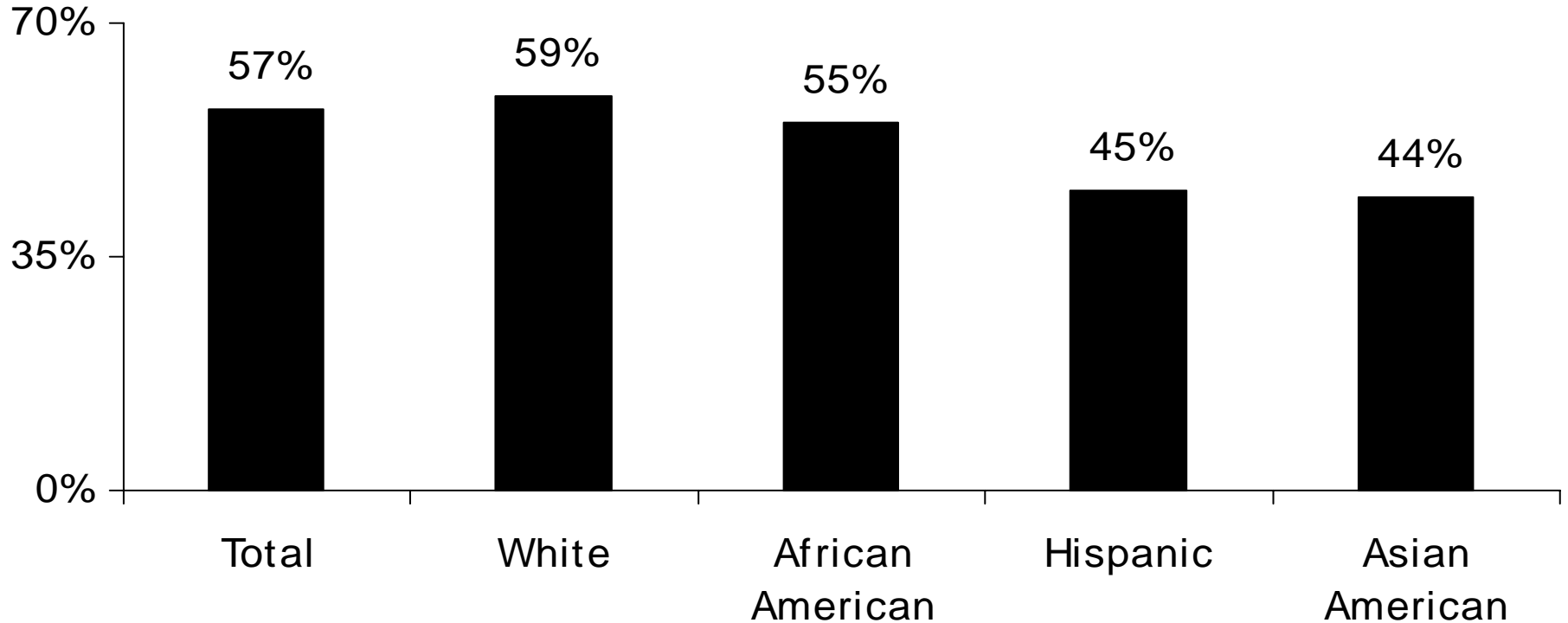
Percent of adults reporting it very easy to understand prescription bottle



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minority Americans Find It Less Easy to Understand Instructions from Doctor's Office

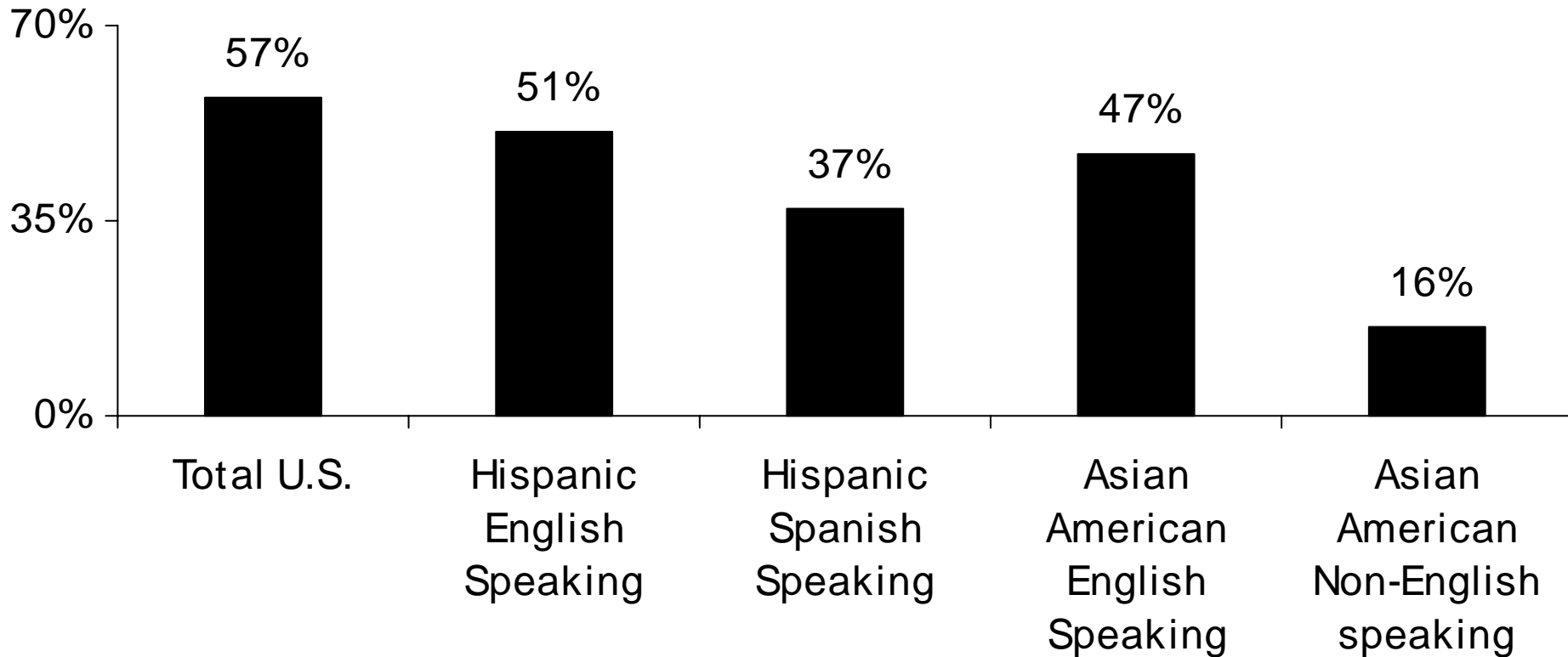
Percent of adults reporting it very easy to understand information from doctor's office



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Non-English* Speakers Have More Difficulty Understanding Instructions from Doctor's Office

Percent of adults reporting it very easy to understand information from doctor's office

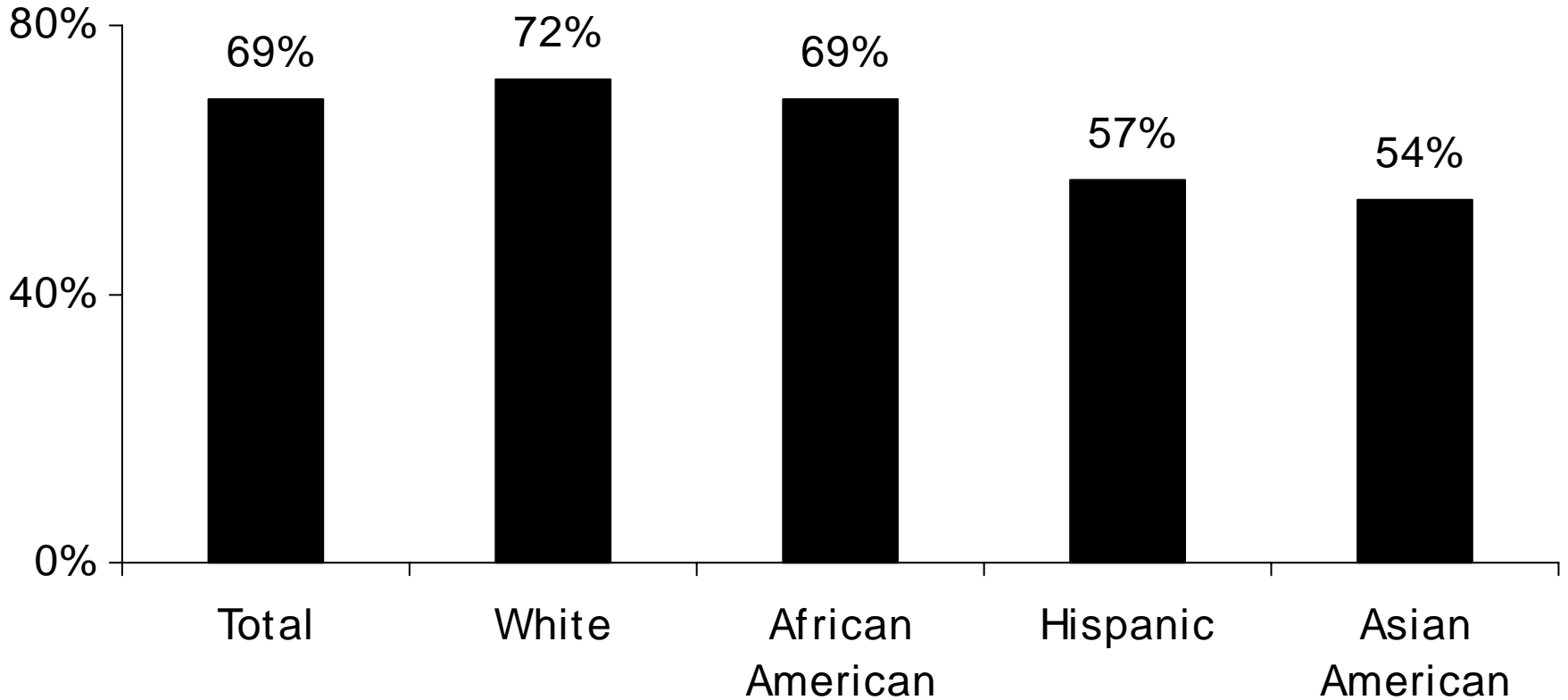


* English is not primary language spoken at home.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Hispanics and Asian Americans Have Less Confidence in Their Doctors

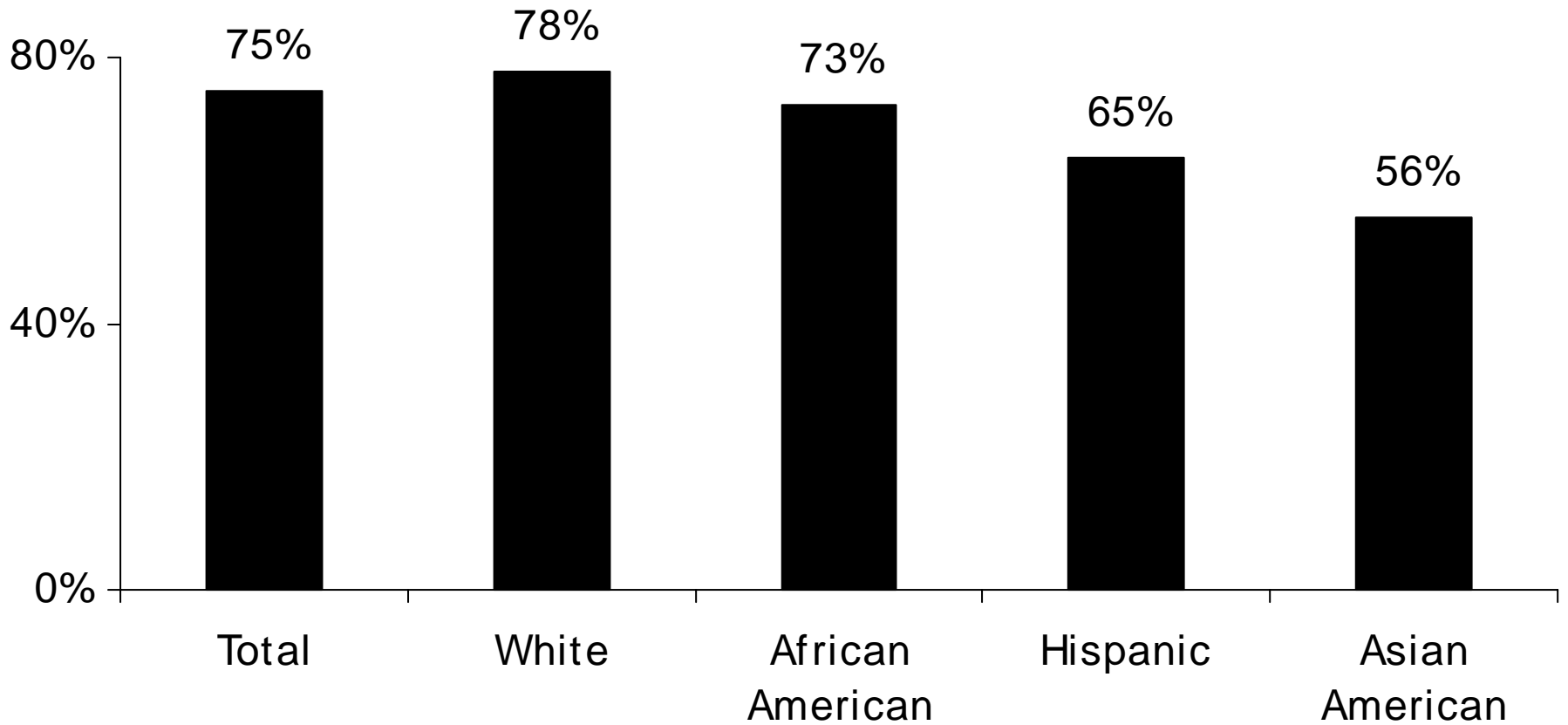
Percent of adults reporting great deal of confidence in doctor



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minorities Less Involved in Their Health Care Decisions Than They Would Like to Be

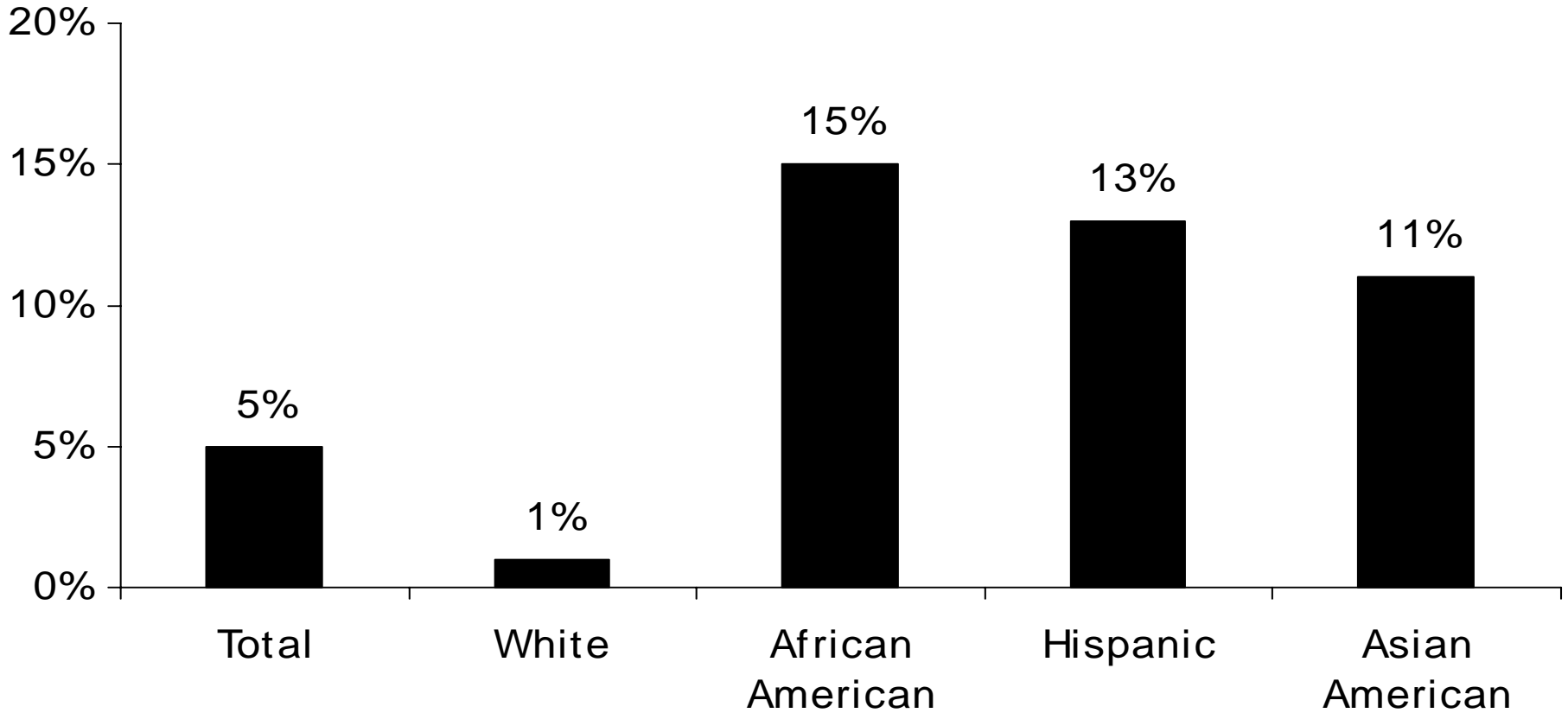
Percent of adults involved in health care decision as much as they wanted



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Cultural Competence in Health Care Services

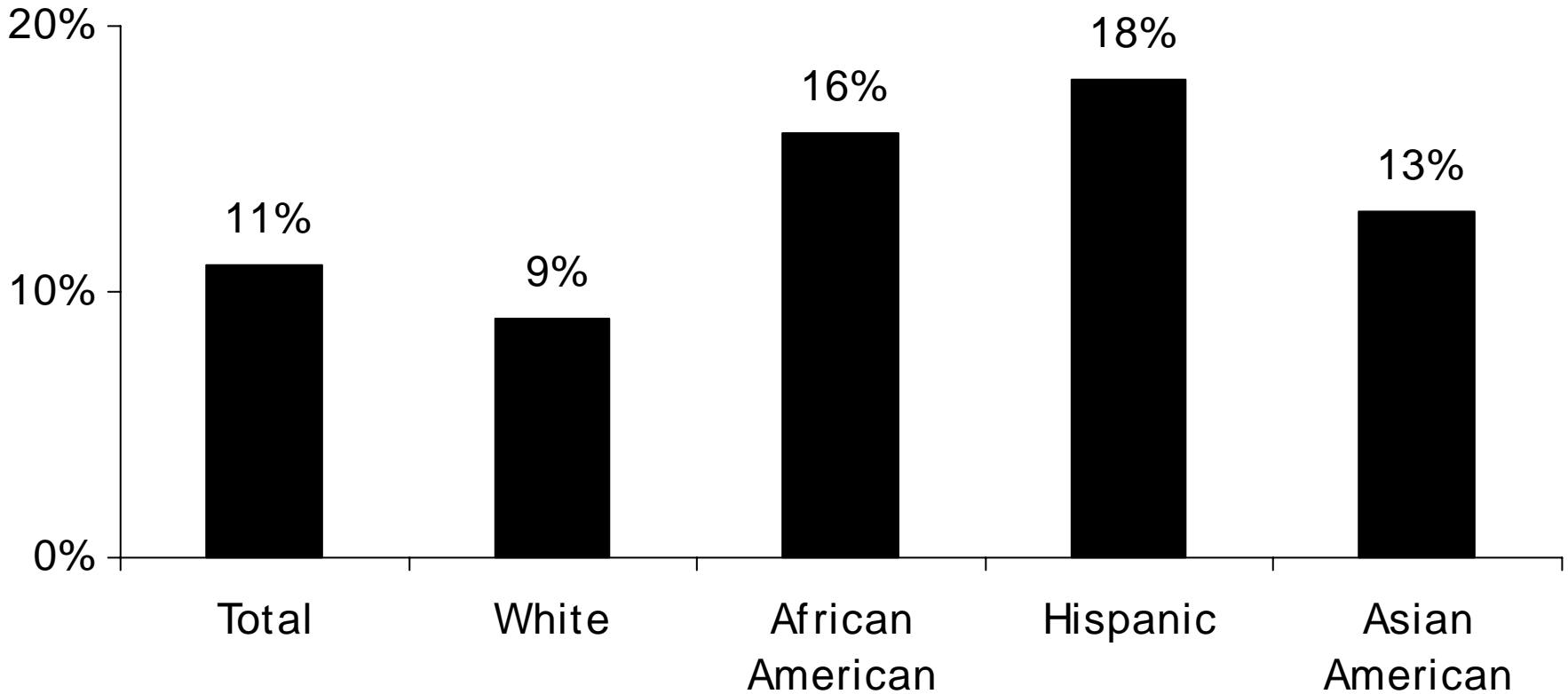
Minorities Believe They Would Receive Better Health Care If They Were of a Different Race and/or Ethnicity



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Hispanics and African Americans More Likely to Feel Treated with Disrespect

Percent of adults who felt they were treated with disrespect*

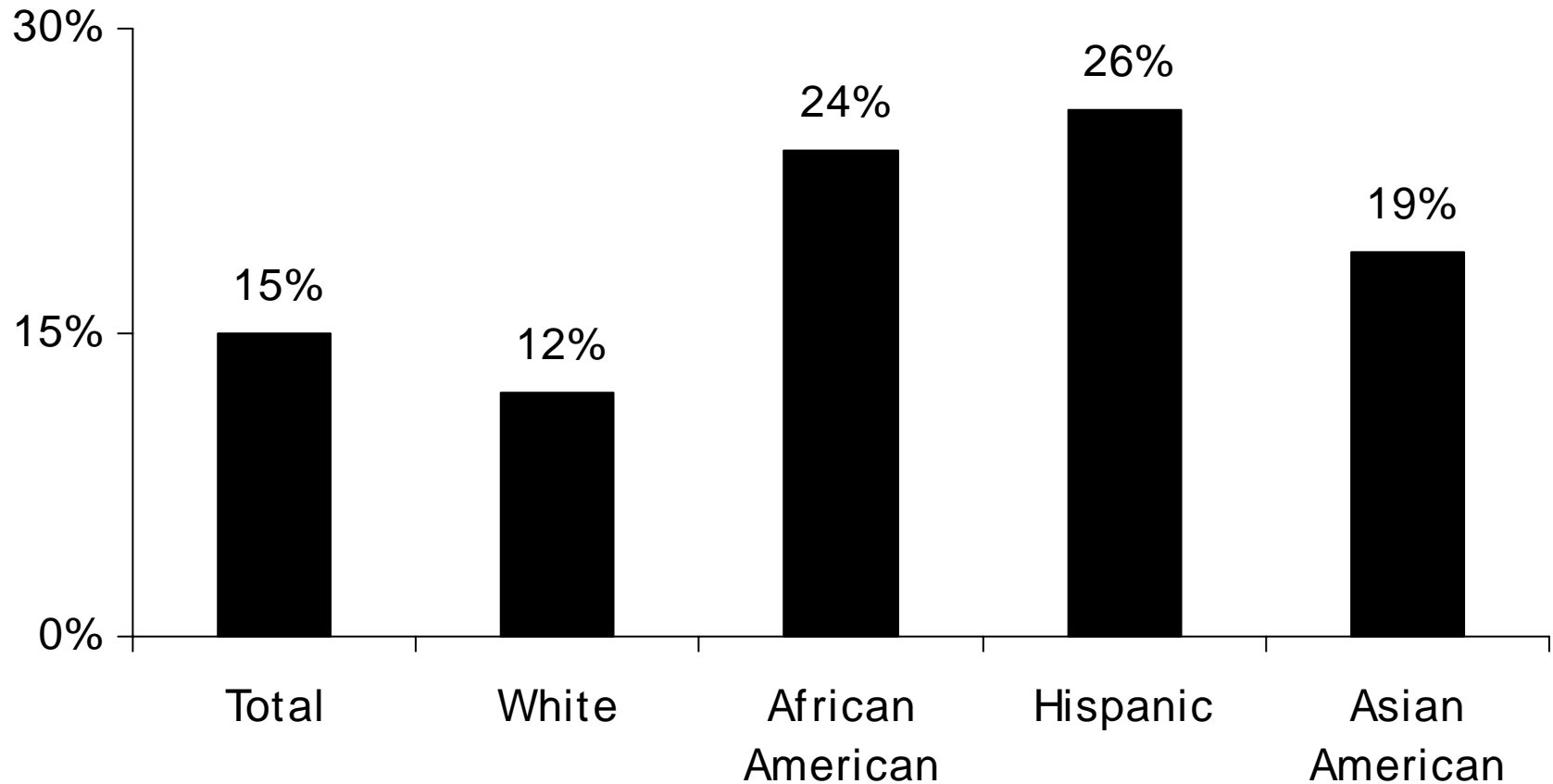


* Felt disrespected because of ability to pay, to speak English, or of their race/ethnicity.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minorities More Likely to Feel that Staying Healthy Is a Matter of Luck

Percent of adults who strongly agree that “staying healthy is a matter of luck”



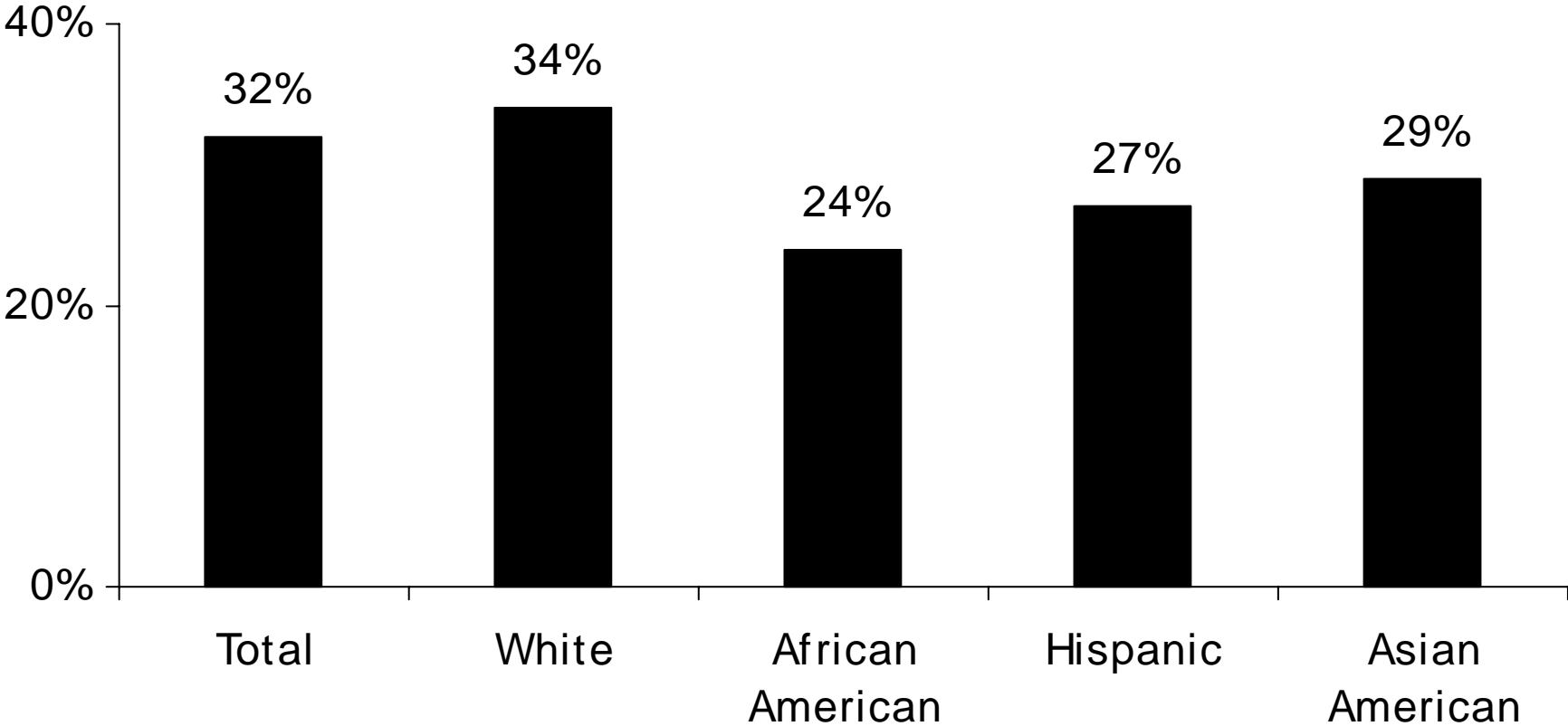
Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Use of Language Interpretation Services

Of those who need interpreter, percent who always or usually get interpreter	48%
With interpreter's help, fully understood what doctor was saying	70%
Usual interpreter:	
Staff person	53%
Family or friend	43%
Trained medical interpreter	1%
Person usually available	74%

Use of Alternative Care

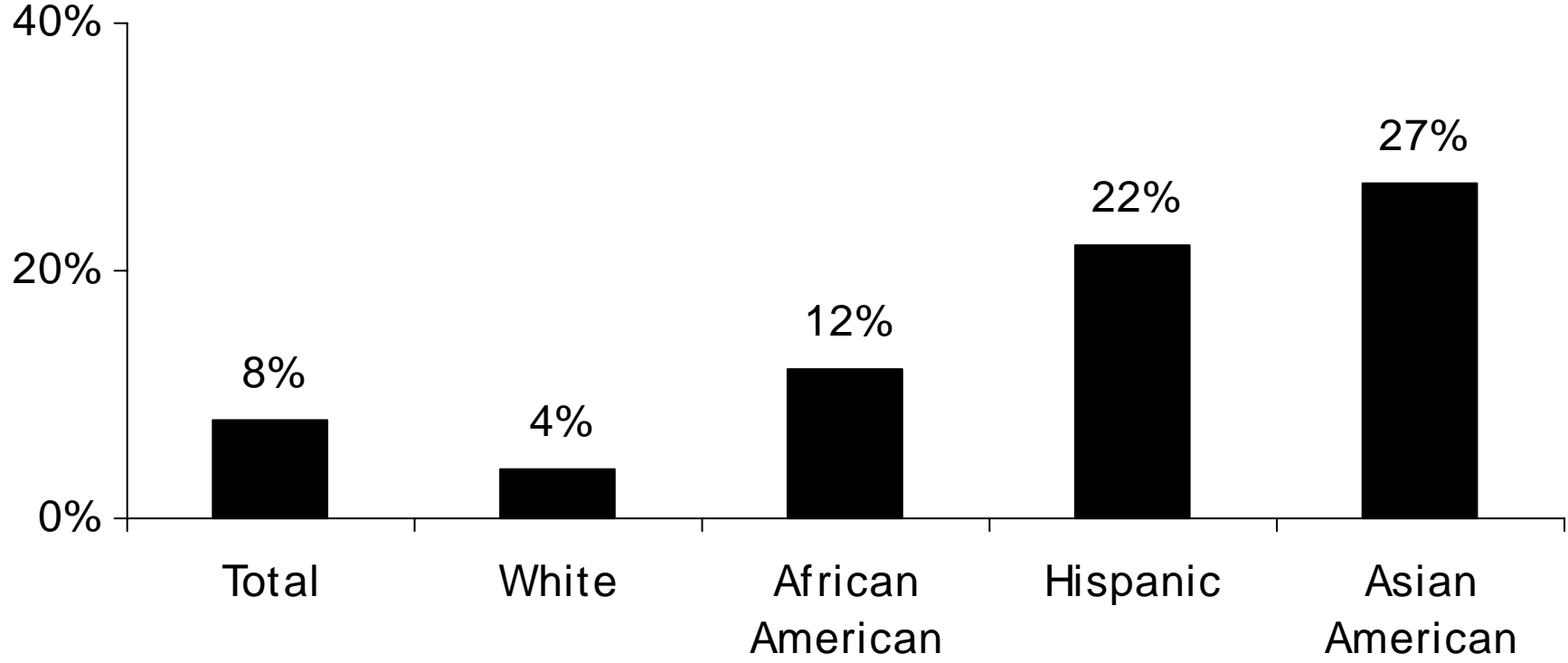
Percent reporting use of alternative care*



* Used herbal medicine, acupuncture, chiropractor, and/or traditional healer in past two years.

Percent Who Say Cultural/Religious Beliefs Are a Reason for Use of Alternative Care

Percent who use alternative care* for cultural/religious reasons



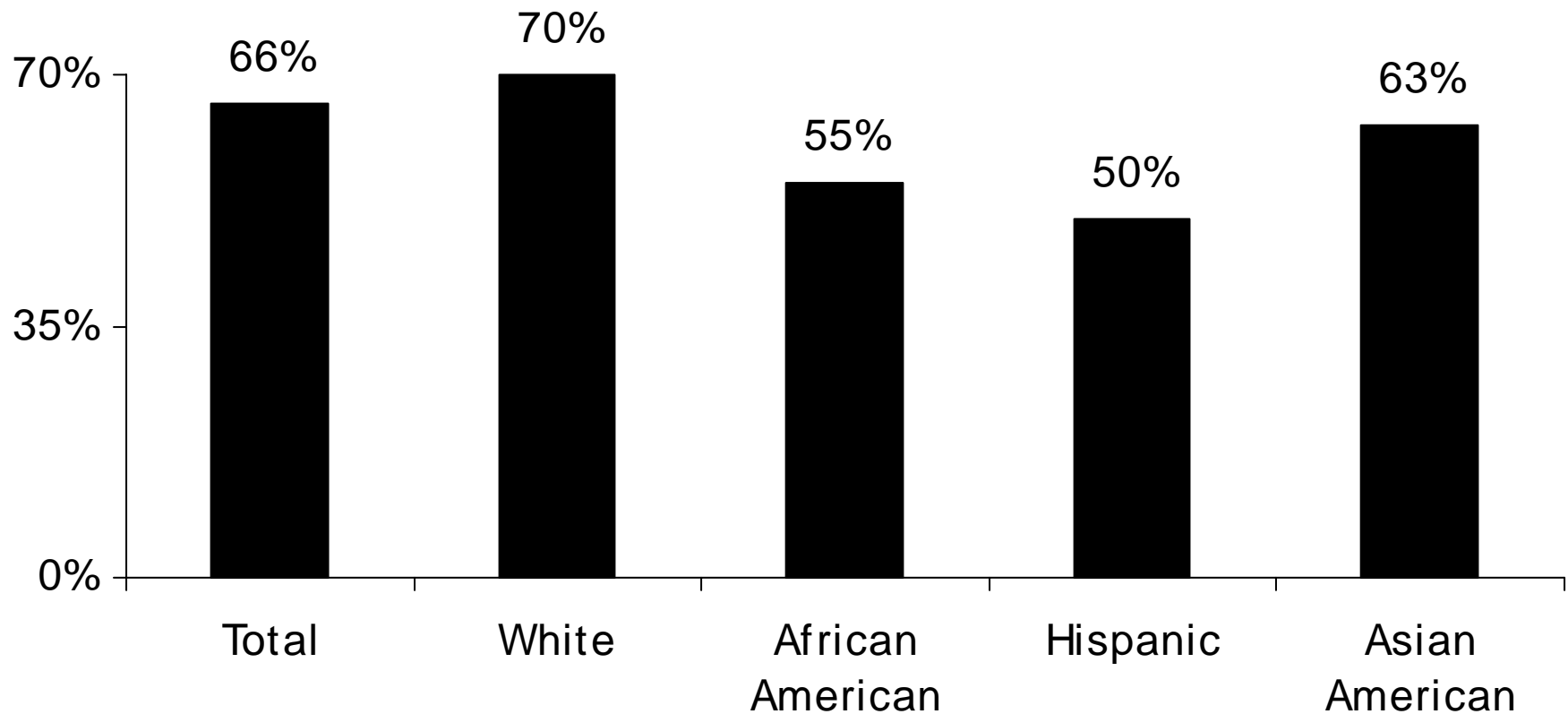
Base: Those using any alternative care in past two years.

* Used herbal medicine, acupuncture, chiropractor, and/or traditional healer.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minority Patients Less Likely to Inform Doctor of Use of Alternative Care

Percent who told doctor about use of alternative care*



Base: Those using any alternative care in past two years.

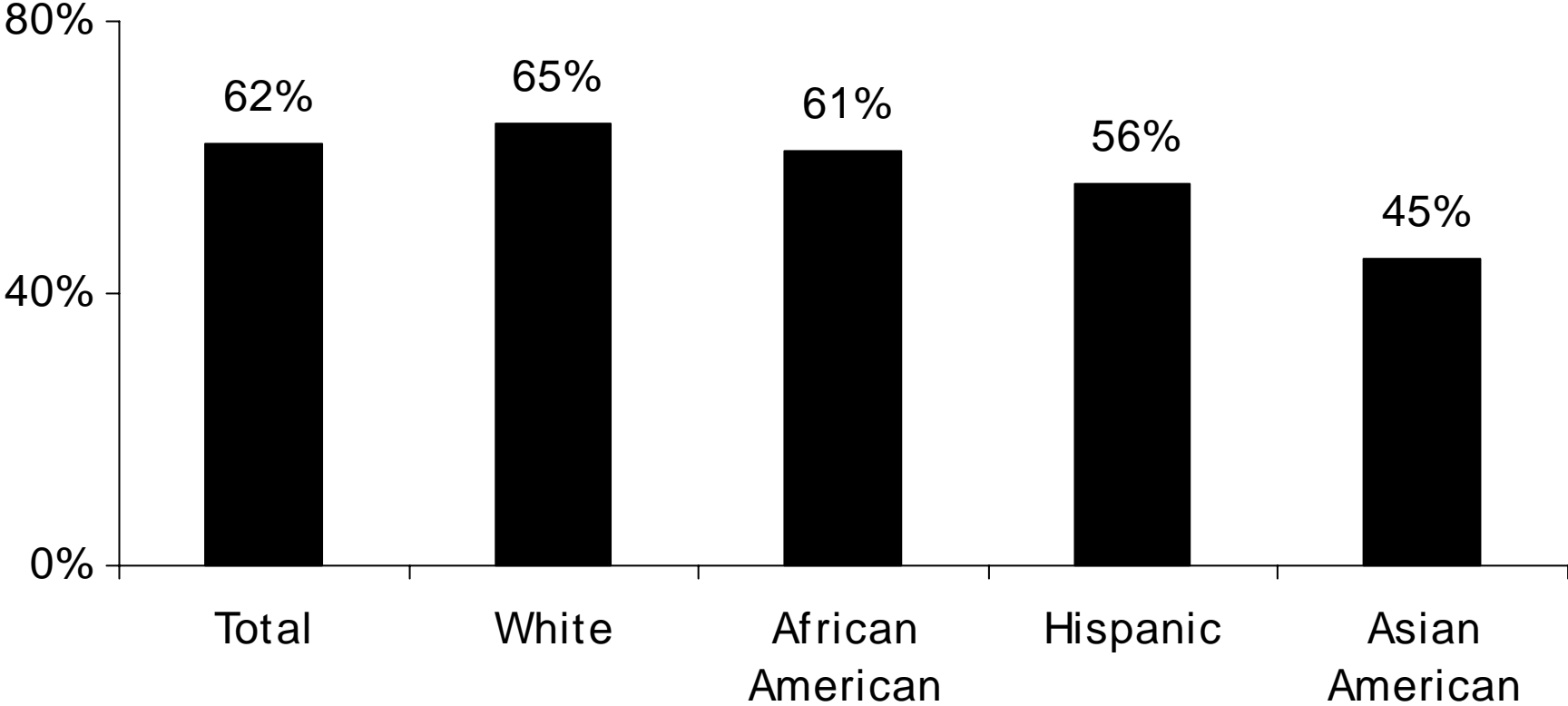
* Used herbal medicine, acupuncture, chiropractor, and/or traditional healer.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Quality of Clinical Care for Minority Populations

Satisfaction with Quality of Health Care

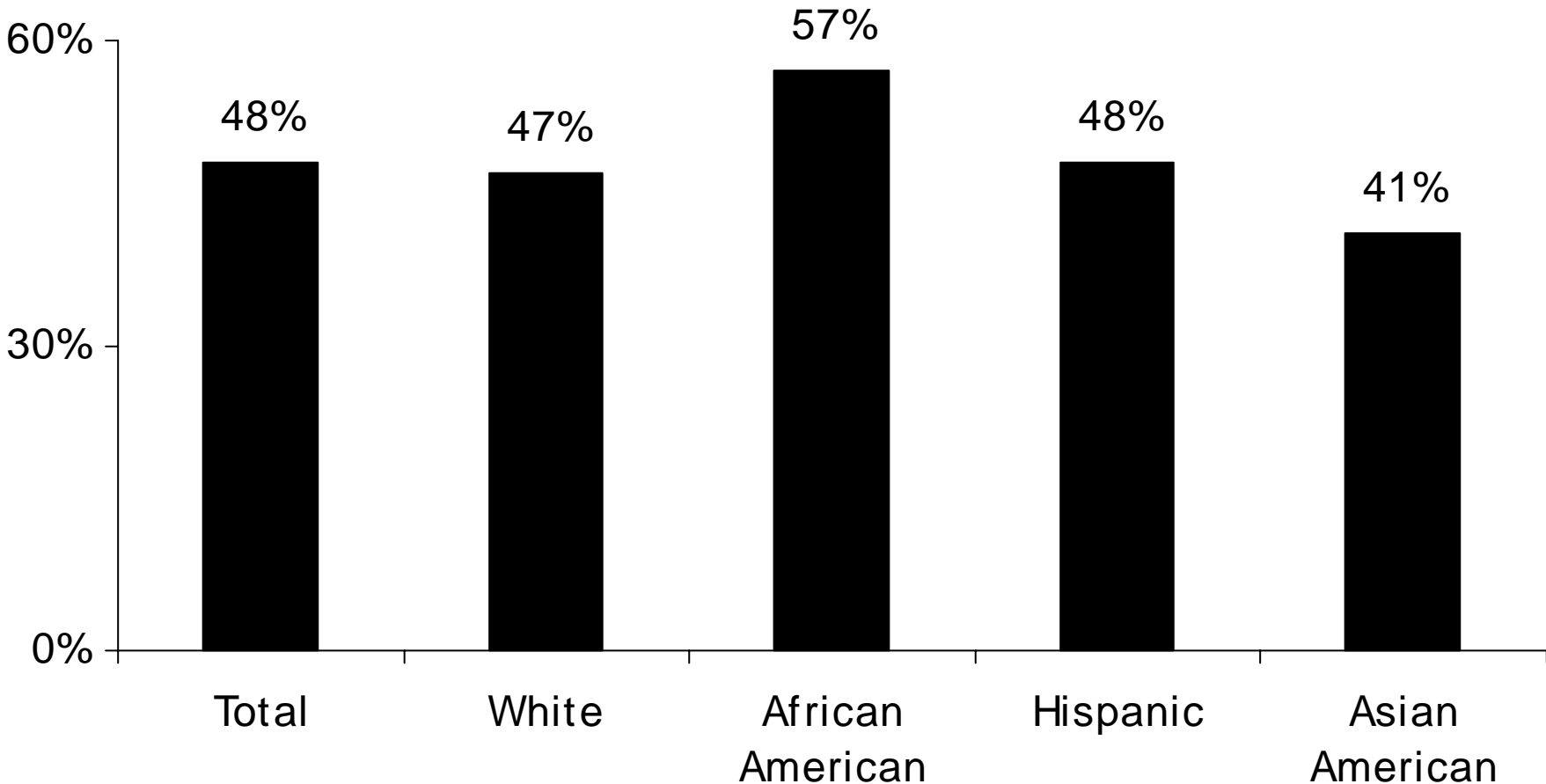
Percent of adults “very satisfied” in past two years



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Physical Exam in Past Year, by Race/Ethnicity

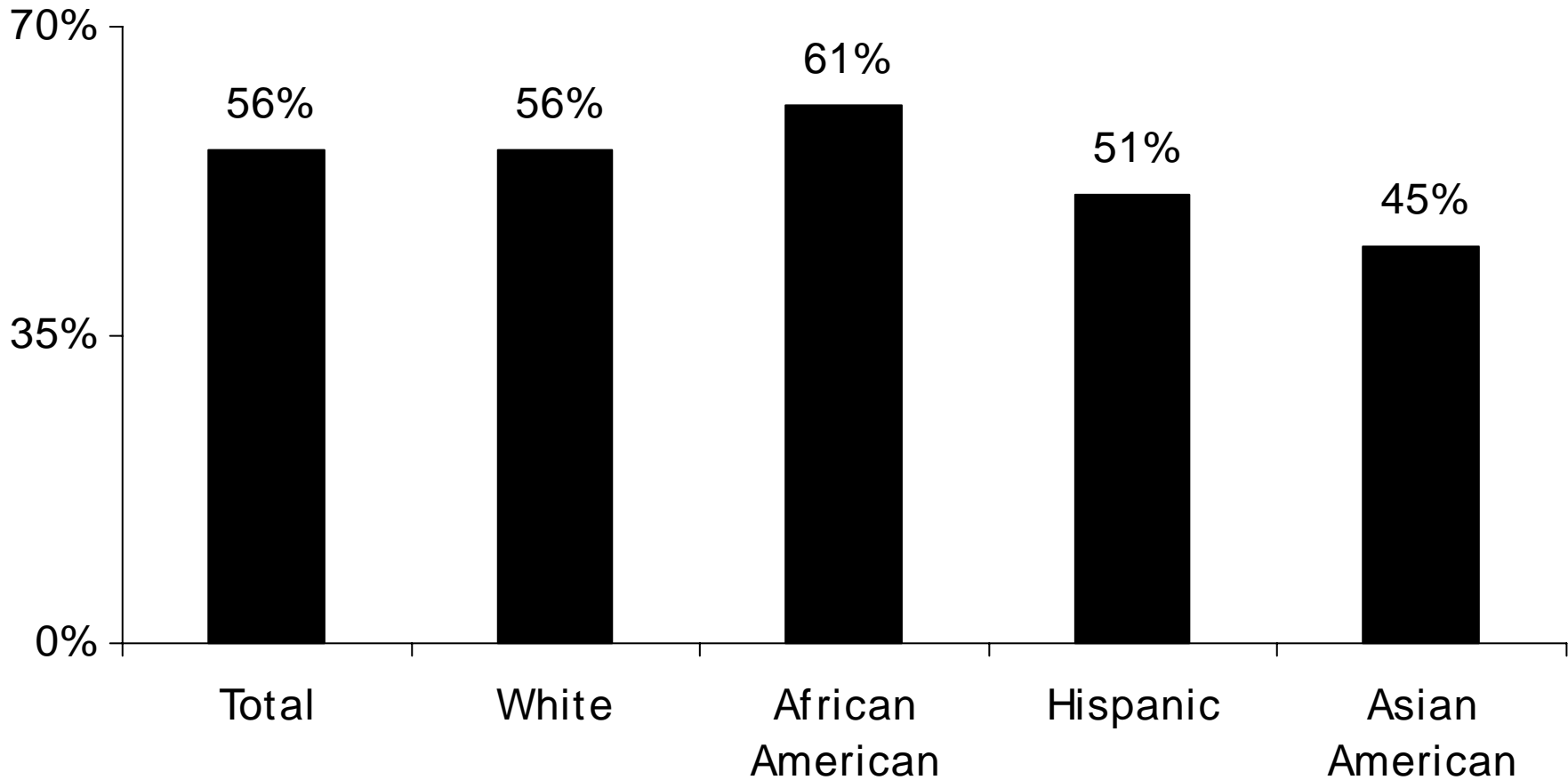
Percent of adults receiving exam



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Older Adults with Physical Exam in Past Year

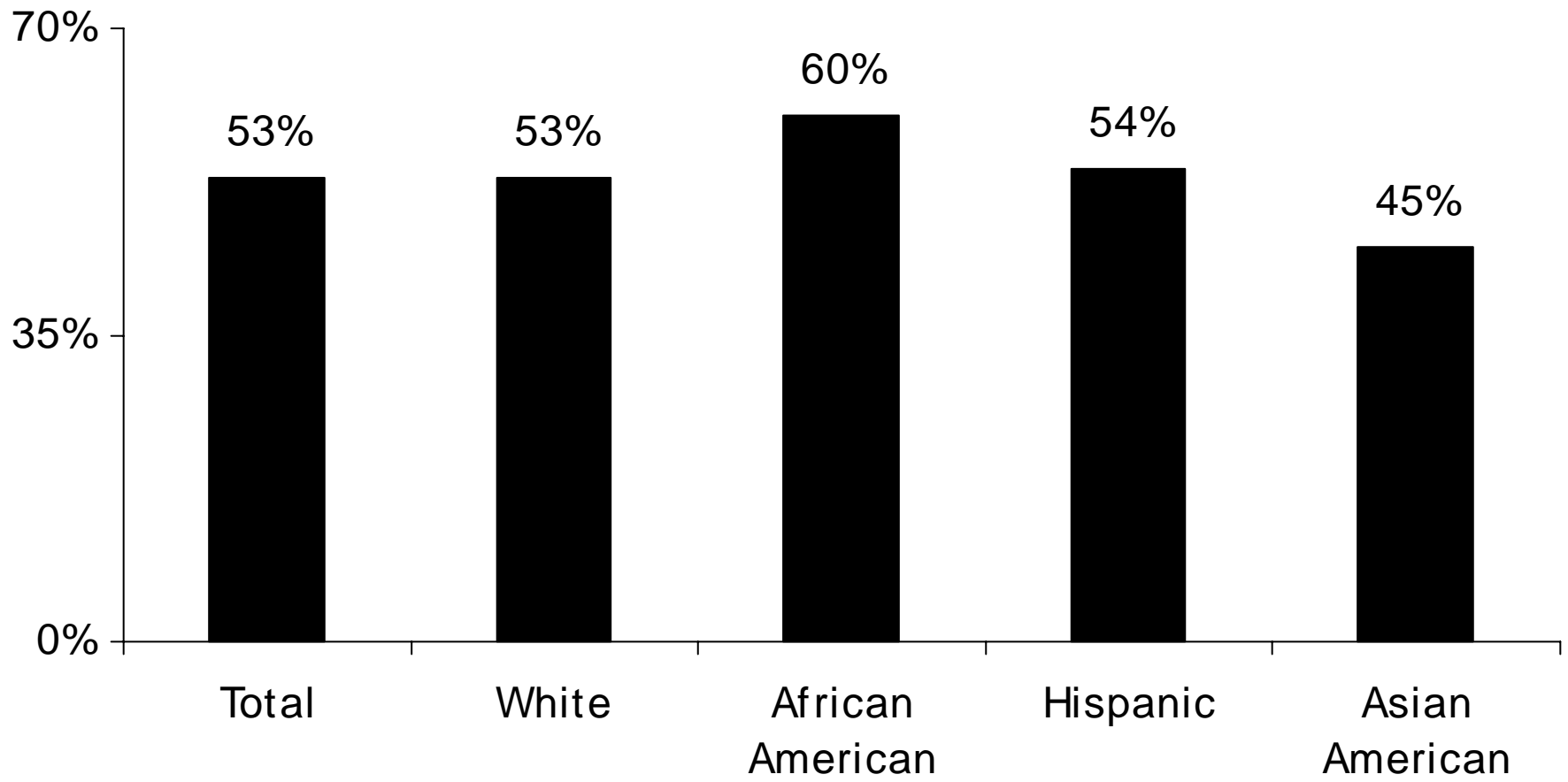
Percent of adults over 50 receiving exam



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Pap Test in Past Year, by Race/Ethnicity

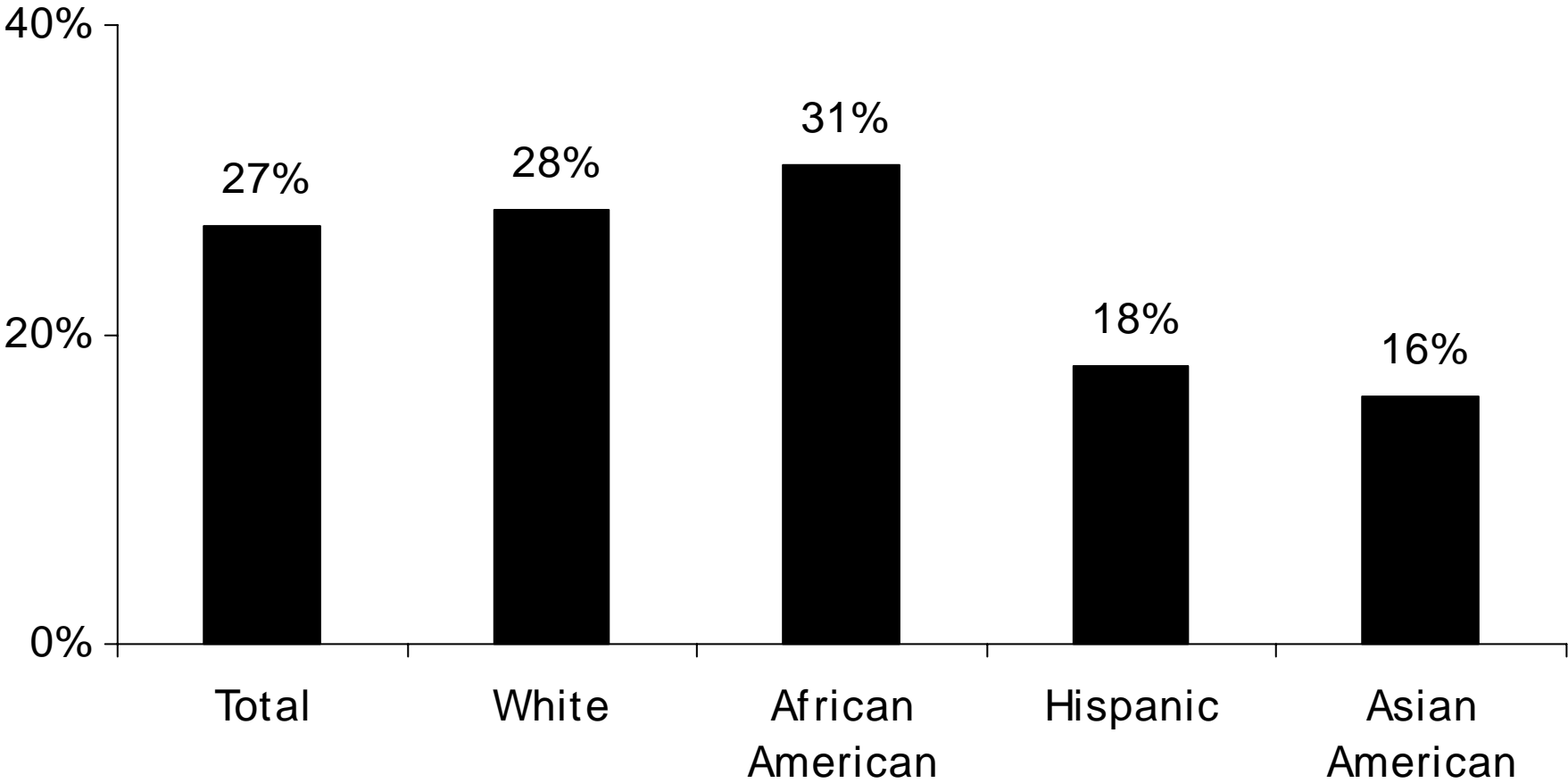
Percent of women who received Pap test in past year



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Colon Cancer Screening in Past Year

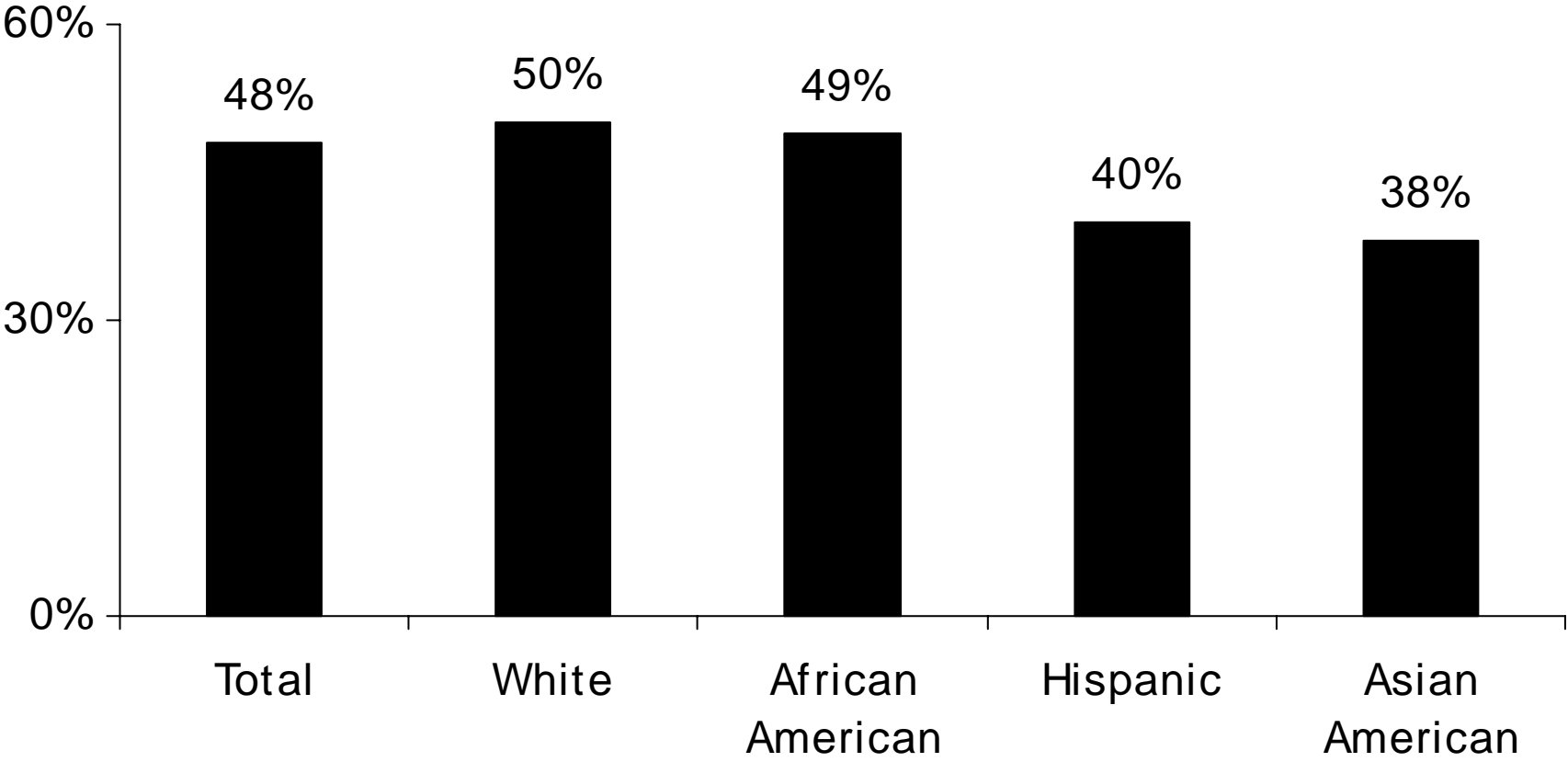
Percent of adults 50 and older receiving colon cancer screening in past year



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Prostate Cancer Screening in Past Year, by Race/Ethnicity

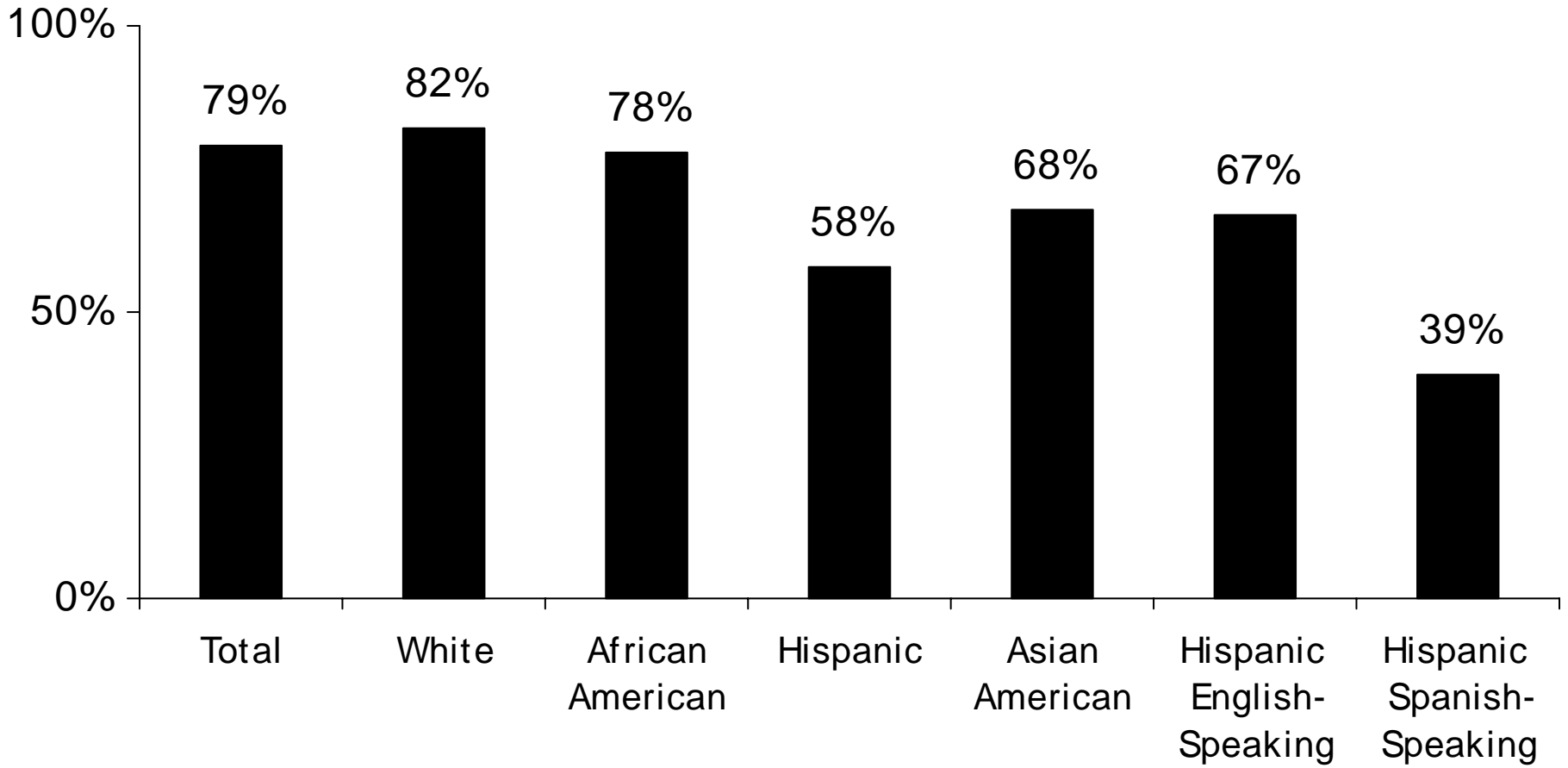
Percent of men 40 and older receiving prostate cancer screening in past year



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Smoking Cessation Counseling

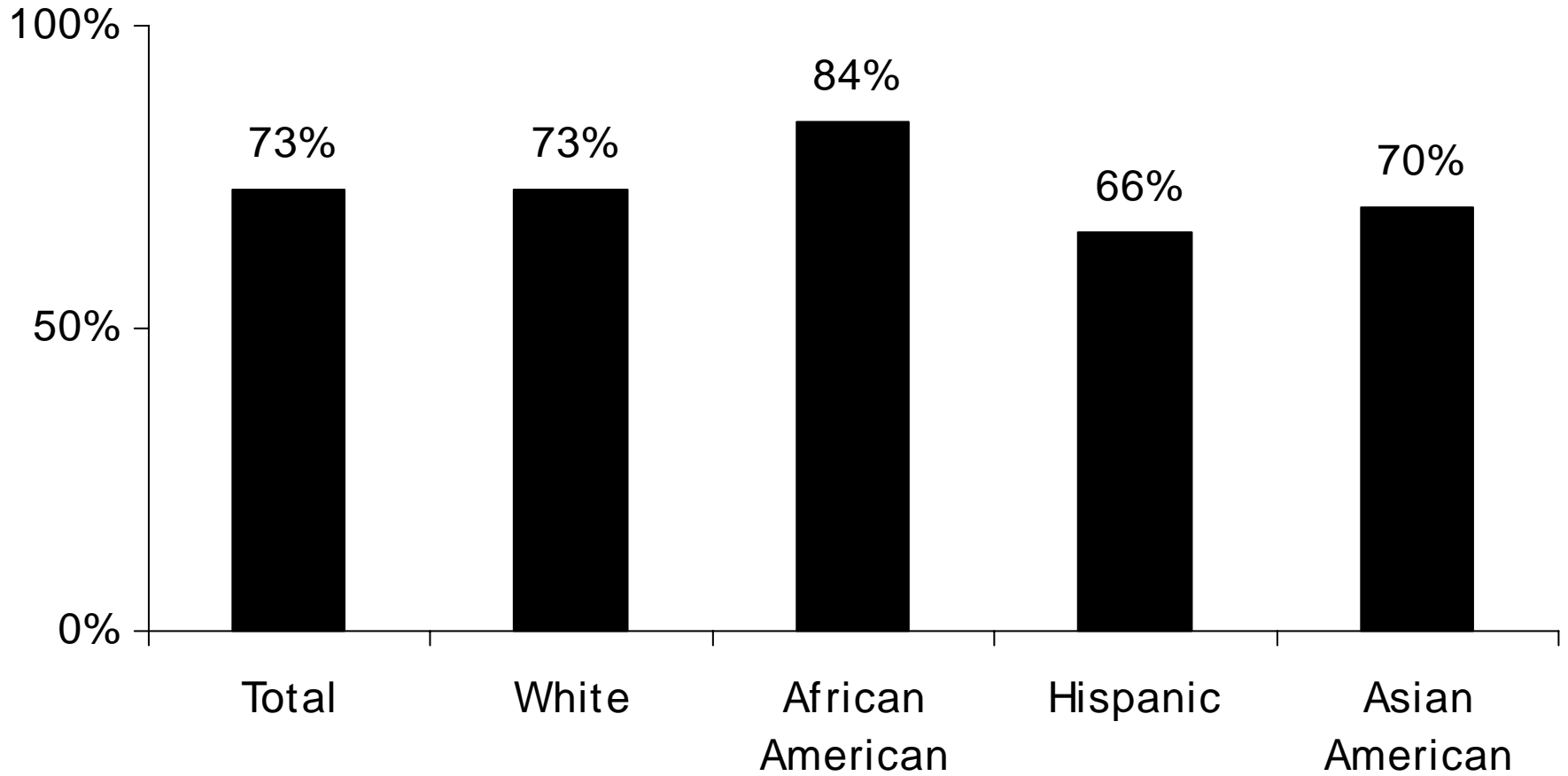
Percent of current smokers counseled by physician to quit



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Eye Screening for Diabetic Patients

Percent of respondents with diabetes, eye exam in past year

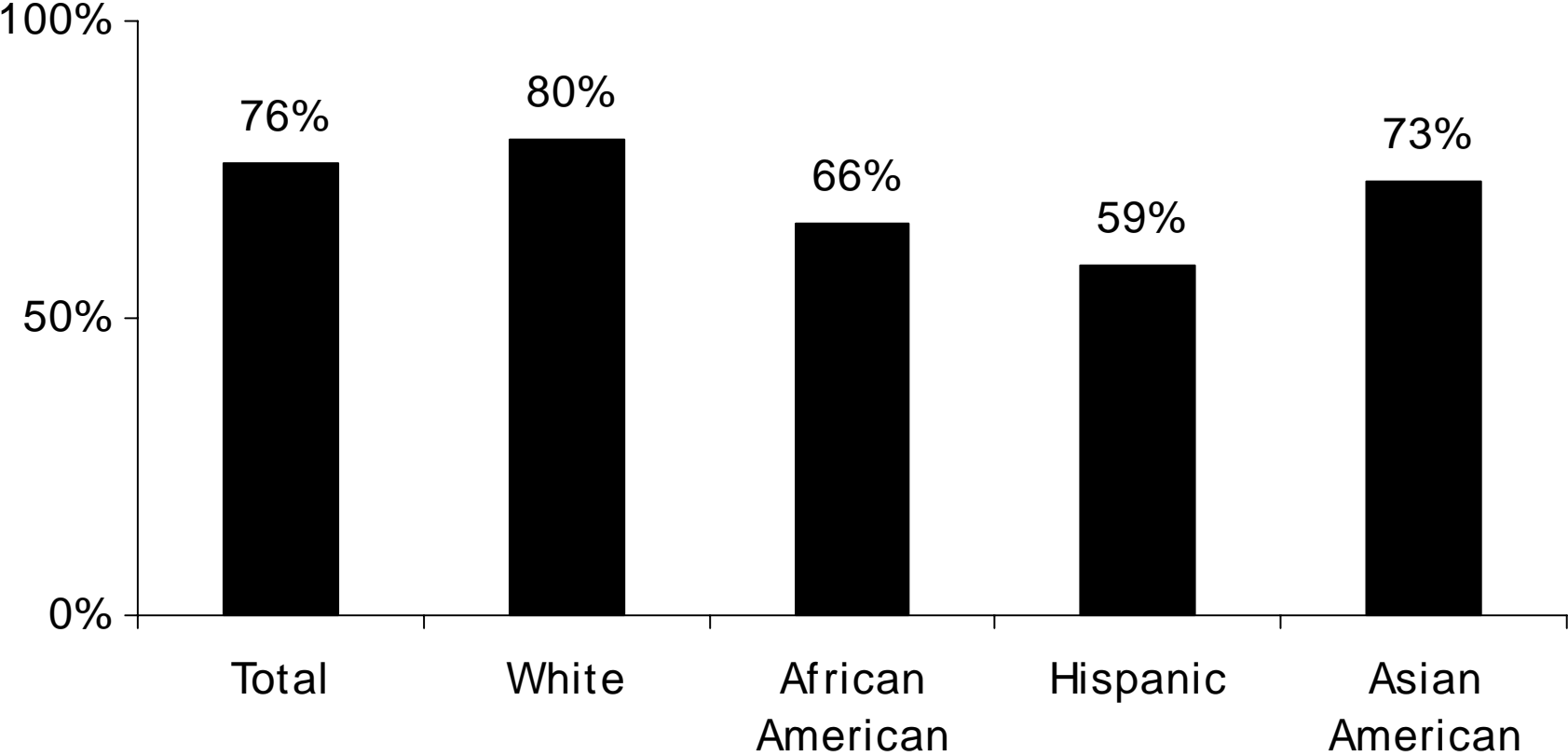


Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Access to Health Care

Minorities Less Likely to Receive Care at a Doctor's Office

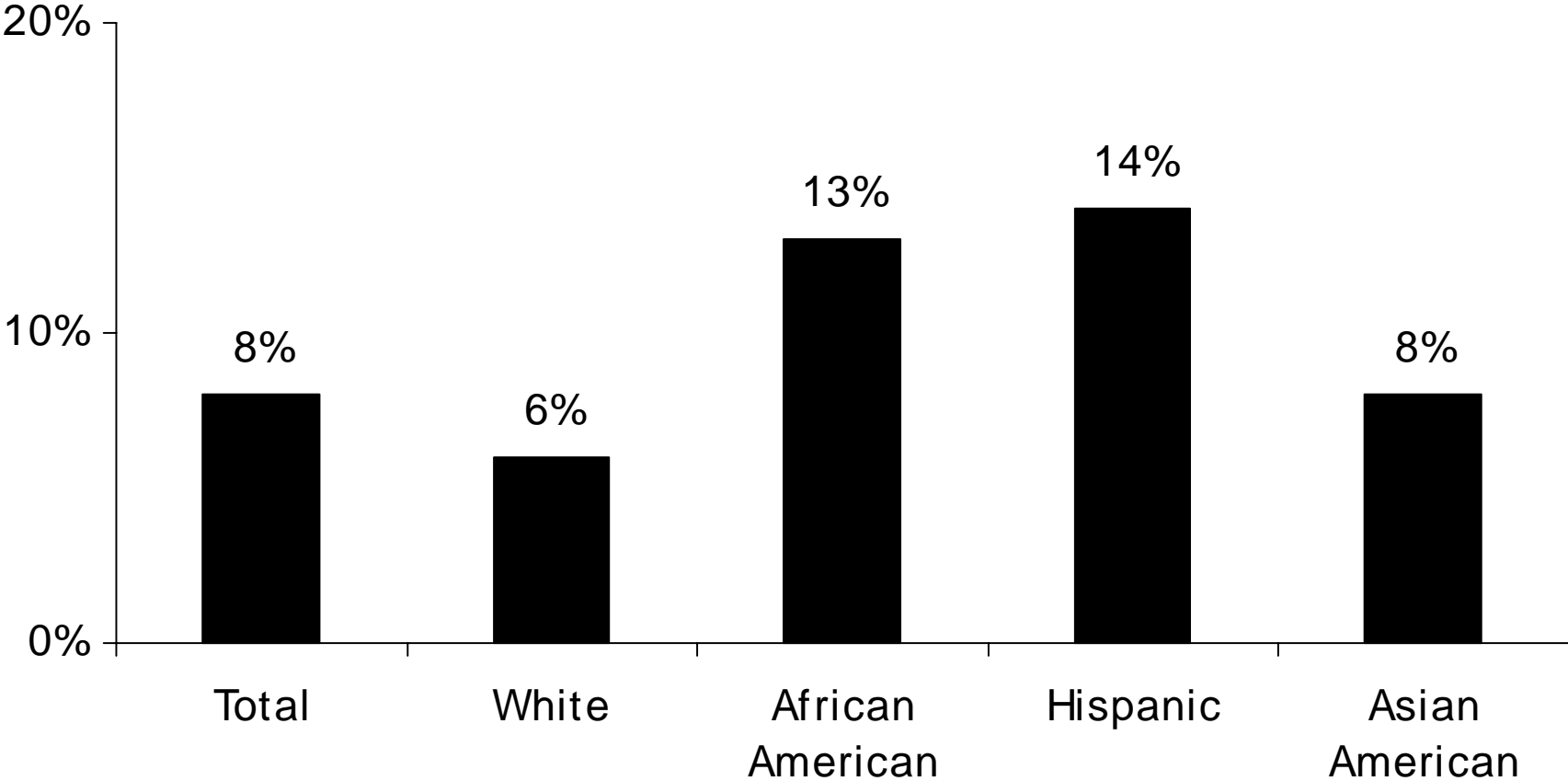
Percent of adults reporting doctor's office as regular source of care



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

African Americans and Hispanics More Likely to Have No Regular Source of Care

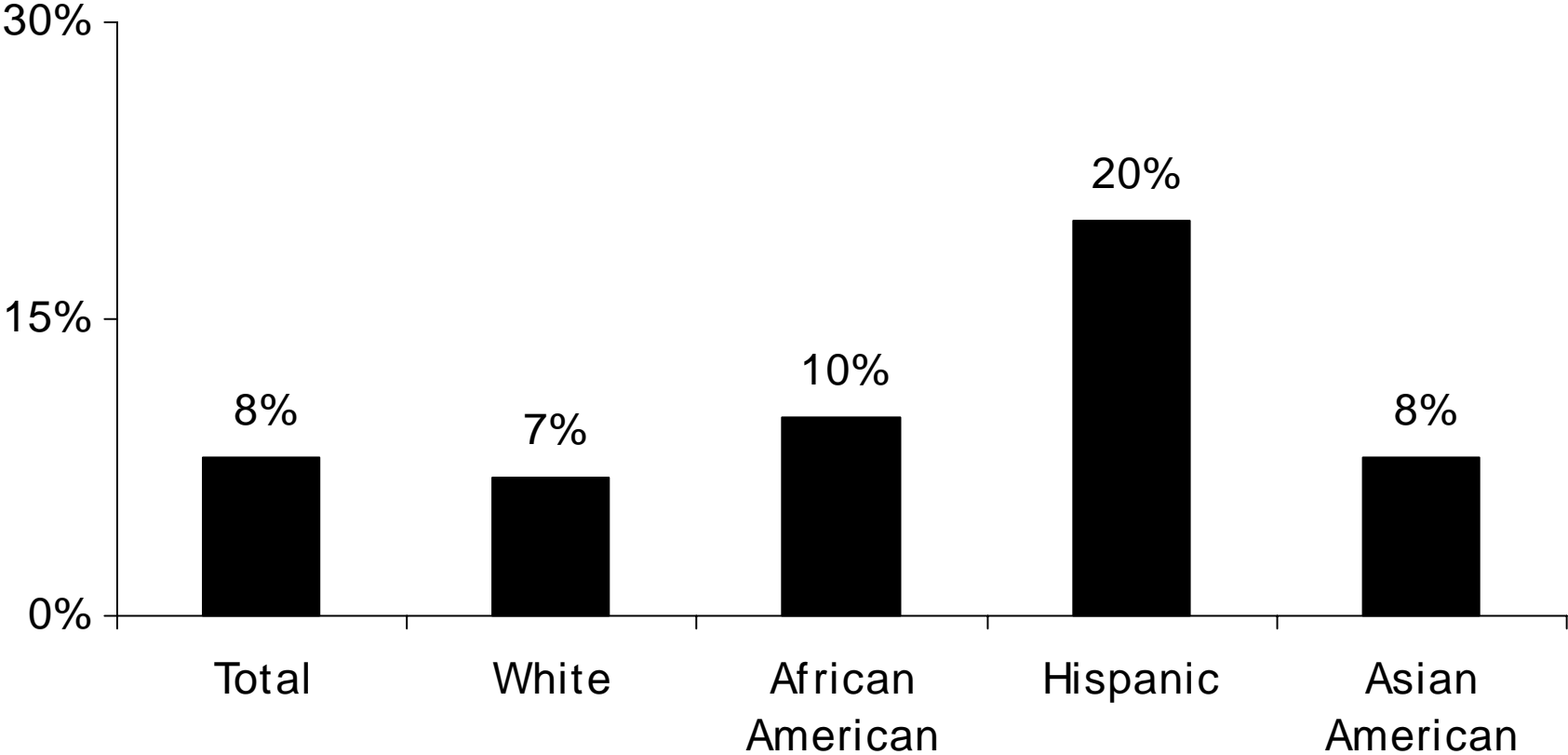
Percent of adults reporting emergency room or none as regular source of care



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

One of Five Hispanics Names Community Health Center as Regular Source of Care

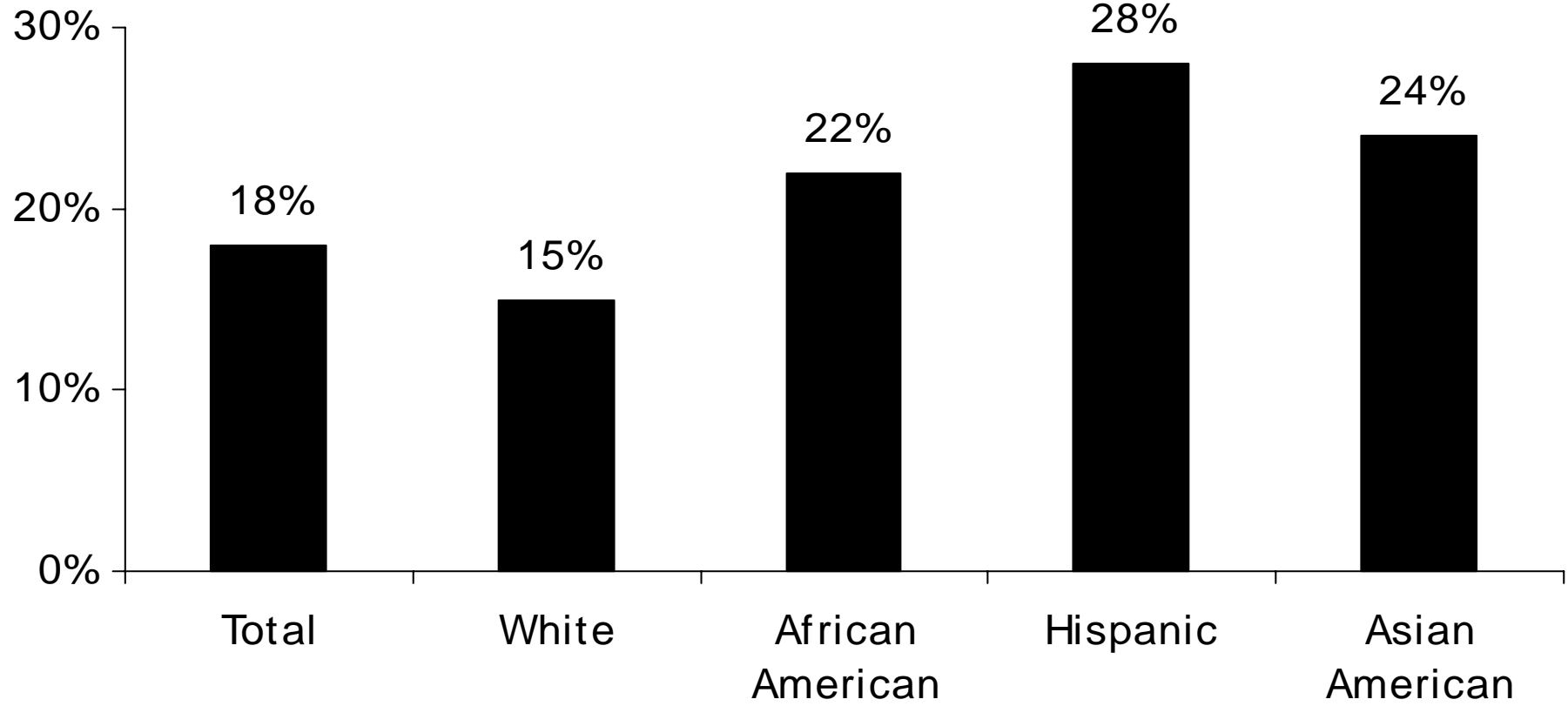
Percent of adults reporting community health center as regular source of care



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minority Americans Report Less Choice in Where to Go for Medical Care

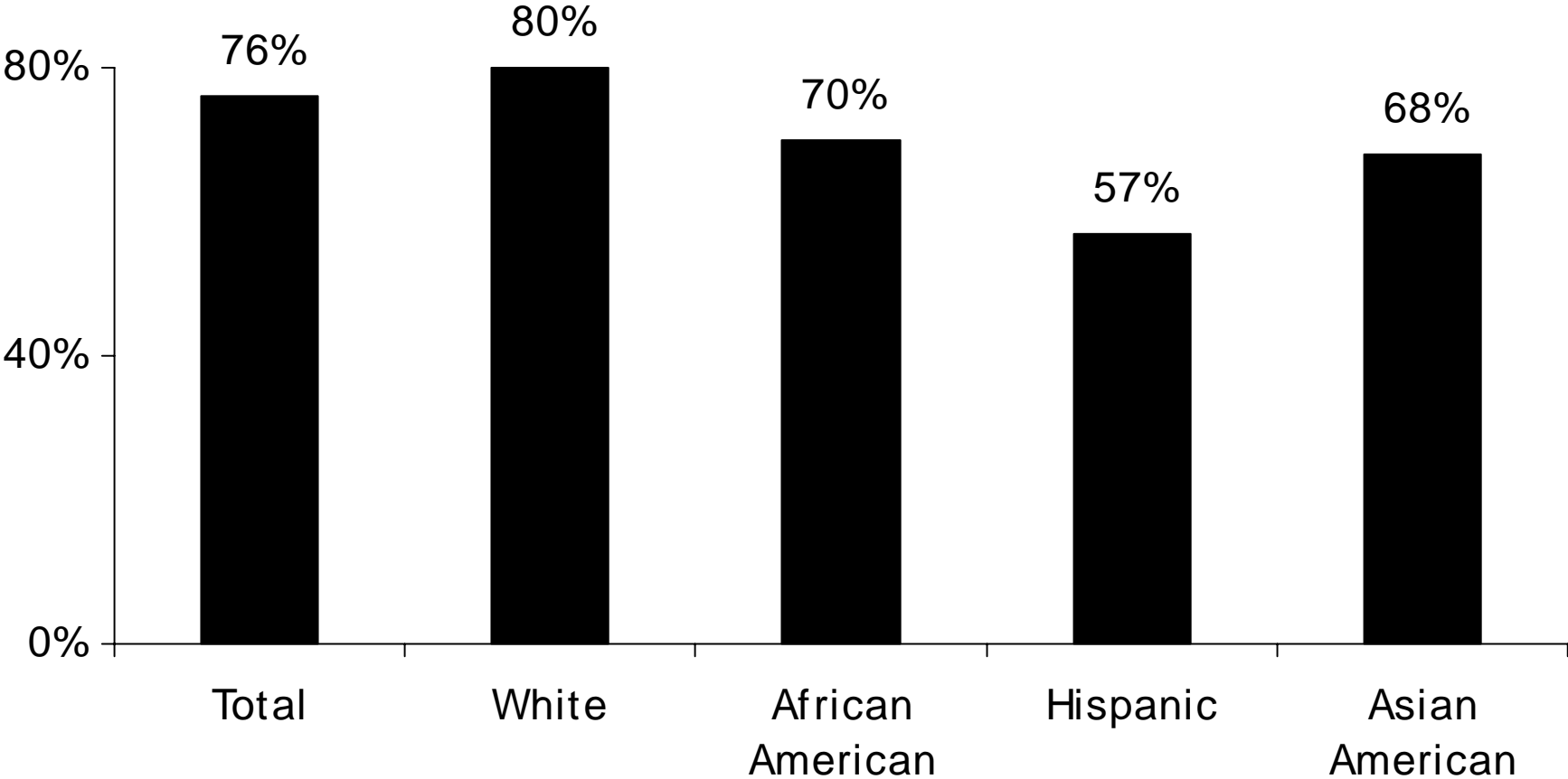
Percent of adults reporting “very little” or “no” choice



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minority Americans Are Less Likely to Have a Regular Doctor

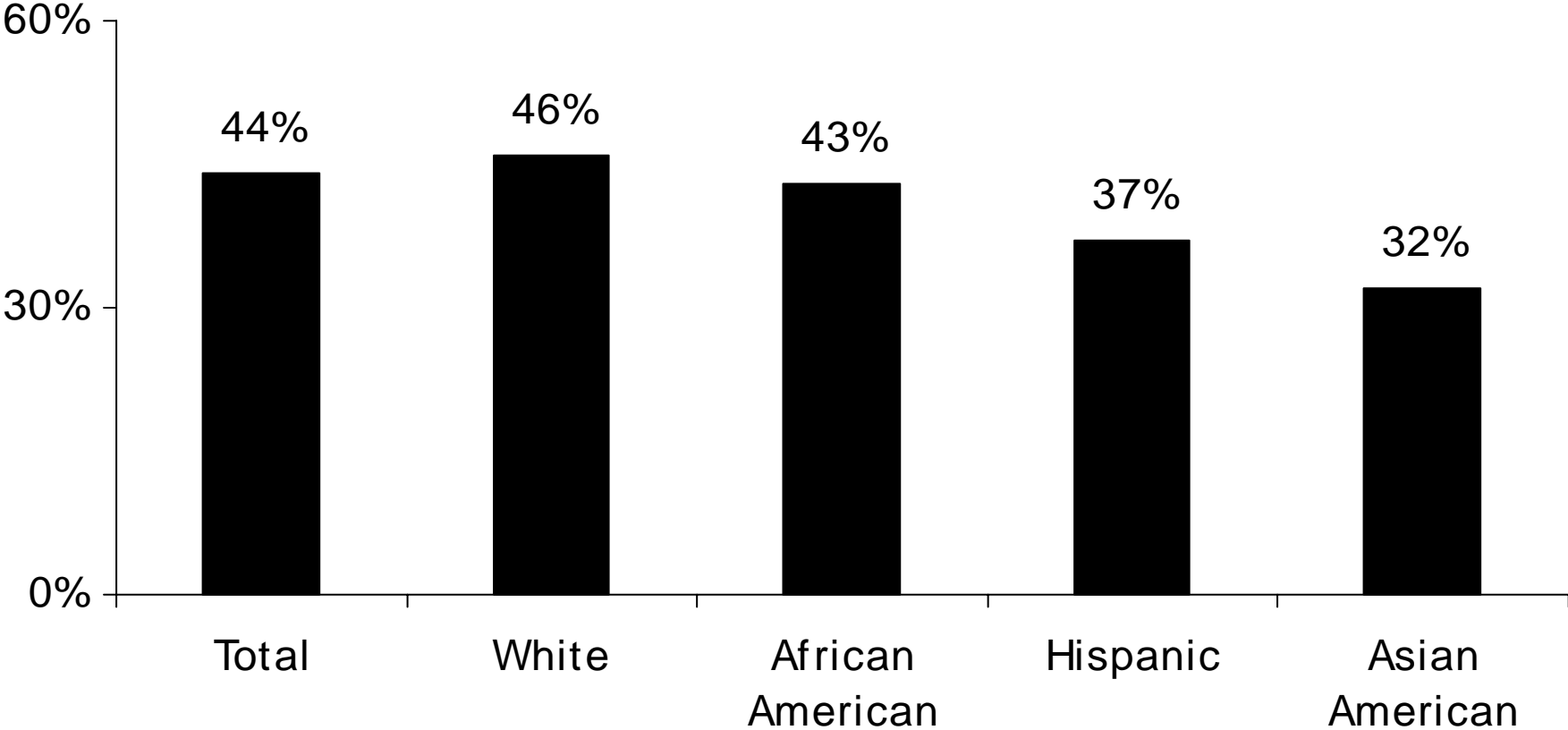
Percent of adults with a regular doctor



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Less Than Half of Respondents Have Had the Same Doctor for More Than Five Years

Percent of adults with same doctor for more than five years

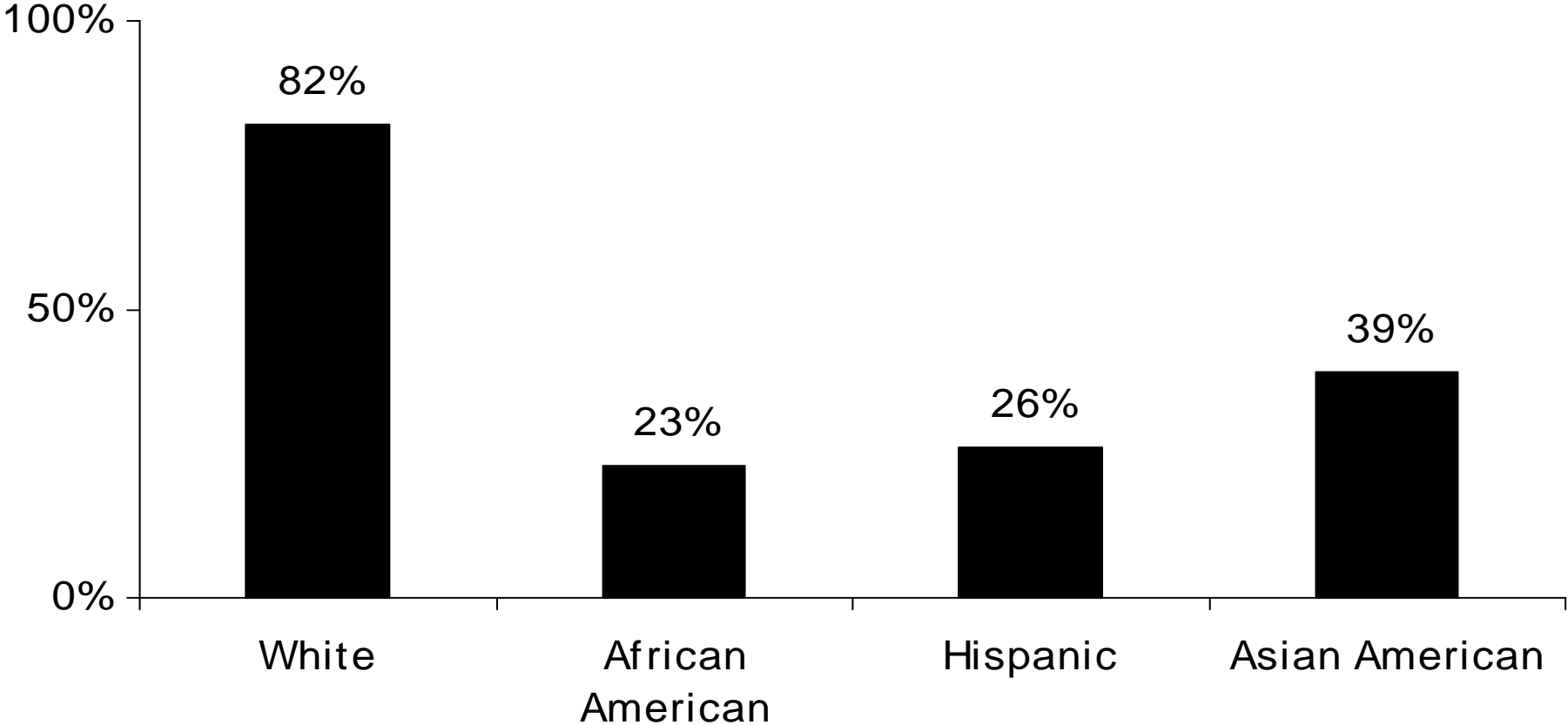


Base: Adults with a regular doctor.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Whites and Asian Americans Most Likely to Have Regular Physician of the Same Race

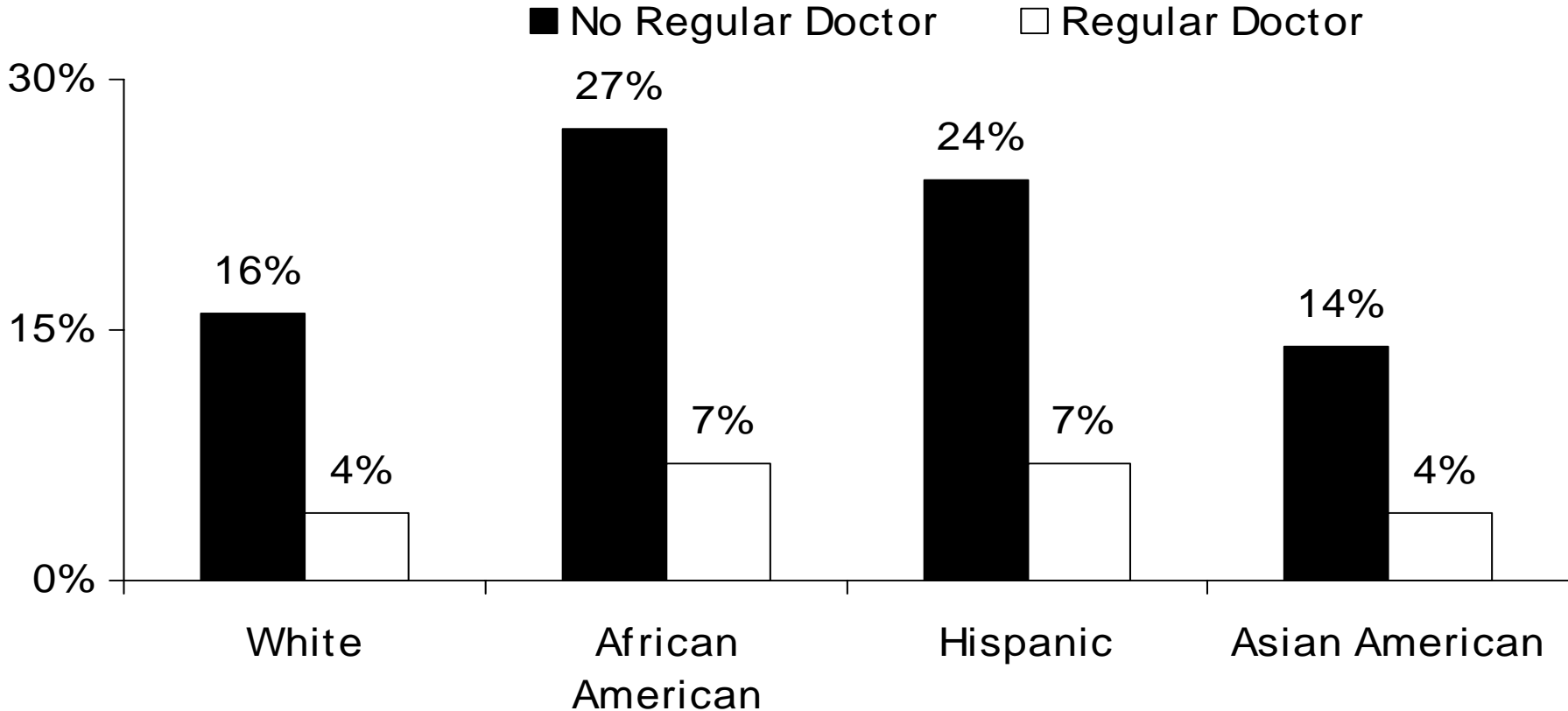
Percent of respondents with physician of same race/ethnicity



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minorities Without a Regular Doctor More Likely to Use Emergency Room for Care

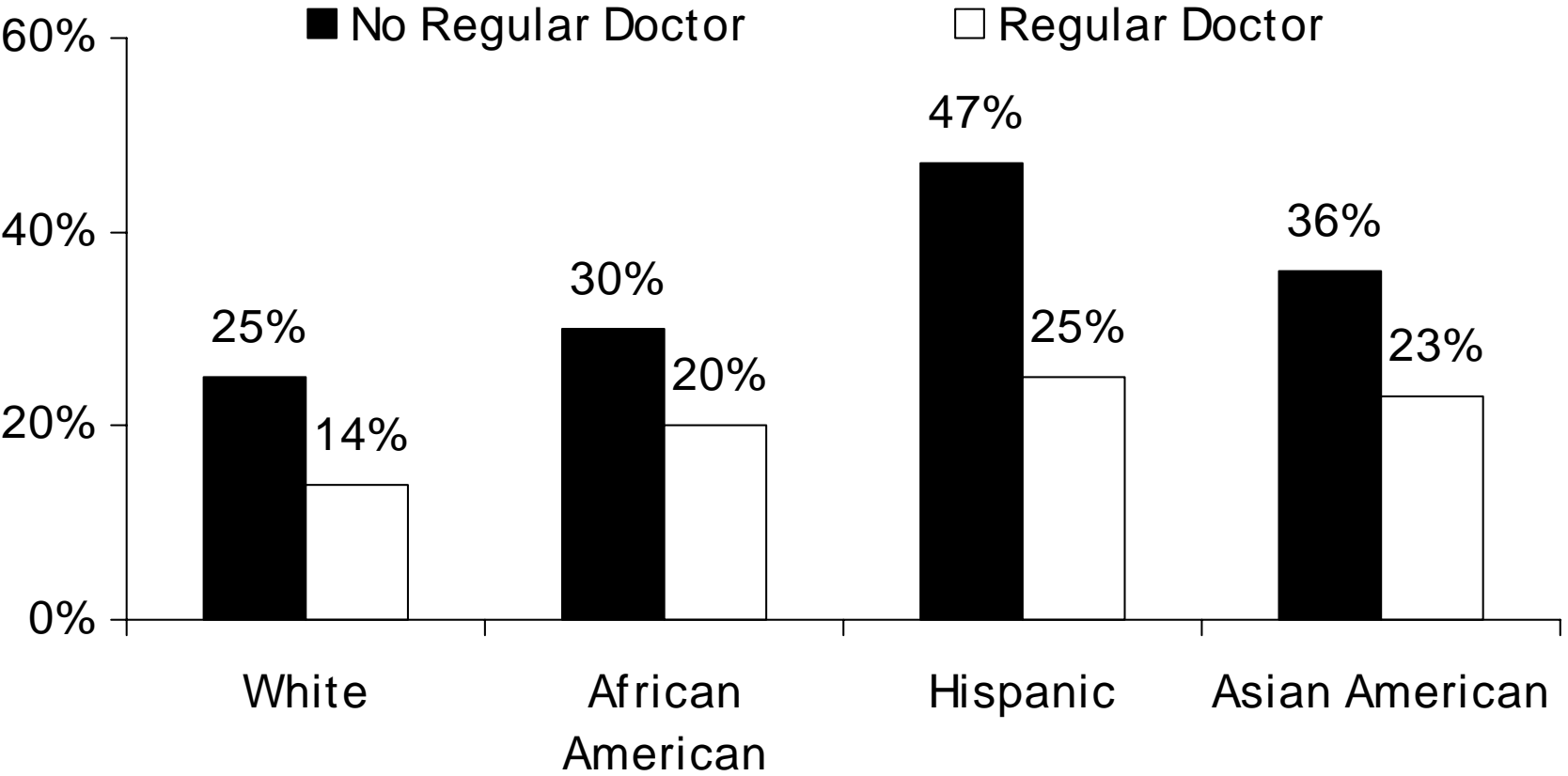
Percent reporting emergency room or no regular place of care



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Adults with No Regular Doctor Report More Communication Problems with Their Physicians

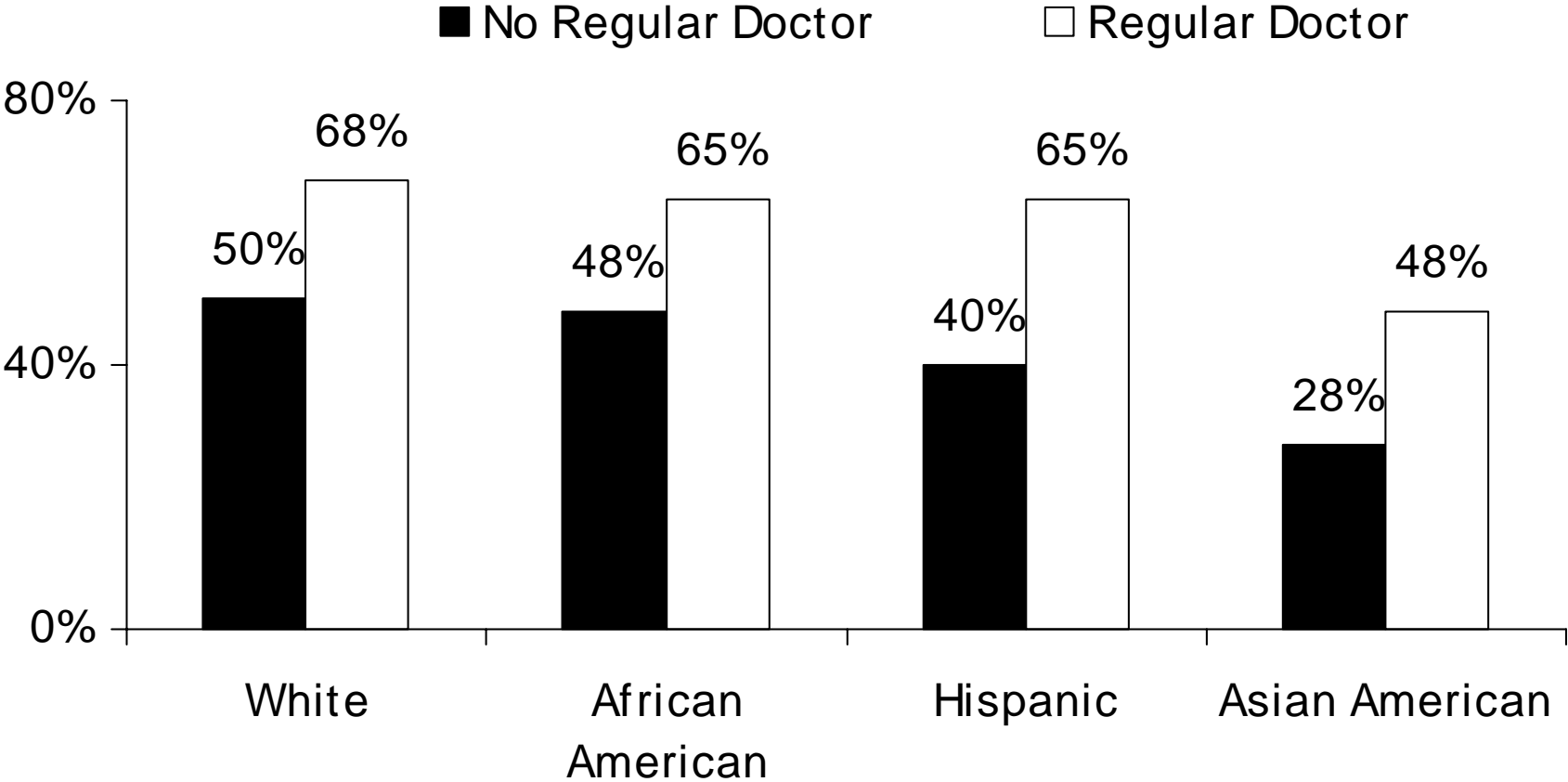
Percent of adults reporting one or more communication problems



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Adults with Regular Doctors More Satisfied with the Quality of Their Health Care

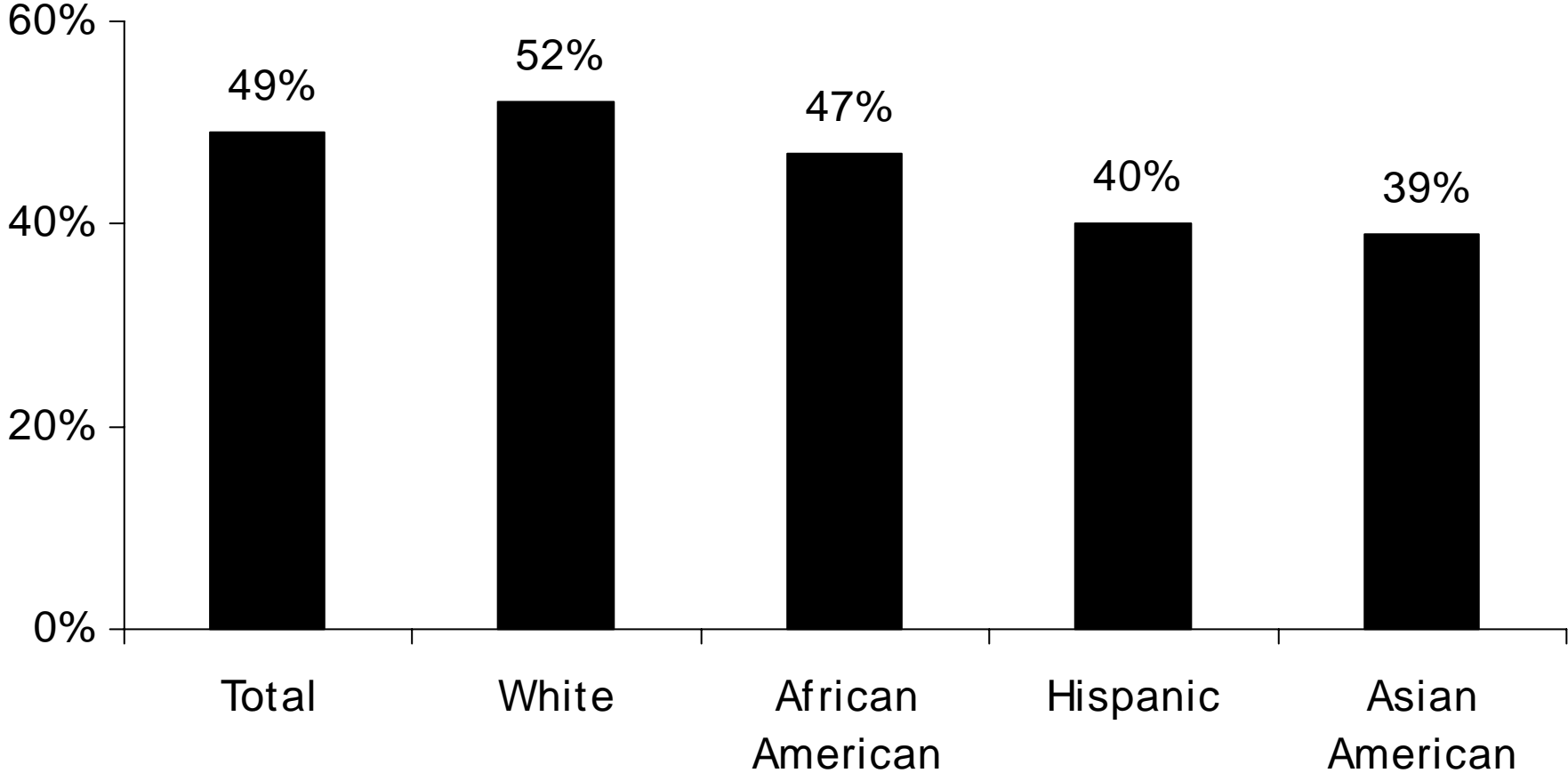
Percent of adults very satisfied with quality of health care in past two years



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Minorities Are Less Confident They Will Receive Good-Quality Health Care in the Future

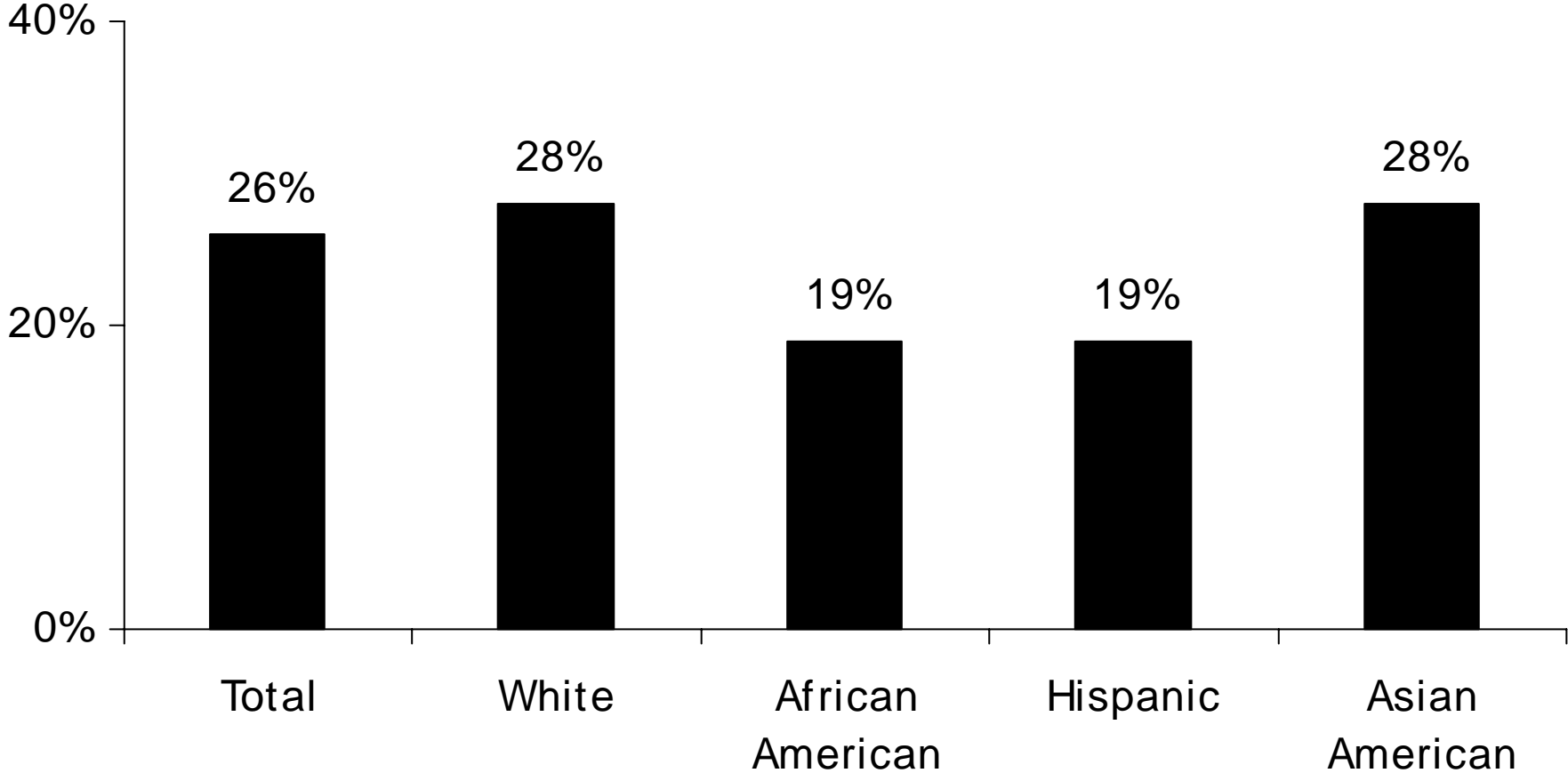
Percent of adults very confident they can get good-quality care in future



Source: The Commonwealth Fund 2001 Health Care Quality Survey.

African Americans and Hispanics Report Less Use of Internet for Health Information

Percent using Internet often to obtain health information

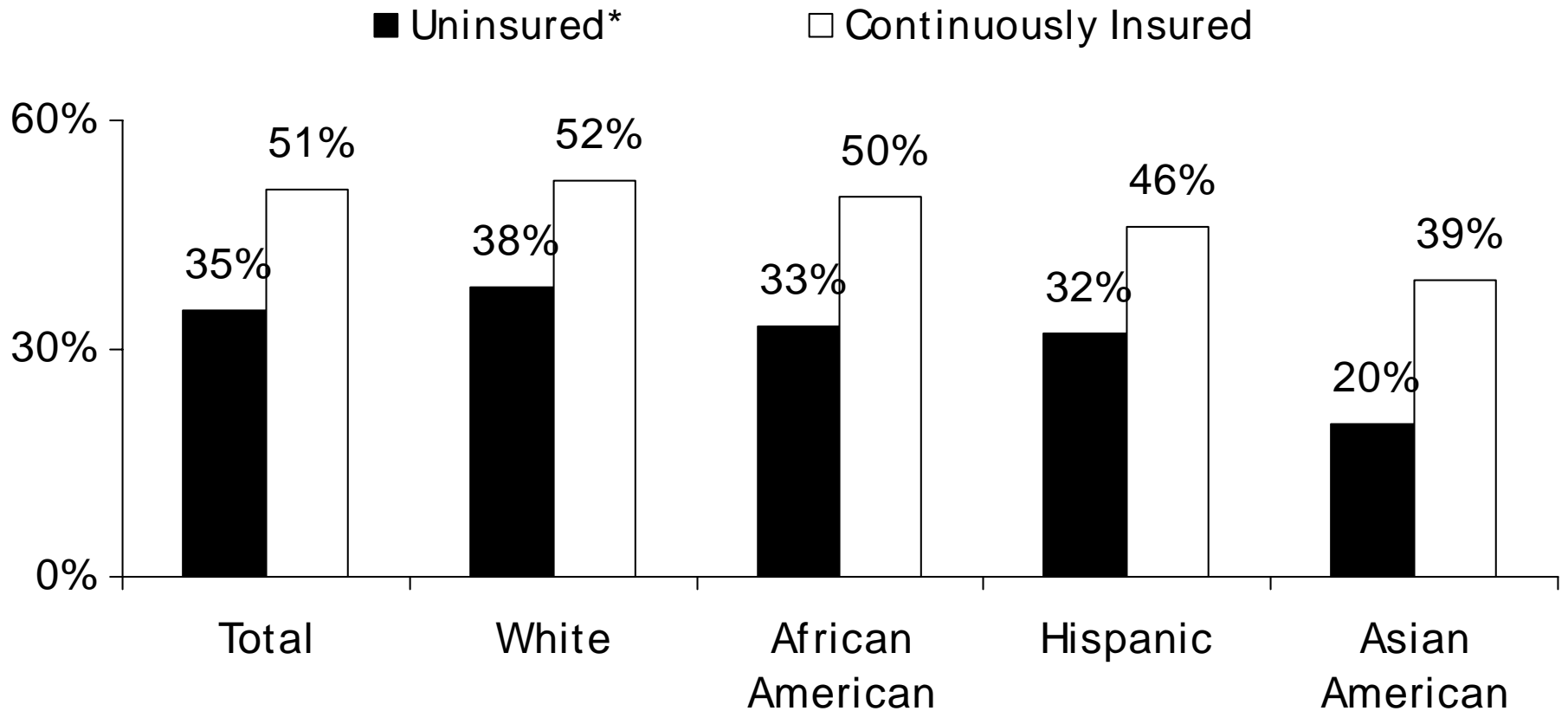


Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Health Insurance Coverage

Uninsured Are Less Confident They Will Receive Good-Quality Health Care in the Future

Percent of adults 18–64 very confident they can get good-quality care in future

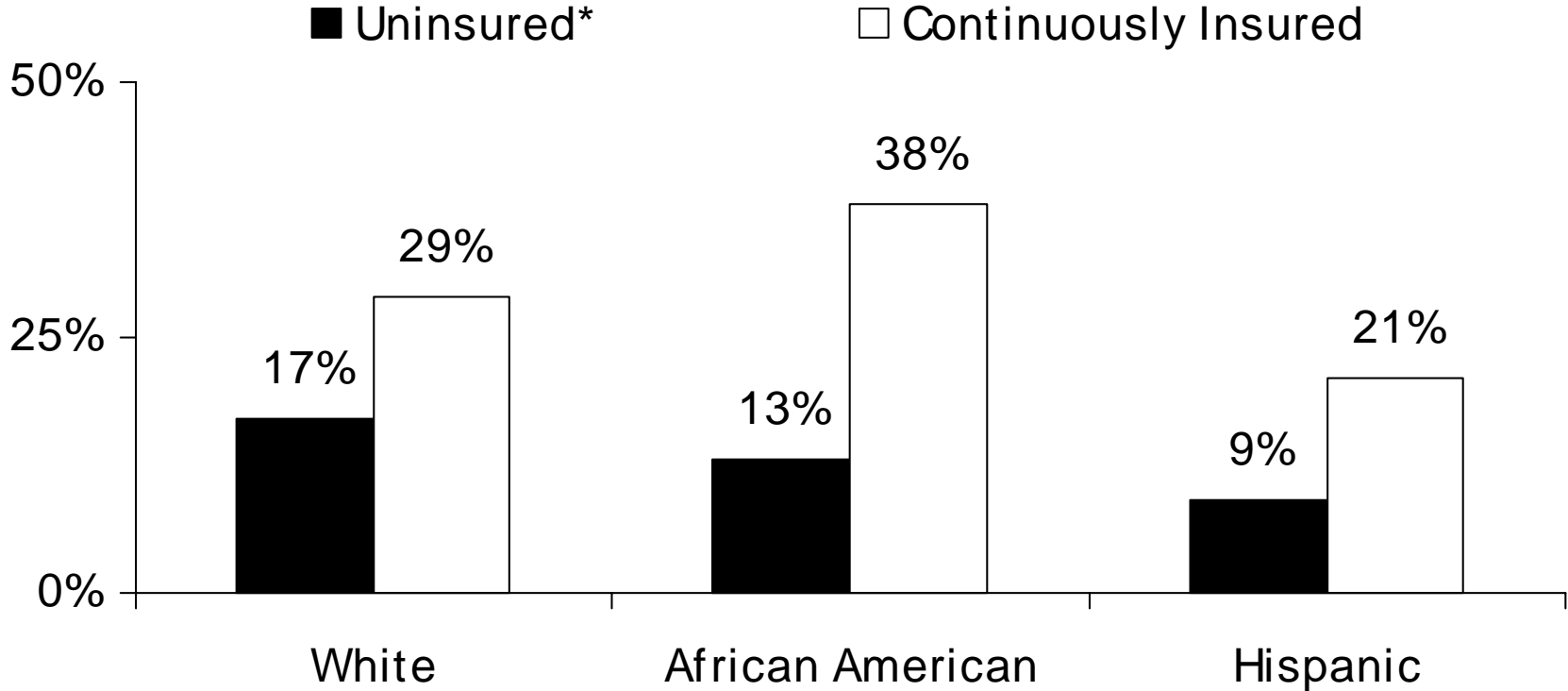


* Adults uninsured at any time in past year.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Uninsured Report Lower Rates of Colon Cancer Screening

Percent of adults ages 50–64 receiving colon cancer screening in past year

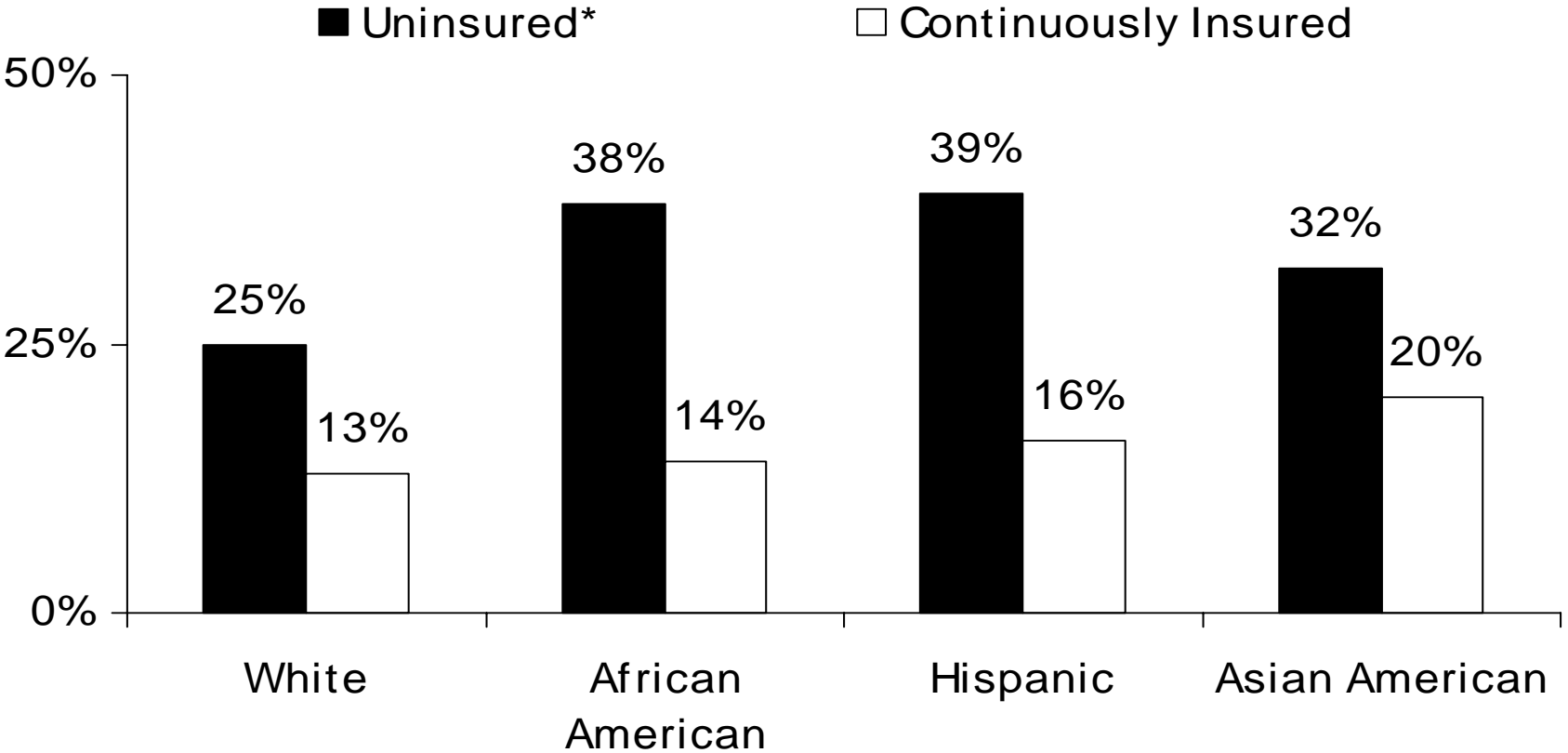


* Adults uninsured at any time in past year.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

Uninsured Minorities Report Little Choice in Source of Health Care

Percent of adults 18–64 reporting very little or no choice in source of care

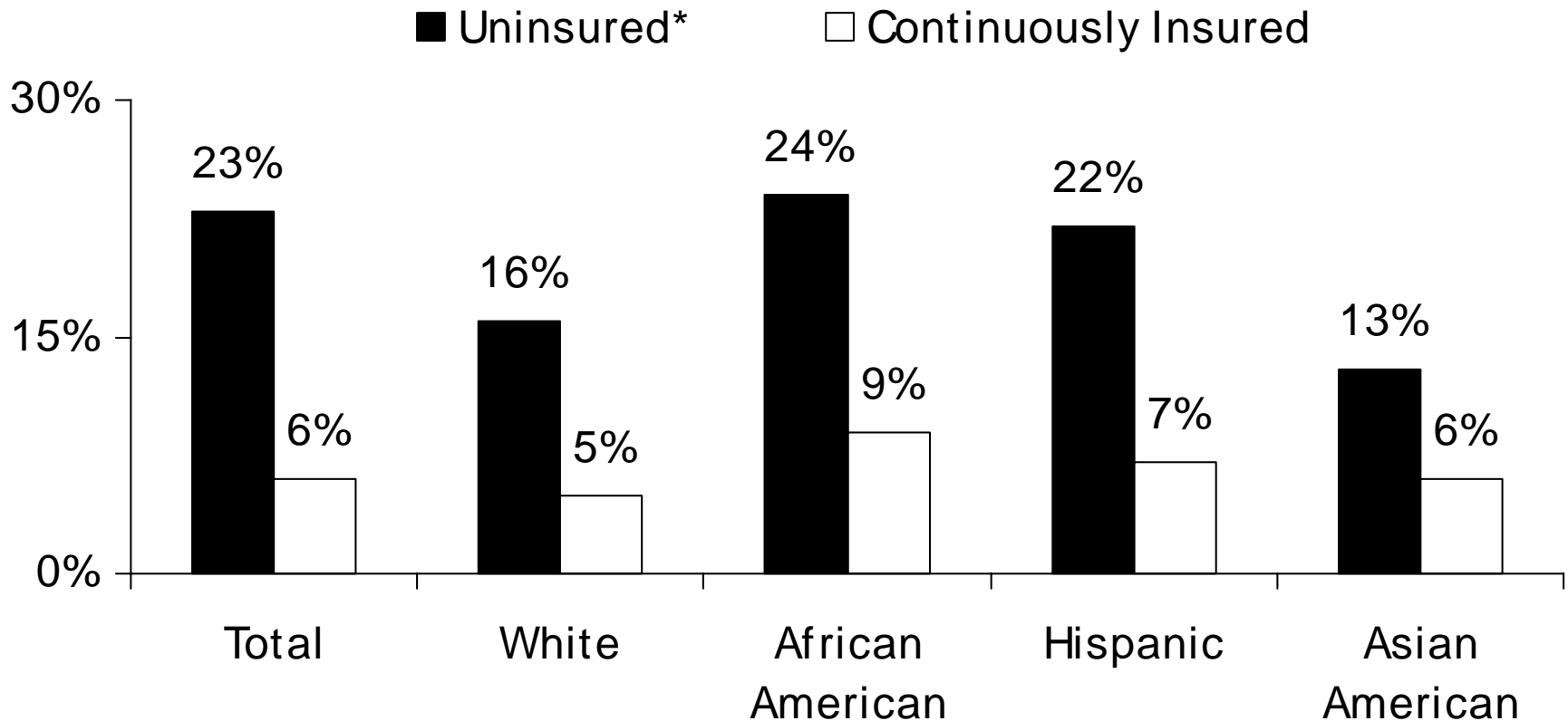


* Adults uninsured at any time in past year.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.

More Than One-Fifth of Uninsured Hispanics and African Americans Have No Regular Place of Care

Percent of adults 18–64 who used an emergency room as usual source of care, or had no regular place for health care in the past year



* Adults uninsured at any time in past year.

Source: The Commonwealth Fund 2001 Health Care Quality Survey.