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

- Total: 23% (13% in 100%-199% of Poverty, 10% in Less than 100% of Poverty)
- White: 21% (9% in 100%-199% of Poverty, 12% in Less than 100% of Poverty)
- African American: 19% (10% in 100%-199% of Poverty, 9% in Less than 100% of Poverty)
- Hispanic: 30% (20% in 100%-199% of Poverty, 10% in Less than 100% of Poverty)
- Asian American: 13% (3% in 100%-199% of Poverty, 10% in Less than 100% of Poverty)

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

Percent of adults ages 18–64

- Total: 16% uninsured, 24% insured
- White: 8% uninsured, 20% insured
- African American: 8% uninsured, 30% insured
- Hispanic: 11% uninsured, 46% insured
- Asian American: 7% uninsured, 21% insured

Self-Rated Health Status by Race/Ethnicity

Percent of adults rating health as fair or poor

- Total: 16%
- White: 14%
- African American: 17%
- Hispanic: 22%
- Asian American: 17%

Self-Rated Health Status by Hispanic Origin

Percent of adults rating health as fair or poor

- Total U.S.: 16%
- Total Hispanic: 22%
- Mexican: 25%
- Puerto Rican: 16%
- Central American: 20%

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

- Total U.S.: 16%
- Total Asian American: 17%
- Chinese American: 11%
- Vietnamese American: 40%
- Korean American: 29%

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

- Total: 25%
- White: 24%
- African American: 30%
- Hispanic: 40%
- Asian American: 21%

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.

Patient–Physician Communication
Hispanics and Asian Americans Had More Communication Difficulties During Doctor Visits

- 66% Felt Doctor Listened to Everything They Said
- 68% Understood Everything Doctor Said

Chart 8

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

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 2001 Health Care Quality Survey
Hispanics Who Speak Spanish as Primary Language Have More Problems Communicating with Their Physicians

Chart 11

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

## Following Doctor’s Advice, by Race/Ethnicity

<table>
<thead>
<tr>
<th>Reasons Why: (%)</th>
<th>Total</th>
<th>White</th>
<th>African American</th>
<th>Hispanic</th>
<th>Asian American</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disagreed</td>
<td>39</td>
<td>39</td>
<td>40</td>
<td>34</td>
<td>51</td>
</tr>
<tr>
<td>Costs</td>
<td>27</td>
<td>24</td>
<td>30</td>
<td>41</td>
<td>27</td>
</tr>
<tr>
<td>Too difficult</td>
<td>26</td>
<td>25</td>
<td>26</td>
<td>31</td>
<td>46</td>
</tr>
<tr>
<td>Against personal beliefs</td>
<td>20</td>
<td>19</td>
<td>13</td>
<td>26</td>
<td>32</td>
</tr>
<tr>
<td>Didn’t understand</td>
<td>7</td>
<td>5</td>
<td>13</td>
<td>16</td>
<td>14</td>
</tr>
</tbody>
</table>

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

Total: 79%
White: 82%
African American: 79%
Hispanic: 64%
Asian American: 66%

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

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

- Total U.S.: 57%
- Hispanic English Speaking: 51%
- Hispanic Spanish Speaking: 37%
- Asian American English Speaking: 47%
- Asian American Non-English speaking: 16%

* English is not primary language spoken at home.

Hispanics and Asian Americans Have Less Confidence in Their Doctors

Percent of adults reporting great deal of confidence in doctor

- Total: 69%
- White: 72%
- African American: 69%
- Hispanic: 57%
- Asian American: 54%

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

- Total: 75%
- White: 78%
- African American: 73%
- Hispanic: 65%
- Asian American: 56%

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

Hispanics and African Americans More Likely to Feel Treated with Disrespect

Percent of adults who felt they were treated with disrespect*

<table>
<thead>
<tr>
<th>Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>11%</td>
</tr>
<tr>
<td>White</td>
<td>9%</td>
</tr>
<tr>
<td>African American</td>
<td>16%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>18%</td>
</tr>
<tr>
<td>Asian American</td>
<td>13%</td>
</tr>
</tbody>
</table>

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

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”

- Total: 15%
- White: 12%
- African American: 24%
- Hispanic: 26%
- Asian American: 19%

Use of Language Interpretation Services

<table>
<thead>
<tr>
<th>Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Of those who need interpreter, percent who always or usually get interpreter</td>
<td>48%</td>
</tr>
<tr>
<td>With interpreter’s help, fully understood what doctor was saying</td>
<td>70%</td>
</tr>
<tr>
<td>Usual interpreter:</td>
<td></td>
</tr>
<tr>
<td>Staff person</td>
<td>53%</td>
</tr>
<tr>
<td>Family or friend</td>
<td>43%</td>
</tr>
<tr>
<td>Trained medical interpreter</td>
<td>1%</td>
</tr>
<tr>
<td>Person usually available</td>
<td>74%</td>
</tr>
</tbody>
</table>

Use of Alternative Care

Percent reporting use of alternative care*

- Total: 32%
- White: 34%
- African American: 24%
- Hispanic: 27%
- Asian American: 29%

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

Source: The Commonwealth Fund 2001 Health Care Quality Survey
Chart 23

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.

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.

Quality of Clinical Care for Minority Populations
Satisfaction with Quality of Health Care

Percent of adults “very satisfied” in past two years

- Total: 62%
- White: 65%
- African American: 61%
- Hispanic: 56%
- Asian American: 45%

Physical Exam in Past Year, by Race/Ethnicity

Percent of adults receiving exam

- Total: 48%
- White: 47%
- African American: 57%
- Hispanic: 48%
- Asian American: 41%

Older Adults with Physical Exam in Past Year

Percent of adults over 50 receiving exam

- Total: 56%
- White: 56%
- African American: 61%
- Hispanic: 51%
- Asian American: 45%

Pap Test in Past Year, by Race/Ethnicity

Percent of women who received Pap test in past year

- Total: 53%
- White: 53%
- African American: 60%
- Hispanic: 54%
- Asian American: 45%

Colon Cancer Screening in Past Year

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

- Total: 27%
- White: 28%
- African American: 31%
- Hispanic: 18%
- Asian American: 16%

Prostate Cancer Screening in Past Year, by Race/Ethnicity

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

- Total: 48%
- White: 50%
- African American: 49%
- Hispanic: 40%
- Asian American: 38%

Smoking Cessation Counseling

Percent of current smokers counseled by physician to quit

Eye Screening for Diabetic Patients

Percent of respondents with diabetes, eye exam in past year

- Total: 73%
- White: 73%
- African American: 84%
- Hispanic: 66%
- Asian American: 70%

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

- Total: 76%
- White: 80%
- African American: 66%
- Hispanic: 59%
- Asian American: 73%

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

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

- Total: 8%
- White: 7%
- African American: 10%
- Hispanic: 20%
- Asian American: 8%

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

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

- Total: 18%
- White: 15%
- African American: 22%
- Hispanic: 28%
- Asian American: 24%

Minority Americans Are Less Likely to Have a Regular Doctor

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

- Total: 44%
- White: 46%
- African American: 43%
- Hispanic: 37%
- Asian American: 32%

Base: Adults with a regular doctor.
Whites and Asian Americans Most Likely to Have Regular Physician of the Same Race

Percent of respondents with physician of same race/ethnicity

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>82%</td>
</tr>
<tr>
<td>African American</td>
<td>23%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>26%</td>
</tr>
<tr>
<td>Asian American</td>
<td>39%</td>
</tr>
</tbody>
</table>

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

Percent reporting emergency room or no regular place of care

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

Percent of adults reporting one or more communication problems

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

- **White**: 50% (No Regular Doctor), 68% (Regular Doctor)
- **African American**: 48% (No Regular Doctor), 65% (Regular Doctor)
- **Hispanic**: 40% (No Regular Doctor), 65% (Regular Doctor)
- **Asian American**: 28% (No Regular Doctor), 48% (Regular Doctor)

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

- Total: 49%
- White: 52%
- African American: 47%
- Hispanic: 40%
- Asian American: 39%

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

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

- **Uninsured***
  - Total: 35%
  - White: 38%
  - African American: 33%
  - Hispanic: 32%
  - Asian American: 20%

- **Continuously Insured***
  - Total: 51%
  - White: 52%
  - African American: 50%
  - Hispanic: 46%
  - Asian American: 39%

* Adults uninsured at any time in past year.

Uninsured Report Lower Rates of Colon Cancer Screening

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

- White: 29% uninsured, 17% continuously insured
- African American: 13% uninsured, 38% continuously insured
- Hispanic: 9% uninsured, 21% continuously insured

* Adults uninsured at any time in past year.

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

- White: 25% uninsured, 13% continuously insured
- African American: 38% uninsured, 14% continuously insured
- Hispanic: 39% uninsured, 16% continuously insured
- Asian American: 32% uninsured, 20% continuously insured

* Adults uninsured at any time in past year.

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.