

The Hispanic Patient

COA Annual Meeting

2016 Annual Meeting & QME Course
Ritz-Carlton Laguna Niguel

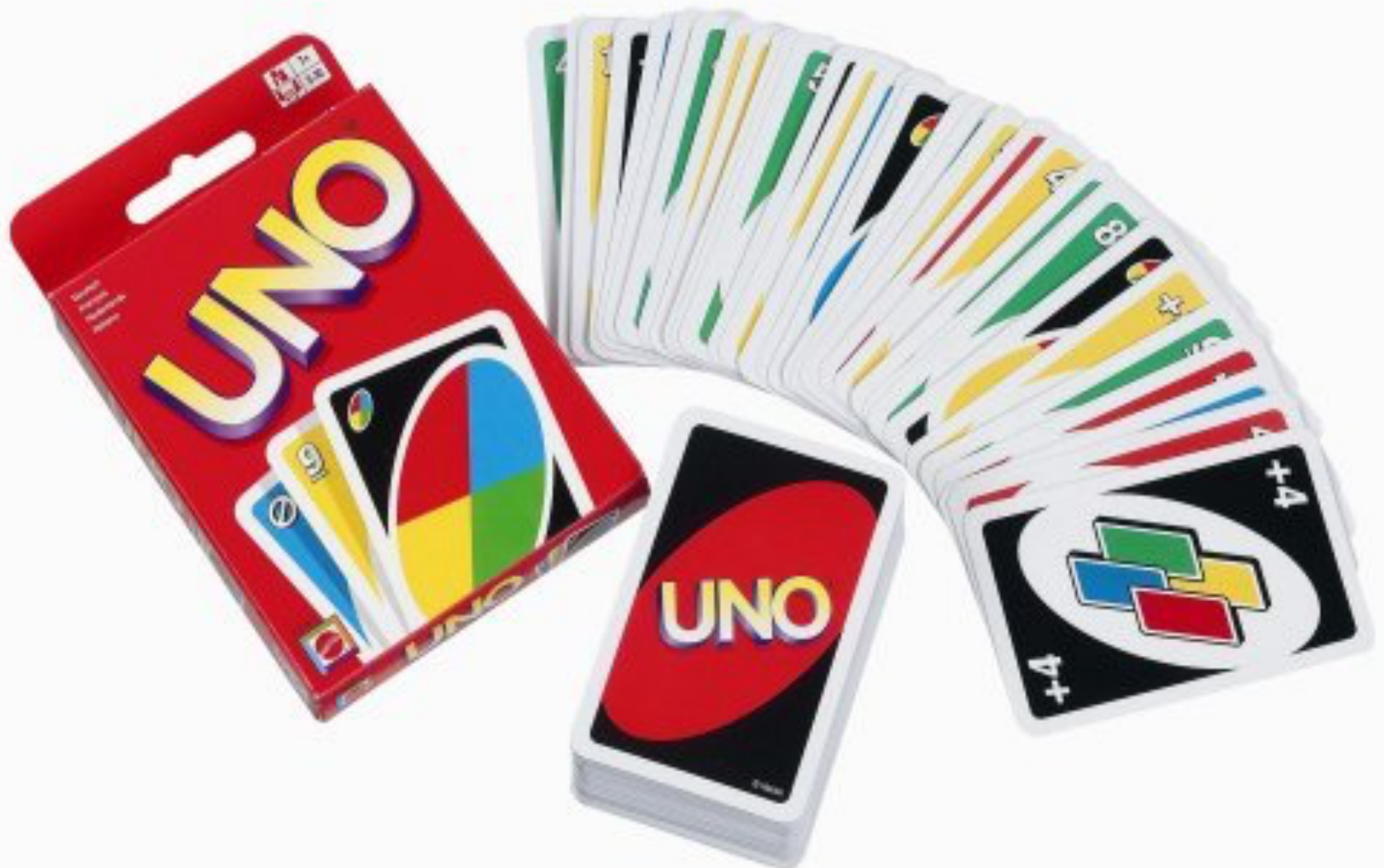


Dr. Gloria M. Rivera
CMI-Spanish, CHI-Spanish

Conflict of Interest

- Owner and Principal of **Blue Urpi LLC**.
- English/Spanish Certified Medical Interpretation, Translation, and Training

What is culture?



Definitions

- **Culture**

Integrated patterns of human behavior that include language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious or social groups.

Definitions

- **Cultural Competency**

Implies having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities.

Definitions

- **Culture**

Values, beliefs, customs, traditions, and attitudes that are learned and shared by members of a group.

- **Cultural Competency**

Possessing knowledge, awareness, and respect for other cultures. This allows professionals to work effectively in cross-cultural situations.

Definitions

- **Cultural Competent Care**

Healthcare that is sensitive to the differing values and needs of cultural subgroups within our pluralistic society.

We need to avoid:

- **Ethnocentrism**

The conviction that one's own culture is superior to all other cultures.

- **Stereotyping**

Mistaken assumption that everyone in a given culture is alike.

- **Generalizations**

Awareness of cultural norms. Does not include education, nationality, faith, acculturation.

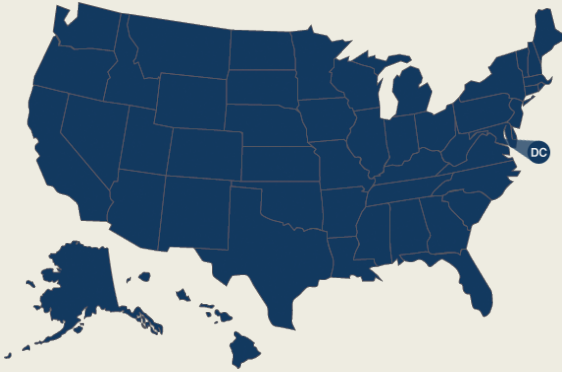
Challenges

- Individuals subscribe to group norms to varying degrees.
- Factors on Health Beliefs and Behaviors:
 - Socioeconomics
 - Education
 - Degree of acculturation
 - English proficiency

At a Doctor's Office



Some Numbers



- **US Population:** 308.7 million
- **Hispanic:** 50.5 million (16%)
- Mexican origin: 31,798,258
- Spanish/Spanish Creole: 34,547,077



- **CA population:** 37,253,956
- Hispanic or Latino: 14.0 million (28%)
- Mexican Origin: 11,423,146
- Spanish speaker: 28.5%

Hispanic Puzzle Pieces

Hispanic
Vs. Latino

Spanish

Background

Familia

Values

Beliefs

Hispanic or Latino?

A person of Cuban, Mexican, Puerto Rican,
South or Central American, or other
Spanish culture or origin regardless of race.

***Used in the 2010 Census**

Hispanic or Latino?



Español



- Officially: **20 countries**
- Wide variations in how it is spoken or pronounced
- There is **diversity** within each country.

Side Note

- False fluency: Use of words or phrases that don't exist.
- Some patients may claim NOT to speak English, but do understand it.
- Everyday English vs. Medical jargon
- Use a Certified Interpreter.
- Case: “Numb” vs. “tengo nauseas”

Therefore...

I am not
Mexican



I don't eat
tortillas



I don't eat
spicy food



Background



Peru!



Background

Disease Prevalence

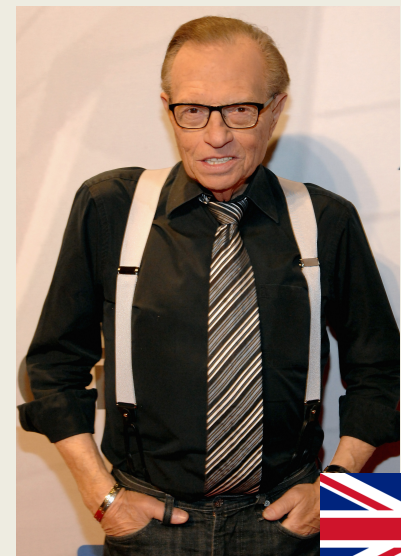
- Under or uninsured
- DM: Mexicans & Mexican-Americans: **2x** more likely than non-Hispanic whites
- Asthma, COPD, obesity, TB
- HIV & AIDS in Hispanic men: **2.5x**
- Depression and suicide
- Causes of Death: Heart Disease and Cancer

English

pants



braces



Spanish

tortilla



pluma



Family



Values - Familism

- **Familismo**
- Family: Primary unit of Hispanic society
- Strong feelings towards the family, respect, and solidarity among members
- Includes extended family
- Interdependence and cooperation
- Decisions: Family focused
- Family goes with patient to medical visit

Machismo

- Man's Role: Provider and protector, decision-maker
- Courageous, strong, virile.
- Head of the household: Breadwinner, but listens to and respectful of women
- Representative of the family: Deal with outside world, protects honor and integrity of the family
- More freedoms: Sexual activity, public, and social interaction.

Marianismo

- Female counterpart of machismo
- Excessive sense of self-sacrifice
- More sacrifice: Better mother and wife
- Even if detrimental to the woman.
- Key role: Dedicated, loving mother and wife.
- Home and kids: Household duties and rearing of the children (Hispanic culture, religion, etc.)
- Low self-esteem

Values - Respect

- **Respeto**
- Differential behavior towards others in a **position of authority**
- Based on **sex, age, social position, title, economic status, and authority**

Older adults > Younger

Adults > Kids

Men > Women

Teacher > Students

Employer > Employees

Values - Respect

- Healthcare provider: Healing abilities, education, training: **Authority Figure**
- Patient avoids **eye contact**
- Patient **avoids disagreeing** or **expressing doubts** to healthcare provider
- Reluctant to **ask questions**
- Will **not** admit not confusion or lack of understanding
- **Withholds** information

Values - Trust

- **Confianza**
- Believe what healthcare provider says
- Amount of **information disclosed** depends of development of trusting relationship
- **Improvement of quality** of caregiving
- Willingness of patient to **take advice**
- Small talk can establish confianza

Values - Personalism

- **Personalismo**
- Value interpersonal relationships
- Relationship with provider: Feels personal, welcoming, and concerned for the individual
Earns loyalty, respect, confidence.
- **Patient at ease** before an exam or procedure
- Shares more information with provider
- **Adherence** to treatment and continuity of care
- Takes time and patience

Values - Friendliness

- Simpatía
- Social agreeability
- Emphasizes pleasantness and politeness
- No confrontation and avoids conflict
- Being nice to elders and authority figures
- Accept things they do not agree with
- Patient may seem passive

Quirks - Fatalism



- **Fatalismo**
- Determinism from God
- Course of **fate cannot be changed** and that life events are beyond one's control.
- **Pessimistic and negative beliefs** and attitudes regarding health-seeking behaviors, screening practices, and illness.
- Deters **early detection** and other health preventive behaviors (e.g. cancer screening and diabetes and HIV testing and prevention).

Taboo & Stigma

Sexual Health

- Personal, intimate issue to be discussed only with one's partner and sometimes not even then.
- Abortion and miscarriage: Frowned upon due to religious reasons
- Birth control: Ditto

Taboo & Stigma

Mental Illness

- Sign of weakness and embarrassment to family
- “Not right”, “not well”
- Depression, anxiety, and substance abuse: High incidence and often untreated.
- Immigration: Mourning loss of family, friends, language, culturally determined values and attitudes

Beliefs

- Faith and church are often central to family and community
- God: Part of everyday life.
- Spiritual explanation of health and illness
- Most Roman Catholic
- Sick baby: Baptism
- Deathbed: Last rites
- Related to Fatalismo

So...

How does this ALL
apply to the medical
encounter?

Communication Style

Hispanic

- Build relationships
- **Speaking distance:** Close
- **Touch:** Friendship, empathy
- **Eye contact:** Not necessary, disrespectful
- **Meaning:** Derived from context (setting, status, non-verbal)



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Anglo

- Exchange info
- 2 ft. apart
- Not necessary, uncomfortable
- Expected
- Derived from words



Physician-Patient Relationship

- **Doctor = God**
- Hierarchical society
- Social status: Education, income, position
- **Hispanic doctor** tells patient what to do and patient complies
- **Anglo doctor** gives treatments options and Hispanic patient is confused
- Solution: Encourage your patient to take and **active role** in care and recovery

Physician-Patient Relationship

- Takes time and patience
- Small talk: Helps establish confianza
- Many names!



- Usted vs. You: **Respeto**
 - **Formal** vs. Informal
 - Señor/Don or Señora/Doña

Perceptions

Hispanic

- **Present** oriented
- **Time**: relaxed, flexible sense of time
- **Personal relationships** over schedules
- **Lateness**: OK
- Solution: Explain importance of timeliness



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Anglo

- **Future** oriented
- Time = Money!
- Do not waste my time
- NOT OK



Perceptions

Hispanic

- **Present** oriented
- **Time**: relaxed, flexible sense of time
- **Personal relationships** over schedules
- **Lateness**: OK
- Personal space: ??



Anglo

- **Future** oriented
- Time = Money!
- Do not waste my time
- NOT OK
- Yes. May be perceived as cold or distant



Family Member

- May add some minutes to the interaction
- Emotional support, habit or culture
- Valuable source of health information.
- Accurate diagnosis
- Role in decision making
- Planning treatment strategy
- Involve him/her in planning of treatment regime.



What to do with family member?

- Acknowledge his/her presence
- Identify their relationship
- Establish his/her role in decision making
- Recognize and acknowledge emotions expressed
- Encourage family member to be specific
- Assess patient in private
- Impact of patient's health on family

Mexican Patients

mano
(hand)



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pie
(foot)



“Sí doctora”, nodding

- NOT in agreement or understanding
- “I hear what you are saying”
- Careful listening and respect to doctor
- Defer to more **powerful** doctor
- Avoid conflict or disagreement
- Embarrassment, hesitant to ask questions
- Solution: Ask patient to **repeat** the explanations or instructions in his/her **own words**

Informing Bad News

Hispanic

- First to the **family**
- Then to the **patient**
- Shield patient from bad news
- Hopelessness and self-fulfilling prophecy
- Solution: Explain HIPAA regulations



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Anglo

- Patient first
- Explain standard practice in the US
- In charge of treatment



During Medical Encounter



- You vs. Usted
 - Informal vs Formal
 - Hierarchical society
 - Doña Rosa
 - Don Pedro

Communication

- Familiarize with cultural nuances
- **Understand and respect** patient's culture, perspectives, and values
- **Help them** understand and respect yours
- Do not impose your own values and culture
- Find cultural differences
- Use your cultural competence for good
- Do not overgeneralize and stereotype

Medical History

- US: The physician obtains the patient's **medical history** by way of a **form** handed out before 1st visit.
- LatAm: Doctor is in charge of filling out the paperwork. 😊

Medical History

Past Medical History

- Pride: “Never seen a doctor before”
- Lack a usual healthcare provider
- **No** concept of **preventative care**
- **Drop out** of treatment when **symptoms disappear**
- **Delayed medical care** until conditions worsen and need immediate medical attention

Pain

- Severity in Spanish:
 - Mild
 - Moderate
 - Severe

No Pain



Mild



Moderate



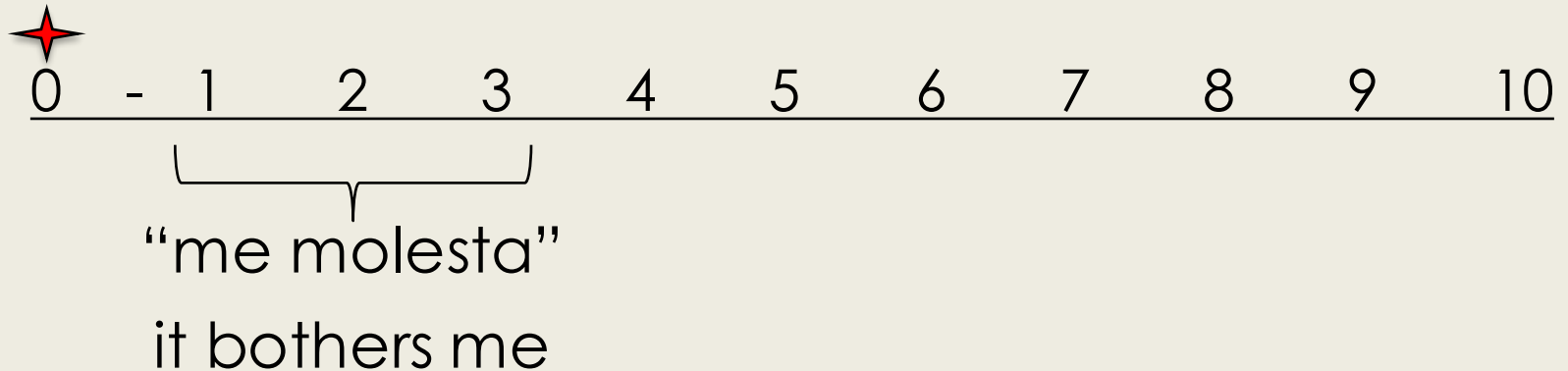
Severe



Pain

- Severity in English:
Scale from 0-1 to 10

chronic pain



- ROM:
Go beyond their pain. Sign of respect.

SYMBOLS TO USE

Aching: $\triangle\triangle\triangle$

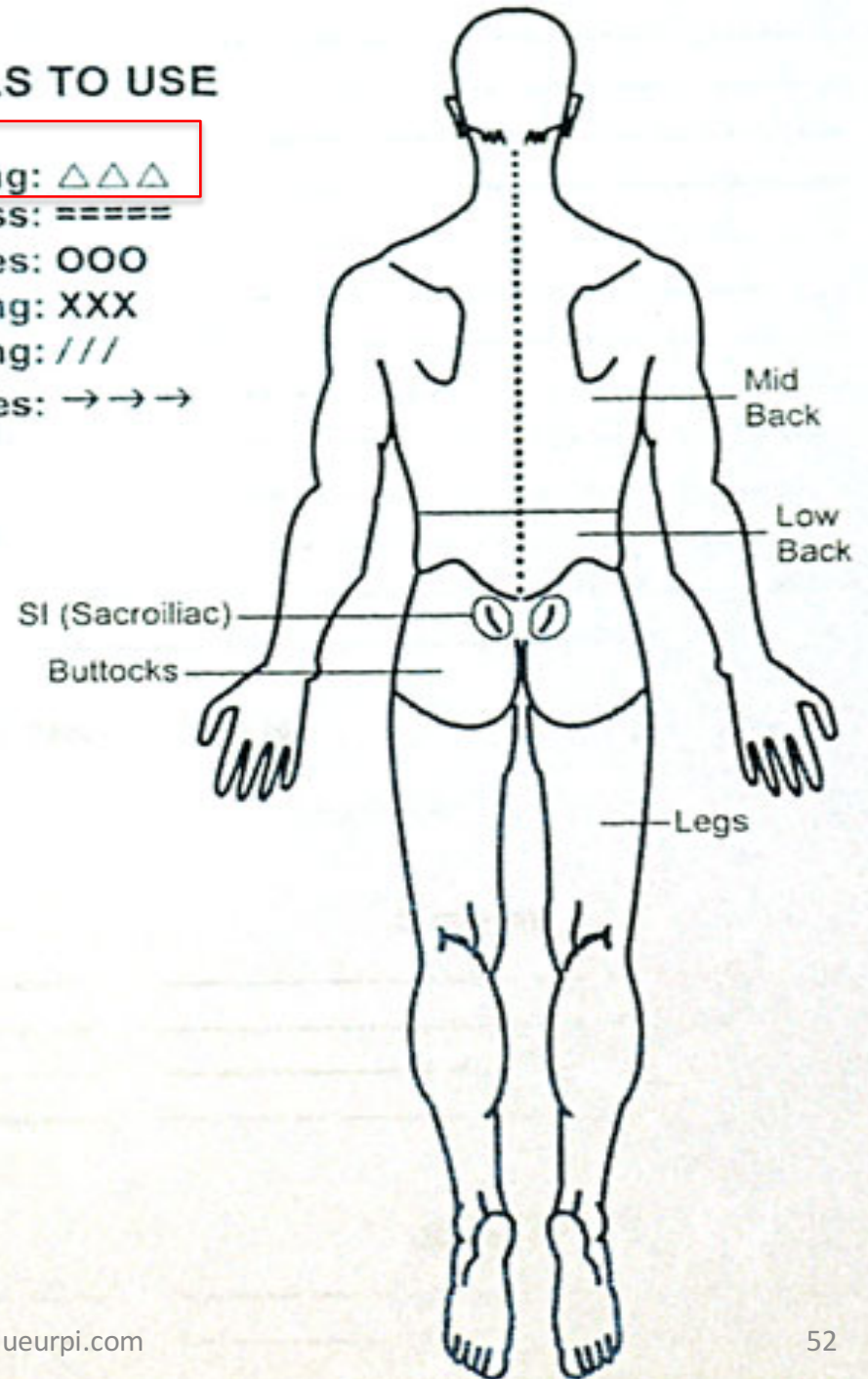
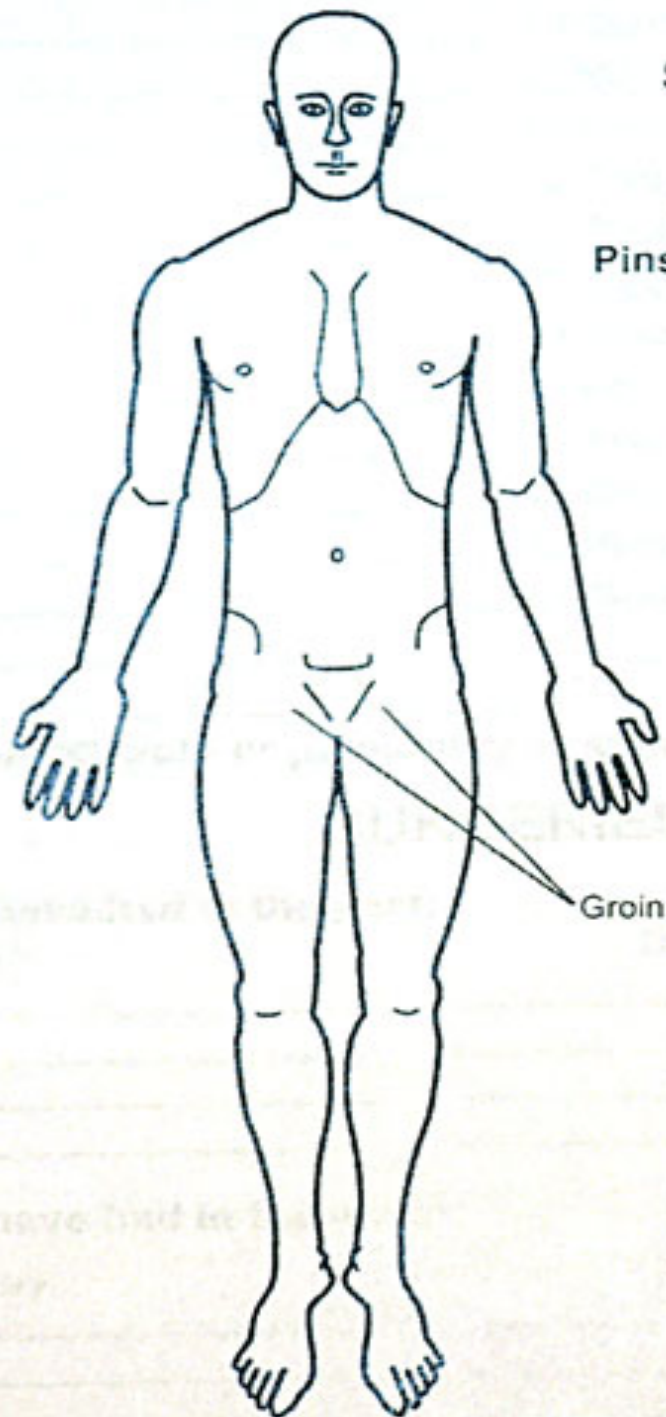
Numbness: =====

Pins & Needles: OOO

Burning: XXX

Stabbing: ///

Radiates: $\rightarrow\rightarrow\rightarrow$



Medication

- **Self-medication**
- Self-diagnose and self-treat initial symptoms
- 1st: Older female figure - Home remedies
- Relative, neighbor advice
- Folk medicine: Curanderos, santeros.
- OTC medication
- If symptoms continue: seek professional help

Traditional Healers

SOBADOR CERTIFICADO

- Reiki Therapy
- Torceduras
- Dolores Musculares
- Sistema Nervioso Central
- Dolores Menstruales
- Dolores Lumbares
- Migraña • Estrés
- Depresión, Ansiedad, etc.



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MEJORA TU VIDA

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Llamadas serias solamente

**CONSULTA
GRATIS**



CALIFORNIA
MASSAGE THERAPY
COUNCIL

Cer # 38070

- Deep Tissue
- Swedish
- Mix Antiestres
- Neurosencitivo
- Neuromuscular
- New Shiatsu
- Tantra
- Craneo Sacral
- Fisioterapeutico
- Lumbar Aciatic
- Reiki Therapy
- Athletic Sports



Abierto los 365 dias del Año
de 10am a 6pm

LLAMADAS SERIAS SOLAMENTE
NO ES SERVICIO DE ESCORT!

US Healthcare System

Back home:

- No HMO, PPO
- No worker's comp
- No PA, RN, LVN
- Yes: Doctor, nurse, nurses' assistant
- No HIPAA
- Difficult navigating healthcare system
- Solution: Explain, in simple terms, when patients have interact with new providers

Decision Making

Hispanic

- Family-centric
- Family and community good
- Family: Supports and empowers patient
- Greater trust on what has worked for family and others in your community



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Anglo

- Autonomy-based
- Independent
- Based on own personal good
- Unilateral and task oriented
- Informed and active individual



Values

Hispanic

- Interdependence
- Cooperation

Decisions: Needs of family focus on relationships.



Anglo

- Interdependence
- Competition

Decisions: Unilateral and task oriented relationships.



End of Life

- Legal Documents:
 - Advanced Directives
 - Durable Power of Attorney
- } Prolong autonomy
- **Hispanic:** Value beneficence and non suffering.
 - Family member(s) in charge)
 - Speaking aloud about condition
 - makes it real (power of spoken word)

Remember

- Respectfully elicit needed information from patients to make accurate diagnoses and negotiate acceptable treatment goals.
- Cultural understanding between physician and patients will improve adherence, patient care, and clinical outcomes.

¡Gracias!

