

**Hola: Providing the Best
Healthcare for Our Guatemalan
and Mexican Clients**

**Satellite Conference and Live Webcast
Wednesday, August 2, 2006
2:00 - 4:00 p.m. (Central Time)**

Produced by the Alabama Department of Public Health
Video Communications and Distance Learning Division

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Changes in Patient Profile

- Latinos are now the largest U.S. minority group.
- Immigrants to Alabama come from Mexico, Guatemala, Colombia, other Latin American countries and many speak little or no English.



**Differences Among
Hispanics Living in Alabama**

- Country of origin.
- Place of residence (rural, urban in own country).
- Educational level.
- Socio-economic status.
- Immigration status.

Differences Among Hispanics Living in Alabama

- Age upon arrival.
- Length of time in US.
- Experiences (historical, political, economical).
- Degree of assimilation or acceptance of new culture.

Healthcare Beliefs and Practices!

- Religion has an impact in health practices.
- Disease caused by evil spirits, magical powers and emotional upsets.
- Use of alternative care:
 - Curandero
 - Yerberero
 - Espiritista

Barriers to Receiving Healthcare

- Language.
- Poverty/lack of insurance.
- Lack of infrastructure.
- Trust/non-verbal messages from providers.

Ways of Communication When There Are Language Barriers

- Non-verbal communication
 - Facial expressions.
 - Voice intonation.
 - Emotional responses.
 - Eye contact.
 - Touching.
 - Smile.

History

- To understand a group of people we must understand their history and their culture.



Rigid and Well Defined Sex Roles

- Man's role
 - Bread winner.
 - Decision maker.
- Woman's role
 - Responsible of household.
 - Children's education and care.
 - Mediator/keeps family together.

Tips for Working With People Who Speak Another Language

- Do not think that people who are struggling with English are stupid.
- Learn greetings, titles of respect, and attitude toward touching.
- Write numbers down when giving instructions.

Tips for Working With People Who Speak Another Language

- Ask questions in several different ways.
- Be friendly, accepting and approaching.
- Everybody relates to a smile.

How We Can Best Serve the Guatemalan and Mexican Client

- Educate yourself regarding the Hispanic culture.
- Equip yourself with visual aids that will enable you to communicate efficiently.
- Be sensitive to the person first and then worry about the task at hand.

Practical Steps

- Ask questions - there is no such thing as a stupid question.
- Network - form partnerships with area agencies working with ethnic group.
- Use trained interpreter - interpreters are invaluable in helping you understand both what the patient is saying, and where the patient is coming from.

Conclusion

- Our goal is improved health outcome.
- Learning about other cultures is fun!
- Your patient doesn't have to speak English to understand that you care and are concerned for them.

"We've got to care enough as a nation, care enough as a people, care enough as individuals and families."

—Dr. David Satcher, Former U.S. Surgeon General

**It Is Going To Take
A Team Effort!**



Upcoming Programs

**Guidelines and Standards for Weapons
of Mass Destruction Response
Thursday, August 3, 2006
12:00 - 1:30 p.m. (Central Time)**

**For complete list of upcoming
programs visit: www.adph.org/alphn**