Learn & Serve Hispanic Healthcare Pilot Program

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Learn & Serve Hispanic Healthcare Pilot Program Justification

- In 2004, 35.3 million Latinos resided in the United States, and 616,935 Hispanic residents lived in Georgia (6.8 % of the population).
- Clarke County has one of the fastest growing Hispanic populations in the state, and currently is home to an estimated 12,000-15,000 Latinos, approximately 8.3 % of the population.
- This new population has a growing need for healthcare, but many obstacles stand in their way.
Access to Healthcare Issues

While some Americans have ready access to healthcare, others face barriers that make the acquisition of basic health services difficult. The National Disparities Report (2005) cited three discrete steps to obtaining access to quality care. They include:

• Gaining entry into the healthcare system;
• Gaining access to needed services; and
• Finding providers who can meet patients’ needs and with whom patients can develop a relationship of mutual communication and trust.
Other access to healthcare issues include:

• Hispanics of every income and education level are less likely to have a **primary care provider**;

• **English Proficiency** can impact access to healthcare in the Latino community. Derose and Baker (2000) concluded that Latinos with fair or poor English proficiency reported approximately 22 percent fewer physician visits than Latinos with greater English proficiency.

• Use of healthcare services is impacted by the availability of **bilingual** physicians, nurses, and dentists.

• Local hospitals and other offices may not have bilingual receptionists or culturally competent staff.
Latinos in the South encounter additional cultural barriers to healthcare services. These include:

- Lack of 911 services in Spanish;
- Refusal to serve non-English-speaking Latinos unless the patients provide their own interpretation services (Atilles and Bohon 2002, p. 35); and
- Lack of transportation, public or private, limits access to healthcare.
- All of these factors contributed to the need for the Learn & Serve Hispanic Pilot Program in Athens-Clarke County, GA.
Learn & Serve Hispanic Healthcare Pilot Program

• This presentation is a case study of a service-learning internship project to provide healthcare information to the Latino community in Athens, GA through a coordinated program of healthcare seminars.

• Graduate interns, practicum students and volunteers organized the seminar series in cooperation with Athens Regional Medical Center and the Athens-Clarke County Public Library’s Community Learning Center, located in a primarily Hispanic community.
Learn & Serve Hispanic Healthcare Pilot Program

• GOAL
  – The **goal** of the project was to bring practical healthcare information to the Latino community and to provide a service-learning environment for UGA students.
  – **Access to healthcare information** in Athens-Clarke county became the critical project focus.
Objectives:
The three primary objectives of this program were to:

- Improve healthcare outreach to the Latino community in Athens-Clarke County through a series of healthcare seminars;
- Provide a service-learning environment for University of Georgia students internship within healthcare fields and related disciplines; and
- Build a relationship between the University of Georgia and the surrounding Hispanic community through partnerships, volunteerism, and service-learning.
Anticipated Benefits:

• The benefits of this program is to improve Hispanic healthcare outreach, enhanced student learning opportunities for social workers, healthcare interns, and practicum students and to create stronger campus-community partnerships.

• After a series of meetings with the Midwifery Clinic and the Oasis Católico Santa Rafaela, a local NGO serving the Latino community, the clinic agreed to provide medical professionals to speak to the community while International Public Service and Outreach (IPSO) help to coordinate the seminars with UGA students.
Service-Learning and the Latino Community

• Service-learning, also referred to as “academically-based community service,” is participatory learning through organized service experiences that addresses community needs by way of a collaborative process between the school and community.

• Website: [http://www.servicelearning.uga.edu/](http://www.servicelearning.uga.edu/)
The Community Setting
The Pinewood Estates Mobile Home Community is a primarily Mexican community comprised of individuals from Michoácan State located in north Athens.

• Characteristics:
  – 225 mobile homes, various ages, primarily rented
  – Local community well water, not potable
  – Privately owned and operated septic system
  – Limited public transportation system
Partnership with the Public Library

- The partnership with the public library’s Community Learning Center became critically important to the success of the program because it was located within the Latino community, thereby eliminating the transportation issues that often hamper outreach programs.
- The library had a bilingual staff of two who were well-respected in the community, which helped immensely with communications and program participation.
- The Learning Center, a double-wide classroom building, provided a neutral venue where all healthcare topics could be discussed and information made available to the community.
Learn & Serve Hispanic Healthcare
Pilot Program
Spring Semester 2006
Titles and Schedule of Seminars:

I. Dental Care and Oral Hygiene, February 16, 2006, 6:00 to 7:00 p.m. To provide information on preventative oral hygiene and dental care for children and adults, as well as information on corrective dental care.

II. Diabetes and High Blood Pressure, March 7, 2006, 6:00 to 7:00 p.m. To provide information on diagnosis, treatment, and prevention of diabetes and high blood pressure (hypertension).

III. Preparing for a Visit to the Doctor, April 4, 2006, 6:00 to 7:00 p.m. To assist community members in getting the most out of health care visits by providing a list of factors to consider when seeing a healthcare provider, and preparation strategies for both themselves and their families.

IV. Worksite Safety Issues, May 2, 2006, 6:00 to 7:00 p.m. To discuss proper worksite safety practices, particularly as they relate to factory work and other strenuous jobs.
Hispanic Healthcare Pilot Program Organization
IPSO, in conjunction with the Pinewood Estates Library Community Learning Center, Athens Regional Medical Center, and other health care organizations coordinated healthcare seminars on a regular basis for residents of the Pinewood Estates community.

- Student interns and practicum students from Department of Health Promotion and Behavior and volunteers contacted the speakers, organized audio-visual equipment, distributed fliers and announcements in the community and arranged for translation services.

- The healthcare seminars offered practical community service training to UGA students in the healthcare fields in 2007 and to international students from Mexico studying at UGA.
Higiene Bucal, Prevención y Cuidado Dental
Con la Dra. Rosanna Masciadri, de Uruguay

Hora: 6:00pm, jueves 16 de febrero, 2006
Lugar: Biblioteca Pinewood Estates
La Dra. Masciadri presentará información para la prevención y el cuidado dental así como la higiene bucal tanto para niños como para adultos.
Costo: ¡Gratuito!
¡Traiga su aparato para medir el nivel de azúcar en la sangre, la enfermera le puede explicar cómo usarlo!

¡Gratuito!

La enfermera dará información sobre el diagnóstico, tratamiento y prevención de la diabetes y explicará que relación existe entre la diabetes y la presión alta. 

**Esta información es importante para TODOS** – ¡aunque no sufra de diabetes!
At the conclusion of each seminar, practicum students administered an evaluation questionnaire about the speaker’s topic. The objectives of the evaluation process were to familiarize the participants with medical questionnaires and to determine the level of information retention.

Many healthcare providers also donated door prizes and informational packets about access to healthcare information in Athens-Clarke County. This provided tangible benefits to the participants in addition to the information they took away from the seminars.
Program Benefits and Outcomes:

• After three semesters, the program has reached over 250 families in the Pinewood Estates community.

• Undergraduate practicum students from the Department of Health Promotion and Behavior gained a service-learning experience through research, planning, and implementation of the seminars.

• UGA students also learned cross-cultural sensitivity during the seminars. They were able to understand the Latino immigrant community better, learn to appreciate cross-cultural issues, and how to organize an effective outreach program.

• Healthcare providers in Athens-Clarke County gained experience and became more comfortable working with the Latino community.

• Mexican graduate students attending UGA on a special US government program served as liaisons between the professional healthcare community and the Latino immigrant community, thus gaining valuable experience in U.S. outreach programs.

• The Latino community now has up-to-date information on where to find healthcare services, while the Library’s Community Learning Center has become a recognized center of information for the community.
Lingering Issues

Access to healthcare for the Latino community remains problematic at best. The Georgia legislature passed a bill denying services to undocumented persons. A climate of uncertainty still prevails but progress has been made.

“Some Hispanic children eligible for Medicaid benefits aren’t getting the medical care they need because of a change in the way the state verifies their parents’ income, say healthcare providers and advocates for Hispanics.” (Lee Shearer, *Athens Banner-Herald*, June 18, 2006, p. A1).

“Many of the [Hispanic] families are very afraid and confused….They’re not wanting to go to any government offices….They’re not sure they have the requirements for their children to remain eligible, so children are being dropped,” Dr. Diane Dunston, Athens Neighborhood Health Center (*Athens Banner-Herald*, June 18, 2006, p. A8).
Recursos locales para inmunizar su hijo para el colegio

¡En Georgia, la ley requiere que todos los estudiantes que desean matricularse en el colegio tienen que tener al día los papeles correctos de inmunización!

Clarke County Main Health Department
345 North Harris Street, Athens GA
www.publichealthathens.com/clarke_county.htm
(706) 542-8600

*Algunos empleados bilingües

- Inmunizaciones por $14.75/inyección
- Si aún no tiene listo su record de inmunización, comenzarán otro para usted, pero no pueden registrar ninguna inyección que haya tenido previamente; tiene que empezar nuevamente y obtener todas las inyecciones requeridas.
- Si tiene record de inmunización de otro Estado o país, ¡le es válido! Tráigalo y serán trasladados al record de Georgia.
- Cuando haya recibido todas las inmunizaciones necesarias para el colegio, le darán un certificado llamado “Georgia 3231” el cuál tiene que presentar para poder matricular a su hijo en cualquier colegio de Georgia. Este certificado es gratis si usted pagó por las inmunizaciones en el departamento de salud. Si su record de otro Estado o país está al día y solamente necesita hacer un traslado para el record de Georgia, le costara $10.00 obtener el certificado llamado “Georgia 3231”.

Clarke County Health Department - East Athens Clinic
410 McKinley Drive, Athens GA
www.publichealthathens.com/clarke_county.htm
(706) 369-5816
8:30 am - 5:30pm lunes, miércoles, jueves
8:30am - 7:30pm martes
8:30am – 2:30pm viernes

*Servicios bilingües disponibles

- Ofrecen inmunizaciones
- Sin seguros, costo de inmunización $14.75/inyección (precios varían si tiene seguro médico)
- Pueden obtener para usted el certificado “Georgia 3231”
Thank You!