

Developing a Multilingual Health Service Information Guide for Bay-Area AANHPI

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Background

- 27% of Bay-Area residents identify as Asian American and Native Hawaiian/Pacific Islander (AANHPI).

1/5 AANHPI households are linguistically isolated.

Uninsured rate is higher than state average in certain AANHPI groups.

Suggests that many AANHPI community members in the Bay-Area face challenges accessing healthcare.

Community Partners

- NICOS Chinese Health Coalition (NICOS)**
 - Founded in 1985, NICOS is a public-private-community partnership of health and human service organizations.
 - Mission: Enhance the health and well-being of the San Francisco (SF) Chinese community through research, advocacy, coalition-building, and program implementation.
- Vietnamese American Roundtable (VAR)**
 - Founded in 2013, VAR is a 501(c)3 non-profit organization.
 - Mission: Research, promote, and support programs to benefit the local Vietnamese American community.
 - Its programs range from community fairs to language and cultural outreach.

Methods

- Structured interviews** community partners.
 - Assess health and healthcare needs.
- Transcribed and coded interviews to identify themes.
- Identified **free clinics** and **federally qualified health centers (FQHCs)** with interpretive services in SF county.

Results

Themes from Interviews

Health Resources Most Used by Community Members:

- Hospitals: Chinese Hospital in SF
- Primary care: Valley Medical Center, NEMS, AAMG

Health Status of Community Members:

- Delays in seeking medical care due to pandemic

Barriers to Getting Care:

- Financial ability; low-cost/free services a big draw for patients
- Geographic distance to clinics/hospitals
- Lack of language support and culturally competent care
- Stigma associated with physical and mental health conditions

Resources that can be Implemented to Increase Healthcare Access:

- Advocacy organizations and partnerships for cross-referrals/collaborations
- Programs providing financial support
- More language interpretation services
- More CHWs from AANHPI communities to serve as healthcare navigators

FQHCs and Free Clinics in SF County

- 57% (47/83) FQHCs and 0% (0/6) free clinics indicate on their website the availability of interpretive services in at least one AANHPI language.

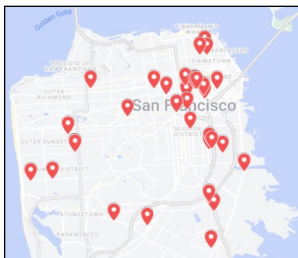


Figure 1. Geographic distribution of SF county FQHCs with interpretive services in AANHPI language(s).

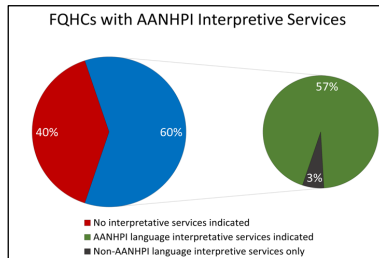


Figure 2. Proportion of SF county FQHCs with interpretive services in AANHPI language(s).

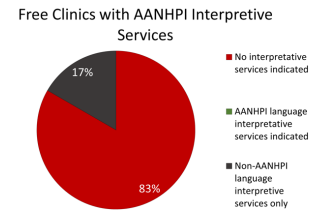


Figure 3. Proportion of SF county free clinics with interpretive services in AANHPI language(s).

Conclusions

- This research demonstrates the importance of offering interpretive services in AANHPI languages.
- Community centers play an important role in providing resources and connecting communities to health services.

Future Directions

- Further elucidate health experiences of underrepresented AANHPI subgroups.
 - Assess health disparities, inform community interventions and health policies.
- Collaborate with community partners to create and execute plan to disseminate information about FQHCs and free clinics.
 - Health fairs, community programming.

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