

Working With Specific Populations: Hispanic/Latino

Audience: All employees who work in a healthcare setting

Accreditation Available: 1 CME, CEU, or CCM Credit

CE Information: qualityinteractions.com/accreditation

About This Course

The Hispanic/Latino population is the largest minority group in the United States, and also one of the fastest growing. This population represents incredible diversity of cultures, countries of origin, immigration histories, and healthcare issues.

This course reviews important Hispanic/Latino population data, including healthcare issues and disparities, and provides person-centered strategies for establishing a strong relationship and exploring cultural traditions and beliefs related to healthcare. Pre- and post-test data are available to report knowledge gains.

Learning Outcomes

- Distinguish Hispanic/Latino cultural perspectives and values regarding health and healthcare, while avoiding assumptions and stereotypes.
- Explain common cross-cultural barriers Hispanic/Latino individuals face in healthcare.
- Use a person-centered approach to establish rapport and build relationships with Hispanic/Latino individuals.
- Apply cross-cultural strategies to negotiate health management options that can be agreed upon by both parties.

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Deepening the Connection:
Case Vignette: Communication Styles

 Rosa Carvajal is a 72-year-old woman from Oaxaca, Mexico who speaks English well. However, when her doctor prescribed a new inhaler for her asthma, she did not tell him that she was not planning to pick up the prescription.

Why do you think Mrs. Carvajal did not want to pick up the new inhaler?

- She thought her current inhaler worked just fine, and did not understand why she needed a new one.
- She did not think she could afford the new medication.
- She was afraid that the new inhaler was a steroid drug.

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Hispanic/Latino Health Statistics: Healthcare Disparities

Numerous studies have shown differences in the quality of care Hispanic/Latinos receive compared to the majority population for a wide range of conditions and healthcare services. For example:

35% of Hispanics/Latinos and low-income individuals reported difficulties getting the care they need, compared to 25% of white Americans and 15% of high-income earners.

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Hispanic/Latino Population in the U.S.

The Hispanic/Latino population is the largest minority group in the U.S. and also one of the fastest growing, on pace to double as a proportion of the total population by 2050.

However, Hispanics/Latinos are also an incredibly diverse group with different cultures, health issues, and immigration histories based on national origin and other factors.

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