

**Health and Health Care Issues Impacting the Latino
Population of New Orleans
as
Identified in the October 9th Forum**

Delivery of Care Issues

Limited Mental Health Services
Need for HIV/Sexually Transmitted Disease Programs
Limited Substance Abuse treatment Options
Service
Coordination
Patient Dumping
Patients are not treated at the hospital
No reimbursement for case management services

Language Related Issues

Patients do not understand the medical services they are provided
Lack of medical interpreters
Limited bi-lingual mental health professionals
Limited Spanish Speaking Staff at Clinics
Not enough providers with bi-lingual capacity
Labeling Latinos high risk because they do not speak English
Domestic Violence present in the community
Clinic and hospital documents only in English

Access to Care Issues

Lack of knowledge of service availability
Lack of access to shelters
Inconvenient Hours of Operation by Clinics
Language Barriers
Limited Public Transportation to Clinics
Patients are not treated at the hospital
Service Coordination
Patient Dumping
Fear of Using Hospitals
Eligibility for shelter care disallows undocumented workers
Police in hospitals serve as a deterrent

Language Related Issues

Lack of medical interpreters
Limited bi-lingual mental health professionals
Limited Spanish Speaking Staff at Clinics
Clinic and hospital documents only in English
Labeling Latinos high risk because they do not speak English
Limited number of health insurance agents who are bi-cultural and bi-lingual
Domestic Violence present in the community
Assess and cost of medications

Sustainability Issues

No reimbursement for case management services
Inappropriate use of volunteers
Recruitment Difficulties

Attrition among providers
Over use/Abuse of bi-lingual workers
Cost of living increasing while salaries are flat
Salary structure is inadequate to hire type of workers needed
Not enough providers with bi-lingual capacity
Latino staff are asked to handle all the needs of the population
If provider uses a bi-cultural worker, they feel they have met the need

Worker Health and Safety

Workers not understanding health risks
Long Term Impact of Asbestos removal
Improper and Lack of Equipment for Construction work
Exposure to Environmental Risks
On the Job injuries
Security from violence and crime
Worker's Compensation Eligibility
Employer Responsibility for Health care
Differing cultural expectations of employer responsibility for worker safety
No regulations for working in hazardous areas

Insurance Eligibility

Eligibility for co-pays on medications is restrictive
Worker's Compensation Eligibility
Employer Responsibility for Health care
Health care Coverage for the Workforce
Undocumented individuals cannot get insurance
Limited number of health insurance agents who are bi-cultural and bi-lingual

Workforce Issue

Over use/Abuse of bi-lingual workers
Attrition among providers
Recruitment difficulties
Inappropriate use of volunteers
Cost of living increases while salaries are flat
Health care Coverage for the Workforce
Agencies not prioritizing the importance of bi-lingual medical interest
Lack of medical interpreters
Limited bi-lingual mental health professionals
Difficulty in recruiting a bi-lingual workforce
Limited Spanish Speaking Staff at Clinics
Not enough providers with bi-lingual capacity
Salary structure is inadequate to hire the type of workers needed
Latino staff are asked to handle all the needs of the population
If provider uses a bi-cultural worker, they feel they have met the need
Limited number of health insurance agents who are bi-cultural and bi-lingual

Social/Political Context

Leadership vacuum
Latinos are hard workers but do not get the public sector benefits they deserve

Health system is not prepared for new population
Fear of using
hospitals
All the clinics claim to work with Latinos
Underlying social tension with respect to undocumented workers
Race issues
Gender/Cultural Tension
Hospitals not complying with Civil Rights Act
Differing cultural expectations of employer responsibility for worker safety
No regulations for working in hazardous areas
Agencies not prioritizing the importance of bi-lingual medical interest
Cost of living increases while salaries are flat
Domestic Violence present in community
Clinic and hospital documents only in English
Labeling Latinos high risk because they do not speak English
Access and Cost of Medications