

# Improving Health: *The Community Speaks*

Good health is essential to being able to work, learn, thrive. To better understand how to improve health in underserved communities, HealthierHere and Center for MultiCultural Health partnered with 18 community based organizations. They conducted five focus groups and 908 individual surveys in 11 languages. Here is a snapshot of what we learned:

## PARTICIPATING ORGANIZATIONS

African American Health Board • Association of Zambians • Congolese Integration Network • Consejo Counseling and Referral Service • Falis Community Services • Khmer Health Board • Latino Community Fund • Living Well Kent • Lutheran Community Services • Mother Africa • Pacific Islander Health Board • Pamoja Christian Church • Sisters in Common • Somali Health Board • TI-Plus • Vietnamese Health Board • Washington State Coalition of African Community Leaders • ZACUSA

### Getting Care is Often Difficult



**Only 2 out of 5**

- > Find it easy to get a clinic appointment
- > Have someone at their clinic who speaks their language
- > Know which symptoms need medical help



**Only 1/2**

- > Think their clinic understands what they tell them
- > Find the info they get from their clinic easy to understand
- > Believe their clinic understands and respect their culture
- > Drive a car to appointments while half rely on family, friends and public transportation

### People Can't Get the Care They Need



**3 out of 5** didn't fill a prescription or take a dose of medicine last year

#### Top Reasons Why

- > Medicine not covered by insurance
- > No insurance
- > Cost too much / Co-pay too high



**3 out of 4** didn't seek care last year when they or someone in their household needed it.

#### Top Reasons Why

- > Cost
- > No insurance
- > No money for co-pay
- > Couldn't get time off work or school

### Insurance Can Be Confusing



**2 out of 5 Find it Easy to**

- > Understand what their insurance covers
- > Renew their insurance



**Only 1/2 Say it is Easy to**

- > Find a clinic or pharmacy that takes their insurance.

### There are Things That Could Make it Better



> Clinic stays open late and on weekends



> Someone at clinic who speaks my language

> Medicine delivered to my home

> Offer transportation to appointments

> Someone to help with health care issues



> Urgent Care near my home

> Written instructions in my language

**?** What Do **YOU** Think?

How does this compare to your own experience?

What is different or the same?

What other ideas do you have about improving health in your community?

*To learn more about the survey and our work, visit [HealthierHere.org](http://HealthierHere.org)*



Center for MultiCultural Health  
Promoting Health and Well-Being in Diverse Communities



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