

Diverse Populations



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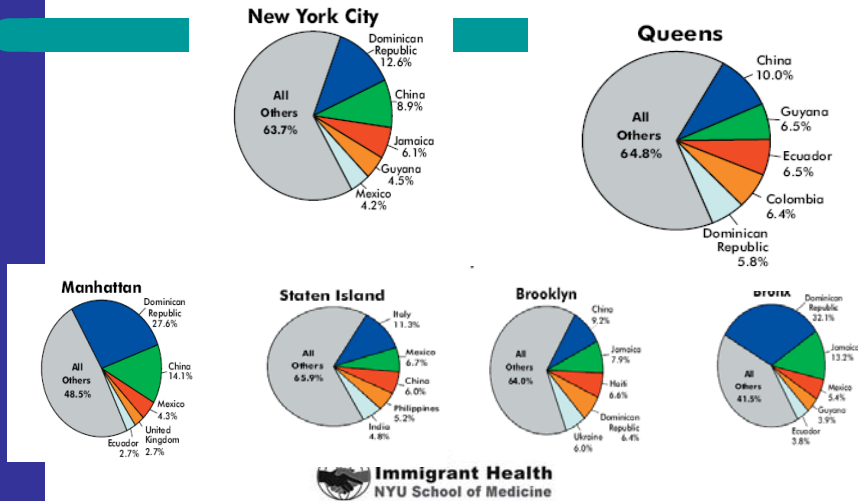


New York City

- 40% of the population is foreign-born, with great diversity
 - 48.9% from Latin America
 - 23.7% from Asia
 - 22.7% from Europe
 - 3% from Africa
- 83% of the foreign-born population speaks a language other than English at home
- Nearly 25% of NYC's foreign-born population (approx. 1.5 million people) has limited English proficiency
- Disparities: Late Screening, Advanced Stage at Diagnosis, Treatment Dropout, Inadequate Representation in Clinical Trials



Top 5 Countries of Birth



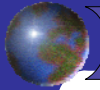
Data Collection

- Country-of-origin
- Length of stay in the US
- Primary language/anguage fluency
- Self-defined ethnicity



Access Barriers: Focus On....

- Legal/ Economic
- Linguistic and Literacy
- Institutional



Access Barriers : *Legal*

- Perceived and Real
- Fear of Deportation
- Fear of Labeling as Public Charge



Access Barrier: *Linguistic and Literacy*

- **90 million people** in US have difficulty understanding and acting on medical information (IOM Report)
- **49% of individuals** with low health literacy speak a language other than English as their primary language



Literacy Assistance Center



Widespread Problem

- Nearly half of the US population is “functionally illiterate” or “marginally literate”

26%	did not understand when their next appointment was scheduled
42%	did not understand the instructions to “take medication on an empty stomach”
86%	could not understand Rights and Responsibilities section of Medicaid application





Barriers: *Language*

- 25% of New Yorkers are limited English proficient
- Proportionately Higher in the Elderly
- Over 175 Different Languages Spoken



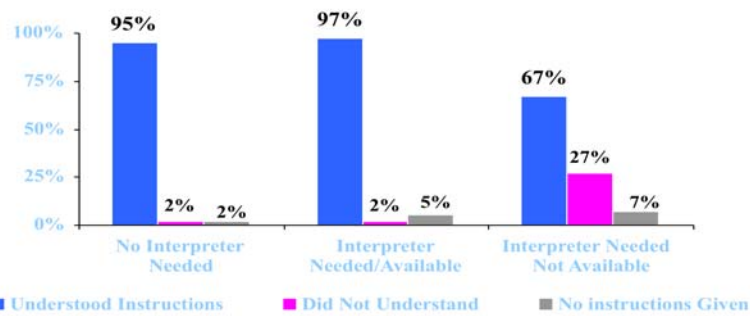
Proportion of Population that is LEP

Filipino	21%
Indian	27%
Italian	36.1%
Pakistani	48%
Spanish	50%
Russian	64.5%
Chinese	70%





Understanding Provider Instructions



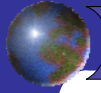
Source: Andrulis D, et al. *What a Difference an Interpreter Can Make: Health Care Experiences of Uninsured with Limited English Proficiency*, March 2002.



Who would make the best medical interpreter?

- Patient's family member
- Staff member
- Volunteer trained in interpretation
- Bilingual volunteer who was physician in home country





Error Analysis and Efficiency

Scripted Encounters:
Bengali: Cancer

Trained versus Ad Hoc Interpreters

Patient/Doctor Actors

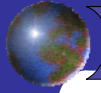
Encounters Audiotaped and Transcribed



Error Analysis Tool

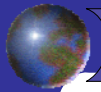
- Word-by-word, and by concept
- Linguistic errors: meaningful and non-meaningful
- Medical errors: no, mild, moderate, high, and life-threatening significance
- HPI, meds/allergies, family history, diagnosis, plan, psychosocial, F/U, patient education





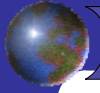
Error Analysis Panel

- Linguist and 3 physicians, at least 2 bilingual
- Scored separately, then discussed differences until consensus



Training Matters

- 27% of errors made by untrained interpreters were of moderate or greater clinical significance vs. 8.5% of errors made by trained interpreters
- Vocabulary precision rate .69 for trained vs. 0.34 for the untrained



Training: Error Examples

- Dr: The results were positive which means that you carry the gene that puts you at risk for developing cancer
- **Int: The results were correct**
- Dr: One important thing that you have going for you is the fact that the cancer has probably been caught early
- **Int: One important thing is the fact that the cancer is working quickly in your body**
- Dr: The doxy could hurt your heart
- **Int: The doxy can give you pain**



Progress is Being Made Percent of Eligible New Yorkers >50 y.o. Undergoing Colonoscopy

- | | |
|---------------|--------------------|
| • 2003 | 2007 |
| 25% of Asians | • 54% of Asians |
| 35% of blacks | • 64% of blacks |
| 38% Hispanics | • 63% of Hispanics |
| 48% of whites | 6% of whites |





Drilling Down Further: The Foreign-Born

- Foreign-born adults are less likely to receive colonoscopy or sigmoidoscopy
 - 44% vs.53%
- Colon cancer screening is particularly low among adults from Guyana, Colombia, and Poland
 - < 1 in 3 over 50
- Immigrants from Dominican Republic
 - Lowest rates of colorectal cancer deaths
- Immigrants from Russia
 - Highest rates of colorectal cancer deaths



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The Health of Immigrants in New York City: A Report from the
New York City Department of Health and Mental Hygiene, June 2006



Multi-pronged Approach Needed

- Systems Level: Financing, Institutional Barriers
- Community Level: Media, CBOs, FBOs,...
- Facility Level: Navigators, Interpreters, Translations
- Provider Level
- Patient Level



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To Follow

- A study of providers serving Chinese and Haitian immigrant communities and CRC screening
- An effective intervention with Latino immigrants in primary care
- An examination of barriers in Chinese immigrants
- Gathering data to drive targeted programs in multiethnic populations