

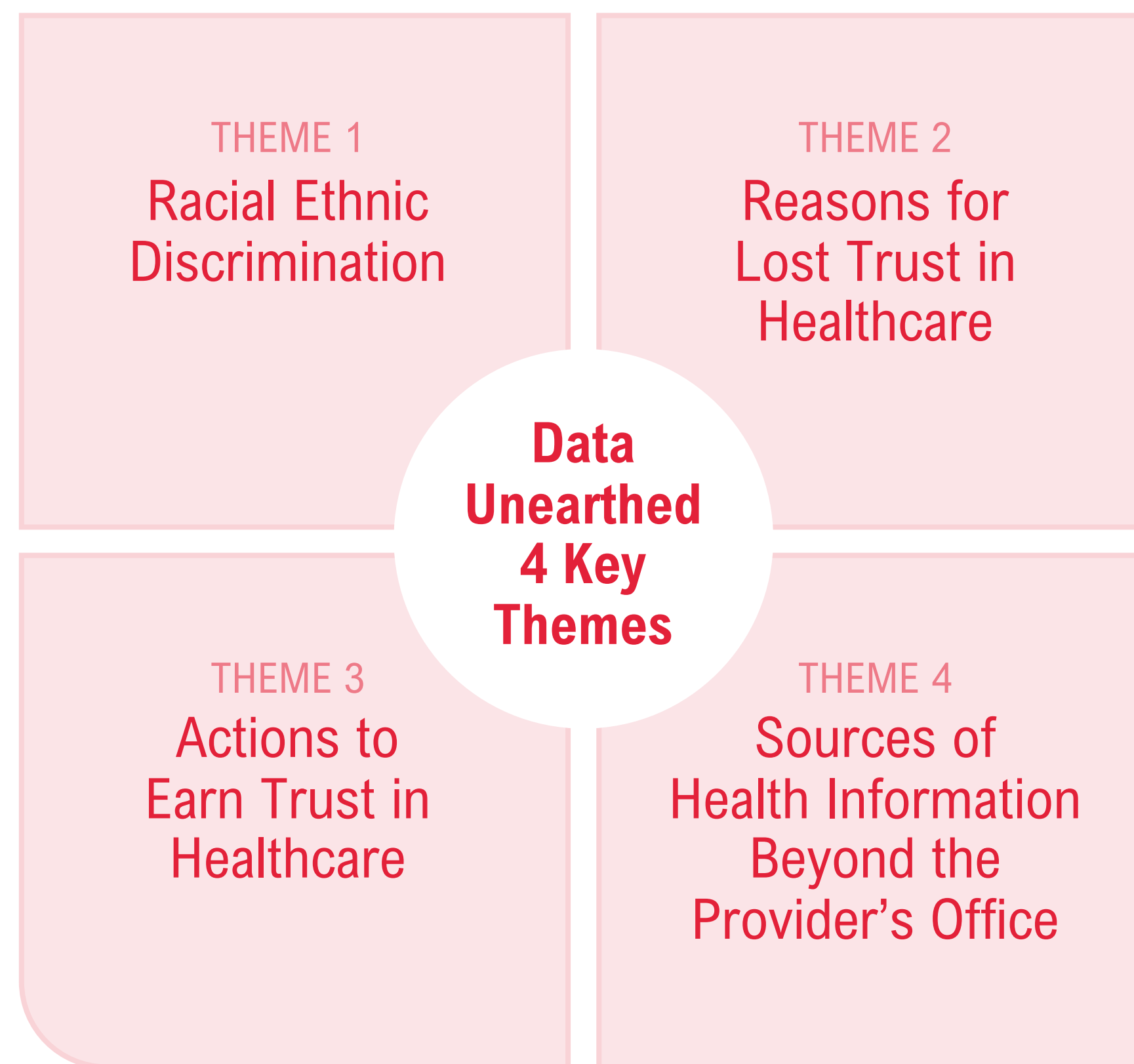
Insights into Black and Hispanic Medicaid recipient's experiences with the healthcare system that can be used to inform the delivery of culturally tailored services: an online patient panel survey

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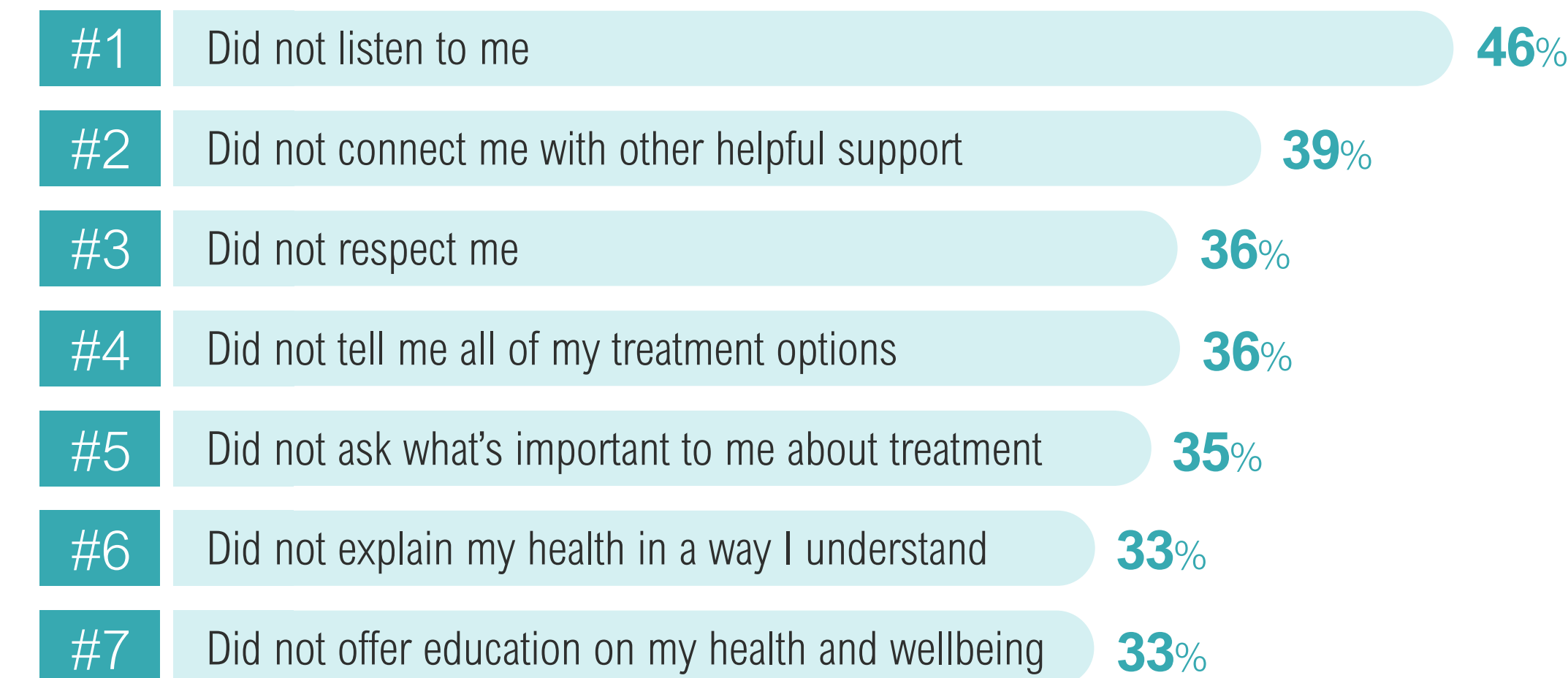


THEME 2 Top 7 Reasons for Lost Trust in Healthcare

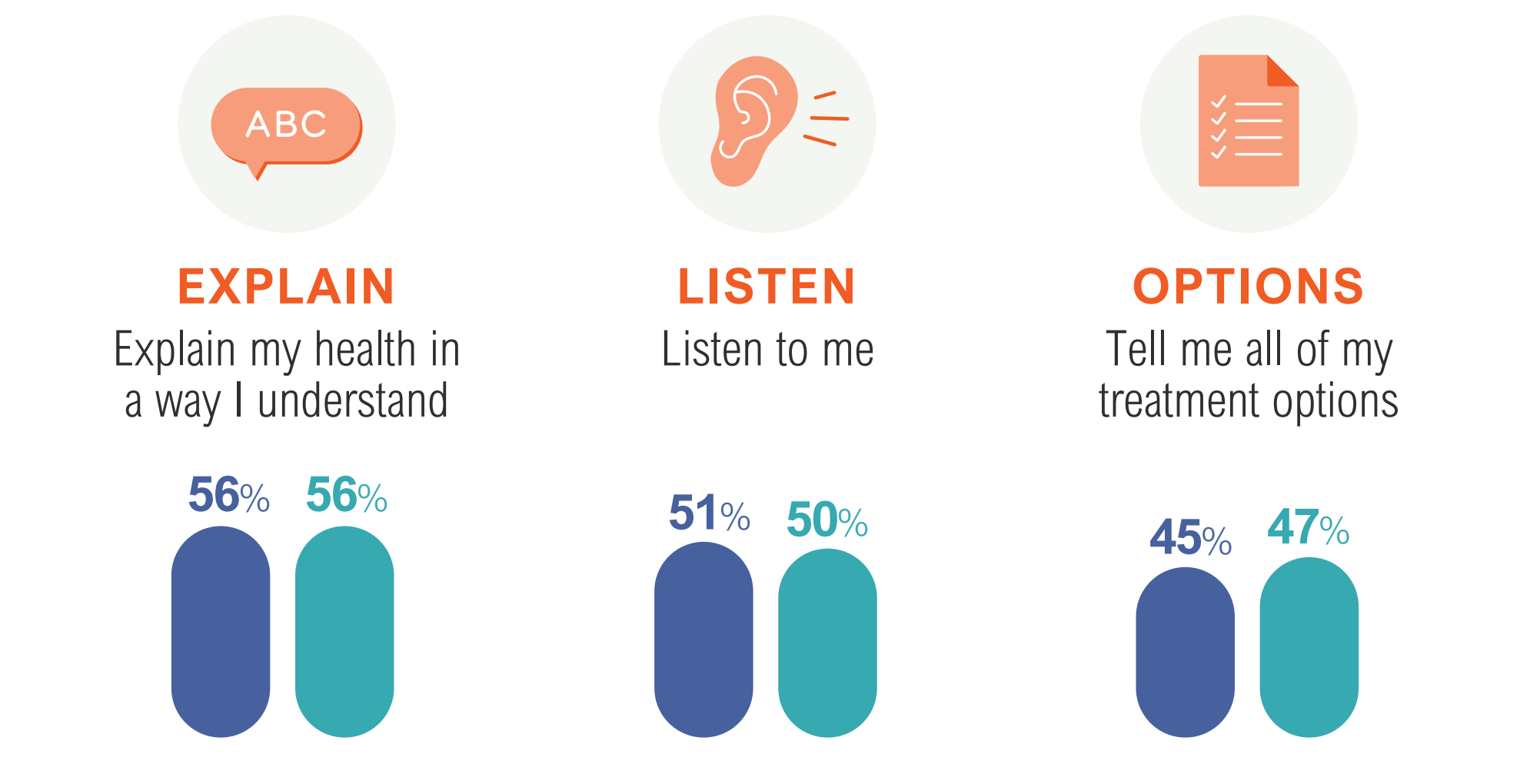
Blacks



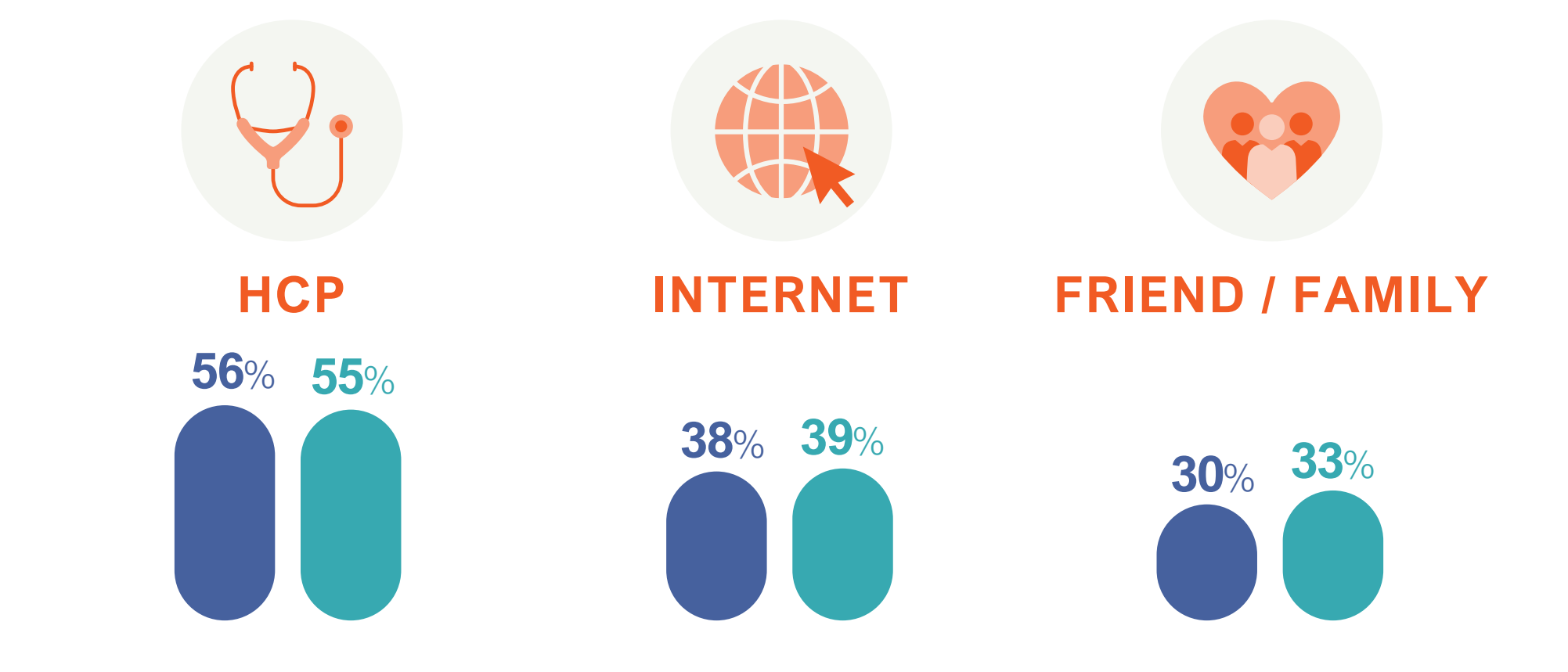
Hispanics



THEME 3 Top 3 Actions to Earn Trust in Healthcare



THEME 4 Sources of Health Information Beyond the Provider's Office



CONCLUSION

This unique data set renders notable findings that add value to the field of measuring patient experience (value add to CAHPS measures). As the Agency for Healthcare Research Quality notes, "Understanding patient experience is a key step in moving toward patient-centered care. By looking at various aspects of patient experience, one can assess the extent to which patients are receiving care that is respectful of, and responsive to, individual patient preferences, needs and values." The data helps us answer the question (from the patient voice): is what's supposed to be happening in healthcare settings, actually happening (clear communication with the provider, respectful engagements)?

