

Arkansas Racial and Ethnic Health Disparity Study

A Minority Health Update

Equality



Equity



© 2017 Robert Wood Johnson Foundation. May be reproduced with attribution.

A survey commissioned by the Arkansas Minority Health Commission conducted by UA Little Rock Survey Research Center.

2019



1501 South Main St., Suite A • Little Rock, Arkansas 72202 • (501) 686-2720 • Fax: (501) 686-2722

Welcome and thank you for reading the 2019 Arkansas Racial and Ethnic Health Disparities Survey:

The mission of the Arkansas Minority Health Commission (AMHC) is to assure all minority Arkansans equitable access to preventive health care and to seek ways to promote health and prevent diseases and conditions that are prevalent among minority populations.

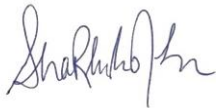
The Commission supports its mission through:

- Studying issues related to the delivery of and access to health services for minorities in Arkansas;
- Identifying any gaps in the health service delivery system that particularly affect minorities;
- Making recommendations to relevant agencies and to the legislature for improving the delivery and access to health services for minorities; and
- Studying and making recommendations as to whether adequate services are available to ensure future minority health needs will be met.

Through programming, partnerships and sponsorships, the AMHC continues to strive to improve the health of Arkansas' minority populations in an effort to eliminate health disparities and advance health equity.

It is with pleasure that we present the 2019 Arkansas Racial and Ethnic Health Disparity Study in partnership with the UA Little Rock Survey Research Center. This survey provides a statewide urban and rural perspective of health disparities. We hope this survey will not only inform you about racial and ethnic health disparities, but also move you to join us as we seek to improve the health of minority Arkansans which will enhance the overall health of the state.

Sincerely,



ShaRhonda J. Love, MPH
Director

Table of Contents

Executive Summary	1 - 3
Survey Results	
• Race Questions	Q1 – Q3
• General Thoughts Towards Health	Q4 – Q7
• Personal Health	Q8-Q11
• Attitudes Towards Doctors	Q12 – Q17
• Personal Health Care Practices	Q18 – Q26
• Doctor Office: Race, Gender and Location	Q27 – Q32
• Communication Barriers in Receiving Health Care	Q33 – Q38
• Discrimination in Receiving Health Care	Q39 – Q45
• Demographics	Q46 – Q53
• Health Monitoring	Q54 – Q56
• Treatment Practices	Q57 – Q58c
• Confidence in Managing	Q59
• Health Information Delivery Methods	Q60a – Q60g
• Access to Internet	Q61 – Q62
Conclusion and Recommendation.....	72-73
EndNotes.....	74
Appendix A: Survey Methodology	A1 – A2
Appendix B: Qualitative Categories Defined	B1 – B4
Appendix C: Survey Questionnaire	C1 – C16

2019 ARKANSAS RACIAL AND ETHNIC HEALTH DISPARITY SURVEY

EXECUTIVE SUMMARY

At the request of the sponsor, the Arkansas Minority Health Commission, the University of Arkansas Little Rock Survey Research Center (SRC) conducted the 2019 Arkansas Racial and Ethnic Disparity Survey. The survey serves as an important tool to help understand differences, commonalities, disparities, and practices among racial and ethnic groups with respect to health and health care services. The survey was designed to gather data on the perceptions, opinions, attitudes, behaviors, and knowledge related to health and health care practices of Arkansans within specific racial and ethnic groups identified by the urban and rural county of residence. To accomplish this, 2,330 Arkansas residents were interviewed by phone, and the data was cross-tabulated by group: White Urban, Black Urban, White Rural, Black Rural, and Hispanic. A full description of the survey methodology is in Appendix A.

Summary of Findings

Significant Differences in Perceptions Regarding Racial Issues:

- ✘ Significant differences are among the five groups, with the Black Urban group having the lowest percentage of respondents viewing race relations as "very good." Q1
- ✘ Almost half of the White Rural respondents reported "never" thinking about their race. Conversely, close to 45% of both the Black Urban and Black Rural groups think about race "constantly." Q2
- ✘ Significantly higher percentages of both Black groups believe that "blacks and Hispanics have more health problems." Q3
- ✘ Significantly fewer white respondents believe that Blacks and other minorities are treated less fairly while getting healthcare. Q39
- ✘ Black groups are more likely to think that health problems for Blacks and Hispanics are due to "Diet and Nutrition." Q45
- ✘ White and Hispanic groups think that health problems for Blacks and Hispanics are due to "Genetics and Family History." Q45

Different Attitudes towards Personal Health

- ✘ The White Urban group is significantly more likely to rate their health as "excellent" or "very good" compared to other groups. Q8
- ✘ Significantly more respondents in both Black groups report having health problems. Q9
- ✘ The daily smoking rate is significantly higher within the Black Urban group. Q11
- ✘ Both Black groups are significantly less likely to agree that self-care is better than going to the doctor. Q7

Similar Perceptions of Doctors and Personal Health Issues

- ✘ Approximately one out of three respondents in all groups have had doctors talk to them about emotional concerns affecting their health. Q56

- ✗ Close to 7 out of 10 of all respondents, regardless of group, reported having their cholesterol checked. Q54
- ✗ Approximately 8 out of 10 of all currently smoking respondents have had their doctors talk to them about the health risks of smoking. Q58a
- ✗ Approximately 7 out of 10 respondents in all groups have had doctors talk to them about exercise. Q58c
- ✗ Over 90 percent of respondents in all groups state they are either "somewhat" or "very" confident they can manage their health. Q59
- ✗ Approximately 7 out of 10 of all respondents indicated there had been times when they chose not to follow a doctor's advice. Q25
- ✗ All the groups show no differences in their perceptions of how doctors view their lifestyles. Q13
- ✗ Over half of all respondents stated that doctors show them a "great deal" of respect. Q16
- ✗ Over half of all respondents reported that doctors involved them in health decisions at a satisfactory level. Q17
- ✗ Consistently high percentages of both Black and White groups have regular doctors. Q22
- ✗ White groups are significantly more likely to state they are "very satisfied" with their quality of health care. Q18

Differences in Delivery Methods for Health Care Information

- ✗ Significantly higher percentages of Black respondents felt judged unfairly based upon their ability to pay for healthcare. Q41
- ✗ Significantly fewer respondents in the White groups reported being treated unfairly while getting healthcare. Q42
- ✗ Significantly higher percentages of Black and Hispanic respondents reported being victims of discrimination while getting healthcare. Q40
- ✗ The Hispanic and Black Rural groups are significantly less likely to view that they have a "great deal of choice" in where to go to receive medical care. Q20
- ✗ The Hispanic group is significantly more likely to seek health care at a public clinic. Q19
- ✗ One out of five respondents in both Black groups receive regular health care from a location where all the staff is of a different race. Q29

Significant Differences in Hispanic Health Care Issues

- ✗ The Hispanic group is significantly less likely to visit a doctor or clinic more than 3-4 times a year. Q21
- ✗ The Hispanic group has a significantly lower percentage of respondents who reported postponing or not seeking medical care. Q23
- ✗ Forty-five percent of all Hispanic respondents report needing an interpreter to help speak to doctors. Q34
- ✗ Most Hispanic respondents needing interpreting services report being able to "somewhat" or "fully" understand the doctor with the help of the interpreter. Q35

Significant Differences in Hispanic Health Care Issues (continued)

- ✗ Half of Hispanic respondents needing an interpreter receive services provided by the doctor's office through either professional interpreters or bilingual staff. Q36
- ✗ Significantly fewer Hispanic respondents report having insurance coverage compared to all other groups. Q50

- ✘ Significantly fewer Hispanic respondents have been told they have high blood pressure. Q55
- ✘ Hispanic respondents are far less likely to have been reminded by doctors' offices to schedule preventative care. Q57
- ✘ Hispanic respondents are less likely to have doctors talk to them about diet and weight. Q58b

Differences in Health Care Information Delivery Methods

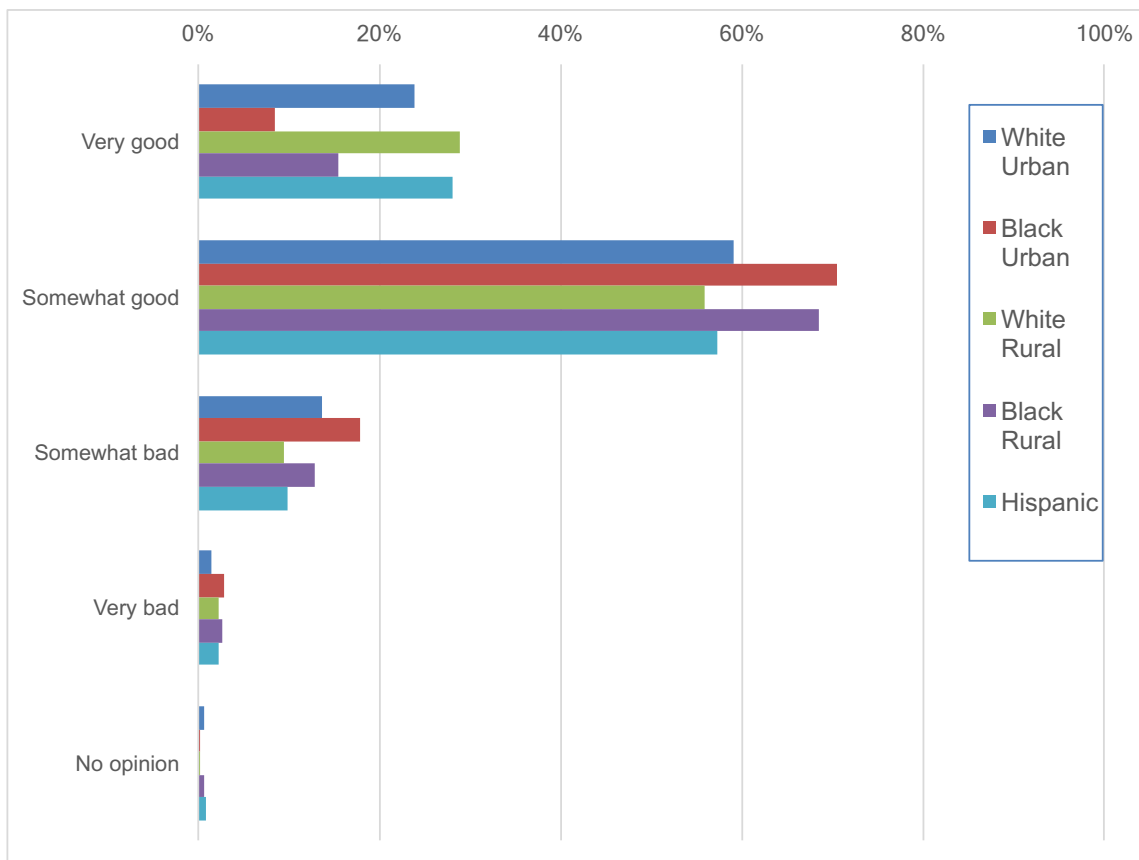
- ✘ The Black Urban group is significantly more likely to often use the internet for health information. Q60a
- ✘ The Black Rural group is significantly more likely to often use books and printed materials for health information. Q60b
- ✘ Few respondents in all groups call a doctor to obtain health information. Q60c
- ✘ Black respondents are significantly more likely to visit a health fair for health information. Q60f
- ✘ White Rural respondents use family and friends for health information significantly more often than White Urban respondents. Q60d
- ✘ White Urban respondents are significantly more likely to ask a pharmacist for health information compared to White Rural respondents. Q60e

Race Relations

Would you say relations between racial and ethnic minorities and whites are very good, somewhat good, somewhat bad, or very bad?

Significant differences are among the five groups, with the Black Urban group having the lowest percentage of respondents viewing relations as "very good." This percentage is significantly lower than all other groups.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Very good	24%	8%	29%	15%	28%
Somewhat good	59%	70%	56%	68%	57%
Somewhat bad	14%	18%	9%	13%	10%
Very bad	1%	3%	2%	3%	2%
No opinion	1%	0%	0%	1%	1%
Don't Know/Refused	1%	0%	4%	0%	1%

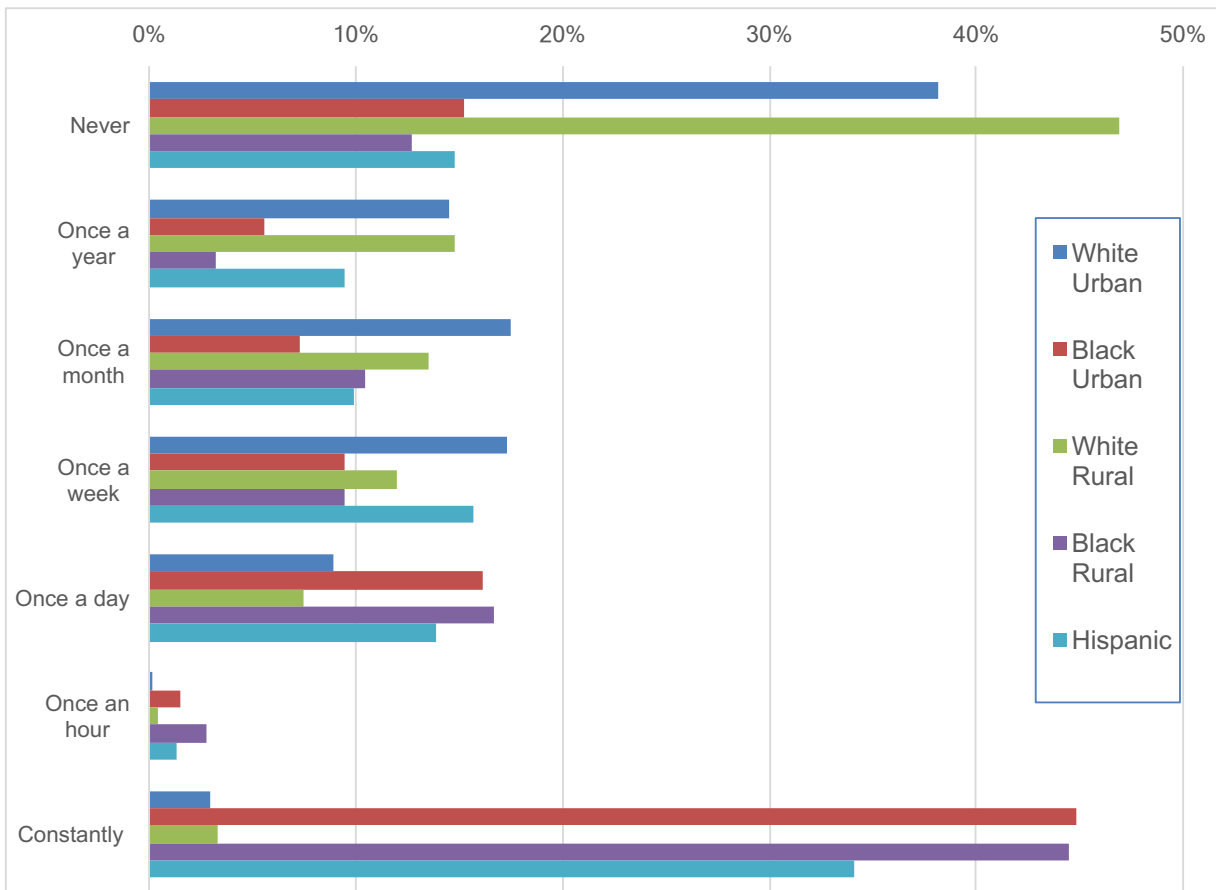


Think About Race

How often do you think about YOUR race?

Almost half of the White Rural group report "never" thinking about their race. Close to half of both the Black Urban and Black Rural groups think about race "constantly." The Hispanic group reports similar percentages to Black groups.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Never	38%	15%	47%	13%	15%
Once a year	15%	6%	15%	3%	9%
Once a month	17%	7%	14%	10%	10%
Once a week	17%	9%	12%	9%	16%
Once a day	9%	16%	7%	17%	14%
Once an hour	0%	2%	0%	3%	1%
Constantly	3%	45%	3%	44%	34%
Don't Know/Refused	0%	0%	2%	0%	0%

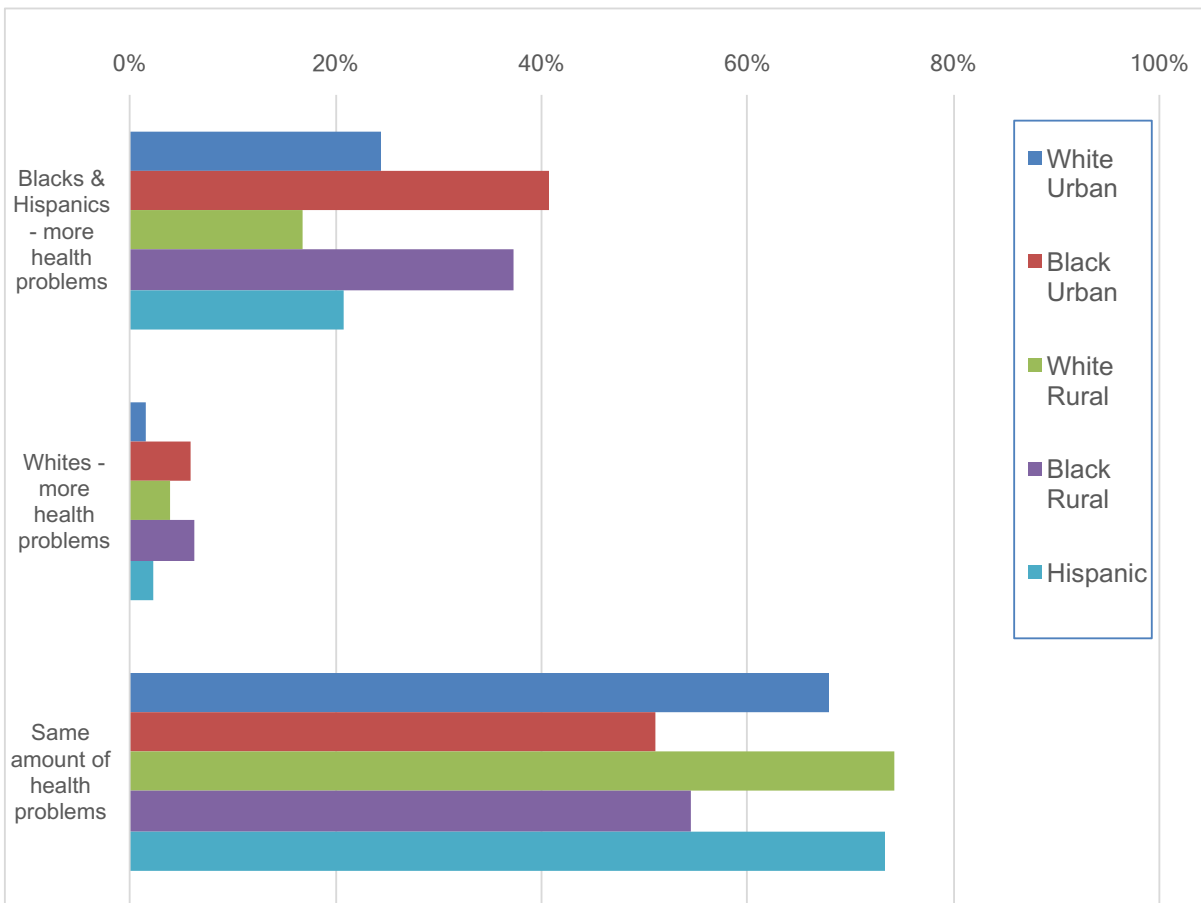


Perception of Health Problems

Which comes closer to your beliefs, overall? Blacks and Hispanics have more health problems than Whites, Whites have more health problems than Blacks and Hispanics, or the three groups have the same amount of health problems.

Significantly higher percentages of both Blacks groups believe that "Blacks and Hispanics have more health problems." Hispanic beliefs are similar to the white groups with close to 7 out of 10 respondents believing that the health problems are the same.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Blacks & Hispanics - more health problems	24%	41%	17%	37%	21%
Whites - more health problems	2%	6%	4%	6%	2%
Same amount of health problems	68%	51%	74%	54%	73%
Don't Know/Refused	7%	2%	5%	2%	3%

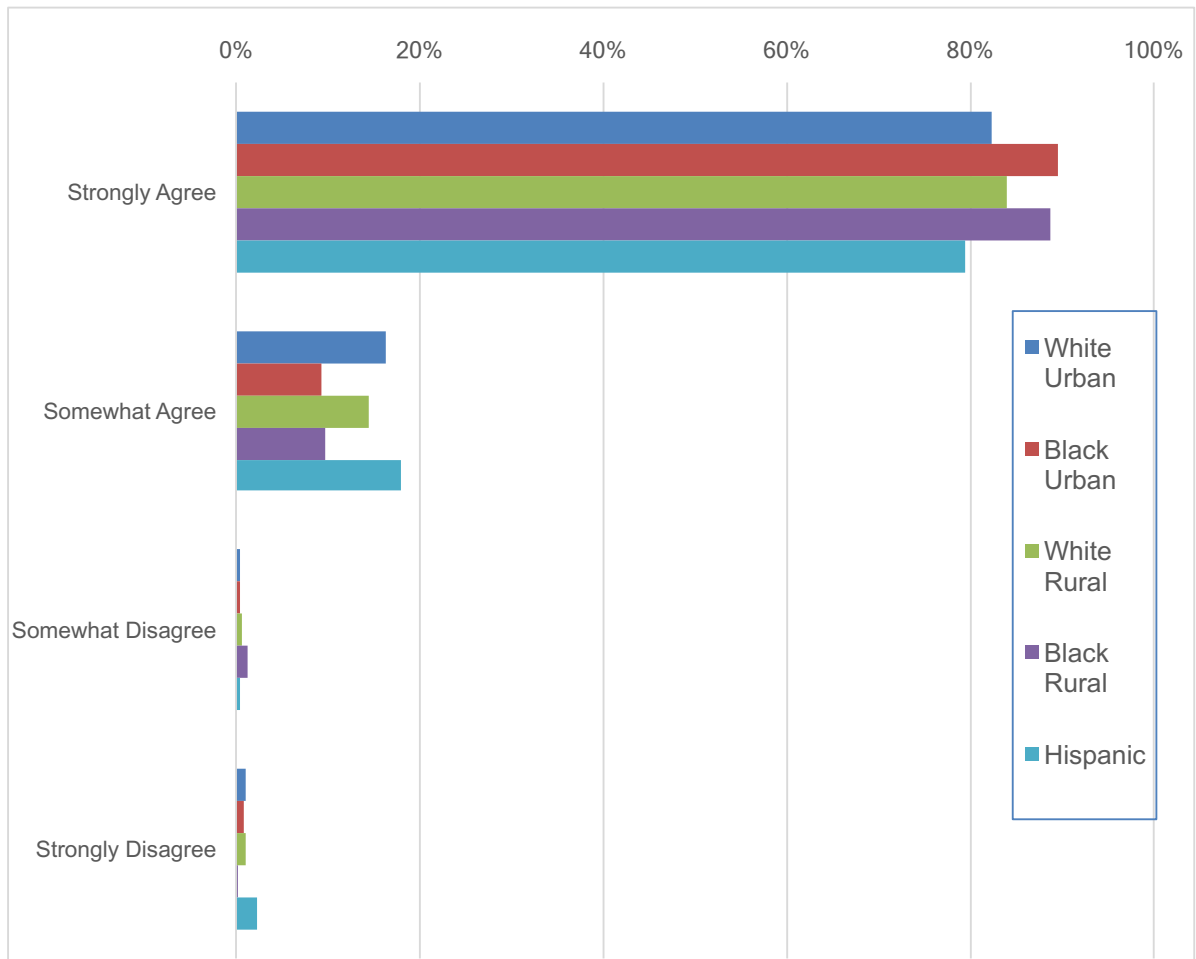


Agree/Disagree: Self Care

My health largely depends on how well I take care of myself.

The White Urban and Hispanic groups have significantly fewer respondents who "strongly agree" that their health depends on self-care.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Strongly Agree	82%	90%	84%	89%	79%
Somewhat Agree	16%	9%	15%	10%	18%
Somewhat Disagree	0%	0%	1%	1%	0%
Strongly Disagree	1%	1%	1%	0%	2%

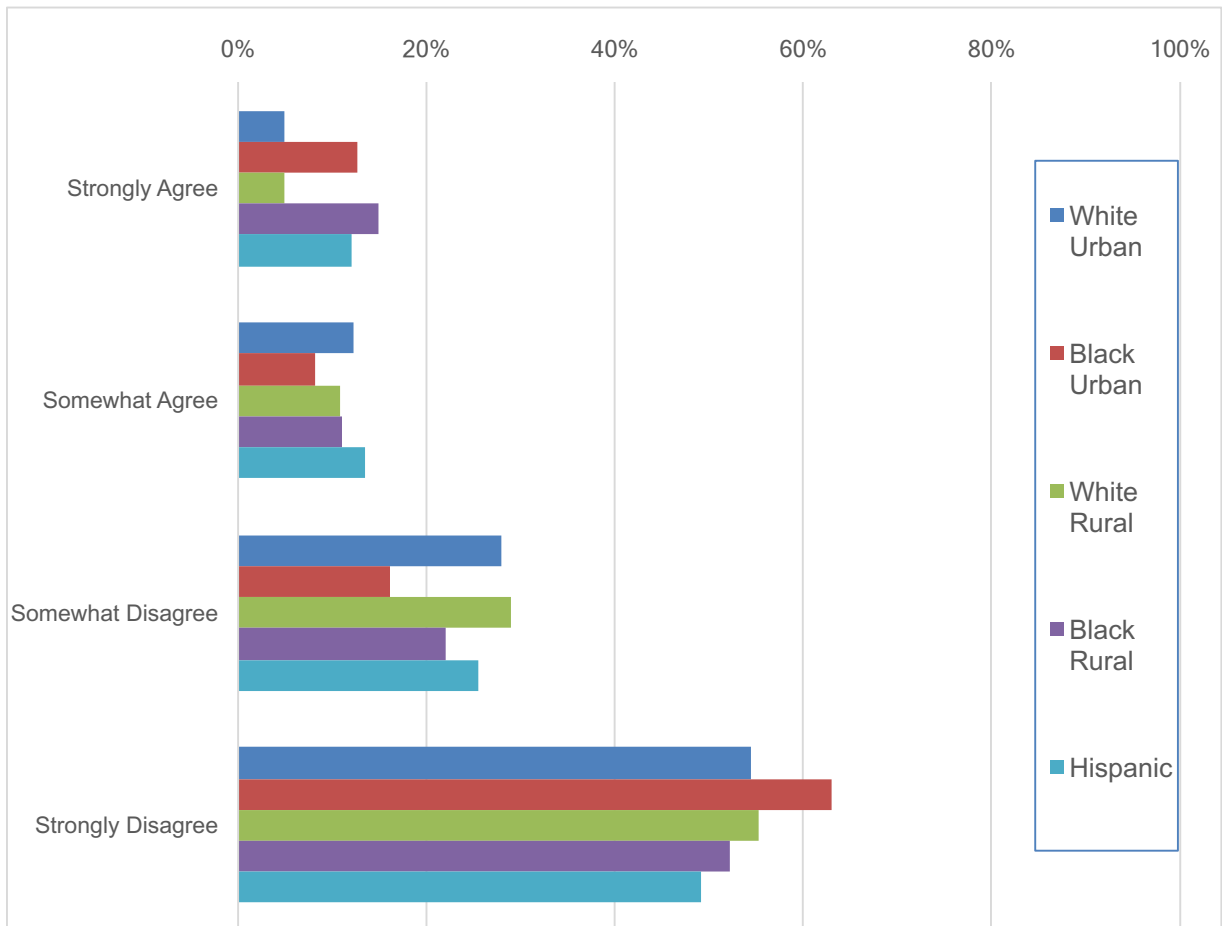


Agree/Disagree: Staying Healthy

I think staying healthy is a matter of luck more than anything else.

The Black Urban group has a significantly higher percentage of respondents who disagree that health is a matter of luck.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Strongly Agree	5%	13%	5%	15%	12%
Somewhat Agree	12%	8%	11%	11%	13%
Somewhat Disagree	28%	16%	29%	22%	25%
Strongly Disagree	54%	63%	55%	52%	49%

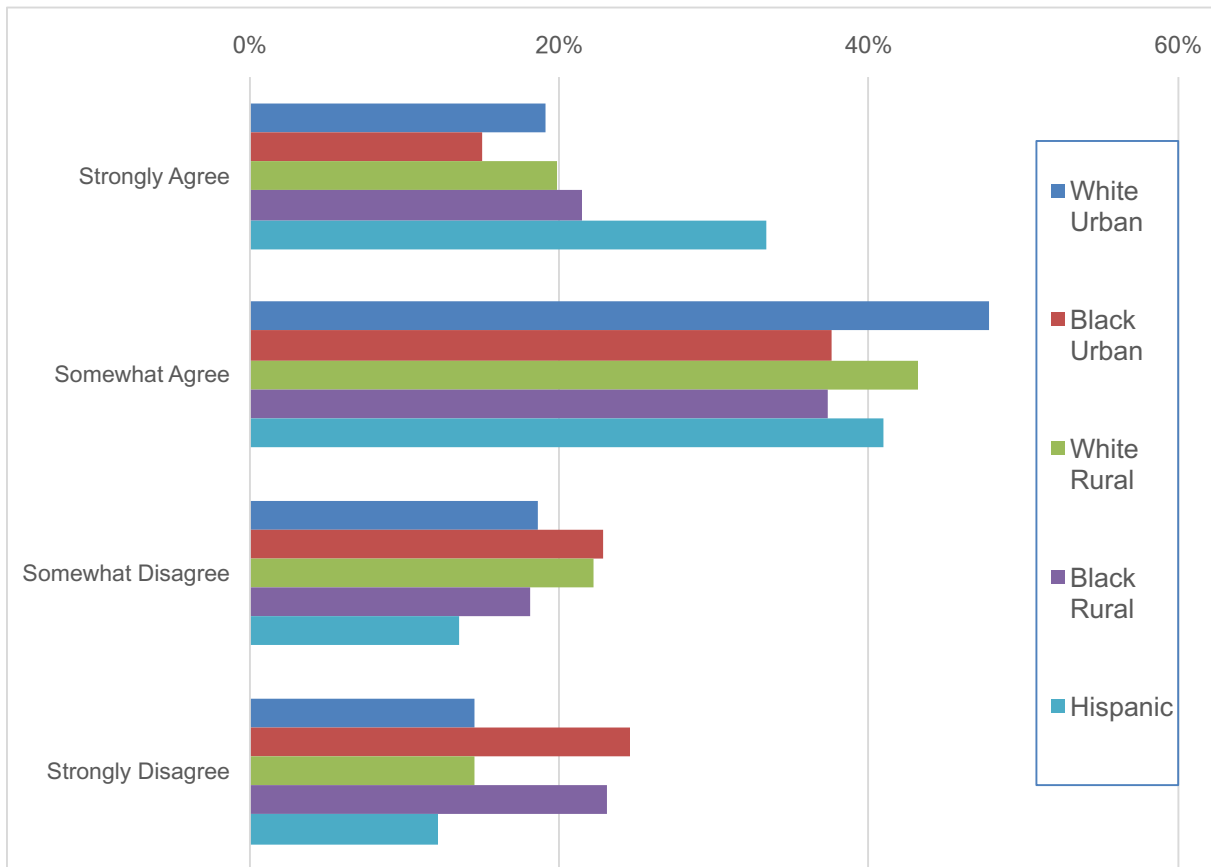


Agree/Disagree: Health Decisions

I leave it to doctors to make the right decisions about my health.

Hispanics are significantly more likely to leave health decisions to doctors compared to all other groups.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Strongly Agree	19%	15%	20%	21%	33%
Somewhat Agree	48%	38%	43%	37%	41%
Somewhat Disagree	19%	23%	22%	18%	14%
Strongly Disagree	15%	25%	15%	23%	12%

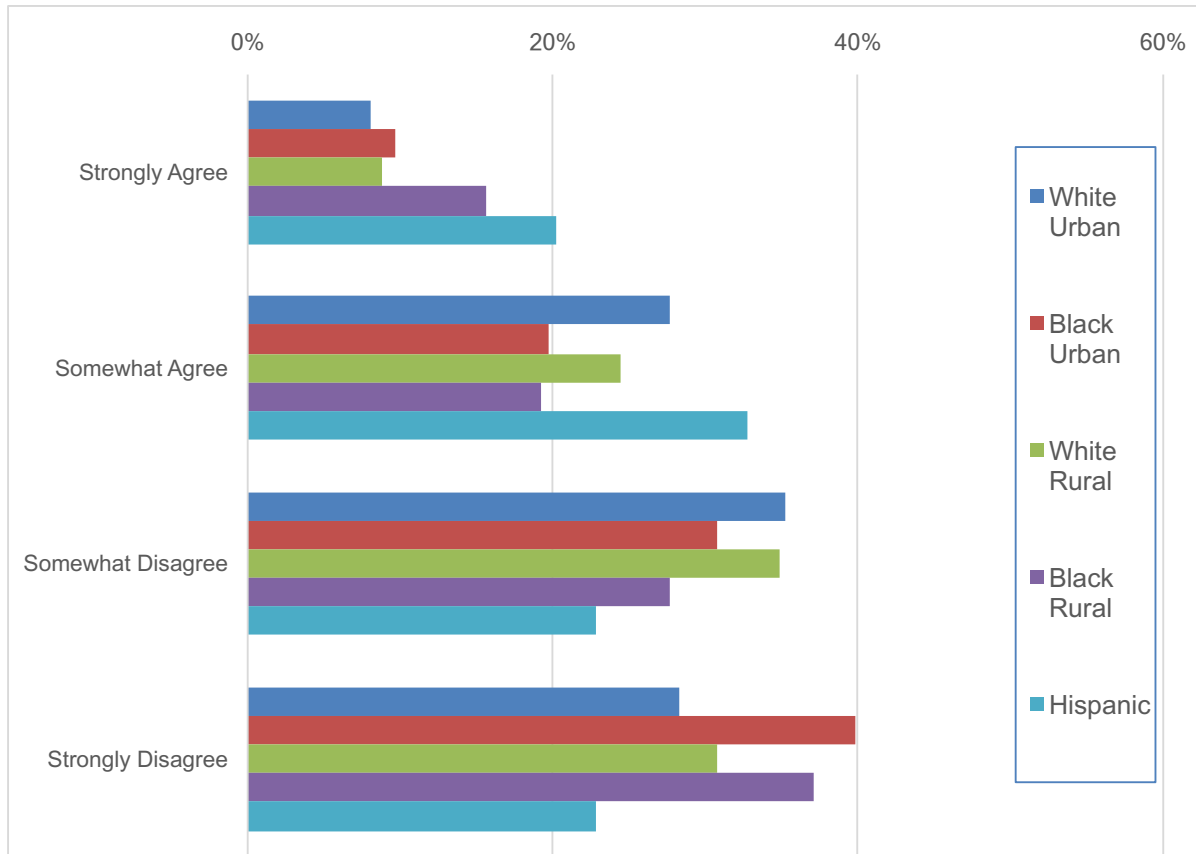


Agree/Disagree: Going to the Doctor

It is generally better to take care of your own health than to go to the doctor.

Both Black groups are significantly less likely to agree that self-care is better than going to the doctor.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Strongly Agree	8%	10%	9%	16%	20%
Somewhat Agree	28%	20%	24%	19%	33%
Somewhat Disagree	35%	31%	35%	28%	23%
Strongly Disagree	28%	40%	31%	37%	23%
Don't Know/Refused	0%	0%	1%	0%	1%

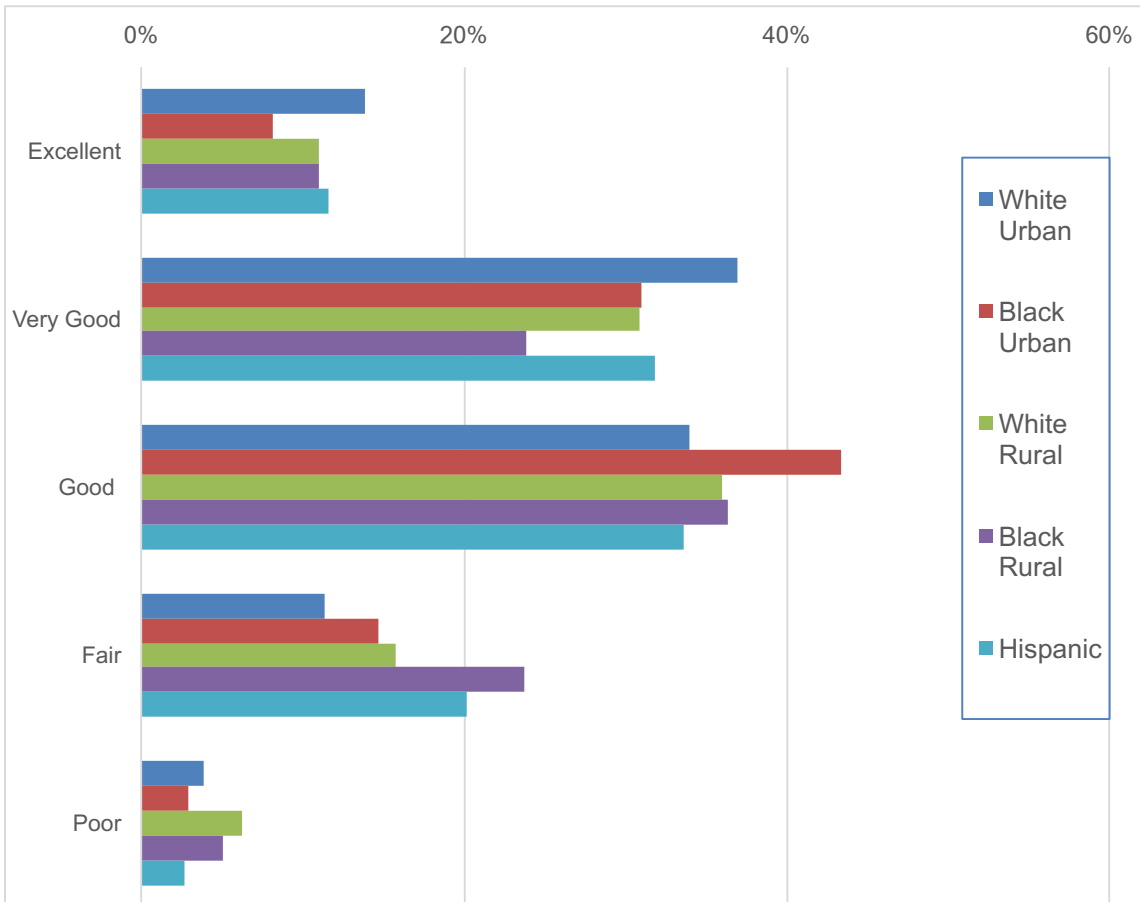


General Health

In general, how would you describe your own health?

The White Urban group is significantly more likely to rate respondents' health as "excellent" or "very good" compared to other groups. The Black Urban group is significantly less likely to do so.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Excellent	14%	8%	11%	11%	12%
Very Good	37%	31%	31%	24%	32%
Good	34%	43%	36%	36%	34%
Fair	11%	15%	16%	24%	20%
Poor	4%	3%	6%	5%	3%

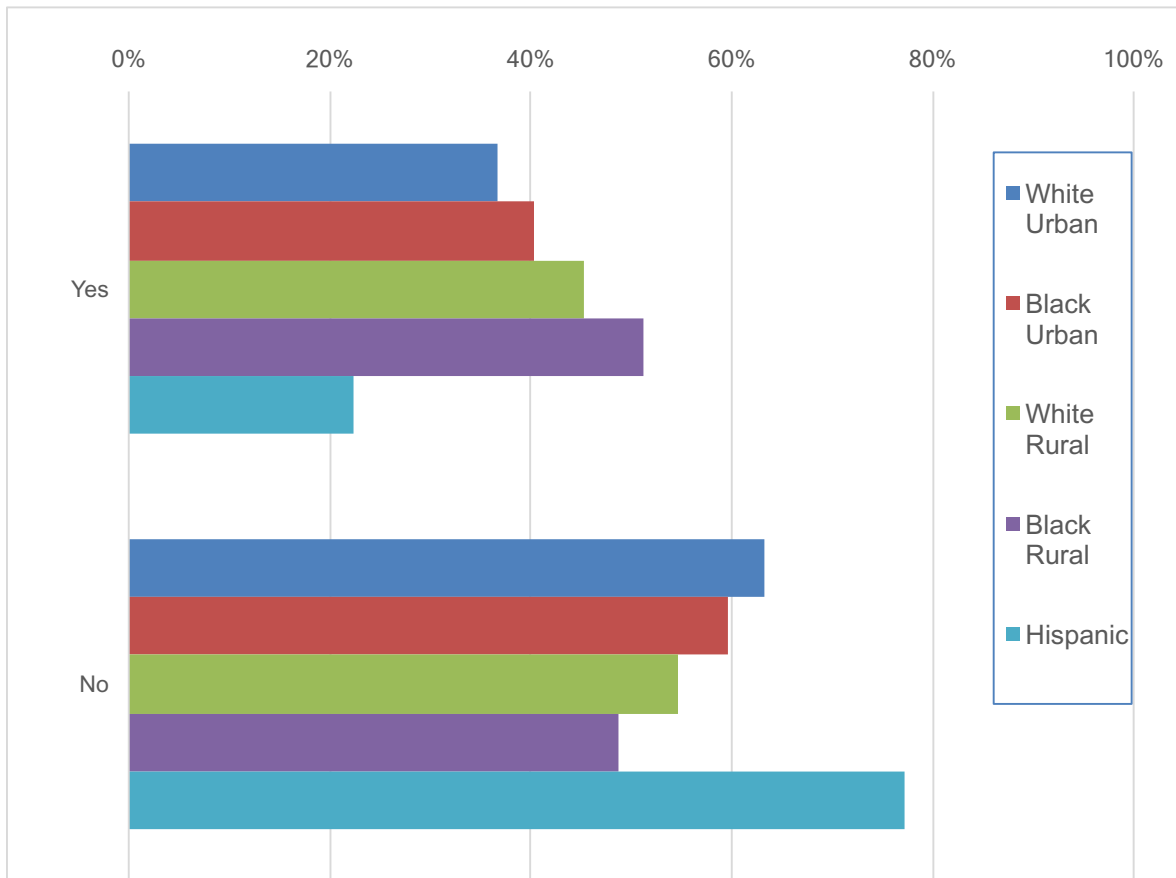


Health Problems

Do you currently have any health problems such as diabetes, heart disease, high blood pressure, or cancer?

Significantly more respondents in both Black groups report having health problems compared to the Urban groups and Hispanics.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	37%	40%	45%	51%	22%
No	63%	60%	55%	49%	77%

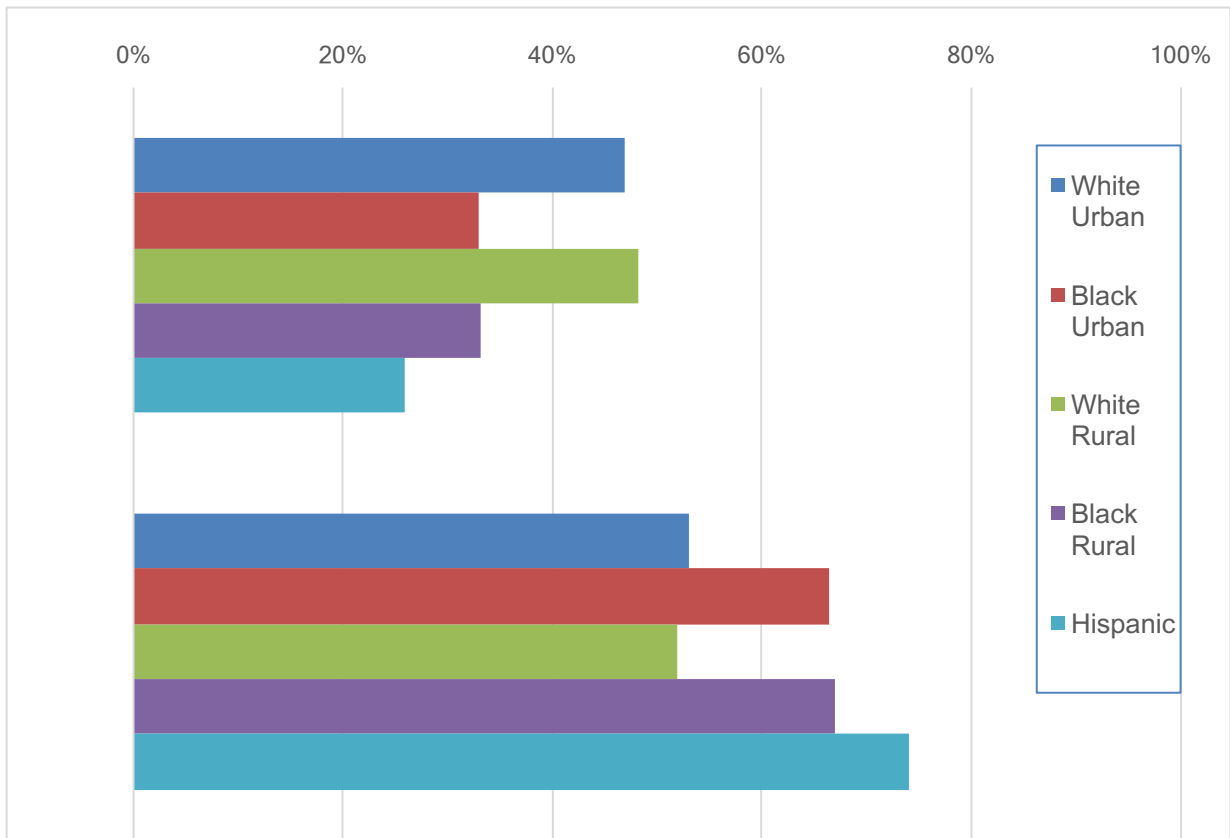


Smoking

Have you smoked at least 100 cigarettes in your entire life?

Significantly more respondents in both White groups report having smoked compared to the Black and Hispanic groups.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	47%	33%	48%	33%	26%
No	53%	66%	52%	67%	74%

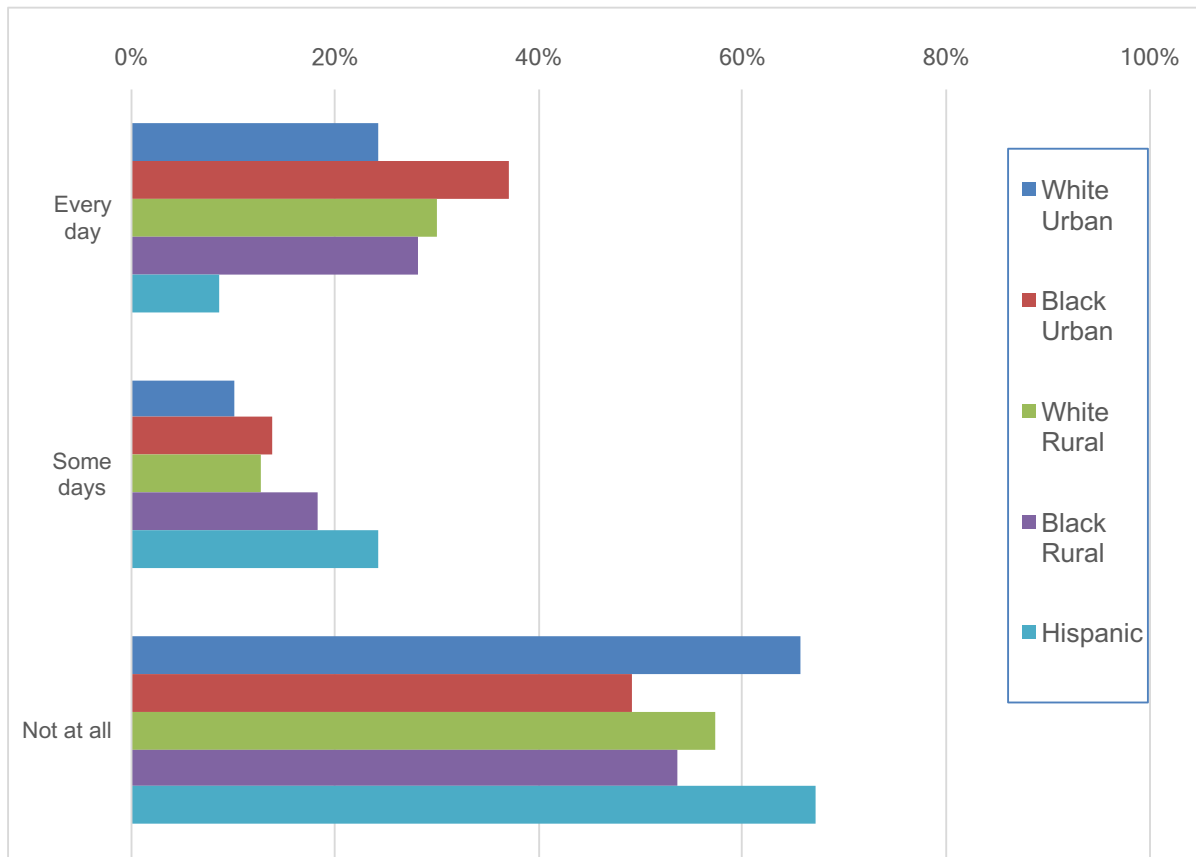


Currently Smoking

Do you now smoke cigarettes every day, some days, or not at all?

The "every day" smoking rate is significantly higher within the Black Urban group. The rate is significantly lower within the Hispanic group.

	268	173	244	164	58
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Every day	24%	37%	30%	28%	9%
Some days	10%	14%	13%	18%	24%
Not at all	66%	49%	57%	54%	67%

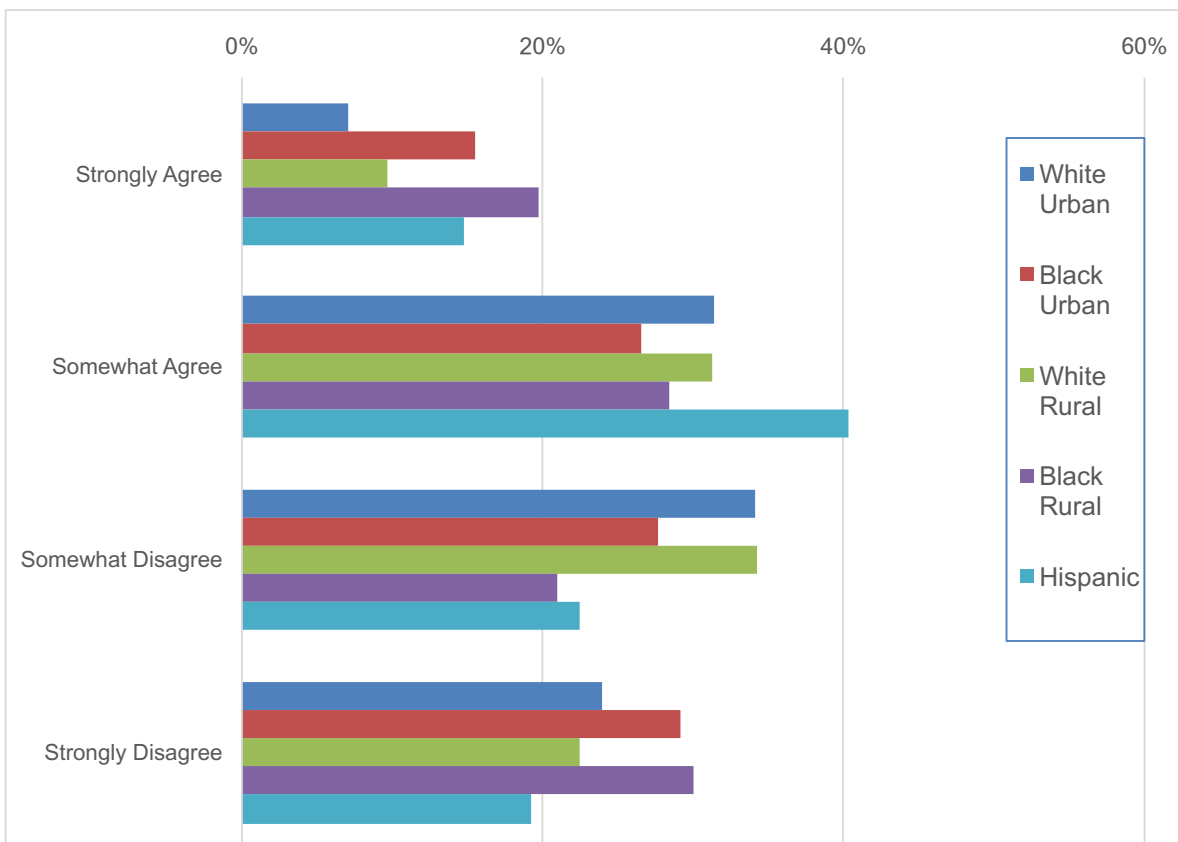


Agree/Disagree: Alternative Healthcare Practices

I think that most doctors are open to discussing alternative healthcare practices, such as prayer, meditation, yoga, and herbal medicine.

Black groups are more likely to "strongly agree" to a statement regarding the openness of doctors to alternative medical practices compared to the White groups.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Strongly Agree	7%	15%	10%	20%	15%
Somewhat Agree	31%	26%	31%	28%	40%
Somewhat Disagree	34%	28%	34%	21%	22%
Strongly Disagree	24%	29%	22%	30%	19%
Don't Know/Refused	4%	1%	2%	1%	3%

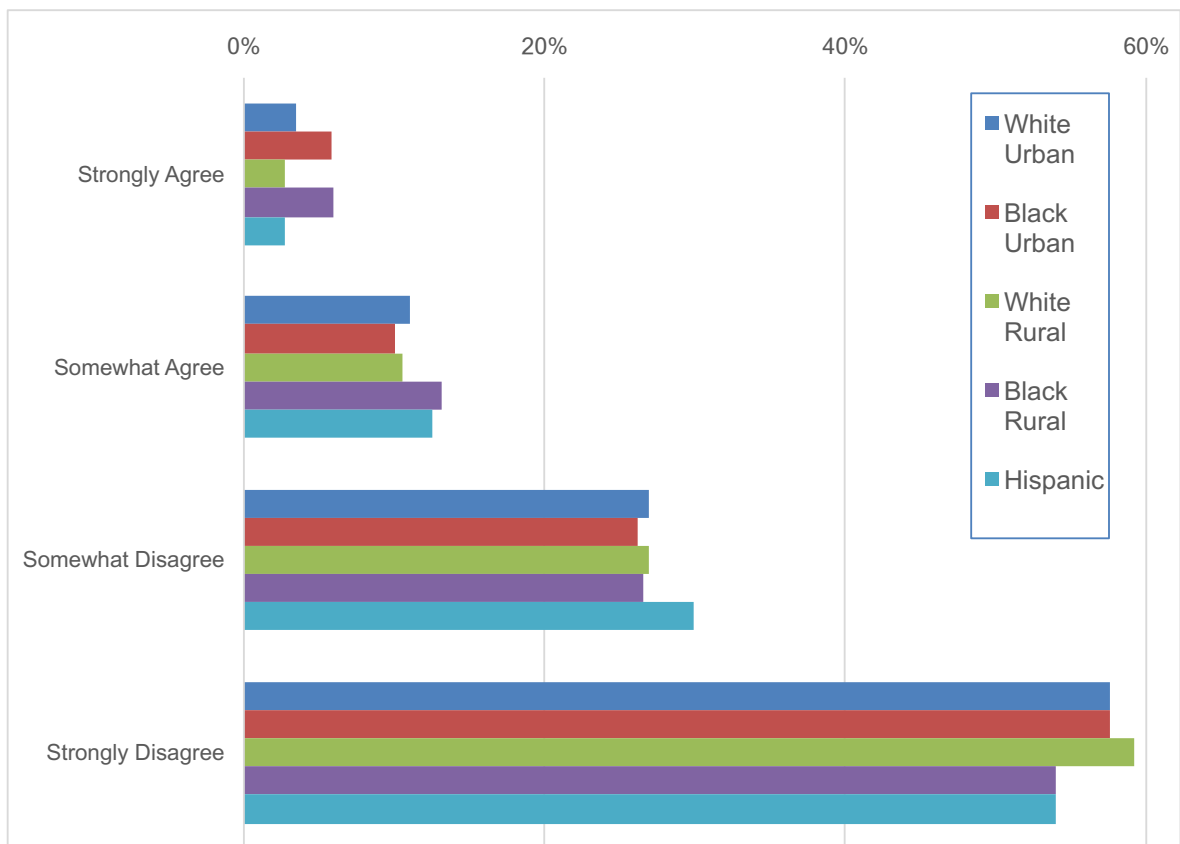


Agree/Disagree: Doctor's Views

I feel as if doctors look down on me and the way I live my life.

All of the groups have no differences regarding a statement about the views of doctors toward respondents' lifestyles.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Strongly Agree	4%	6%	3%	6%	3%
Somewhat Agree	11%	10%	11%	13%	13%
Somewhat Disagree	27%	26%	27%	27%	30%
Strongly Disagree	58%	58%	59%	54%	54%
Don't Know/Refused	1%	0%	0%	0%	0%

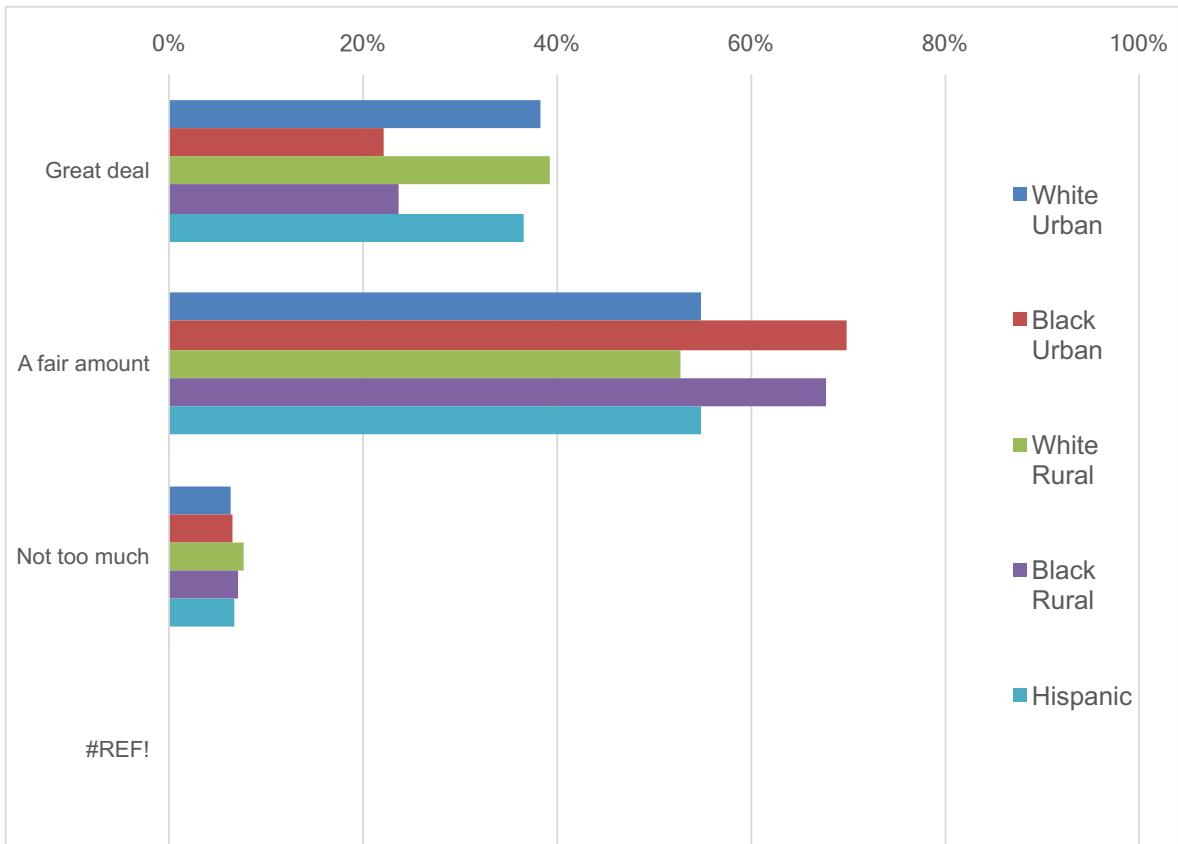


Confidence and Trust in Doctors

In general, how much confidence and trust do you have in doctors?

Both White groups and Hispanics are significantly more likely to have a "great deal" of trust and confidence in doctors.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Great deal	38%	22%	39%	24%	37%
A fair amount	55%	70%	53%	68%	55%
Not too much	6%	7%	8%	7%	7%

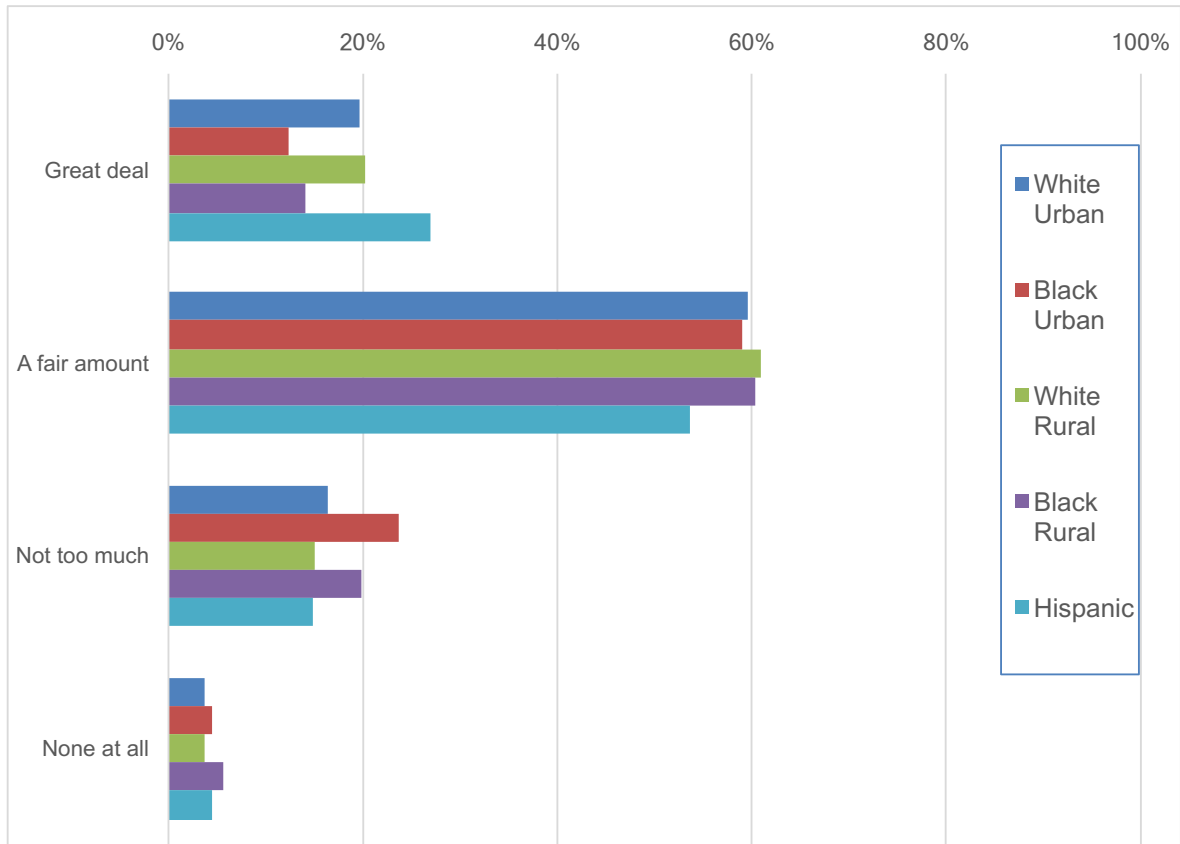


Confidence and Trust in Prescription Drugs

In general, how much confidence and trust do you have in prescription drugs?

Consistent with their views concerning doctors, both White groups and Hispanics are more likely to have a "great deal" of trust in prescription drugs.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Great deal	20%	12%	20%	14%	27%
A fair amount	60%	59%	61%	60%	54%
Not too much	16%	24%	15%	20%	15%
None at all	4%	4%	4%	6%	5%

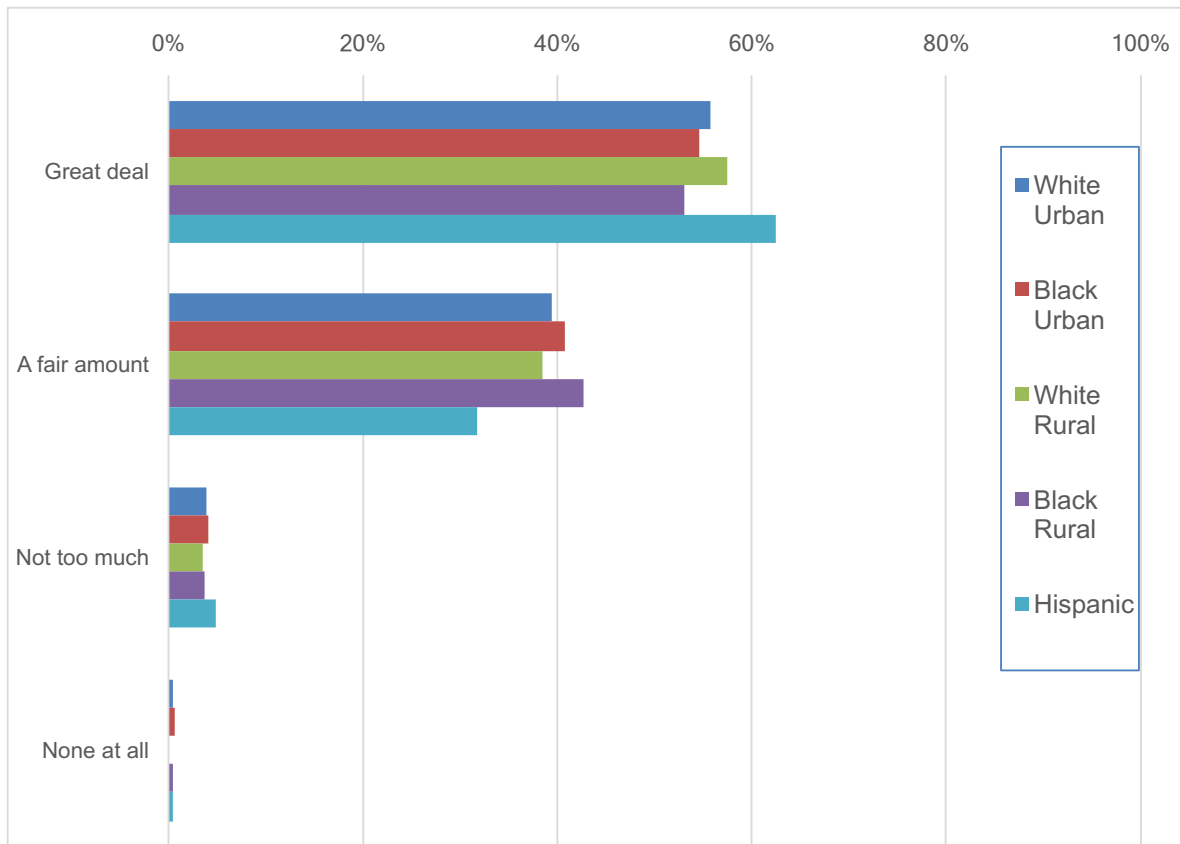


Doctors Show Respect

How much respect and dignity do doctors show to you?

More than half of the all respondents stated that doctors show them a "great deal" of respect.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Great deal	56%	55%	57%	53%	63%
A fair amount	39%	41%	38%	43%	32%
Not too much	4%	4%	4%	4%	5%
None at all	1%	1%	0%	0%	0%
Not applicable	0%	0%	0%	0%	0%

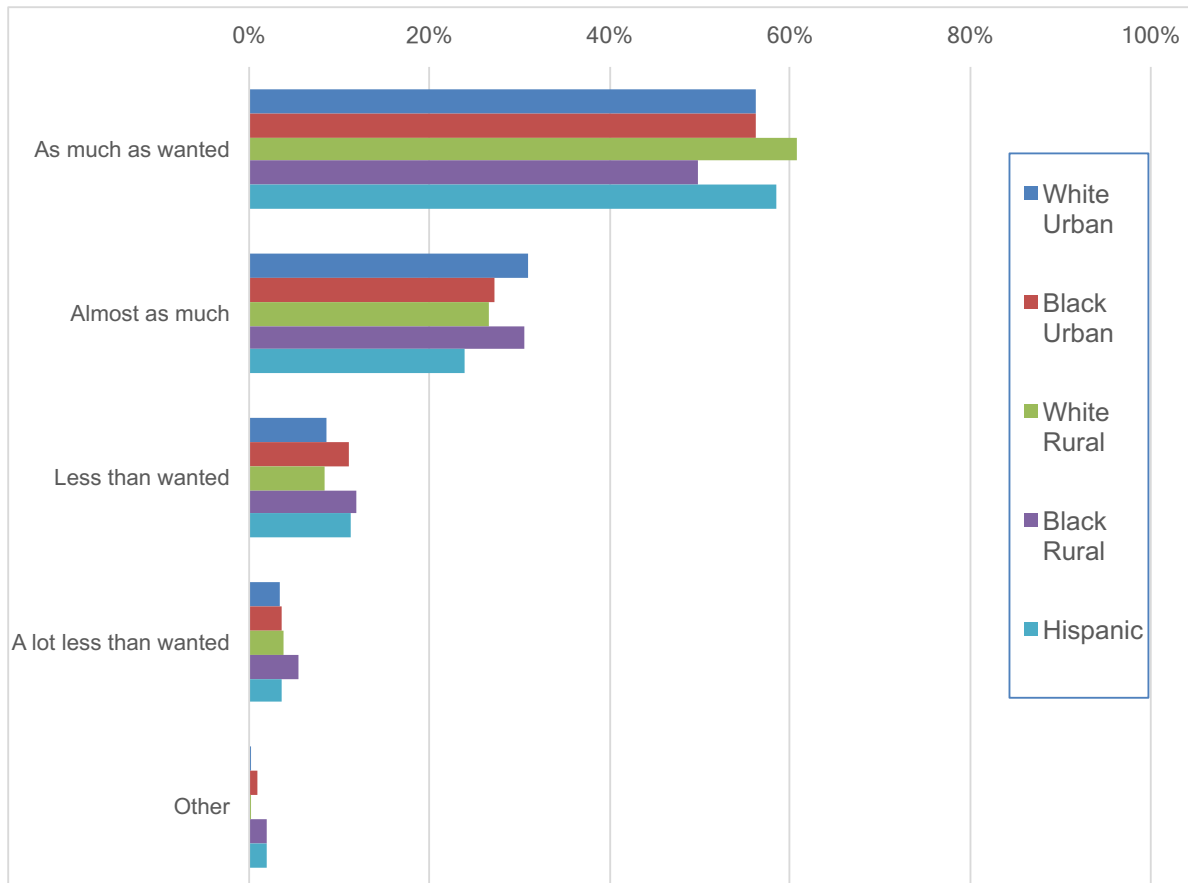


Involvement in Decision-making

In general, have doctors involved you in decisions about your care as much as you wanted, almost as much as you wanted, less than you wanted, or a lot less than you wanted?

More than half of all respondents reported that doctors involved them in health decisions at a satisfactory level.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
As much as wanted	56%	56%	61%	50%	58%
Almost as much	31%	27%	27%	31%	24%
Less than wanted	9%	11%	8%	12%	11%
A lot less than wanted	3%	4%	4%	5%	4%
Other	0%	1%	0%	2%	2%

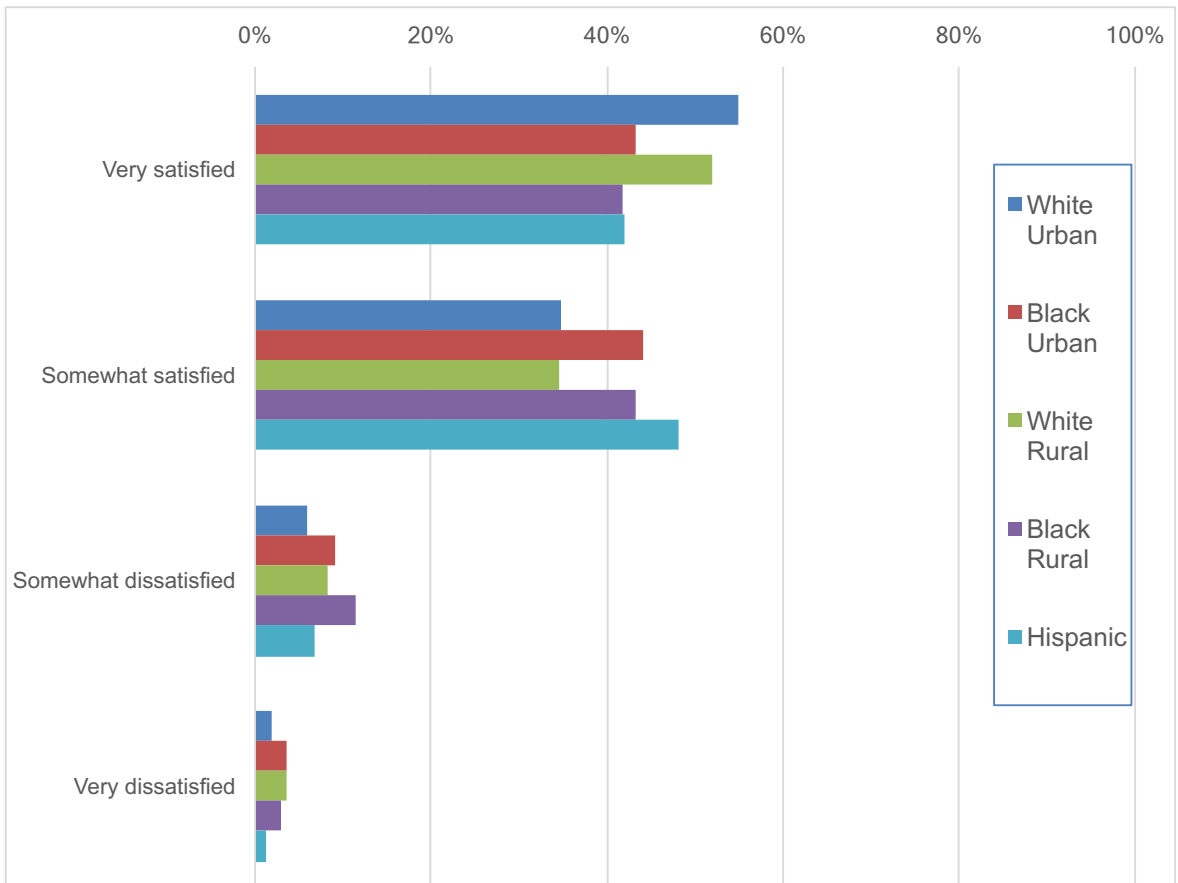


Satisfaction with Healthcare

Overall, how satisfied or dissatisfied are you with the quality of health care you have received during the last 2 years?

The White groups are significantly more likely to state they are "very satisfied" with their quality of health care.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Very satisfied	55%	43%	52%	42%	42%
Somewhat satisfied	35%	44%	35%	43%	48%
Somewhat dissatisfied	6%	9%	8%	11%	7%
Very dissatisfied	2%	4%	4%	3%	1%
Not applicable/Don't Know	2%	0%	2%	1%	1%

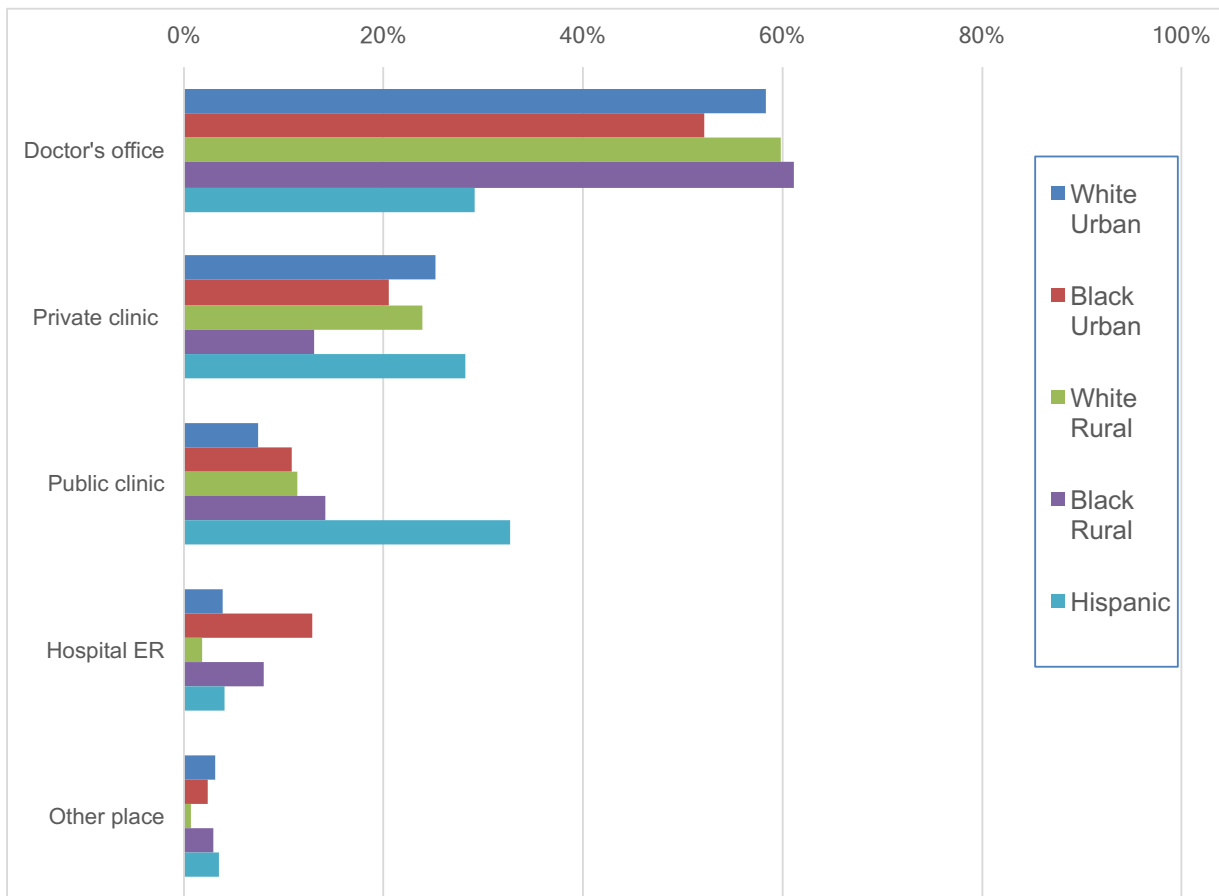


Usual Place of Care

Where do you usually go when you are sick or need health care?

The Hispanic group is significantly more likely to seek health care at a public clinic. Both White and Black groups are more likely to go to a doctor's office.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Doctor's office	58%	52%	60%	61%	29%
Private clinic	25%	20%	24%	13%	28%
Public clinic	7%	11%	11%	14%	33%
Hospital emergency room	4%	13%	2%	8%	4%
Some other place	3%	2%	1%	3%	4%
Veterans Hospital	1%	1%	1%	0%	0%
No regular place of healthcare	1%	0%	1%	0%	2%

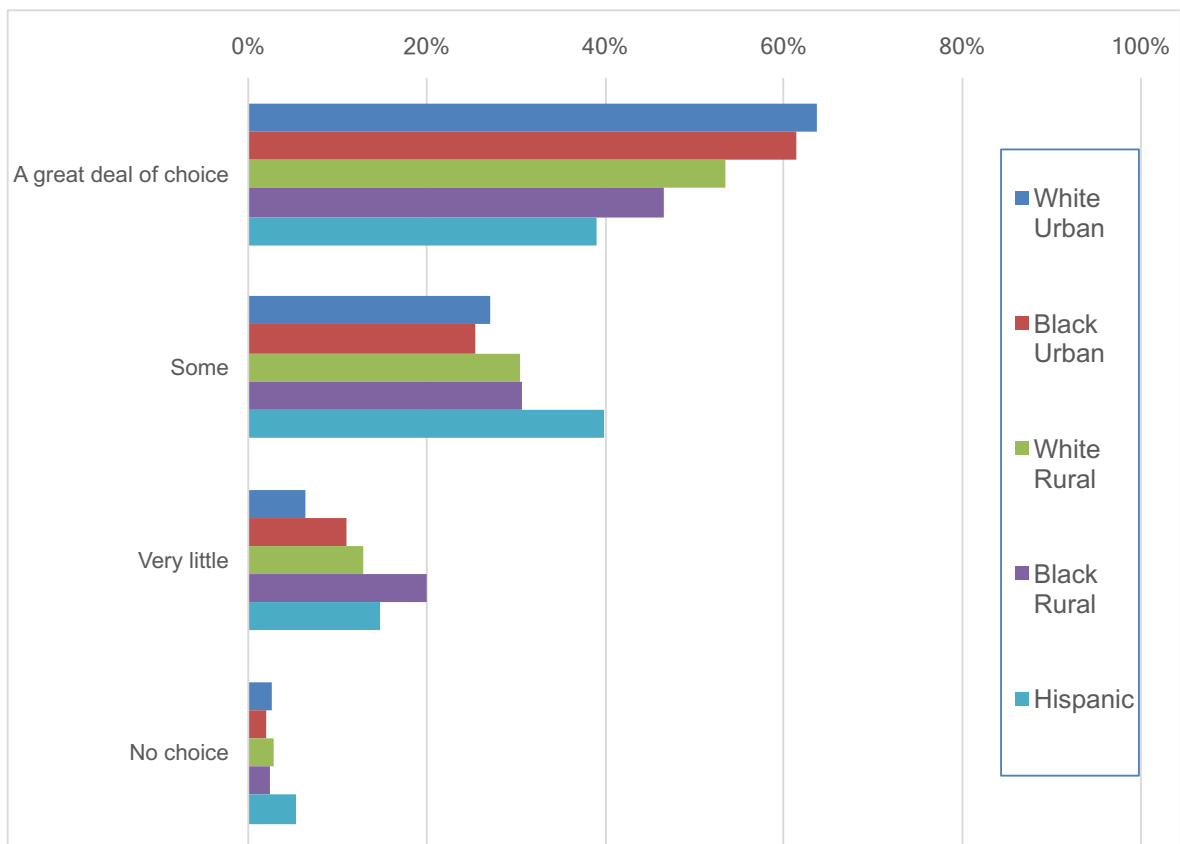


Choice in Medical Care

How much choice do you have in where you go for medical care?

The Hispanic and Black Rural groups are significantly less likely to view that they have a "great deal of choice" in where to go to receive medical care.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
A great deal of choice	64%	61%	53%	46%	39%
Some	27%	25%	30%	31%	40%
Very little	6%	11%	13%	20%	15%
No choice	3%	2%	3%	2%	5%
Don't Know/Refused	0%	0%	1%	0%	1%

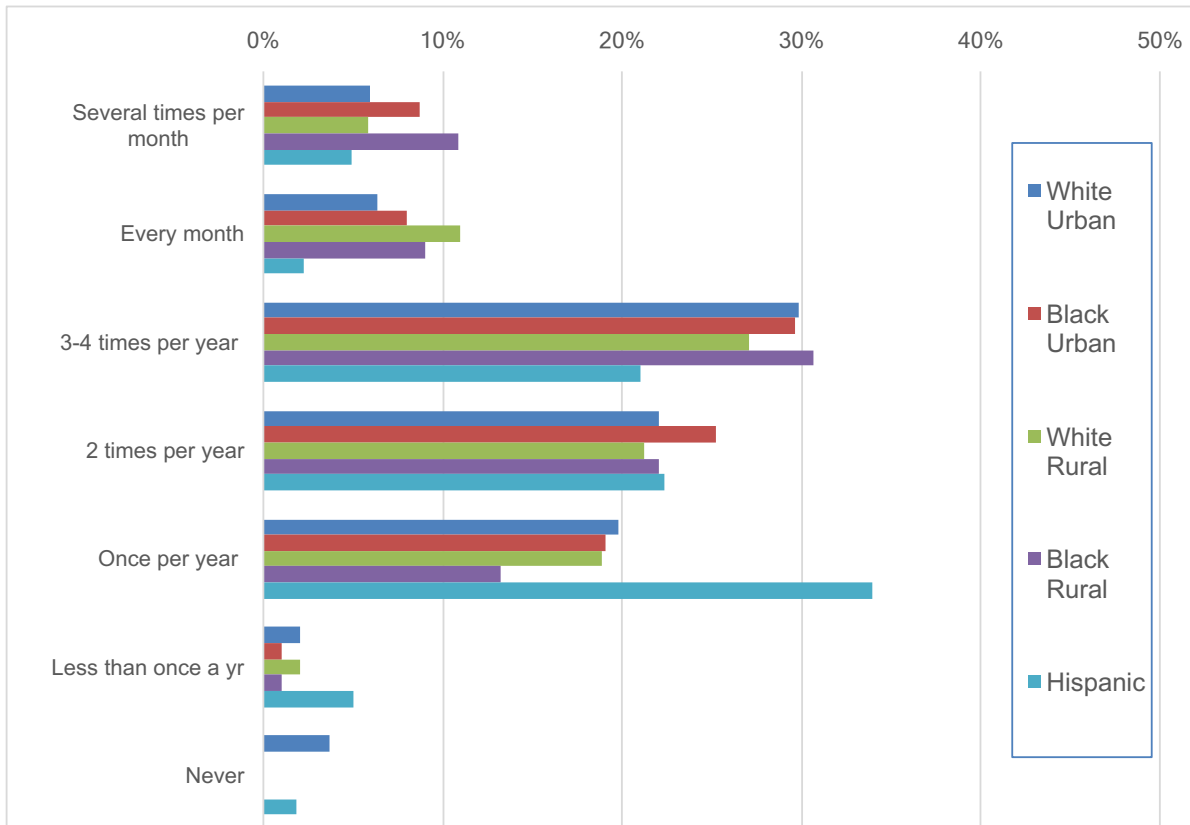


Frequency of Doctor Visits

In general, how often do you visit a doctor or medical clinic for any reason, including check-ups or visits to the emergency room or hospital?

The Hispanic group is significantly less likely to visit a doctor or clinic more than 3-4 times a year. One out of three Hispanic respondents report visiting a doctor "once a year." Frequencies of doctor visits are similar among Black and White groups.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Several times per month	6%	9%	6%	11%	5%
Every month	6%	8%	11%	9%	2%
5-11 times per year	9%	8%	10%	12%	8%
3-4 times per year	30%	30%	27%	31%	21%
2 times per year	22%	25%	21%	22%	22%
Once per year	20%	19%	19%	13%	34%
Less than once a year	2%	1%	2%	1%	5%
Never	4%	0%	2%	2%	2%
Don't Know/Refused	0%	0%	1%	0%	1%

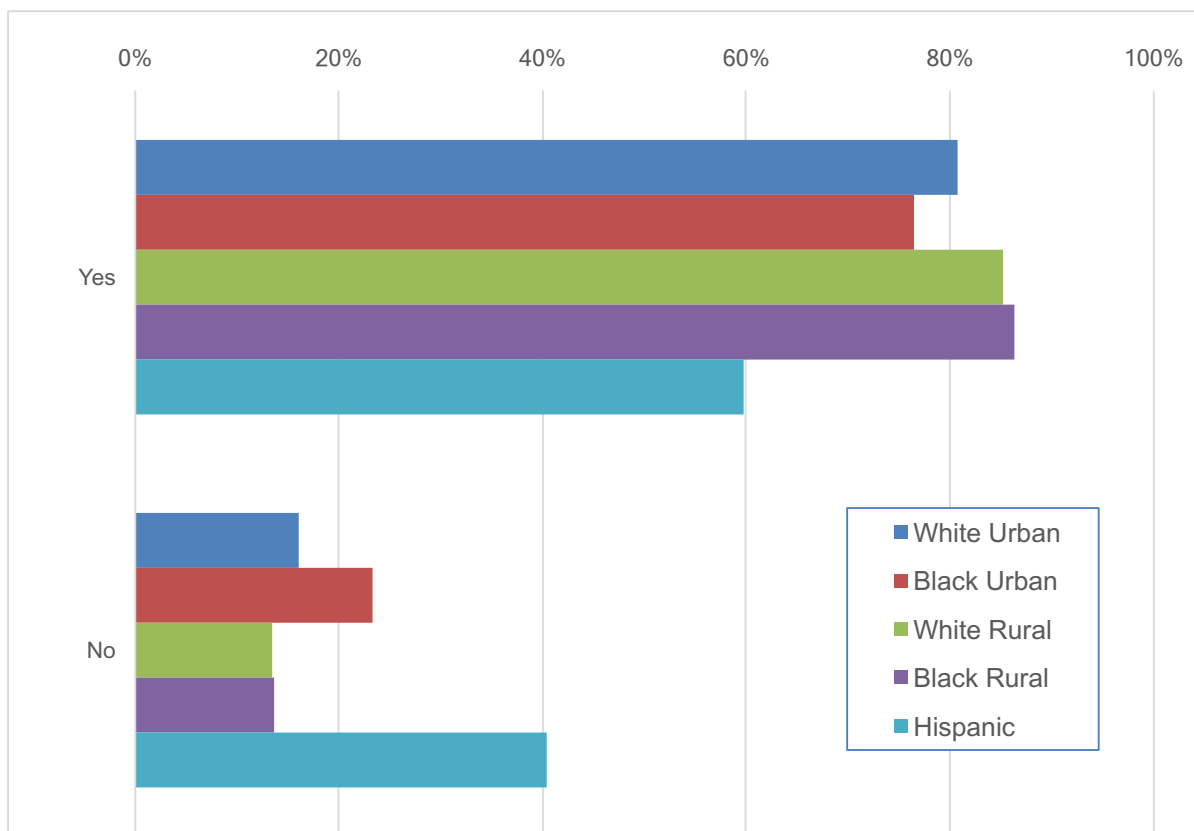


Regular Doctor

Do you have a regular doctor or other health professional, such as a nurse or a midwife, that you usually go to when you are sick or need health care?

Consistently high percentages of both Black and White groups have a regular doctor. Significantly fewer Hispanic respondents report having a regular doctor.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	81%	76%	85%	86%	60%
No	16%	23%	13%	14%	40%
More than one doctor	3%	0%	1%	0%	0%

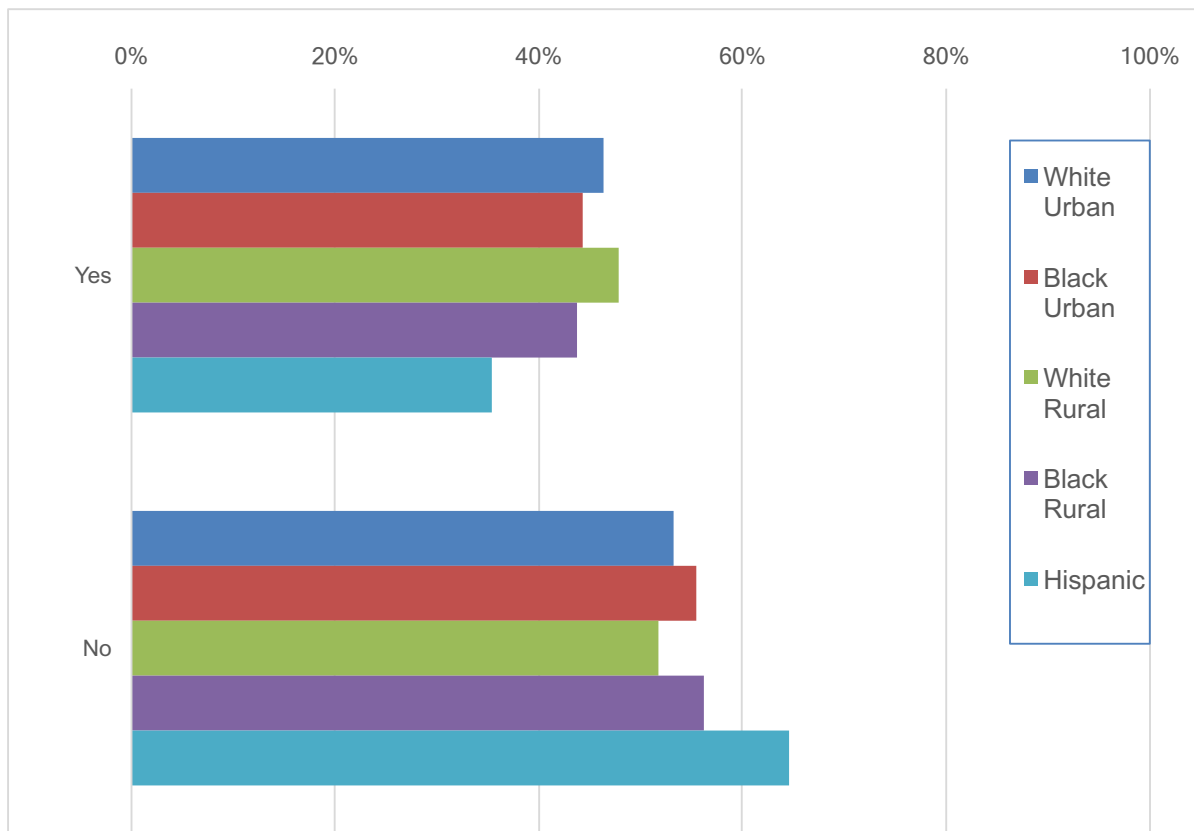


Not Seeking Medical Care

Has there ever been a time when you had a medical problem but put off, postponed, or did not seek medical care when you needed to?

The White Rural group has the highest percentage of respondents who report delaying medical care. The Hispanic group has a significantly lower percentage of respondents who report postponing or not seeking medical care.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	46%	44%	48%	44%	35%
No	53%	56%	52%	56%	65%
Don't Know/Not applicable	1%	0%	0%	0%	0%

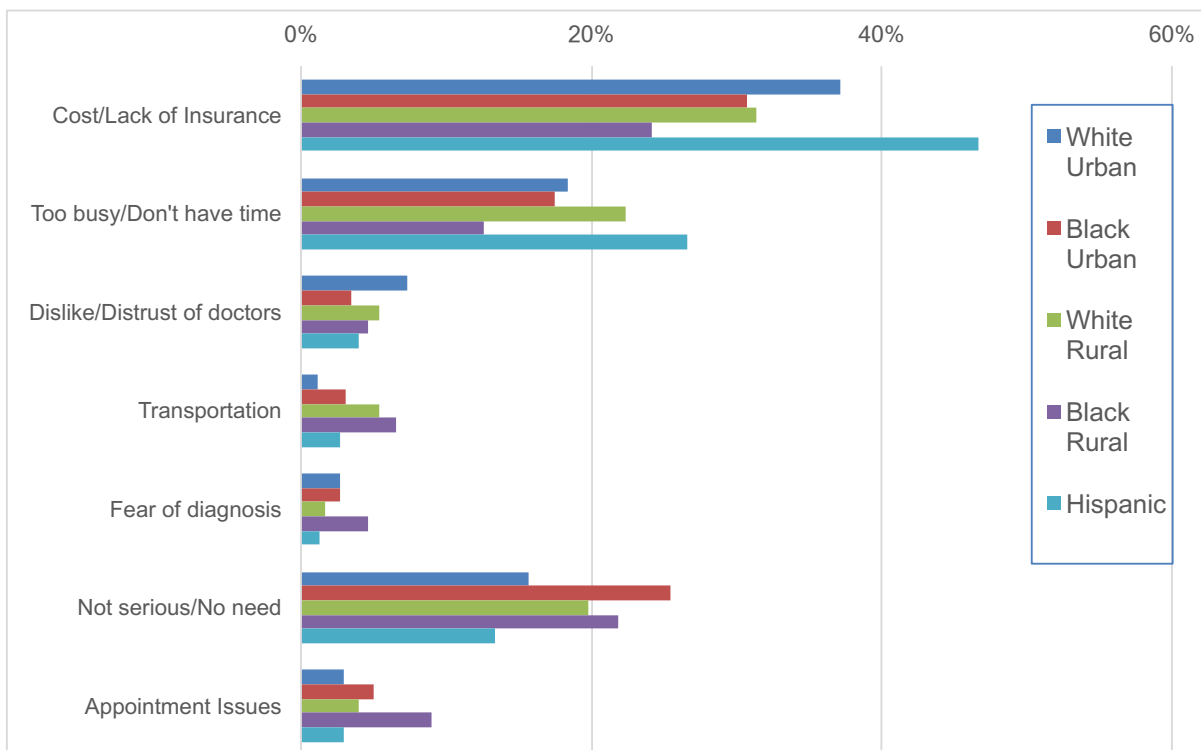


Reasons for Postponing Treatment

What was the most important reason why you put off, postponed, or did not get the medical care you needed?

Respondents who postponed medical care did so for a variety of reasons. Consistent among all groups is "lack of money" and being "too busy."

	263	231	243	216	77
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Lack of Money/Insurance coverage	37%	31%	32%	24%	47%
Too busy/Don't have time	18%	17%	22%	12%	26%
Dislike/Distrust of doctors	8%	4%	5%	5%	4%
Transportation/No way to get there	1%	3%	5%	6%	3%
Fear of diagnosis	3%	3%	2%	5%	3%
Not serious/No need	16%	25%	20%	22%	13%
Appointment/Clinic issues/Wait time	3%	5%	4%	9%	3%
Don't know where to go	0%	0%	0%	1%	3%
Issues with Work/Taking time off	1%	2%	0%	2%	0%
Too Painful	0%	2%	0%	0%	0%
Other	11%	7%	9%	11%	0%
Don't Know	2%	1%	1%	3%	0%

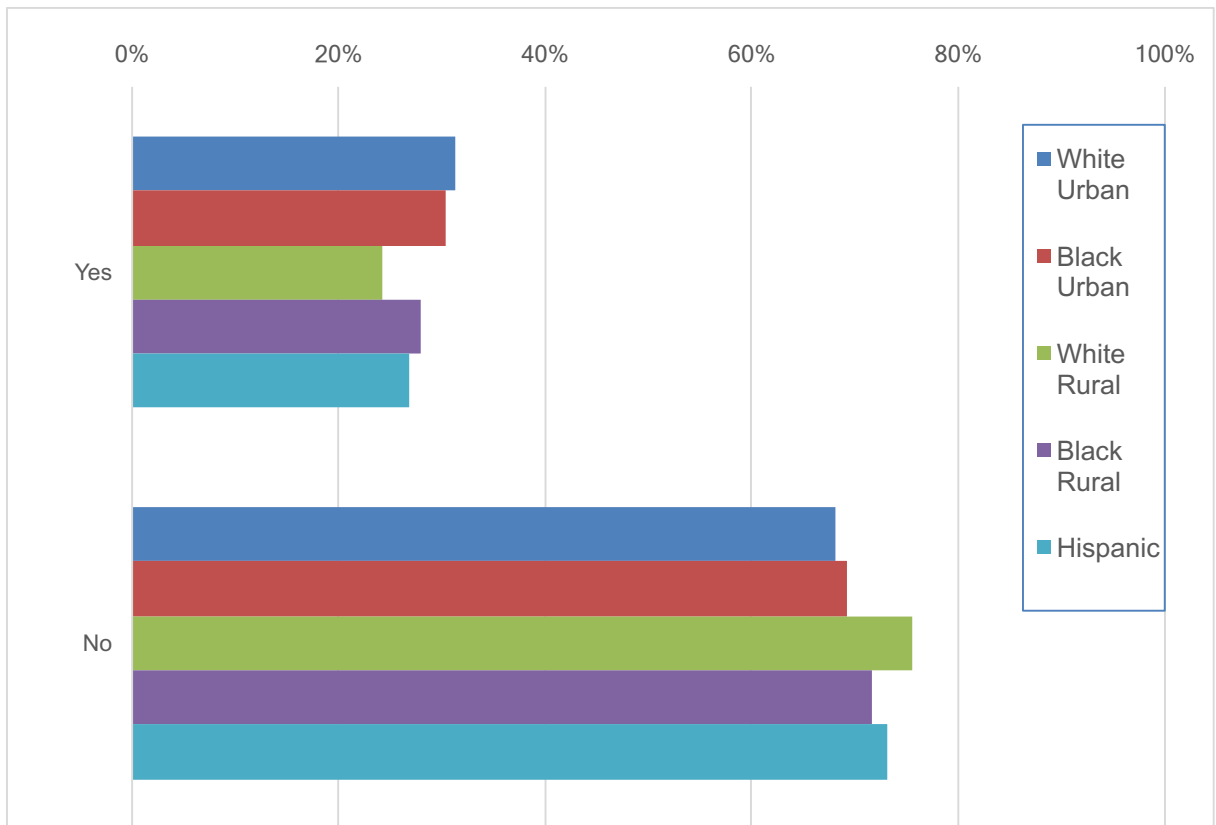


Did Not Follow Doctor's Advice

Has there ever been a time you did not follow a doctor's advice to take medicine, have follow-up treatment, or see a specialist such as an eye doctor, heart doctor, or psychiatrist?

Approximately 7 out of 10 of all respondents indicated there had been a time when they chose not to follow a doctor's advice. No one group took this action at a significantly different rate than the others.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	31%	30%	24%	28%	27%
No	68%	69%	76%	72%	73%
Don't Know/Not applicable	1%	0%	0%	0%	0%

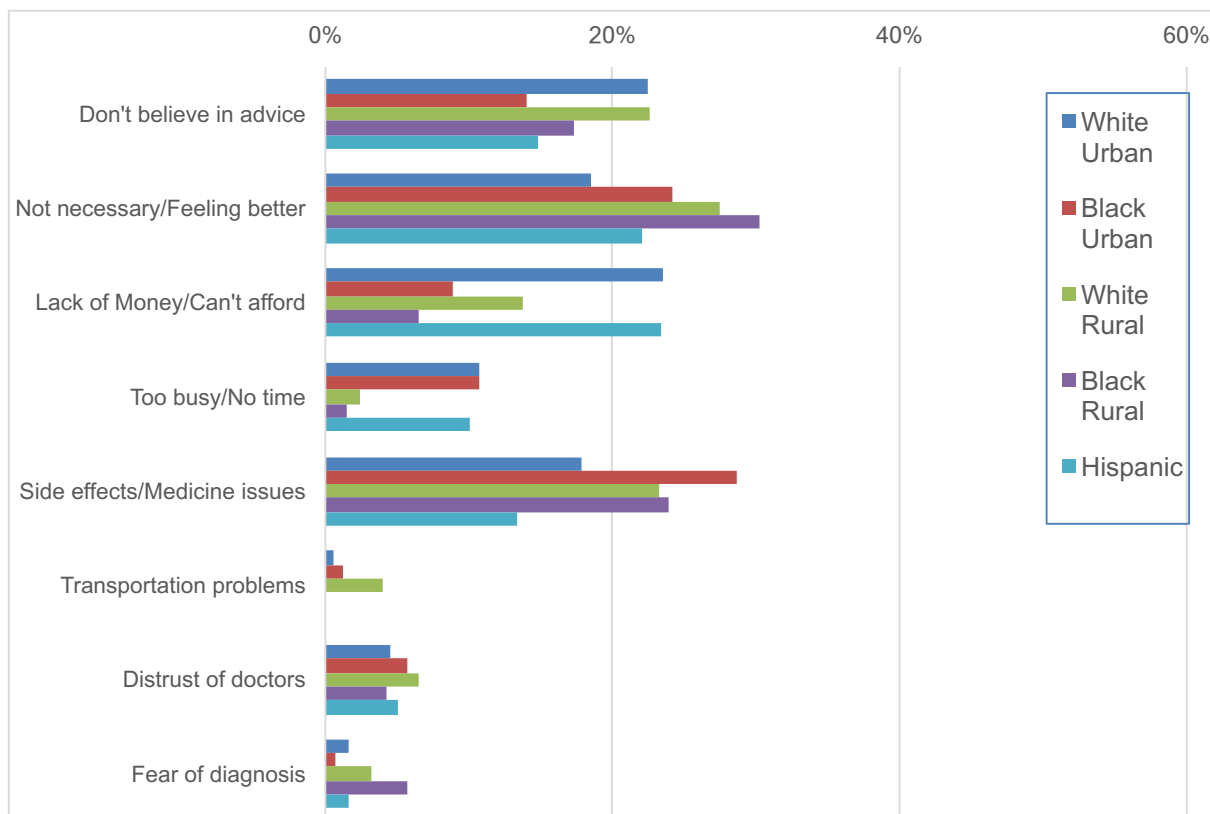


Reasons for not following advice

What were the most important reasons why you did not follow the doctor's advice?

White Urban respondents were significantly more likely to cite a "lack of money" as the most important reason they did not follow a doctor's advice than either of the black groups. No other reasons shows a significant difference between groups

	178	157	124	138	60
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Don't believe in advice	22%	14%	23%	17%	15%
Not necessary/Feeling better	19%	24%	27%	30%	22%
Lack of Money/Can't afford	23%	9%	14%	6%	23%
Too busy/No time	11%	11%	2%	1%	10%
Side effects/Medicine issues	18%	29%	23%	24%	13%
Transportation problems	1%	1%	4%	0%	0%
Distrust of doctors	4%	6%	6%	4%	5%
Fear of diagnosis	2%	1%	3%	6%	2%
Other	7%	15%	7%	18%	13%

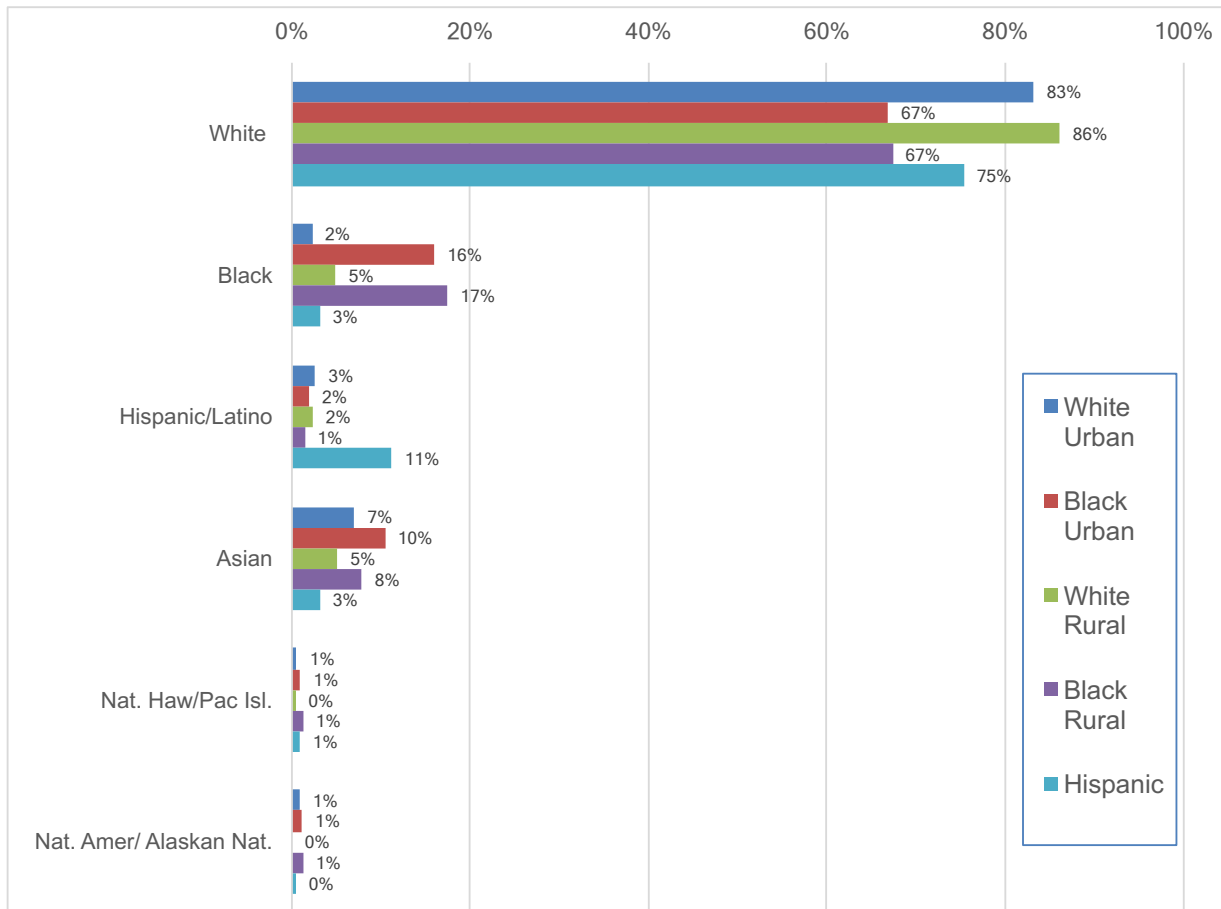


Doctor Race

Which group best describes the race of your regular doctor/the doctor you last saw for healthcare?

Significantly fewer respondents in both Black groups described the race of their regular doctor as white compared to respondents in both White groups.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
White	83%	67%	86%	67%	75%
Black	2%	16%	5%	17%	3%
Hispanic/Latino	3%	2%	2%	1%	11%
Asian	7%	10%	5%	8%	3%
Native Hawaiian/Pacific Islander	1%	1%	0%	1%	1%
Native American/Alaskan Native	1%	1%	0%	1%	0%
Other	2%	1%	0%	3%	4%
Don't Know/Refused	2%	1%	1%	0%	2%

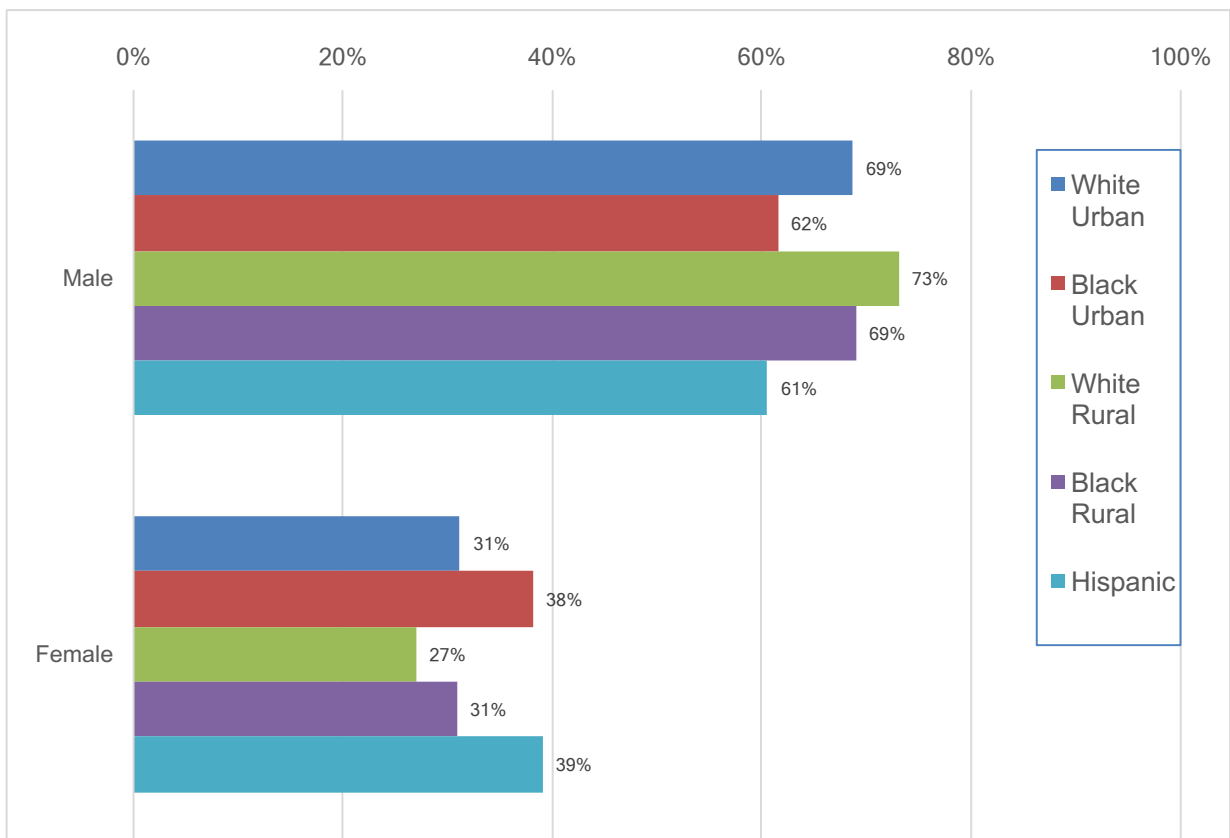


Doctor Gender

Is your regular doctor/the doctor you last saw for healthcare a male or female?

The majority of all groups have a regular doctor who is male. However, Black Urban and Hispanics are more likely to have a female doctor.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Male	69%	62%	73%	69%	61%
Female	31%	38%	27%	31%	39%

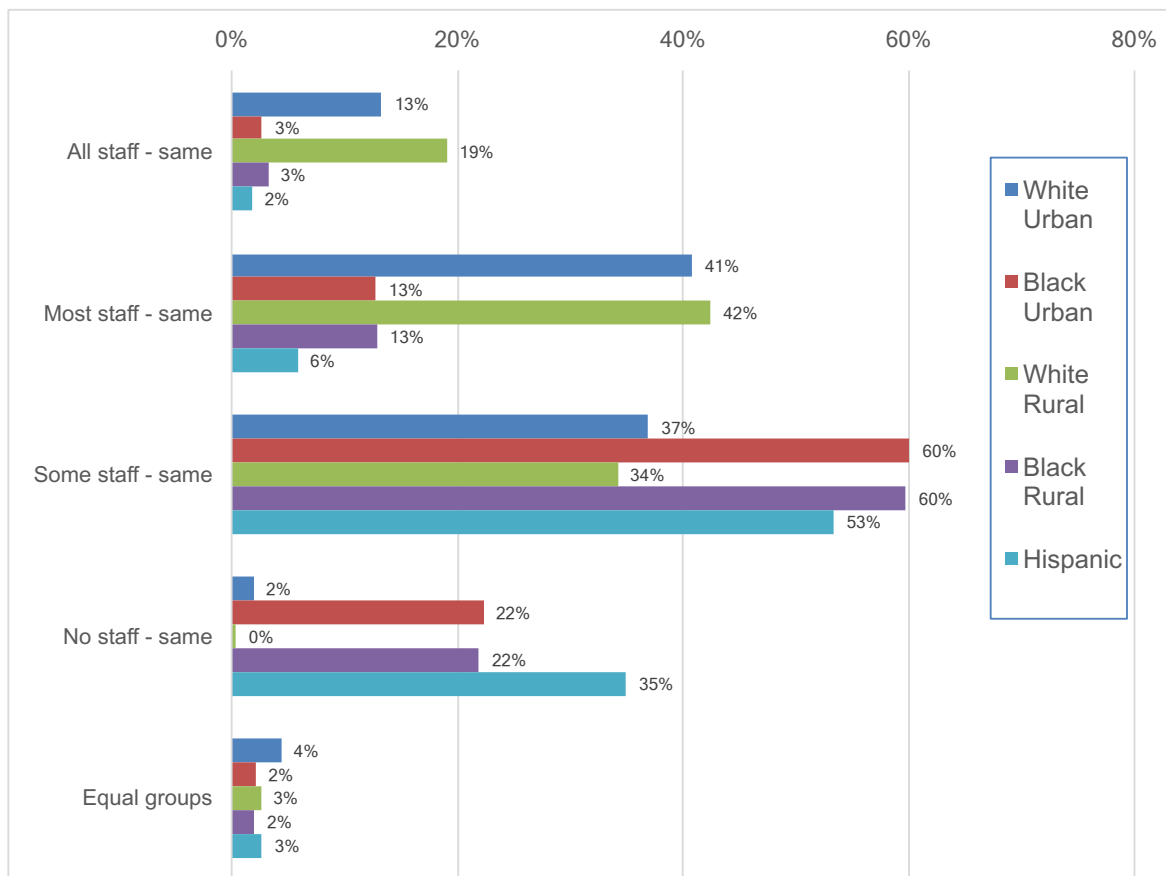


Medical Staff Race

Which group best describes the race of the staff where you regularly go for health care/where you last went for healthcare?

One out of five respondents in both Black groups receive regular health care at a clinic where all the staff is of a different race. One out of three Hispanic respondents report no staff of the same race/ethnicity.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
All staff - same race as me	13%	3%	19%	3%	2%
Most staff - same race as me	41%	13%	42%	13%	6%
Some staff - same race as me	37%	60%	34%	60%	53%
No staff are same race as me	2%	22%	0%	22%	35%
About equal of all groups	4%	2%	3%	2%	3%
Don't Know/Refused	2%	0%	1%	0%	1%

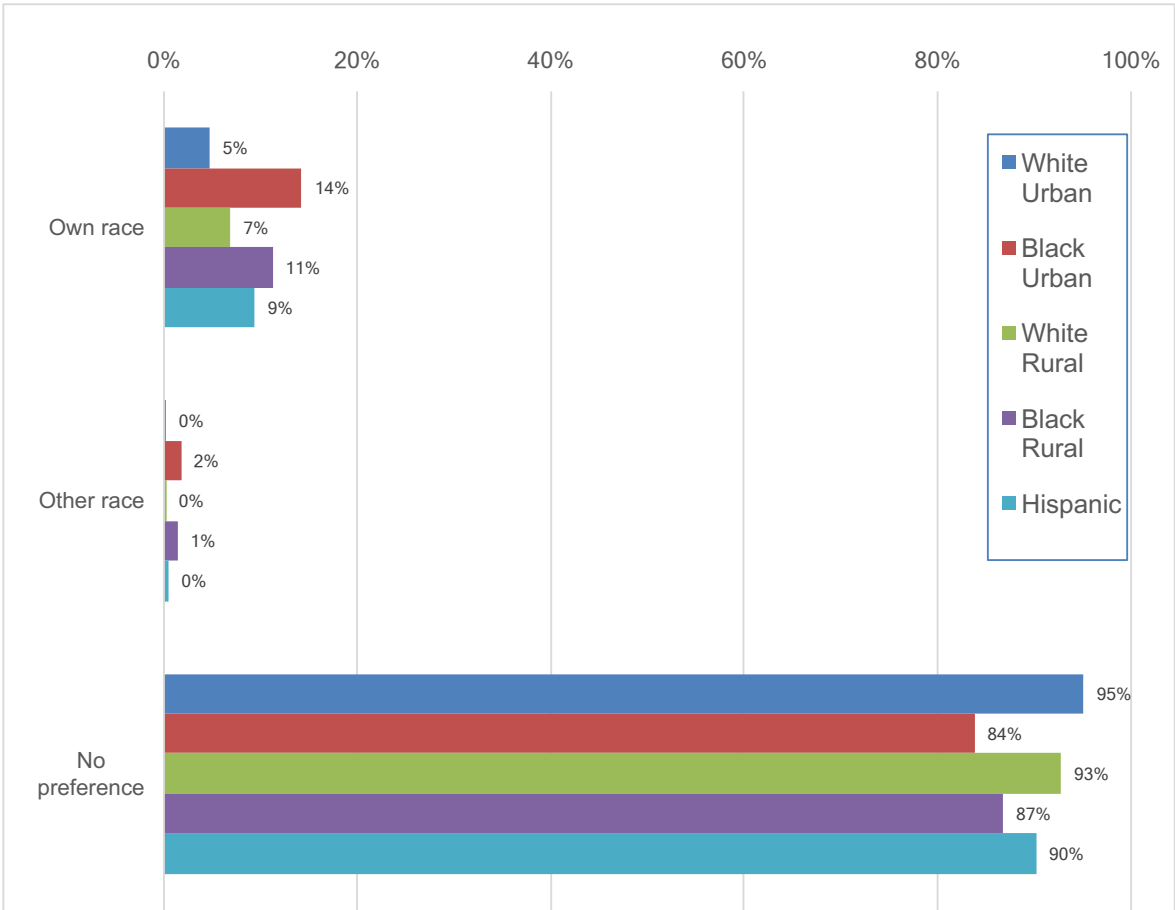


Doctor Race Preference

If you could choose, would you prefer to be treated by a doctor of your own race, another race, or do you have no preference?

Few respondents in any group have a preference for the race of their doctor.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Own race	5%	14%	7%	11%	9%
Other race	0%	2%	0%	1%	0%
No preference	95%	84%	93%	87%	90%

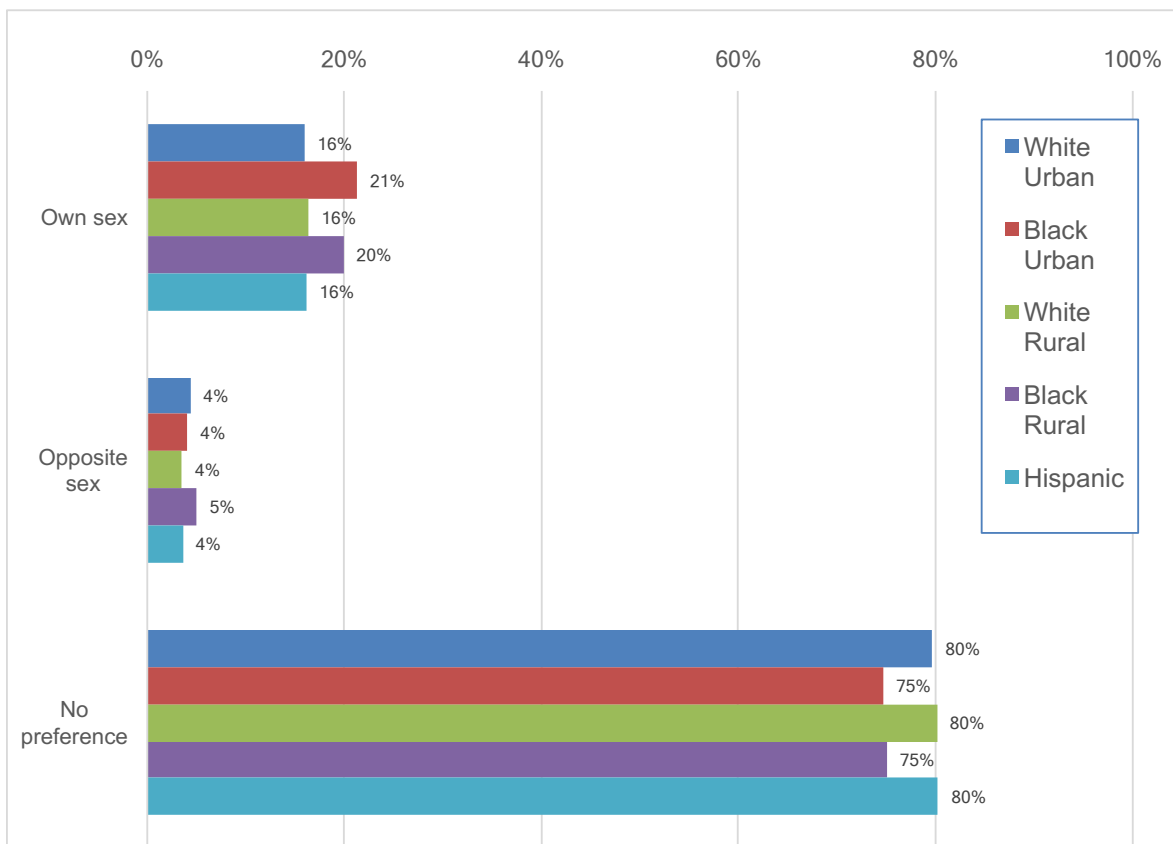


Doctor Gender Preference

If you could choose, would you prefer to be treated by a doctor of your own sex, the opposite sex, or do you have no preference?

Few respondents in any group stated a preference for their doctor's gender. White respondents show more of a preference for their doctor's gender than their doctor's race; however, this could be because White respondents overwhelming already have white doctors.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Own sex	16%	21%	16%	20%	16%
Opposite sex	4%	4%	4%	5%	4%
No preference	80%	75%	80%	75%	80%

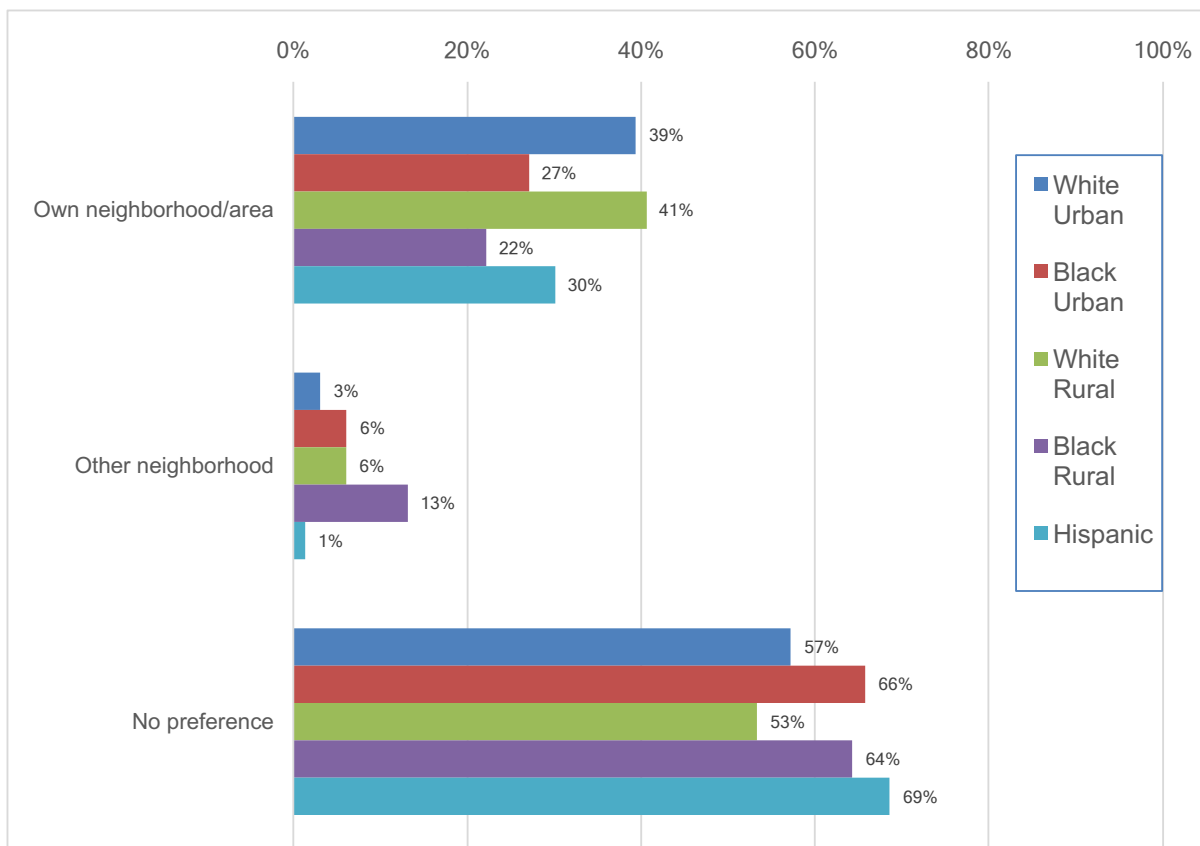


Doctor Area Preference

If you could choose, would you prefer to be treated by a doctor in your own neighborhood or area of town, another neighborhood or area of town, or do you have no preference?

A significantly higher percentages of both White groups reported a preference to be treated by a doctor in their "own neighborhood" compared to respondents in either Black or Hispanic groups.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Own neighborhood/area	39%	27%	41%	22%	30%
Other neighborhood/area	3%	6%	6%	13%	1%
No preference	57%	66%	53%	64%	69%
Not applicable	0%	1%	0%	0%	0%

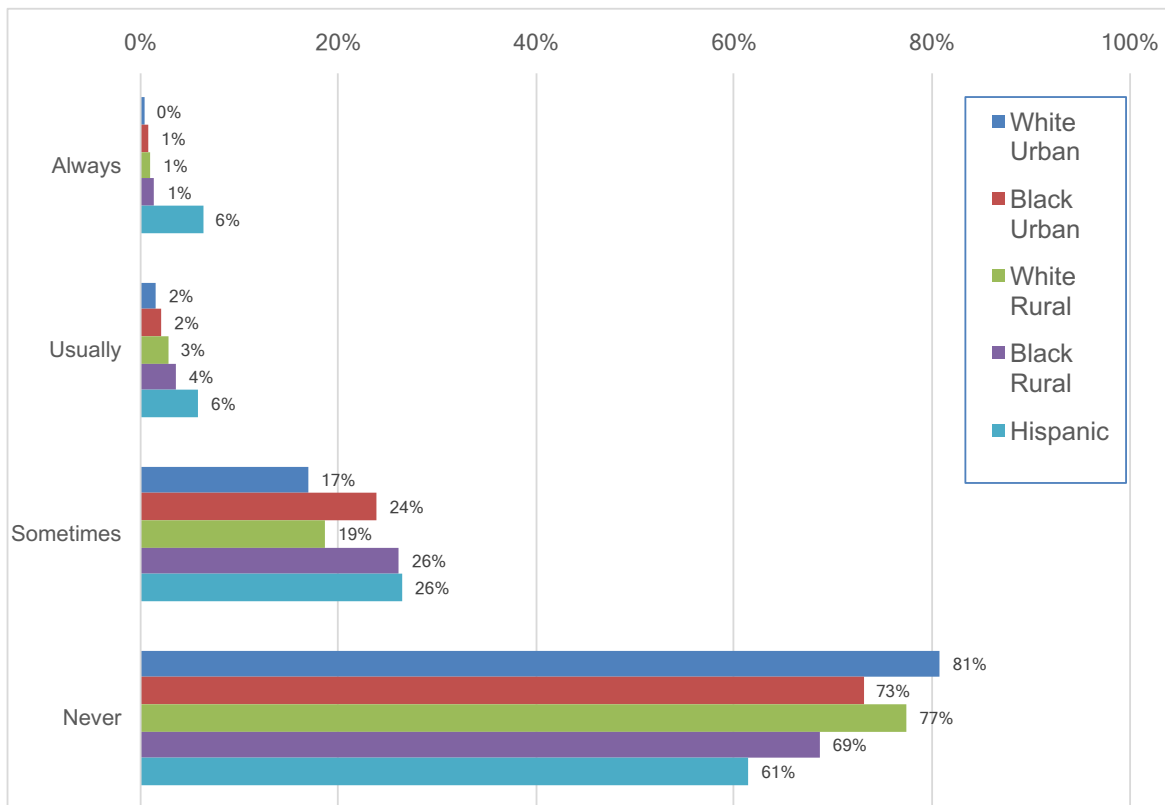


Doctor Language Barriers

Thinking about your recent experiences getting care, how often did you have a hard time speaking with or understanding a doctor, a nurse or other health provider because you and the health provider spoke DIFFERENT languages?

Significantly higher percentages of respondents in the Black Rural and Hispanic groups reported having a hard time speaking with doctors because of language differences.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Always	0%	1%	1%	1%	6%
Usually	2%	2%	3%	4%	6%
Sometimes	17%	24%	19%	26%	26%
Never	81%	73%	77%	69%	61%

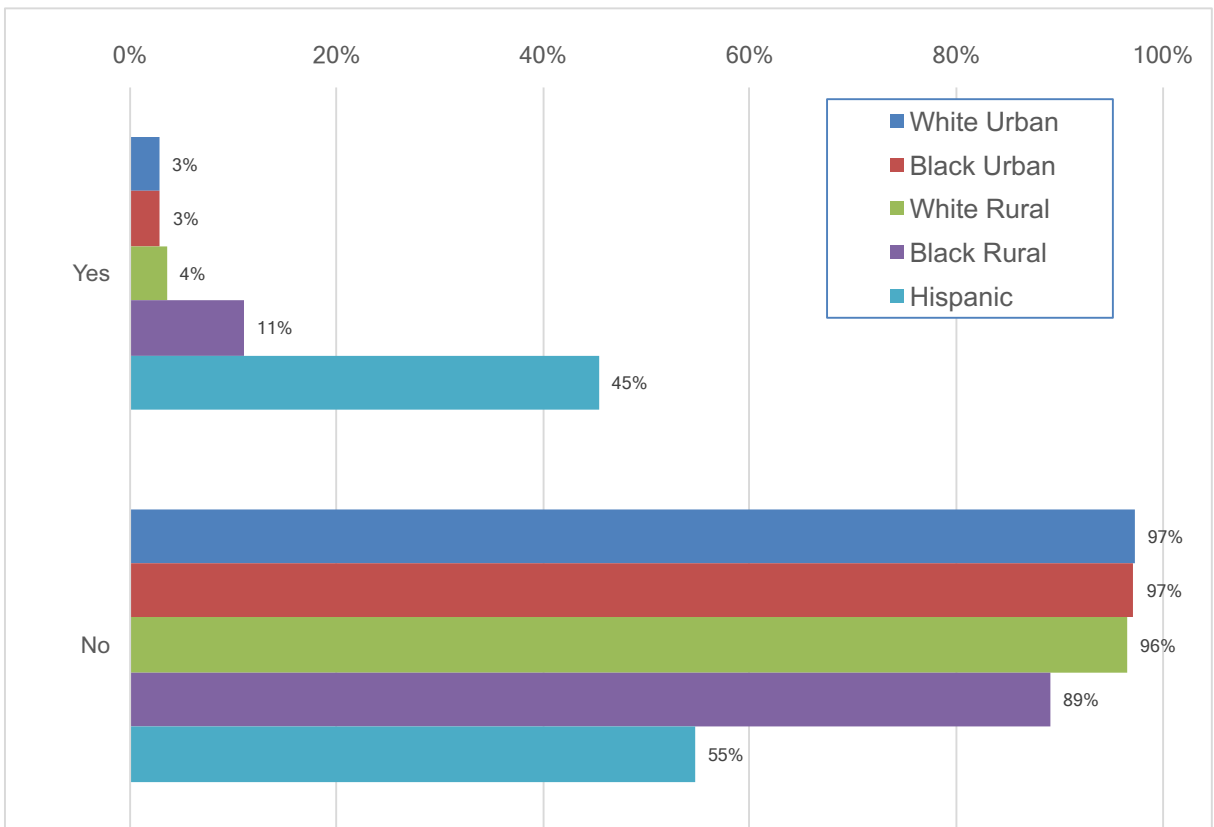


Doctor's Office Interpreting

Again thinking about your most recent care, did you need an interpreter to help you speak with doctors or other health providers?

Forty-five percent of all Hispanic respondents reported needing an interpreter to help speak with doctors or other health providers.

	109	138	114	154	86
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	3%	3%	4%	11%	45%
No	97%	97%	96%	89%	55%

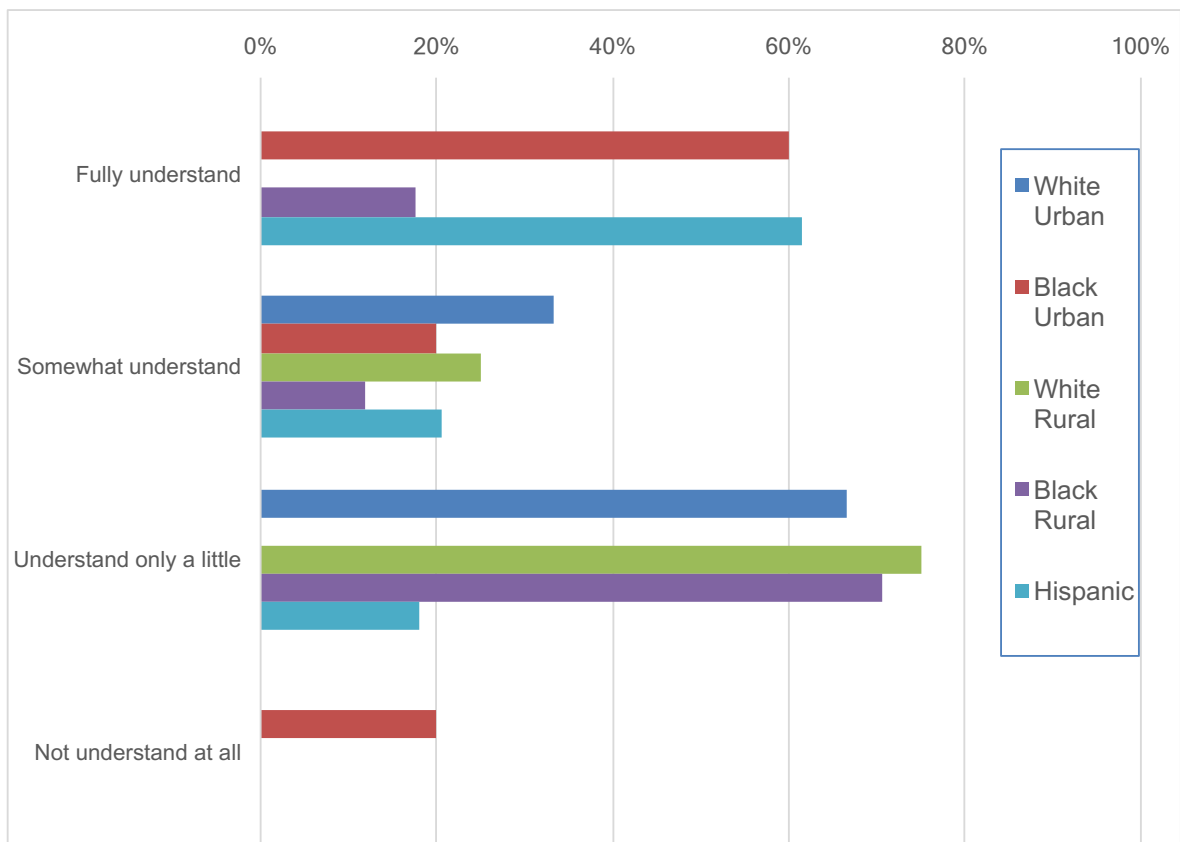


Interpreter Helpfulness

With the help of the interpreter, did you fully understand what the doctor was saying, somewhat understand, understand only a little, or not understand at all what the doctor was saying?

Most Hispanic respondents needing interpreting services report being able to "somewhat" or "fully" understand the doctor with the help of the interpreter.

	3	5	4	17	39
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Fully understand	0%	60%	0%	18%	62%
Somewhat understand	33%	20%	25%	12%	21%
Understand only a little	67%	0%	75%	71%	18%
Not understand at all	0%	20%	0%	0%	0%

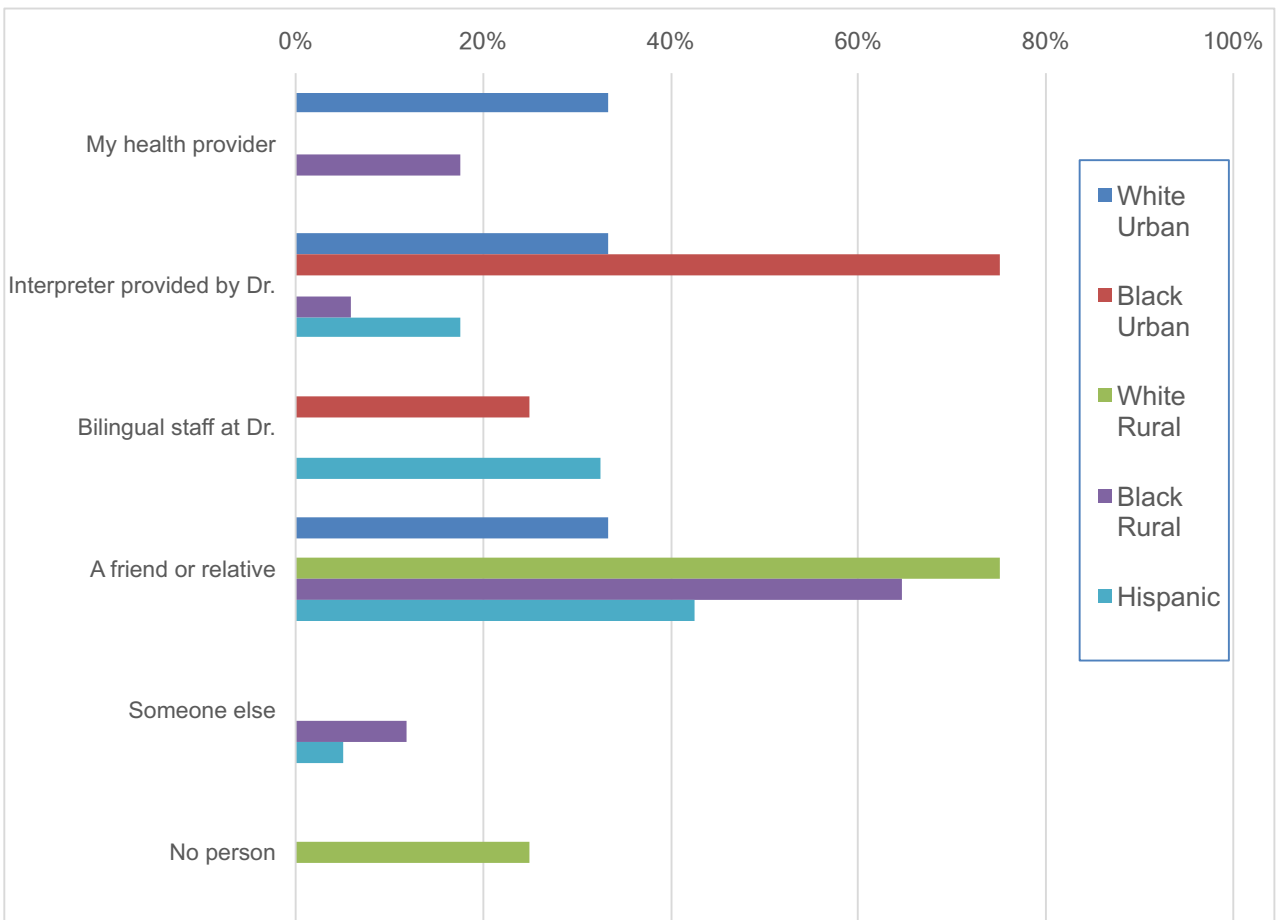


Usual Interpreter

Who usually serves as an interpreter for you when receiving medical care?

Half of Hispanic respondents reported needing an interpreter receive services provided by the doctor's office.

	3	4	4	17	40
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
My health provider	33%	0%	0%	18%	0%
Professional interpreter provided by Dr.'s office	33%	75%	0%	6%	18%
Bilingual staff at Dr.'s office	0%	25%	0%	0%	33%
A friend or relative	33%	0%	75%	65%	43%
Someone else	0%	0%	0%	12%	5%
No person	0%	0%	25%	0%	0%
Don't know/Refused	0%	0%	0%	0%	3%

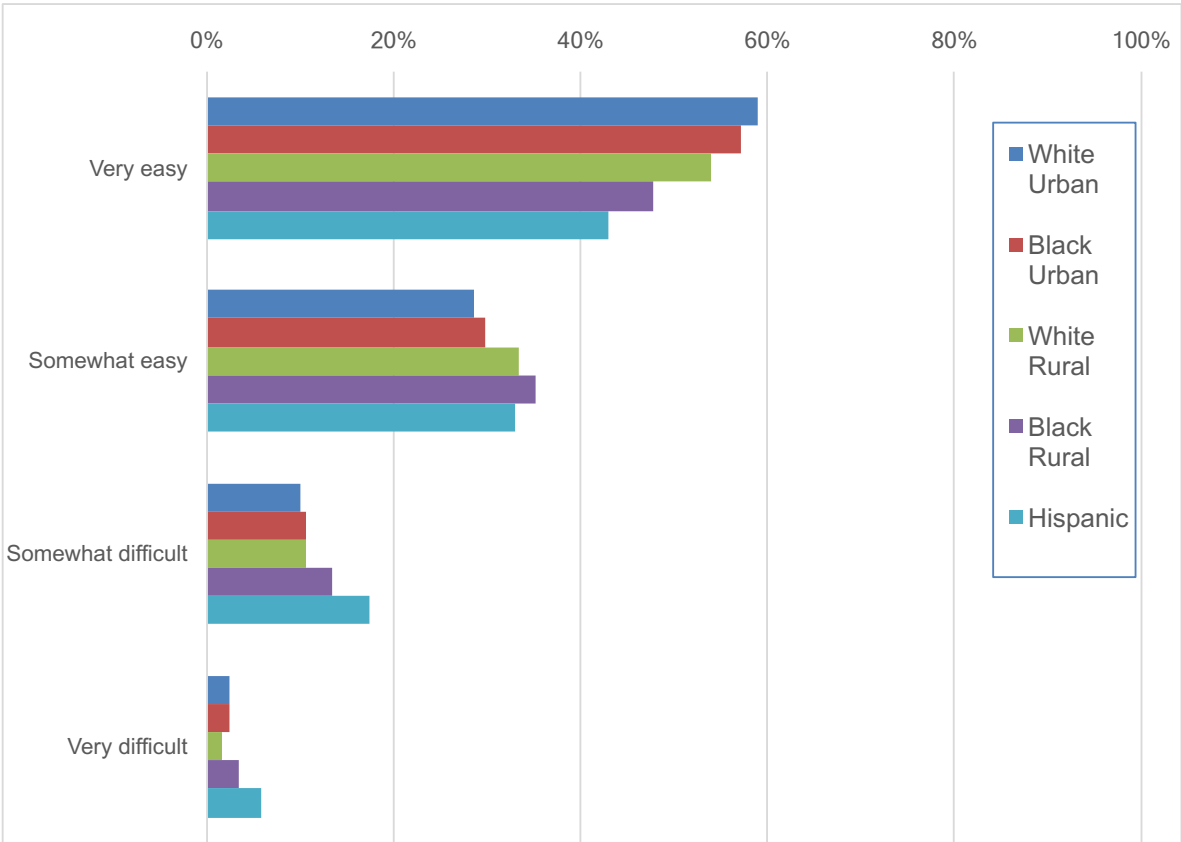


Understanding Health Information

How easy or difficult is it for you to read and understand WRITTEN health information?

The Black Rural and Hispanic groups are significantly less likely to report that it is "very easy" to read and understand health information.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Very easy	59%	57%	54%	48%	43%
Somewhat easy	29%	30%	33%	35%	33%
Somewhat difficult	10%	11%	11%	13%	17%
Very difficult	2%	2%	2%	3%	6%
NA/Don't know/Refused	0%	0%	0%	0%	1%

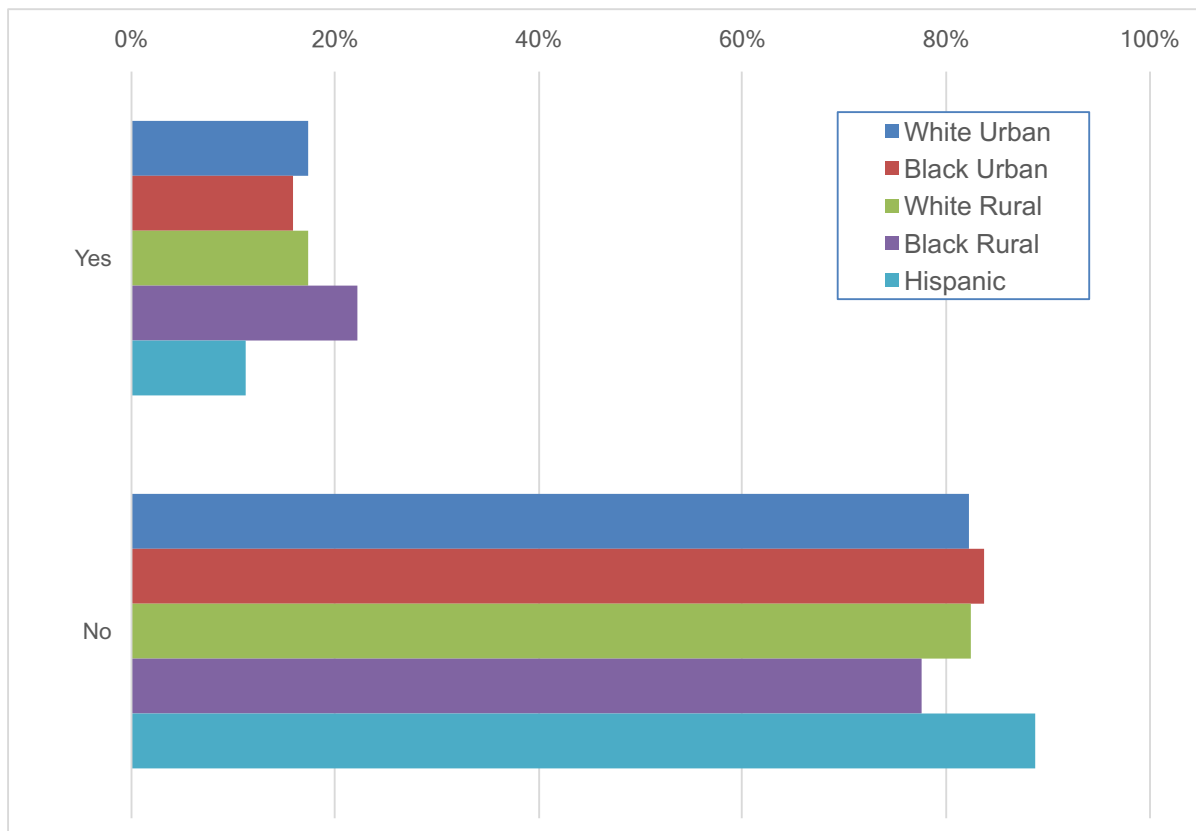


Wrong Prescription at Pharmacy

Now thinking about prescription medications, have you or any family member ever been given the wrong medication or wrong dose when filling a prescription at a pharmacy?

Overall, one out of five respondents report being given the wrong medication or dose by a pharmacy. Significant differences are between Black Rural and Hispanic groups.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	17%	16%	17%	22%	11%
No	82%	84%	82%	78%	89%
Don't know/Refused	0%	1%	0%	0%	0%

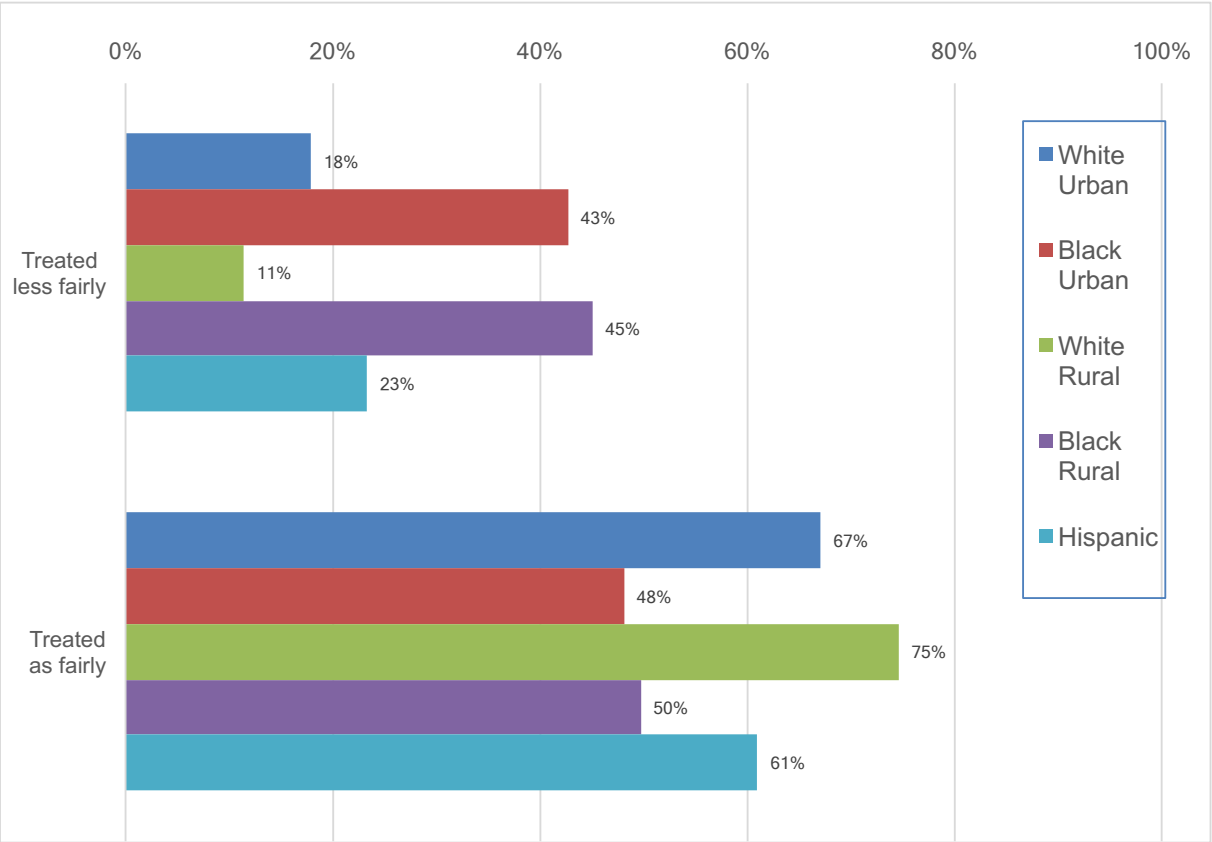


Fair Treatment of Minorities

In your opinion, are Blacks and other racial and ethnic minorities in your community treated AS fairly or LESS fairly than Whites in getting healthcare from doctors or hospitals?

Significantly fewer White respondents believe that Blacks and other minorities are treated less fairly by doctors and hospitals.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Treated less fairly	18%	43%	11%	45%	23%
Treated as fairly	67%	48%	75%	50%	61%
Don't Know/Refused	14%	9%	13%	5%	14%

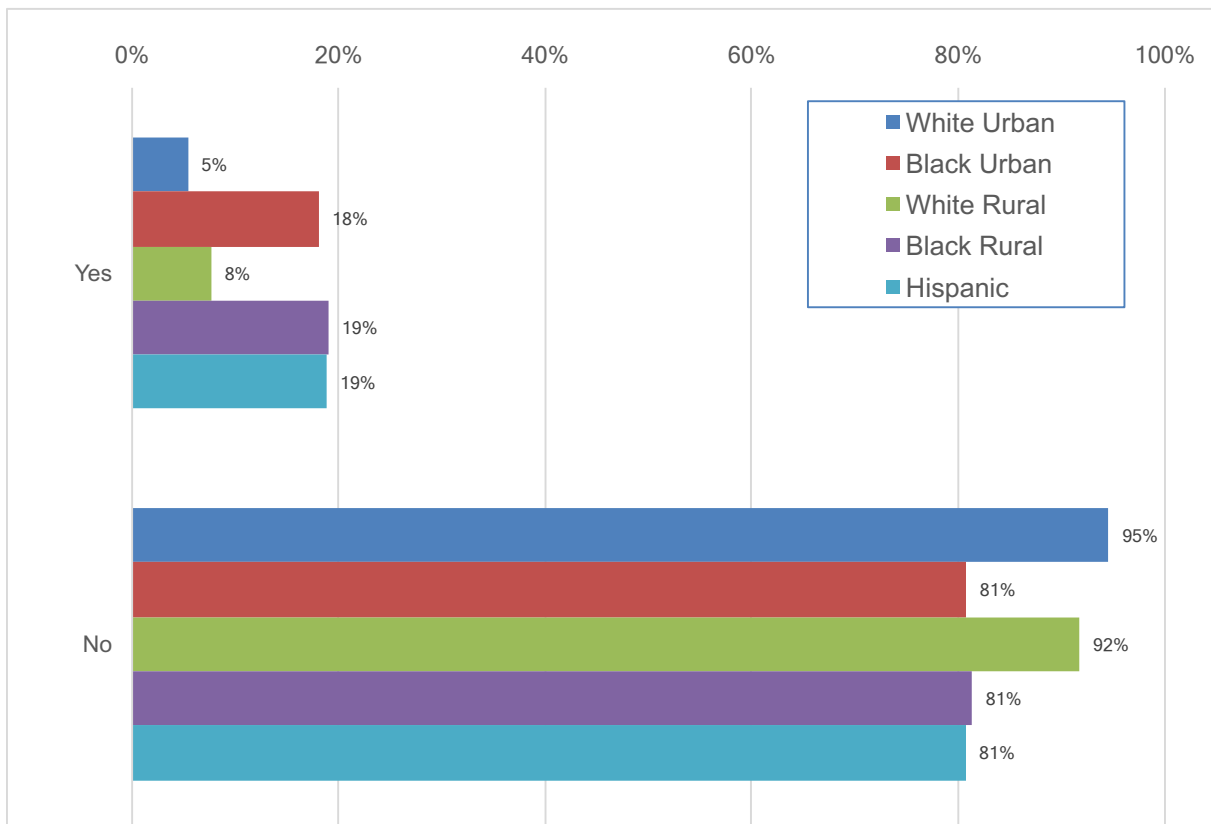


Discrimination While Getting Care

Have you ever been the victim of discrimination or reverse discrimination while getting healthcare for yourself or a family member?

Significantly higher percentages of Black and Hispanic respondents reported being victims of discrimination while getting healthcare compared to respondents in either White group.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	5%	18%	8%	19%	19%
No	95%	81%	92%	81%	81%
Don't Know/Refused	0%	1%	0%	0%	0%

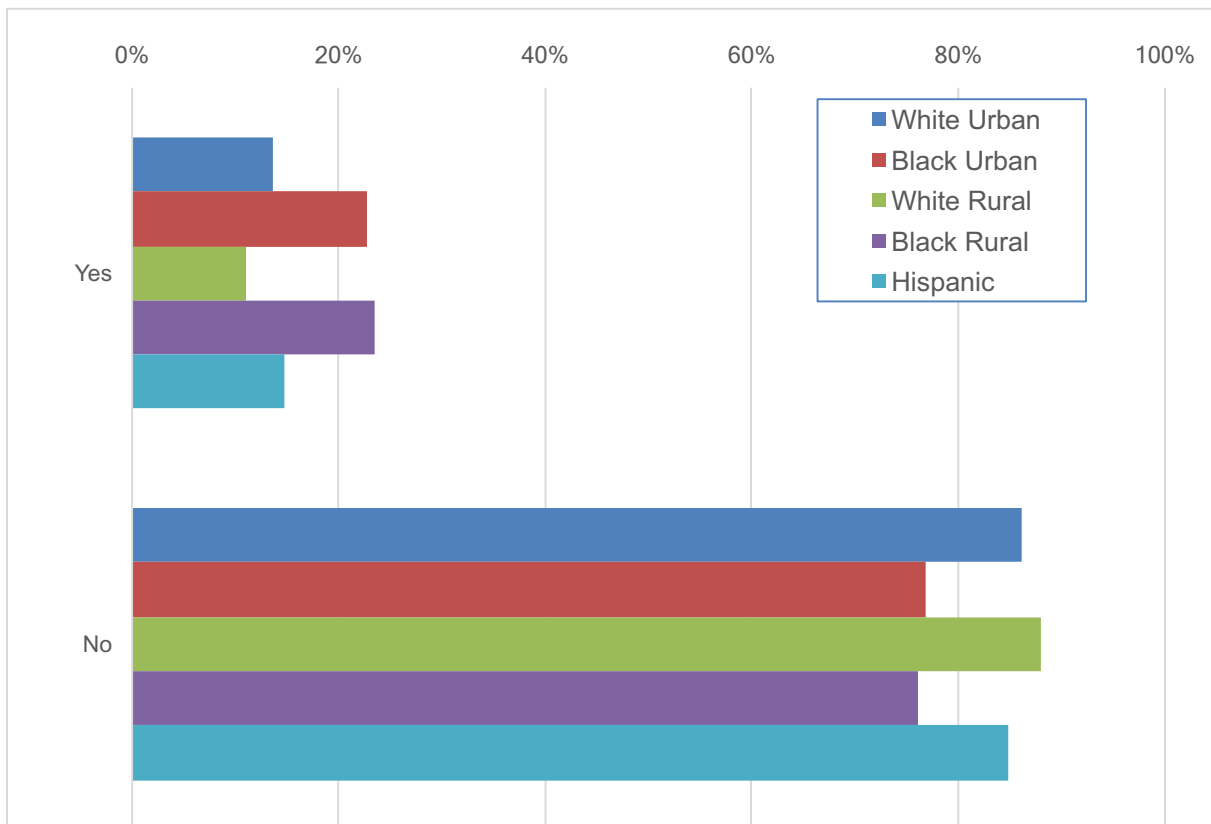


Discrimination Due to Ability to Pay

Thinking about all of the experiences you have had with health care visits, have you ever felt that the doctors or medical staff you saw judged you unfairly or treated you with disrespect because of your ability or inability to pay for the care or the type of health insurance you had?

Significantly higher percentages of black respondents felt judged unfairly based upon their ability to pay compared to respondents in both White groups and the Hispanic group.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	14%	23%	11%	23%	15%
No	86%	77%	88%	76%	85%

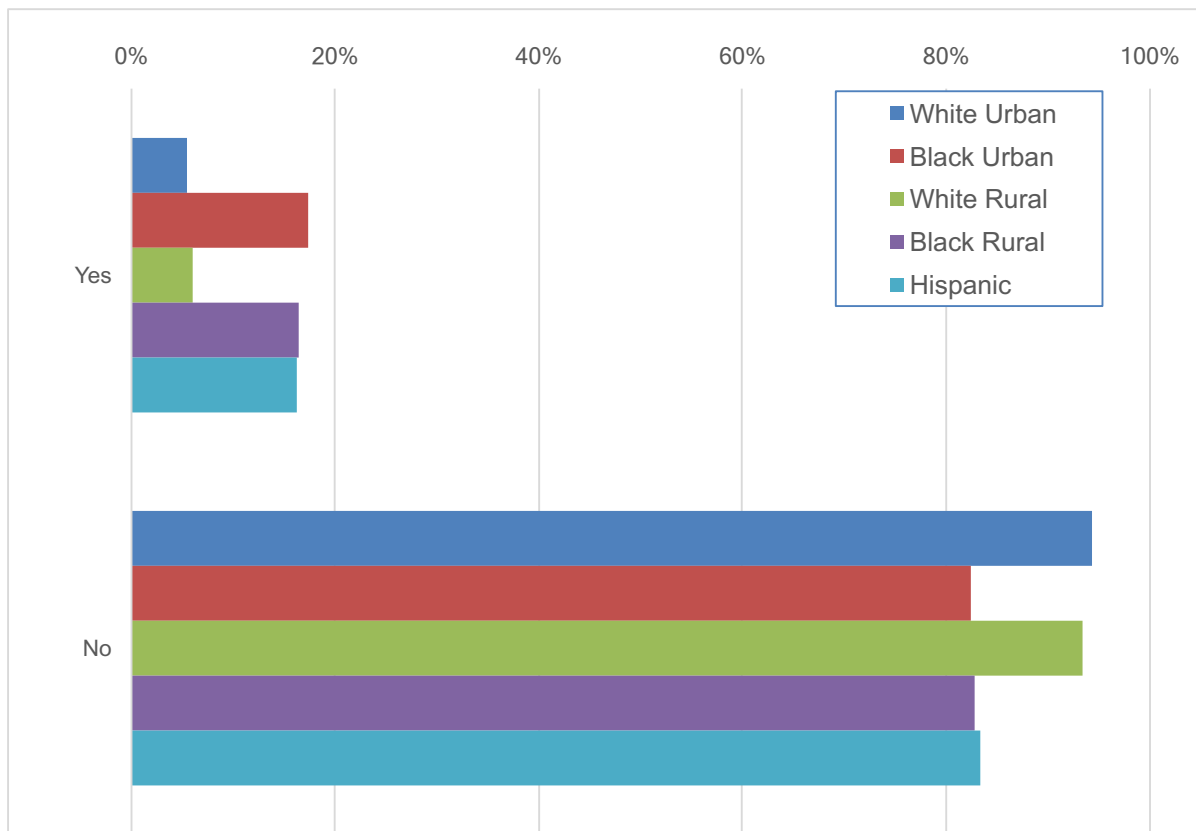


Unfair Treatment While Getting Care

Have you ever felt that the doctors or medical staff you saw judged you unfairly or treated you with disrespect because of your race, ethnicity, nationality, religion, gender, or sexual orientation?

Significantly fewer respondents in the White groups reported being treated unfairly while getting healthcare compared to respondents in Black and Hispanic groups. However, the majority of all groups reported never feeling they receive unfair treatment.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	5%	17%	6%	16%	16%
No	94%	82%	93%	83%	83%
Don't know/Refused	0%	0%	0%	1%	0%



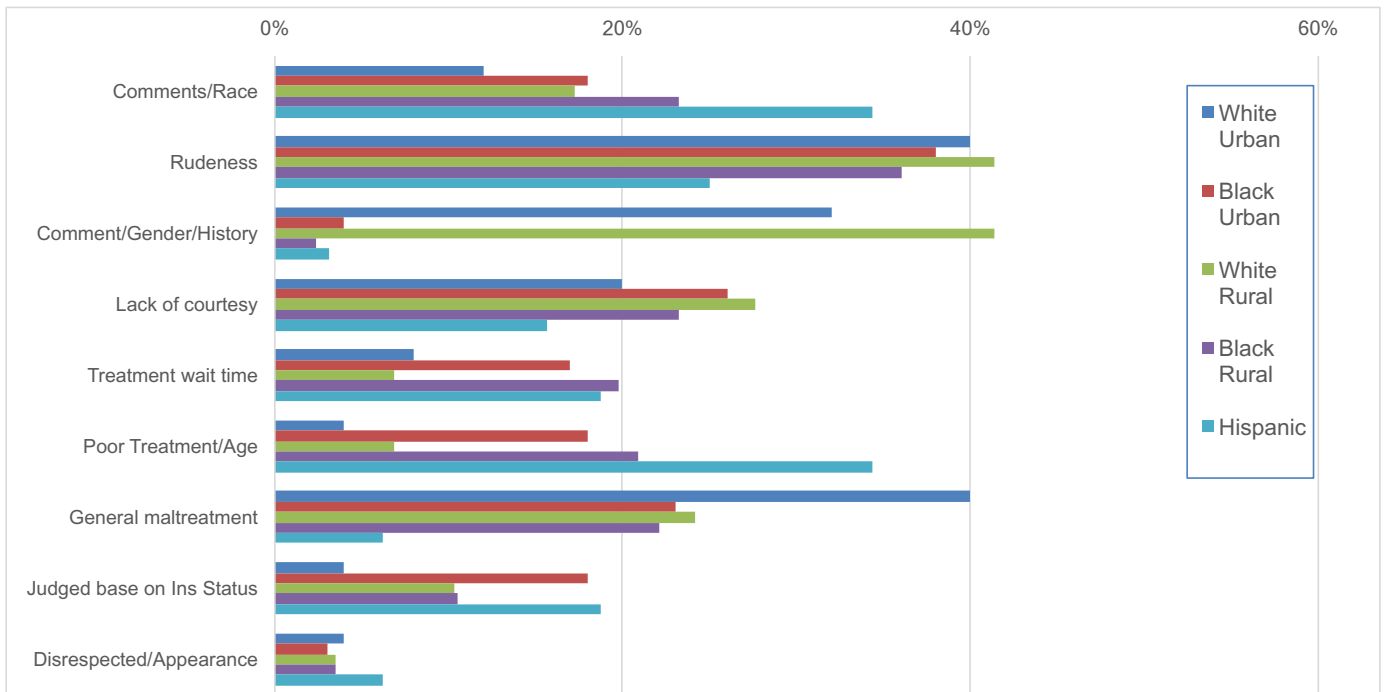
Reasons for Postponing Treatment

Qualitative question - Theme formation details found in Appendix B

What happened to make you feel you were judged unfairly or treated with disrespect?

Respondents described a variety examples of unfair treatment. Rude or negative comments were cited across all five groups.

	25	100	29	86	32
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
NEGATIVE COMMENTS ABOUT RACE/ETHNICITY	12%	18%	17%	23%	34%
RUDE TONE/COMMENTS/ LACK OF EXPLAINING	40%	38%	41%	36%	25%
NEGATIVE COMMENTS BASED UPON GENDER AND HISTORY	32%	4%	41%	2%	3%
NOT SHOWN COURTESY/COMPASSION	20%	26%	28%	23%	16%
GIVEN LONGER WAIT TIMES/OVERLOOKED	8%	17%	7%	20%	19%
POOR TREATMENT BASED UPON AGE	4%	18%	7%	21%	34%
MALTREATMENT	40%	23%	24%	22%	6%
JUDGED/TREATED LESS/INSURANCE/STATUS	4%	18%	10%	10%	19%
DISRESPECT BASED UPON APPEARANCE	4%	3%	3%	3%	6%

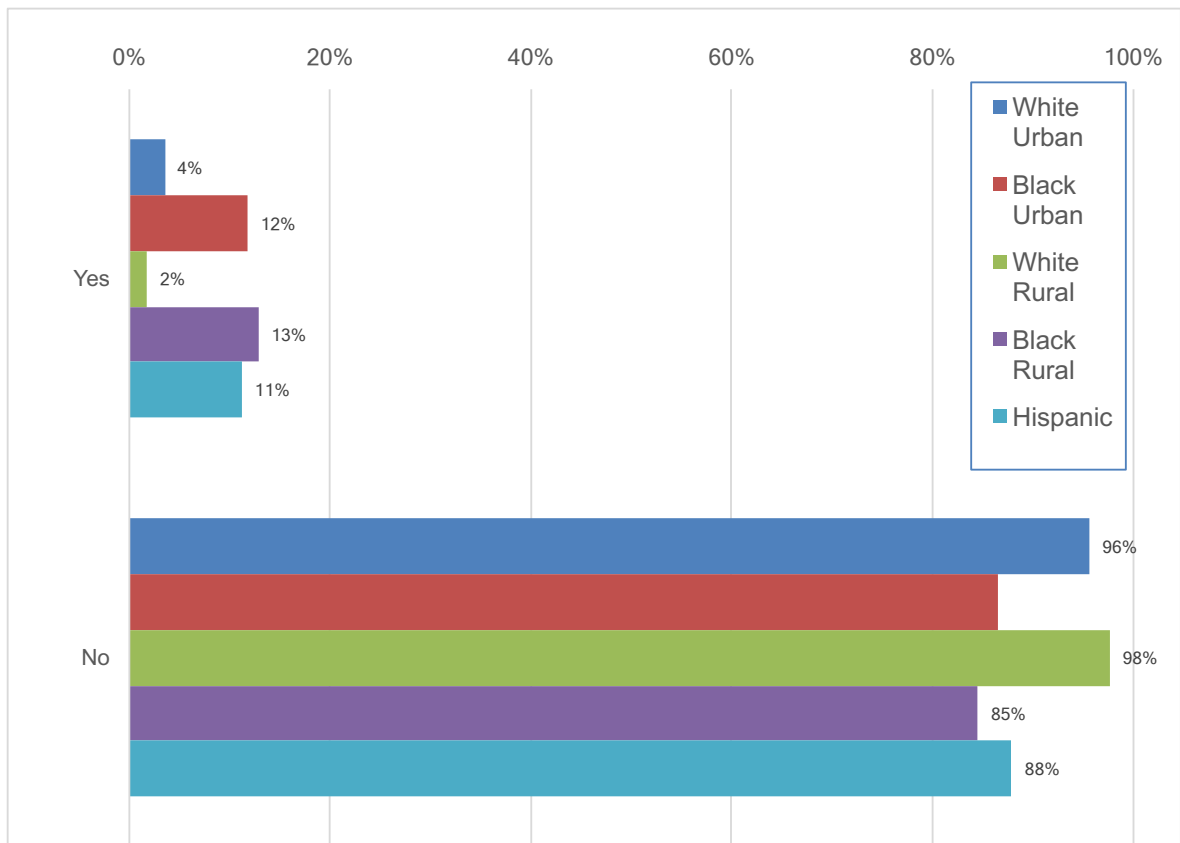


Unfair Treatment of Friends or Family

Over the last two years, has a family member or friend been treated unfairly when seeking medical care specifically because of race?

Significantly higher percentages of black and Hispanic respondents reported family members and/or friend being treated unfairly while getting healthcare compared to respondents in either White group.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	4%	12%	2%	13%	11%
No	96%	86%	98%	85%	88%
Don't Know/Refused	1%	2%	1%	2%	1%

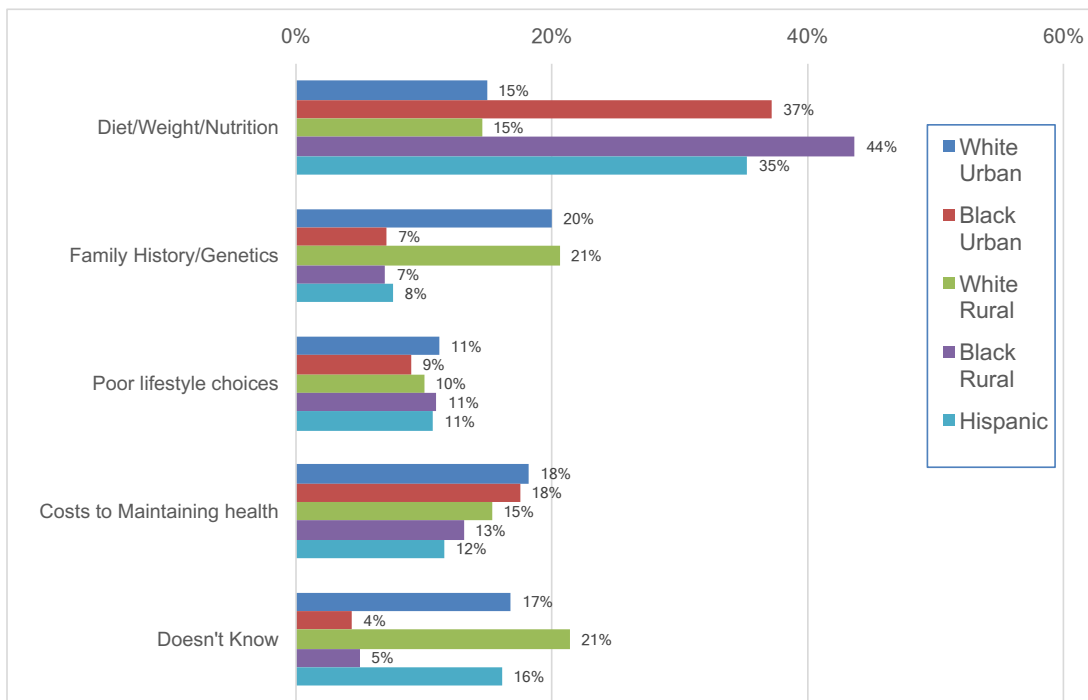


Health Differences between Races

What do you think is the main reason that Blacks and Hispanics are more likely to have more health problems than Whites?

Both Black groups think that health problems are due to diet, weight, and nutritional reasons. Both White groups and the Hispanic group cited reasons related to family history. Costs associated with maintaining health were consistently mentioned across all five groups.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Diet/Weight/Nutrition	15%	37%	15%	44%	35%
Family History/Genetics	20%	7%	21%	7%	8%
Poor lifestyle choices	11%	9%	10%	11%	11%
Costs to Maintaining health	18%	18%	15%	13%	12%
Doesn't Know	17%	4%	21%	5%	16%
No Insurance	3%	8%	2%	5%	5%
Lack of knowledge	4%	2%	4%	2%	3%
No regular health care	7%	6%	4%	2%	0%
Racism	2%	1%	2%	2%	1%
Statement is not true	1%	1%	1%	0%	1%
Other (Specify)	2%	6%	5%	9%	8%
Refused	1%	2%	1%	1%	1%

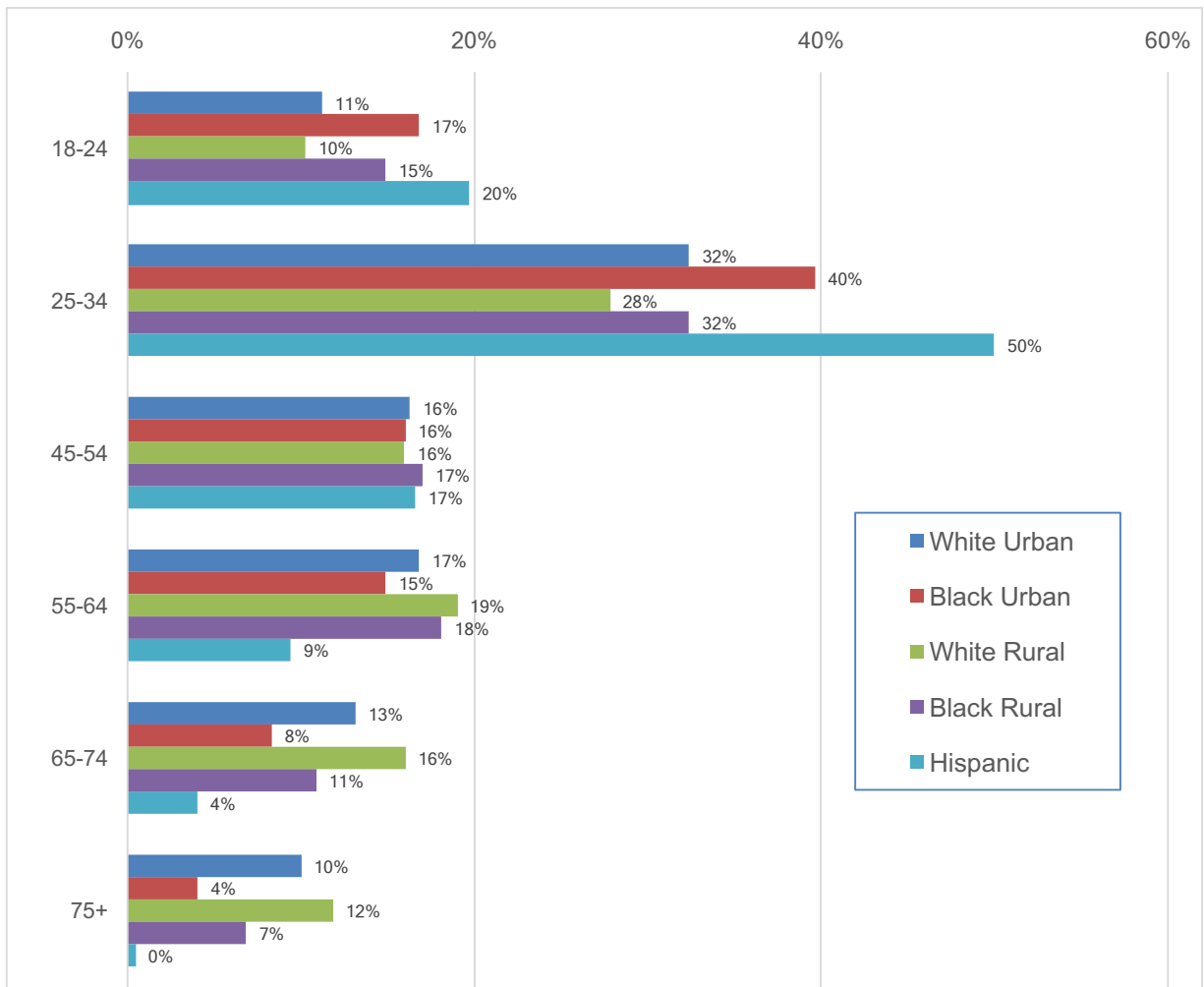


Age of Respondent

What is your age?

All data items were weighted proportionally to the age and gender percentages within each group

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
18-24	11%	17%	10%	15%	20%
25-34	32%	40%	28%	32%	50%
45-54	16%	16%	16%	17%	17%
55-64	17%	15%	19%	18%	9%
65-74	13%	8%	16%	11%	4%
75+	10%	4%	12%	7%	0%

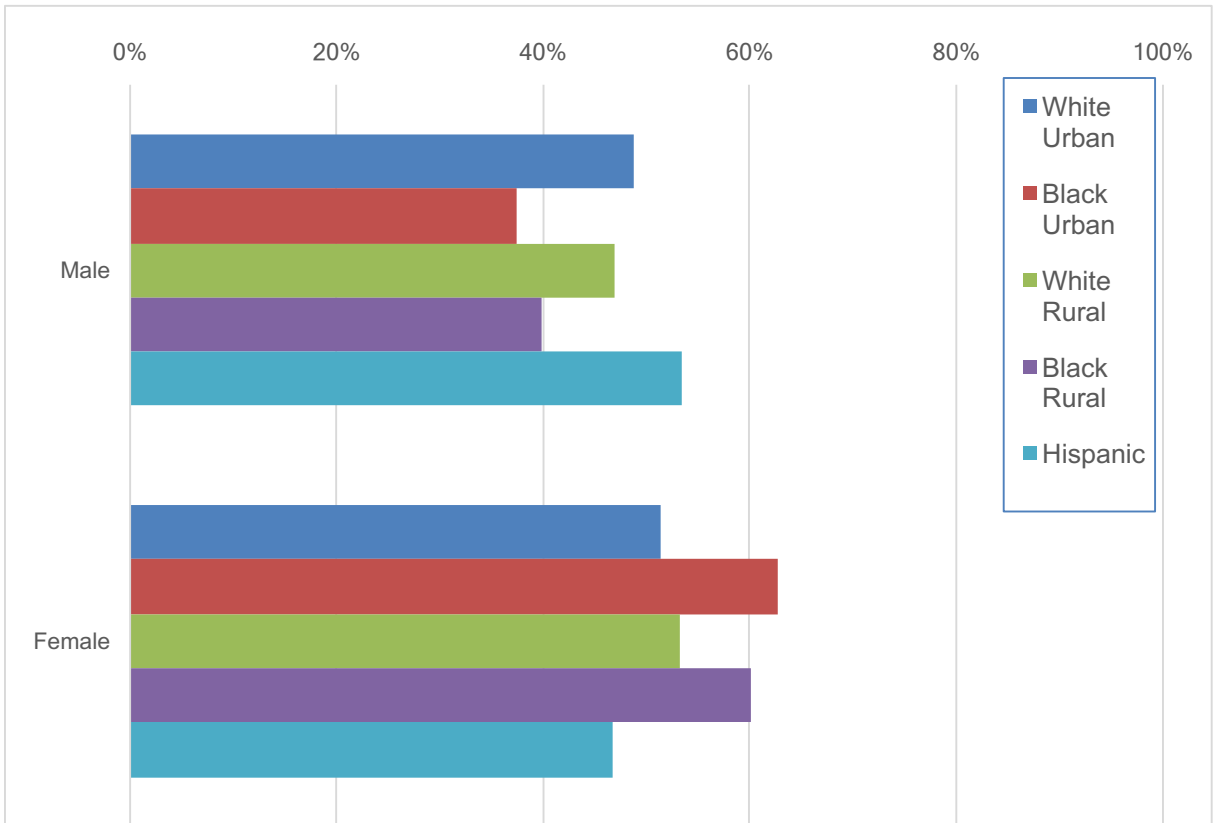


Gender

Are you male or female?

Data was weighted proportionally to subpopulation age and gender.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Male	49%	37%	47%	40%	53%
Female	51%	63%	53%	60%	47%

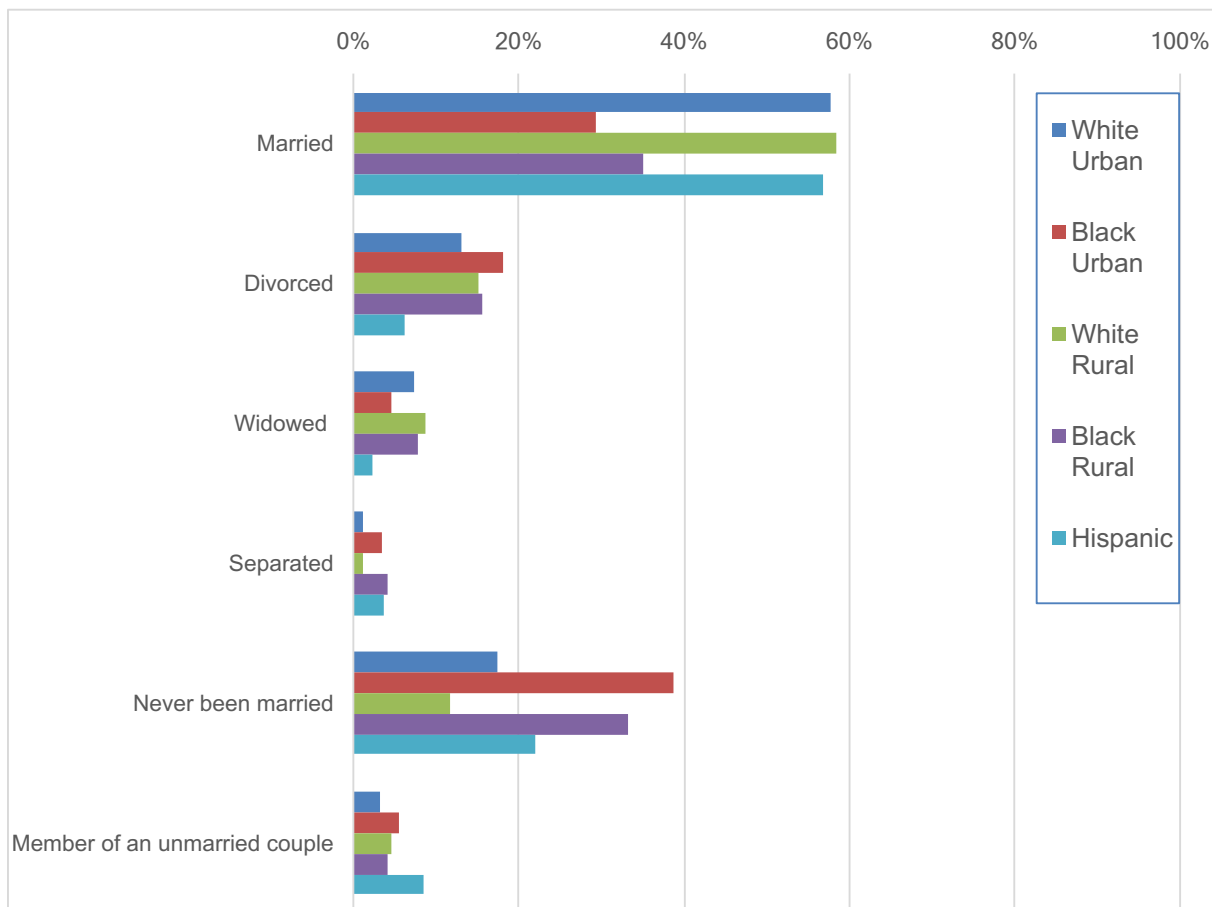


Marriage Status

Are you currently . . .

Significantly fewer respondents in the Black groups reported being currently married compared to White and Hispanic groups.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Married	58%	29%	58%	35%	57%
Divorced	13%	18%	15%	16%	6%
Widowed	7%	5%	9%	8%	2%
Separated	1%	3%	1%	4%	4%
Never been married	17%	39%	12%	33%	22%
Member of an unmarried couple	3%	6%	5%	4%	9%

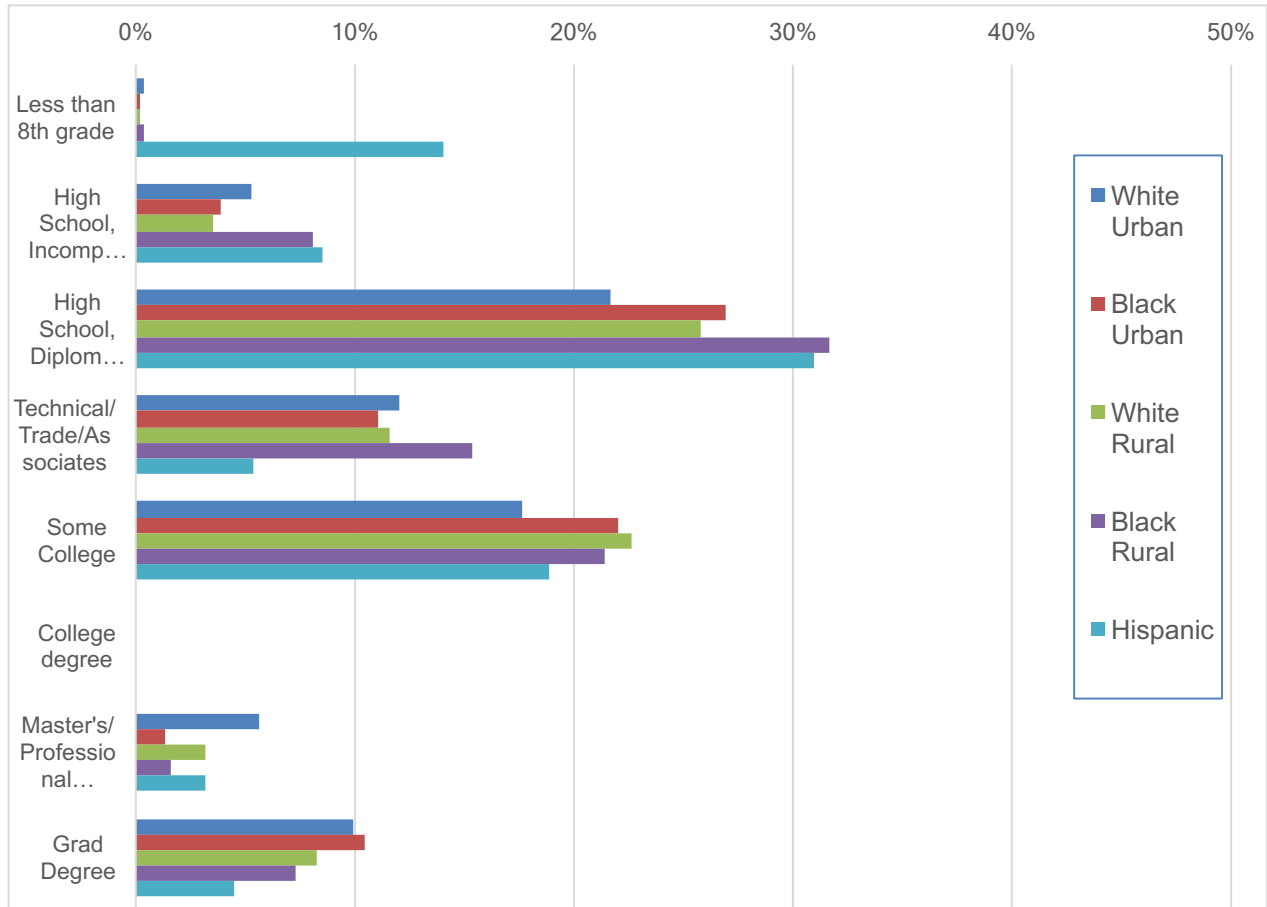


Education

What is the last grade or class that you completed in school?

Significant differences in educational levels exist among groups. The Black Rural and Hispanics groups are significantly less educated overall than the other groups.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Less than 8th grade	0%	0%	0%	0%	14%
High School, Incomplete	5%	4%	4%	8%	9%
High School, Diploma, GED	22%	27%	26%	32%	31%
Technical/Trade/Associates	12%	11%	12%	15%	5%
Some College	18%	22%	23%	21%	19%
College degree	27%	23%	24%	13%	14%
Master's/Professional Degree	10%	10%	8%	7%	4%
NA/Don't Know/Refused	6%	1%	3%	2%	3%

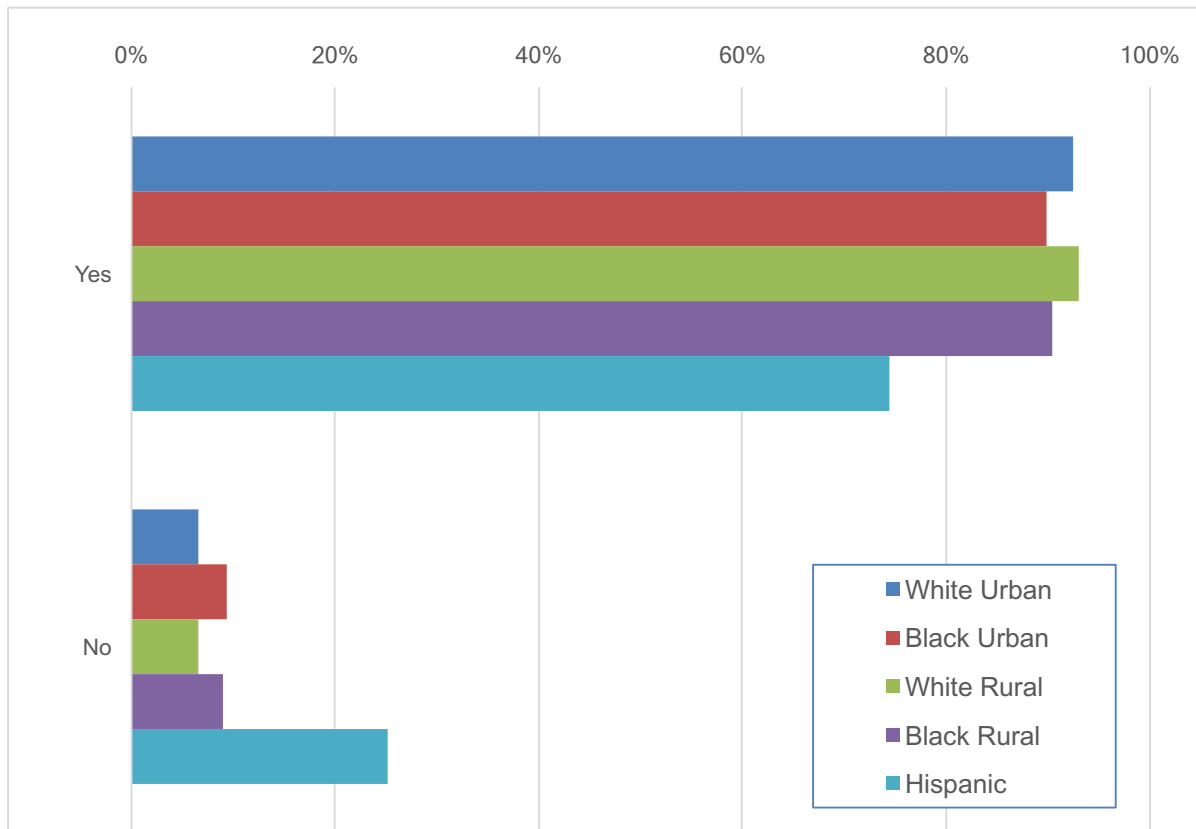


Healthcare Coverage

Do you have any kind of health care coverage, including health insurance, pre-paid plans such as HMO's, or government plans such as Medicare?

The majority of all groups have health insurance. Significantly fewer Hispanic respondents report having coverage compared to all other groups.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	92%	90%	93%	90%	74%
No	6%	9%	6%	9%	25%
Don't Know/Refused	1%	1%	0%	0%	0%

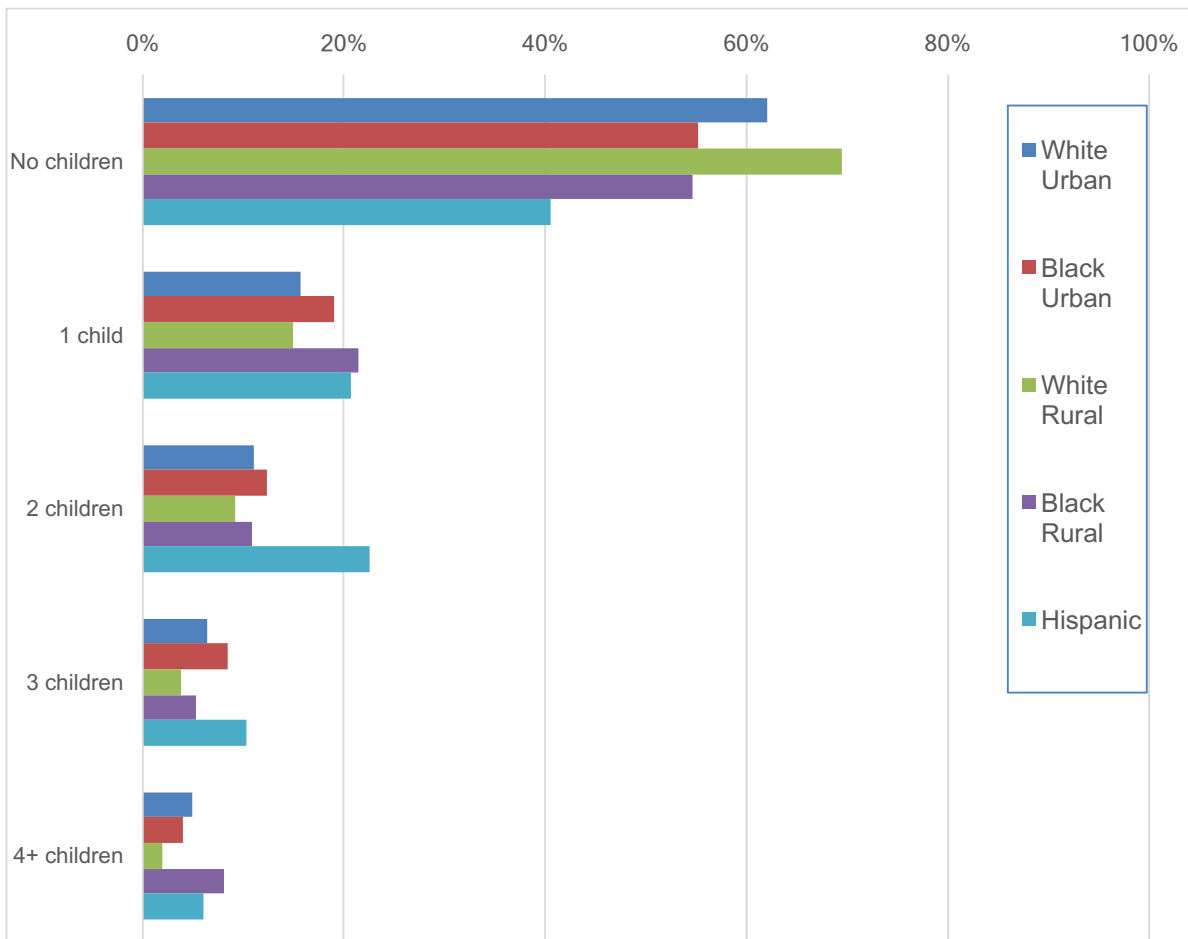


Children in Household

How many children under the age of 18 are living with you right now?

A significantly greater percentage of White Rural respondents reported having no children under the age of 18 compared to all other groups. Hispanics were much more likely to report having children currently living with them.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
No children	62%	55%	69%	55%	41%
1 child	16%	19%	15%	21%	21%
2 children	11%	12%	9%	11%	23%
3 children	6%	9%	4%	5%	10%
4+ children	5%	4%	2%	8%	6%
NA/Don't Know/Refused	0%	0%	0%	1%	0%

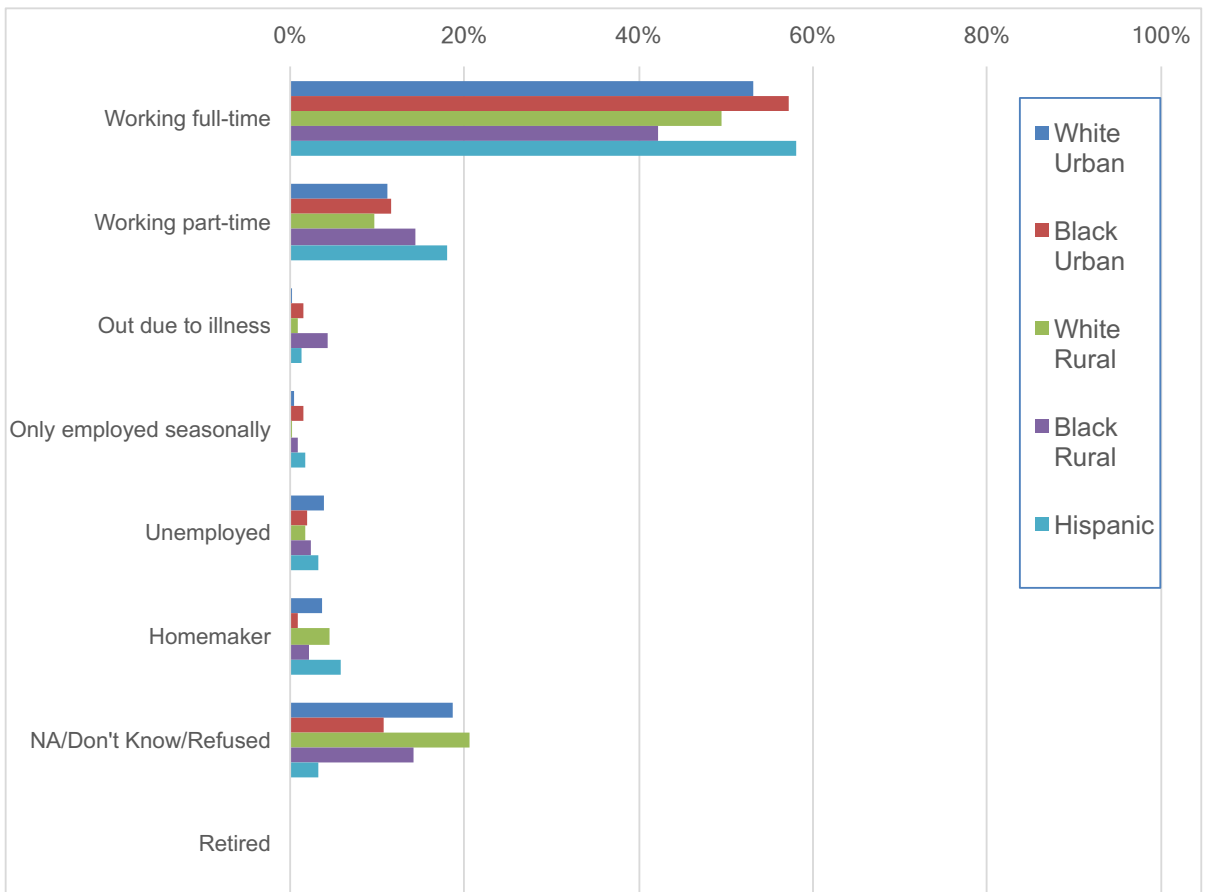


Employment

Last week, were you employed or unemployed? [If employed, were you employed full-time or part-time] [If unemployed, were you . . .]

Hispanic respondents were significantly more likely to be employed while Black Rural respondents were more likely to be unemployed.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Working full-time	53%	57%	49%	42%	58%
Working part-time	11%	12%	10%	14%	18%
Out due to illness	0%	2%	1%	4%	1%
Only employed seasonally	1%	2%	0%	1%	2%
Unemployed	4%	2%	2%	2%	3%
Homemaker	4%	1%	5%	2%	6%
NA/Don't Know/Refused	1%	3%	3%	2%	5%
Retired	19%	11%	21%	14%	3%
Unable to work	7%	11%	9%	16%	4%
Refused	0%	0%	1%	0%	0%



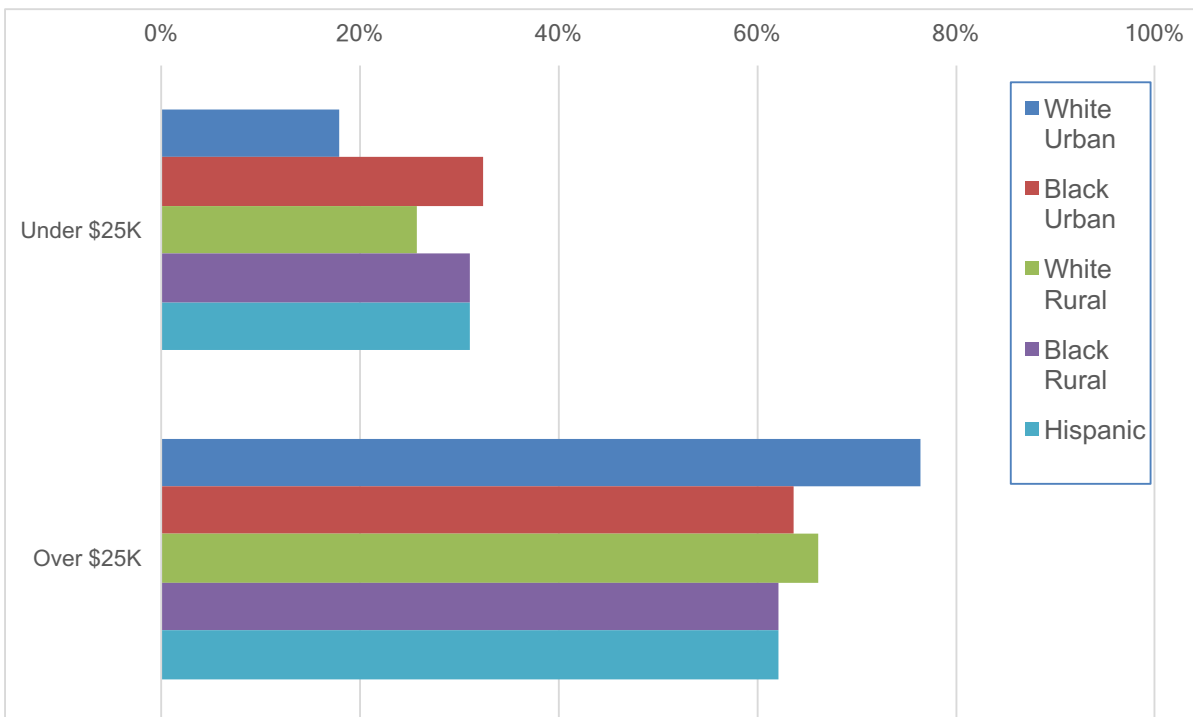
Income

Is your annual household income from all sources . . .

White Urban respondents were significantly less likely to report income less than 25K.
 Black Rural respondents were significantly more likely to report income less than 25K

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Less than \$10K	3%	6%	4%	12%	7%
Less than \$15K	2%	5%	6%	8%	5%
Less than \$20K	5%	9%	7%	15%	5%
Less than \$25K	7%	12%	8%	9%	14%
Less than \$35K	10%	17%	9%	12%	16%
Less than \$50K	14%	13%	10%	15%	15%
NA/Don't Know/Refused	15%	17%	14%	12%	11%
More than \$75K	37%	17%	33%	11%	20%
Don't Know/Refused	6%	4%	9%	7%	7%

	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Under \$25K	18%	32%	26%	44%	31%
Over \$25K	76%	64%	66%	49%	62%

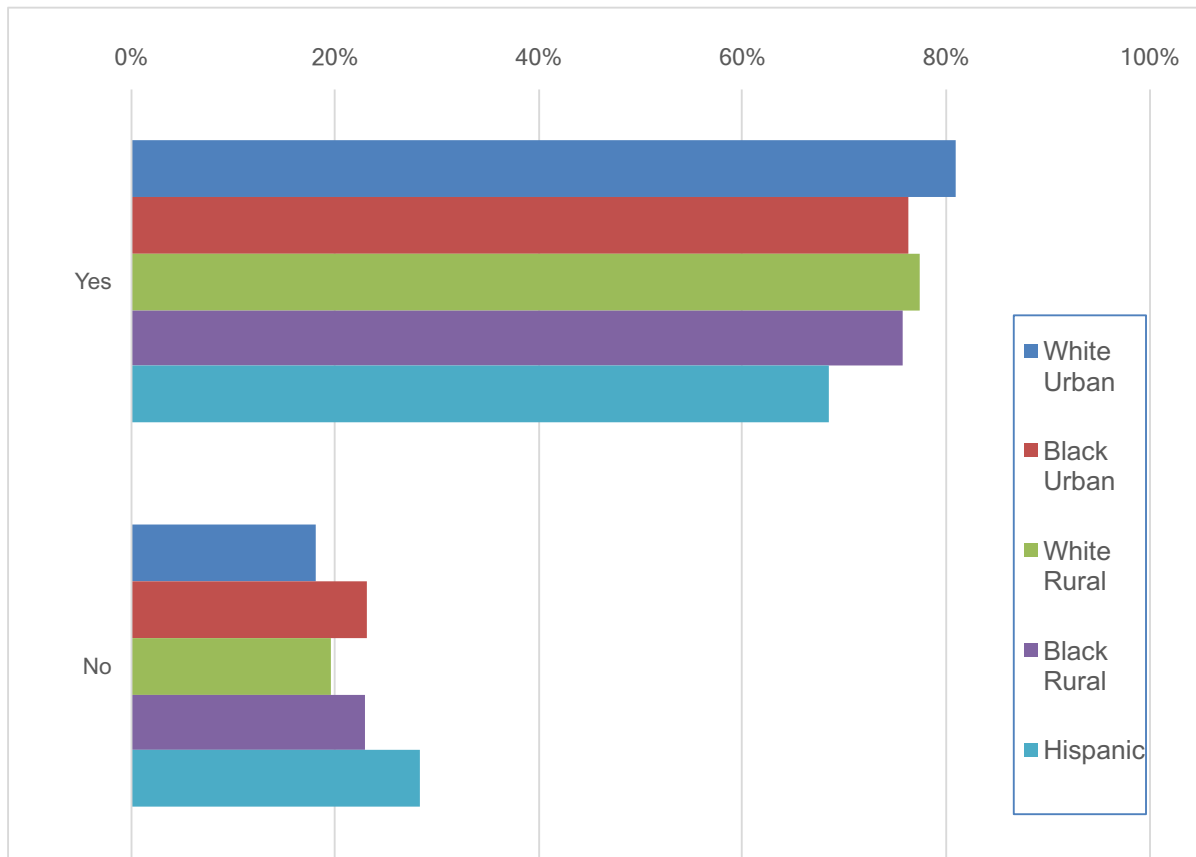


Cholesterol

Have you had your cholesterol checked within the past five years?

Approximately 7 out of 10 of all respondents reported having their cholesterol checked in the past five years.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	81%	76%	77%	76%	68%
No	18%	23%	19%	23%	28%
Don't Know/Refused	1%	1%	3%	1%	3%

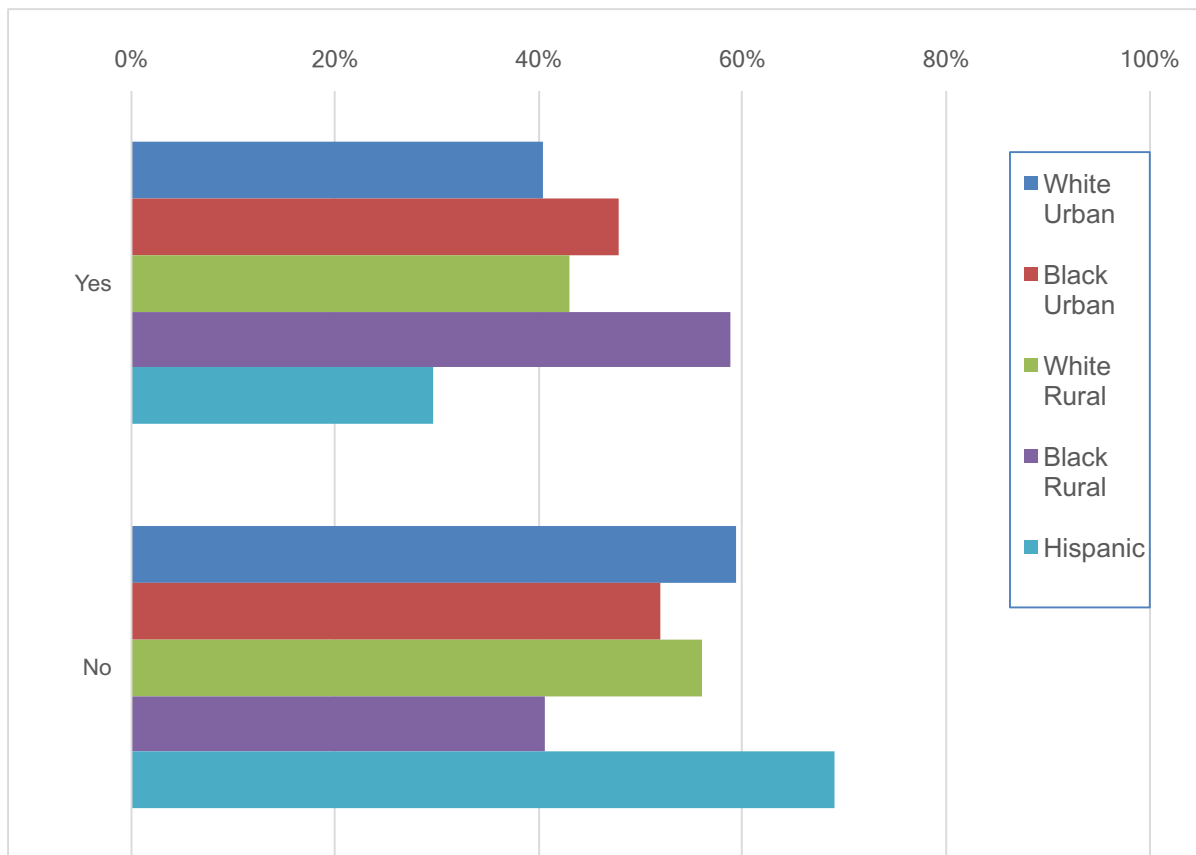


High Blood Pressure

Have you ever been told by a doctor that you have high blood pressure?

Black Rural respondents are significantly more likely to have been told they have high blood pressure compared to all other groups. Significantly fewer Hispanic respondents have been told they have high blood pressure.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	40%	48%	43%	59%	30%
No	59%	52%	56%	41%	69%
Don't Know/Refused	0%	0%	1%	1%	1%

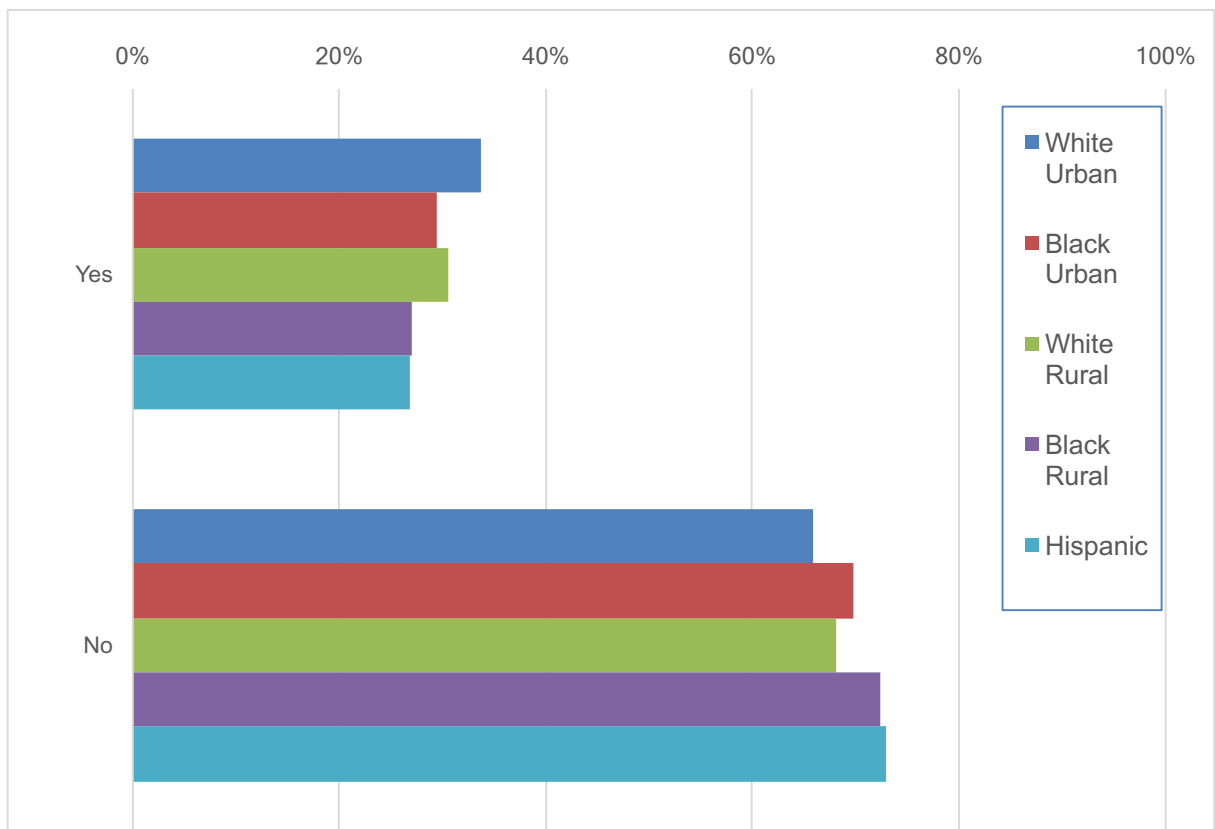


Mental Health

In the past 2 years, has a doctor talked to you about any emotional concerns that may be affecting your health, for example, depression or stress?

Approximately one out of three respondents in all groups have had doctors talk to them about emotional concerns affecting their health.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	34%	29%	30%	27%	27%
No	66%	70%	68%	72%	73%
Don't Know/Refused	0%	0%	1%	1%	1%

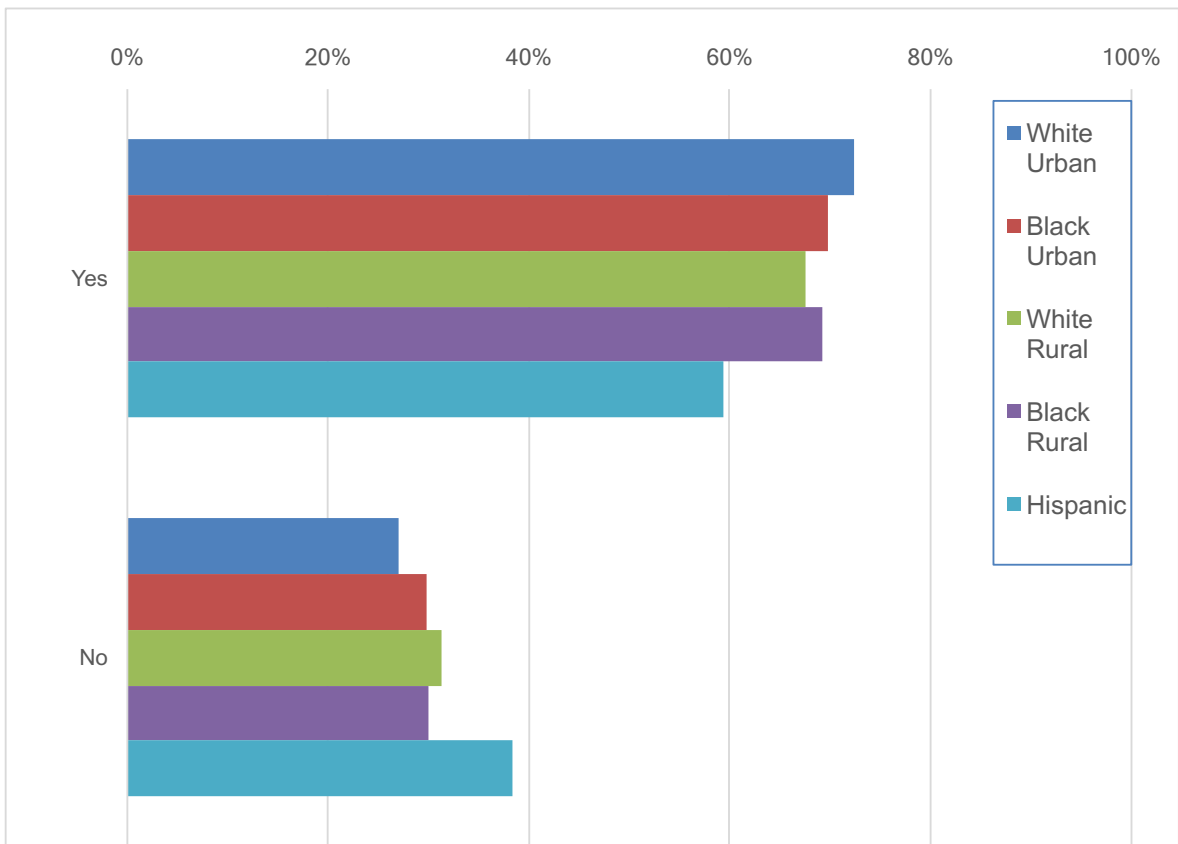


Preventive Care

In the past 2 years, did your doctor's office remind you to schedule preventive care that you were due to receive, for example, a flu shot, cancer screening, or eye exam?

Hispanic respondents are far less likely to have been reminded to by a doctor's office to schedule preventative care.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	72%	70%	68%	69%	59%
No	27%	30%	31%	30%	38%
Not applicable	0%	0%	0%	0%	0%
Don't Know/Refused	0%	0%	1%	1%	2%

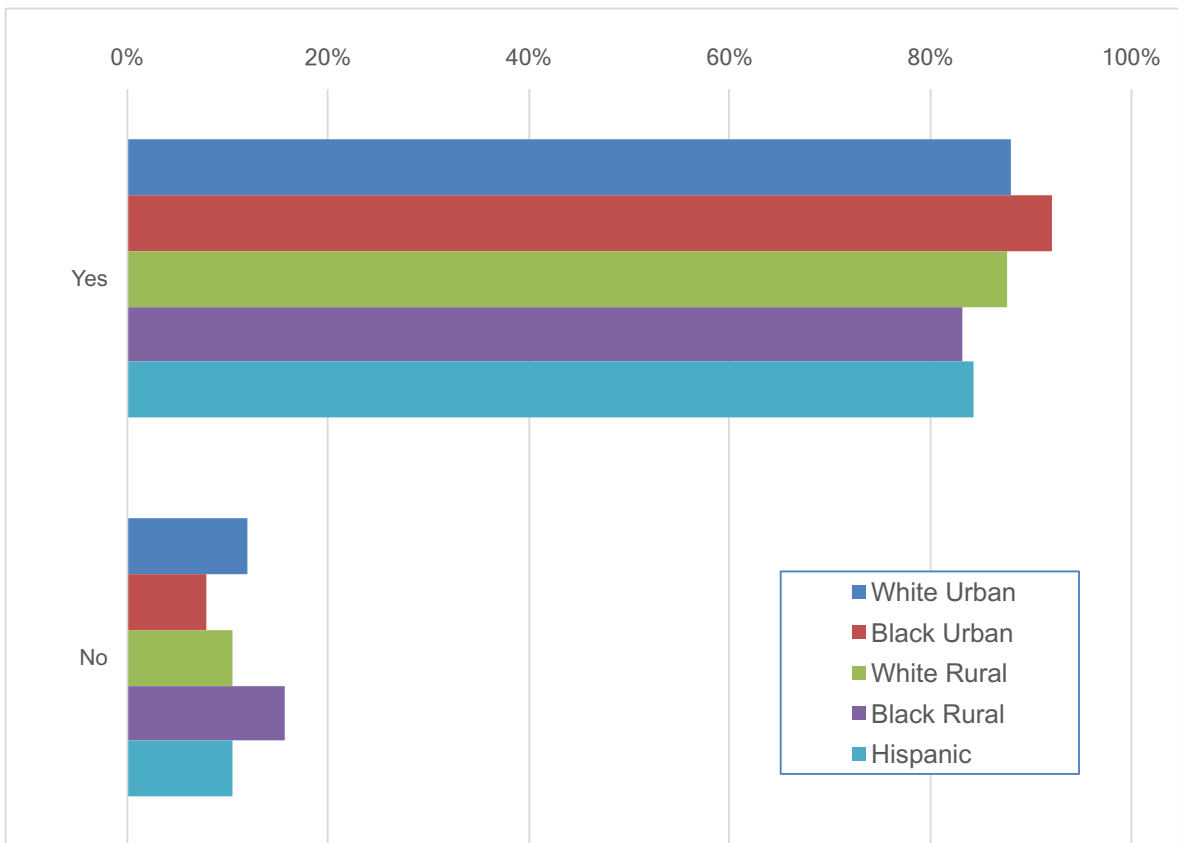


Communication with Doctor - Smoking

Has a doctor ever talked to you about the health risks of smoking and ways to quit?

Approximately 8 out of 10 of all currently smoking respondents have had their doctors talk to them about the health risks of smoking.

	92	88	105	77	19
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	88%	92%	88%	83%	84%
No	12%	8%	10%	16%	11%
Don't Know/Refused	0%	0%	2%	1%	5%

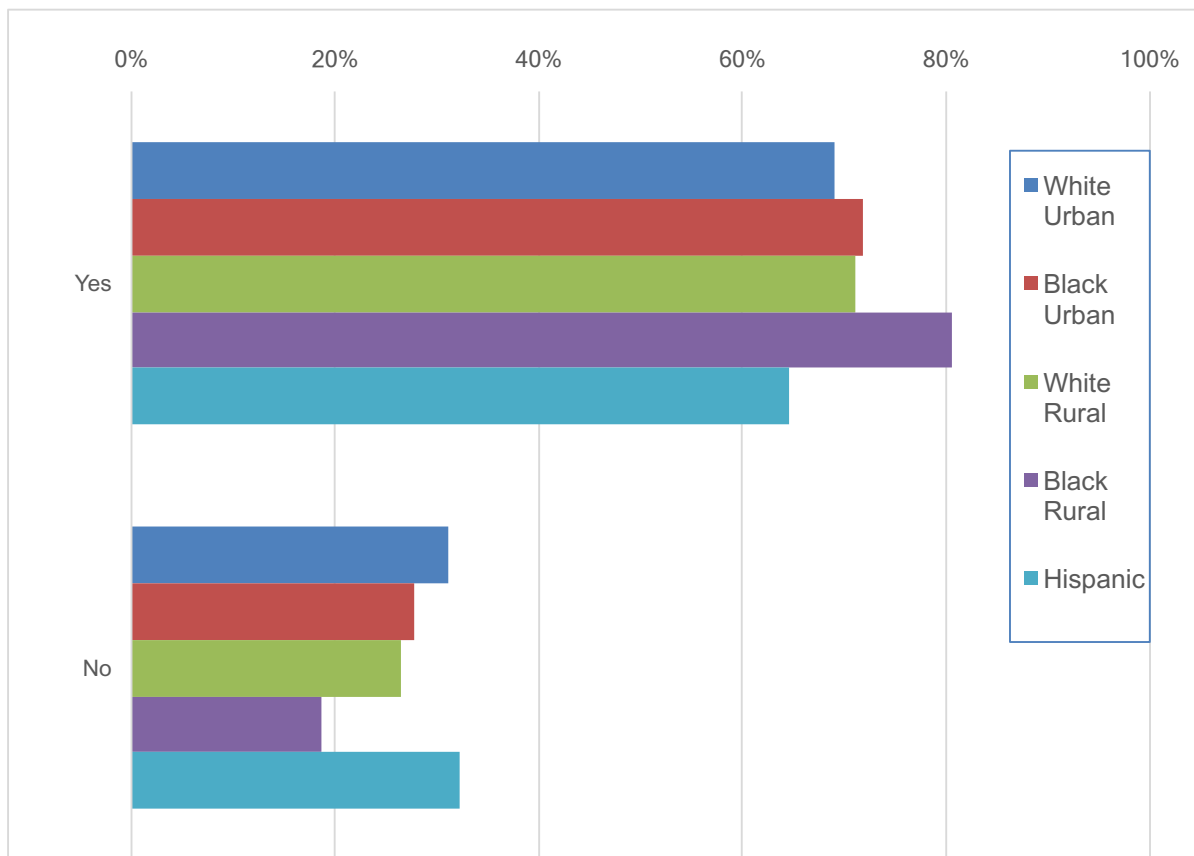


Communication with Doctor - Diet

Has a doctor ever talked to you about having a healthy diet and weight?

Black Rural respondents are more likely to have had a doctor talk to them about healthy diet and weight. Hispanic respondents are less likely to have a doctor talk to them about diet and weight.

	235	223	208	210	96
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	69%	72%	71%	80%	65%
No	31%	28%	26%	19%	32%
Don't Know/Refused	0%	0%	2%	1%	3%

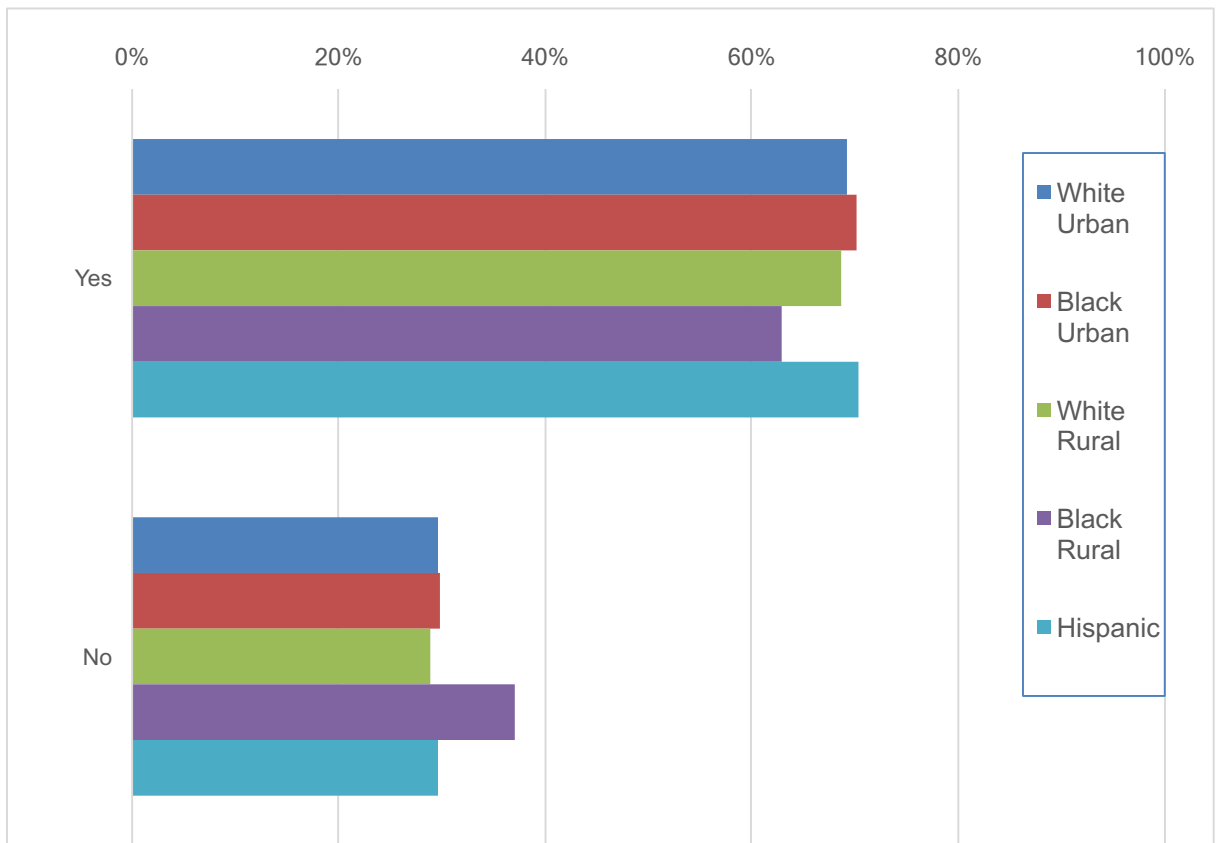


Communication with Doctor - Exercise

Has a doctor ever talked to you about exercise?

Approximately 7 out of 10 respondents in all groups have had doctors talk to them about exercise.

	243	207	197	210	108
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	69%	70%	69%	63%	70%
No	30%	30%	29%	37%	30%
Don't Know/Refused	1%	0%	3%	0%	0%

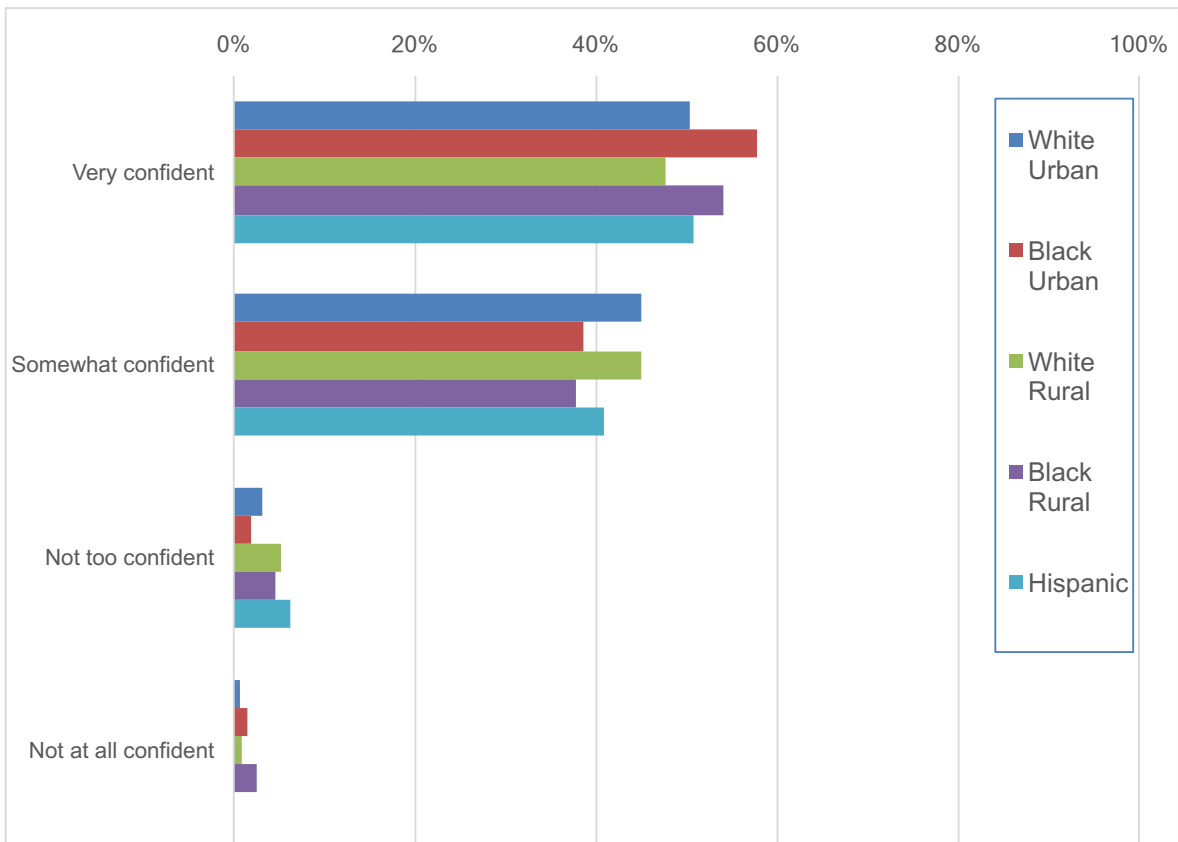


Managing Health Problems

How confident are you that you can control and manage your health problems?

Over 90 percent of respondents in all groups state they are either "somewhat" or "very" confident they can manage their health.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Very confident	50%	58%	48%	54%	51%
Somewhat confident	45%	39%	45%	38%	41%
Not too confident	3%	2%	5%	5%	6%
Not at all confident	1%	2%	1%	3%	0%
Don't Know/Refused	1%	0%	1%	1%	1%

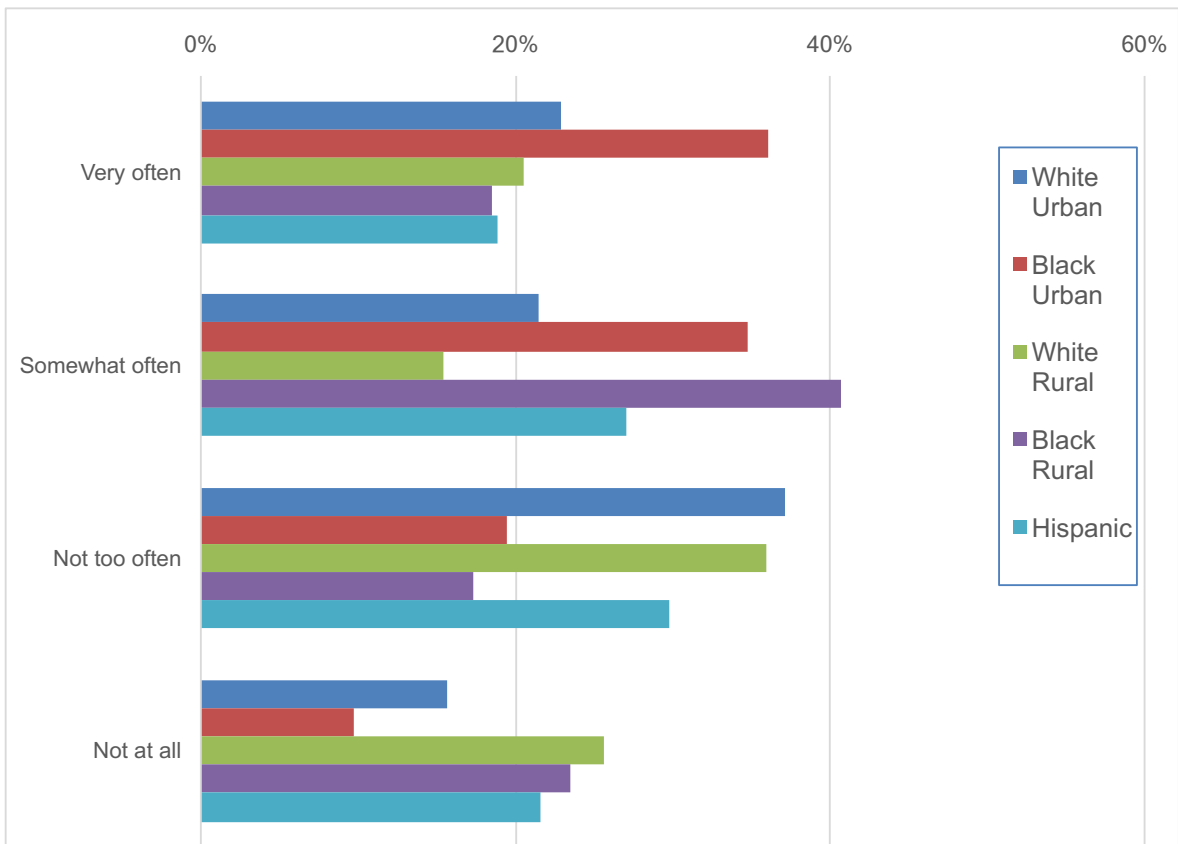


Finding information - Internet

How often have you searched the internet for information about health and medicine?

The Black Urban group is significantly more likely to often use the internet for information about health and medicine compared to the other four groups.

	70	72	78	81	37
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Very often	23%	36%	21%	19%	19%
Somewhat often	21%	35%	15%	41%	27%
Not too often	37%	19%	36%	17%	30%
Not at all	16%	10%	26%	23%	22%
Don't Know/Refused	3%	0%	3%	0%	3%

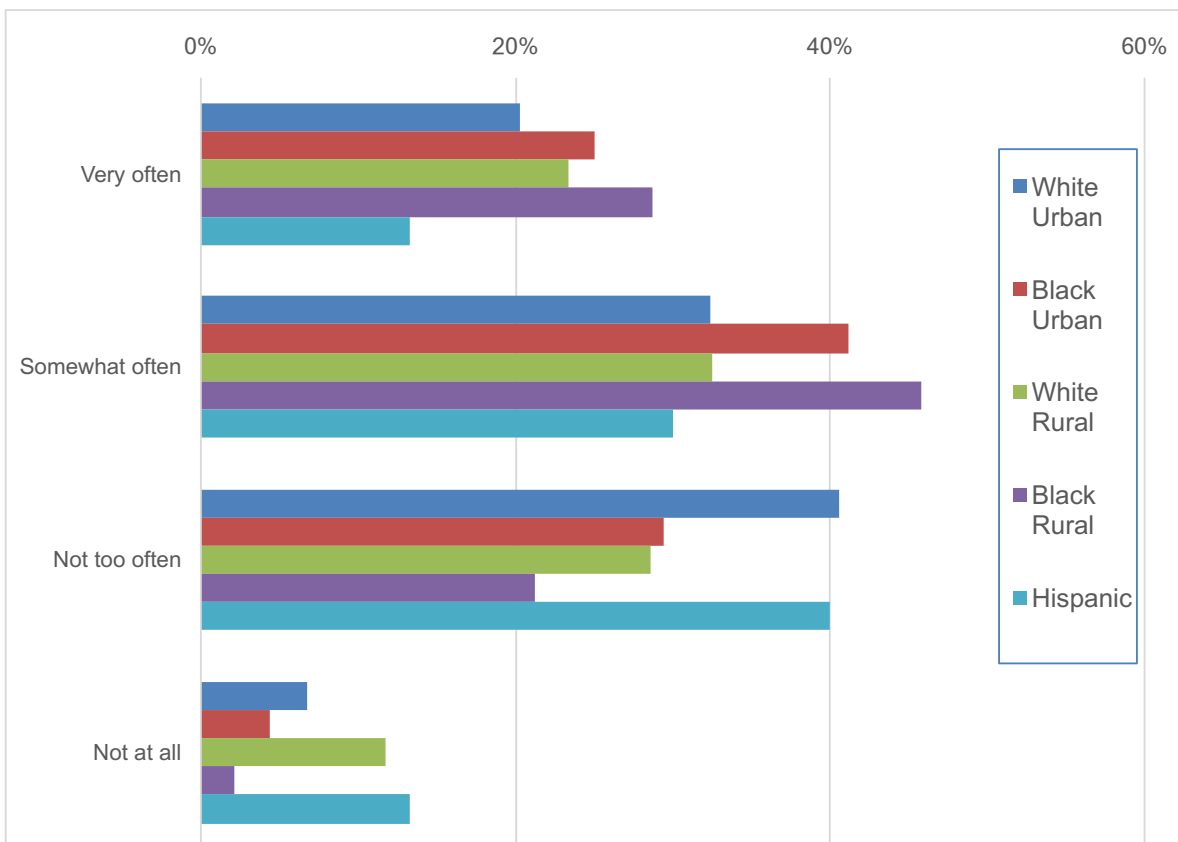


Finding information - Books

How often have you looked through books or other printed materials for information about health and medicine?

The Black Rural group is significantly more likely to often use books and printed items for information about health and medicine compared to the other four groups.

	74	68	77	94	30
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Very often	20%	25%	23%	29%	13%
Somewhat often	32%	41%	32%	46%	30%
Not too often	41%	29%	29%	21%	40%
Not at all	7%	4%	12%	2%	13%
Don't Know/Refused	0%	0%	4%	2%	3%

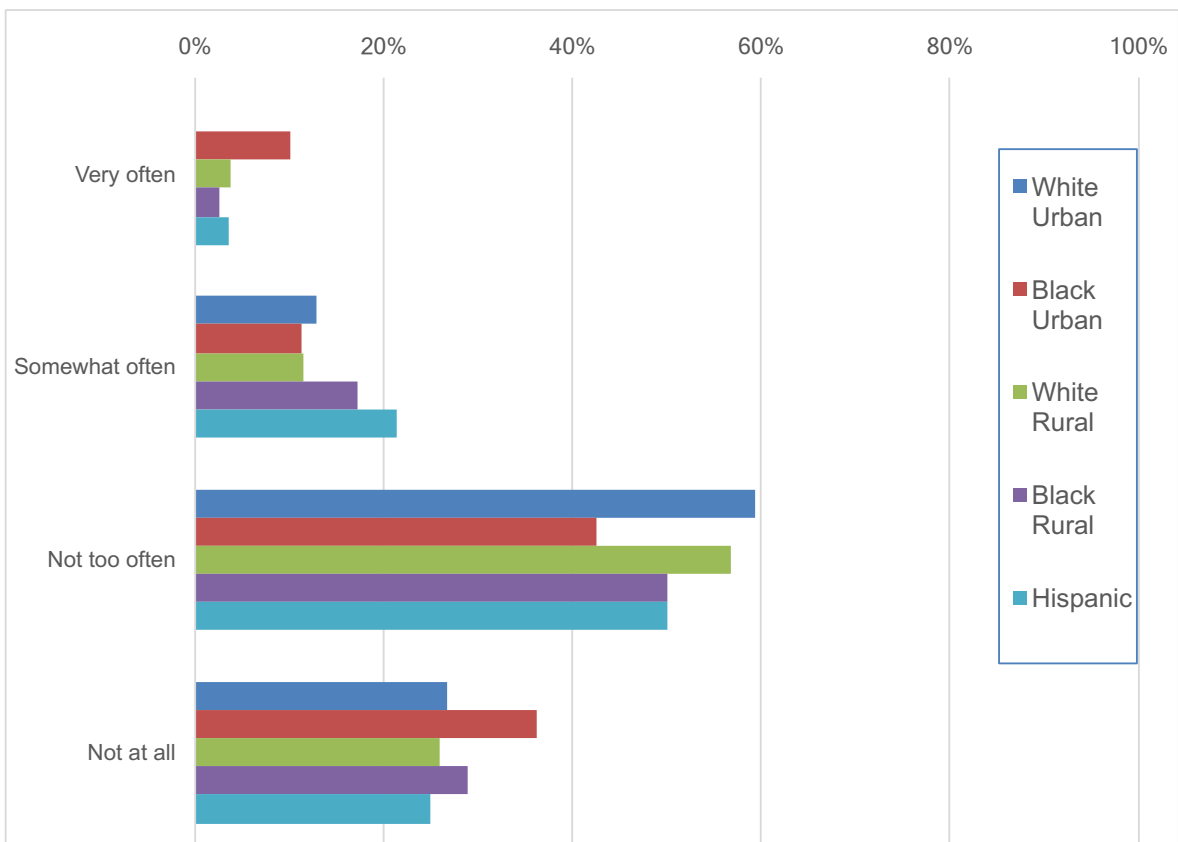


Finding information - Doctor

How often have you called a doctor or other health care provider for information about health and medicine?

Few respondents in all groups call a doctor to obtain health information or medicine.

	101	80	104	76	28
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Very often	0%	10%	4%	3%	4%
Somewhat often	13%	11%	12%	17%	21%
Not too often	59%	43%	57%	50%	50%
Not at all	27%	36%	26%	29%	25%
Don't Know/Refused	1%	0%	2%	1%	0%

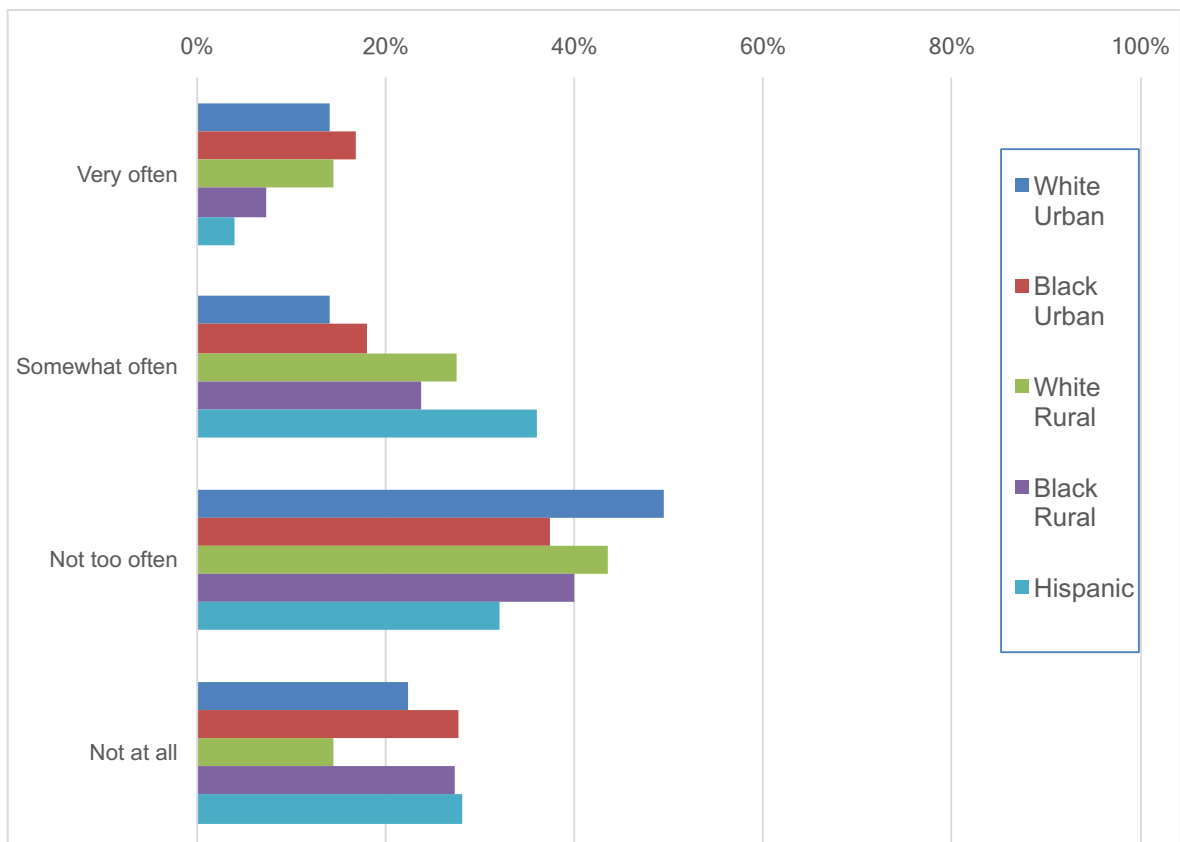


Finding information - Friends or Family

How often have you asked friends or family for information about health and medicine?

White Rural respondents use family and friends for health information significantly more often than White Urban respondents.

	85	83	62	55	25
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Very often	14%	17%	15%	7%	4%
Somewhat often	14%	18%	27%	24%	36%
Not too often	49%	37%	44%	40%	32%
Not at all	22%	28%	15%	27%	28%
Don't Know/Refused	0%	0%	0%	2%	0%

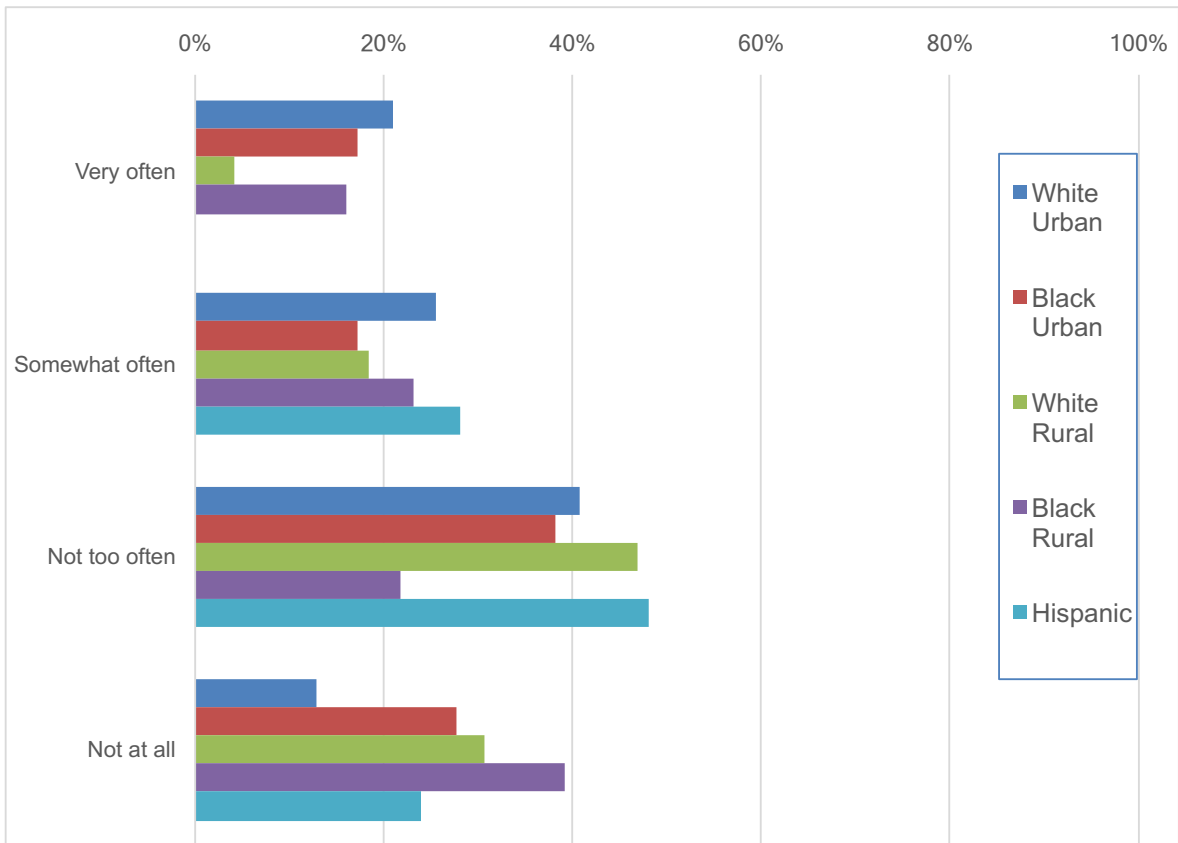


Finding information - Pharmacist

How often have you asked a pharmacist for information about health and medicine?

White Urban respondents are significantly more likely to ask a pharmacist for health information compared to White Rural respondents.

	86	76	49	69	25
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Very often	21%	17%	4%	16%	0%
Somewhat often	26%	17%	18%	23%	28%
Not too often	41%	38%	47%	22%	48%
Not at all	13%	28%	31%	39%	24%

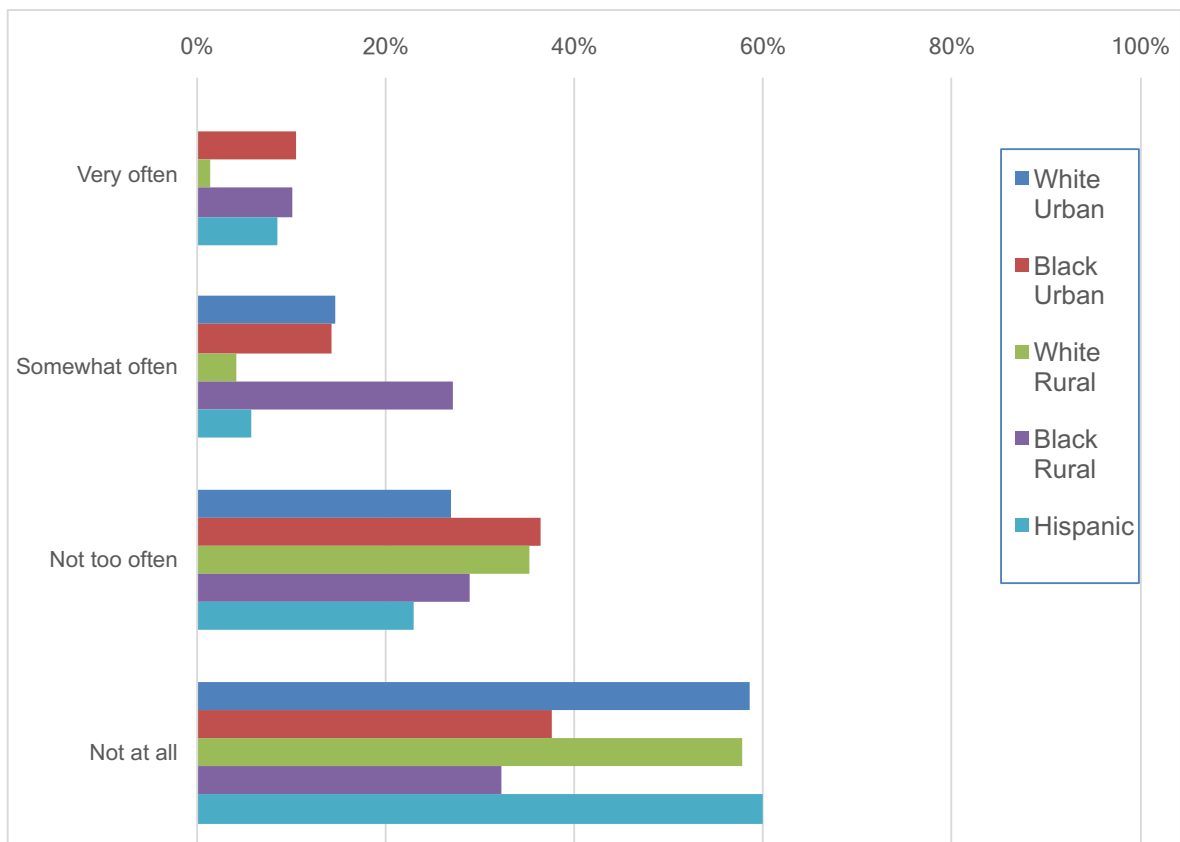


Finding information - Health Fair

How often have you visited a community health fair for information about health and medicine?

Black Rural and Black Urban respondents are significantly more likely to visit a health fair for health information.

	82	77	71	59	35
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Very often	0%	10%	1%	10%	9%
Somewhat often	15%	14%	4%	27%	6%
Not too often	27%	36%	35%	29%	23%
Not at all	59%	38%	58%	32%	60%
Don't Know/Refused	0%	1%	1%	2%	3%

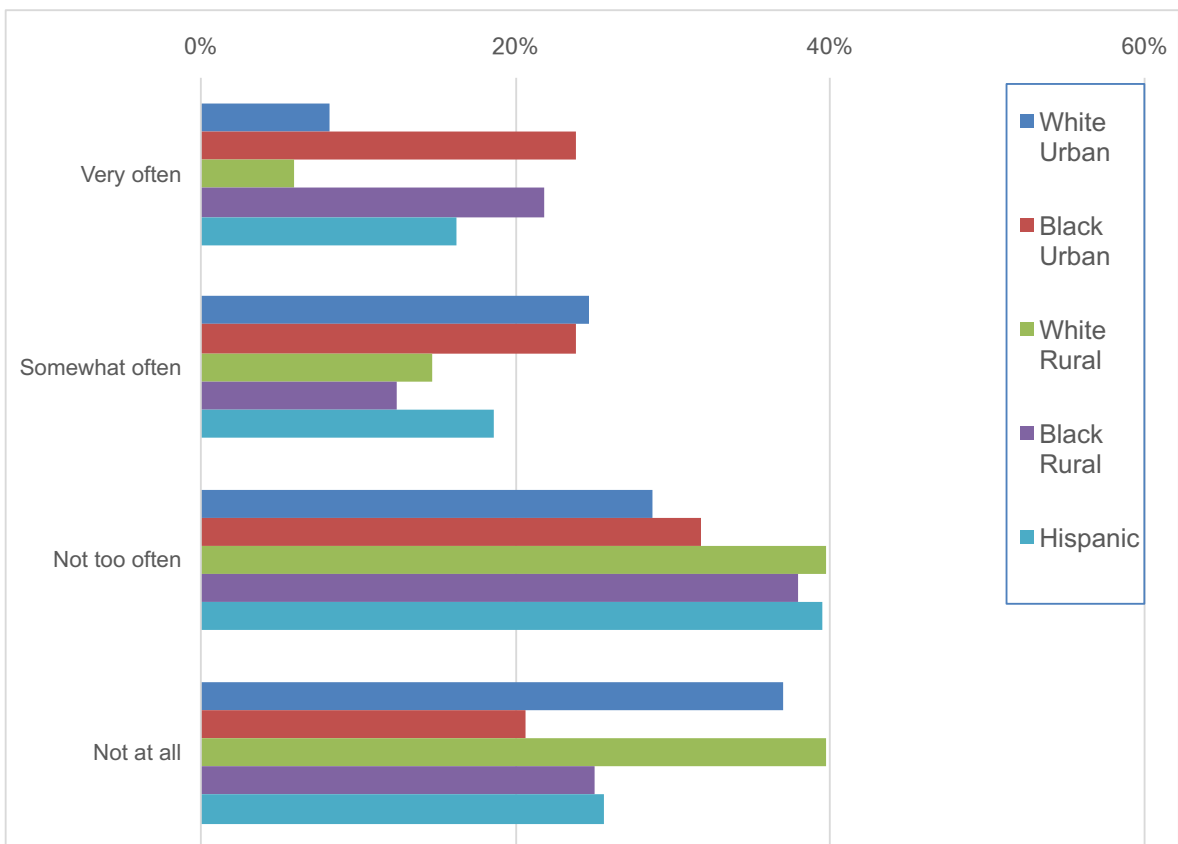


Finding information - TV and Radio

How often have you listened to a radio health program or watched a health program on TV for information about health and medicine?

Significantly more Black Urban respondents report often using radio or TV for health information compared to the other groups.

	73	63	68	63	43
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Very often	8%	24%	6%	22%	16%
Somewhat often	25%	24%	15%	13%	19%
Not too often	29%	32%	40%	38%	40%
Not at all	37%	21%	40%	25%	26%
NA/Don't Know/Refused	1%	0%	0%	2%	0%

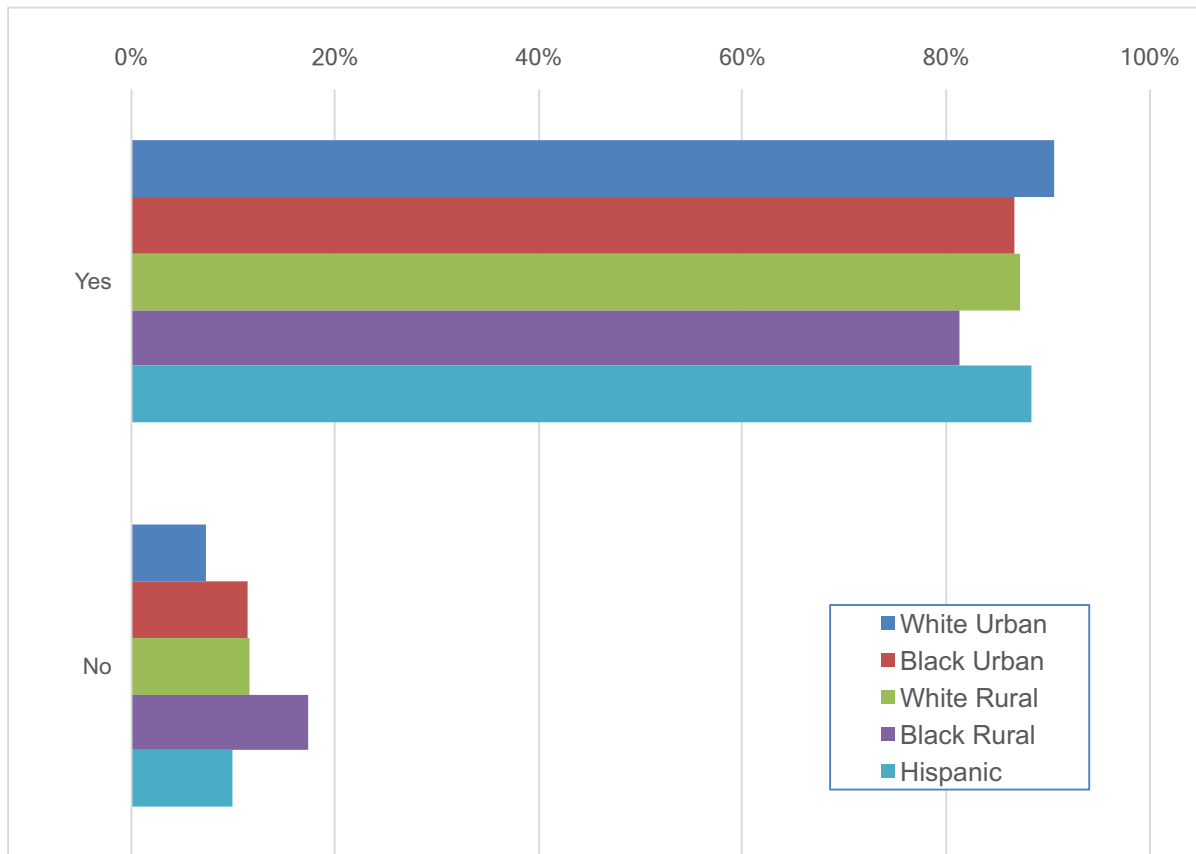


Internet Access

Are you able to access the internet from your home?

Black Rural respondents have the highest percent of respondents reporting they are unable to access internet at home.

	571	521	509	502	227
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Yes	91%	87%	87%	81%	88%
No	7%	11%	12%	17%	10%
Don't Know/Refused	2%	2%	1%	1%	1%

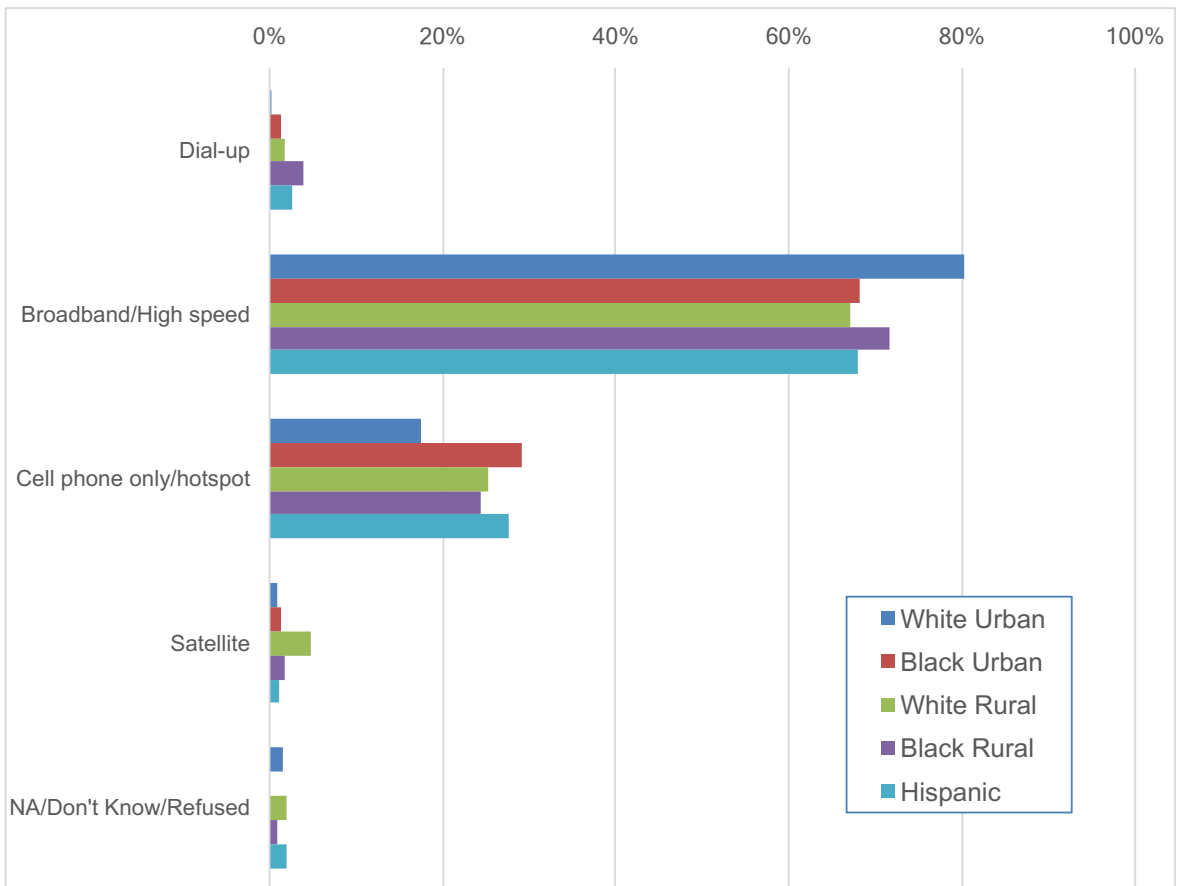


Internet Type

Do you have dial-up, broadband or high speed access, cell phone only access, or satellite access?

The White Urban group is significantly more likely to have broadband internet access compared to the other four groups.

	517	450	444	406	197
	White Urban	Black Urban	White Rural	Black Rural	Hispanic
Dial-up	0%	1%	2%	4%	3%
Broadband/High speed	80%	68%	67%	72%	68%
Cell phone only/hotspot	17%	29%	25%	25%	28%
Satellite	1%	1%	5%	2%	1%
NA/Don't Know/Refused	2%	0%	2%	1%	2%



Conclusion

The 2019 update of the Arkansas Racial and Ethnic Health Disparity Survey describes the results of the second telephone survey on the intersection of health and racial issues of a large, statewide sample of Arkansans. This follow up survey consists of 60 content questions using the 2009 questionnaire as the basis. Interviews were obtained from four geo-racial groupings of 500 respondents each: 1) black respondents living within identified urban areas of Arkansas, 2) white respondents living within identified urban areas of Arkansas, 3) black respondents living within identified rural areas of Arkansas, 4) white respondents living within identified rural areas of Arkansas. A fifth group of approximately 300 interviews were obtained from respondents who self-identify as being “Hispanic or Latino” regardless of their racial identification. Landline and wireless phone interviews were obtained and interviews were conducted in English and Spanish. The survey questions were grouped in relation to attitudes and perceptions of race relations, personal healthcare practices, and healthcare delivery.

Race Relations

As it relates to perceptions regarding race relation issues, the survey reports significant differences among the five groups, with the Black Urban group having the lowest percentage of respondents viewing relations as "very good." Close to half of both the Black Urban and Black Rural groups think about race "constantly." The Hispanic group reports similar percentages to Black groups.

Personal Healthcare Practices

The survey found differing attitudes towards personal health. The White Urban group is significantly more likely to rate respondents' health as "excellent" or "very good" compared to other groups. The Black Urban group is significantly less likely to do so. Hispanics are significantly more likely to leave health decisions to doctors compared to all other groups. There are similar perceptions of doctors and personal health issues which include significantly higher percentages of both Blacks groups believe that "Blacks and Hispanics have more health problems." Hispanic beliefs are similar to the white groups with close to 7 out of 10 respondents believing that the health problems are the same.

Healthcare Delivery

Responses indicated differences in delivery methods for health care information that the Hispanic group is significantly more likely to seek health care at a public clinic. Both White and Black groups are more likely to go to a doctor's office. The Hispanic and Black Rural groups are significantly less likely to view that they have a "great deal of choice" in where to go to receive medical care. Few respondents in any group have a preference for the race of their doctor. Both White groups and Hispanics are significantly more likely to have a "great deal" of trust and confidence in doctors. More than half of all respondents reported that doctors involved them in health decisions at a satisfactory level.

There were significant differences in ‘Hispanic Health Care Issues’, including higher percentages of respondents in the Black Rural and Hispanic groups reported having a hard time speaking with doctors because of language differences. Forty-five percent of all Hispanic respondents reported needing an interpreter to help speak with doctors or other health providers.

Also, health care information delivery methods show differences in the Black Urban group is significantly more likely to often use the internet for information about health and medicine compared to the other four groups. The Black Rural group is significantly more likely to often use books and printed items for information about health and medicine compared to the other four groups. Few respondents in all groups call a doctor to obtain health information or medicine.

The study findings implicate that where a person lives, work and plays has an impact on attitudes and perceptions of race relations, personal healthcare practices, and healthcare delivery. Residents in mostly minority communities continue to have lower socioeconomic status, greater barriers to health-care access, and greater risks for, and burden of, disease compared with the general population living in the same county or state¹. Disparities not only result in inequities but also limit continued improvement in quality of care and population health and result in unnecessary health care costs². According to the Medicare Advocacy, reducing racial and ethnic health care disparities is essential for better health care outcomes and for lowering health care costs³.

Recommendations:

- **Increase awareness about racial and ethnic health disparities.** To bridge the gap in the health status of minority populations to that of majority populations, Arkansans must focus on addressing existing disparities in minority communities, educating these communities on healthier lifestyles, promoting awareness of services and accessibility within our healthcare system, and making recommendations to relevant agencies and state leaders.
- **Improve cultural competence in healthcare workforce.** A culturally competent healthcare system is one that is capable of delivering the highest quality care to every patient regardless of race, ethnicity, culture or language proficiency. The barriers to quality care for minorities identified in this survey included lack of interpreter services and a lack of diversity in Arkansas' healthcare workforce. Because most respondents to this survey were not treated by a medical provider of their race or ethnicity, knowledge of cultural factors impacting health and the standards of care in treating diverse patients must be understood by all providers, including support staff in clinics and hospitals.
- **Improve diversity in the healthcare workforce.** Racial disparities are a reality in Arkansas' workforce. The racial and ethnic diversity found in the state's population is not necessarily reflected in the healthcare system. Gender and age disparities are evident, as well. Increased diversity in the state's healthcare workforce could have positive effects on both the health of minority populations and the quality of care in Arkansas.

EndNotes

1. Centers for Disease Control and Prevention. (2013). Introduction: CDC Health Disparities and Inequalities Report — United States. Retrieved from <https://www.cdc.gov/mmwr/preview/mmwrhtml/su6203a2.htm>
2. Kaiser Family Foundation. (2016). Key Facts on Health and Health Care by Race and Ethnicity. Retrieved from <https://www.kff.org/disparities-policy/report/key-facts-on-health-and-health-care-by-race-and-ethnicity/>
3. Center for Medicare Advocacy. (2015). Racial and Ethnic Health Care Disparities, 2015. Retrieved from <https://www.medicareadvocacy.org/medicare-info/health-care-disparities/>

APPENDIX A

Survey Methodology

This study is based on a dual frame survey conducted by the UA-Little Rock Survey Research Center between January 25, 2018 and July 3, 2018. Interviews were conducted in both English and Spanish.

A total of 2,330 interviews were completed with adults. A hybrid sampling design was used which included a combination of: (1) a statewide stratified RDD (Random Digit Dialing) sample of landline telephone numbers in Pulaski County; (2) a statewide sample of random, 1000-blocks cell phone numbers and geographically targeted wireless cell phone numbers; and (3) listed landline and cell samples of people with Hispanic first names or surnames. Oversamples were drawn of potential black and Hispanic respondents to ensure that enough members were included in the survey to be statistically significant. Of all completed interviews, 2 percent were interviews with a randomly selected adult within a landline household and 98 percent were interviews with the adult respondent on a cell phone.

Since the study focuses on black, white, and Hispanic attitudes towards race relations, the data used in this analysis were limited to these three racial/ethnic groups and two geographic groups. The framework used to classify respondents into a racial or ethnic category was based on respondent self-identification of race. The framework used to classify respondents into the urban or rural group was determined by whether each respondent's county of residence was located within a federally-defined Arkansas Metropolitan Statistical Areas (Urban) or outside of an Arkansas MSA areas (Rural). The result was the formation of four geo-racial groups: White Urban, White Rural, Black Urban, Black Rural, and one ethnic group: Hispanic.

The Black and White geo-racial groups contain between 502 and 571 respondents, providing a margin of sampling error of ± 5 percent at the conventional 95 percent confidence level. The Hispanic group contains 227 respondents. A margin of sampling error for this group is not applicable due to non-probability-based sampling methods.

The combined landline/cell phone response rate is 24 percent with a cooperation rate of 65 percent (Rate 3) based on standards established by the Council of American Survey Research Organizations.

Research shows that responses to racial issue questions can be influenced by whether interviewers and respondents perceive themselves to be of the same or of a different race. For this study, the Survey Research Center used a methodology whereby black and white respondents and telephone interviewers were matched.

The main survey instrument used for this study was based on the instrument developed by AMHC and the SRC for the 2009 study with relevant updates and additions.

The data was weighted for age, gender, race, and a framework of Urban and Rural counties of residence resulting in a total of 60 weighted groups (6 age groups x 2 gender categories x 5 geo-racial). All percentages presented in this report are based upon weighted data. Percent frequency table, chart, and informational highlights are presented for each response for each question asked in the interview.

Because of the size of the data set, the level of statistical significance is designated to be 0.05. When tests indicate a less than 5 percent probability that a difference between the percentages for geo-racial groups occurred by chance, that difference is considered to be statistically significant, and terminology is used to reference these differences. The reader should be aware that a finding may be “statistically significant,” but the term does not imply that the difference is always of practical significance. Likewise, if differences are not found to be statistically significant, it does not mean that the results are always unimportant. This research is conducted in accordance with protocols and procedures approved by the UALR Institutional Review Board for Human Subjects Research.

The questionnaire used in this survey is included as Appendix C.

For more information about this study, contact Cindy Bennett, Director, UALR Survey Research Center at clbennett@ualr.edu.

APPENDIX B

QUALITATIVE CODING OF Q43: What happened to make you feel you were judged unfairly or treated with disrespect. (272 responses)

Responses to Q43 cover a wide range of experiences with some respondents providing more than one negative aspect of their individual health care visits. Most of the responses relate to actions or perceived attitudes by either medical staff or doctors only. Some experiences concern actions by both staff and doctors. A few respondents provide examples for more than one experience or interaction. The negative experiences affected the respondents on physical, mental, and/or emotional levels.

The experiences cited range from perceived attitudes by medical personnel up to actual events. The experiences are stated or implied to have occurred in one or more of the following medical settings: front medical office, medical office examination room, dentist office, hospital emergency room, or hospital room.

The sense of unfair judgment or disrespect experienced by respondents relate to Race, Ethnicity, Nationality, Religion, Gender, Age, or Sexual Orientation. Other categories alluded to by respondents include actions by medical staff or doctors such as Courtesy/Compassion, Time, Lack of Communication, Lack of Contact from Doctor, and Maltreatment. Other situations relate to the patients' conditions or actions including Class/Income/Insurance, Sexual History, Disability, and Patient Appearance. Ethnic Languages spoken by either staff and doctors or patients also contributed to the sense of disrespect or injustice experienced by some respondents.

All categories are listed below and include sample response terms.

RACE/ETHNICITY/NATIONALITY – Comments assigned to this category include terms such as Black, Whites (“treated better”), Oriental (doctor), Arab, Chinese, Hispanic, Latinos, and Mexicans. In one instance a woman has a “Spanish-sounding name “ but is Italian and noted differences in treatment in the medical setting. “Indian” refers to Native American (“Indian nation”) in one instance and Euro-Indian in another. Some respondents generalized related terms: “minority,” “wrong color,” “racially profiled,” “mixed-race couple,” “another race,” “different race,” or “prejudiced attitude.” One respondent stated that a doctor “from another nation asked if I was stupid.” Two respondents noted differential treatment due to race from opposite perspectives: “they don’t want to hurt my feelings because I am a white woman” and “prejudiced if the same color/race/type.” A case of reverse discrimination was noted by one respondent, stating that emergency room staff took others to be seen before him because they had to, “otherwise [they] would be sued.”

RELIGION – Two respondents alluded to religion: “Because of religious beliefs the doctor told me he refused to treat us” and “negative comments about spirituality.” This category is listed because it was mentioned in Q42.

GENDER – The majority of respondents commenting about gender bias was female. A few responses relate to general stereotyping or discrimination: “looked down on females,” “not taken as seriously as men with the same symptoms,” and “male doctors think they’re god and women are complainers.” Some of the terms used suggest that male doctors cannot relate to, do not understand, or think women do not understand female reproductive systems. Other respondents believe that male doctors make assumptions about sex based on relationship status (“single”), race (“black”), and gender (“female”): “had idea I was pregnant” or that “I slept with multiple people” or “had STD.” One respondent is a father who felt he was “unfairly targeted” as a male because he was told to “leave the room” when he took his daughter to the doctor, and he had questions he “could not be around for.”

SEXUAL ORIENTATION – Only one respondent’s comments fit this category: “I’m not allowed to give blood [to nephew with cancer] because of my sexual orientation.” This category is listed because it was mentioned in Q42.

AGE – A few respondents mentioned age as reasons for negative experiences in medical settings. Some examples cited comments from doctors: “can’t treat [patient] because of her age” and patient is “just getting old” and she should “get used to” a specific health problem that the doctor did not “check” on. One respondent “felt judged because of my age [and] because I’m not married and sexually active.”

COURTSEY/COMPASSION – Terms in this category relating to negative experiences with staff, doctors, or both include “attitude,” “looked down on,” “talked down to,” “condescending,” “no respect,” “rude,” “unfriendly,” “hateful,” “wasn’t spoken to kindly,” and “made me feel I was not as important.” One respondent stated, “I didn’t like her attitude towards me, her tone, or voice, or her body language.” Specific instances pertaining to compassion from doctors mention “down play pain,” “didn’t care,” “judgmental about visit, medical, and transportation—no compassion,” “not concerned about how I felt or what I was going through,” “felt left to side and not really cared for,” and “looked like he enjoyed the conflict [of painful eye exam] and laughed after.” A specific incidence relates to the perception of a healthcare professional’s ability based on his attitude toward the patient: “A white doctor at a state hospital was rude and arrogant and made me feel like he didn’t do a good job.”

TIME – Terms used by respondents in this category allude to the long time spent in waiting rooms and examination rooms and short time spent with doctors. The settings include doctors’ offices and emergency rooms. Examples of responses include “rushed,” “brushed off,” “overlooked,” “skipped over,” “put other people before me,” and “long period of waiting.” Some respondents mentioned specific time frames (10:30am to 2:30pm, 11am to 3pm) or number of hours (4 hours in ER.) One respondent stated that she was the “last one to be seen” and that the doctor said “I don’t have time to waste. I have another paying customer in the other room.”

LACK OF COMMUNICATION – Respondents mentioned lack of effective nonverbal and verbal communications from medical staff and doctors to patients. Comments pertaining to staff range from “bad vibes” and “tone of approach” to “a nurse had short patience and didn’t explain details of diagnosis to clearly understand.” Some respondents observed that “a nurse had comments about people on Medicaid going to emergency room,” “therapists were talking negatively about me,” and “called me names after open heart surgery.” One respondent stated, “They were speaking about the election of Donald Trump. I realized I needed to get another doctor because of them bringing that up in front of me.” Pertaining to doctors, respondents mentioned “tone in voice and how they spoke” and being “talked down to as if I couldn’t understand my condition.” Several respondents mentioned a lack of “explaining” and terms used by doctors. A respondent mentioned that the “doctor was not clear with communication and skipped over details of treatment.” One participant “felt uncomfortable” when the “Indian doctor” talked about health in a “different language.” Some of the comments by respondents alluded to attitudes exhibited by doctors: “inappropriate comments or words used to describe my condition and made to seem my fault I couldn’t afford certain things” and “smart ass comment he made and didn’t think I heard.” A few respondents felt that specific doctors “refused to listen,” “didn’t want to answer questions,” or “ignored,” “brushed off what I said,” or “was cut off when answering questions.” One respondent reported that a “doctor said I was lying” about symptoms. Other remarks concerning attitudes of doctors include “rude comments,” “comments were made louder than intended because of my accent and how I was dressed,” and “doctor said ‘you must be in pain to keep a girl quiet.’” Lack of privacy was a concern by one participant in the survey: “doctor didn’t discuss details of diagnosis in private and left the door open.”

LACK OF CONTACT FROM DOCTOR – A few survey participants mentioned that some doctors did not establish eye contact (“wouldn’t look me in the eye”) or physically touch their patients (“wouldn’t touch me but touched others.”) One participant stated that the doctor “didn’t want to touch or speak to me directly and instead used the nurse...to tell me what he wanted me to do.”

MALTREATMENT – Experiences related by participants ranged from misdiagnosis, lack of proper treatment, or no medical treatment desired by participants (inhalers, drugs) prior to examination by medical professionals. Most of the terms related to specific on-going issues (asthma, diabetes, heart conditions) that were not addressed as expected, as well as recent injuries or illnesses. Some participants were denied or turned away for treatment because of suspected drug use or behavior of patients themselves. One participant stated that the doctor didn’t want to examine her because of her “size.” Another stated he was accused of “asking for special treatment” because he was a “vet.” A few participants sought second opinions. Other respondents believed that maltreatment resulted in preventable surgeries, additional complications (infections), or death. One doctor was reported to have stated that test results were questioned because participant “couldn’t have [this] blood type because [patient] was black.”

CLASS/INCOME/INSURANCE – The majority of responses in this socio-economic category concern “the pressing question” of insurance issues (no insurance or type of insurance such as Medicare, Medicaid, Indian Nation, Veterans). Other situations concerned lack of money, lack of transportation, and location of health facility in upper-middle class area. The general consensus from respondents was that “people with better health insurance were treated with more respect” and “treated differently.” Terms included “ability to pay,” and “profiled because of economic status.” One participant stated that she was “treated like [she was on] welfare” but she actually “paid out of pocket.”

SEXUAL HISTORY – Responses by participants in this category concern bias based on assumed or actual sexual activity of patients. Age of patients did not appear to be a factor. Terms used by participants included “kept heckling me [about] birth control I had” and “went to [ER] and doctor immediately asked about my sex life.” One participant “was not allowed to give blood [to nephew] because of sexual orientation”. Another participant had a staph infection but was “refused” treatment because of “sexual activity.”

DISABILITY – Only one “visually handicapped” participant stated a sense of judgment because the patient “felt like I might look funny to them because I can’t see good.”

PATIENT APPEARANCE – The respondents’ attire and other physical features were cited as contributing to their feelings of disrespect by health care professionals: “certain comments were made because of my accent and how I was dressed” and “[in the ER] when they saw racial tattoos on my leg...they shoved me in the back without requested assistance.”

APPENDIX C
QUESTIONNAIRE

Q1.

We'd like to know how you would rate relations between blacks and other racial and ethnic minorities and whites in your county.

Would you say relations between racial and ethnic minorities and whites are very good, somewhat good, somewhat bad, or very bad?

- 1 Very good
- 2 Somewhat good
- 3 Somewhat bad
- 4 Very bad
- 5 No Opinion
- 7 Don't Know
- 9 Refused

Q2. How often do you think about YOUR race?

Would you say never, once a year, once a month, once a week, once a day, once an hour, or constantly?

- 1 Never
- 2 Once a year
- 3 Once a month
- 4 Once a week
- 5 Once a day
- 6 Once an hour
- 8 Constantly
- 7 Don't Know
- 9 Refused

Q3. Which comes closer to your beliefs, overall?

- 1 Blacks & Hispanics have more health problems than Whites
- 2 Whites have more health problems than Blacks and Hispanics
- 3 The three groups have the same amount of health problems
- 7 Don't Know
- 9 Refused

For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

Q4. My health largely depends on how well I take care of myself.

- 1 Strongly Agree
- 2 Somewhat Agree
- 3 Somewhat Disagree, OR
- 4 Strongly Disagree
- 7 Don't Know
- 9 Refused

Q5. I think staying healthy is a matter of luck more than anything else.

- 1 Strongly Agree
- 2 Somewhat Agree
- 3 Somewhat Disagree, OR
- 4 Strongly Disagree
- 7 Don't Know
- 9 Refused

Q6. I leave it to doctors to make the right decisions about my health.

- 1 Strongly Agree
- 2 Somewhat Agree
- 3 Somewhat Disagree, OR
- 4 Strongly Disagree
- 7 Don't Know
- 9 Refused

Q7. It is generally better to take care of your own health than to go to the doctor.

- 1 Strongly Agree
- 2 Somewhat Agree
- 3 Somewhat Disagree, OR
- 4 Strongly Disagree
- 7 Don't Know
- 9 Refused

Q8. In general, how would you describe your own health?

Would you say it is excellent, very good, good, only fair, or poor?

- 1 Excellent
- 2 Very Good
- 3 Good
- 4 Only Fair
- 5 Poor
- 7 Don't Know
- 9 Refused

Q9. Do you currently have any health problems such as diabetes, heart disease, high blood pressure, or cancer?

- 1 Yes
- 2 No
- 7 Don't Know
- 9 Refused
- 3 Other [Specify] «»

Q10. Have you smoked at least 100 cigarettes in your entire life?

- 1 Yes
- 2 No

- 7 Don't Know
- 9 Refused

Q11. Do you now smoke cigarettes every day, some days, or not at all?

- 1 Everyday
- 2 Some Days
- 3 Not at All
- 7 Don't Know
- 9 Refused

Next, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statement.

Q12. I think that most doctors are open to discussing alternative healthcare practices, such as prayer, meditation, yoga, and herbal medicine.

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree, OR
- 4 Strongly disagree
- 7 Don't Know
- 9 Refused

Q13. I feel as if doctors look down on me and the way I live my life.

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree, OR
- 4 Strongly disagree
- 7 Don't Know
- 9 Refused

Q14. In general, how much confidence and trust do you have in doctors?

A great deal, a fair amount, not too much, or none at all?

- 1 Great deal
- 2 A fair amount
- 3 Not too much
- 4 None at all
- 7 Don't Know
- 9 Refused

Q15. In general, how much confidence and trust do you have in prescription drugs?

[A great deal, a fair amount, not too much, or none at all?]

- 1 Great deal
- 2 A fair amount
- 3 Not too much
- 4 None at all

- 7 Don't Know
- 9 Refused

Q16. How much respect and dignity do doctors show to you?
[A great deal, a fair amount, not too much, or none at all?]

- 1 Great deal
- 2 A fair amount
- 3 Not too much
- 4 None at all
- 5 Not applicable - Never go to doctors
- 7 Don't Know
- 9 Refused

Q17. In general, have doctors involved you in decisions about your care as much as you wanted, almost as much as you wanted, less than you wanted, or a lot less than you wanted?

- 1 As much as wanted
- 2 Almost as much
- 3 Less than wanted
- 4 A lot less than wanted
- 5 More than I wanted - VOLUNTEERED
- 6 Not Applicable/Never had decisions to be made
- 7 Don't Know
- 9 Refused

Q18. Overall, how satisfied or dissatisfied are you with the quality of health care you have received during the last 2 years?

Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

- 1 Very Satisfied
- 2 Somewhat Satisfied
- 3 Somewhat Dissatisfied
- 4 Very Dissatisfied
- 5 NO HEALTHCARE IN PAST 2 YRS - VOLUNTEERED
- 7 Don't Know
- 9 Refused

Q19. Where do you usually go when you are sick or need health care?

To a doctor's office, a private clinic, a public health clinic, a hospital emergency room, or some other place?

- 1 Doctor's Office
- 2 Private Clinic (doctor's group, urgent care, Medi-Stat)
- 3 Public Clinic (Health Dept, Public Health Unit)
- 4 Hospital emergency room
- 5 Some other place
- 6 No regular place of care - VOLUNTEERED

- 10 Never go to get healthcare
- 7 Don't Know
- 9 Refused
- 8 Other [Specify] «»

Q20. How much choice do you have in where you go for medical care?

Would you say that you have a great deal of choice, some, very little, or no choice?

- 1 A great deal of choice
- 2 Some
- 3 Very little
- 4 No choice
- 7 Don't Know
- 9 Refused
- 5 Not Applicable [Specify] «»

Q21. In general, how often do you visit a doctor or medical clinic for any reason, including check-ups or visits to the emergency room or hospital?

- 1 Day
- 2 Week
- 3 Month
- 4 Year
- 555 NEVER
- 777 Don't Know
- 999 Refused

RECODE

- 1 Several times a month
- 2 Every month
- 3 3-4 times a year
- 4 2 times a year
- 5 Once a year
- 6 Once every two years
- 7 Less than every two years
- 8 Never

Q22. Do you have a regular doctor or other health professional, such as a nurse or a midwife, that you usually go to when you are sick or need health care?

- 1 Yes
- 2 No
- 3 Has more than one regular doctor - VOLUNTEERED
- 7 Don't Know
- 9 Refused

Q23. Has there ever been a time when you had a medical problem but put off, postponed, or did not seek medical care when you needed to?

- 1 Yes
- 2 No
- 7 Don't Know
- 9 Refused
- 3 Not Applicable/Never sought medical care

Q24. What was the most important reason why you put off, postponed, or did not get the medical care you needed?

- 1 Lack of Money (Cost/No insurance/Can't afford)
- 2 Too busy/Don't have time
- 3 Dislike of doctors (Don't trust doctors/Hate doctor's office)
- 4 Transportation/No way to get there
- 5 Fear of diagnosis/Afraid of health problems
- 6 Not necessary/Not serious/No need/Don't feel sick
- 8 Don't know where to go
- 10 Fatalism/"God's Will"
- 11 Too painful
- 7 Don't Know
- 9 Refused
- 12 Other (Specify) «»
- 13 Issues with Work/Taking time off
- 14 Appointment/Clinic issues/Wait time

Q25. Has there ever been a time you did not follow a doctor's advice to take medicine, have follow-up treatment, or see a specialist such as an eye doctor, heart doctor, or psychiatrist?

- 2 No (Always follows Dr.'s advice)
- 3 Not Applicable/Dr. has never given advice
- 7 Don't Know
- 9 Refused
- 1 Yes [specify, if disclosed] «»

Q26. What were the most important reasons why you did not follow the doctor's advice?

- 1 Don't believe in advice
- 2 Not necessary/No need/Feeling Better
- 3 Lack of Money/Can't afford
- 4 Too Busy/Don't have time
- 5 Too painful
- 6 Transportation/No way to get there
- 8 Dislike doctors/Don't trust doctors/Hate doctors office
- 10 Fear of diagnosis/afraid
- 7 Don't Know
- 9 Refused
- 11 Other (Specify) «»

Q27a. Which group best describes the race of your regular doctor?

- 1 White
- 2 Black
- 3 Hispanic/Latino
- 4 Asian
- 5 Native Hawaiian or Other Pacific Islander
- 6 Native American or Alaskan Native
- 7 Don't Know
- 9 Refused
- 8 Other [Specify]/Not Applicable «»

Q27b. Which group best describes the race of the doctor you last saw for health care?

- 1 White
- 2 Black
- 3 Hispanic/Latino
- 4 Asian
- 5 Native Hawaiian or Other Pacific Islander
- 6 Native American or Alaskan Native
- 7 Don't Know
- 9 Refused
- 8 Other [Specify]/Not Applicable «»

Q28a. Is your regular doctor a male or female?

- 1 Male
- 2 Female
- 7 Don't Know
- 9 Refused
- 8 Other [Specify] «»

Q28b. Is the doctor you last saw for health care a male or female?

- 1 Male
- 2 Female
- 7 Don't Know
- 9 Refused
- 8 Other [Specify] «»

Which group best describes the race of the staff where you regularly go for health care?

Q29a Would you say all of the staff are the same race as you, most of the staff are the same race as you, some of the staff are the same race as you, or none of the staff are the same race as you?

- 1 All
- 2 Most
- 3 Some
- 4 None
- 5 About equal amount of all groups (Volunteered)

- 7 Don't Know
- 9 Refused

Q29b. Which group best describes the race of the staff where you last went for health care? Would you say all of the staff are the same race as you, most of the staff are the same race as you, some of the staff are the same race as you, or none of the staff are the same race as you?

- 1 All
- 2 Most
- 3 Some
- 4 None
- 5 About equal amount of all groups (Volunteered)
- 7 Don't Know
- 9 Refused

Q30. If you could choose, would you prefer to be treated by a doctor of your own race, another race, or do you have no preference?

- 1 Prefer doctor of own race
- 2 Another race
- 3 No preference
- 7 Don't Know
- 9 Refused

Q31. If you could choose, would you prefer to be treated by a doctor of YOUR OWN sex, THE OPPOSITE sex, or do you have no preference?

- 1 Prefer doctor of own sex
- 2 The opposite/another sex
- 3 No preference
- 7 Don't Know
- 9 Refused

Q32. If you could choose, would you prefer to be treated by a doctor in your own neighborhood or area of town, another neighborhood or area of town, or do you have no preference?

- 1 Prefer doctor of own neighborhood or (area of) town
- 2 Another neighborhood or (area of) town
- 3 No preference
- 7 Don't Know
- 9 Refused
- 5 Not applicable

Q33. Thinking about your recent experiences getting care, how often did you have a hard time speaking with or understanding a doctor, a nurse or other health provider because you and the health provider spoke DIFFERENT languages?

Would you say . . .

- 1 Always

- 2 Usually
- 3 Sometimes, OR
- 4 Never
- 5 Not applicable
- 7 Don't Know
- 9 Refused

Q34. Again thinking about your most recent care, did you need an interpreter to help you speak with doctors or other health providers?

- 1 Yes
- 2 No
- 7 Don't know
- 9 Refused

Q35. With the help of the interpreter, did you fully understand what the doctor was saying, somewhat understand, understand only a little, or not understand at all what the doctor was saying?

- 1 Fully understand
- 2 Somewhat understand
- 3 Understand only a little
- 4 Not understand at all
- 7 Don't know
- 9 Refused

Q36. Who usually serves as an interpreter for you when receiving medical care? Your health provider, a professionally trained medical interpreter provided by a clinic or doctor's office, a bilingual staff person, a friend or relative, someone else, or usually no one?

- 1 Your health provider
- 2 A prof. interpreter provided by clinic or Dr.'s office
- 3 A bilingual staff member at the clinic or Dr.'s office
- 4 A friend or relative
- 5 Someone else
- 6 Usually there is no one there to help me
- 7 Don't know
- 9 Refused

Q37. How easy or difficult is it for you to read and understand WRITTEN health information? Would you say it is very easy, somewhat easy, somewhat difficult, or very difficult?

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult
- 5 NO prescription/NO info to read from doc - VOLUNTEERED
- 7 Don't know
- 9 Refused

Q38. Now thinking about prescription medications, have you or any family member ever been given the wrong medication or wrong dose when filling a prescription at a pharmacy?

- 1 Yes, wrong prescription or dose at pharmacy
- 2 No
- 7 Don't know
- 9 Refused

Q39. Now, I have some questions on another topic . . .

In your opinion, are blacks and other racial and ethnic minorities in your community treated AS fairly, or LESS fairly than whites in getting healthcare from doctors or hospitals?

- 1 Treated less fairly
- 2 Treated as fairly, same, or better
- 7 Don't Know
- 9 Refused

Q40. Have you ever been the victim of discrimination or reverse discrimination while getting healthcare for yourself or a family member?

- 1 Yes
- 2 No
- 7 Don't Know
- 9 Refused

Q41. Thinking about all of the experiences you have had with health care visits, have you ever felt that the doctors or medical staff you saw judged you unfairly or treated you with disrespect because of your ability or inability to pay for the care or the type of health insurance you had?

- 1 Yes
- 2 No
- 3 Not Applicable
- 7 Don't Know
- 9 Refused

Thinking about all of the experiences you have had with health care visits . . .

Q42. Have you ever felt that the doctors or medical staff you saw judged you unfairly or treated you with disrespect because of your race, ethnicity, nationality, religion, gender, or sexual orientation?

- 2 No
- 7 Don't Know
- 9 Refused
- 1 Yes [specify which, if disclosed] «»

Q43. What happened to make you feel you were judged unfairly or treated with disrespect?

- 777 - DON'T KNOW
- 999 - REFUSED

Q44. Over the last two years, has a family member or friend been treated unfairly when seeking medical care specifically because of race?

- 1 Yes
- 2 No
- 3 Not Applicable
- 7 Don't Know
- 9 Refused

Research shows that Blacks and Hispanics are more likely than Whites to have health problems such as heart disease, diabetes, strokes, and cancer.

Q45. What do you think is the main reason that Blacks and Hispanics are more likely to have more health problems than Whites? [DO NOT READ]

- 1 Alcohol/Drugs
- 2 Diet/Weight/Nutrition
- 3 Genetics/Inheritance/DNA
- 4 Poor lifestyle choices
- 5 Lack of exercise
- 6 Smoking
- 8 No Insurance
- 7 Don't Know
- 9 Refused
- 10 Money/Cost of Dr. Visits/Cost of healthy lifestyle
- 11 Other-Specify «»

Q46. Thank you so much for your time so far. We have just a couple more minutes and then we will be done with the survey.

What is your age?
777 - DON'T KNOW
999 - REFUSED

Q48. Are you currently . . .

- 1 Married
- 2 Divorced
- 3 Widowed
- 4 Separated
- 5 Never been married, OR
- 6 A member of an unmarried couple
- 7 Don't Know
- 9 Refused

Q49. What is the last grade or class that you completed in school?

- 1 None or Grade 1-4
- 2 Grade 5-7
- 3 Grade 8

- 4 High School (Incomplete)
- 5 High School Graduate (or GED)
- 6 Technical/Trade School/Associate degree
- 8 Some College (Incomplete)
- 10 Graduated College-Bachelor's/Undergrad degree
- 11 Master's Degree/Graduate Degree
- 12 Professional Degree/Postgrad degree (PhD, MD, lawyer)
- 7 Don't Know
- 9 Refused
- 13 Other «»

Q50. Do you have any kind of health care coverage, including health insurance, pre-paid plans such as HMO's, or government plans such as Medicare?

- 1 Yes
- 2 No
- 7 Don't Know/Not Sure
- 9 Refused
- 3 Other [Specify] «»

Q51. How many children under the age of 18 are living with you right now?

This includes not only your own children through birth or marriage, but also those who may be living in your home for other reasons such as foster care or other relatives.

888 - NONE
999 - REFUSED

Q52. Last week, were you employed or unemployed?

If employed: Were you . . .

- 1 Working Full-time, OR
- 2 Working Part-time

If unemployed: Were you . . .

- 3 Out due to illness (includes leave furlough)
- 4 Only employed seasonally
- 5 Unemployed
- 6 A Homemaker
- 10 Student
- 8 Retired, OR
- 11 Unable to work
- 7 Don't Know
- 9 Refused

Q53. Is your annual household income from all sources:

Less than \$25,000?

Is it less than \$35,000?

Is it less than \$50,000?

- Is it less than \$75,000?
- Is it less than \$20,000?
- Is it less than \$15,000?
- Is it less than \$10,000?

Q54. Lastly, I will ask you about some tests given by doctors or other health professionals that screen for medical conditions.

Have you had your cholesterol checked within the past five years?

- 1 Yes
- 2 No
- 7 Don't know
- 9 Refused

Q55. Have you ever been told by a doctor that you have high blood pressure?

- 1 Yes
- 2 No
- 7 Don't know
- 9 Refused

Q56. In the past 2 years, has a doctor talked to you about any emotional concerns that may be affecting your health, for example, depression or stress?

- 1 Yes
- 2 No
- 3 Did not see a doctor - Volunteered
- 7 Don't know
- 9 Refused

Q57. In the last 2 years, did your doctor's office remind you to schedule preventive care that you were due to receive, for example, a flu shot, cancer screening, or eye exam?

- 1 Yes
- 2 No
- 3 Did not see a doctor - Volunteered
- 7 Don't know
- 9 Refused

Q58a. Has a doctor ever talked to you about . . . ?

The health risks of smoking and ways to quit?

- 1 Yes
- 2 No
- 7 Don't know
- 9 Refused

Q58b. Has a doctor ever talked to you about . . . ?

Having a healthy diet and weight?

- 1 Yes
- 2 No
- 7 Don't know
- 9 Refused

Q58c. Has a doctor ever talked to you about . . . ?

Exercise?

- 1 Yes
- 2 No
- 7 Don't know
- 9 Refused

Q59. How confident are you that you can control and manage your health problems?

Are you very confident, somewhat confident, not too confident, or not at all confident?

- 1 Very confident
- 2 Somewhat confident
- 3 Not too confident
- 4 Not at all confident
- 7 Don't Know
- 9 Refused

Q60a. How often have you searched the internet for information about health and medicine?

Would you say . . .

- 1 Very often
- 2 Somewhat often
- 3 Not too often, OR
- 4 Not at all
- 7 Don't Know
- 9 Refused

Q60b. How often have you looked through books or other printed materials for information about health and medicine?

Would you say . . .

- 1 Very often
- 2 Somewhat often
- 3 Not too often, OR
- 4 Not at all
- 7 Don't Know
- 9 Refused

Q60c. How often have you called a doctor or other health care provider for information about health and medicine?

Would you say . . .

- 1 Very often
- 2 Somewhat often
- 3 Not too often, OR
- 4 Not at all
- 7 Don't Know
- 9 Refused

Q60d. How often have you asked friends or family for information about health and medicine?

Would you say . . .

- 1 Very often
- 2 Somewhat often
- 3 Not too often, OR
- 4 Not at all
- 7 Don't Know
- 9 Refused

Q60e. How often have you asked a pharmacist for information about health and medicine?

Would you say . . .

- 1 Very often
- 2 Somewhat often
- 3 Not too often, OR
- 4 Not at all
- 7 Don't Know
- 9 Refused

Q60f. How often have you visited a community health fair for information about health and medicine?

Would you say . . .

- 1 Very often
- 2 Somewhat often
- 3 Not too often, OR
- 4 Not at all
- 7 Don't Know
- 9 Refused

Q60g. How often have you listened to a radio health program or watched a health program on TV for information about health and medicine?

Would you say . . .

- 1 Very often

- 2 Somewhat often
- 3 Not too often, OR
- 4 Not at all
- 7 Don't Know
- 9 Refused

Q61 And, lastly, are you able to access the internet from your home?

Q62 Do you have dial-up access, high-speed broadband service such as DSL, cable, or fiber optic service, or access through your cell phone or a hotspot?

- 1 Dial up
- 2 Broadband/High Speed
- 3 Cell Phone Only Access/Hot Spot
- 4 Satellite (volunteered)
- 7 Don't Know
- 9 Refused
- 8 Other «»

©

Arkansas Minority Health Commission

1501 South Main Street | Little Rock, Arkansas 72202

(O) 501.686.2720 | (F) 501.686.2722 | <https://www.arminorityhealth.com/>

&

UA LITTLE ROCK

SURVEY RESEARCH CENTER

2801 South University Avenue | Ross Hall 404| Little Rock, Arkansas 72204

(O) 501.569.8583 | (F) 501.683.3473 | <http://ualr.edu/publicaffairs/survey-research-center>

The use of information contained in this report is encouraged. We require that use of any kind be acknowledged through appropriate citation; for example, we suggest: *Author(s) Name. Year. "Title of Report." (Little Rock: UA Little Rock Survey Research Center & Arkansas Minority Health Commission).*

For print and broadcast media, radio or television broadcasts, and social media or other electronic outlets (e.g., internet, web logs, Twitter, Google+, etc.) using this information, we suggest an acknowledgment to the effect of: *The information is based on a report by the UA Little Rock Survey Research Center & Arkansas Minority Health Commission.*

