

### LATINO HEALTH ACCESS

SANTA ANA, CA  
JANUARY 27, 2024

#### SESSION WELCOME

“We’re working to improve health care quality, health equity, and the experience of care you receive.”  
Sarah Lahidji, DHCS

“Es importante que escuchan sus experiencias con Medi-Cal.”  
Hilda Ortiz, Director, Promotor Learning Institute

“Your experiences with Medi-Cal are important to hear.”

#### WHAT'S IMPORTANT

Help me ADVOCATE for myself & my children

ACCESS...  
...to health care for undocumented people  
...to good and kind doctors who can make referrals without obstacles & suffering

EQUALITY & RESPECT

COMMUNICATION & COLLABORATION ABOUT MY CARE

#### WHAT'S WORKING

Kidney transplant at UCI was a good experience

LANGUAGE INTERPRETERS

BEING HEARD  
NOT COST PRESCRIPTIONS

“MEDI-CAL helps me take better care of my children and family.”

CARE FOR UNDOCUMENTED

“PROMOTORAS at LHA help the whole family.”

Keeping my children healthy

DENTAL CLEANING

“MEDI-CAL helps me save money by providing care for family members.”

REFERRALS within hospital. No waiting.

Having ACCESS to care in a cost-effective way

“I found a pediatrician who treated me like a human. I want this for everyone in the system.”

#### BARRIERS & CHALLENGES



Being told I'm not a good mother when my baby didn't want to breastfeed.”

BIAS  
“How the see you is how they treat you.”

MEDI-CAL maintains a system of discrimination

NAVIGATING ONLINE

MAKING APPOINTMENTS  
REFERRALS  
Lots of Runaround  
Being sent to LA from Santa Ana

Receiving letters in English (Should be in native language)

INCOME REQUIREMENTS  
If I earn \$20 an hour I lose Medi-Cal.

CRITICISM of people who have hard loves.

FEELING DISCRIMINATED AGAINST

Having to DEMAND CARE for minors

MENTAL HEALTH TREATMENT  
Too many obstacles.

Hidden costs from hospital visits.

WAITING TIME for appointments - 2 to 3 months

CULTURAL COMPETENCY

The people at Medi-Cal providing information don't tell us about all the options.

MEDI-CAL is EXHAUSTING

ADVOCATING FOR MY DISABLED CHILDREN

#### IDEAS

HOPES & WISHES

DECREASE LIMITATIONS TO QUALITY CARE

More emphasis on MENTAL HEALTH

WORK WITH PROVIDERS to be more welcoming (It's stressful to be in a system where we are not treated as humans.”

WORKSHOPS on health issues and how to prepare for aging.

FUNDING for elder care in our homes.

DENTAL Coverage (include root canals)

BILINGUAL PROVIDERS

EMPATHETIC STAFF

CUSTOMER SERVICES  
Training for Social Workers

VISUAL INFORMATION  
Not just verbal.

CARE AFTER CHILDBIRTH

HONOR COMMUNITIES

Giving birth with full coverage.

DOCTORS WHO LISTEN TO ME AND HELP ME UNDERSTAND MY HEALTH

FEWER BARRIERS

Comprehensive LANGUAGE INTERPRETATION

Help without being JUDGED or CRITICIZED

Better CUSTOMER SERVICE

Help me ADVOCATE for myself & my children