

# 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 WORKING

"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

"MEDI-CAL helps me save money by providing care for family members."  
DENTAL CLEANING

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

Kidney transplant at UCI was a good experience

### WHAT'S IMPORTANT

Help me ADVOCATE for myself & my children  
COMMUNICATION & COLLABORATION ABOUT MY CARE

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

### 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

Receiving letters in English (Should be in native language)

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

### HONOR COMMUNITIES

Giving birth with full coverage.

CARE AFTER CHILDBIRTH

### EQUALITY & RESPECT

ACCESS...  
DOCTORS WHO LISTEN TO ME AND HELP ME UNDERSTAND MY HEALTH

### FEWER BARRIERS

Comprehensive LANGUAGE INTERPRETATION

Help without being JUDGED or CRITICIZED

VISUAL INFORMATION  
Not just verbal.

CUSTOMER SERVICES  
Training for Social Workers

### WHEN DOCTORS...

RUSH and DON'T LISTEN  
EXPLAIN medical information  
AREN'T OPEN to my suggestions

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

### 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.)

Better CUSTOMER SERVICE

Help me ADVOCATE for myself & my children

More BILINGUAL PROVIDERS

EMPATHETIC STAFF

WORKSHOPS on health issues and how to prepare for aging.

FUNDING for elder care in our homes.

DENTAL Coverage (include root canals)

HUMANIZE SERVICES

FEW RESOURCES for adults with disabilities  
Interpreters not always provided

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