

Title: Training Video on How Healthcare Providers Can Create a Welcoming Environment for Hispanic Patients

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Location: NEOMED

Abstract: The Consortium of Eastern Ohio Master of Public Health program has worked with Rita Aggarwal, co-director of Proyecto RAICES, an organization serving Latinx/Hispanic children and families of Summit County to find out how providers can create a welcoming environment for patients in a healthcare setting. A spring MPH class will create storyboards for video production from this work. The objective for this project is to produce a training video for providers who serve Hispanic populations to provide a welcoming environment. The video will be piloted and evaluated.

Significance of the overall research: Healthcare providers are increasingly serving diverse populations. The Pew Research Center reported in 2022 that about half of Hispanics surveyed state that less access to quality medical care is a major reason for worse health outcome in their population. Just under half cite communication challenges in the health care settings. About 52% say they have had negative experiences in the health care system. Understanding how to provide a culturally welcoming environment will help providers create a positive experience for their Hispanic patients. The purpose of this project is to provide a training video with information from the literature and local experts on how to provide this welcoming environment.

Goals and objectives: This project will be for the summer fellow to continue a project that fall 2022 and spring 2023 MPH students will have started. The summer portion of this project will be to produce a training video using the storyboards that were created. The video will be piloted and evaluated by professionals and people from the community.

- SMART Objective 1: By August 31, 2023, provide a training video on how healthcare providers can create a welcoming environment for Hispanic patients
- SMART Objective 2: By August 31, 2023, obtain positive evaluation ratings of at least 80% for specified criteria from professional and community members.

Research methods that will be used/learned: The fellow will produce the video and develop an evaluation of the video, which will be piloted with at least 8 professionals and members of the community. The feedback will be incorporated to improve the video.

Proposed methods of data analysis: The student will use descriptive analysis techniques for the evaluation of the training video. In addition, the student will learn how to produce a video and create an evaluation tool, using quantitative and qualitative measures. The tool will be implemented, and the feedback will be used to improve the video.

How the anticipated findings from the summer research fellow contribute to the success of the overall research being investigated: The products will be used by AxessPointe physicians (since Rita Aggarwal is on the board of AxessPointe). It will be presented to other local clinics and posted on YouTube. It is hoped that providers will be able to learn how to provide a welcoming environment for their Hispanic populations.

Appendix

- *Plan for training/mentoring the summer research fellow—individual, group, lab meetings, journal clubs, seminars, etc.* The student will have regular meetings with the faculty advisor; they will coordinate efforts of professional experts and community members, as part of the research “team.” Part of the goal, besides learning research skills, is being able to demonstrate project management techniques, such as creating agendas and meeting summaries and adhering to a project timeline. The student will be expected to take the research course that is offered in the summer. In addition, the student will be expected to take the Writing for the Sciences course offered by Coursera (free version) to improve their writing skills.
- *Description of resources available.* The student will have a desk in the Department of Family and Community Medicine. Students will be given guidance by their faculty team and community contacts on who should be contacted and other community sources, such as those listed below.
- *Site where the research will be conducted.* The research will be conducted at the NEOMED or remotely.

Sources

- Funk C and Lopez MH. Pew Research Center. Hispanic Americans’ experiences with health care. <https://www.pewresearch.org/science/2022/06/14/hispanic-americans-experiences-with-health-care/> Accessed December 9, 2022.