



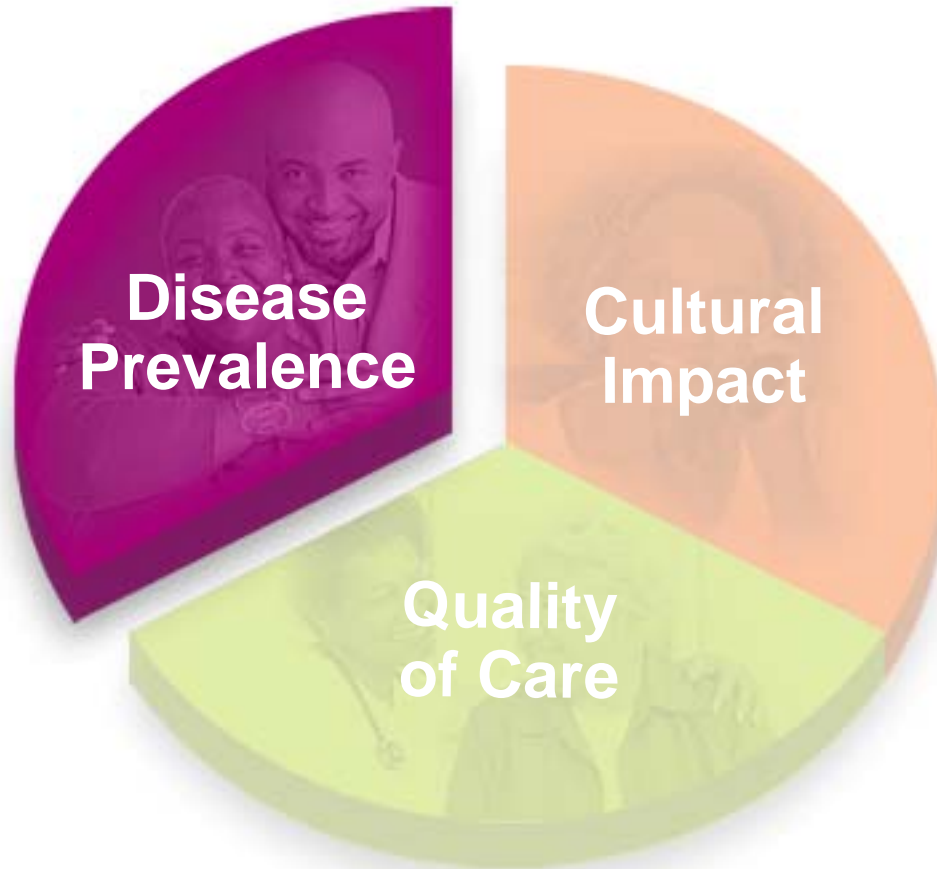
COMMUNITY HEALTH PARTNERSHIP™  
it's in our hands



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en nuestras manos



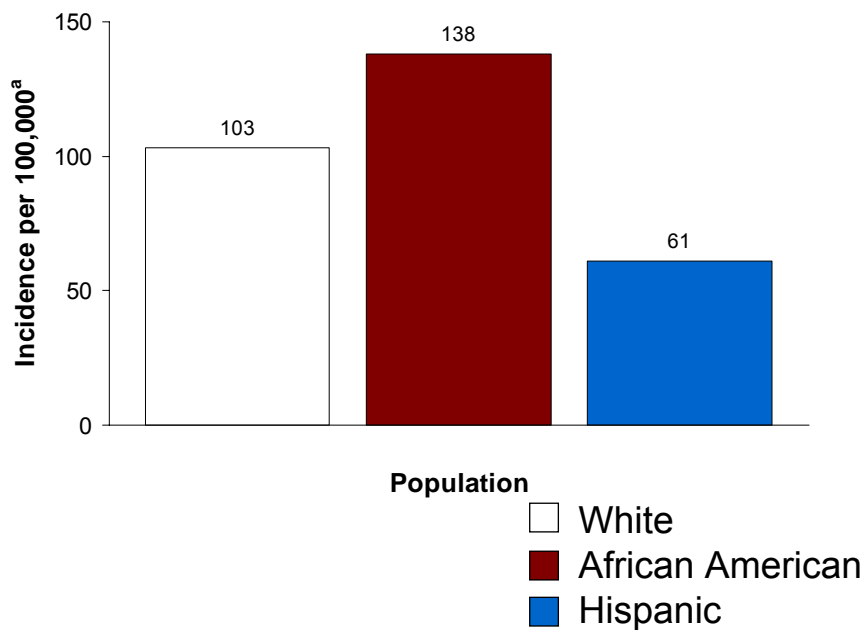
# Factors Contributing to Disparities





# Disease Prevalence

African Americans have the highest rate of first-time occurrence of **deep vein thrombosis**



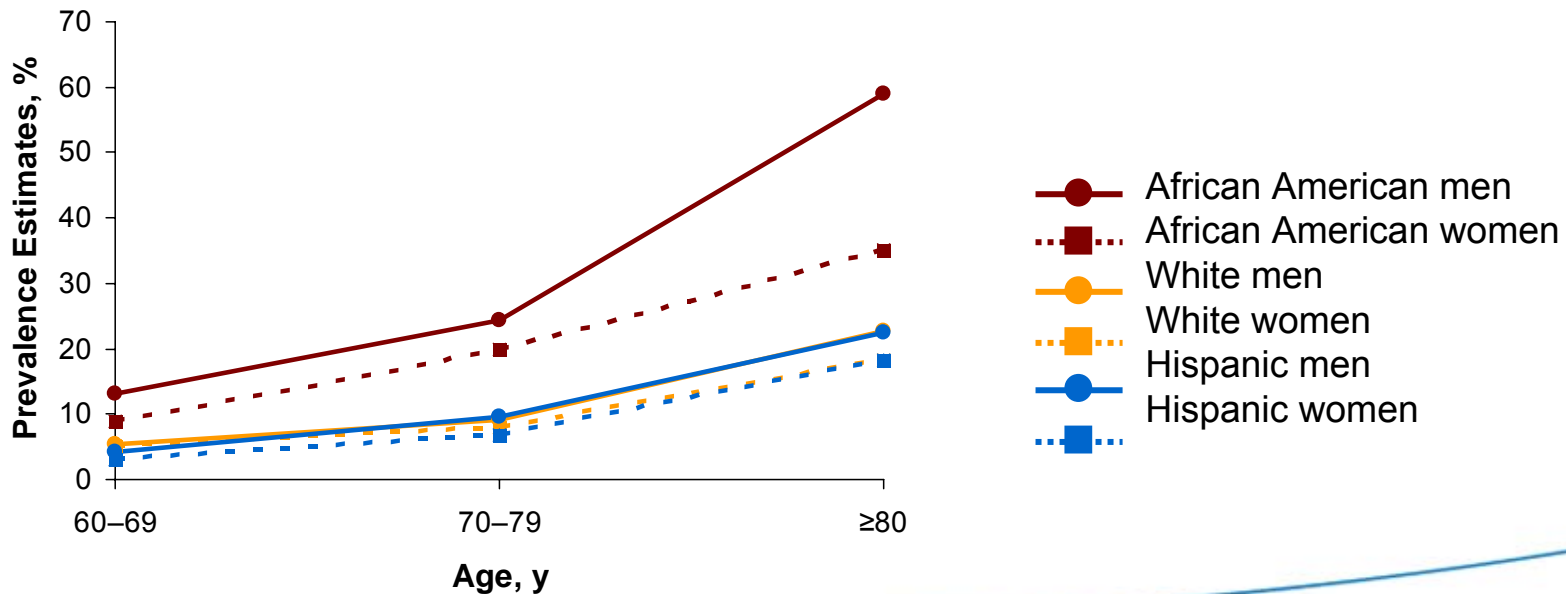
On average, every **19 minutes** a US Hispanic will be diagnosed with first-time occurrence of deep vein thrombosis





# Disease Prevalence

- Nationwide, African Americans have a higher rate of **peripheral artery disease (PAD)** than any other ethnic group
- US Hispanic men in their 70s are **48x** more likely to have peripheral artery disease than those in their 40s





# Factors Contributing to Disparities





# Cultural Impact

## *Attitudes and Perceptions Toward Healthcare*

- Many African Americans and Hispanics “self-treat” with home remedies before consulting a doctor, and often do not tell their doctor they use alternative treatments instead of, or in addition to, prescribed medications
  - African Americans discuss “alternative” treatments with influential people in their lives - friends, family, or neighborhood elders - and visit doctors as a last resort
  - Some seek the help of spiritualists, faith healers, and other lay practitioners
  - There is a frequent cultural misconception of the role, impact, and side effects of medications and medical treatments
- Many **Hispanics** are unfortunately too willing to accept a particular fate with regard to their health
  - Believing a health condition or disease is beyond their control prevents many Hispanics from trying to prevent disease, seek professional care
    - ▶ It can also decrease likelihood to follow recommended treatment plans and medication regimens





# Cultural Impact Prevention

- Low awareness of the need to take action to prevent disease
- Minimal understanding of disease risk
- Many aspects of disease prevention are viewed as too expensive
- Studies show that African Americans often do not believe that illness is “serious” until symptoms interfere with their ability to function
  - ▶ Therefore, diseases are diagnosed at more advanced stages
- US Hispanics view health as being disease-free or, more specifically, experiencing a lack of pain or discomfort
- Lack of initiative in seeking healthcare contributes significantly to rates of disease and death in US Hispanic communities





# Factors Contributing to Disparities





# Quality of Care



- There may be multiple barriers to quality healthcare, including system fragmentation, lack of collaboration among organizations that provide resources and services, and lack of patient awareness and use of available resources and services in their community
- African Americans are less likely than their Caucasian counterparts to have a “medical home”
- Lacking a usual source of care, many African Americans visit emergency rooms and urgent care centers instead of regular doctors. The result is often lower quality care and higher cost
- Compared with their Caucasian counterparts, US Hispanics are 2.5 times less likely to have a regular doctor or source of care
- Even those Hispanic patients with insurance plans comparable to those of their Caucasian counterparts still visit private HCP offices less frequently
- US Hispanics are 2.22 times more likely than their Caucasian counterparts to use the emergency room for routine healthcare



# Traditional Approaches to Alleviate Disparities

- Programs, materials and services that are not relevant to African American or Hispanic patients
- Fragmented healthcare organizations and services that do not work together
- Education for patients, without simultaneous education for doctors





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# Program Vision

- Connect local health-related organizations and service providers to each other
- Educate patients about the need to take action to talk to their doctor
- Connect local organizations and patients with health-related resources and services within their communities
- Connect patients to these local resources and improve access to needed health-related services
- A partnership of community leaders, doctors, and health-related community-based organizations working together to address healthcare disparities among African Americans and Hispanics





# Community Health Partnership Health Resource Guide

- An easy-to-read, city-specific compilation of health-related organizations and service providers designed to help patients access these resources
- Includes helpful tips to improve the quality of patient visits, and contact information about patient-centered programs in **Baltimore, Memphis, Newark, San Antonio, Miami and the Bronx**
- Distributed to doctors, CHAT members, and health-related organizations in the community



**Find the right service, right away**

**About the Baltimore City Health Resource Guide**  
Use this guide to find health services in the Baltimore area, and get tips to make the most out of your doctor visits. Keep your Health Resource Guide in a handy place and use it when you need it. Please, take a few minutes now to skim through the guide. You may be surprised by how many health services are nearby.

The resources listed in this guide are not-for-profit agencies and organizations. If you would like to add a service when we reprint, call us at 410-396-4000.

Your guide to find the right health service for you and your family

Write your doctor's information here:  
Name \_\_\_\_\_  
Phone # \_\_\_\_\_  
Address \_\_\_\_\_

**Making the most out of doctor visits**  
Many of us go to the doctor to listen and let our doctor take the lead. Did you know that you and your doctor can work together to get to the root of your health problems? The first step to take an active role in your health care is to find a doctor you can trust and talk to openly. When your doctor understands your health concerns, he or she can help you make choices that fit your life.

**Good communication: The key to good health care**  
**Tips for your doctor visit!**

- 1 Make a list ahead of time of the things you want to discuss during your visit.
- 2 Take notes or bring along a family member or friend to take notes for you.
- 3 Ask your doctor to write down instructions. Ask for printed material about your health problems.
- 4 Give your doctor a list of all the medicines you take. Or, put all your medicines in a bag and bring them with you. Make sure you include vitamins, herbal remedies, and all your over-the-counter medications, too!
- 5 Let your doctor know if you have hearing or vision problems. Also, ask for an interpreter if your doctor doesn't speak your language.
- 6 If you don't understand something your doctor is saying, ask questions until you do understand. No question is silly, and your doctor is there to help you!

Special thanks to Health, US Department of Health and Human Services, 505 West 54th Street, Suite 600, New York, NY 10019; National Center for Health Statistics, 625 North Third Street, Bethesda, MD 20814; National Center for Health Statistics, 625 North Third Street, Bethesda, MD 20814; National Center for Health Statistics, 625 North Third Street, Bethesda, MD 20814.

**Get the medical help you need**

**Primary Adult Care (PAC) Program**  
Bridges care and several health services for those who are not on Medicare and who have a limited income  
1-800-225-2142  
(Or a PAC application form)

**Senior Health Insurance Assistance Program (SHIP)**  
Public, education and china assistance on health insurance issues for older adults  
410-396-2273

**Federally Qualified Health Care Coverage**  
Medicare  
1-800-623-4227  
www.medicare.gov

**Medicaid**  
Baltimore City Department of Social Services  
1919 N Broadway  
443-423-6300

**Medical Prescription Assistance Maryland**  
Partnership for Prescription Assistance  
Helps low-income, uninsured Maryland residents get free or discounted medicines  
1-800-477-2669  
www.findmeds.com

**Family Planning and Reproductive Health**  
Dread Family Planning Clinic  
212 W North Ave  
410-396-0186

**Eastern Family Planning Clinic**  
330 N Camden St  
410-396-3421

**Planned Parenthood**  
330 N Howard St  
410-576-1414  
www.plannedparenthood.org

**Baltimore NeighborGood Program**  
Grants for community events  
410-752-9632

**Weatherization Assistance Program**  
Helps install energy-saving materials in homes of residents who qualify  
410-752-9632

**Domestic Violence, Sexual Assault, and Abuse**  
There are many safe houses in the Baltimore area. Call the hotline below to find one near you.  
Domestic Violence Hotline  
410-888-7884  
Sexual Assault Hotline  
410-525-5300

**Drug Treatment Programs**  
**Baltimore Substance Abuse Systems**  
Helps people with alcohol and substance abuse problems to seek guidance  
410-637-1600

**SAMHSA - Substance Abuse Treatment Facility Locator**  
Helps you find drug or alcohol abuse treatment programs  
1-800-487-4869 (TDD)  
www.findtreatment.samhsa.gov

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410-576-1414  
www.plannedparenthood.org

**Community Services**

**Food and Nutrition Services**  
Food Stamps  
Baltimore City Department of Social Services  
230 Guilford Ave  
443-423-6300

**Take 15 for the Health of It Program**  
Helps families develop good eating habits, enjoy staying active, and avoid substance abuse problems  
300 W Baltimore St  
410-767-0100

**Meals on Wheels**  
Delivers meals to homebound people for a fee based on monthly income and expenses  
310 Columbia St  
410-558-9627

**Movable Feast**  
For people with HIV/AIDS or breast cancer. Prepares and delivers meals and groceries  
300 Wilkes Ave  
410-527-3420

**Women, Infants, and Children (WIC) Program**  
Provides food and nutrition counseling to families who meet income guidelines  
410-396-0427

**Want to get extra tips and learn ways to stay fit and healthy? Talk with your doctor about other wellness programs in your area.**

**Also, to find clinics, look in the phone book and call local:**

- Senior centers
- Hospitals and community colleges
- Food Pantries, Soup Kitchens, and Shelters
- Temporary Shelter Hotline (24 hours)  
1-888-817-4358
- To find food and a place to stay, visit the website below for a list of over 25 agencies in the Baltimore City area.

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Food Stamps  
Baltimore City Department of Social Services  
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**Find health services for you and your family**

We recommend finding a doctor who can follow your care and help you with health concerns.

If you do not have a doctor, there are low-cost and free services in Baltimore that can help you get the care you need. Some of the services in your area are listed in this guide.

**Child and Toddler Health & Immunizations**  
Clinics to get shots for children, teens, and adults  
410-396-4454

**Childhood Asthma Program**  
For children from birth to age 6  
410-961-0645

**Head Start and Early Head Start**  
Preschool for infants through age 5. Good setting for your child's health  
410-396-7400

**Healthy Kids EPD**  
Childhood screening, health visits, glasses, shots, and more for children who qualify  
211 W Preston Ave  
410-767-1683

**Lead Screening**  
To test your child for lead for free  
443-505-2480  
www.baltimorehealth.org

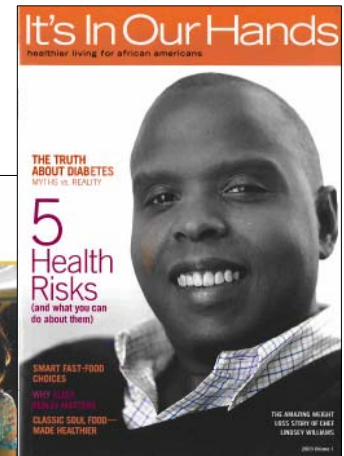
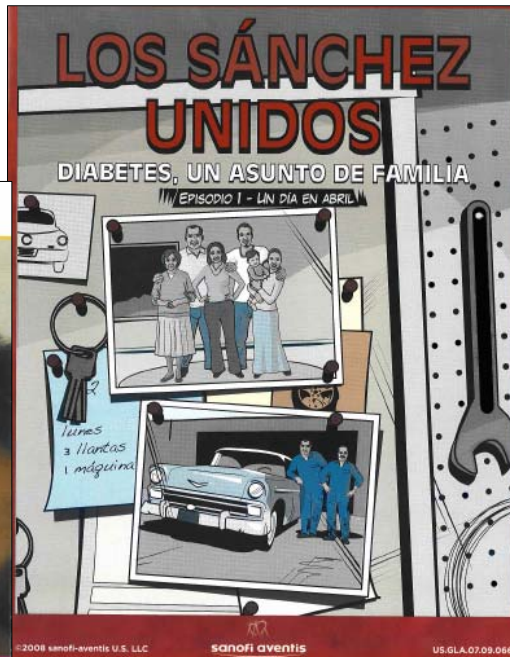
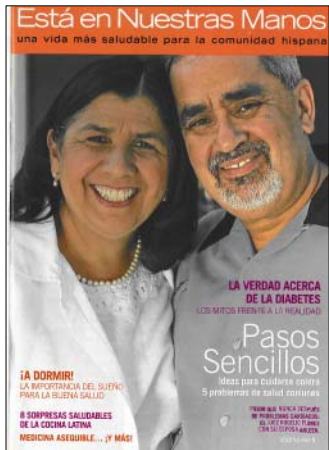
**Maryland Department of Health and Mental Hygiene**  
304 W Preston St  
410-767-5200

**1-800-370-7328**



# Community Health Partnership Patient Education Materials

- Culturally competent and ethnically relevant materials on conditions developed specifically for patients. They are designed to promote healthy living and disease management



# Role of sanofi-aventis U.S. CHL

Public health

Faith based

Local hospitals

Community health workers

Clinics

Payers

CBOs

## Coordinator of:

- **Community resources**
- **Healthcare access/management**
- **Community events**
- **Local information**
- **Provides disease education**
- **Distribute Patient materials**



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# Community Health Action Team

- CHAT is the mobilizing component of the CHP program
- CHAT is comprised of representatives of locally active health-related organizations
- They help connect patients to health-related services they need by
  - ▶ Sharing resources and best practices
  - ▶ Distributing program information to patients and organizations
    - Quality health means having useful health resources and information available





# Sample CHAT Members

## BALTIMORE

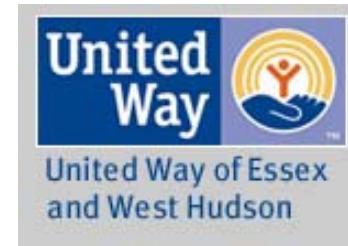


JOHNS HOPKINS  
MEDICINE

## MEMPHIS



## NEWARK



Newark Beth Israel Medical Center

## BRONX, NY



## MIAMI



## SAN ANTONIO





# Speakers Network

- The Speakers Network is a collection of professionals and laypersons in all six CHP cities who speak to their peers about health disparities:
  - ▶ **Professionals** – Promote health literacy and greater awareness of health concerns and needs/cultural sensitivity training
  - ▶ **Pillars of Strength Patient Ambassador Program** – Laypeople who have successfully navigated the healthcare system help empower patients to take responsibility for their health by utilizing local resources



# Progress in Reducing Healthcare Disparities

Robert Wood Johnson

Foundation notes that it is **vital** “...integrate the strengths of the community and the healthcare system”

*The United States spends billions of dollars annually on a fragmented healthcare system that leaves many African Americans and Hispanics confused and frustrated...*

*“If the problems exist in the community, the solutions exist in the community.”*



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**sanofi aventis**

Because health matters