

A National Survey

of Farmworker

Patient Experiences

in Community and

Migrant Health Centers



**NATIONAL ASSOCIATION OF
COMMUNITY HEALTH CENTERS, INC.**

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**National Survey of Farmworker Patient Experiences in
Community and Migrant Health Centers**

Farmworker Patients and Community and Migrant Health Centers

The Nation's four million migrant and seasonal farmworkers labor in fields and factories to bring food to our tables. Farmworkers sow, weed, reap, and prepare a large variety of agricultural products. Those who are migratory follow the seasons' crops, moving from place to place and living in camps and cabins near the fields they tend.

Farmworkers face many barriers to obtaining quality medical care. For example, in many areas where they live and work, there is a shortage of health professionals, particularly those who speak the same language and are familiar with different traditions that migrant farmworkers may have regarding the use of medical care. Farmworkers generally lack private health insurance and find it difficult to enroll in public programs such as Medicaid. Another barrier is that farmworkers may be working in the fields dur-

ing the hours that health facilities are usually open. Yet their need for preventive and primary health care is great, especially since many have conditions that require ongoing and comprehensive care, such as pregnancy, hypertension, and diabetes.

To address these needs, 125 community and migrant health centers serve 600,000 farmworkers annually. These health centers lower barriers to care. For example, health centers are located in areas where farmworkers live and work. They operate during hours that farmworkers can use them and provide culturally competent services in the farmworkers' own languages. Health centers provide affordable care and reach out to farmworkers through services such as outreach, transportation, and translation.

Health centers receive federal grants from the Bureau of Primary Health Care in the U.S. Department of Health and Human Services. Health centers also receive reimbursement from Medicaid, Medicare, and other third-party sources. Most receive support from state and local governments.

National Survey of Patient Experiences in Community and Migrant Health Centers

Under the sponsorship of the Bureau of Primary Health Care, the National Association of Community Health Centers (NACHC) conducted a survey of 912 farmworker patients in 25 health centers. The primary purpose of the study, conducted in the field between April 1999 and January 2000, was to establish a national database of farmworker patients' experiences in health centers.

Overall, the results of this survey indicated that the farmworker patient satisfaction for health center services is high; the quality of care provided by health centers is good; and that the health centers lower patients' barriers to accessing care.

Survey Patients

The survey randomly selected 25 health centers. They are representative of all centers serving farmworkers by geographic region and size.

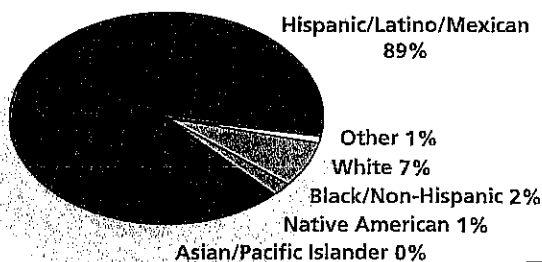


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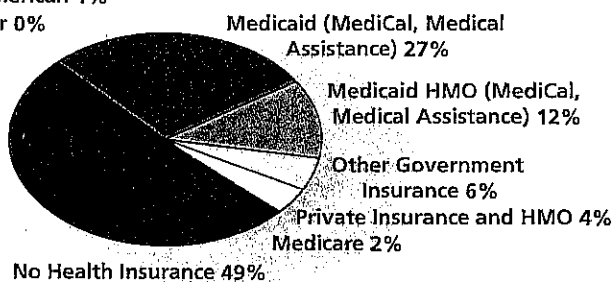
Race/Ethnicity and Health Insurance Status

Health center farmworker patients tend to be minorities and to lack private health insurance.

FARMWORKER RACE/ETHNICITY



FARMWORKER INSURANCE STATUS

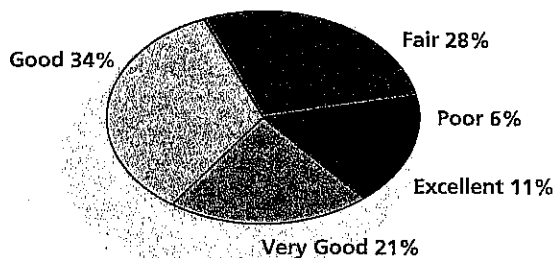


Patient Health

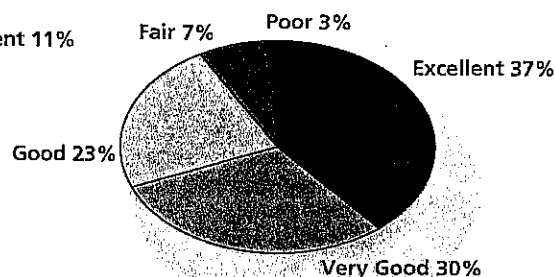
Farmworker health center patients are sicker; they are more likely to be of fair to poor health than the U.S. population.

Q In the last 6 months would you say that (you/your child's) health is excellent, very good, good, fair, or poor?

FARMWORKER HEALTH STATUS



U.S. POPULATION HEALTH STATUS



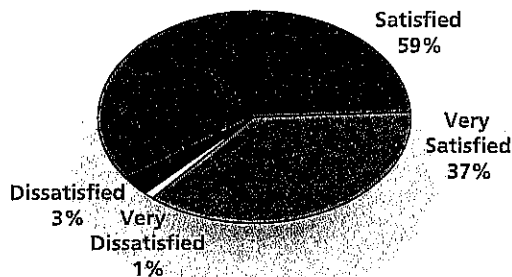
Source: National Health Interview Survey 1996

Patient Satisfaction

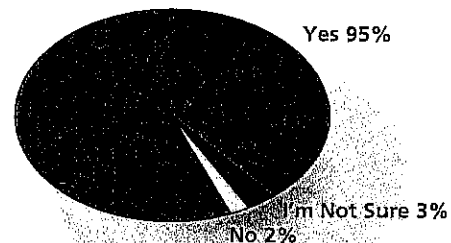
Health center farmworker patients are satisfied with their care and would recommend the center to their friends and family.

Q How about the quality of care? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied with this?

SATISFACTION WITH QUALITY



WOULD RECOMMEND TO FAMILY AND FRIENDS

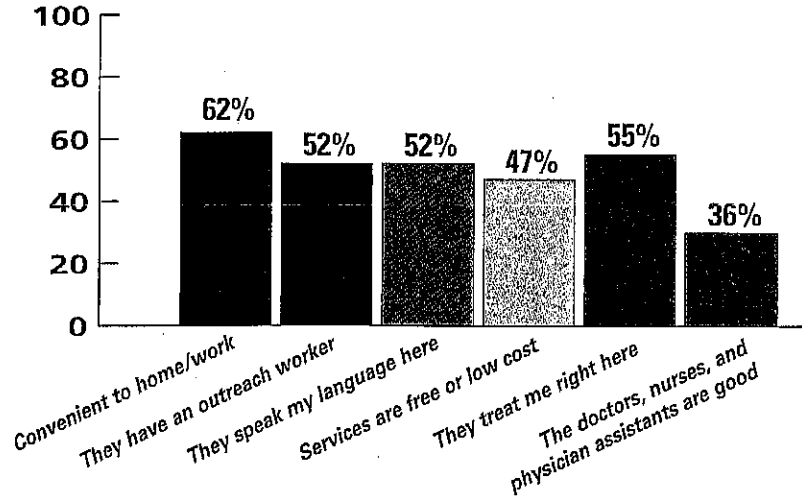


Q Would you recommend this center to your friends and family?

Why Farmworker Patients Choose Health Centers

Farmworker patients choose health centers for their geographic accessibility, good care, outreach and language capacity, and willingness to provide care to all, regardless of ability to pay.

Q Why did you choose to come here?

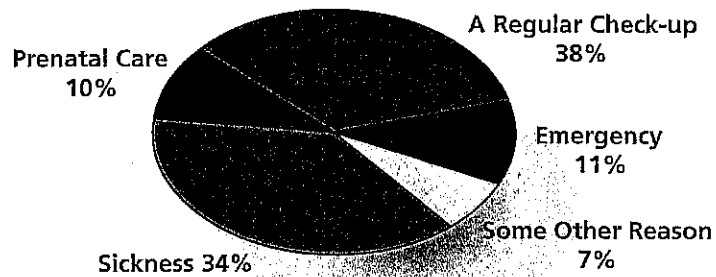


Reasons for Seeking Care

Farmworker health center patients seek care for routine preventive and primary care services: 48% sought regular check-ups and prenatal care.

Q Why did you come for this visit?

PURPOSE OF VISIT

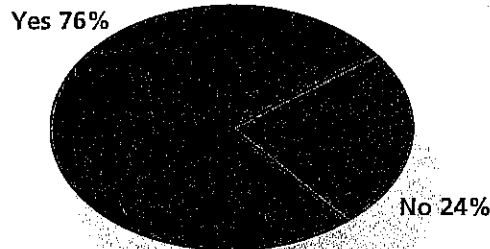


Preventive and Primary Health Care

76% of farmworker health center patients receive regular care; 81% receive enough advice about healthy living.

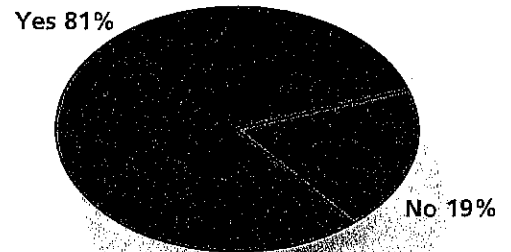
Q Does the center staff try to make sure that you get regular (preventive care, check ups, immunizations) health care even when you are not sick?

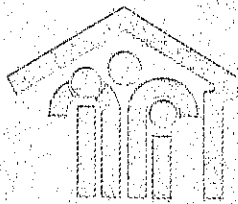
RECEIPT OF PREVENTIVE CARE



Q Does the doctor or other staff person give you enough advice about healthy living, such as diet and exercise?

RECEIPT OF HEALTH ADVICE





NACHC is currently developing a shorter version of the farmworker patient satisfaction instrument for use by community and migrant health centers and other safety net providers.

For further information, contact:

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