

Cultural Sensitivity: Lessons Learned in Southern New Mexico

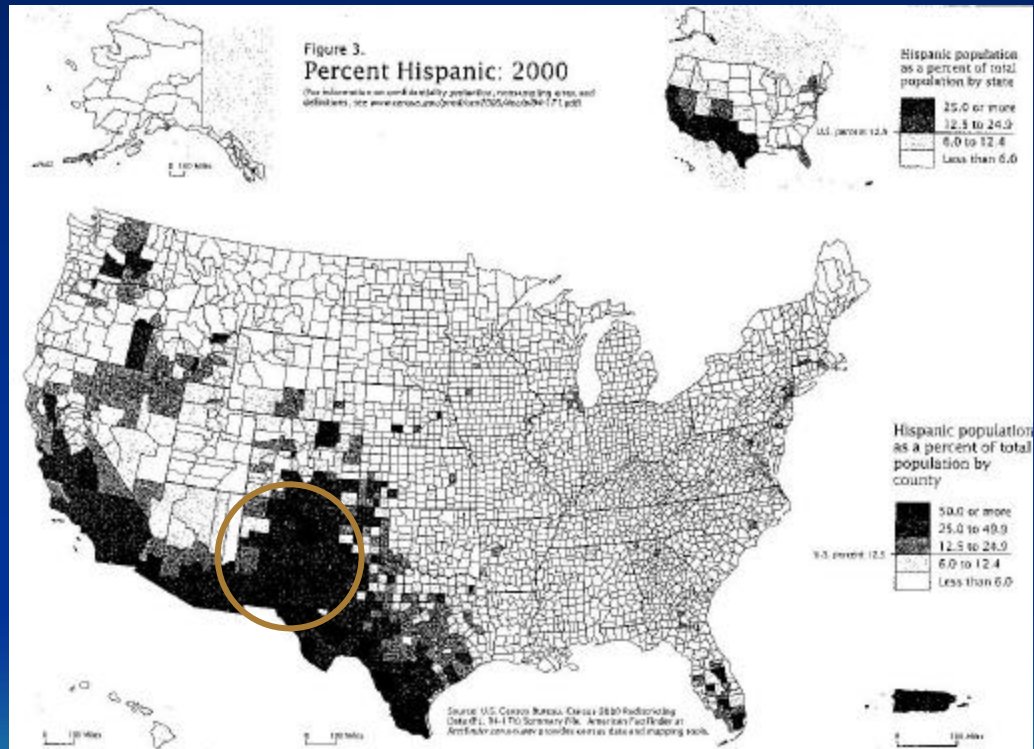
Camino de Vida Center for HIV Services
Border SPNS Project
August 20, 2002

Kari Maier, Project Director
Veronica Salcido-Harding, Project Coordinator
Michelle Valverde, Local Evaluator



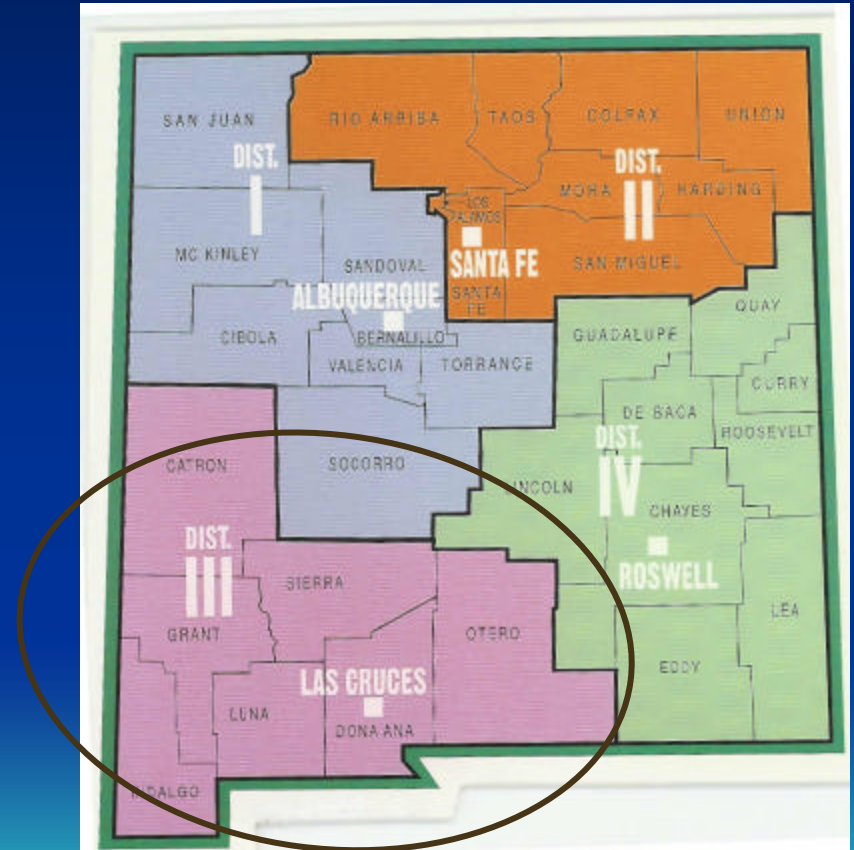
New Mexico

Percent Hispanic/Latino

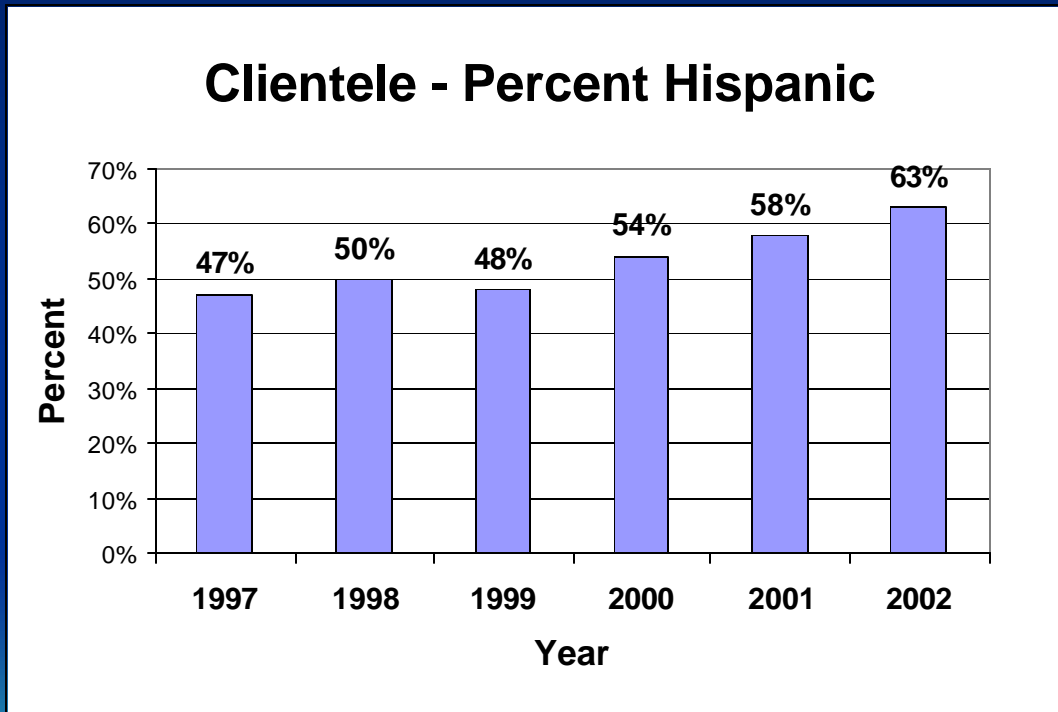


Camino de Vida Service Area Percent Hispanic

PERCENT HISPANIC	
7 County Region (2000 Census)	53%
Camino de Vida Clients 2001-2002	63%

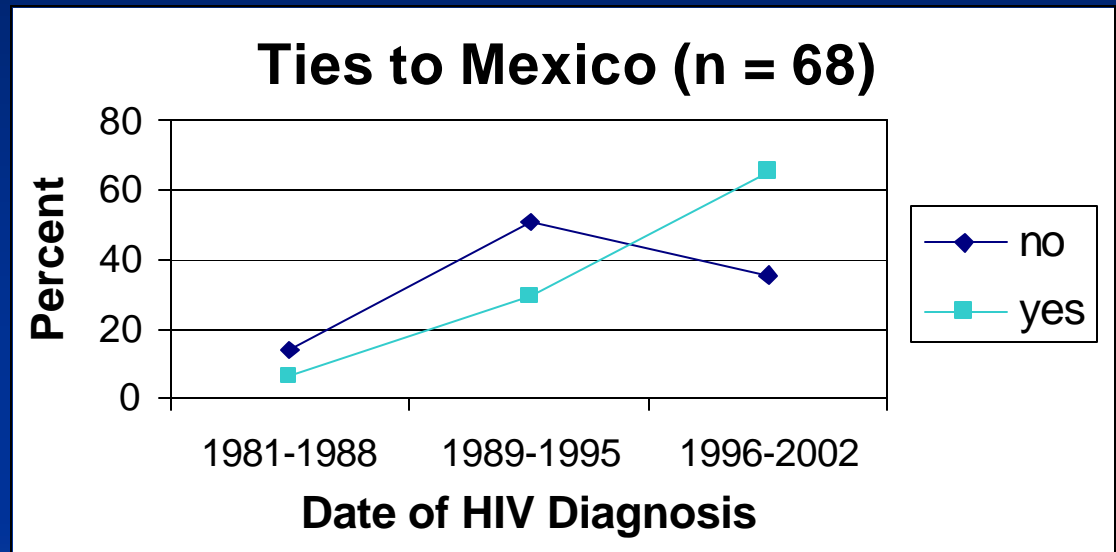


Client Enrollment 1997 - 2002



Participant Characteristics (n = 68)

Ties to Mexico*			
No		Yes	
37	54%	31	46%



*Ties defined as current social, cultural, familial, or financial; not ancestral.

Participant Characteristics Continued

Ties to Mexico Yes	
Hispanic	28 (90%)
White	3 (10%)
Total	31 (100%)

Language of Form	Ties to Mexico	
	No	Yes
English	35 (95%)	14 (45%)
Spanish	2 (5%)	17 (55%)
Total	37 (100%)	31 (100%)



Participant Characteristics Continued

Exposure Category	Ties to Mexico	
	No	Yes
MSM	21 (57%)	20 (65%)
IDU	4 (11%)	2 (6%)
Hetero.	11 (30%)	8 (25%)
Blood trans.	1 (2%)	1 (3%)
Total	37 (100%)	31 (100%)

Internal Changes

- Addition of bilingual/bicultural Case Managers, Program Coordinator, Data Manager, and Graduate Intern
 - 25% of the 69 clients interviewed thought people at the agency wouldn't speak the same language
 - This was still a problem for 4% of the clients after enrolling into care
- Unable to hire bilingual/bicultural Adherence Nurse, Adherence Counselor, and Prevention Case Manager



Medical Community

- High mobility of physicians; underserved area
 - Loan repayment
- Difficult to find committed physicians; low HIV numbers
 - Bilingual/bicultural physician shortage
- High patient case load & uninsured/underinsured
 - Approximately 57% of CdV clients rely solely on Title II or Title III for health coverage



Overall Lessons Learned

- Agencies and programs must adapt to meet the needs of all clients
 - Language is an important piece; cultural competency is another
 - Complex problems require creative solutions, including sharing resources
- The SPNS Demonstration Project has facilitated more data collection than ever before
 - The availability of data is helping us to
 - test our assumptions
 - engage in more dialogue
 - raise awareness and additional questions
 - ultimately, fine tune our model