

**ABHAC Annual Health Provider
Assessment:
Arizona's Preliminary Results**

Impact Consultants

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Data Collection

- A total of 112 Annual Health Provider Assessments were collected.
- Chiricahua Community Health Center collected 11 (9.8%) of the assessments.
- Sunset Community Health Clinics collected 101 (90.2%) of the assessments.

Results – Cultural Competency

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
I can provide effective health care to any population regardless of race/ethnicity.	1.0	0.0	6.1	34.3	58.6
Improved cultural sensitivity will help me in effectively assessing their health conditions.	5.5	15.4	18.7	39.6	20.9
Culture is a secondary priority to treatment or intervention.	20.8	23.8	16.8	21.8	16.8
Cultural differences can cause communication problems between the patient and the health care provider.	5.5	15.6	23.9	30.3	24.8

Results – Cultural Competency

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
Cultural sensitivity does not matter as long as you are nice and polite.	10.2	32.4	12.0	27.8	17.6
Formal training is necessary for health care providers to become culturally competent.	2.0	17.6	21.6	20.6	38.2
There are universal manners for treating all patients.	6.5	10.3	10.3	44.9	28.0
There is only a need for objective and non-judgmental health care provision.	8.0	16.0	18.0	44.0	14.0
Patients need to adapt to the western system of health care in order to get effective treatment.	24.5	40.2	22.5	7.8	4.9

Results – HIV/AIDS

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
It is difficult to keep patient care issues confidential when someone is HIV positive.	44.4	39.8	6.5	5.6	3.7
If I have a question about HIV or AIDS, I know where to get accurate information.	0.9	1.8	12.8	52.3	32.1
People with AIDS should go to specialists in Tucson or Phoenix for routine treatment.	28.0	38.0	18.0	11.0	5.0
I am not interested in caring for HIV/AIDS patients.	38.2	33.3	21.6	4.9	2.0
In this clinic/agency, people with HIV/AIDS can get good care.	1.9	1.9	15.5	43.7	36.9

Results – HIV/AIDS

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
I feel confident about my knowledge regarding HIV/AIDS transmission.	0.9	10.1	11.9	50.5	26.6
It is not good for the patients in this clinic/agency to see people with HIV/AIDS here.	35.0	42.7	14.6	6.8	1.0
I am confident that the personnel in my clinic/agency will keep information about HIV + patients confidential.	0.9	2.7	20.0	30.0	46.4
It is hard to get accurate information about HIV/AIDS.	25.7	48.6	18.3	4.6	2.8
I am willing to provide care for patients with HIV/AIDS.	0.0	5.2	15.5	42.3	37.1

Implications for Training

- Need for focused cultural competency training in terms of understanding how culture influences help-seeking behaviors.
- Reinforcing issues of confidentiality and reducing stigma attached to treating HIV positive people.
- Need to better understand the importance and application of cultural competency in dealing with patients.