

Challenges of Healthcare providers in giving treatment and care to South Asian ethnic minority patients in Hong Kong

A Qualitative Study

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Background:

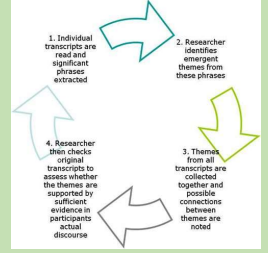
- Studies in Hong Kong have reported that **ethnic minority communities face challenges** in accessing healthcare and have poorer health status than Chinese patients.
- South Asians** make up the **largest (70%)** of Ethnic minorities in Hong Kong.
- Knowledge about the **experience of healthcare providers** in providing care to patients with diverse cultural background is yet **unexplored**.
- To **reduce the health disparity** it is necessary to understand the challenges of healthcare providers while providing care to South Asian ethnic minority patients.

Method:

Please share your experience regarding:
 1) What do you know about current status of health services, facilities, policies etc. for South Asian Ethnic Minority at the hospital?
 2) What is your perception about patients of south Asian ethnic group?
 3) What challenges do you face while treating SM patients?
 (Language: communication or expression, cultural restrictions, low health literacy, pain perception, only too many questions etc...)
 4) What do you think about the role of relatives and friends accompanying a south Asian EM patient?
 5) Have you ever had to use interpreter services to communicate with south Asian patients? If yes, what was your experience?
 6) What do you think about the role of religion, culture and health beliefs in their healthcare treatment?
 7) Do you think SM patients are satisfied with the treatment they received?
 8) Do you think EM patients adhere with your medical treatment? If no, what do you do to improve the compliance?
 9) What is your opinion about the clinical competency and cultural competency level of your doctor and nurse?
 10) Do you have any recommendation to improve healthcare provider south Asian patient interaction?
 11) Do you have any recommendation to improve healthcare provider south Asian patient interaction?



Individual Face to Face Interview



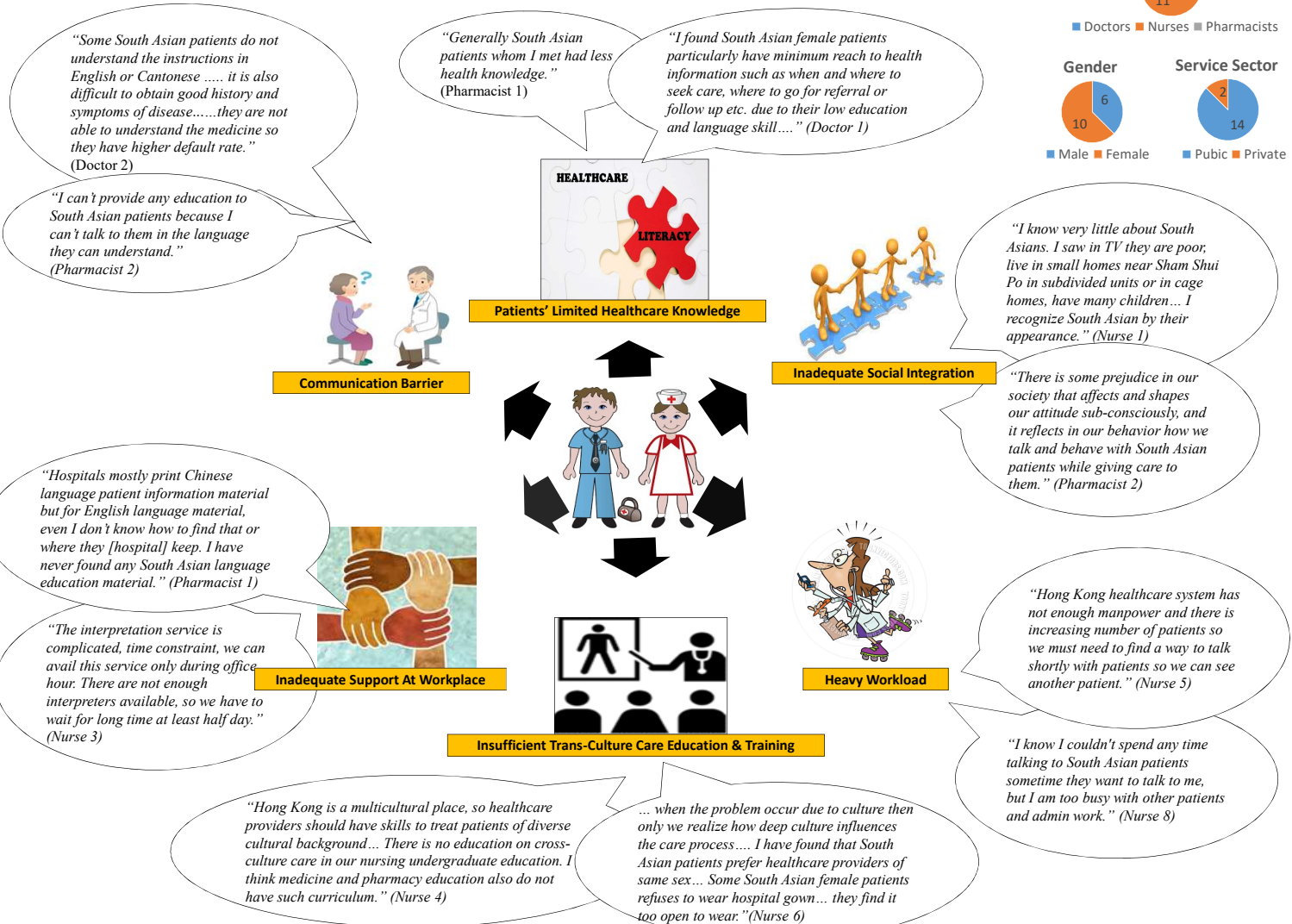
Interpretive Phenomenological Analysis

Interview Guide

Findings:

Barriers to Provide Healthcare

Participants Information



Conclusions:

- Challenges were found at **patient, institution and social level**.
- South Asian Patients particularly **women** have **limited health literacy and limited Chinese and English language** ability.
- Cultural competency support in the form of **education, training, information resources and effective interpretation services** were **inadequate**.
- Healthcare providers **lack social awareness** about **South Asian** patients due to limited inclusion at the social level. Many HCPs acknowledged effect of subconscious **stereotyping** towards South Asian patients.

Practice Implications:

- Cross-cultural healthcare education** need to be introduced at undergraduate level for the medical, nursing and pharmacy education and at the same time continued education program should be executed on regular basis.
- Motivation and encouragement** are required to increase the use of interpretation services.
- At social level, **inclusion and integration approaches** among the societies are highly recommended, starting from the school level education and through social integration activities and events.

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