

# ¡Ay Qué Susto!

Treating Diabetes in an Emerging Hispanic Population: How Culture Matters.

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## Hispanic Growth in NC and US

California's Hispanic population grew to more than 12 Million between 2000 and 2005, a 16 percent rise.

57% rise nationally from 1990-2000

Now the largest minority in US at 13% of the population and will be 18% in 2025

Hispanic Population growth rate is 13% while the rest of the US population is 3%

Hispanics will constitute 25% of the population by 2050

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## Higher Rates of Diabetes Among Hispanics

Mexican Americans 1.9 times more likely than white non-Hispanics to have diabetes.

Nearly 25% of Mexican-American Men over the age of 20 have Diabetes, diagnosed or undiagnosed, or Impaired Glucose Tolerance.

By 2020 Type 2 Diabetes will increase 44% in general population and 107% in Latinos

Latino children born today have a 50% chance of developing diabetes

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## Higher Rates of Diabetic Complications Among Hispanics

Hispanics have higher Hemoglobin A1c's

50% more likely to have diabetic retinopathy

4.5-6.6 times more likely to have diabetes related kidney disease

1.8 time more likely to have lower limb amputation

Hispanics with diabetes have significantly higher all cause and cardiovascular mortality when compared to non-Hispanic whites

Diabetes is 5<sup>th</sup> leading cause of death of Hispanics and 6<sup>th</sup> among non Hispanics in US

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## Barriers to Care of Hispanics with Diabetes

Cost has been identified as leading cause for nonadherence

1/3 of Hispanics are uninsured

27% of Hispanics live in poverty; US average is 10%

60% with Diabetes have an income below \$20K

37% do not have a high school education

Lack of Spanish speaking Providers

Low acculturation: the newer the arrival the less likely they are to have a medical home or insurance and more likely to have diabetes.

Low Health Literacy

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## Hispanic Beliefs about the Causes of Type 2 Diabetes

Genetic and Environmental:

Family history,

Diet,

Obesity,

Lack of exercise.

Emotional:

*Susto,*

*Coraje,*

*Tristeza*

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The Use of Complimentary and Alternative Medicine by Hispanics with Diabetes

Nopal (Prickly Pear Cactus)  
*Opuntia steptacantha*  
Savila (Aloe Vera)

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Communicating with Hispanics about Diabetes

Interpreters

Culturally Appropriate Communication

- Simpatia
- Personalismo
- Respeto
- Familismo
- Fatalismo

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Simpatía

Definition:

Kindness, politeness, pleasantness, avoidance of hostile confrontation

Barrier:

Neutral attitude of many American physicians may be perceived as negative, resulting in inaccurate history, decreased satisfaction with care, treatment nonadherence, and poor follow-up.

Ways to demonstrate respect for cultural values :

Emphasize courtesy, a positive attitude, and social amenities

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## Personalismo

**Definition:**

Formal friendliness, warm, personal relationship, characterized by interactions that occur at close distances (eg, handshakes, placing a hand on the shoulder)

**Barrier:**

When lacking, patients may believe that the physician does not care about them and may be reluctant to share crucial details about their diabetic status, may become nonadherent to regimen, and be dissatisfied with their care.

**Ways to demonstrate respect for cultural values :**

When interacting with patients, decrease physical distance and increase appropriate physical contact.

Show interest in the patient's life at each visit (eg, starting the visit with a brief conversation about the patient's family, work, or school)

Provide a business card or beeper number

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## Respeto

**Definition:**

Respect, including targeted communication based on age, gender, social position, and economic status

**Barrier:**

Patients may be hesitant to ask questions because questioning an authority figure (eg, a physician) is viewed as disrespectful.

Patients may nod in response to physician's instructions as a sign of respect even when they do not understand.

When *respeto* is perceived as lacking, patients may become resentful and distant

**Ways to demonstrate respect for cultural values :**

Use Spanish terms of respect (eg, *usted*, the polite form of "you," instead of the informal *tú*)

Use appropriate titles and greetings

Whenever possible, involve patients in medical decisions, such as decisions to start insulin

Ask about the patient's concerns, regarding treatment.

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## Familismo

**Definition:**

Collective loyalty to extended family that supersedes the needs of the individual

**Barrier:**

Patients may delay or defer important treatment decisions to permit consultation with their family

Failure to recognize this cultural value may result in unnecessary conflict, dissatisfaction with care, nonadherence to treatment, delays in initiating therapy and poor continuity of care

**Ways to demonstrate respect for cultural values:**

Encourage patients to bring family members to visits

Provide sufficient time and opportunity for the extended family to discuss important medical decisions

Educate the patient's family about diabetes

Encourage the family to support the patient's treatment efforts

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## Fatalismo

**Definition:**

Fatalism, belief that individuals can do little to alter fate

**Barrier:**

Patients may avoid effective treatment plans because they feel that they cannot control their illness

**Ways to demonstrate respect for cultural values:**

Emphasize efficacy of medications, including insulin, for diabetes

Refer to the patient's beliefs and values

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## The LEARN Model

**L**isten with sympathy and understanding to the patients perception of the problem.

**E**xplain your perception of the problem.

**A**cknowledge and discuss the differences and similarities.

**R**ecommend Treatment.

**N**egotiate Treatment.

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## Practice Recommendation

Screen all Hispanics for Diabetes.

Source: **Standards of Medical Care in Diabetes—2006. Diabetes Care** 29:S4-S42, 2006

SORT: C

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## Practice Recommendation

Use Trained Professional Interpreters.

Source: Cochrane Library

Flores G. The impact of medical interpreter services on the quality of health care: a systematic review. *Medical Care Research and Review*. 2005;62(3):255-299.

Trained professional interpreters and bilingual health care providers appear to improve communication, patient satisfaction and outcomes, and reduce interpreter errors with potential clinical consequences.

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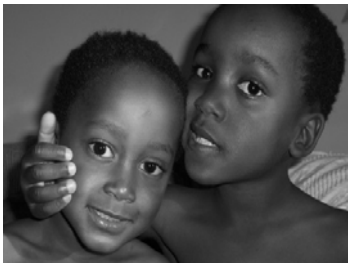
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Be the change you want to see in the world-  
Ghandi

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