Trust in Healthcare Provider among Latinos in Missouri
Fact Sheet

The Latino population in the state of Missouri grew more than 70% from 2000 to 2010, according to official Census data. The majority of Latinos in the state work in low-paying jobs, many of which may pose high health risks. To understand and address health disparities in the state, a survey was conducted through personal interviews of 245 Latinos in seven different communities across the state of Missouri in the summer of 2014.

Trust is a recurring theme for Latinos in their efforts to access healthcare as suggested by studies found in the literature and findings from a qualitative study conducted by MOHEC in 2012. Participants from the MOHEC qualitative study identified factors such as wait times, reception by support personnel, access to primary care physicians and payment options as affecting their trust in healthcare providers. Even though many felt good about their relationship with the physician, it was getting to the physician, follow-up and payment options that affected their trust in the provider. This study explored trust in terms of the type of provider Latinos preferred, factors affecting trust in the provider before and after meeting the physician and an assessment of their most current visit with the doctor.

Study participants were asked to select the type of provider they felt the most comfortable visiting. Among participants in the survey, 47% felt most comfortable visiting a community health clinic. The second option was a doctor’s office at 31% and the third option was a hospital at 16%. Three percent prefer the emergency room and rest (3%) identified other. These results are not surprising as clinics tend to be smaller, more affordable and predictable when assessing cost of care.

To determine which factors affected trust in the provider before and after the visit, participants in the study were asked the extent to which each factor influenced their level of trust in the health care provider. The measures below include the percentage of respondents who selected “some”, “most”, or “all of the time” in regards to the extent that each factor influenced their level of trust in their healthcare provider:

- 64%, time it takes to get an appointment
- 64%, time spent in the waiting room
- 58%, actual processing time
- 68%, number of specialized personnel in the clinic
- 71%, availability of primary care physicians
- 64%, provider fee scale

When asked about their face-to-face interaction with the doctor, Latinos seem pretty confident. On all questions regarding trust in their doctor, most exceed 70% of participants responding most or all of the time on the following issues:
In sum, Latinos in general seem to trust their doctors. On the other hand, the administrative portion, the availability of primary-care physicians, and the availability of specialists regarding their healthcare provider are causing distrust among participants.

1 2010 Census Data, Available at http://www.census.gov/2010census/data/. The interactive redistricting map widget enables users to view local 2010 Census data by state, including population change and race and Hispanic or Latino origin data by county.