

# GREENVILLE HISPANIC HEALTH STUDY

## A COMMUNITY INFORMED REPORT



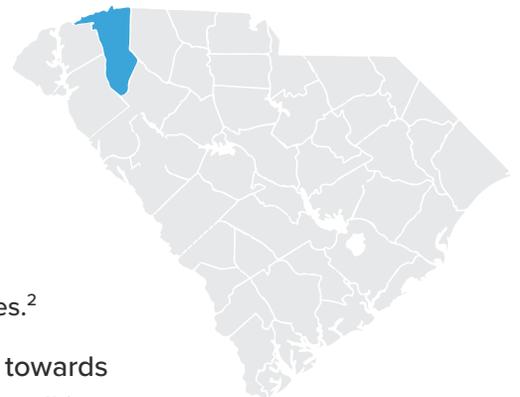
### OVERVIEW

Greenville County is located in the upstate region of South Carolina, with the largest county-wide population in the state, and is nationally recognized as a welcoming destination for people from all backgrounds. While Greenville County ranks as one of the healthiest counties in South Carolina, for Hispanic residents of Greenville County, racial disparities exist along racial & ethnic lines. Many of these disparities tie into socioeconomic and sociopolitical determinants of health.

- Hispanic children are more likely to live in poverty and have higher concentrations of residential segregation in Greenville County than in comparable counties throughout South Carolina.<sup>1</sup>
- The Hispanic community has higher rates of uninsured households and childhood obesity.<sup>1</sup>
- Hispanic residents experience barriers to culturally competent care and such barriers negatively influence health and healthcare access.

### HISPANIC POPULATION GREENVILLE COUNTY

According to the 2022 US Census



Through partnerships, we work towards a equitable future of inclusion for all in South Carolina.

This study examined mental health, routine healthcare seeking behaviors, and perceptions of culturally competent care among residents who self-identified as Hispanic living in Greenville County. The partners sought to understand the experiences of Hispanics in Greenville County, as they are often under-represented. The research sought answers to the following questions:

- 1 What are the health and healthcare access disparities among the Hispanic population in Greenville County?
- 2 What cultural competency barriers exist related to medical care?
- 3 What are the links between culturally competent care and health/routine care needs?
- 4 How can cultural competency be leveraged in such a way that will increase access and improve care?
- 5 What are the mental health trends in the Hispanic community?

The study relied on purposive sampling among Hispanic residents in the county and data from the Bon Secours St. Francis Health System 2022 Community Health Needs Assessment (CHNA). We also held community conversations with Hispanic residents.

## KEY TAKEAWAYS

While Greenville County is experiencing dynamic growth and thriving health compared to the rest of South Carolina, not all are experiencing the same positive outcomes. Key health disparities between Hispanic residents and the wider Greenville County community revealed by the CHNA are:

- Higher mental health burdens
- Poorer overall health
- Lower rates of annual physicals
- More likely to report greater access to health screenings & programs as a top priority



### Hurdles & Barriers Exist for Culturally Competent Care

- Not enough time spent with patient
- Provider speaking too fast
- Wait Time for Interpretive Services
- Lack of confidence in the provider

### Most Prevalent Barriers to Behavioral Health

- Service Cost
- Language Access
- Waiting Lists



## MOVING FORWARD, JUNTOS COMMUNITY RECOMMENDATIONS



### LANGUAGE

More bilingual staff & on-site interpreters



### ATTITUDE

More compassionate & proactive assistance



### TRAINING

Educate providers on language access & cultural competency

Additional recommendations from community groups focused on enhancing access to care through building relationships and trust. These included:

- Encourage the use of community health workers/health educators.
- Increase availability of health information and resources at schools to help families navigate mental health needs.
- Advocate for Hispanic communities and offer community events that help provide referrals and resources to health services.

# RESULTS AN IN-DEPTH OVERVIEW

To assess mental health, physical health, and perceptions of culturally competent care, we conducted surveys of Hispanic adults 18+ residing in Greenville County. Residents were intentionally sampled in places frequented by Hispanic individuals, including health day fairs, cultural heritage festivals, recreational areas, and clinics. The survey, administered in Spanish and English, was comprised of 35 questions spanning background, overall health, routine healthcare screening activities, mental health, behavioral health services, and resident perspectives on culturally competent care. These included questions on provider understanding, communication style, and assurance, as well as interpreter service access.<sup>3</sup> In total n= 165 completed surveys were assessed.



## ON MENTAL HEALTH

Across the nation, approximately 50 million adults, or slightly over 20% of the total population, experienced some form of mental illness.<sup>4</sup> In South Carolina, we are experiencing a drastic shortage of mental health workers, ranking well below the national average of individual to mental health professional ratio.

### Mental Health Professional Workforce Shortage in SC

According to a 2022 CHNA, Hispanic residents report greater mental health issues while also facing barriers to behavioral health services than the wider Greenville County as a whole.



## ON CULTURALLY COMPETENT CARE

In addition to gathering data from members of the Hispanic community, this research project focused on active listening through Community Conversations (n=16 participants). Participants discussed the role of culture, trust, and language in their health and healthcare experiences. While some identified positive experiences through nurse contacts, affordable office visits, and assistance in scheduling appointments, others described discrimination based on their race/ethnicity or lack of provider interest in understanding Hispanic culture.



**26.3% report providers interrupted patients**



**18% report providers "never spent enough time"**

**Lack of Confidence**  
**35%** Report lacking confidence in their medical provider

**Speech Barriers**  
**40%** Felt their medical provider spoke too quickly

**Interpretive Services**  
**42%** Report interpretative service barrier, with 49.7% noting office visits were delayed due to waiting for interpreter service access

National Ratio **350:1** vs. SC Ratio <sup>4</sup> **520:1**

**55%** vs. **73%**  
Avg Rate of Depression Reported in Greenville vs. Avg Rate of Depression Reported by Hispanics in Greenville <sup>5</sup>

“I have [a mental illness] and take medicine for it, and while I get care, [providers] don't take the time to give me options or talk through other things to do than just take the medicine. I even had to look up YouTube tutorials and videos from other psychiatrists/psychologists giving tips on how to take care of yourself when you have a [mental illness].  
- Community Conversation



# ¡Adelante, juntos! Forward, together!

The Hispanic Alliance and its partners, from grassroots organizations like LiveWell Greenville to regional hospital systems such as Bon Secours, are working to advance Hispanic communities in South Carolina.

We are dedicated to building a bridge of communication and understanding between Hispanics & the broader community.



To learn more, please visit our website:  
[HispanicAllianceSC.com](http://HispanicAllianceSC.com)



“ We are often pushed away, neglected and treated as “less than” - Community Conversation

## RESEARCH COLLABORATORS & AUTHORS

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1. United Way of Greenville County. (2020). Greenville County Community Health Needs Assessment: A compilation of facts and findings.
2. United States Census 2022.
3. Adapted from the Consumer Assessment of Healthcare Providers and Systems - Cultural Competency Set (CAHPS - CC) Survey.
4. Mental Health America. (2023). <https://mhanational.org/sites/default/files/2023-State-of-Mental-Health-in-America-Report.pdf>
5. Bon Secours Health System. 2022 Community Health Needs Assessment Survey Data. Greenville County, SC.