

Health care satisfaction rated as high by unacculturated hispanics

17 December 2012



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Memoona Hasnain, M.D., Ph.D., from the University of Illinois College of Medicine in Chicago, and colleagues surveyed 881 [adult patients](#) receiving care at four outpatient family medicine clinics. The patients were 34 percent African-American; 31 percent Hispanic-classified as unacculturated or biculturalated; 33 percent Caucasian; and 2 percent missing race. To measure experiences of care, the Consumer Assessment of [Healthcare Providers and Systems](#) Clinician & Group (CAG) Survey Adult Primary Care instrument was used. The Short Form-12 survey was used to assess health status.

The researchers found that race and acculturation were significantly associated with several CAG subscales, after adjustment for other variables.

Significantly higher ratings for care experiences were given by [Hispanic patients](#) who also expressed greater interest in shared decision making. The average physician grade was 8.8 from white patients, 9.0 from black patients, 9.1 from biculturalated Hispanics, and 9.7 out of 10 from unacculturated Hispanics.

"When you come from another country, you're probably more deferential and you try not to displease people with what you say," Hasnain said in a statement. "While you're not exactly happy with the care you're getting, you'll rate it higher."

More information: [Abstract](#)
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APA citation: Health care satisfaction rated as high by unacculturated hispanics (2012, December 17) retrieved 31 October 2020 from <https://medicalxpress.com/news/2012-12-health-satisfaction-high-unacculturated-hispanics.html>

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