



AFRICAN
AMERICAN/BLACK
COMMUNITY BHRS
CONSUMER FOCUS GROUP

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North County Mental Health

Done in participation with the African-American Community Initiative.

In partial requirements of the San Mateo County cultural competency intern stipend.



BACKGROUND

❖ For the past 2 years, AACI has worked to develop a process to gather relevant data that reflects how African Americans feel about and perceive:

- Access to care.
- Welcoming at our clinics and service points of entry.
- Information provided and its relevance.
- Treatment options and opportunities.
- Experiential perceptions regarding Cultural Humility.
- Thoughts about what could be done better to improve their treatment experiences and outcomes.

PURPOSE

- ❖ Providing data that can be presented to BHRS Management:
 - That points to identifiable gaps and strategies for systems change that will improve and enhance the delivery of services to African Americans.
 - Provide BHRS with feedback from consumers/clients, regarding how they feel about the cultural humility of treatment providers they have worked with,
 - which will give some directions to focus the development of training for clinical staff and improvement of welcoming and engagement."

DESIGN

- ❖ 2 Hour Focus Group
 - African American/Black consumers of mental health services at North County Mental Health.
 - Both Youth and Adult Teams
 - 6 Participants (4 in person, two by phone)
- ❖ Location: North County Mental Health
- ❖ Promoted via:
 - Distribution of flier and emails to clinicians
 - Flier postings around clinic
 - Direct phone calls and mailed fliers to clients and parents of clients.
- ❖ 9 Survey Questions
 - Created by AACI (2015)
- ❖ Refreshments and \$25 gift card provided for participation.



9 SURVEY QUESTIONS



1. Do you feel understood by your provider? Why or why not?
2. Does your provider make an effort to address or support your cultural needs?
3. Are you satisfied with your treatment plan? Why?
4. Are services provided to you in a respectful manner? Why or why not?
5. Would you feel comfortable sharing information about your culture, heritage or background with your provider? Why or why not?
6. How do you expect to be treated when you did not feel respected or understood when you were at a BHRS clinic in San Mateo County?
7. Do you feel your culture is respected and understood?
8. Do you feel like your culture is respected and understood?
9. Do you feel like you are the leader and an active participant in your treatment?

RESULTS CONTINUED

Are you satisfied with your treatment plan?

- ❖ Yes, helps clients with emotional well being and health needs; have seen positive effects of plans; helps client's feel more focused; age appropriate & obtainable goals.
- ❖ Adjusted as time goes on and as family challenges change or improve; clinicians responsiveness to needed updates are immediate; collaborative process.

Do you feel like the leader and an active participant in your treatment?

- ❖ Yes, clinicians make client's feel like they are a part of the team and involved; meet client's where they are; clinician's ask for client input.
- ❖ Client's feel like they are being heard; clinician's take what clients say to heart; clinicians respond immediately to client needs.

RESULTS CONTINUED

How do you expect to be treated when you come into the clinic for services?

- ❖ Patience and Respect
- ❖ Listen fully to what client has to say.
- ❖ Respond to client questions, then make sure client understands.
- ❖ Provider comes on time, doesn't keep client waiting a long time.

Are your services provided to you in a respectful manner?

- ❖ Yes; with kindness, understanding, consideration, cooperation, responses are honest and truthful, communication is mild mannered, information provided is accurate, well-explained, non-hostile.
- ❖ Providers responds to crisis and medication needs immediately, staff admits when they do not know something, then seek to find someone who does, staff works collaboratively to address client needs.

RESULTS CONTINUED

Do you feel understood by your provider?

- ❖ Yes, providers at NCMH allow client's to express how they feel, listen, then providers share their opinion, inform client when they make a mistake and how to fix it, are personable, connect well with clients.
- ❖ Yes, clinicians are helpful, address client questions or concerns, develop activities that are connected to client experiences.
- ❖ Yes, clinicians communicate effectively and understand families, their dynamics and issues, work collaboratively with client and families.

Does your provider make an effort to address or support your cultural needs?

- ❖ Yes, treated like a regular person, not treated like they are different; helpful with their disabilities, make a personal connection to comfort you, providers make an effort to hear you out.
- ❖ Not applicable, not an issue, not seen as a part of the experience, not necessary, providers make effort to be knowledgeable of specific family needs.

RESULTS CONTINUED

❖ **Would you feel comfortable sharing information about your culture, heritage or background with your provider?**

- Yes, providers make client's feel like they can be themselves and like color doesn't matter.
- Yes, providing such information would offer better understanding of client, providers would better be able to assist client in more ways.
- Feels providers are trustworthy, loves sharing those experiences with others due to society coming a long way, because times have changed and people have grown, more progressive, client doesn't feel like they would be attacked or misunderstood; clinicians knowledgeable of cultural differences.

❖ **Do you feel your culture is respected and understood?**

- Consensus = Yes; Consumers provided feedback (recommendations section)

❖ **Could you tell me about a time when you did not feel respected or understood when you were at a BHRS clinic in San Mateo County?**

- Past security guard spoke down to disabled client's, was inappropriate, used rude words, shouted, was not calm (Group of 3 Consumers).
- Receptionist in clinic downstairs was rude, spoke loudly, and made client not want to return (1 consumer).
- Never (2 participants).

RECOMMENDATIONS

- ❖ Increased diversity of clinicians.
 - Clinicians of same culture have better understanding; more diverse clients.
- ❖ Culturally specific activities/groups/events at and outside clinic.
- ❖ More closely monitoring behavior and hygiene issues of adult clients, both in waiting rooms and restrooms.
 - Excessively Scratching, Digging in trash bins, Unsanitary Bodily Substances left on floor in bathrooms and furniture, shouting/cursing.
- ❖ Reevaluate location of smoking area
 - Smell comes into open clinic waiting room window, disturbs clients.
 - Individuals getting dropped off by Ready-Wheels directly exposed to smoke.