

Preliminary Results for Initial Focus Group

Within the immigrant community, there is a feeling of intimidation by the healthcare system presenting as anxiety, fear, and lack of trust.

"They bring up the nerves, you know, to talk to the pediatrician, they often get shut down right there because they will say, Oh, it's OK, you just need to give it time or, you know, they feel intimidated."

"I think for our immigrants that don't have status here, they just want to stay under the radar. You know, they don't want to put any attention to themselves. And so they they don't feel comfortable, you know, like you said, questioning that or, you know, demanding answers."

Knowledge on how to navigate the healthcare system prevents immigrant families from seeking care.

"I also think there's a lack of information on education about the whole process, you know, they think that maybe next week this will be taken care of, but nobody explains to them that you have to do an intake, you have to do these forms and these forms."

"Step by step, what time to arrive, where to go, what she's going to do when she, I mean, it's literally just as much detailed information as possible so that they can feel comfortable knowing, OK, I feel comfortable. I know what I'm going to do. I know where I'm going to go."

Expectations of caregivers are different from their actual healthcare experience/outcome of clinical visit.

"I spent a couple of times where they thought the child would be cured or that they would again not have whatever ailment they have. And that hasn't happened. And so the not understanding the expectation, the outcome expectation, I think, is a real problem. And that word spreads quickly in the neighborhood."

The whole system is like strange to them and nobody really explains it to them, you know, so they have unrealistic expectations.

References

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3. Annie E. Casey Foundation. Children in immigrant families in Texas. Accessed July 2021. Available at: <https://datacenter.kidscount.org>
4. Linton JM, Green A. Providing Care for Children in Immigrant Families. Pediatrics. 2019;144(3):e20192077