Developing a Health Literacy and Clear Communications e-Course

The Association of Community Cancer Centers (ACCC) and its state chapter member—the Texas Society of Clinical Oncology (TxSCO)—launched an education program called the 3, 2, 1, Go! Practical Solutions for Addressing Cancer Care Disparities. The program’s purpose is to identify gaps and work to end disparities in cancer care within the Hispanic population in Texas.

The 3, 2, 1, Go! Initiative looks to define
- 1 major gap in care that needs to be addressed,
- 2 recommendations to eliminate disparities in care, and
- 3 resources that may help to advance equitable cancer care.

The following were also defined with the help of the program’s Committee.

3 “Go To” Resources to Advance Equity in Care

**PCs for People** - helps those who do not have laptops or internet get access to them at low prices. pcsforpeople.org

**Salud en Mis Manos (Health in My Hands)** - aims to address cancer prevention among Hispanics by increasing breast and cervical cancer screenings and providing human papillomavirus (HPV) vaccinations across 31 counties in the Texas Gulf Coast. sph.uth.edu

**Hispanic Wellness Coalition** - promotes health and wellness in diverse communities through education, advocacy, and access. hispanicwellnesscoalition.org

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**KEY STATISTICS ABOUT CANCER CARE AMONG HISPANICS:**

- Hispanics are estimated to see a 142% rise in cancer cases in the coming years. ¹
- Hispanics have higher rates of preventable, infection-related cancers when compared to non-Hispanic Whites. ²
- Cancer is the leading cause of death among the U.S. Hispanic population, followed by heart disease. ²

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**Percentage of Hispanic Population by Texas Counties** ³

- 04% - 15%
- 16% - 30%
- 31% - 50%
- 51% - 70%
- 71% - 99%

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“Hispanic patients are often seen at a later stage at time of diagnosis, need to improve access to care.”

- Committee member feedback
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Two of the biggest needs that came out of this project were the importance of gaining trust from Hispanic patients through culturally competent communication and ensuring that Hispanic patients have access to medical professionals who look like them.

REFERENCES

Recommendations to Eliminate Disparities in Care

Expand the number of Hispanic providers in cancer care - having health care professionals who look like their Hispanic patients is more likely to influence patients to get screened because they can better convey a sense of importance and urgency in a culturally competent manner.

“See a significant amount of distress by Hispanic patients, including access to providers – new patient appointments still take 15-20 days in Houston. Would like to see this minimized to 24-48 hours.”
- Committee member feedback

“Need to improve access to clinical trials and novel therapies. Currently there are language barriers with informed consent and staff who are not bilingual.”
- Committee member feedback

Promote health literacy - promoting health literacy can eliminate disparities in care due to language barriers and lack of health education.

“Tackle lack of interpreter services.”
- Committee member feedback

Major Gap in Care

Transportation – issues arise among the Hispanic population in Texas for various reasons including lack of public transportation, distance of travel, as well as lack of eligibility for Medicaid vouchers.

“There needs to be a disruption in geographic challenges.”
- Committee member feedback

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