

Health Care Providers Survey Tables, AMSSA, 2005

Table 1. AMSSA Health Care Providers Survey, Respondents by Health Authority, BC, 2005

Health Authority	Respondents	Percentage (%)
Vancouver Coastal	28	27
Fraser Health	24	23
Vancouver Island	21	20
Interior Health	15	14
Northern Health	12	12
PHS	4	4
Total	104	100

Table 2. Number of Respondents by Professions

Professions	Respondents	Percentage (%)
Nurse	53	58
Dietitian	10	11
Social Worker	7	7
Community Developer	5	5
Community Nutritionist	5	5
Outreach Worker / Educator	5	5
Counsellor	4	4
Rehabilitation Practitioner	3	3
Pharmacist	1	1
Physician	1	1
Psychologist	1	1
Total	95	100

Table 3. Respondents and Populations Served (Multiple Responses)

Population	Multiple Responses	Percentage (%)
Mother and Infant	49	50
Children	51	52
Youth	71	72.4
Adults	95	96.9
Older Adults	82	83.7

Table 4. Respondents and Number of Clients / Visits per Month

Monthly Clients / Visits	# of Respondents	Percentage (%)
Up to 50	30	29.0
51-100	19	19.0
101-199	19	19.0
More than 200	33	33.0
Total	101	100

Table 5. Percentage of Visits from Clients from Different World Regions

% Served	Africa	East Asia	Europe	Latin America	North America	South Asia	Middle East	Other	# of Respondents
Up to 5%	34 (50%)	29 (43%)	24 (35%)	33 (49%)	5 (7%)	37 (54%)	31 (46%)	7 (10%)	68
6-10%	1 (3%)	16 (46%)	10 (20%)	7 (20%)	3 (9%)	20 (57%)	4 (11%)	8 (23%)	35
11-20%	1 (3%)	4 (13%)	12 (40%)	2 (7%)	9 (30%)	7 (23%)	4 (13%)	4 (13%)	30
21%+	1 (1%)	6 (8%)	26 (34%)	3 (4%)	65 (84%)	12 (16%)	1 (1%)	2 (3%)	77
Do not know	26 (100%)	20 (77%)	8 (31%)	23 (88%)	8 (31%)	11 (42%)	23 (88%)	2 (8%)	26

Table 6. Number of Responses by Health Conditions Frequently Treated by Respondents

Health Condition	Responses (Multiple)
Diabetes	36
Mental Health	28
Depression	27
HIV/AIDS	18
Hepatitis C	17
Cancer	13
Rheumatoid and Osteoarthritis	13
Chronic Lung Disease	12
Stroke	12
Tuberculosis	11
STD (excluding HIV/AIDS)	11
Asthma	9
Addictions	7
Congestive Heart Failure	6
Coronary Artery Disease	6
Obesity	3
Other	3

Table 7. Difference in Prevalence of Health Conditions between Men and Women from Diverse Ethnic Groups

Difference	# of Respondents	Percentage (%)
Yes	23	25
No	47	51
Do Not Know	22	24
Total	92	100

Table 8. Type of Services More Frequently Used by Clients from Diverse World Regions (Multiple Responses)

World Region	Health Promotion	Assessment	Treatment	Follow Up	Emergency Room	Other	# of Res.
Africa	67% (22)	76% (25)	55% (18)	67% (22)	12% (4)	18% (6)	33
East Asia	70% (35)	80% (40)	62% (31)	64% (32)	14% (7)	12% (6)	50
Europe	68% (42)	77% (48)	66% (41)	66% (41)	23% (14)	10% (6)	62
Latin America	58% (21)	81% (29)	64% (23)	64% (23)	14% (5)	17% (6)	36
North America	79% (57)	82% (59)	68% (49)	74% (53)	25% (18)	11% (8)	72
S & SE Asia	67% (44)	77% (51)	62% (41)	62% (41)	21% (14)	14% (9)	66
Middle East	67% (24)	61% (22)	47% (17)	50% (18)	17% (6)	22% (8)	36
Other	67% (10)	53% (8)	47% (7)	27% (4)	27% (4)	27% (4)	15

Table 9. Availability of Health Programs for Clients with Limited English Proficiency, Five BC Health Authorities

Response	# of Respondents	Percentage (%)
Yes	46	43.8
No	54	51.4
Do Not Know	4	4.8
Total	104	100

Table 10. Availability of Health Programs for Clients with Limited English Proficiency (LEP) by BC Health Authority (% of Respondents)

Response	FHA	VCH	VIHA	IHA	NHA
Yes	42	71	32	19	33
No	58	29	64	69	67
Do Not Know	-	-	4	12	-

Table 11. Availability of Health Programs for Clients with LEP by BC Health Authority and Type of Facility

(HBP: Hospital Based Service/Program; CHC: Community Health Centre; CMH: Community Mental Health)

Health Authority	HBP			CHC			CMH			Other			Total			# of Res.
	Yes	No	D/K	Yes	No	D/K	Yes	No	D/K	Yes	No	D/K	Yes	No	D/K	
Fraser Health	6	5	-	2	3	-	1	4	-	1	2	-	10	14	-	24
Interior Health	-	1	-	1	4	2	1	4	-	1	2	-	3	11	2	16
Northern Health	3	4	-	1	3	-	-	1	-	-	-	-	4	8	-	12
Vancouver Coastal	4	3	-	13	3	-	3	1	-	2	2	-	22	9	-	31
Vancouver Island	1	4	1	3	6	-	1	4	-	1	1	-	6	15	1	22
Total	14	17	1	20	19	2	6	13	-	5	7	-	45	57	3	105

Table 12 . Health Programs Available in Languages other than English by Population Served (Multiple Responses) (N = 44)

Population	Responses	Percentage (%)
Mother and Infant	21	47.7
Children	14	31.8
Youth	19	43.2
Adults	41	93.2
Older Adults	27	61.4

Table 13. Health Programs in Languages other than English by Population (Multiple Responses) (N = 41)

(Ara: Arabic; Can: Cantonese; Kor: Korean; Hin: Hindi; Man: Mandarin; Far: Persian/Farsi; Pun :Punjabi ; Span: Spanish; Tag: Tagalog; Viet: Vietnamese)

Population	Ara	Can	Kor	Hin	Man	Far	Pun	Span	Urdu	Tag	Viet	Other	Total
Mother and Infant	0% (0)	15% (3)	0% (0)	5% (1)	0% (0)	15% (3)	25% (5)	10% (2)	0% (0)	0% (0)	5% (1)	25% (5)	20
Children	0% (0)	7% (1)	0% (0)	0% (0)	0% (0)	13% (2)	47% (7)	7% (1)	0% (0)	0% (0)	0% (0)	27% (4)	15
Youth	0% (0)	6% (1)	0% (0)	0% (0)	0% (0)	12% (2)	35% (6)	12% (2)	0% (0)	0% (0)	0% (0)	35% (6)	17
Adults	0% (0)	14% (5)	0% (0)	0% (0)	5% (2)	11% (4)	38% (14)	8% (3)	0% (0)	0% (0)	5% (2)	19% (7)	37
Older Adults	0% (0)	19% (5)	0% (0)	0% (0)	4% (1)	8% (2)	42% (11)	4% (1)	0% (0)	0% (0)	0% (0)	23% (6)	26

Table 14. Adoption of Written Policy for Provision of Translation and Interpreting Services to Clients with Limited English Proficiency (N=95)

Response	# of Respondents	Percentage (%)
Yes	38	40.0
No	32	33.7
Do Not Know	25	26.3
Total	95	100

Table 15. Resources Available for Effective Communication with Clients with LEP, Five BC Health Authorities (Multiple Responses)

Resources	# of Respondents	Percentage (%)
Bilingual Clinical Staff	41	44.1
Bilingual Non-Clinical Staff	31	33.3
Outside Paid Interpreters	41	44.1
Clients' Relatives and/or Friends	61	65.6
Volunteer Interpreters	43	46.2
Other	17	18.3
Do Not Know	7	7.5

Table 16. Challenges Encountered by Health Care Providers when Serving Clients from Other Cultures

(1 =most important, 4= least important, N/A = no challenge encountered)

Challenge	1	2	3	4	N/A	# Res.
Language differences	52 (58%)	13 (15%)	6 (7%)	9 (10%)	9 (10%)	89 (100%)
Not having resources to help me understand the different cultures	13 (15%)	29 (35%)	20 (24%)	5 (6%)	17 (20%)	84 (100%)
My own lack of knowledge of other cultural health practices	11 (13%)	23 (27%)	27 (31%)	10 (12%)	15 (17%)	86 (100%)
Not having enough support from my colleagues	2 (2%)	2 (2%)	7 (8%)	24 (29%)	49 (58%)	84 (100%)

Table 17. Number of Respondents and Other Challenges Encountered (N=83)

Other Challenges	# of Respondents	Percentage (%)
No	47	57
Yes	36	43
Total	83	100

Table18. Use of Translated Materials from Other Agencies, Five BC Health Authorities (N=93)

Use Others' Translated Materials	# of Respondents	Percentage (%)
Yes	45	48.4
No	39	41.9
Do Not Know	9	9.7
Total	93	100

Table 19. Number of Respondents from Facilities that Translate Own Printed Materials (N=96)

Produce Translated Materials	# of Respondents	Percentage (%)
Yes	29	30.2
No	52	54.1
Do Not Know	15	15.7
Total	96	100