

# Person-Centered Care Among Asian and Native Hawaiian/Pacific Islander Home Health Patients Needs Improvement

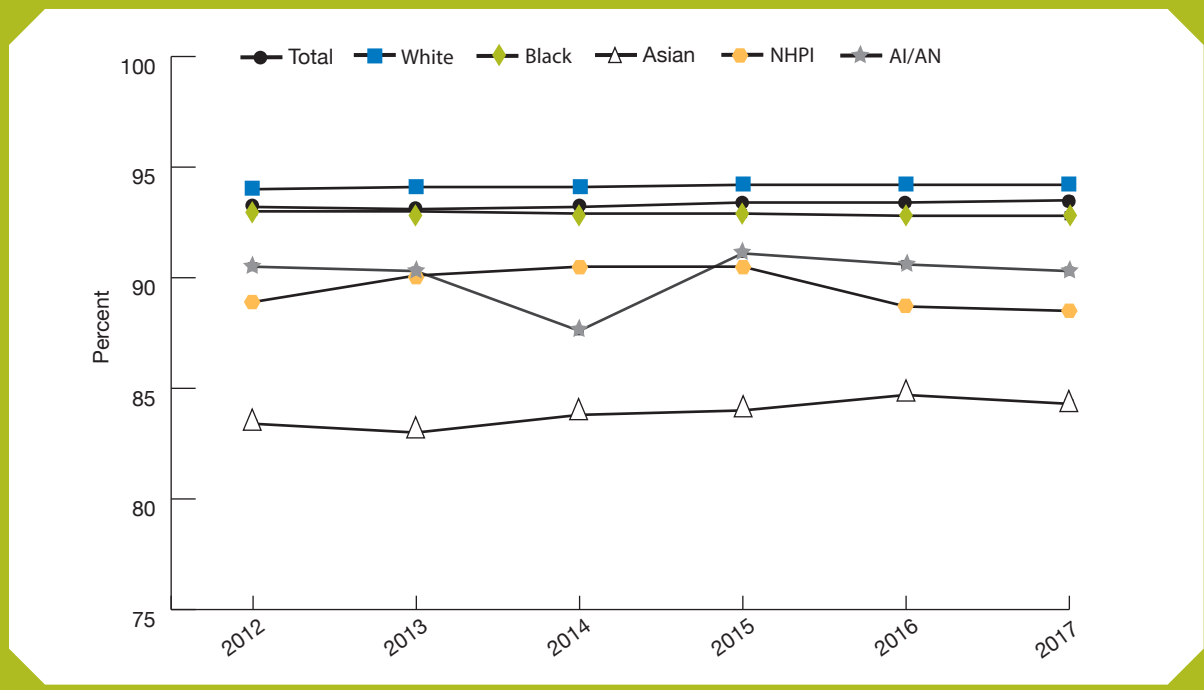


A person- and family-centered approach to healthcare is defined by the inclusion and participation of patients and their families in decision making and treatment. A fundamental basis for inclusivity is treating patients with courtesy and respect. A positive association has been found between being treated with courtesy, dignity, and respect and improved patient experiences with care and health outcomes.<sup>1,2</sup>

Results of two separate measures of patients' experiences with home health care reveal that Asians and Native Hawaiians/Pacific Islanders (NHPIs) experienced disparities compared with other racial and ethnic populations. Both were less likely to report feeling they were treated with courtesy and respect and were less likely to report being treated as gently as possible by home health providers. Gaps exist between Asians and Whites and between NHPIs and Whites and have persisted over time.

## Being Treated With Courtesy and Respect

Adults who reported that home health providers always treated them with courtesy and respect in the last 2 months of care, by race, 2012-2017



**Key:** AI/AN = American Indian or Alaska Native; NHPI = Native Hawaiian/Pacific Islander.

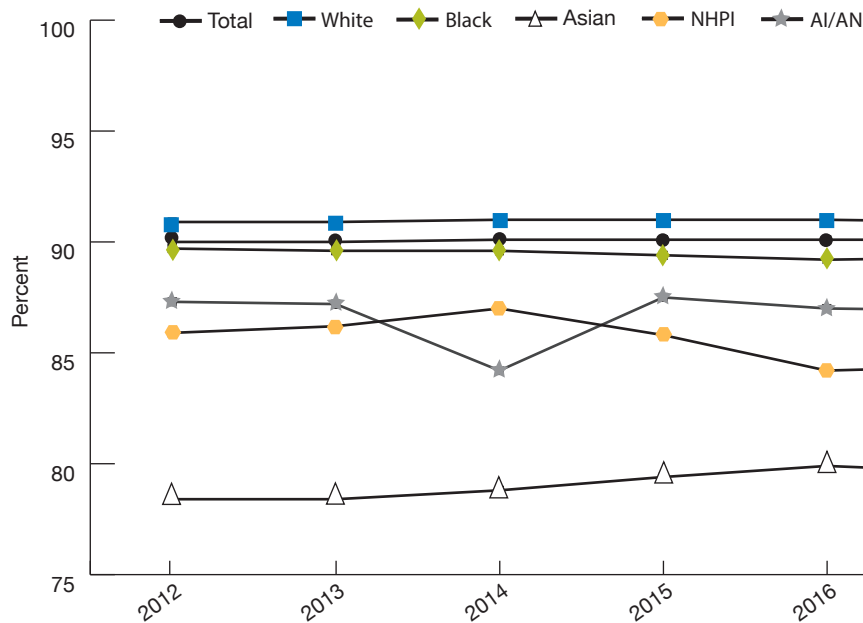
**Source:** Centers for Medicare & Medicaid Services, Home Health Consumer Assessment of Healthcare Providers and Systems, 2012-2017.



- ◆ In 2012, the baseline year for this analysis:
  - » Asian adults were less likely than Whites to report that home health providers always treated them with courtesy and respect in the last 2 months of care (83.4% vs. 94.0%). This gap did not narrow over time.
  - » NHPI adults were also less likely than Whites to report that home health providers always treated them with courtesy and respect in the last 2 months of care (88.9% vs. 94.0%). This gap did not narrow over time.
- ◆ In 2017, 84.3% of Asian adults and 88.5% of NHPI adults reported that home health providers always treated them with courtesy and respect in the last 2 months of care, compared with 94.2% of Whites.
- ◆ From 2012 to 2017, the percentage of adults who reported that home health providers always treated them with courtesy and respect in the last 2 months of care improved significantly for Asians.

## Being Treated as Gently as Possible

Adults who reported that home health providers always treated them as gently as possible in the last 2 months of care, by race, 2012-2017



**Key:** AI/AN = American Indian or Alaska Native; NHPI = Native Hawaiian/Pacific Islander.

**Source:** Centers for Medicare & Medicaid Services, Home Health Consumer Assessment of Healthcare Providers and Systems, 2012-2017.

- ◆ In 2012, the baseline year for this analysis:
  - » Asians were less likely than Whites to report that home health providers always treated them as gently as possible in the last 2 months of care (78.4% vs. 90.9%). This gap did not narrow over time.
  - » NHPs were also less likely than Whites to report that home health providers always treated them as gently as possible in the last 2 months of care (85.9% vs. 90.9%). This gap did not narrow over time.
- ◆ In 2017, 79.6% of Asian adults and 84.4% of NHP adults reported that home health providers always treated them as gently as possible in the last 2 months of care. The percentage for Whites was 90.9%.
- ◆ Between 2012 and 2017, there were small but statistically insignificant changes for Asians and NHPs in the percentage reporting that home health providers always treated them as gently as possible.

## References

1. Beach MC, Sugarman J, Johnson RL, Arbelaez JJ, Duggan PS, Cooper LA. Do patients treated with dignity report higher satisfaction, adherence, and receipt of preventive care? *Ann Fam Med*. 2005;3:331-8. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1466898/>. Accessed May 22, 2020.
2. Van de Ven AH. What matters most to patients? Participative provider care and staff courtesy. *Patient Experience Journal*. 2014;1(1):Article 17. <https://pxjournal.org/journal/vol1/iss1/17/>. Accessed May 22, 2020.



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