

# Mayo Clinic Q & A - Hispanic Heritage Month 09 30 22

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## SPEAKERS

Carlos Rodriguez, DeeDee Stiepan, Narrator, Dr. Enid Rivera-Chiauszi

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- N** Narrator 00:01

Coming up on Mayo Clinic Q&A, it's National Hispanic Heritage Month, a time to celebrate the different cultures and traditions of the Hispanic population in America. It's also a time to discuss the well-being of all populations and how it's Mayo Clinic's mission to provide excellent care and a welcoming environment for all patients.
- C** Carlos Rodriguez 00:21

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- D** DeeDee Stiepan 00:48

Welcome, everyone to Mayo Clinic Q&A, I'm Dee Dee Stiepan sitting in for Dr. Halena Gazelka. Hispanic Heritage Month is celebrated each fall to recognize the achievements and contributions of Hispanic American champions who have inspired others to achieve success. At Mayo Clinic, the Somos Latinos Employee Resource Group works to promote, educate, and celebrate the cultural heritage of Hispanic and Latino employees and to improve the patient experience. With us today to discuss are Mayo Clinic OB-GYN physician, Dr. Enid Rivera-Chiauszi, and Carlos Rodriguez, senior strategist at Mayo Clinic's Strategy Department. They are both chairs of the Somos Latinos Employee Resource Group. Thank you both for joining us this afternoon.

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Dr. Enid Rivera-Chiauzzi 01:35

Thank you for having us.

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DeeDee Stiepan 01:37

So, for our audience who might not know, could you tell us a little bit more about the Somos Latinos Mayo Employee Resource Group, MERG.

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Carlos Rodriguez 01:47

Thank you for having us. So Somos Latinos is, as you've mentioned, the Mayo Clinic Employee Resource Group tasked with championing the cultural heritage of Hispanic and Latinos at Mayo Clinic in Rochester. We were created in 2016. And went through a brief hiatus and we have essentially been operational through the pandemic. At Mayo Clinic, resource groups are the institutional sort of response to promoting inclusivity as well as championing a team-based approach for all staff. And we are under the umbrella of the MERGs under OEDI, but essentially our task is simple. It's to create a community that people feel a part of. And that's what we work to achieve every day.

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DeeDee Stiepan 02:29

Very good. And let's discuss some of the initiatives that are happening at Mayo Clinic to support Hispanic patients. So first, in person interpreters, as well as options for video and phone interpretation.

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Dr. Enid Rivera-Chiauzzi 02:43

So within the hospital system, you know, not just for Spanish speaking patients, but for all languages, we do have a fairly extensive interpreter program. One of the things that I really appreciate about the program we have here is that there is an aim for in-person interpreters. Many hospital systems do have access to, and just like us, video interpretation, interpreters, phone interpreters. But I think it is quite beneficial to have a person in front of you speaking your language and helping to connect you and communicate your wishes and your family's wishes with the team. They really do an excellent job of making sure its patient focused. So, you know, many of them will talk to you beforehand, when you're in a patient encounter, to remind you to keep eye contact with the patient. You know, you're here to talk to your patient and their family. And they will stand in a way that doesn't disrupt that relationship. And I think that's one of the benefits of having an in-person interpreter to help guide that setup, so that you don't lose the connection between a patient and the individuals taking care of them. But you know, medicine as a 24-hour, seven day a week event. And so we do have pretty good systems built in and which is while waiting for an interpreter because they're scheduled ahead of time. You could use, we have iPads, many areas you could use, which allowed video and also phone depending on the language. And so I think it's a really great service. And it's absolutely a necessity for many patients and families and people are given the option. Some people prefer

to have a family member. And you know, there are some rules about who is allowed to interpret, just for the safety for everyone to make sure everything's being communicated, but they have options.

**D** DeeDee Stiepan 04:45

That's wonderful. Yeah, it's so important. What can you tell us about the Spanish speaking patient coordinator program?

**D** Dr. Enid Rivera-Chiauzzi 04:53

So, the patient coordinator and programs in general are meant to have an individual whose job it is to help the patient navigate the health care system, it's really complicated to figure out where you're supposed to be for an appointment, where you're supposed to park, who you were supposed to call, really, understanding what happened during that visit. And then you add sort of a language on top of that a language, such as Spanish is your first language and maybe don't understand everything that was said. And some of it is, even if you are proficient in English and Spanish, it's just the culture, maybe where you grew up is different than here and you don't know who you're supposed to talk to. And so the person who is matched with you, with the Spanish speaking programs, is a bilingual individual who can help navigate that world for you, and they're not making the appointments for you. They're not, they're not doing things for you. They're just helping you understand what the process is, and kind of navigating you through the health care system.

**D** DeeDee Stiepan 05:54

And Carlos, can you talk a little bit about patient education materials available in Spanish?

**C** Carlos Rodriguez 05:59

Yeah, absolutely. So, I think the Mayo Clinic in Rochester recognized that there was a need to essentially reach more patients as they came to our practice. And one of the ways that we encourage, essentially, patients to be engaged in their care is through the use of patient booklets and pamphlets. And as the patient population, particularly Hispanic and Latino populations have increased, we've noticed that translating those documents into tidbits of information that are useful for the patients that go back home, goes a long way and encourages them to be not only engaged with Mayo Clinic, but certainly engaged with their health broadly. So, the Office of Patient Education has had tremendous success partnering with the practice to create those materials for our patients.

**D** DeeDee Stiepan 06:41

Wonderful. And this is for, you know, one or both of you, whoever wants to jump in. Your MERGE is also working to build inclusivity with Latino slash LGBTQ communities. So, could you talk a little bit about the Spanish pronoun pin initiative?

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Carlos Rodriguez 06:56

Sure, I'm happy to take this one, if you don't mind. So, we're actually following a well-set path for us. So, the LGBTQI emerge at Mayo Clinic, essentially piloted and successfully implemented this effort. And their successes essentially led us to having the pronouns be included not only as institutional standards in the in the emails that we have, but they also allowed them to create these pins, highlighting the diversity as well as the need for inclusivity for all our staff. Somos Latinos is committed to essentially continuing this rich tradition and success. And we're looking to have them translated in Spanish. And the hope here is to highlight two things. First, the intersectionality, between the different MERGs, but also just a broad-based inclusivity that really underpins the human experience. And that is ultimately what we're driving towards. But Dr. Rivera-Chiauzzi, anything that I missed?

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Dr. Enid Rivera-Chiauzzi 07:48

No, I think that is a really accurate representation of what we're trying to do. We want for people to understand that nobody is ever one thing. We're complicated humans, we have lots of different parts. And that's the whole concept behind intersectionality. There are many parts to us. And the point of the pronouns was just to make everyone feel welcomed, so that people know how they prefer to be called, because you should be able to decide how people refer to you. And I hope that we opened the door to making this possible for the pronouns in many other languages as well.

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DeeDee Stiepan 08:29

Absolutely, well said. So, we know Mayo Clinic is an international institution. How is Mayo reaching patients in Latin America, and helping patients with their journey to receive the care that they need?

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Dr. Enid Rivera-Chiauzzi 08:43

I can start with what I know and then I can hand it back over to Carlos. So the international group does work within the Americas in general. And so there's an entire group dedicated to South America, Central America. There are clinics in those countries that are providing care. But then we have a system set up between connecting patients with providers in the United States. Some of those may just be with a review of a chart or review of all of the notes to really understand and give a second opinion, all the way up into being able to have them come to one of the locations to be able to provide their medical care.

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Carlos Rodriguez 09:32

Absolutely. And what I'd add is essentially that we have a broad base presence throughout Latin America and the Caribbean through what we call patient representative offices. So if you think about a patient representative on the ground, it really affords the patient the opportunity

to connect with Mayo Clinic and start the process before they get to us. As you know, one of the differentiating propositions of Mayo Clinic is the integrated approach. And that is that's hard to do, particularly when you're not familiar with the environment and as a Dr. Rivera-Chiauzzi said, the overall healthcare system. So starting that conversation early, that engagement early is key to a long term relationship with Mayo Clinic, a positive one. And that is essentially why we've strategically placed these patient representative offices out in places we have in Latin America.

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DeeDee Stiepan 10:16

Wonderful. Tell our listeners about the work at Mayo Clinic to build a Latino mentorship program for clinical staff, and really how, ultimately, it's going to benefit patients.

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Dr. Enid Rivera-Chiauzzi 10:27

Well, one of the things that we're hoping to do is to create this mentorship program. We're piloting our initial pilot will be within with physicians, but expanding the program. And to get right to the point of what is the aim for the patient, which is we want to create a community of physicians and health care professionals who have been supported along their journey by other Latino and Latina health care professionals. Therefore, increasing our numbers. It really requires a lot of work to build and grow in the health care field as a professional, and you want other people, you need other people to support you along the way. And maybe even support in some challenges that occur uniquely to being Latino, Latina, in this world. And what our goal is, is to help connect them because we do exist, we're out there, but you want to match and build these individual relationships. And that will, our aim is to have more of us in these positions, which will help our patients see more people who look like them. At least equally as represented in the community in general, it's not to say that it's meant to match because right now, we're not equally matched. For the amount of people who look like us who are in the community who are not in the health care world, those, those professionals are not there. And we think, in experience, that mentorship by others has really helped us and I personally have experienced it has really helped me to get to where I am today.

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Carlos Rodriguez 12:10

Absolutely, I think just coming back full circle to the human theme. Its connecting people through the human experience of professional human experience and then connecting the other side of the equation. Those patients that come to Mayo Clinic and feel that they have a special connection with someone that looks like them can identify with them and even offer some advice in their own language. That's a huge, huge value differentiator that I think we're working towards. And unfortunately, and fortunately, it takes little steps like this, to bring all these groups together and have a deliberate focus on creating this future.

D

Dr. Enid Rivera-Chiauzzi 12:40

I will also add one more thing, which is to be clear, we're not saying that patients only should be matched with someone who looks like them or has all of the same characteristics of them. But I want when someone walks around the halls of Mayo, even if their doctor or their nurse or

But I want, when someone walks around the halls of Mayo, even if their doctor or their nurse or the unit secretary is not an identical match to their person, I want them to see a wide variety of faces that really helps people feel welcomed, as opposed to walking in a place where you see no one who looks like you at all, every turn from the faces walking in the street from the pictures hanging up on the walls. So it's not about "oh, I can only see a doctor that looks exactly like me and is exactly like me." I want to be in an environment that I see all people and then whenever excellent person takes care of me I feel like "oh, this person welcomes me."

**D** DeeDee Stiepan 13:37

Absolutely. Good point. Thank you for making that. Is there anything else that either of you would like to share today?

**D** Dr. Enid Rivera-Chiauszi 13:45

Um, I am just excited to have this opportunity for us to talk more about the MERG. I would love for people to know about our MERG. You know, the different sites in Florida and Arizona, we also partner with them, and that the merges exist. And also, I want us want people to feel welcome to come to our events. You know, our this is not exclusive for individuals who are from these countries or speak Spanish or anything at all. We want anyone who is interested in learning about other cultures to be a part of our group. And I think that helps us all welcome people of different backgrounds by being involved in all these organizations.

**C** Carlos Rodriguez 14:29

Absolutely, well said it's a pleasure to be here with you all and look forward to continuing to champion all the efforts that our Hispanic and Latino staff are continuing to do every day.

**D** DeeDee Stiepan 14:38

Thank you. Well, t's amazing work that that these groups are doing. So thank you both. Our thanks to Dr. Enid Rivera-Chiauszi and Carlos Rodriguez for being with us today to discuss Mayo Clinic's efforts to support Hispanic patients as we celebrate Hispanic Heritage Month. Thank you both again.

**N** Narrator 14:54

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