



# Listening to Black Californians Update

Katherine Haynes  
CHCF Board of Directors Meeting  
September 22, 2022

# About the Research

*Listening to Black Californians* is a three-phase study to understand Black Californians' experiences of racism and how it impacts their health and health care. This project identifies policy actions and practice changes at the clinical, administrative, and training levels that policymakers and health system leaders can take to eliminate the impact of racism on Black Californians' experiences in health care with the goal of improving their health outcomes.



**PHASE I.** Individual, hour-long interviews with 100 Black Californians conducted from June to August 2021 to understand their views on health and well-being, their perceptions of discrimination and bias in the health care system, and their views on what a quality health care system looks like. [Report published in January 2022.](#)

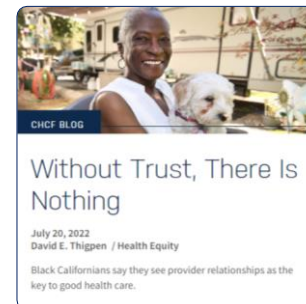
**PHASE II.** 18 focus groups segmented by gender identity, sexual orientation, age, region, and health insurance type and status. Discussions focused on structural issues in the health care system. Focus groups were held in November and December 2021.

**PHASE III.** A statewide survey of 3,325 Black Californians to assess the extent to which the Phase I and II findings are represented among the general Black Californian population. Conducted from March to May 2022. The final report will be published coming late September 2022.

## The CHCF Blog:



[Black Californians Diagnose Structural Obstacles to Equitable Health Care](#)  
(February 2022)



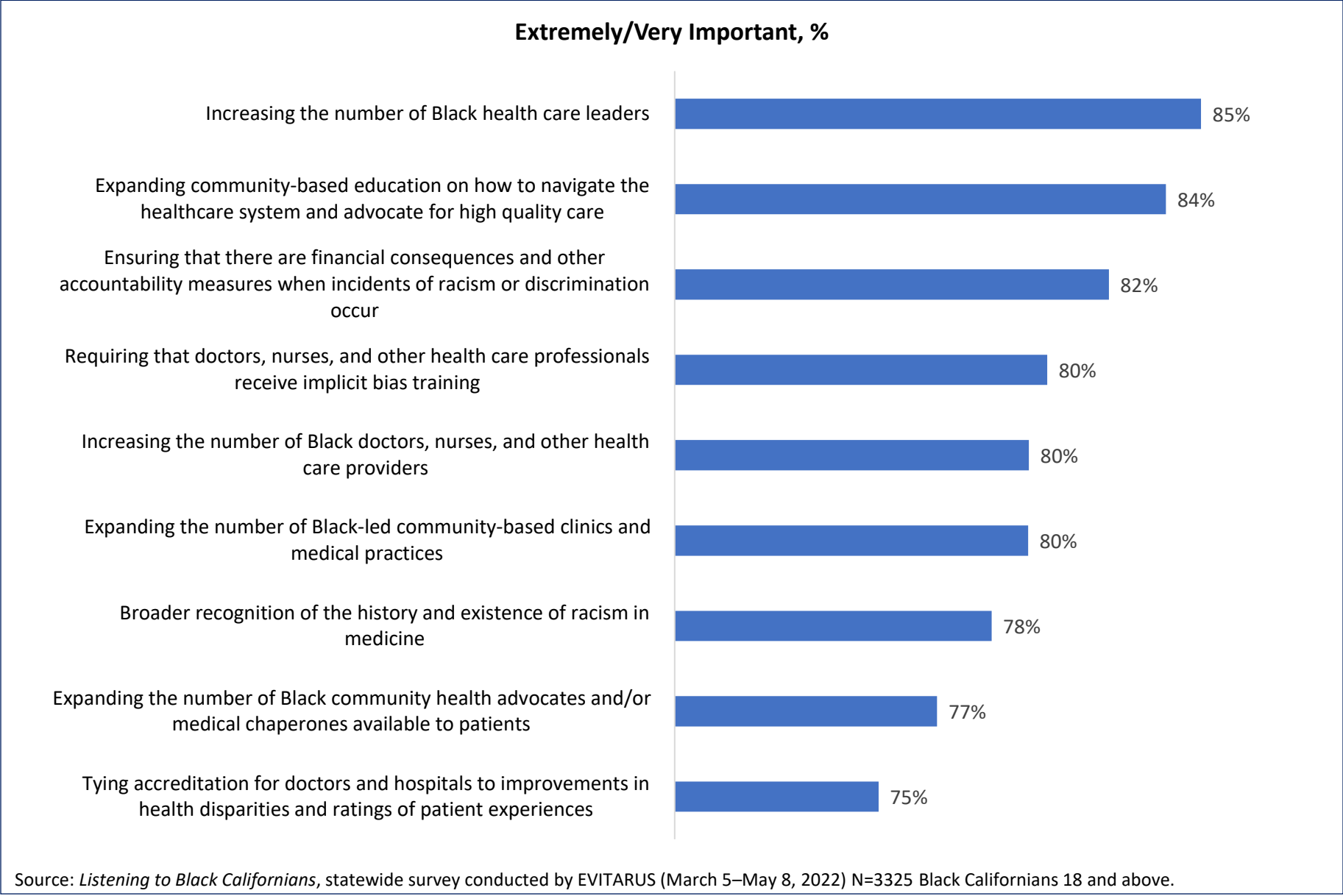
[Without Trust, There Is Nothing](#)  
(July 2022)

## High-Level Key Findings

The study found that while Black Californians share many attitudes about health and have similar experiences with the health care system, they are a diverse group of individuals, with varying experiences in the health care system and needs.

- Black Californians are highly intentional in their pursuit of physical and mental health.
- Most Black Californians are insured (89%), have a regular provider (85%), and have had at least one visit in the last year(91%).
- Nearly one in three Black Californians has been **treated badly by a health care provider because of their race or ethnicity.**
- More than one in four Black Californians avoids care due to concerns that they will be treated unfairly or with disrespect.
- Many Black Californians have adopted protective measures in preparation for a health care visit (e.g., studying their conditions, altering dress or speech, minimizing questions).
- Patient-provider relationships are important to Black Californians: 98% want a provider who listens to them, 93% want a provider who will discuss specific health goals, and nearly half (47%) want a Black/African American doctor.
- Black Californians have strong opinions on how to make the health care system work better for them.

# Black Californians have strong recommendations for improving health care.



## Where do we go from here?

- The overall report will be released in late September accompanied by comprehensive communications campaigns: one for Black Californians and the organizations that serve them, and one for regulators, elected officials, health plans, purchasers, and providers.
- A publication focused on strategies for implementing recommendations will appear as a separate publication this fall.
- More stories will be told. We couldn't fit everything in the report. There are stories to be told about those who experience greater discrimination in health care: people with mental health diagnoses, physical disabilities, women in Medi-Cal, LGBTQA+ people. And about those whose experiences may surprise us: men and elders.

# Advisory Group

The Listening to Black Californians Advisory Group members provided input on the direction of the study at least once per quarter.



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Executive Director  
CalABLE Board at State Treasurer's Office



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