

KINE 4353 Cumulative Experience
Stakeholder Interview Questions
With Zoe Zapatero: UTA Health Services

1. Can you share what your role as the Health Promotion Specialist for UTA's Health Services consists of as well as what kind of services the clinic provides to the UTA community?

Ms. Zapatero works specifically in the health promotion department within the overall UTA health services. There are three main things that she focuses on, the first being coordinating she will plan programs and events by doing so it connects her with other departments on campus as well as off-campus community partners. She also is an advisor to student employees who are called peer health educators, she really enjoys working with them and guiding them through what their schedules will look like, assigning tasks, presentations, and hand-outs for approval. She is also an educator, she participates in various events to support and be a voice for others in order to educate them on the health clinic on campus and what it has to offer. She also works with students on one on one appointments or small groups to provide sexual health, wellness goals, stress management, and time management. UTA health services are provided to all students on campus, it provides psychology, general medicine, pharmacy, and diagnostic services.

2. What are the major challenges facing your community?

Ms. Zapatero shared that one of the major challenges that face the UTA community is procrastination. She shares that a lot of people are able to recognize that they do it, they shouldn't be doing it, they don't want to be doing it, and acknowledge that it does have an overall effect on their health and academic success. She shares that UTA's community is very diverse, and it's important to learn and keep in mind the community's background in health education. The UTA community consists of students who are locally from here or those who are international students that have traveled from different countries. Another challenge Ms. Zapatero shares is that there are certain topics that still have a surrounding stigma which does make it hard for individuals to seek help. A couple of these topics are mental health and STI testing, these are topics that are still not openly talked about so it's important to share information about it and educated

individuals about it as well. The last challenge Ms. Zapatero mentioned is financial wellness, she mentions that there is a societal concept that it's okay for college students to eat less, sleep less, and overall have a lower quality of living. She emphasizes that this should not be a normal societal concept, college students should be supported in every aspect, she mentions the campus resources- Maverick Pantry, and how students can have access to this resource to make sure that are getting proper meals.

3. Where do people find out what health services are available in the university's health clinic?

Ms. Zapatero shares that the main source to see what health services are available on the UTA's website through the Health Services section. She and her team work towards ensuring that individuals are aware of the resources that can utilize at the clinic. At the start of each semester, they set up presentations and table events at the orientations so new students can learn about the clinic. They also participate in activity fairs throughout the semester, distribute flyers, talk as a guest speaker in classrooms, and add infographics to bulletin boards around campus.

4. Where do you think people turn for trusted health information?

Ms. Zapatero believes that individuals, especially those in the age group of the UTA community, first instinct to get health information is to turn to what is easy and convenient which in most cases is the internet. Individuals often look up their symptoms online to try to determine what's wrong and what can be done to improve the conditions. Another first instinct individuals tend to turn to is to ask family members or friends to see if they have experienced something similar. She does share that because of the COVID-19 pandemic, it has changed individuals' points of view on where to get trusted health information, they have learned to turn to healthcare professionals who can truly tell them what is going on.

5. What community health concerns do you perceive are top priorities in your community?

Ms. Zapatero shares that the UTA health services primarily focus on physical, emotional, and sexual wellness. She emphasizes that each aspect of health is equally important, however, the primary focus is on those three aspects because of the demographics of the UTA community. They focus on what they are experts at to ensure each member of the community is receiving the proper guidance or help that they need. Each aspect intertwines with the others like sexual

wellness, financial wellness, and social wellness, so it's important to learn what needs help or improvement so other aspects of health are not affected negatively.

6. What are some of the resources or assets that exist within UTA's community that might be able to help individuals that are medically underserved?

Ms. Zapatero shared with me that one of her colleagues that she works with, Josh Mackrill, is the LGBTQ+ Program Coordinator he works to help those within the community to receive the guidance and care that they need especially with healthcare needs since there is still lingering stigma within the health care system. Due to these existing barriers, she identifies that the LGBTQ+ community is a medically underserved population so the university created this program in order for the population to be taken care of.

7. If you were to give one piece of advice to improve the health of the community, what would it be? Is there other advice you would offer?

One thing that stood out to Ms. Zapatero in a recent workshop that she participated in is that UTA's message to students is "you belong, you're important, and we have space here for you to belong". But this message still leaves a responsibility on the student to figure out where in UTA they belong and to figure out what they want to belong to. So the director of the workshop wanted to change the perspective of the message to "you matter, you don't have to create a space for yourself we have a space for you and we want you to feel like you belong because you matter". This message changed Ms. Zapatero's perspective on the UTA community, it emphasizes inclusivity and making sure everyone feels welcomed. Every day she wants to make a difference for the better in someone's life, she mentioned that she doesn't have control over the whole campus but she does have control of her office space. She ensures that she creates a welcoming space for students to seek information and help in any situation.

8. How can the services or support that the university has to offer impact individuals who are seeking help in regard to HIV testing, medication, or support services?

Within the health services clinic, there is an established partnership with an off-campus community partner, My Health My Resources, which visits the clinic twice a month to provide free rapid HIV testing. It consists of a finger prick and individuals can receive their results in two minutes. The community partner also provides counseling to the student so students are able to

ask any questions or guidance on the topic of HIV and practicing safe sex. The clinic also offers twice a month a free full STD panel which includes HIV testing, Syphilis, Gonorrhea, and Chlamydia which will take 3-5 days to receive the results. The clinic's pharmacy can order HIV medication for students, however, Ms. Zapatero shares that this may not be the best option for students because it is an expensive medication.

9. How can you better leverage your services to provide a maximum impact on HIV prevention?

Ms. Zapatero shares that the clinic can take extra steps to ensure students are receiving the care and treatment that they need in correlation to HIV. Like stated previously the clinic's pharmacy can order HIV medication for students, however, she shares that this may not be the best option for students because it is an expensive medication. She doesn't want this to deter students from seeking HIV medication but she wants to share that they can refer students to other local places so they can receive the medication they need.

I had the pleasure of meeting with and talking to Ms. Zoe Zapatero who is the Health Promotion Specialist of the University of Texas at Arlington's Health Services Department. She kindly explained her role at the Health Services Department of the university and the various services the clinic provides to the UTA community. From what I have learned from this interview it impacts my project of HIV prevention in a positive way. The university's health services put the student's health first and help students realize that their health should be their priority as well. Ms. Zapatero explained that the clinic primarily focuses on physical, emotional, and sexual wellness. She emphasizes that each aspect of health is equally important, however, the primary focus is on those three aspects because of the demographics of the UTA community. She shares that UTA's community is very diverse, and it's important to learn and keep in mind the community's background in health education. They tailor the needs of the students and keep in mind the different backgrounds of the students, being a domestic local student can have different experiences and cultural backgrounds than those who are international students. I believe this is crucial in order to provide appropriate health guidance and care to each individual that is seeking medical or support help.

In addition, Ms. Zapatero emphasizes that she and her team work towards ensuring that individuals are aware of the resources that they can utilize at the clinic. At the start of each semester, they set up presentations and table events at the new student orientations so all the students have the opportunity to learn about the clinic. Her team also participates in activity fairs throughout the semester, distributes flyers, talks as guest speakers in classrooms, and adds infographics to bulletin boards around campus. Ms. Zapatero shares the importance of sexual wellness for students, some topics associated with sexual wellness are still not openly talked about due to ongoing stigma which can create difficult barriers to break down. However, her

department is continuing to work towards breaking down barriers to shine a light on the different aspects of sexual wellness in order for students to learn and be aware of the resources that are available to them on campus.

Furthermore, the health services clinic has an established partnership with a community partner, My Health My Resources, which visits the clinic twice a month to provide free rapid HIV testing. It consists of a finger prick and individuals can receive their results in two minutes. The community partner also provides counseling to the student so students are able to ask any questions or guidance on the topic of HIV and practicing safe sex. This is a great community partner for the university to have in order to provide services to students pertaining to HIV. The clinic also offers twice a month a free full STD panel which includes HIV testing, Syphilis, Gonorrhea, and Chlamydia which will take 3-5 days to receive the results. The clinic's pharmacy can order HIV medication for students, however, Ms. Zapatero shares that this may not be the best option for students because it is an expensive medication. She emphasizes that she will connect with local clinics at pharmacies in order to obtain the medication they need. The resources and support the health services clinic offers to the UTA community are essential for stimulating positive health habits for students. By having the promotion of safe sexual wellness amongst college-age individuals it is crucial in the prevention of STDs, educating students on this and also letting them know what resources are readily available to them will make such a significant impact on the youth community. College students are a vulnerable population, going back to what Ms. Zapatero stated there are so many aspects of health that are equally important but without knowing what those are, students may struggle to identify their needs and have their needs met. So by having the university's clinic regularly participate in health events, this helps

spread the word about what the clinic offers to students and any additional resources that are available through the clinic's established community partners.

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Stakeholder Interview

With Zelia Schuhmacher- Medical Assistant

1. Can you share what your role as a medical assistant consists of and the services provided at your place of work?

Ms. Schuhmacher works as a medical assistant at the South Central Texas Healthcare Clinic, she has been working in this role for about two and a half years. For her position, she works on collecting vitals, lab collections, records of medical history, and medical opinions. Her clinic is contracted with Veterans Affairs, so most of the patients that she cares for are either military veterans or reserves. She helps military personnel with diagnostics and compensation exams. Ms. Schuhmacher shared that she really enjoys the position she is in by helping veterans, she hears a lot of their stories and experiences so it helps her connect with her patients.

2. What are the best assets within your community?

Ms. Schuhmacher believes the best asset within her community of work is the concept of initiative with patients. She has noticed since working at her clinic that many patients are not sure of their appointments, what medical care they might need, and if they need any support services so she has made it a priority each day that she works to make an initiative with all her patients. Ms. Shuhmaher does this by actively talking and listening to each of her patients to discover what they really need and help them understand how to get where they need to be in regard to their health.

3. Where do you think people turn for trusted health information?

Based on her client demographic, Ms. Schuhmacher has experienced that most of her patients, who are veterans, receive their health information strictly from where they receive health services. Since her clinic is contracted through the Veterans Affairs, there is a strict process when which a veteran can receive medical care or support so they will most of the time go based on where they receive their care, and in Ms. Schuhmacher's case it would be at her clinic.

4. What community health concerns do you perceive are top priorities in your community?

A health concern that is a top priority for Ms. Schuhmacher is education and awareness of resources. It is very common for individuals to not know where they can receive help when it comes to medical care and support so she emphasizes the importance of seeking information from trusted sources and not being afraid to ask questions. She states that with every interaction that she has with a patient, she ensures that the patient feels safe and that they fully understand what they are talking about in order for the patient to make an informed decision.

5. Even though most insurance's now cover basic preventive health services like wellness visits, many people do not use those services. Why do you think that may be?

Ms. Schuhmacher believes the main reason individuals don't utilize basic preventive health services if though most insurance's do cover it is because the individual is not aware that it is covered. Most insurance's will assume that an individual will know what is covered within their health insurance plan so most insurance companies will not specifically share what is covered with an individual unless the individual seeks information about it.

6. If you were to give one piece of advice to improve the health of the community, what would it be? or Is there other advice you would like to offer?

Ms. Schuhmacher shares the importance of hiring healthcare professionals that are passionate about their position as well as having good bedside manners. From her experience, she has witnessed healthcare workers not being fully invested in what they are doing or sharing compassion when conversing with their patients. She emphasizes that it makes a significant difference for the healthcare worker and patient when the worker is full presence in the interaction and helps the patient understand what is happening.

7. How can the services or support that your workplace has to offer impact individuals who are seeking help in regard to HIV testing, medication, or support services?

Within the South Central Texas Healthcare Clinic, they provide HIV or AIDS screenings which provide patients the option to test for HIV or AIDS. Since the clinic's patient demographics are mostly military personnel STD screening is mainly what they offer specifically for military reserve members. Ms. Schuhmacher mentions that the clinic doesn't specialize in providing specific medical or support services for individual who is diagnosed with HIV or AIDS,

however, they will refer patients to surrounding clinics or hospitals they are capable of prescribing the medications individuals may need.

For my second stakeholder interview, I was able to meet and speak with Ms. Zelia Schuhmacher who is a medical assistant at the South Central Texas Healthcare Clinic. After speaking with her I gained a new perspective based on the position that Ms. Schumacher has and the client demographic that she cares for on a daily basis. Her experiences and the position that she has as a medical assistant, positively impacted my project on HIV prevention. I mentioned her client demographics because she shared with me that her clinic is contracted with Veterans Affairs, so most of the patients that she cares for are individuals who are currently in the military or are veterans. This gave me a new perspective because individuals who are in the military especially veterans are considered a vulnerable population. I really enjoyed hearing from Ms. Schumacher about how she tailors her patient care towards veterans, from her experience, it's important to actively listen and talk to her patients in order to be aware of what their medical needs are. It's crucial to practice having good bedside manners with patients as well as trying compassion with the type of role that she has. Knowing exactly what an individual is going through is not possible, everyone has different experiences in life that can have a positive or negative impact on the individual's health. So it's important to recognize an individual's differences and put that aside in order to help the individual with what they need medically.

In addition, Ms. Schuhmacher emphasized an important health concern that she believes is a top priority which is continual education and awareness of resources. It is very common for individuals to not know where they can receive help when it comes to medical care and support so it is very important to seek information from trusted sources and not be afraid to ask questions. During each interaction that Ms. Schuhmacher has with a patient, she ensures that the patient feels safe and that they fully understand what they are talking about in order for the patient to make an informed decision. I think this is so important, when it comes to medical care

and medical terminology it can be very easy for individuals to become lost and confused about what exactly they're needing. This ties back into HIV, if an individual doesn't know how to properly protect themselves from HIV the risk of being exposed to it heightens. Their health can diminish if they don't know they have been exposed to the virus if they don't practice regular preventive health screenings. This conveys how each situation is connected to one another, it can create a domino effect of negative consequences for the individual's health. This emphasizes the importance of increasing education and awareness of resources, if the individual is aware of where they can go to receive proper care and treatment it can help minimize future health concerns.

Furthermore, Ms. Schuhmacher kindly explained what her clinic offers in association with HIV/AIDS care and treatment. Within the South Central Texas Healthcare Clinic, they provide HIV or AIDS screenings which provide patients the option to test for HIV or AIDS. I think this is an important aspect that all local clinics should offer to patients, providing screenings is the first step for patients to know if they do have any positive STD results. This is a great preventive practice that individuals can do on a regular basis depending on the activity going on in their personal life. Since the clinic's patient demographics are mostly military personnel STD screening is mainly what they offer specifically for military reserve members. One downside that Ms. Schuhmacher shared is that the clinic doesn't specialize in providing specific medical services for individuals who are diagnosed with HIV or AIDS, however, they will refer patients to surrounding clinics or hospitals they are capable of prescribing the medications individuals may need. I think this is a downside since the clinic does offer screenings I believe it would be beneficial for the clinic to be able to provide additional treatments and support services. However, I think it is great the clinic is able to refer their

patients to surrounding clinics so they are able to receive the proper medication and treatment that they need.

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Stakeholder Interview Questions

With Jasmine Sanders: Office of Support for the Ryan White Program

1. Can you share what your role as the Office of Support for the Ryan White Program consists of? As well as what experiences you have gone through to get to the position that you are in today.

Ms. Sanders first started off by sharing her experience of what has led her to the position she is in today. She shared that she first started at a community college to get through her basic classes and then transferred to Texas Woman's University to major in health studies- community health. From there she was able to obtain an internship at UT Southwestern and once she graduated from the university she obtained a position in HIV outreach specifically as an HIV outreach specialist. She worked within high-risk communities in order to conduct risk assessments and link individuals to care for HIV and substance use. She then pursued a master's degree and during her last semester, she applied for a position at Dallas County to work as a planner for the Ryan White Program. Ms. Sanders works in the Office of Support for the Ryan White Program, within this position she specifically works for the Planning Council. She shared what her role as a planner entails, she works with data analysis which can include throughout the state of Texas or throughout the nation. Ms. Sanders gathers data for the planning cycle in order to share the data she collects within the various committee that she attends. With these committee meetings, they are able to view the data collected and discuss how resources need to be allocated in order to reach as many individuals as possible to work towards ending the HIV epidemic.

2. What are the major challenges facing the community that the Ryan White Program focuses on?

Ms. Sanders explains that the biggest challenge that the community of the program faces is legislation. The program is divided from north to south since it does cover the whole nation and there are existing challenges faced when dealing with legislation as different states have different laws established. The laws play a significant role in what the program can or cannot do within

those areas. An additional challenge that is being faced is COVID-19, it has been a barrier for individuals who are living with HIV or AIDS because there was a routine set, and with everything being shut down due to the pandemic it disrupted the routine that everyone was familiar with. The program and recipients are still working towards recovering from the disruption from the pandemic and they will continue to work together to get back to normalcy and to fill in the gaps of unmet needs.

3. Where do people find out what the program offers to individuals who are eligible? what resources are readily available?

Ms. Sanders shares that one of the program's priorities is to focus on outreach, there is an event coming up called the Grace Project which focuses on women who are diagnosed and living with HIV/AIDS. The program takes part in this event every year and has a table set up in order to share information about the program. Ms. Sanders also shares that the committee members are a part of different organizations and they put on events throughout the organizations. They promote and participate in events like the AIDS walk in South Dallas and World AIDS Day on December 1st to spread awareness and education. The Dallas County website is also a great resource for individuals to use to learn more about the program and it lists contact information of the members of the programs so individuals can reach out if they have any questions or need help.

3. What suggestions do you have for health-related organizations to work together to provide better services and improve the overall health of the area population?

The Ryan White Program is constantly collaborating with surrounding organizations. The program has established sub-recipients with some being Parkland, UT Southwestern, Resource Center, as well as various physicians. The program ensures to be actively involved in the sub-recipients because with the collaboration the sub-recipients are able to share with the program about any changes or current events that are occurring.

4. What would help to remove barriers that may be affecting individuals from knowing that the program is a resource that they can use?

Ms. Sanders explains that a couple of barriers that are affecting individuals from knowing about the program are education and associated stigma. She adds that the program recently added a

new member position which is a stigma coordinator, stigma is still a significant issue when it comes to HIV/AIDS. Breaking barriers of language are also very important because stigma is associated with language because the individual seeking help may not know where to look or understand if it is being provided in a language that they are not familiar with.

5. Do you know the potential reasons that community members use other healthcare providers rather than use their local Hospital?

One potential reason that community members use other healthcare providers rather than use their local hospital is because of stigma. Based on experiences others have had, they may not have had the most positive experience with regular physicians so from this they may stray away from local hospitals and rather go to other healthcare providers. Individuals will tend to go towards physicians who know their needs specifically and are familiar with certain treatments this can include someone seeking LGBTQ+ care or someone seeking HIV treatment.

6. Are you aware of particular populations or groups in the area that are medically underserved? Are there certain resources or assets currently available that could help meet these particular needs?

Ms. Sanders shares that the program does focus on low-income individuals in order to provide them with HIV services that they may not be able to afford on their own. She also shares that through grants from the program it focuses on the minority AIDS initiative, a couple of populations that are medically underserved are the African American and Latino population groups. Based on the data the program has collected per year, it shows that those two population groups are the most underserved populations. So providing the grant from the program helps to focus on minority groups and help them receive the treatment they need.

8. If you were to give one piece of advice to improve the health of the community, what would it be? Is there other advice you would offer?

From Ms. Sanders's experience, one piece of advice that she thinks is important is to listen to individuals who are lived experiences. Everyone comes from different backgrounds and has experienced different life events, Ms. Sanders points out that when you have a degree it doesn't mean you know everything so it's important to actively listen to others and take notes to better

improve. She emphasizes that individuals who have experience are the best individuals to get the information from.

For my third stakeholder interview, I had the pleasure of interviewing Ms. Jasmine Sanders, who works as a planner on the Planning Council of the Ryan White HIV/AIDS Program in Dallas County. I really enjoyed learning about what Ms. Sanders does for the program, how she got into the position she is in today, and how the program has a significant impact on the surrounding community. Through my cumulative experience I have learned so much about the Ryan White Program and being able to talk to Ms. Sanders she confirmed everything that I have learned throughout the semester as well as identified additional concepts that I did not know. This interview with Ms. Sanders positively impacted my cumulative experience project of HIV prevention. To begin, Ms. Sanders helped me better understand the structure of the program and how the members of the program are divided based on what the program needs to be able to function appropriately and effectively for the recipients who receive services from the program. She explains that she mainly works with data, she conducts data analysis throughout the state of Texas as well as the United States. Ms. Sanders focuses on gathering data for the planning cycle in order to share the data she collects within the various committee that she attends. With these committee meetings, they are able to view the data collected and discuss how resources need to be allocated in order to reach as many individuals as possible to work towards ending the HIV epidemic. I believe this is very important in order to collect and interpret the data this is collected in order to fully understand the community's needs and how the program should be allocated in order to fulfill those needs.

In correlation to the needs of the community, one biggest challenge the program faces that she explained is persistent is COVID-19. Since the pandemic occurred it has caused disruptions for the program and the recipients who receive services. This is a great point that Ms. Sanders made because the program works with already vulnerable populations and due to the

pandemic occurring it has caused continual barriers that the program is still trying to work through. She explained that the members of the program are dedicated and will continue towards recovering from the disruption of the pandemic and they will continue to work together to get back to normalcy and to fill in the gaps of unmet needs.

In addition, Ms. Sanders explains that a couple of barriers that are affecting individuals from knowing about the program are education and associated stigma. Associated stigma is a constant barrier to HIV prevention, it has been for over 30 years, even though there has been progress made stigma still resides within communities. Ms. Sanders shared that they have added a new member position within the program which is a stigma coordinator, stigma is still a significant issue when it comes to HIV/AIDS. Breaking barriers of language are also very important because stigma is associated with language because the individual seeking help may not know where to look or understand if it is being provided in a language that they are not familiar with.

Furthermore, Ms. Sanders shares an important priority that the program focuses on which is continual outreach. Bringing forth education and awareness is important for the topic of HIV and working towards ending the HIV epidemic. She explains that the program is always involved within the community, they take part in different events and work with community partners and organizations to further their reach in HIV prevention. The program takes part in the Grace Project event every year and has a table set up in order to share information about the program with women that are diagnosed with HIV. Ms. Sanders also shares that the committee members are a part of different organizations and they put on events throughout the organizations. They promote and participate in events like the AIDS walk in South Dallas and World AIDS Day on December 1st to spread awareness and education. I believe the program being involved within

the community is significant in breaking down existing barriers and ensuring that individuals are aware that this is a resource that is readily available to them.

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Stakeholder Interview

With Katelyn Snider- a Member of the Dallas Fort Worth Community

1. Can you share how long you have lived in the Dallas Fort Worth area and are you aware of the various medical services that are offered within your community?

Ms. Snider has lived within the Dallas Fort Worth area for most of her life, it has been approximately 21 years now. She shares that she is knowledgeable and confident about the different institutions in her area. Based on where her house is located she is aware of various medical services nearby where she lives, she lists that there is a women's clinic for pregnant women, a breast cancer clinic that offers mammograms, as well as a generalized hospital.

2. Is there a certain resource you use to find out what health services are available in the area?

Ms. Snider shares that typically she tends towards resources that are easy and convenient for her. The first resource she goes to for available health services is the internet, she says it's really easy and simple to pull up clinics and hospitals online and see what is close by to where she lives. She does make sure to do her research when trying to find health services, she says she always looks over the reviews from other patients to read about their experiences and she also looks up whether they take her health insurance as well. The second resource she goes to is family recommendations, she has a sister that is a registered nurse in the Fort Worth area so she is able to provide Ms. Snider with good recommendations based on the medical services she is needing.

3. Do you have a family physician that you trust to go to receive medical care and support?

For many years, Ms. Snider had a family physician that she would always go to for her medical needs, however, not too long ago her physician retired so she is currently in the process of finding a new one. But she does share that she has a young daughter so she does a trusted Pediatrician that she takes her daughter to each check-up and she has been going there since her daughter was born. She added that before her family physician retired, she always felt

comfortable and confident when she would go for doctor visits. She shared that her physician was always helpful and made sure she understood her medical needs.

4. Do you or anyone that you know experience any barriers when trying to access or receive care from health services in the area?

Ms. Snider shares that she personally hasn't experienced any barriers when trying to access or receive care from health services in the area, however, her daughter's father has. She goes into depth explaining that he is an immigrant and the full-time job that he has does not offer in-network health insurance. So he does struggle to find healthcare services and he typically avoids certain healthcare services due to the fact that he doesn't have health insurance he can't afford to pay for the services out of pocket. She also adds that the language barrier does cause more difficulties as well.

5. Within the community that you live in, do you believe there are missing gaps that need to be filled in regard to medical needs, like clinics, hospitals, or non-profit organizations?

Ms. Snider identifies a few missing gaps that exist within the community that need to be filled, due to Arlington being a moderate to low-income community she thinks the city and healthcare services could work more closely by providing vulnerable individuals with the care they need. Especially those who do not have access to health insurance or who experience language barriers. She shares that by potentially providing educational classes to the community by teaching individuals what is health insurance, how an individual can get it through the job that they work at, or what is needed for it. Providing educational information in different languages will be beneficial to individuals whose first language is not English.

6. Are you aware of the services provided by the Ryan White HIV/AIDS program?

Ms. Snider shares that she has heard of the Ryan White HIV/AIDS program but she is not familiar with it on what the program specifically offers or where it is located. After I provided her with additional information, she was pleasantly surprised that Dallas County has a department specifically for the program. She thinks it is a great resource for individuals living with HIV/AIDS, especially for those who live in the Dallas-Fort Worth area.

7. Do you believe it's important to share education and awareness of HIV/AIDS with the youth population?

Ms. Snider completely agrees, she believes it's very important for the youth population to be educated and shown awareness of HIV/AIDS as well as other STDs. Within the youth population, it is during those age groups when youth individuals are beginning to explore and have potential sexual experiences it is very important to share the importance of STDs and how individuals can protect themselves. There needs to be an emphasis through schools for younger age groups like within the Highschool age range that there can be serious consequences of developing STDs, especially with HIV/AIDS the individual if exposed will live with it for the rest of their lives. So it's crucial to share the importance and awareness with youth to help them make informed decisions about their health and life experiences.

8. There are various outreach practices done to share with the public about health education and services, what type of outreach do you think would be more effective? Whether it be in-person guest speakers, flyers that are passed out, broadcasts, or commercials you see on television.

From the different outreach practices Ms. Snider has experienced and witnessed she believes that in-person interactions with a speaker are more effective. By having the educational interactions be in person they are typically more interactive and grab the audience's attention. Compared to other outreach practices, they can be easily ignored, forgotten, or tossed away. Another point Ms. Snider made was that with in-person interaction, you can tell by body language, facial expression, and how the speaker is talking if they're being sincere to the audience and that they truly care and believe the message that they are sharing with their audience.

For my fourth stakeholder interview, I was able to meet and speak with Katelyn Snider who is a current community member within the Dallas Fort Worth area. Ms. Snider was able to provide me with a new perspective as a community member to learn more about what residents of the community know and are aware of when it comes to health services as well as HIV prevention. Speaking with Ms. Snider was very beneficial to my overall project of HIV prevention. We started the interview by learning about how long Katelyn has been a community member of Arlington, she stated that she has lived in the area for most of her life she feels comfortable and confident that she can locate and find health services if need be. Ms. Snider shared with me that she has a young daughter, so she emphasizes the importance of health for herself and her daughter because she wants both of them to be in good health and she wants to be an example for her daughter that it is important to put your health as a priority. The next topic that we talked about was existing barriers within the community, Ms. Snider herself has not experienced health barriers in accessing or receiving care, however, she shared with me that her daughter's father does. She shines a light on the fact that there are existing barriers for immigrants and for individuals who are not able to obtain health insurance. This ties back to the Ryan White HIV/AIDS program because it is important to know that the program offers its services to individuals who don't have health insurance or whose health insurance doesn't cover what they need. This is important to note because health insurance is a major barrier for individuals across the country but not having health insurance it should not affect them not receiving the care that they need. She states that he typically avoids certain healthcare services due to the fact that he doesn't have health insurance because he can't afford to pay for the services out of pocket. It's important that health services should be provided at lower costs so individuals who are not able to obtain health insurance can still afford to receive medical care.

In addition, I was able to get Ms. Snider's viewpoint on the importance of the youth population being educated and shown awareness of HIV/AIDS as well as other STDs. Ms. Snider completely agrees that the youth population should be properly educated on sexual wellness and learn to protect themselves from STDs. There needs to be an emphasis through schools for younger age groups like within the Highschool age range that there can be serious consequences of developing STDs, especially with HIV/AIDS the individual if exposed will live with it for the rest of their lives. Ms. Snider brings her daughter back into the conversation and shares that she would love for her to receive proper education on sexual wellness in order for her to be knowledgeable and aware of the topic so she can protect her health. I believe it's very crucial to share the importance and awareness with youth to help them make informed decisions about their health and life choices.

In conclusion, I was able to get Ms. Snider's opinion on what she believes is the most effective way to share information specifically when it comes to health information. Outreach practices can be done in various ways which can include in-person guest speakers, flyers that are passed out, broadcasts, or commercials you see on television. From her own experiences, she believes that in-person interactions with a speaker are more effective when communicating health information to individuals. By having the educational interactions be in person they are typically more interactive and grab the audience's attention. Compared to other outreach practices, they can be easily ignored, forgotten, or tossed away. Another point Ms. Snider made was that with in-person interaction, you can tell by body language, facial expression, and how the speaker is talking if they're being sincere to the audience and that they truly care and believe the message that they are sharing with their audience. I completely agree with this as well, by educating individuals with health topics like HIV prevention I think to convey the messaging in

an effective way is to talk to individuals in person. The Ryan White HIV/AIDS Program participates in many in-person health events with different organizations to effectively share with others what the program does and offers to individuals.

KINE 4353 Cumulative Experience

Stakeholder Interview

With Amanda Reyna- Registered Nurse

1. Can you share what your role as a registered nurse consists of? As well as what experiences you have gone through to get to the position that you are in today.

Ms. Reyna is a registered nurse at the Houston Methodist Hospital. She is a generalized nurse which means she does a range of different services. She checks the patient's vital status, assesses their bodily function, administers medicine, advocates for patients, and collaborates with doctors. Ms. Reyna also shared with me her experience in obtaining the position she is in today. It started back in high school for her, she always knew she wanted to become a nurse. She began her education by taking her basic courses at a community college for two years and from there she joined a nursing program for an additional two years. In order for her to gain experience, Ms. Reyna became a nurse assistant at Corpus Christi, and soon after she took her board exam. Once she took the exam and passed she joined the Houston Methodist Hospital team as a registered nurse.

2. What are the “best things” about your community?

Ms. Reyna shares that the best things or assets in the community are where her hospital is located in. It is located by additional clinics and pharmacies and it is in a location where it is of easy access to individuals who are seeking medical needs. She shared that with her position as a registered nurse, they have the opportunity to volunteer within the community so that has been a great asset as well because this allows her to have a deeper connection to her community and patients.

3. Do you think the community as a whole is aware of these locally available services at our hospitals?

Ms. Reyna shared that there are current barriers when it comes to the whole community knowing what is available to them in regard to available services at the hospitals. From her experience the

main barrier that she witnesses is a language barrier, she is located in South Houston so she sees language barriers within the Latino population group. Continuing education and providing information in different languages will aid in diminishing the language barrier.

4. Where do you think people turn for trusted health information?

Ms. Reyna explains that when it comes to trusted health information individuals will typically go based on what is easy and convenient to them. However, in some cases when it is a serious situation and an individual is seeking health information the individual will contact a healthcare professional that they trust so they know they are receiving trusted health information. She shares it's important to build trust with her patients so they know they are in good hands with their medical needs.

5. On a scale of 1 to 5, with 1 being no collaboration and 5 being excellent collaboration, how would you rate the collaboration in the community among these various organizations?

- a. Business and industry- 2
- b. Clinics- 3
- c. Economic development organizations- 3
- d. Emergency services, including ambulance and fire- 2
- e. Health and human services agencies (examples: mental health, human development commission, area on aging, department of human services)- 4
- f. Hospital(s)-3
- g. Indian Health Service and/or veterans affairs-4
- h. Law enforcement-1
- i. Long term care, including nursing homes and assisted living- 2
- j. Other local health providers, such as dentists and chiropractors- 2
- k. Pharmacies- 3

l. Public Health- 5

m. Schools-3

6. What would help to remove barriers that may be affecting the use of local health services by the community as a whole?

Ms. Reyna shares that removing language barriers and educational barriers will help aid in individuals in the community using local health services. When it comes to health services, it can be difficult for individuals to understand the process and to understand the medical services that they need. So being able to face these barriers and help break them down will benefit the community's health overall. It helps to have a healthcare professional who understands their patient's background as well as speaks their dominant language in order for the patient to fully understand and make an informed decision.

For my fifth stakeholder interview, I had the opportunity to interview Ms. Amanda Reyna, who is currently working as a registered nurse at Houston Methodist. I really enjoyed hearing about her position as a nurse and learning more about the location of where she works. She provided me with a new perspective with a location outside of the Dallas-Fort Worth area. She helped me realize that even though in different cities communities face similar barriers that need to be addressed in order to help the community with the medical services that they need. Learning about that and speaking with Ms. Reyna helped my cumulative experience in a positive way. She first began by explaining to me what she does as a registered nurse at the Houston Methodist Hospital, she explained that she is a generalized nurse which means she does a range of various tasks for her patients as well as the hospital. She emphasized that the nurses she works with play a significant role in the function of the hospital so it was very interesting to learn more about that. I enjoyed hearing about her experience and how she became a nurse, she expressed how she always knew since high school that this is the career that she wanted to pursue. I could tell that Ms. Reyna is really passionate about her position and how she cares for her patients on a daily basis.

I first asked her about the best things or assets that exist within the community she is where the hospital is located it has several surrounding clinics and pharmacies so it helps in collaboration and referring patients when needed. I think that this is a great asset when an area has accessible institutions for health care services because it gives community members medical resources and different ones to choose from as well based on their needs. It was interesting to hear about Ms. Reyna's viewpoints on existing barriers, it seems to be a common barrier between the different stakeholders I have had the opportunity to speak with that education and language

are significant barriers. This was emphasized when learned that even in a different part of Texas that these two are still barriers that are persistent. But I do agree with Ms. Reyna that when individuals seek medical care sometimes it is difficult for individuals to fully understand especially if there is a language barrier and due to medical terminology it can make it even more unclear to the individual because the terminology can be very complex. I think increasing education and breaking down language barriers by providing health information in different languages and having the option for an interpreter would be very beneficial to healthcare services.

In addition, I was able to learn from Ms. Reyna how the community collaborates with one another, I asked her to rate how collaborative organizations are to each other so it was interesting to see which organizations don't. I believe this brings into perspective what can be improved within the community to increase collaborative practices between the organizations. This is important because when the time comes when there is a public health emergency and multiple different organizations need to collaborate and communicate with one another it won't be an out-of-ordinary task it would be more of second nature. This will help with effective emergency response and help connect patients to appropriate organizations so they can receive the care they need. This ties back to the Ryan White HIV/AIDS Program because the program ensures that they actively practice collaboration with different non-profit organizations as well as clinics and hospitals in order to reach as many individuals as possible for the program. This helps with spreading awareness of HIV and teaching people about prevention practices and also sharing with them how the program is helping individuals within the community. Also, by collaboration, it aids in building strong trusted relationships with these organizations so they are able to work together and help each other as well.

