Abstract

Association of Health Status and Customer Satisfaction with Non-financial Barriers

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Background: Financial barriers (FB) have long been recognized as a barrier to access to healthcare. Many people face barriers that extend beyond their ability to pay and together we identified them as nonfinancial barriers (NFB). ***Objective:*** Little is known about the association between prevalence of different kinds of NFB with health status and customer satisfaction. These barriers lead to unmet need or delayed care. ***Method:*** We performed a cross-sectional analysis of nationally representative sample from Health Tracking Household Survey data (N=12,480). We estimated weighted multivariable logit regression model to assess the association between NFB with poor health status and customer dissatisfaction for U.S. civilian noninstitutionalized population which led to unmet need or delayed care in last 12 months. ***Result:*** We identified four types of NFB - availability, accessibility, acceptability, and accommodation barriers. FB and NFB were equally (17%) experienced which led to unmet need or delayed care. More than half (56%) of all adults who experienced FB also experienced NFB. Among different kinds of NFB, the prevalence of accommodation barrier was highest (44%). There was a significant association between NFB and health status and also with customer satisfaction. In comparison to people reporting good/very good/excellent health status, the adjusted odds of people with fair or poor health status experiencing NFB was 1.88 times higher ($p<0.01$). People who were dissatisfied with their health care had adjusted odds of 2.80 times ($p<0.01$) higher than those who were satisfied. Women, adults with kids, single parent, non-Hispanic non-white race/ethnicity, and uninsured experienced higher NFB than their reference group. The adjusted odds was lower for adults in age group 65 years and above, with African American race/ethnicity, unemployed and with family income in fourth quartile. ***Discussion:*** The result of this project provides baseline on different kinds of NFB that existed in the community before we could see the results of implementation of Affordable Care Act. The results can also be used by healthcare managers to improve their customer satisfaction. With the decrease in uninsured after recent healthcare reforms, the results can guide policymakers to help develop strategies to reduce health disparities.

Provision of health care to the public Public health administration or related administration Public health or related research