

## Patients Living with Social Vulnerabilities Experience Reduced Access at Team-Based Primary Healthcare Clinics

### Expérience d'accès réduit aux équipes cliniques de première ligne chez les personnes aux prises avec des vulnérabilités sociales

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**TABLE 3.** Comparison of pre-booking and booking experiences among no vulnerability, low-vulnerability and high-vulnerability groups

	No vulnerability <i>n</i> = 1,122 (84%)	Low vulnerability <i>n</i> = 189 (14%)	High vulnerability <i>n</i> = 32 (2%)	Adjusted* odds ratio - low vulnerability (95% CI)	Adjusted* odds ratio - high vulnerability (95% CI)	<i>p</i> value - low vulnerability	<i>p</i> value - high vulnerability
<b>Pre-booking experience</b>							
Booked an appointment less than one year ago	816 (82)	152 (80)	28 (88)	0.70 (0.46, 1.06)	1.57 (0.46, 5.31)	0.093	0.472
Worried about health	690 (63)	114 (61)	20 (63)	0.70 (0.50, 0.99)	0.67 (0.32, 1.43)	0.045	0.305
Search for information online	383 (34)	66 (35)	7 (22)	0.94 (0.66, 1.34)	0.50 (0.21, 1.20)	0.726	0.121
No action to get information or advice	360 (32)	62 (33)	11 (34)	1.15 (0.81, 1.64)	1.38 (0.64, 2.97)	0.425	0.411

	No vulnerability n = 1,122 (84%)	Low vulnerability n = 189 (14%)	High vulnerability n = 32 (2%)	Adjusted* odds ratio - low vulnerability (95% CI)	Adjusted* odds ratio - high vulnerability (95% CI)	p value - low vulnerability	p value - high vulnerability
Try to self-treat (e.g., by self- medicating)	282 (25)	39 (21)	6 (19)	0.65 (0.44, 0.98)	0.55 (0.22, 1.38)	0.037	0.200
Talk to a pharmacist	254 (23)	39 (21)	6 (19)	0.78 (0.52, 1.17)	0.68 (0.27, 1.70)	0.228	0.405
Seek advice from a friend or family member	194 (17)	32 (17)	7 (22)	0.96 (0.62, 1.51)	1.43 (0.58, 3.53)	0.870	0.436
Look for information elsewhere	124 (11)	19 (10)	6 (19)	0.84 (0.49, 1.45)	1.72 (0.67, 4.41)	0.533	0.263
Call dedicated line - consultation with a nurse (triage)	87 (8)	18 (10)	2 (6)	1.23 (0.69, 2.16)	0.82 (0.19, 3.62)	0.485	0.797
Go to a hospital emergency room or another clinic	51 (5)	9 (5)	3 (9)	0.72 (0.32, 1.64)	1.95 (0.54, 6.99)	0.439	0.308
<b>Booking experience</b>							
No choice of schedule or provider	366 (33)	63 (33)	11 (34)	0.94 (0.66, 1.32)	1.08 (0.51, 2.32)	0.700	0.837
Not a good booking experience	159 (16)	31 (19)	6 (22)	0.94 (0.59, 1.49)	1.20 (0.46, 3.10)	0.785	0.714

	No vulnerability n = 1,122 (84%)	Low vulnerability n = 189 (14%)	High vulnerability n = 32 (2%)	Adjusted* odds ratio - low vulnerability (95% CI)	Adjusted* odds ratio - high vulnerability (95% CI)	p value - low vulnerability	p value - high vulnerability
Not a good usual wait time for an appointment	305 (28)	64 (34)	13 (42)	1.11 (0.78,1.59)	1.68 (0.79, 3.59)	0.565	0.179
Given a choice of schedule or day	543 (48)	90 (48)	15 (47)	1.03 (0.74, 1.43)	1.04 (0.50, 2.15)	0.855	0.923
Given a choice among different professionals (e.g., psychiatrist, nurse, physician)	48 (4)	15 (8)	3 (9)	1.78 (0.95, 3.36)	1.39 (0.31, 6.16)	0.074	0.665
Not satisfied with the appointment	146 (13)	30 (16)	6 (19)	1.10 (0.69, 1.75)	1.50 (0.59, 3.82)	0.682	0.400
Declined the appointment	18 (2)	2 (1)	0	0.84 (0.19, 3.80)	-	0.823	-
Telephone consultation	202 (18)	36 (20)	4 (13)	1.02 (0.67, 1.54)	0.63 (0.21, 1.84)	0.934	0.395
Wished to have an appointment on the same or the next day	380 (34)	64 (34)	12 (38)	0.97 (0.68, 1.36)	1.08 (0.51, 2.31)	0.838	0.842
Obtained an appointment the same or the next day	261 (24)	48 (26)	8 (25)	1.25 (0.86, 1.83)	1.06 (0.45, 2.54)	0.240	0.889

\*Adjusted with co-variables gender, age and self-perceived health status.

**TABLE 4.** Comparison of experiences accessing the clinic among no vulnerability, low-vulnerability and high-vulnerability groups

Experience of access to the clinic	No vulnerability n = 1,122 (84%)	Low vulnerability n = 189 (14%)	High vulnerability n = 32 (2%)	Adjusted* odds ratio - low vulnerability (95% CI)	Adjusted* odds ratio - high vulnerability (95% CI)	p value - low vulnerability	p value - high vulnerability
Not good opening hours for appointments	214 (19)	51 (27)	6 (19)	1.27 (0.87, 1.86)	0.87 (0.34, 2.18)	0.223	0.759
Regularly have difficulty obtaining care due to lack of availability of their physician	91 (10)	21 (13)	4 (17)	1.00 (0.57, 1.75)	1.62 (0.52, 5.00)	1.000	0.404
Ever felt abandoned by the healthcare system	303 (29)	74 (42)	17 (53)	1.33 (0.93, 1.90)	2.26 (1.07, 4.78)	0.114	0.033
Not easy to get healthcare or advice from the clinic	377 (35)	73 (40)	15 (54)	1.06 (0.75, 1.49)	1.95 (0.88, 4.29)	0.745	0.098
Did not receive the health services they needed at their clinic	149 (15)	39 (23)	7 (24)	1.27 (0.82, 1.96)	1.55 (0.63, 3.82)	0.284	0.339
Problem aggravated due to a long delay in obtaining care	103 (11)	33 (20)	5 (19)	1.30 (0.80, 2.11)	1.30 (0.46, 3.65)	0.286	0.618

Experience of access to the clinic	No vulnerability n = 1,122 (84%)	Low vulnerability n = 189 (14%)	High vulnerability n = 32 (2%)	Adjusted* odds ratio - low vulnerability (95% CI)	Adjusted* odds ratio - high vulnerability (95% CI)	p value - low vulnerability	p value - high vulnerability
Not easy to reach the clinic for booking	382 (35)	70 (37)	16 (50)	0.99 (0.70, 1.40)	1.84 (0.88, 3.83)	0.954	0.103
Consulted at another clinic for a minor emergency	146 (13)	30 (16)	8 (25)	1.05 (0.66, 1.69)	2.35 (0.99, 5.56)	0.835	0.052
• No appointments were available at my clinic	53 (36)	7 (23)	2 (25)	0.65 (0.23, 1.83)	0.68 (0.12, 3.81)	0.418	0.660
• The next appointment was too far away	37 (25)	9 (30)	3 (38)	1.44 (0.50, 4.20)	2.38 (0.44, 12.7)	0.502	0.311
• My family physician was not available	38 (26)	8 (26)	1 (13)	1.49 (0.51, 4.36)	0.47 (0.05, 4.47)	0.465	0.513
• It was too difficult to get through to make an appointment by phone	21 (14)	4 (13)	2 (25)	0.90 (0.24, 3.37)	1.96 (0.30, 12.9)	0.879	0.484

Experience of access to the clinic	No vulnerability n = 1,122 (84%)	Low vulnerability n = 189 (14%)	High vulnerability n = 32 (2%)	Adjusted* odds ratio - low vulnerability (95% CI)	Adjusted* odds ratio - high vulnerability (95% CI)	p value - low vulnerability	p value - high vulnerability
Consulted at a hospital emergency room to obtain healthcare	303 (27)	56 (30)	11 (34)	0.88 (0.61, 1.28)	1.25 (0.57, 2.74)	0.509	0.575
• The problem seemed too urgent for a family physician	109 (36)	15 (26)	6 (55)	0.70 (0.35, 1.37)	2.27 (0.64, 8.04)	0.295	0.203
• My clinic was closed at the time I needed care	75 (25)	15 (27)	1 (9)	1.11 (0.55, 2.25)	0.29 (0.04, 2.37)	0.772	0.247
• I wanted to see a specialist quickly	51 (17)	6 (11)	2 (18)	0.47 (0.17, 1.28)	1.20 (0.23, 6.39)	0.140	0.830
• No appointments were available at my clinic	44 (15)	11 (19)	1 (9)	1.34 (0.61, 2.98)	0.54 (0.06, 4.53)	0.469	0.567
• My family physician was not available	24 (8)	15 (26)	2 (18)	3.16 (1.40, 7.16)	2.11 (0.39, 11.3)	0.006	0.385

Experience of access to the clinic	No vulnerability n = 1,122 (84%)	Low vulnerability n = 189 (14%)	High vulnerability n = 32 (2%)	Adjusted* odds ratio - low vulnerability (95% CI)	Adjusted* odds ratio - high vulnerability (95% CI)	p value - low vulnerability	p value - high vulnerability
<ul style="list-style-type: none"> <li>The next appointment was too far away</li> </ul>	28 (9)	12 (21)	2 (18)	2.62 (1.14, 6.04)	2.16 (0.38, 12.2)	0.023	0.383

\*Adjusted with co-variables gender, age and self-perceived health status.

**TABLE 5.** Comparison of the continuity of care experience among no vulnerability, low-vulnerability and high-vulnerability groups

Continuity of care experience	No vulnerability n = 1,122 (84%)	Low vulnerability n = 189 (14%)	High vulnerability n = 32 (2%)	Adjusted* odds ratio - low vulnerability (95% CI)	Adjusted* odds ratio - high vulnerability (95% CI)	p value - low vulnerability	p value - high vulnerability
Impression that no one was in charge of my file	167 (16)	41 (22)	10 (32)	1.25 (0.82, 1.90)	2.54 (1.14, 5.71)	0.306	0.023
Collaboration among team members is not going well	4 (1)	5 (4)	1 (5)	3.89 (0.91, 16.6)	5.71 (0.52, 62.5)	0.067	0.153
Team members are not aware of decisions made by another professional on the team	190 (20)	746 (30)	10 (33)	1.10 (0.72, 1.68)	1.36 (0.60, 3.10)	0.672	0.456
Have had to repeat information that should have been in my file	279 (27)	63 (37)	9 (32)	1.19 (0.82, 1.74)	1.08 (0.46, 2.51)	0.364	0.863
Team members did not know the recent medical history	241 (24)	67 (42)	8 (29)	1.70 (1.17, 2.49)	1.07 (0.45, 2.54)	0.006	0.877
Have received contradictory information	132 (15)	42 (27)	8 (31)	1.61 (1.03, 2.51)	2.53 (1.02, 6.21)	0.037	0.045

Continuity of care experience	No vulnerability n = 1,122 (84%)	Low vulnerability n = 189 (14%)	High vulnerability n = 32 (2%)	Adjusted* odds ratio - low vulnerability (95% CI)	Adjusted* odds ratio - high vulnerability (95% CI)	p value - low vulnerability	p value - high vulnerability
Team members did not have access to test results	178 (18)	44 (28)	9 (35)	1.23 (0.81, 1.88)	1.60 (0.66, 3.90)	0.331	0.302
Team members were not at all or were only sometimes aware of my case	274 (43)	63 (52)	9 (43)	1.25 (0.81, 1.91)	0.91 (0.36, 2.26)	0.311	0.831
No information on how my clinic team works	312 (36)	51 (35)	14 (54)	0.93 (0.63, 1.37)	1.97 (0.87, 4.45)	0.711	0.104

\*Adjusted with co-variables gender, age and self-perceived health status.