

Sub-optimal non-medical qualities of primary care linked with care avoidance among people who use drugs in a Canadian setting amidst an integrated healthcare reform

WHAT WAS THIS STUDY ABOUT?

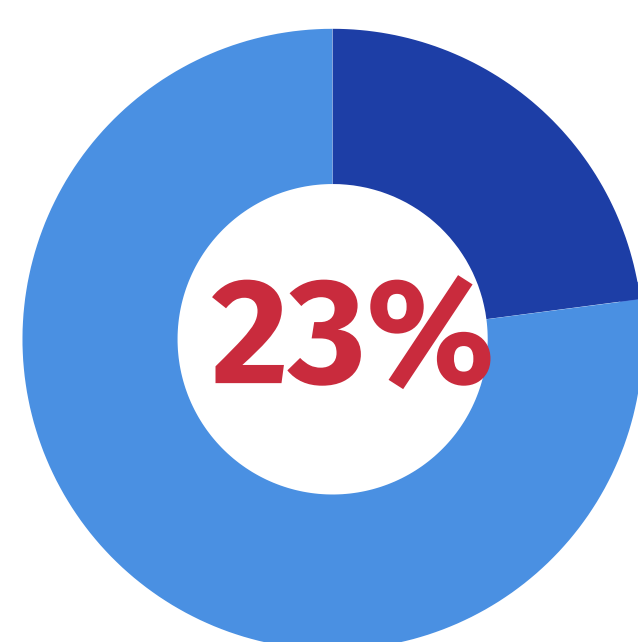
This study examined:

- (1) the relationship between avoiding healthcare due to past mistreatment and use of emergency department;
- (2) non-medical qualities of care across different types of primary care clinics and its potential links with care avoidance

WHAT DID WE DO?

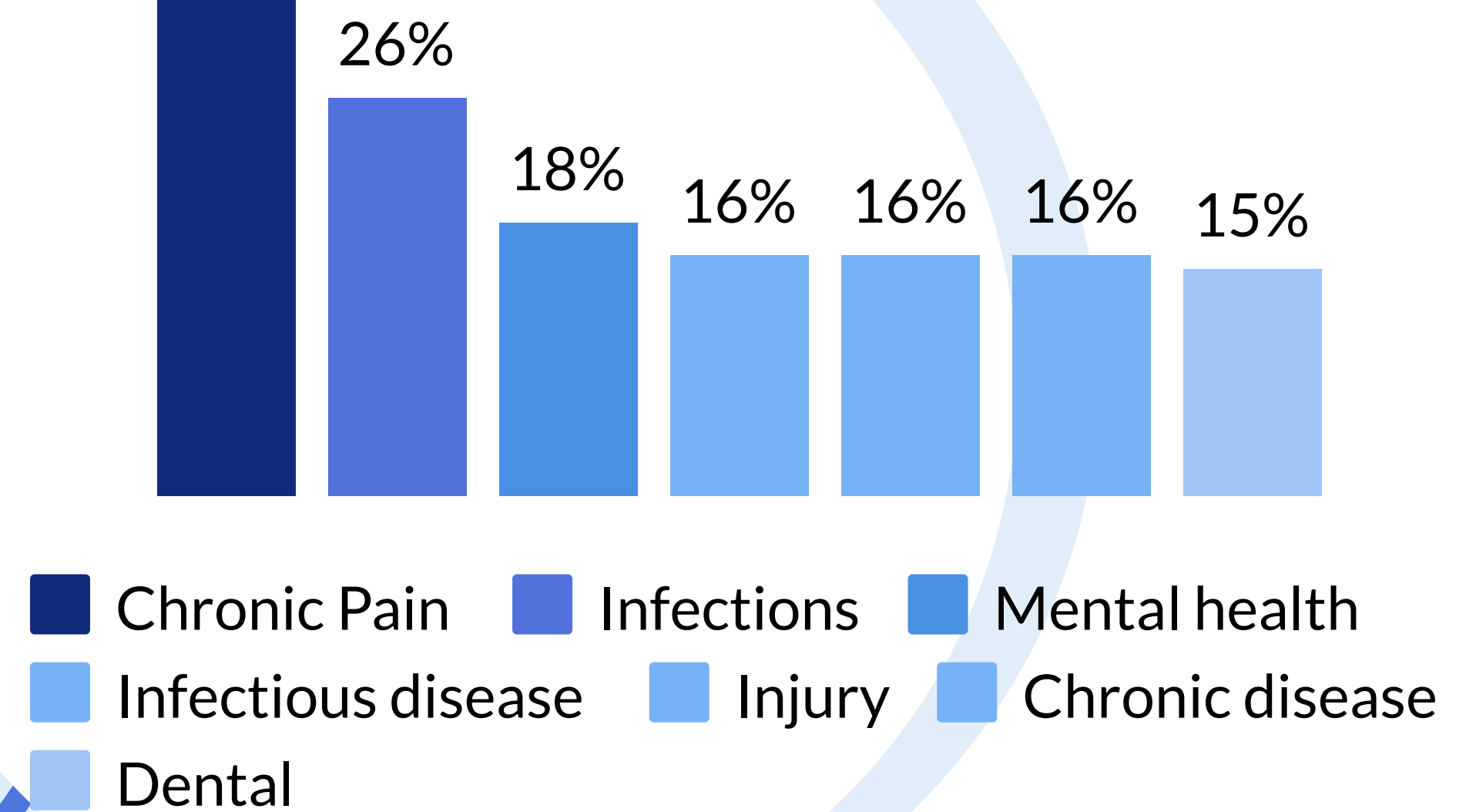
- Between 2017-18, we interviewed 889 people who use drugs in Vancouver
- We adapted the World Health Organization's tool to assess non-medical qualities of care through collaboration with VANDU, WAHRS and BCAPOM.
- We examined seven domains of primary care qualities, including: respect for dignity and autonomy, communication, confidentiality, prompt attention, choice of provider, and quality of basic amenities

WHAT DID WE FIND?



204 out of 889
participants reported
avoiding care due to
past mistreatment

Participants reported avoiding seeking care for:



People who avoided care were significantly more likely to use the emergency department



People who avoided care reported higher levels of sub-optimal care, particularly in the domains of prompt attention, communication, respect for dignity and autonomy
*see back for more details



Participants reported the lowest standard of care at the integrated care clinics compared to other primary care services across the domains of prompt attention, respect for dignity, and quality of basic amenities.
*see back for more details

Takeaways

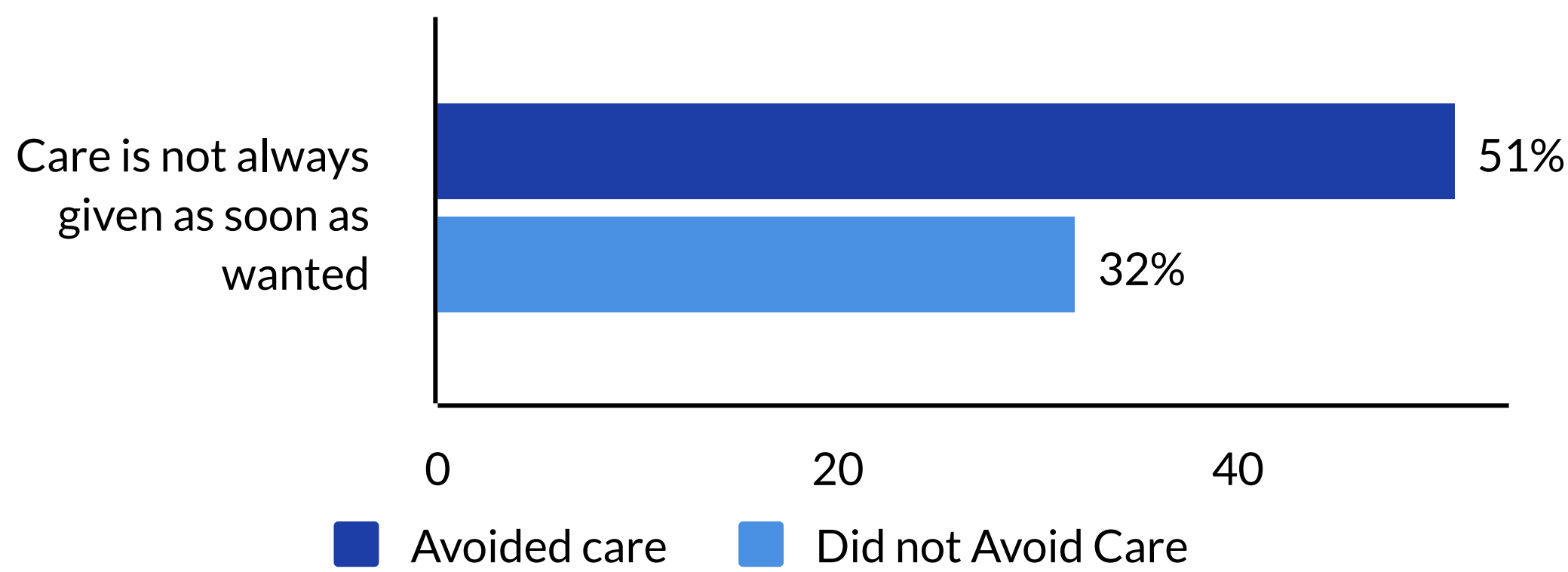
Improving the non-medical qualities of care, particularly in the areas of prompt attention, communication and respect for autonomy and dignity, is important to reduce care avoidance among people who use drugs.

Health system change is needed, including: chronic pain management reform, treatment-on-demand models of care, staff training and cultural competency.

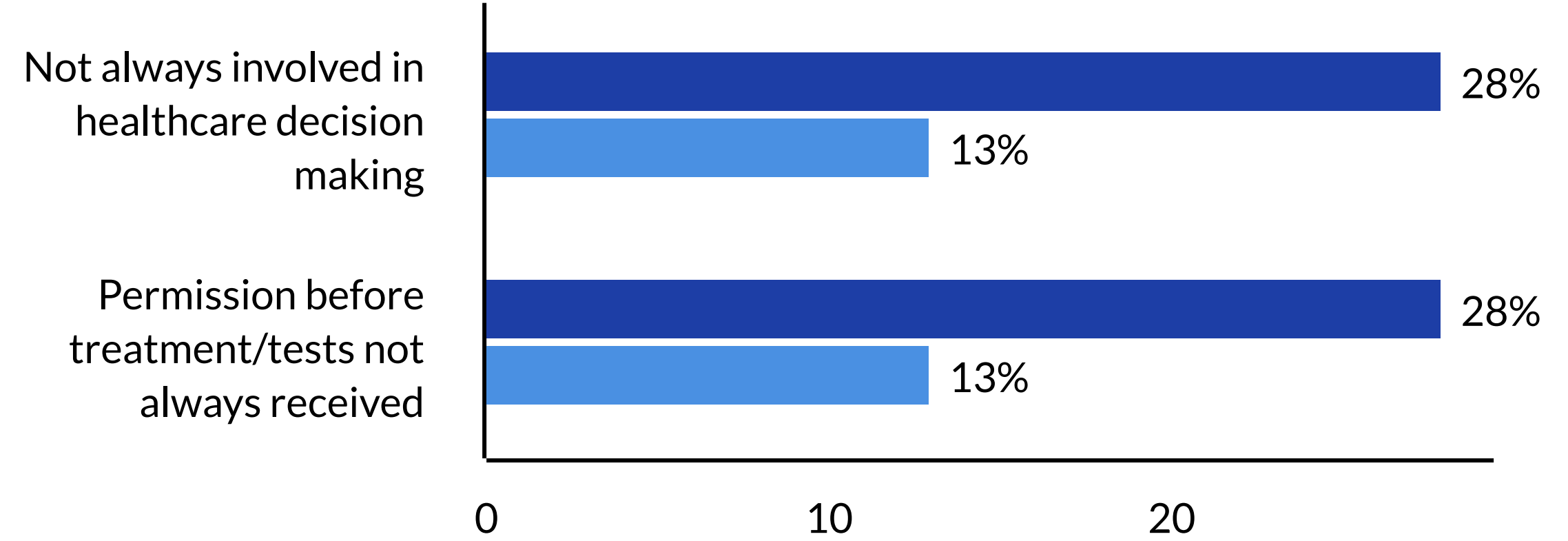
People who avoided care reported higher levels of sub-optimal care compared to those who did not, particularly in the following domains...



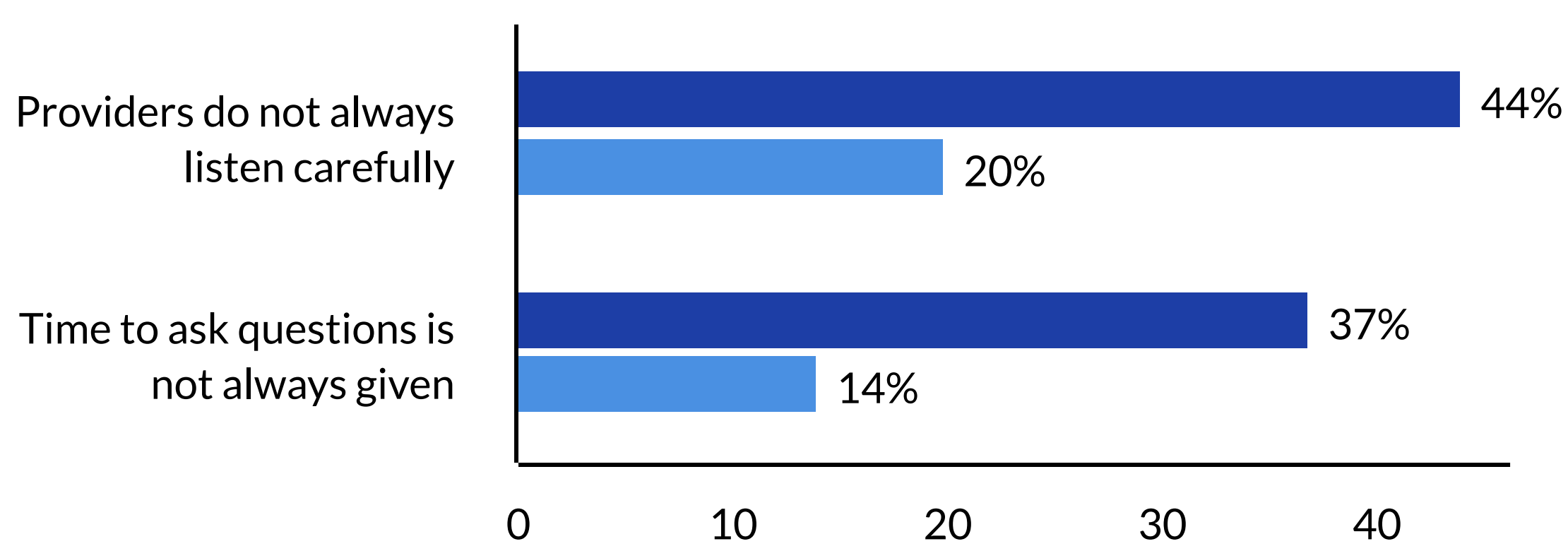
Prompt Attention



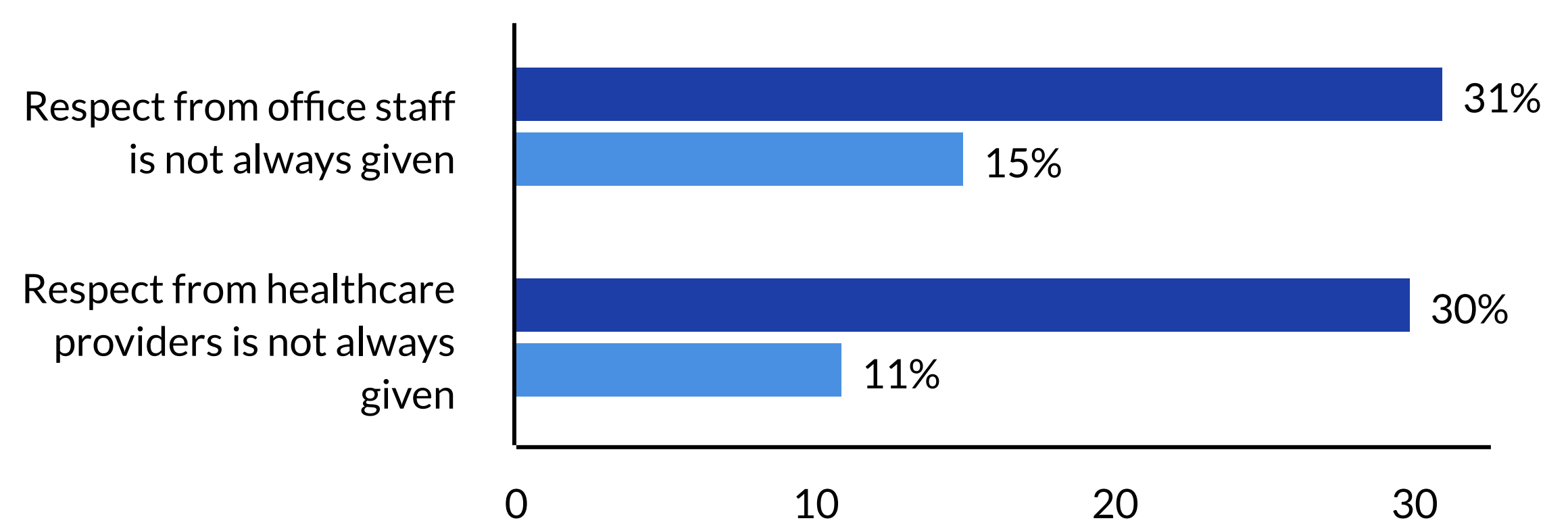
Respect for autonomy



Communication

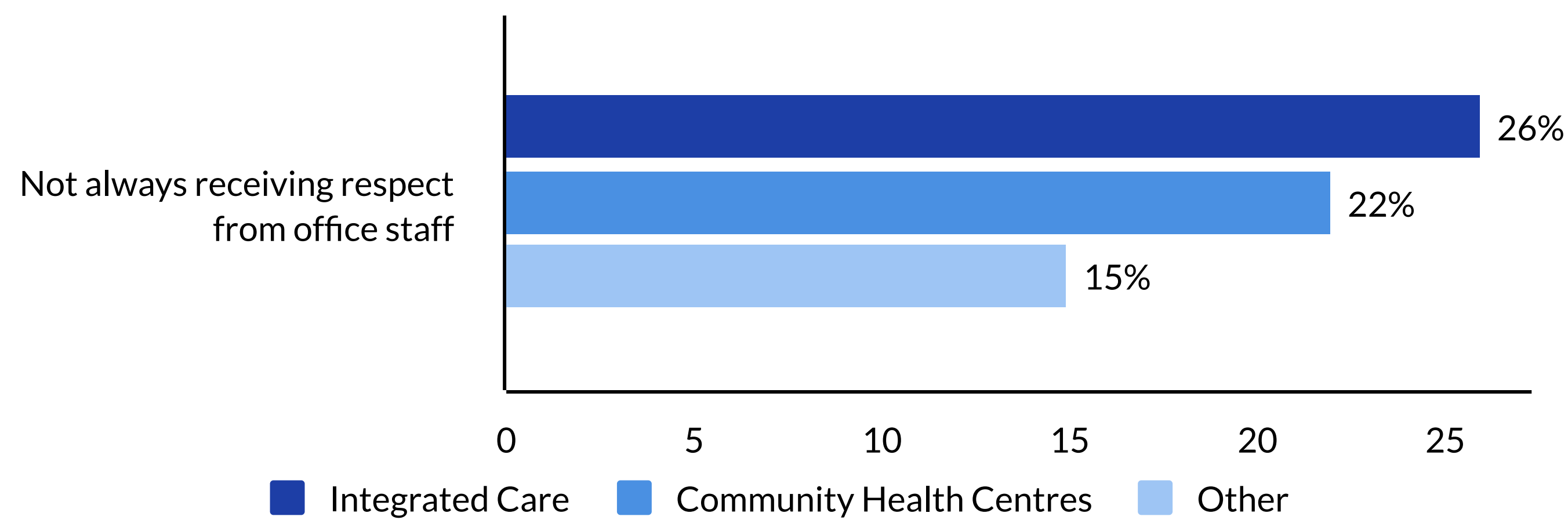


Respect for dignity

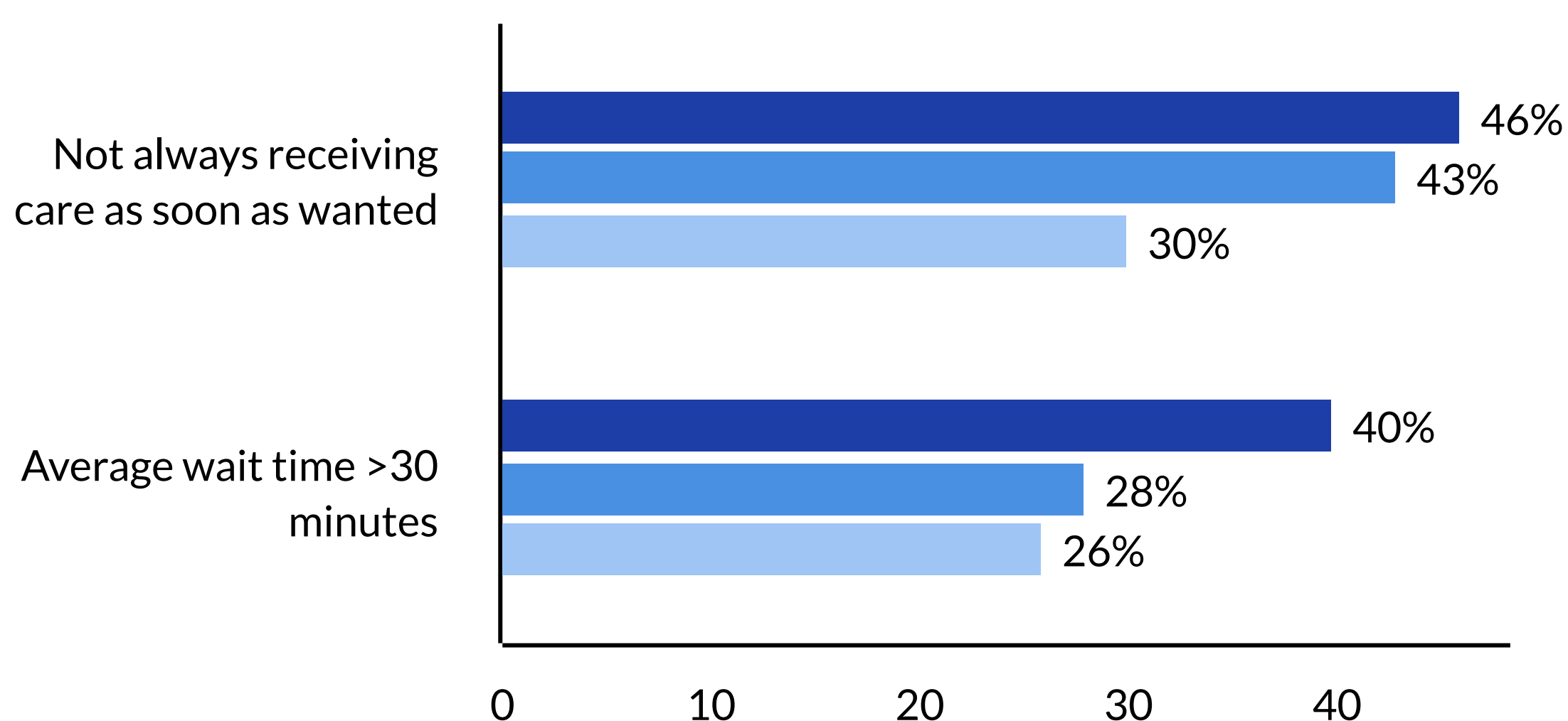


People who most frequently accessed the integrated care clinics reported the lowest standard of care compared to other primary care services...

Respect for Dignity



Prompt attention



Quality of Basic Amenities

