

Preferred Presentation Format: No preference

Topic/Target Audience: Healthcare providers; Researchers

Title: Patients with social determinants of health needs report worse healthcare experiences.

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Brief Abstract* (<200 words):

BACKGROUND: Patients face complex social and medical needs. Little is known about how these social determinants of health (SDH) needs impact patients' healthcare experiences.

PURPOSE: To test whether healthcare experiences differ between patients with and without SDH needs.

METHODS: A random sample of patients with recent clinic visits were recruited into the study and asked to complete a survey about their SDH needs and recent clinic experiences. Cross-sectional analyses of 2,272 patients used logistic regressions to test if recent healthcare experiences differed for those with and without SDH needs, adjusting for age, education, and marital status.

RESULTS: Compared to patients with no SDH needs (n=1,008), patients with at least one SDH need (n=1,264) were less satisfied with their recent clinic visit. Patients with SDH needs were more likely to say that it was a hassle to get care and less likely to say they got all their questions answered, all the care they needed, all the information needed to manage their care, and that they were treated with respect by their provider. Patients with both medical and social SDH needs were the least satisfied (n=579).

CONCLUSION: Healthcare providers need to provide high quality care to all patients.

Learning Objective(s):

Describe patients' unmet social and medical needs.

Analyze how self-reported unmet social and medical needs are related to healthcare experiences.

Compare how different types of needs are related to healthcare experiences.