

Evaluating Associations between Patient/Caregiver Experiences of Healthcare Discrimination and Trust in Provider

Arshdeep Kaur, MSPH

California University of Science and Medicine

Background



The National Academies of
SCIENCES • ENGINEERING • MEDICINE

CONSENSUS STUDY REPORT

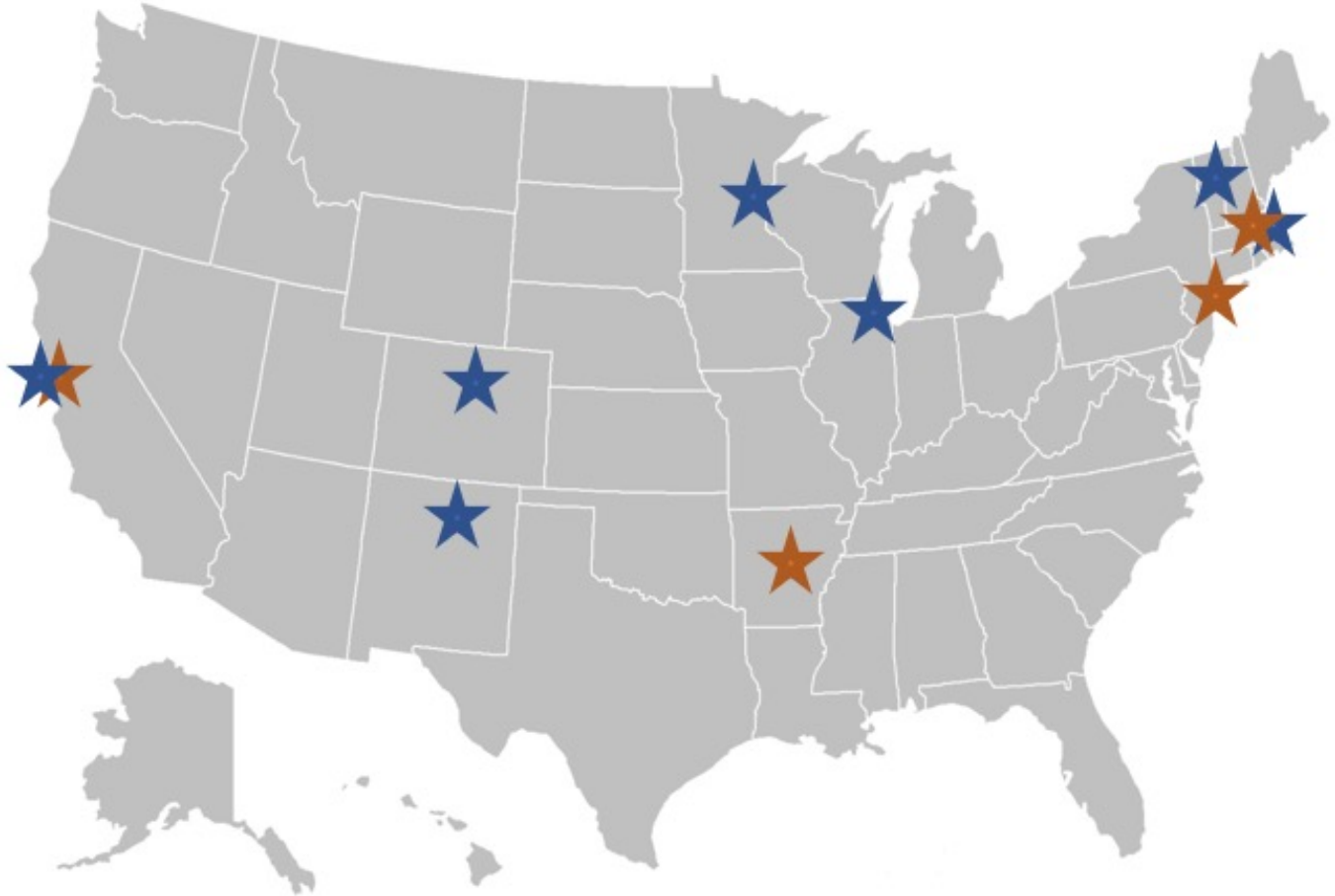
INTEGRATING SOCIAL CARE INTO THE DELIVERY OF HEALTH CARE

MOVING UPSTREAM
TO IMPROVE THE
NATION'S HEALTH

Aims

1. Assess levels of trust in healthcare provider and prevalence of healthcare-based discrimination
2. Identify factors associated with high trust, including prior experiences of healthcare-based social risk screening

Convenience sample of adult patients and adult caregivers of pediatric patients



SIREN Accountable Health Communities Screening Tool Study Sites

- ★ Primary care clinic
- ★ Emergency department

How much do you trust your health care provider(s) at this clinic?

1 2 3 4 5 6 7 8 9 10
Not at all Completely

When getting health care, have you ever had any of the following things happen to you because of your race, ethnicity, or socioeconomic status?

-
1. Felt like a doctor or nurse was not listening to what you were saying
 2. Treated you with less respect than other people
 3. Received poorer services than other people
 4. Treated with less courtesy than other people
 5. Had a doctor or nurse act as if he or she was better than you
 6. Had a doctor or nurse act as if he or she thinks you were not smart
 7. Had a doctor or nurse act as if he or she was afraid of you
-

In the last 12 months, not including today, have you been asked about any of the following in any health care setting:

- a) Yes, housing
- b) Yes, food access
- c) Yes, medical or non-medical transportation
- d) Yes, electric, gas, oil, or water utility services
- e) Yes, your safety, or violence in your household
- f) No, none of these

In the last 12 months, not including today, have you received assistance from anyone in any health care setting related to:

- a) Housing
- b) Food access
- c) Medical or non-medical transportation
- d) Electric, gas, oil, or water utility services
- e) Your safety, or violence in your household
- f) None of these

What is your race? (mark all that apply)

- a) White
- b) Black or African American
- c) American Indian or Alaska Native
- d) Asian Indian
- e) Chinese
- f) Filipino
- g) Japanese
- h) Korean
- i) Vietnamese
- j) Native Hawaiian
- k) Guamanian or Chamorro
- l) Samoan
- m) Other Pacific Islander (specify) _____
- n) Other Asian (specify) _____
- o) Some other race (specify) _____

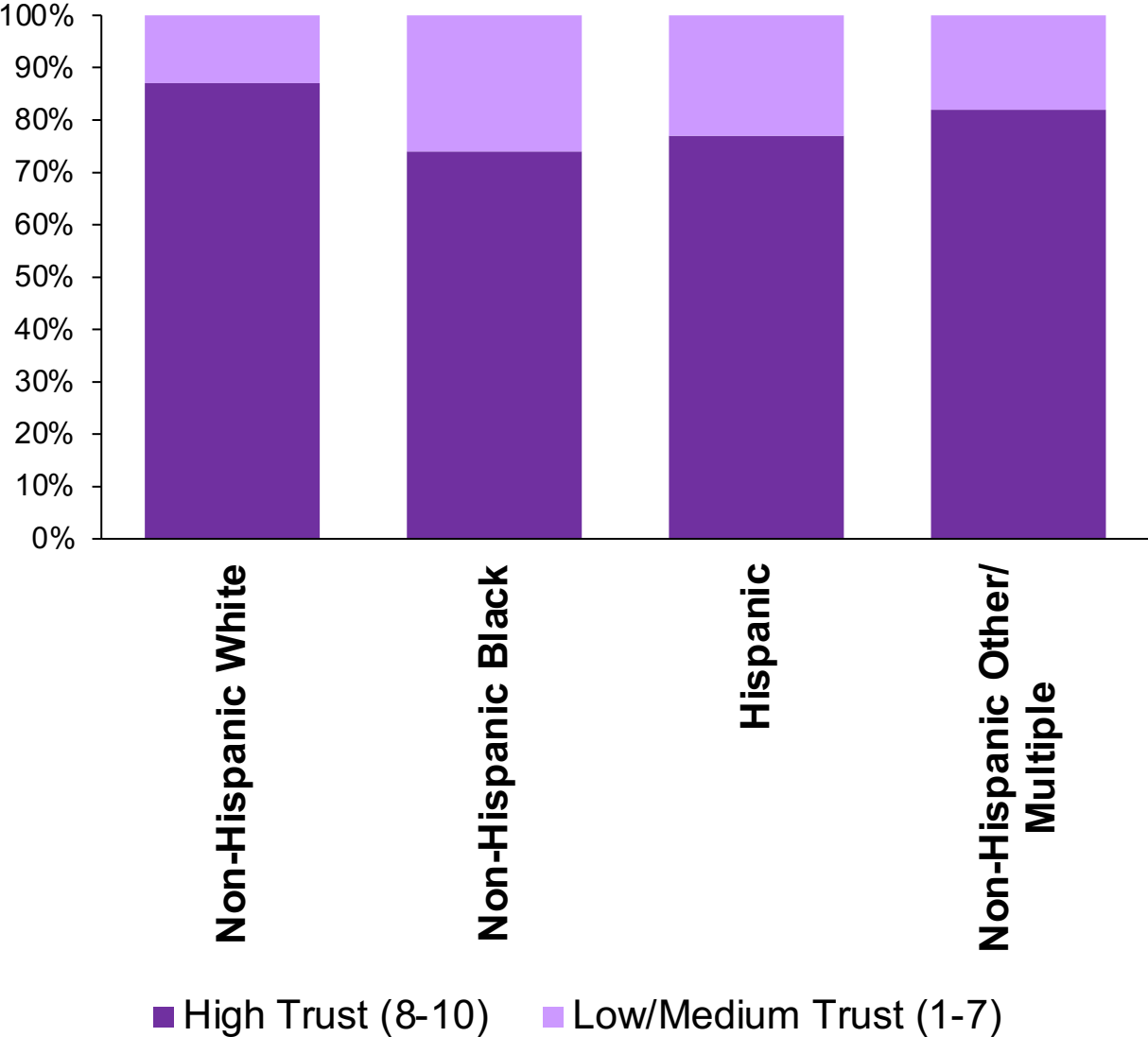
Are you of Hispanic or Latino origin?

- a) No, not Hispanic, Latino or Spanish origin
- b) Yes, Mexican, Mexican American, Chicano
- c) Yes, Puerto Rican
- d) Yes, Cuban
- e) Yes, another Hispanic, Latino, or Spanish origin

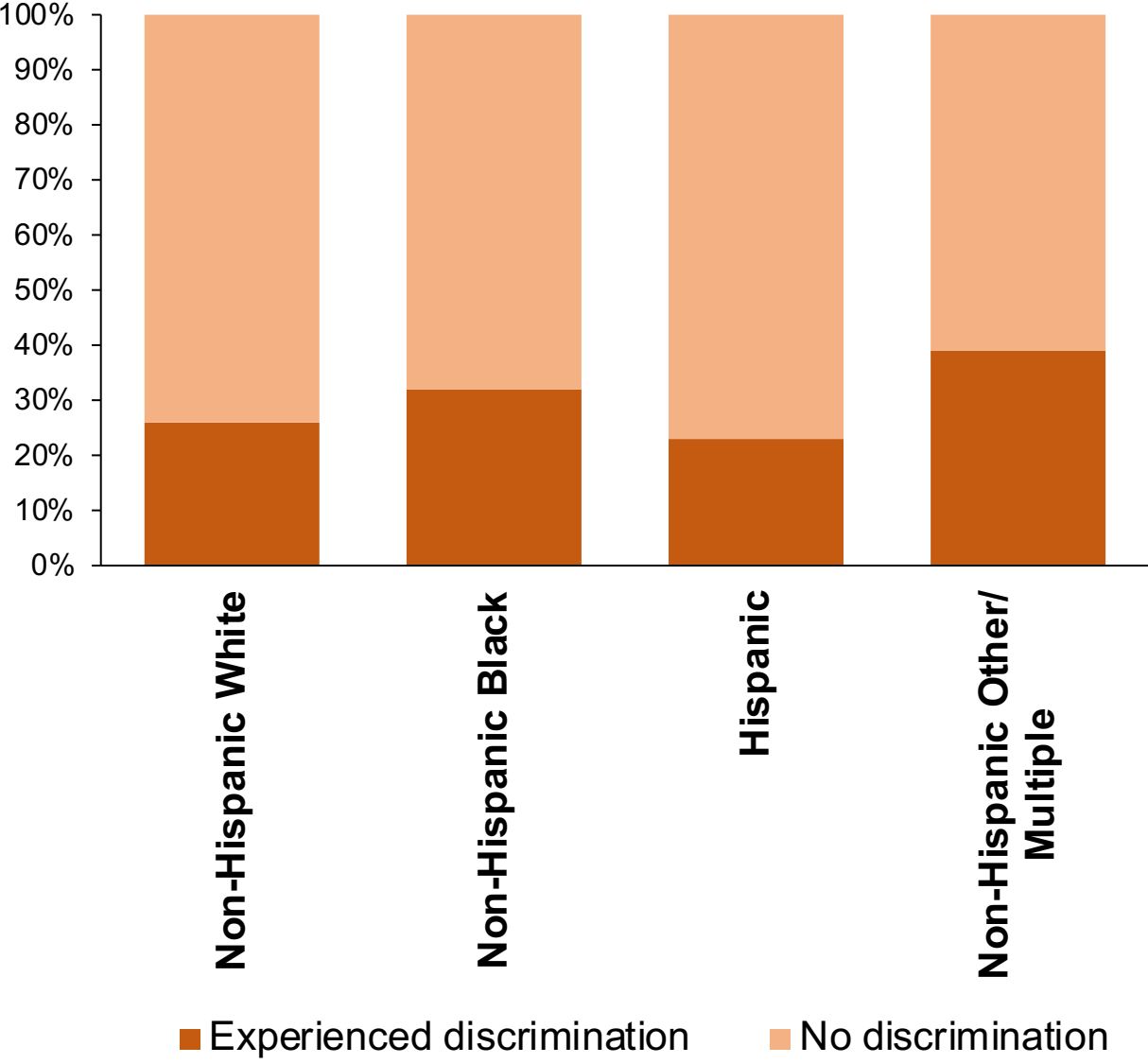
		Total	Low/medium trust (1-7) (n=197)	High trust (8-10) (n=815)	p-value
Sex	Male	297 (29.8%)	58 (19.5%)	239 (80.5%)	0.96
	Female	701 (70.2%)	136 (19.4%)	565 (80.6%)	
Race/ethnicity	Non-Hispanic White	357 (37.3%)	48 (13.4%)	309 (86.6%)	0.001
	Non-Hispanic Black	207 (21.6%)	54 (26.1%)	153 (73.9%)	
	Hispanic	310 (32.4%)	70 (22.6%)	240 (77.4%)	
	Non-Hispanic Other/multiple	83 (8.7%)	15 (18.1%)	68 (81.9%)	
Age	18-44	541 (53.9%)	116 (21.4%)	425 (78.6%)	0.25
	45-64	301 (30.0%)	51 (16.9%)	250 (83.1%)	
	65+	161 (16.1%)	29 (18.0%)	132 (82.0%)	
Years of education	Less than 12 years	170 (16.9%)	37 (21.8%)	133 (78.2%)	0.44
	12 years or more	835 (83.1%)	160 (19.2%)	675 (80.8%)	
Income	\$50k or less	595 (69.4%)	136 (22.9%)	459 (77.1%)	<0.001
	\$50,001-75k	82 (9.6%)	7 (8.5%)	75 (91.5%)	
	\$75,001k+	180 (21.0%)	23 (12.8%)	157 (87.2%)	
SES ladder position mean (SD)		5.66 (2.23)	5.06 (2.11)	5.80 (2.23)	<0.001
Healthcare setting	Primary care	620 (61.3%)	118 (19.0%)	502 (81.0%)	0.66
	ED	392 (38.7%)	79 (20.2%)	313 (79.8%)	
Participant type	Adult patient	781 (77.2%)	151 (19.3%)	630 (80.7%)	0.85
	Pediatric Caregiver	231 (22.8%)	46 (19.9%)	185 (80.2%)	
Preferred language	English	845 (83.5%)	167 (19.8%)	678 (80.2%)	0.59
	Spanish	167 (16.5%)	30 (18.0%)	137 (82.0%)	
Patient/caregiver- reported health	Fair/Poor	230 (23.4%)	69 (30.0%)	161 (70.0%)	<0.001
	Excellent/Very good/Good	755 (76.6%)	119 (15.8%)	636 (84.2%)	

		Total	Low/medium trust (1-7) (n=197)	High trust (8-10) (n=815)	p-value
Race/ethnicity	Non-Hispanic White	357 (37.3%)	48 (13.4%)	309 (86.6%)	0.001
	Non-Hispanic Black	207 (21.6%)	54 (26.1%)	153 (73.9%)	
	Hispanic	310 (32.4%)	70 (22.6%)	240 (77.4%)	
	Non-Hispanic Other/multiple	83 (8.7%)	15 (18.1%)	68 (81.9%)	

Trust in Provider by Race/Ethnicity

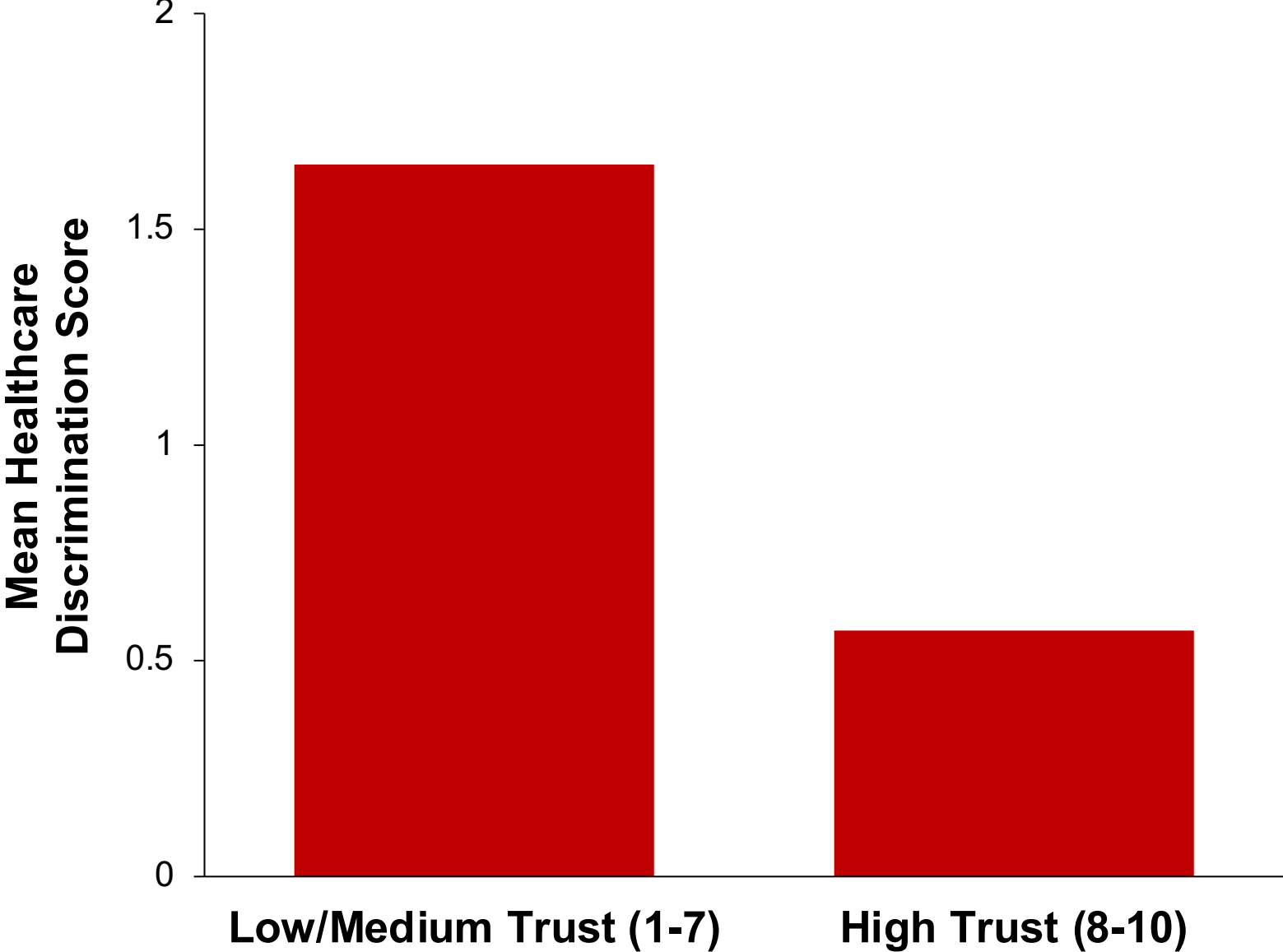


Experience of Any Healthcare Discrimination by Race/Ethnicity



	Total	Non-Hispanic White (n=367)	Non-Hispanic Black (n=212)	Hispanic (n=329)	Non-Hispanic Other/multiple (n=84)	p-value
Item 1: Felt like a doctor or nurse was not listening to what you were saying	183 (18.8%)	54 (14.9%)	47 (22.6%)	59 (18.4%)	23 (27.4%)	0.021
Item 2: Treated you with less respect than other people	123 (12.6%)	40 (11.0%)	38 (18.4%)	28 (8.6%)	17 (20.2%)	0.001
Item 3: Received poorer services than other people	93 (9.6%)	25 (7.0%)	34 (16.6%)	20 (6.2%)	14 (16.9%)	<0.001
Item 4: Treated with less courtesy than other people	107 (11.0%)	34 (9.4%)	28 (13.7%)	29 (9.0%)	16 (19.0%)	0.026
Item 5: Had a doctor or nurse act as if he or she was better than you	117 (12.0%)	50 (13.8%)	30 (14.5%)	21 (6.5%)	16 (19.5%)	0.001
Item 6: Had a doctor or nurse act as if he or she thinks you were not smart	122 (12.6%)	52 (14.6%)	33 (16.0%)	24 (7.4%)	13 (16.0%)	0.006
Item 7: Had a doctor or nurse act as if he or she was afraid of you	31 (3.2%)	6 (1.7%)	16 (7.8%)	3 (0.9%)	6 (7.4%)	<0.001

Healthcare Discrimination Score by Trust in Provider



	Odds ratio	p-value	95% confidence interval
Healthcare discrimination score	0.74	<0.001	(0.64, 0.85)
Race/ethnicity			
Non-Hispanic Black	0.56	0.124	(0.27, 1.17)
Hispanic	0.67	0.340	(0.30, 1.52)
Non-Hispanic other/multiple	0.96	0.938	(0.39, 2.72)
Age			
45-64	1.30	0.271	(0.82, 2.06)
65+	1.05	0.929	(0.39, 2.81)
Education 12+ years	0.62	0.075	(0.36, 1.05)
Income			
\$50,001-75k	2.19	0.118	(0.82, 5.84)
\$75,001k+	1.41	0.139	(0.90, 2.22)
SES ladder	1.04	0.556	(0.92, 1.16)
Self-rated health good/very good/excellent	3.15	<0.001	(2.01, 4.92)
Interaction: Self-rated health *discrimination score	0.84	0.008	(0.74, 0.96)
80%+ publicly insured/uninsured	0.76	0.170	(0.52, 1.12)
Previously screened for social risks in prior 12 months	0.99	0.972	(0.63, 1.55)
Previously assisted with social risks in prior 12 months	0.86	0.411	(0.60, 1.23)
Interaction: Previously screened * discrimination score	1.28	0.026	(1.03, 1.58)

	Odds ratio	p-value	95% confidence interval
--	------------	---------	-------------------------

Healthcare discrimination score

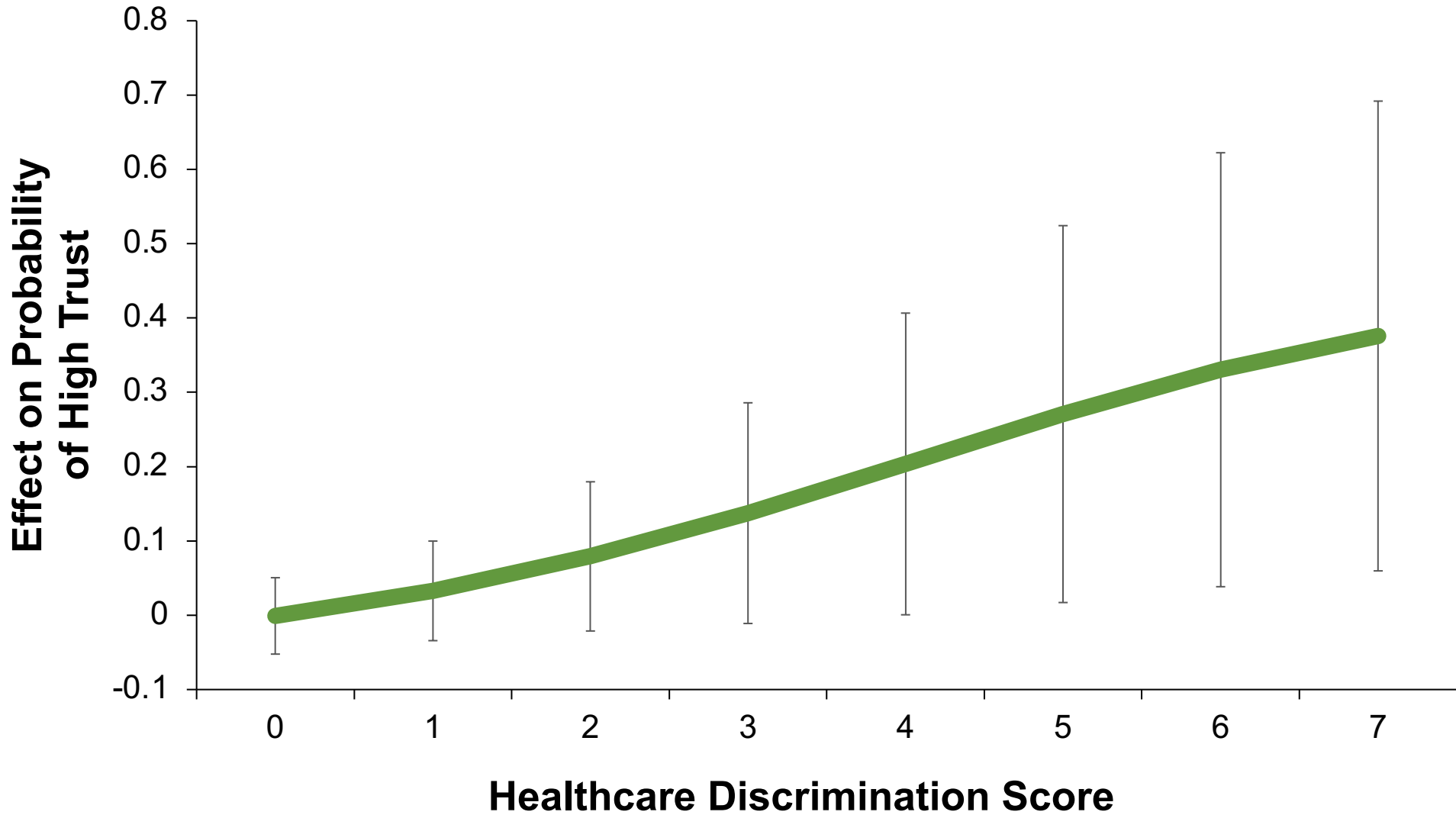
0.74

<0.001

(0.64, 0.85)

	Odds ratio	p-value	95% confidence interval
Previously screened for social risks in prior 12 months	0.99	0.972	(0.63, 1.55)
Previously assisted with social risks in prior 12 months	0.86	0.411	(0.60, 1.23)
Interaction: Previously screened * discrimination score	1.28	0.026	(1.03, 1.58)

Effect of Social Risk Screening on Probability of High Trust



Takeaway #1: Healthcare discrimination is common and is linked to low trust

- 1 in 4 participants experienced healthcare discrimination
- Racial/ethnic differences in trust levels and discrimination
- Each additional type of discrimination associated with 26% lower odds of high trust

Takeaway #1: Healthcare discrimination is common and is linked to low trust

Need evidence-based anti-racist solutions:

- Hiring and retaining diverse healthcare providers
- Community partnerships

Takeaway #2: Social risk screening may help build trust, but many questions remain

- Higher trust may be a byproduct of social risk screening
- Literature suggests value in knowing that your provider cares about your social context
- Not recommending screening just for the purpose of building trust

Takeaway #2: Social risk screening may help build trust, but many questions remain

We need to know about:

- Unintended consequences?
- Screening without being able to offer adequate assistance?
- Implementation among diverse populations?

Takeaway #3: Social care programs must avoid trauma from further discrimination and focus on trust

- Need to avoid (re-)traumatizing patients, so many of whom have already experienced healthcare discrimination
- Inclusion of trust as a factor when designing and evaluating social care interventions
- Need for social care programs to be actively anti-racist and trauma-informed, especially considering disparities in trust among racial/ethnic groups

Limitations

- Cross-sectional study
- Cannot establish temporality
- Social desirability bias

Acknowledgements

Thank you to all the patients and caregivers for sharing their experiences.

Study team:

Emilia De Marchis

Laura M. Gottlieb

Elena Byhoff

Stephanie Ettinger de Cuba

Eric W. Fleegler

Alicia Cohen

Nathaniel J. Glasser

Mark J. Ommerborn

Cheryl R. Clark

Ardis Olson

Thank you!

kaurar@cusm.org