

# Client Profiling and Equity in Healthcare Delivery



Presenter: Neresa Lawrence-Reid  
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# Objectives:

- To define “Equity in Healthcare
- To relate instances of client profiling
- To identify vulnerable groups
- To highlight deficiencies in care to these groups
- To discuss possible solutions to the problems

# Equity in Health

- The absence of systematic disparities in health between social groups who have different levels of advantages/disadvantage
- Simplified...the absence of socially unjust or unfair health differences
  - Eg. lack of access to needed antibiotics because of poverty
  - Non-immunization of children because of geographic location ...inaccessible areas, cold chain

# Equity and Equality

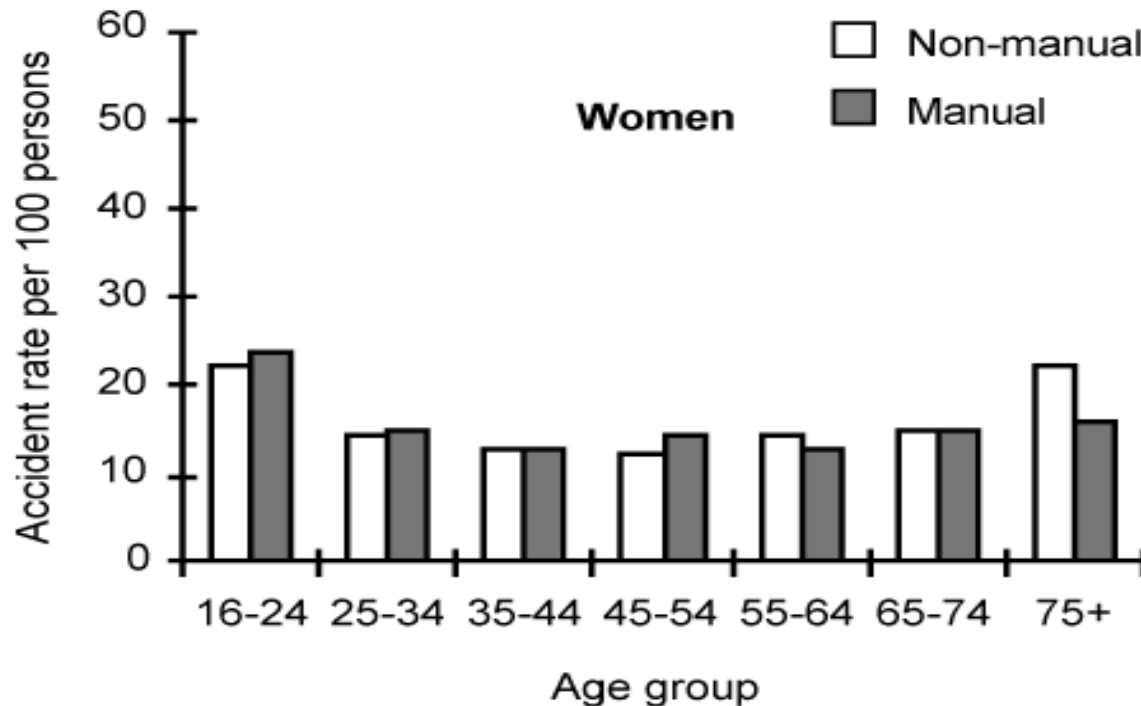
- Equity is not the same as equality
- Health Inequity could be seen as an unjust or unfair Health Inequality/disparity
- But not all disparities are unfair
  - young adults more healthy than elderly
  - men have prostate cancer, women do not etc
- Brand drugs vs generic
  - less side effects with brand

# Client profiling

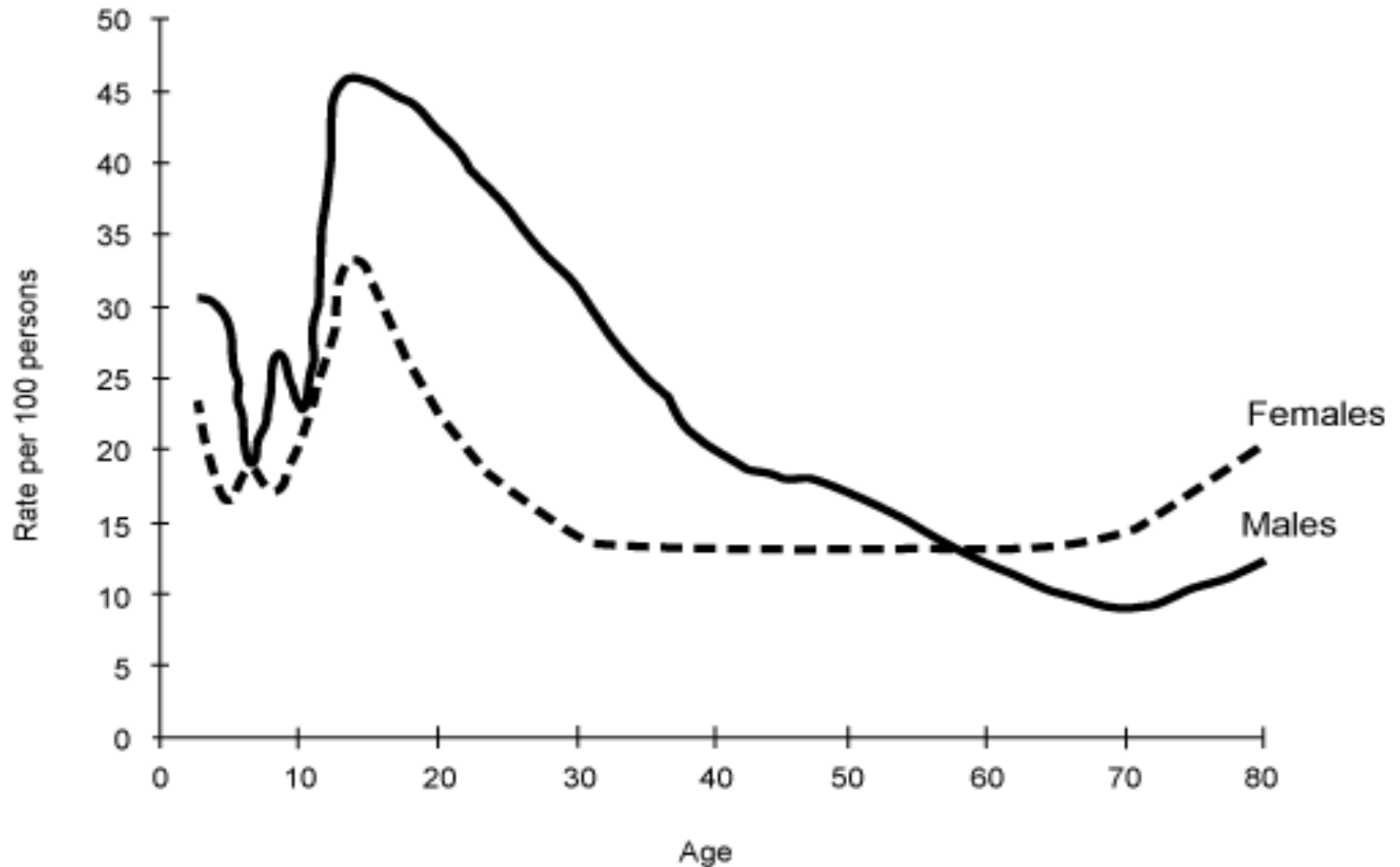
- Profiling is the practice of attempting to understand a person or group based on general characteristics or on past behaviors.
  - The collection of data on clients with regard to socio-economic status, health, ethnicity, religion, professional status, diet and language, including communication needs of people with disabilities.
- profiling.

# Client Profiling

- Major accidents involving women by class England, 1996



# Prevalence of major accidents, by gender and age, England, 1996



# Profiling





# Profiling

Rx

Norfloxacin 400 mg bd x 10/7

- What is priced for a person with three health cards vs. one without health insurance??



# Dr. Janice Brunstrom

Pediatric neurologist specializing in  
Cerebral Palsy



Ludwig van Beethoven  
German composer and pianist





# Andrea Bocelli

Italian tenor, multi-instrumentalist and classical crossover artist.





## Professor Stephen Hawking

Stephen Hawking is regarded as one of the most brilliant theoretical physicists since Einstein



## International Classification of Functioning , Disability and Health (ICF)

- Impairment -problem in body function or alterations in body structure e.g. paralysis , blindness
- Activity limitations- difficulty in executing activity e.g. walking, eating
- Participation restrictions- problems with involvement in any area of life e. g. discrimination in employment



# Definitions: cont'd

- Thus 'disabilities' is an umbrella term

Disability refers to difficulty encountered in any or all three areas of functioning

(impairments, activity limitations and participation restrictions)

It is the interaction between individuals with a health condition ( e.g. depression) and personal and environmental factors (e.g. inaccessible transportation).

- n Elderly: According to the Vienna Declaration on Ageing (1982), older persons are considered to be those age 60 and above



# Scope of the problem

- WHO about 15% of the world population has some form of disability
- It is estimated that there are about 1 billion persons with disabilities in the world
- Eighty percent of disabled persons live in the developing world





# Scope of the problem continued

- The Jamaican population was determined to be 2, 697,983 in 2011 by STATIN
- If 10 percent of the population has a disability then over 269,798 Jamaicans are in this group
- In most countries the number of elderly people is increasing, and already in some as many as two thirds of disabled people are also elderly



## Scope of the problem continued

- In mid 2011, the population 60 years and over was estimated to be 299,611 ; 11.07% of the population
- There was an increase of 26.8% in this segment of the population between 1970-1980 while the total population increased by 13.6%.



# Scope of the problem

- People with disabilities report seeking more health care than people without disabilities
- Disabled persons have greater unmet health care needs
- Health promotion and prevention activities seldom target people with disabilities



# Problems

- Secondary health conditions (e. g. Bed sores, UTI, pain)
- Co-morbidity (prevalence of diabetes in schizophrenia 15% compared to 2-3% for general population)
- Premature aging ( developmental cond)
- Risky behaviours (no exercise, poor diet)



# Barriers to health care

- Costs
- Limited availability of services
- Physical barriers
- Inadequate skills and knowledge of health workers (2 x more likely to report inadequate skills of provider, 4 x treated badly, 3 x more likely to be denied care)





# The World Programme of Action concerning Disabled Persons '82

- set up by the United Nations for
  - prevention of disability
  - rehabilitation
  - the realization of the goals of "full participation" of disabled persons in social life and development, and of "equality"



## United Nations Convention on the Rights of Persons with Disabilities adopted 2006 aims:

- “Promote
  - Protect
  - Ensure
- The full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity”



# United kingdom

- the Disability Discrimination Act 1995 gives disabled people important rights of access to everyday services that others take for granted
- Treating a disabled person less favourably because they are disabled has been unlawful since December 1996





# United Kingdom

- Since 1999 service providers have had to consider making reasonable adjustments to the way they deliver their services so that disabled people can use them
- Since 2004, service providers have to consider making permanent physical adjustments to their premises



# Expenditure for medical care (USA) by disabled

- 1987 \$156,949,000
- 1993 \$282,832,000
- 17% of the total population accounted for 47% of medical expenditures nationally.
- In 1987, people with an activity limitation due to a chronic condition spent over four times more on medical care than nondisabled persons.



# Characteristics of persons with disabilities (USA)

- use of assistive technology devices
  - hearing aids (3.8 million),
  - walkers (1.7 million),
  - wheelchairs (1.4 million), and
  - back braces (1.2 million).
  - canes or walking sticks (4.4 million)
  - (Survey: NHIS, 1990)
- Presence of secondary conditions e.g. depression, obesity, fatigue, isolation



# Characteristics cont'd

- Use of accessibility features
  - hand rails
  - ramps
  - extra wide doors
  - lowered counters
  - slip-resistant floors



# Special Note: Mental illness (USA)

- Only 15.3% of those with serious mental illness receive minimally adequate treatment
- Almost one in five adolescents has seriously thought of suicide, and nearly 9% report a suicide attempt.
- More than three-fourths of students with emotional disturbance are boys.
- More than half of all youth with emotional disturbance dropped out of school.





# The Jamaican Perspective

- AN ASSESSMENT OF THE PHARMACY CARE NEEDS OF  
DISABLED/ELDERLY PERSONS IN CORPORATE AREA  
COMMUNITY PHARMACIES

Patricia Williams

Vevinne Walker

Neresa Lawrence-Reid

Marcia Craig-Mitchell

University of Technology, 2005



# Jamaican Perspective

- 25 % or one in every four persons lived alone.
- 32% of the study group had some form of arthritis
- 20% of the persons interviewed did not believe that the medication was helping their condition



## Jamaican perspective cont'd

- 23 % took other medications than those prescribed by the doctor
- three out of every hundred did not know how to take the medication
- Nearly a quarter of the sample experienced allergic reactions to drugs
- one in every eight claimed the drugs being taken caused some problem.





# Jamaican perspective

- Elderly/disabled users of pharmacies had problems with:
  - reading labels on the dispensed medication
  - opening the containers
  - remembering to take the drugs
- 22% did not find the pharmacy physically accommodating



# Jamaican Perspective

- Persons had problems with entering, moving around, seeing, seating and hearing in the pharmacy
- More than a half of the respondents did not have health insurance
- Lack of discount for persons with disability
- Only 42% of persons thought they received priority treatment at the pharmacy



# Jamaican Perspective cont'd

- Absence of suitable physical environment
  - ramps and rails
  - Lowered counters
  - Narrow aisles
  - Poor lighting
- Lack of communication with those unable to hear and speak
- Long waiting time

# AVAILABILITY OF DRUGS

- Autism and ADHD
- Concerta/Ritalin... Methylphenidate
- Anticancer medication

# Improvement in some pharmacies

- Wheel chair lift





# Requests of the elderly/disabled

- faster service
- improved seating
- discounts
- advanced preparation of prescription refills
- special service
- More time with pharmacist



# Recommendations

- More time spent by the pharmacist explaining drug use
  - Telephone contact
  - Many persons have cell phones
  - Expectations from use of medication
- Mental Illness
  - More time counselling patients and caregivers
  - Pharmacies interact with health centres
  - More interaction with youth ( contraceptive use)





# Recommendations

- Improving the physical environment of pharmacies for easier use by the disabled.
  - ramps
  - rails
  - seats
  - Lowered counters
  - Proper lighting
  - Wider aisles for wheelchairs
  - Slip resistant floors
- Discounts for disabled persons





# Recommendations

- More attention to specific needs such as labelling, braille, sign language
- Personnel be trained to assist the disabled and elderly as they enter the pharmacy
- A pharmacy care plan be developed for the disabled/elderly community. This would include reminders about taking medication, refills and delivery where requested



# Recommendations cont'd

- Inclusion of a special needs component in the pharmacy curriculum.

- elderly care
- sign language

NHF attention to this group re funding and training

Thank You!  
😊



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