ACCESS BARRIERS AND EXPERIENCES IN PRIMARY HEALTH CARE IN LATIN AMERICA AND THE CARIBBEAN

Webinar Series on Essential Public Health Functions
Pan-American Health Organization

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Before COVID: LAC, OECD similar access times to a PC visit …

Last time when needed, got a primary care consultation the same or next day without needing to use emergency room, LAC-6 and OECD-11, adults by level of education, 2012-2014

<table>
<thead>
<tr>
<th>Level of Education</th>
<th>LAC-6</th>
<th>OECD-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary education</td>
<td>44.7%</td>
<td>51.8%</td>
</tr>
<tr>
<td>Secondary education</td>
<td>51.3%</td>
<td>55.1%</td>
</tr>
<tr>
<td>Higher education</td>
<td>54.9%</td>
<td>56.1%</td>
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</tbody>
</table>

Source: Guanais et al. (2019) From the Patient’s Perspective: experiences with primary health care in Latin America and the Caribbean.
... but much higher differences in financial barriers to care ...

Had a problem but did not see a doctor or skipped a test or treatment because of cost, and/or had serious problems paying for healthcare, LAC-6 and OECD-11, adults by level of education, 2012-2014

Source: Guanais et al. (2019) From the Patient’s Perspective: experiences with primary health care in Latin America and the Caribbean.
... and even higher gaps in person-centered primary health care.

Has (i) a regular doctor or place of care that (ii) knows your medical history, (iii) is easy to contact during office hours, and (iv) helps to coordinate care, LAC-6 and OECD-11, adults by level of education, 2012-2014

Source: Guanais et al. (2019) From the Patient’s Perspective: experiences with primary health care in Latin America and the Caribbean.
COVID-19 has renewed challenges for primary health care everywhere

Reduction in the volume of primary care consultations during the first wave (Spring 2020)

- In France, the number of cancer diagnoses decreased by 35%-50% in April 2020 (as compared to April 2019)

- In the Netherlands, the number of cancer diagnoses decreased by 26% in April 2020 (as compared to January 2020)

Resilient health systems: Seizing the policy window to strengthen PHC

Continuity of care
- Management of acute conditions
- Care for existing chronic conditions
- Health education for self-management of conditions
- Vaccination, screening, other disease prevention
- Community engagement

Acute phase of the pandemic
- Help in diagnosing, tracking and tracing of COVID-19
- Care for mild COVID-19
- Follow-up care and rehab for recovered COVID-19
- Promotion of public health measures

Aftermath of the pandemic
- Care for patients who suffered direct and indirect effects of COVID-19 crisis
- Psychological and social support; social prescribing
- Renewed surveillance and care models

Source: Adapted from OECD 2021. Strengthening the frontline: How primary health care helps health systems adapt during the COVID-19 pandemic.
Measuring what matters most: A new generation of health system indicators is needed

PaRIS is the OECD’s Patient-Reported Indicator Surveys focused on outcomes and experiences of health care that matter most to people
Patient reported outcomes

Symptoms
- Pain
- Fatigue
- Shortness of breath
- Symptoms of depression
- Symptoms of anxiety

Functioning
- Physical functioning
- Mental functioning
- Social functioning

Self-reported health
- Overall self-reported health status

Health related quality of life
- Overall health related quality of life

Health system design, policy and context

Delivery system design
- Clinic
  - Urbanisation, model, skill mix, remuneration, information & administration systems, remote consultations
- Main health care professional
  - Demographic, designation, certification, chronic care training, informational & management continuity

Individual and sociodemographic factors
- Demographic, biometric and morbidity factors
  - Age, sex, BMI, chronic conditions, burden morbidity, disability
- Socioeconomic factors
  - Ethnicity, LGBT status, education level, occupational status, income, migrant status, urbanisation, household composition and size, social support

Patient reported experiences of care
- Access
- Comprehensiveness
- Continuity
- Coordination
- Safety
- People centred care
  - Individualisation of care
  - Decision making
  - Interacting with health professionals
- Self-management support
- Trust
- Overall perceived quality of care

Health and health care capabilities (including digital domain)

Health behaviours
- Physical activity
- Diet
- Tobacco use
- Alcohol use
Visit our dedicated COVID-19 digital platform: https://oecd.org/coronavirus