



# Barriers to finding a trusted healthcare provider in Ohio

One way to support good health is to have regular visits with a physician or other healthcare provider. Research has shown that trust between a patient and provider is important for health. A patient who trusts his or her provider is more likely to seek necessary care, to follow the physician’s advice, to take medications as prescribed and to return for follow-up visits.<sup>1,2</sup>

However, finding a trusted healthcare provider is not always easy. The 2015 **Ohio Health Issues Poll (OHIP)** asked Ohio adults about barriers that might make it hard to find a healthcare provider they could trust: lack of health insurance, type of health insurance, and race or ethnicity.

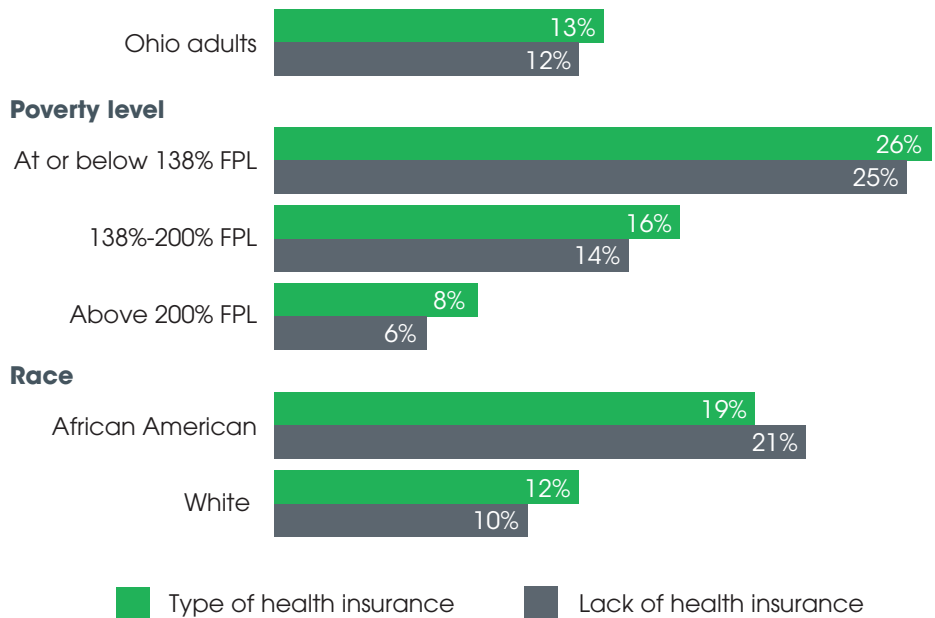
## One in 10 report insurance as barrier

OHIP asked insured adults if either a *lack* of health insurance

<sup>1</sup> Thom, D.H., Hall, M.A., & Pawlson, L.G. (2004). Measuring patients’ trust in physicians when assessing quality of care. *Health Affairs*, 24 (4), 124-132.

<sup>2</sup> Doyle, C., Lennox, L., Bell, D. (2013). A systematic review of evidence on the links between patient experience and clinical safety and effectiveness. *BMJ Open*, 3, 1-18.

### Lack of or type of insurance as a barrier to finding a trusted provider



or the *type* of health insurance had been a barrier to finding a trusted healthcare provider. Responses to these questions were similar. About 1 in 10 insured Ohio adults said that a lack of insurance (12%) or their type of insurance (13%) had prevented them from finding a trusted provider.

Certain groups reported these insurance barriers more frequently. African American adults were about twice as likely as White adults to

report these barriers. Adults with less income were also more likely to report these barriers. Nearly 3 in 10 insured adults earning less than 138% of the Federal Poverty Level (FPL)<sup>3</sup> reported these barriers. That compares with fewer than 2 in 10 adults earning between 138% and 200% FPL, and fewer than 1 in 10 adults earning more than 200% FPL.

### Continued on back

<sup>3</sup> In 2014, 138% of the Federal Poverty Level was \$32,913 for a family of four; 200% was \$47,700.

These findings unless otherwise noted are from Interact for Health’s Ohio Health Issues Poll (OHIP) conducted July 15-28, 2015, by the Institute for Policy Research at the University of Cincinnati. A random sample of 811 adults throughout Ohio was interviewed by telephone. This included 448 landline telephone interviews and 363 cell phone interviews. In 95 of 100 cases, statewide estimates will be accurate to ±3.4%. There are other sources of variation inherent in public opinion studies, such as non-response, question wording, or context effects that can introduce error or bias. For more information about OHIP, please visit [www.interactforhealth.org/ohio-health-issues-poll](http://www.interactforhealth.org/ohio-health-issues-poll). If you have questions about the data in this document, please contact Jennifer Chubinski, Director of Community Research, at 513-458-6608 or [jchubinski@interactforhealth.org](mailto:jchubinski@interactforhealth.org).

## Poorer adults more likely to report race or ethnicity as barrier

Another possible barrier to finding a trusted provider is race or ethnicity. OHIP asked, “Has your race or ethnicity been a barrier for you or your family in finding a healthcare provider that you trust when you are sick or need advice about your health?”

Fewer than 1 in 20 Ohio adults (4%) said that their race or ethnicity had been a barrier to finding a trusted provider. About the same percentage of African American (5%) and White (3%) adults reported this barrier. However, 7% of African American adults answered “don’t know” to this question. No White adults answered “don’t know.”

One in 10 Ohio adults earning less than 138% FPL (10%) reported that race or ethnicity had been a barrier to finding a trusted provider. This percentage is much higher than among adults earning between 138% and 200% FPL (2%) or more than 200% FPL (1%).

## Has your race or ethnicity been a barrier for you or your family in finding a healthcare provider that you trust when you are sick or need advice about your health?

Ohio adults 4%

### Poverty level

At or below 138% FPL 10%

138%-200% FPL 2%

Above 200% FPL 1%

### Race

African American 5%

White 3%