

# Behavioral and Access Barriers to Seeking Chiropractic Care

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# Goals and Objectives

In this study the overall goal was to determine what behavioral/access barriers exist for new patients seeking chiropractic care.

1) Determine what factors increase or decrease delay for a patients seeking chiropractic care.

2) Determine which type of delay is most common in different populations and variables related to this delay.

3) Obtain demographic information on patient populations surveyed.

# Methods

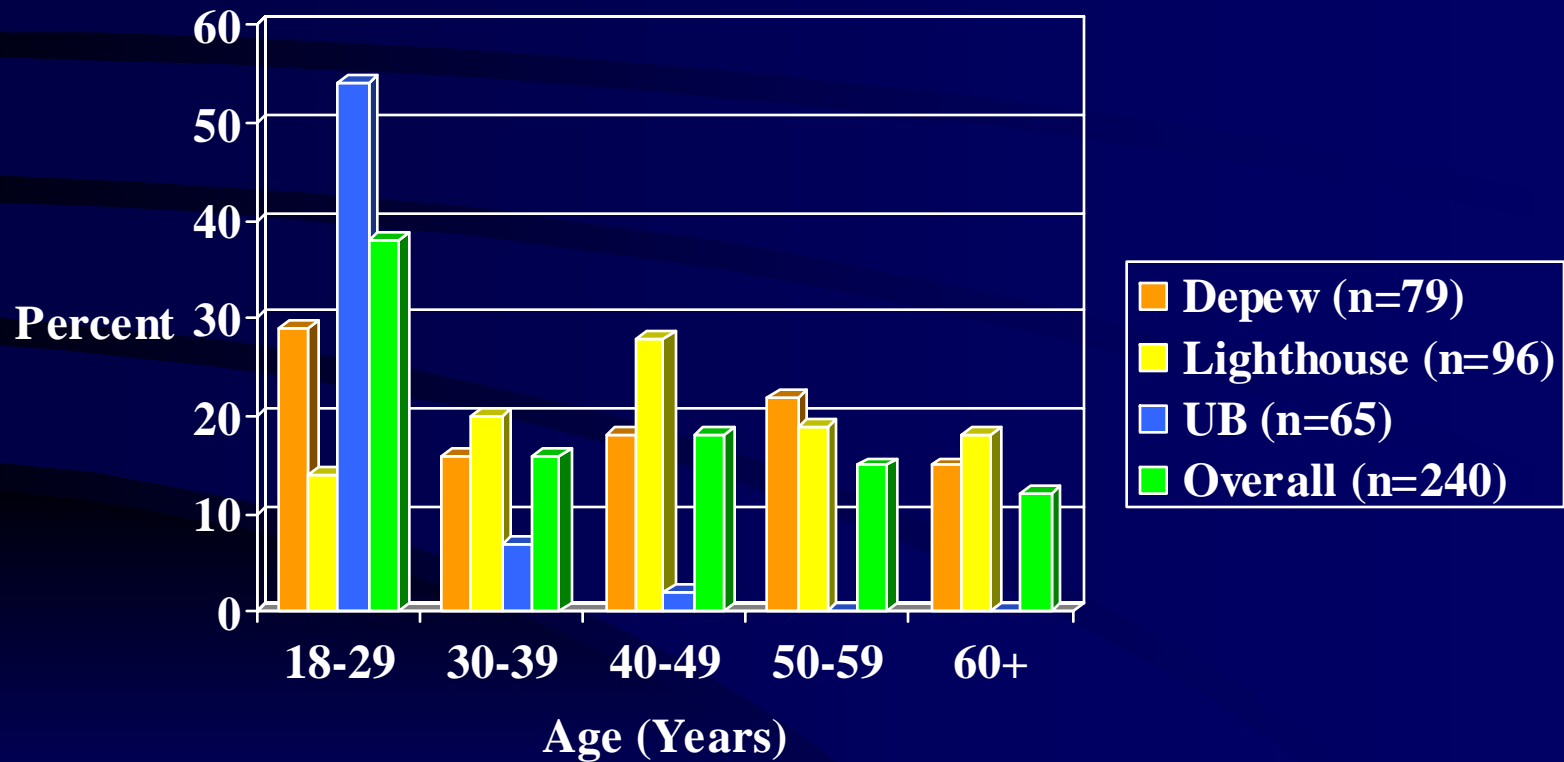
A convenience based sample of 240 new patients, 18 years or older, were administered a 16 question survey from 9/01/05-9/01/06 at 3 NYCC clinics.

- 1) Depew Clinic n=79 (Insurance mostly)
- 2) Lighthouse Clinic n=96 (Free, ethnic poor Medicaid patients)
- 3) University of Buffalo n=65 (Free, Student aged population mostly)

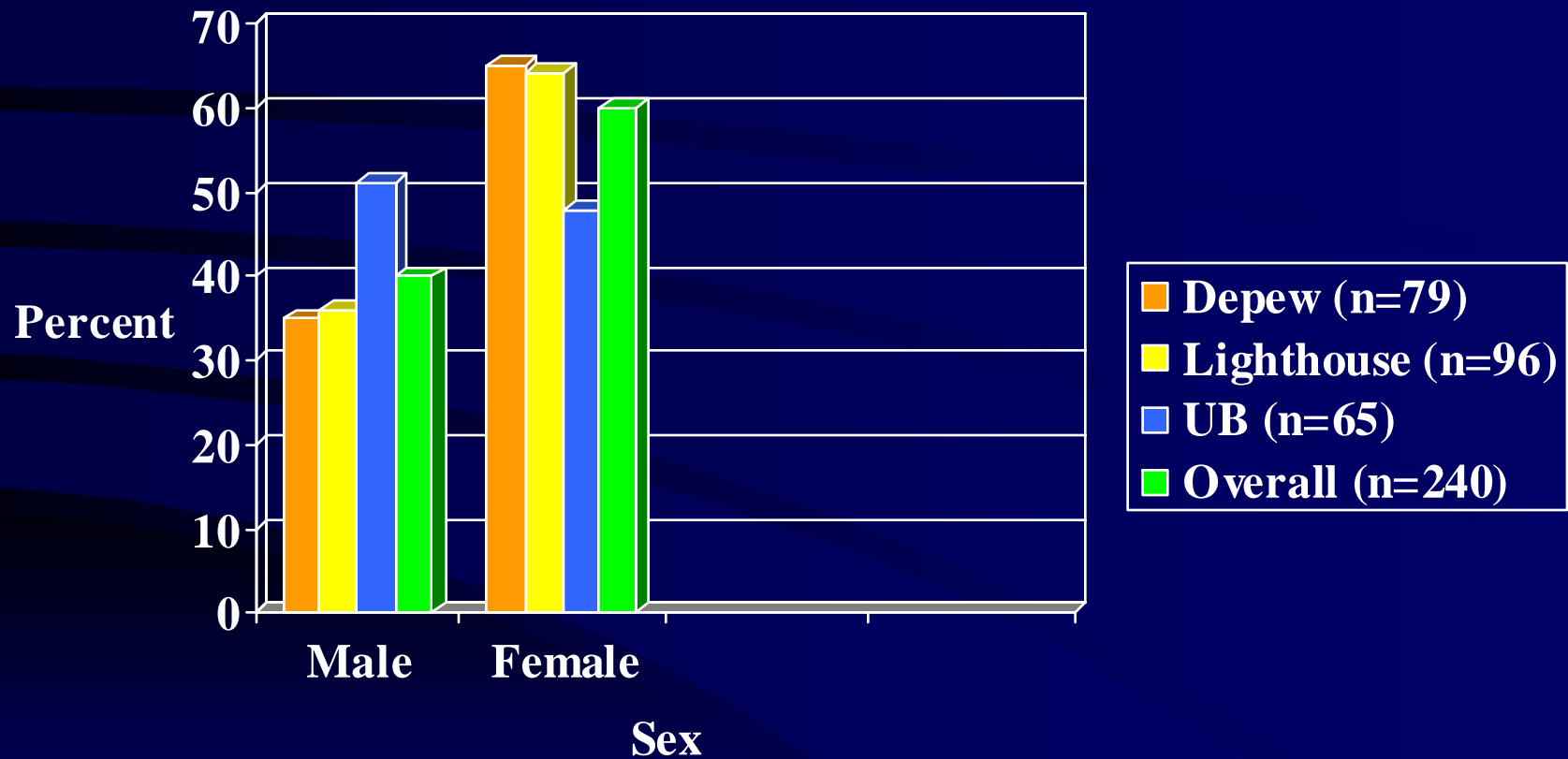
# Methods

- The survey was screened at each clinic on 20 existing patients for clarity.
- Surveys were administered by clinicians and staff trained by the primary investigator.
- New patients were recruited for this study via health professional referral, advertisements and internal referral.
- The data were entered into Microsoft Excel 2003.
- Frequencies and cross tabulation of data (Time, Location) was performed via SPSS 14.0 for Windows.

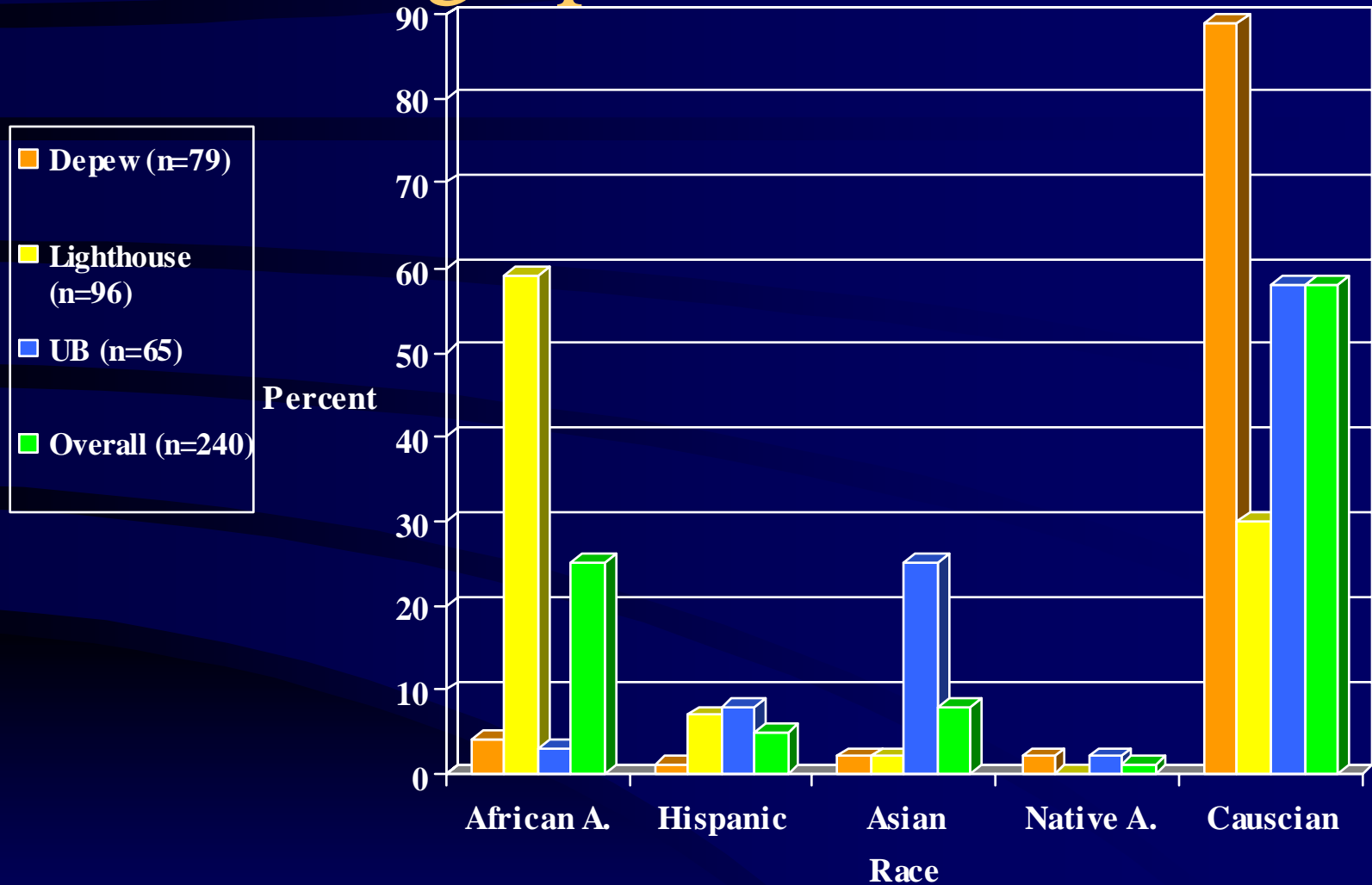
# Demographic Data: Age



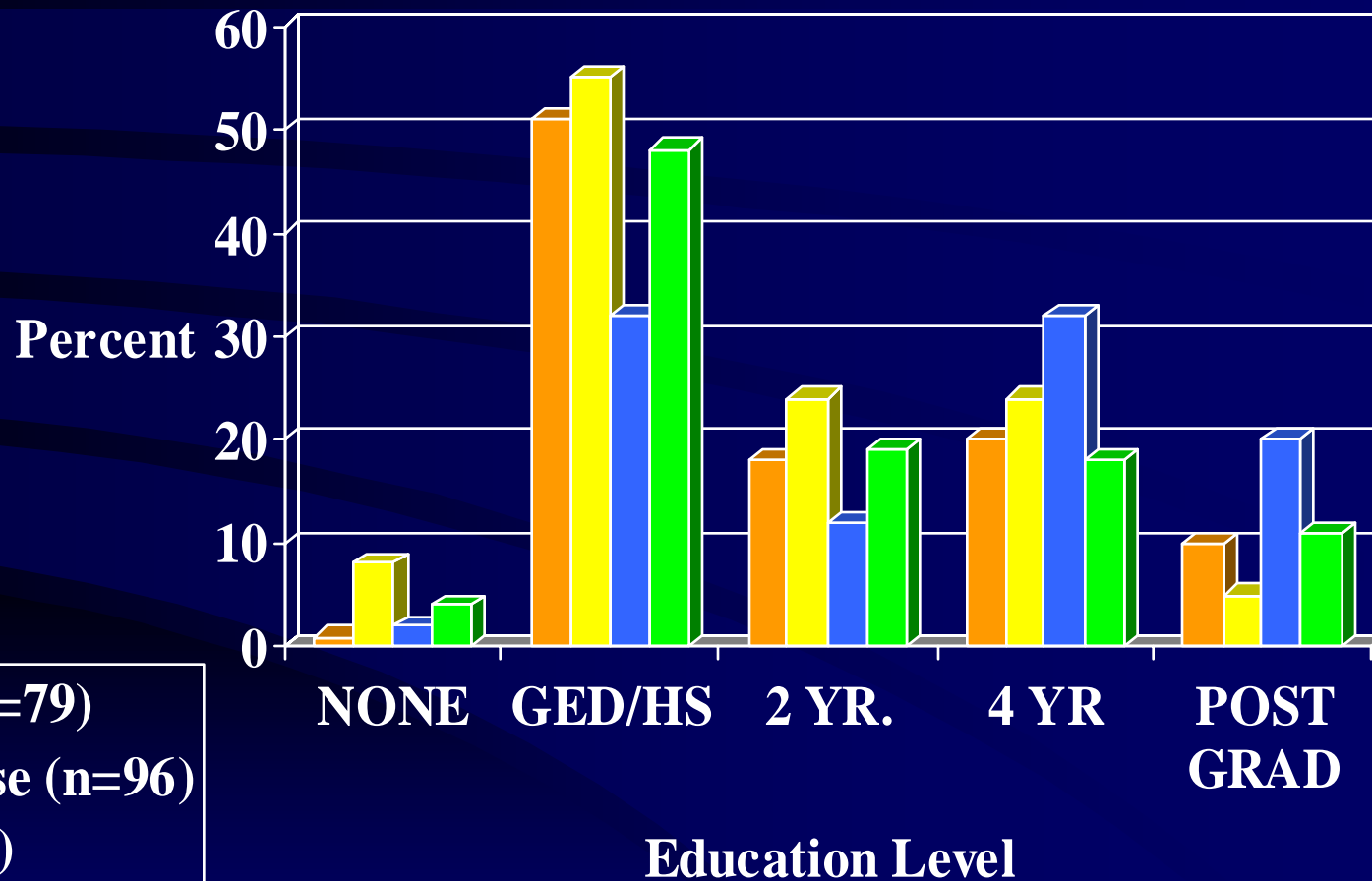
# Demographic Data: Gender



# Demographic Data: Race



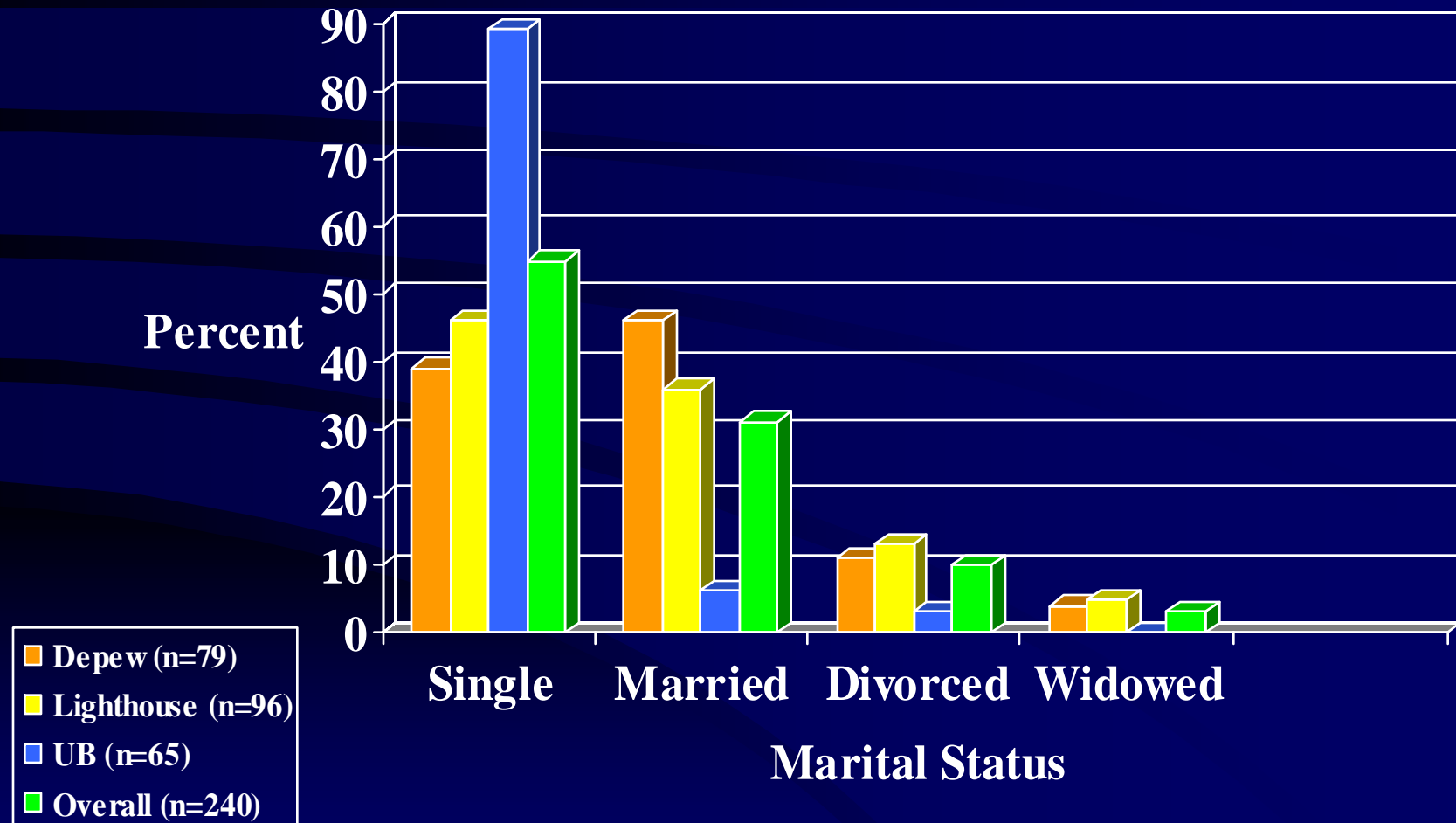
# Demographic Data: Education



- Depew (n=79)
- Lighthouse (n=96)
- UB (n=65)
- Overall (n=240)



# Demographic Data: Marital Status



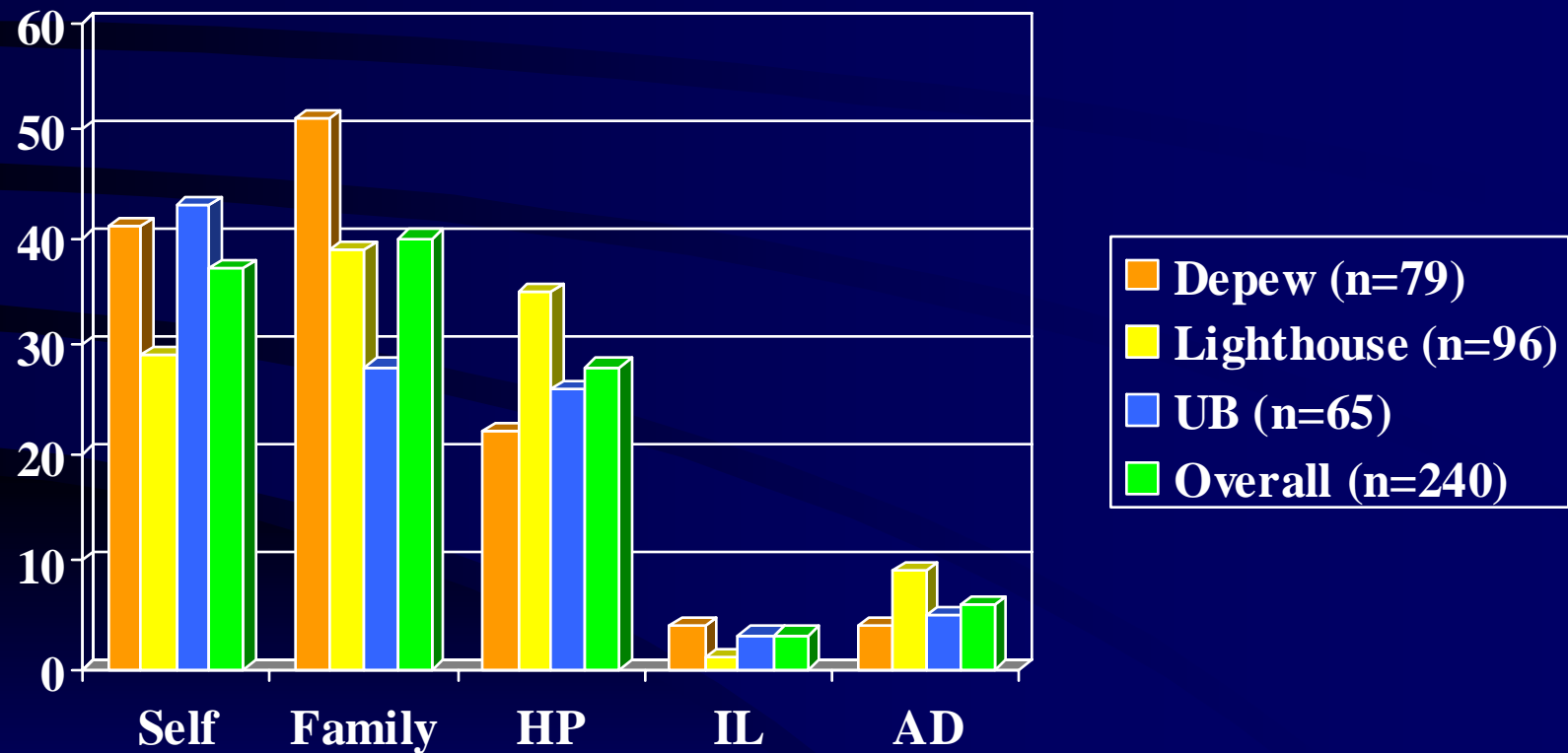
# Condition Variables

Variable	Depew (n=79)	Lighthouse (n=96)	UB (n=65)	Overall (n=240)
< 3 wks	<b>57% (44)</b>	31% (29)	<b>65% (42)</b>	48% (115)
> 3 wks	43% (33)	<b>69% (64)</b>	35% (23)	50% (120)
New	46% (36)	44% (42)	<b>58% (38)</b>	48% (116)
Old	<b>52% (41)</b>	<b>55% (53)</b>	38% (25)	50% (119)

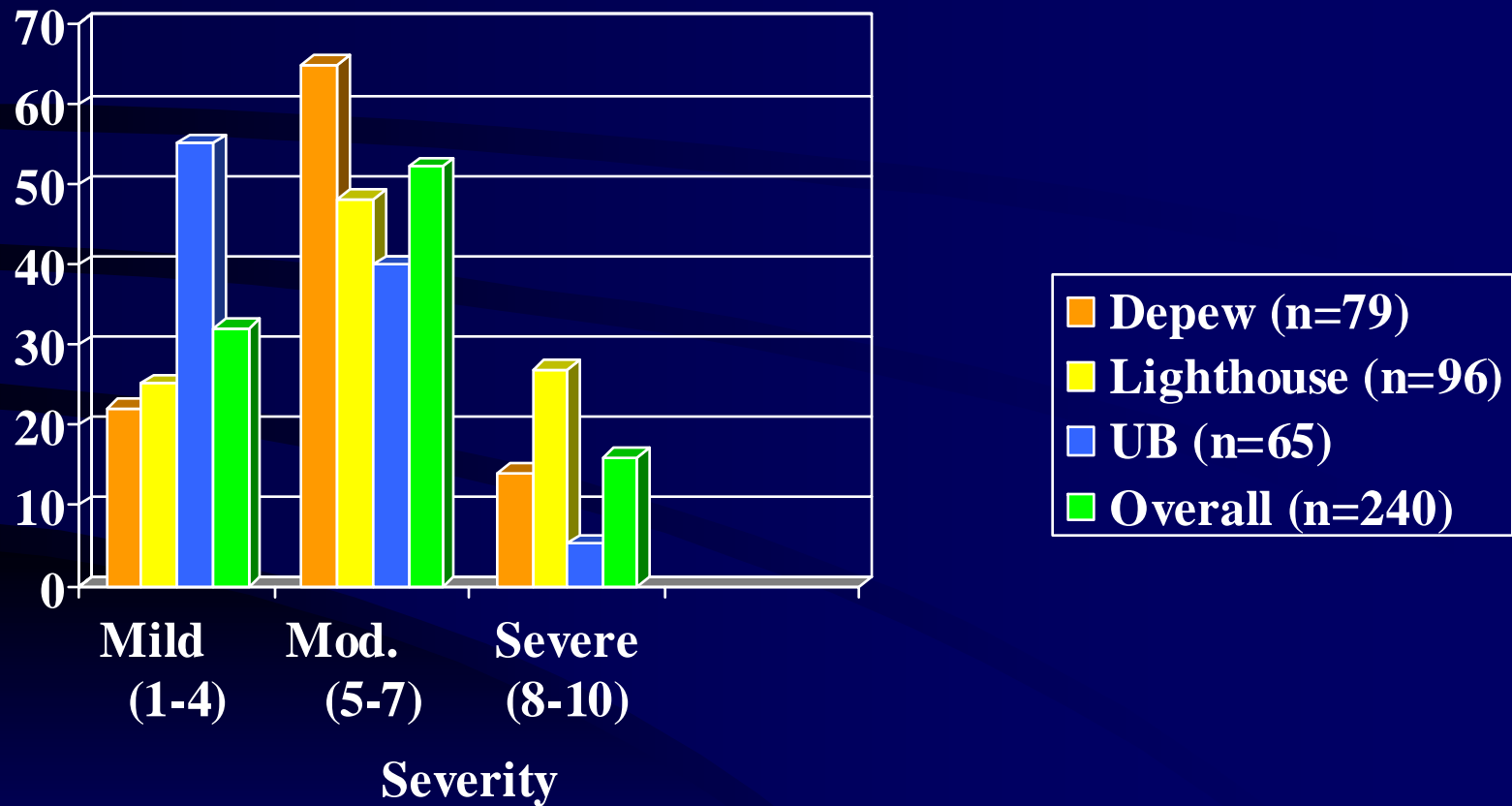
# Chief Complaint

Type	Depew (n=79)	Lighthouse (n=96)	UB (n=65)	Overall (n=240)
Low Back	66% (52)	68% (65)	49% (32)	62% (149)
Neck	46% (36)	40% (38)	39% (25)	41% (99)
Midback	6% (5)	6% (6)	6% (4)	6% (15)
Headache	10% (8)	12% (11)	6% (4)	10% (23)
Upper Extremity	25% (20)	38% (36)	35% (23)	33% (79)
Lower Extremity	19% (15)	49% (47)	11% (7)	29% (69)
Maintenance	1% (1)	1% (1)	6% (4)	3% (6)
Other	5% (4)	9% (9)	6% (4)	7% (17)

# Referral Source



# Condition: Severity



# Previous Health Care Professionals

Type	Depew (n=79)	Lighthouse (n=96)	UB (n=65)	Overall (n=237)
No	39% (31)	29% (27)	52% (33)	38% (91)
Yes	61% (48)	72% (67)	48% (31)	62% (146)
PT	14% (11)	25% (24)	12% (8)	18% (43)
MD	30% (24)	45% (43)	29% (19)	36% (86)
Massage	13% (10)	4% (4)	8% (5)	8% (19)
Chiropractor	22% (17)	25% (24)	12% (8)	20% (49)

# Activities of Daily Living (ADL's)

Variable	Depew (n=79)	Lighthouse (n=96)	UB (n=65)	Overall (n=240)
Working	48% (38)	48% (46)	34% (22)	44% (106)
Walking	32% (25)	53% (51)	17% (11)	36% (83)
Sleeping	44% (35)	64% (61)	32% (21)	49% (117)
Recreation	44% (35)	31% (30)	20% (13)	33% (78)
Moving	47% (37)	47% (45)	22% (14)	40% (96)
Other	0% (0)	1% (2)	0% (0)	1% (2)
ADL'S Effected	85% (67)	90% (86)	66% (43)	82% (196)
None	15% (12)	10% (10)	34% (22)	18% (44)

# Home treatments

Variable	Depew (n=79)	Lighthouse (n=96)	UB (n=65)	Overall (n=240)
Heat	66% (52)	46% (44)	32% (21)	49% (117)
Ice	46% (36)	18% (17)	15% (10)	26% (63)
Medication	10% (8)	62% (59)	52% (34)	42% (101)
Topical	23% (18)	26% (25)	15% (10)	22% (53)
Exercise	7% (6)	7% (7)	8% (5)	8% (18)
Other	8% (6)	5% (5)	6% (4)	6% (15)
Home Tx.	90% (71)	90% (86)	74% (48)	85% (205)
None	10% (8)	10% (10)	26% (17)	15% (35)



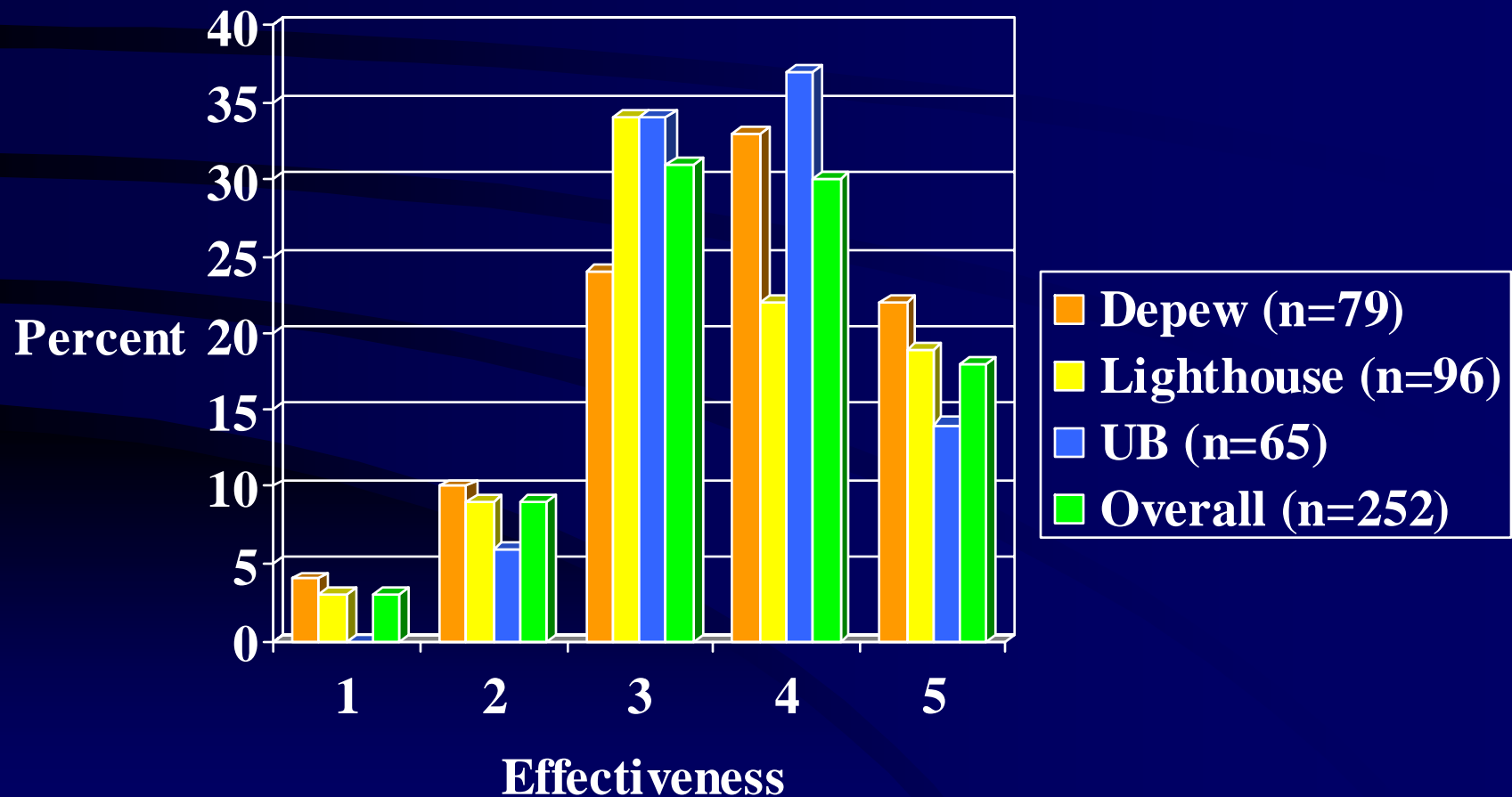
# Access Barriers

Variable	Depew (n=79)	Lighthouse (n=96)	UB (n=65)	Overall (n=240)
Transportation	1% (1)	<b>18% (17)</b>	3% (2)	8% (20)
Cost	6% (5)	<b>32% (31)</b>	6% (4)	17% (40)
No Insurance	5% (4)	<b>28% (27)</b>	3% (2)	14% (33)
Insurance w/o Chiropractic Benefits	8% (6)	<b>26% (25)</b>	5% (3)	14% (34)
No Time	17% (13)	9% (9)	23% (15)	15% (37)

# Behavioral Barriers

Variable	Depew (n=79)	Lighthouse (n=96)	UB (n=65)	Overall (n=240)
Hoped It Would Go Away	<b>33% (26)</b>	<b>18% (28)</b>	<b>30% (16)</b>	<b>29% (70)</b>
Fear Fracture	5% (4)	2% (3)	0% (0)	3% (7)
Fear Worsening	4% (3)	3% (4)	6% (3)	4% (9)
Advised Not To Go By F/F	1% (1)	1% (1)	4% (2)	2% (4)
Advised Not To Go By HP	5% (4)	2% (3)	0% (0)	3% (7)

# Expectation of Treatment Effectiveness



# Expectation of Treatment Discomfort

Variable	Depew	Lighthouse	UB	Overall
No	<b>51% (40)</b>	<b>51% (49)</b>	<b>74% (48)</b>	57% (137)
Yes	<b>46% (36)</b>	33% (32)	22% (14)	34% (82)
Unknown	1% (1)	8% (8)	0% (0)	4% (9)
No Answer	3% (2)	7% (7)	5% (3)	5% (12)

# Time Variable

Variable	< 3 weeks	> 3 weeks
Low back CC	42% (61)	58% (85)
Transportation	11% (2)	90% (17)
Cost	15% (6)	85% (34)
No Insurance	26% (8)	74% (23)
No Chiropractic Insurance	18% (6)	76% (28)
Time	24% (9)	76% (28)
Hope Resolution	35% (24)	74% (32)
PT	26% (11)	74% (32)
Age (18-29)	57% (51)	43% (39)

# Summary

- Only demographic variable to effect (decrease) delay was age (18-29).
- Access barriers (transportation, cost, no insurance, no chiropractic insurance) increased delay in an ethnic poor minority population.
- Only behavioral barrier that increased delay was hope of symptom resolution.
- Only health professional to effect delay in care was a PT.

# Summary

- Factors that didn't cause delay where:
- New/Old condition
- Severity
- Effect on ADL's
- Home treatments
- Belief of Effectiveness
- Belief in Treatment Discomfort

# References

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- 2) Jain, N., Astin, JA. Barriers to acceptance: an exploratory study of complementary/alternative medicine disuse. *Journal of Alternative and Complementary Medicine*. 1997 Vol.6, 689-696
- 3) Hawk, C., Killinger, LZ., Dusio, ME. Perceived Barriers to chiropractic Utilization: A Qualitative Study Using Focus Groups. *Journal of the American Chiropractic Association*. 1995 June, 39-44.



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