

## OP076

### **Perceived access and health system responsiveness related to ambulatory health services for Coronary Heart Disease (CHD) and selected risk factors for CHD among people aged 30-64 in the District of Gampaha**

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Introduction and objectives: Access comprises availability, accessibility, affordability, acceptability, accommodation. Responsiveness relates to a system's ability to respond to legitimate expectations in non-health enhancing aspects of care among potential users. The study aimed to describe perceived access (PA) and health system responsiveness (HSR) related to ambulatory health services (AHS) for CHD and selected risk factors for CHD among people aged 30-64 years in the Gampaha District.

Method: PA and HSR were assessed in a community based cross sectional study among 157 people aged 30-64 years in the District of Gampaha, with a previous diagnosis of CHD, hypertension (HT), diabetes mellitus (DM) or dyslipidaemia and seeking AHS in the preceding six months. Interviewer administered 'Access to Ambulatory Care Questionnaire' and 'Health System Responsiveness Assessment Questionnaire' were used.

Results: Among respondents, 51.6% (n=81) sought AHS from the government sector. Of 5 domains of PA, availability (n=141, 90.0%) and acceptability (n=131, 83.4%) received high ratings, whilst accessibility (n=92, 58.6%), affordability (n=92, 58.6%), accommodation (n=90, 57.3%) received moderate ratings. Ratings of all domains of HSR were high: facilities at clinic (n=124, 79.0%), respectfulness while obtaining services (n=143, 91.0%), convenience in obtaining services (n=117, 74.5%), ability to select place/doctor/treatment (n=125, 79.6%), maintaining privacy (n=134, 84.7%), communication with doctor (n=132, 84.1%). Significant associations with PA were: higher level of education (p=0.01), higher satisfaction with perceived general health (p=0.03); and HSR with unemployment (p=0.01), low level of education (p=0.02), higher family income (p=0.01), seeking care at private sector (p<0.0001).

Conclusion: Satisfaction on accessibility, affordability and accommodation domains of PA related to ambulatory care for CHD and risk factors were moderate indicating necessity for improvement.