Factors influencing patients’ willingness to return to private providers for TB diagnostic care: Insight from a standardised patient study in South Africa

• J Boffa, S Moyo, J Chikovore, A Salomon, T Mkhombo,
• A Kwan, B Daniels, S Wu, M Pai, A Daftary
TB Cascade of Care


@UnionConference  #UnionConf
We aimed to identify factors that affect patient willingness to return to private providers in an urban site of KwaZulu-Natal province, South Africa
FINDINGS

• Eight SPs undertook 220 interactions with 96 providers over four months in 2018
• SPs were willing to return in 112/220 (51%) of interactions:
  - 69 (62%) in which TB was correctly managed
  - 43 (38%) in which TB was incorrectly managed

Factors increasing willingness to return:
- interactions lasting longer than five minutes (OR_a=11.30, 95%CI=5.72-22.33)
- correctly managed TB (OR_a=2.34, 95%CI=1.23-4.46)
- interactions occurring in the SPs’ home language (OR_a=2.08, 95%CI=1.03-4.21).
IMPLICATIONS

Findings suggest that even when correctly managed, diagnostic delays and disease progression may occur when a provider has not spent adequate time or effort to ensure patient comfort.
ACKNOWLEDGEMENTS

• Participating physicians
• Standardised patients
• Research Staff: N Meyiwa, M Ndlela, L Ntolosi
• KZN Doctors Healthcare CoalitionSouth
• African Medical Association
I have no Conflict of Interest to report.

☐ I have the following Conflict of Interest(s) to report:

Please tick the type of affiliation / financial interest and specify the name of the organisation:

☐ Receipt of grants/research supports: ____________________________

☐ Receipt of honoraria or consultation fees: ________________________

☐ Participation in a company sponsored speaker’s bureau: _____________

☐ Tobacco-industry and tobacco corporate affiliate: _________________

☐ Stock shareholder: ____________________________________________

☐ Spouse/partner: ______________________________________________

☐ Other: _______________________________________________________