

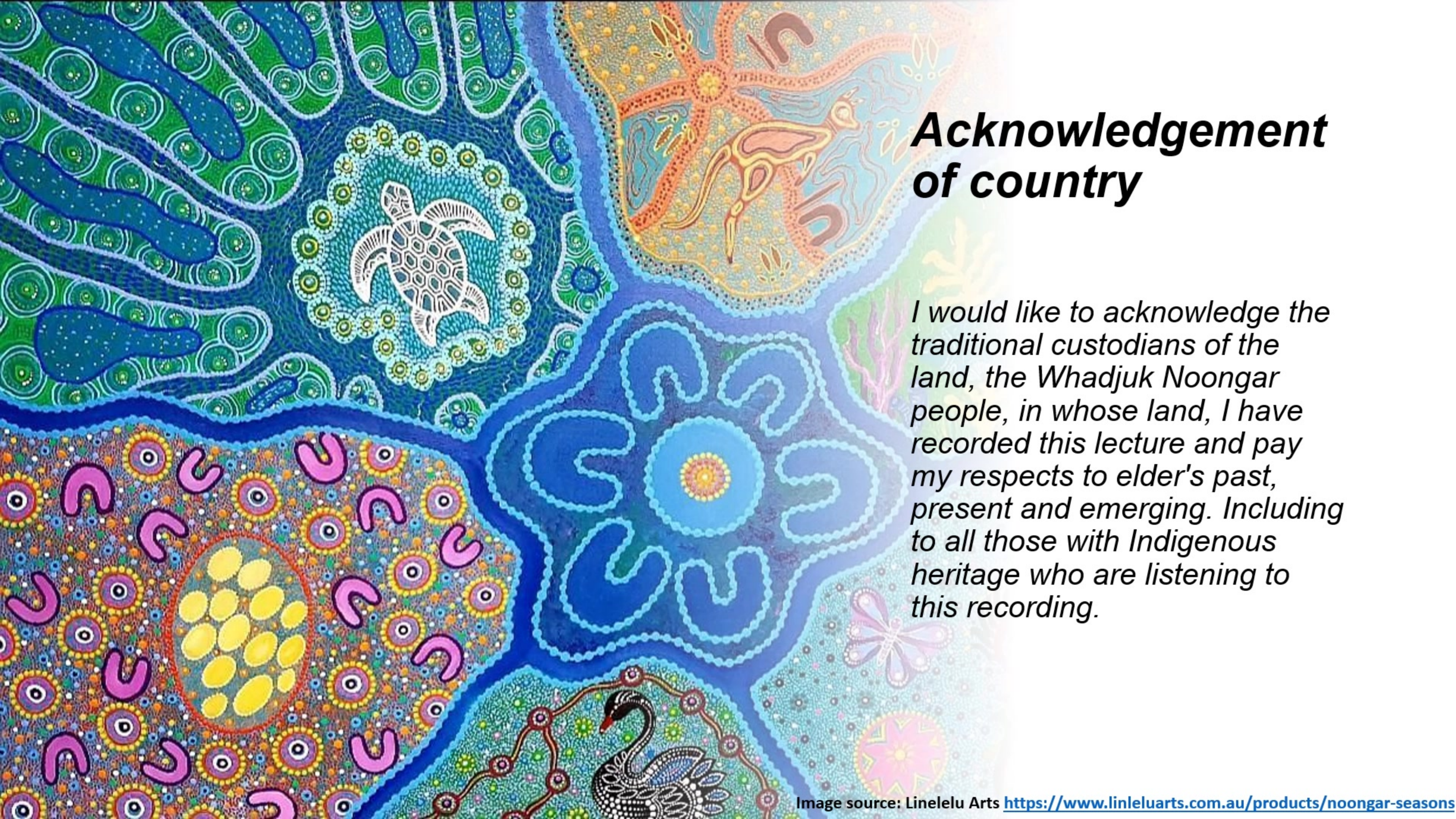


Problems with oral healthcare delivery systems



Government of Western Australia
North Metropolitan Health Service
Dental Health Services

Dr Mohammed Junaid,
Senior Lecturer – Dental Public Health



Acknowledgement of country

I would like to acknowledge the traditional custodians of the land, the Whadjuk Noongar people, in whose land, I have recorded this lecture and pay my respects to elder's past, present and emerging. Including to all those with Indigenous heritage who are listening to this recording.

Learning outcomes

- Describe the common problems with health care delivery.
- Define the term ‘access to care’/‘barriers to care’.
- Describe these problems from an Australian context.

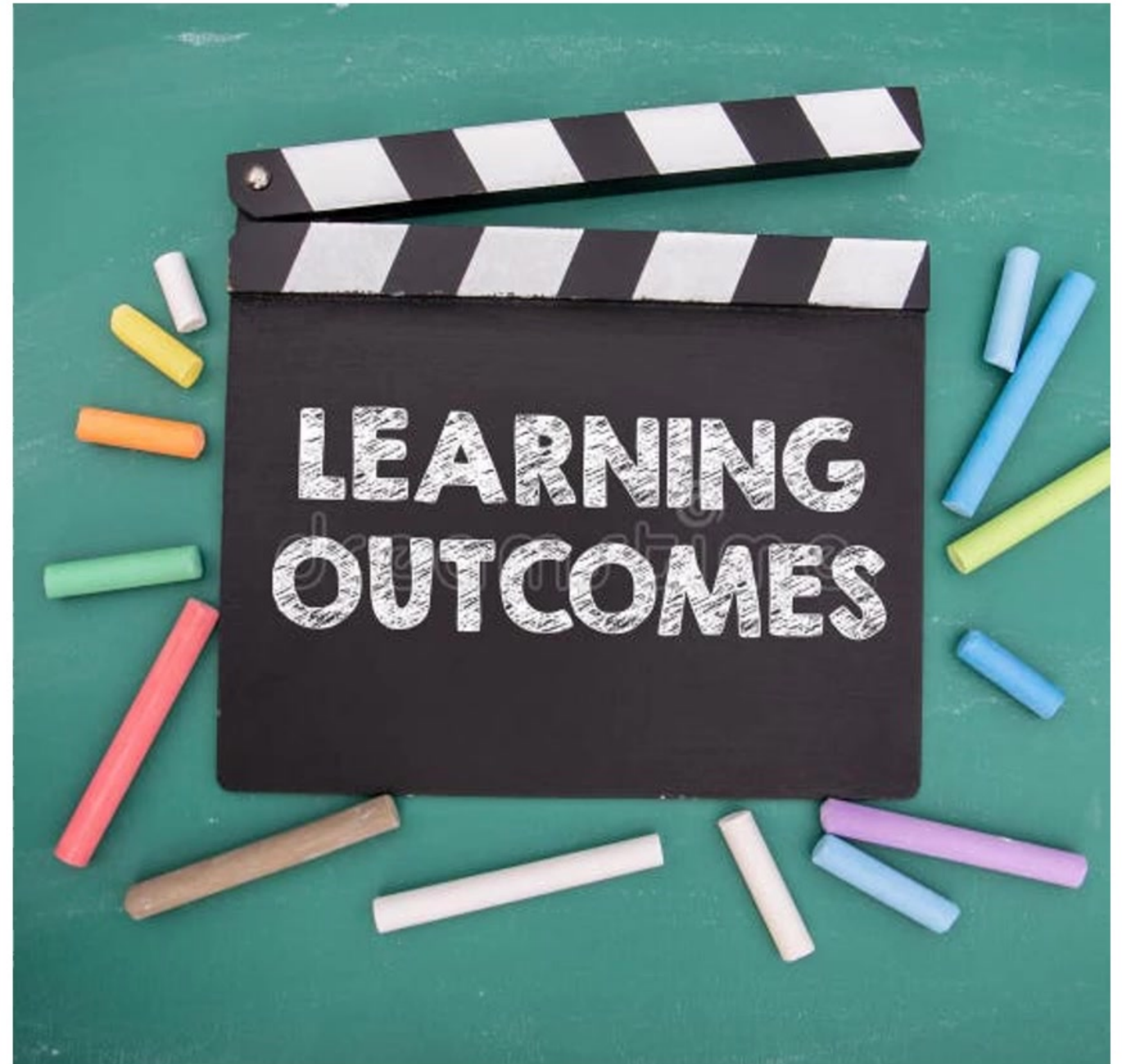


Image source: <https://www.dreamstime.com/illustration/learning-outcomes.html>

Adapted from: Daly, Blánaid, and others, 'Problems with health care delivery', *Essential Dental Public Health* (Oxford, 2013; online edn, Oxford Academic, 12 Nov. 2020), <https://doi.org/10.1093/oso/9780199679379.003.0030>, accessed 3 Aug. 2024.

What should a good health care system look like? ***(adapted from Maxwell 1984)***

Equitable
(fair)

Accessible

Relevant to
health needs

Effective
(high quality)

Efficient &
Sustainable

Socially
acceptable

Common problems in health care delivery

Macro level

- Treatment focus
- Unclear goals
- Maldistribution of resources
- Structure and configuration of health care services
- Lack of accountability

Micro level

- Communication problems
- Adherence with dental advice
- Access to dental care

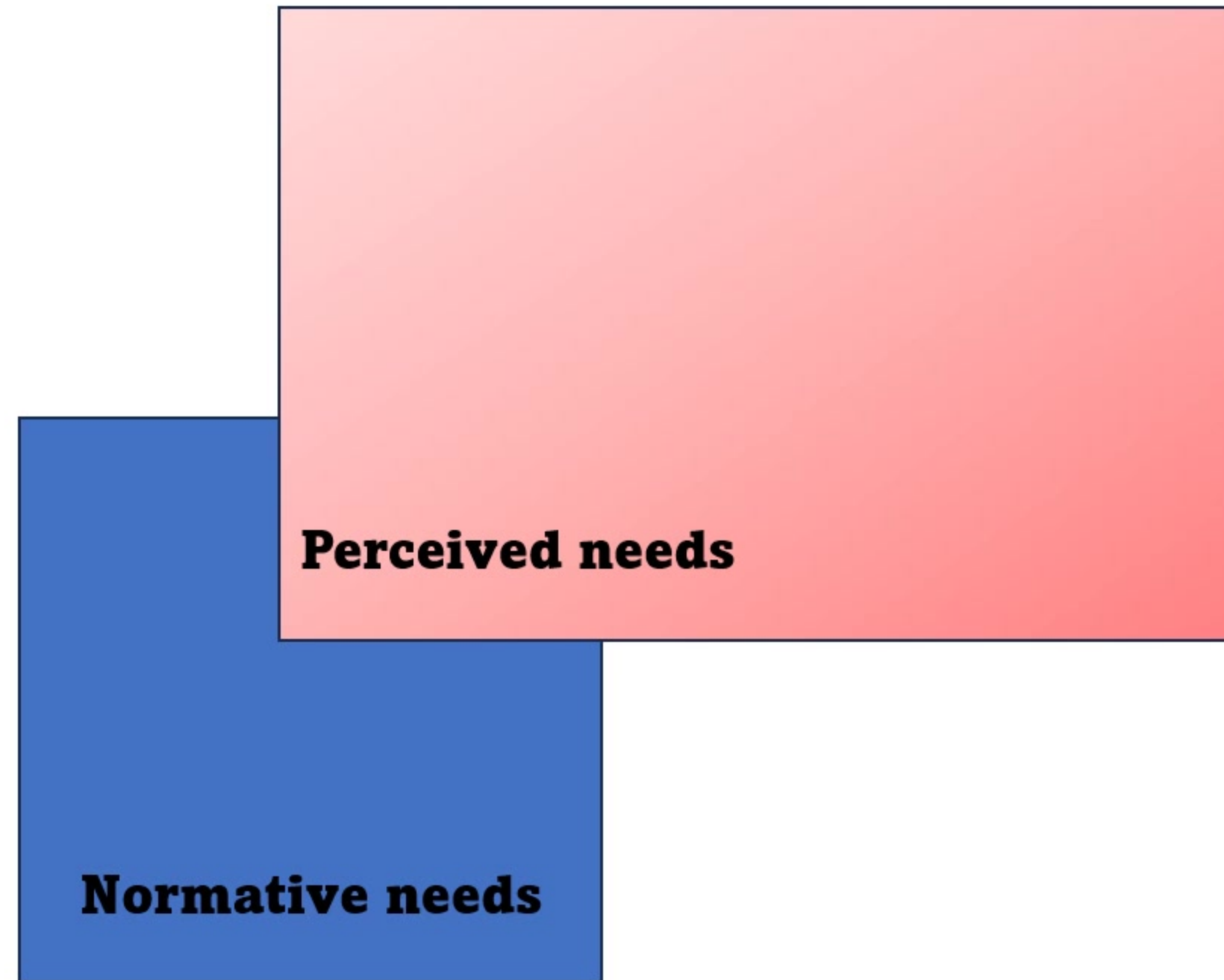
Modified from Plamping 1988.

Relationship between different types of health needs

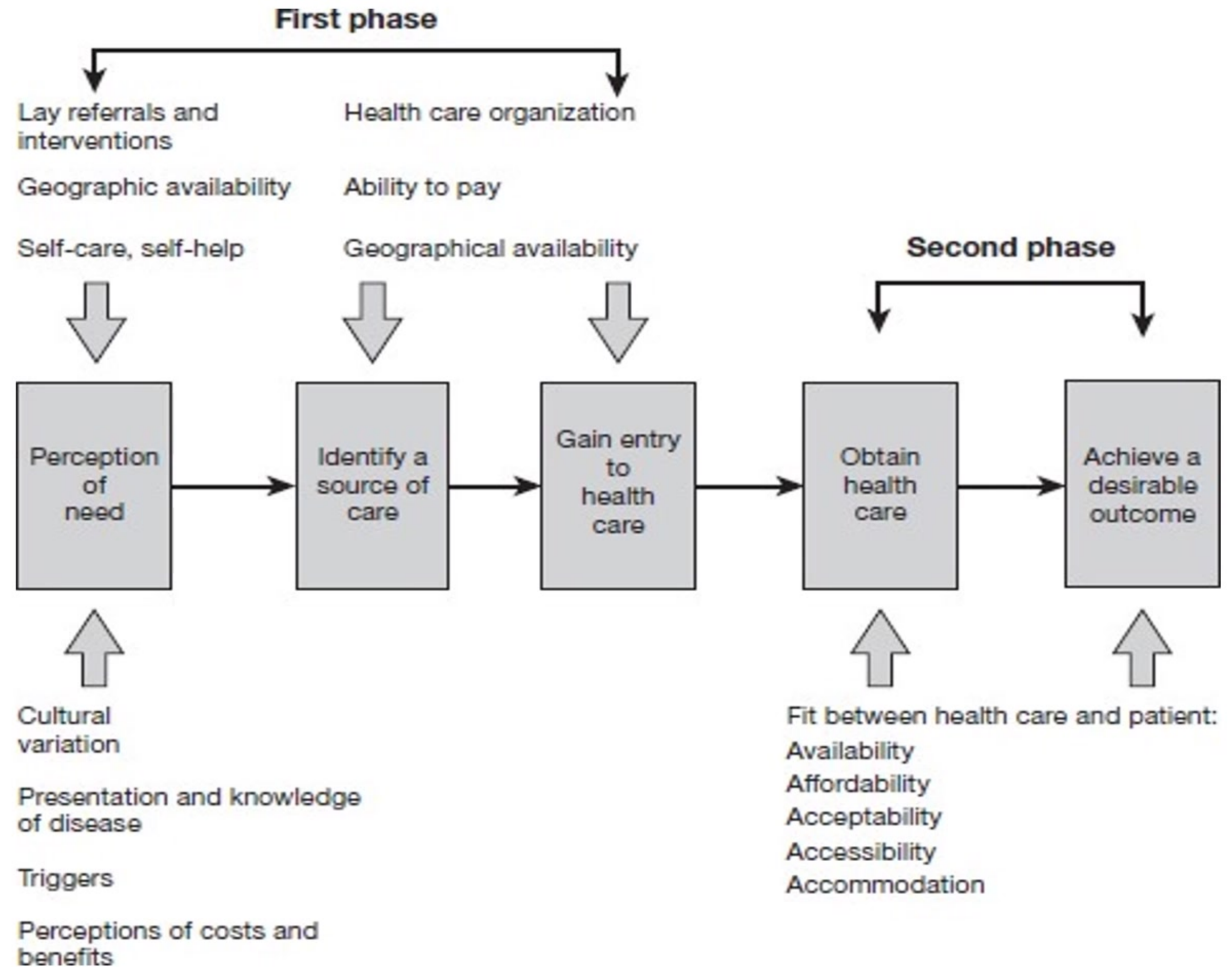
Relationship between different types of health needs



Relationship between different types of health needs



Interaction between “client” and health service



Models of access to health care

Andersen and Newman 1972	McKinlay 1972	Penchansky and Thomas 1981
Predisposing factors (Propensity to use)	Socio-demographic	
	Socio-psychological	
	Socio-cultural	
Enabling factors (Aids and barriers to use)	Economic factors	
	Geographic factors	
	Organization	Accessibility, availability, acceptability, accommodation, affordability =fit between services and client
Factors related to need		

Gibson, B. *et al.* 2001.

Five aspects of healthcare service use

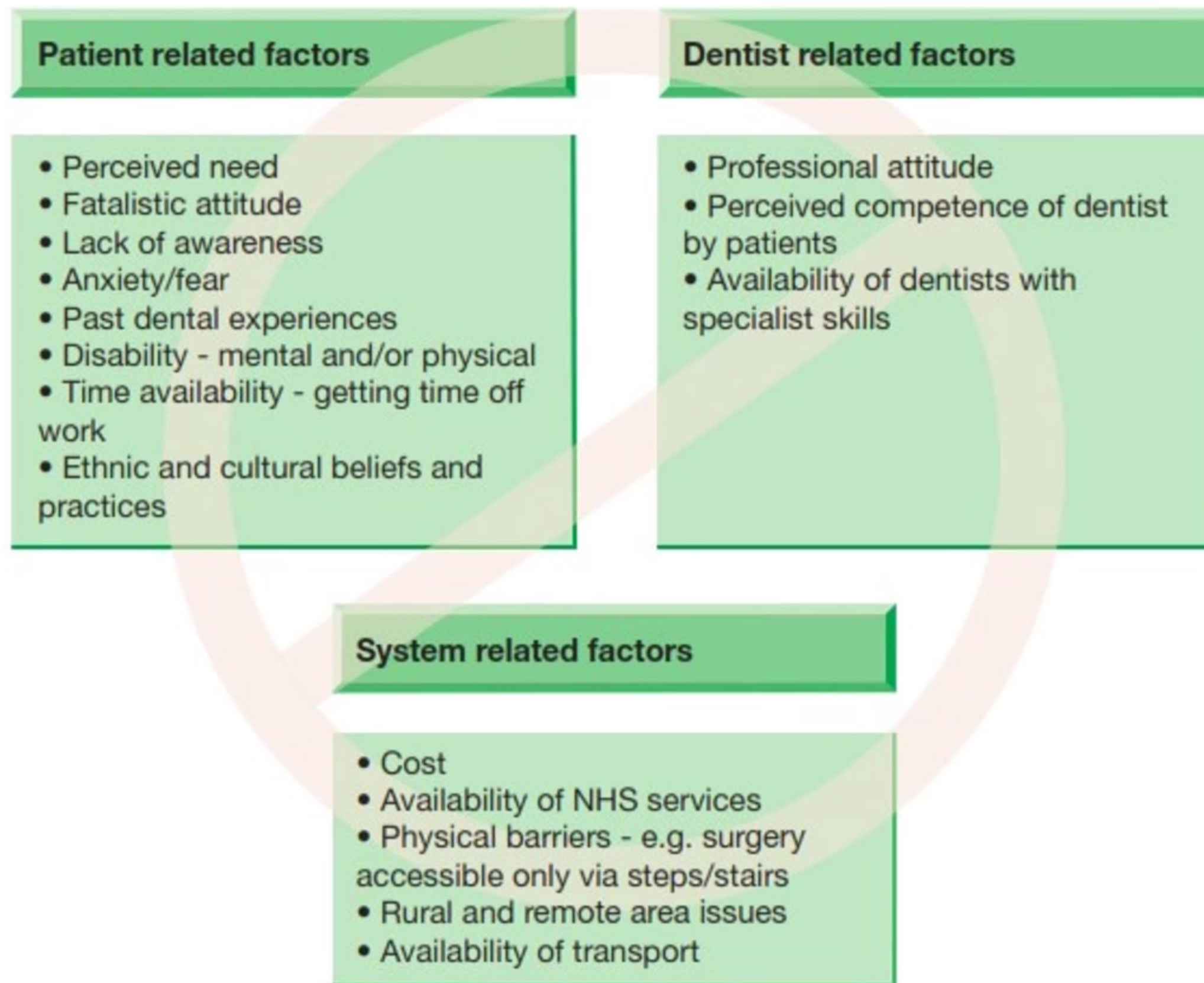
- Availability of services
- Accessibility of services
- Affordability of services
- Acceptability of services
- Accommodation of services

Penchansky and Thomas 1981.

Understanding aspects of health service use

Aspect of health service	Context	Challenge/s
Availability	How well distributed health services are? Example: dentist to population ratio.	People living in deprived communities with greater health need have fewer doctors and dentists compared to richer areas with fewer health care needs – Inverse care law (Tudor Hart 1971). Lack of specialised dental services.
Accessibility	Two dimensions (i) Location – how far do I need to travel to avail service? (ii) Spatial dimension – Can I physically access the premises?	People living in remote and rural areas often must travel far to access basic health care service. Individuals with disability do not have access to many disability friendly practices.
Affordability	Direct and indirect costs of dental care. Financial model of health system.	Direct costs of dental care – poorly funded health system → predominantly out of pocket care would lead to increased disease burden. Indirect costs like time of work, travel costs, cost of childcare whilst at dentist.
Acceptability	Expectations on how a health service should look like.	Lack of a culturally trained workforce.
Accommodation	Flexibility of health care service to suit patient needs.	Long waitlist for dental care especially specialist dental services.

Barriers to dental health service use



Quick revision...

1. Characteristics of an ideal health system.
2. Macro and microlevel problems in health care systems.
3. Interaction between a patient/ client and health service.
4. Factors influencing Phase II of health service use:
 - a. Availability
 - b. Accessibility
 - c. Affordability
 - d. Acceptability
 - e. Accommodation
5. Barriers to oral health service use

