Copyright is owned by the Author of the thesis. Permission is given for a copy to be downloaded by an individual for the purpose of research and private study only. The thesis may not be reproduced elsewhere without the permission of the Author.

# "The use of health care services by Pacific Islands people in New Zealand"

A thesis presented in partial fulfilment of the requirements for the degree of Master of Arts in Psychology at Massey University.

Tavita Aofia TOFI

#### Abstract

In a replication of Wolinsky and Johnson's (1991) study, data from 53 Pacific Islanders were used to examine relationships hypothesised in Andersen's behavioural model of health services utilisation, using additional measures of predisposing factors, enabling factors, need factors and the use of health care services. The findings revealed that the inclusion of extra measures did not improve the predictive utility of the model on two measures of health services use. The need variable of upperbody limitations proved to be a significant predictor of the use of other health professionals consulted by respondents. For other measures of services use, analysis of variance showed that these were related to need variables only. For utilisation patterns amongst the group, there were some evidence of problems with access to health services use through issues of accommodation, acceptability, and lack of familial resources. Bivariate analyses also showed gender differences in a number of health behaviours amongst this group. These findings are discussed with implications provided for future research.

#### Acknowledgments

The collection of data reported in this thesis was supported by a grant from the New Zealand Accident Compensation Corporation. The assistance, guidance and encouragement of my Supervisor, Dr Ross Flett, is gratefully appreciated and acknowledged.

Special thanks to my aiga - my mother Olepa, my wife Jann, and my two boys Siaosi and Ulima - for their unconditional love and support throughout this endeavour.

"It is not the consciousness of individuals that determines their being, but, on the contrary, their social being that determines their consciousness"

(Youngman, 1985)

### **Table of Contents**

ABSTRACT	i
ACKNOWLEDGMENTS	ii
TABLE OF CONTENTS	iii
LIST OF TABLES	v
LIST OF FIGURES	vi
1. INTRODUCTION 1.1. Health Care: Contemporary Issues 1.2. The Concept Of Access 1.3. Theoretical Model 1.4. Literature Review 1.5. Rationale	
2. ADDITIONAL INSTRUMENTS FOR THE STUDY	
2.1 Life Events and Social Contacts	
2.2 Psychological Distress and Psychological Well-being	
2.3 Satisfaction with GP Services	
2.4 Other Health Professionals, Prescription Items	22
3. STUDY AIMS	22
4. METHOD	23
4.1. Respondents	23
4.2. Procedure	24
4.3. Measures	
4.3.1. Predisposing Characteristics	25
4.3.2. Enabling Characteristics	26
4.3.3. Need Characteristics	28
4.3.4. Health Care Use	30
4.3.5. Analyses	31
5. RESULTS	32
5.1 Descriptive Statistics	
5.1.1. Predisposing characteristics: descriptive statistics	
5.1.2. Enabling characteristics: descriptive statistics	
5.1.3. Need characteristics: descriptive statistics	
5.1.4. Health care utilisation measures: descriptive statistics	
5.2. Oneway analysis of variance	
5.2.1. Prescriptions items	
5.2.2. Days spent at home in bed due to ill-health	
5.3. Hierarchical multiple regression analyses	
5.3.1. Visits to the General Practitioner	
5.3.2. Visits to the General Practitioner	58
5.3.3. Other health professionals sought	59
5.3.4. Other health professionals sought	

6. FIN	NDINGS AND DISCUSSION	61
6.1. U	Itilisation Patterns and determinant	62
	Issues of access	
6.1.2.	Socioeconomic status and health states	65
6.1.3.	Gender differences	66
6.2. P	redictiveness of the model	
6.2.1.	Life Events and Social Contacts	68
6.2.2.	Psychological Distress and Psychological Wellbeing	69
6.2.3.	Satisfaction with Physician Services	
6.2.4.	Need, Predisposing and Enabling Characteristics	71
6.2.5.	Measures of Health Services Utilisation	
7. LIN	MITATIONS OF THE STUDY AND SUGGESTIONS FOR FUTURE RESEARCH.	72
8. RE	FERENCES	75

### **List of Tables**

Table 1:	Geographic distribution of meshblocks	24
Table 2:	Means, standard deviations and coding algorithms for variables	33
Table 3:	Sample crosstabulation of ethnicity by age	
Table 4:	Age ranges for male and female respondents	35
Table 5:	Crosstabulation of NZborn by education qualifications	
Table 6:	Number of life events experienced by respondents	38
Table 7:	Scores of types of actual social contacts	40
Table 8:	Frequency distribution of degrees of perceived health control	40
	Frequency distribution degrees of perceived health worry	
Table 9:	Intercorrelations between continuous variables	
Table 10:	Frequency distribution of perceived adequacy of income	42
Table 11:	Frequency of degrees of bother by doctors fees	
Table 12:	Modes of transport used to visit the doctor	44
Table 13:	Intercorrelation of need variables and utilisation measures	46
Table 14:	Number of chronic health conditions suffered by respondents	48
Table 15:	Number of disability days taken in the past three months	53
Table 16:	Frequency distribution on the number of prescriptions items	54
Table 17:	Hierarchical multiple regression for need factors on a number of visits to the	
	general practitioner, presenting standardised regression regression	
T 11 10	coefficients, R, R-square, and adjusted R-square for the sample $(N = 53)$ .	58
Table 18:	Hierarchical multiple regression of predisposing and enabling factors on a	
	number of visits to the general practitioner, showing standardised regression	
	coefficients, R, R-square, and adjusted R-square for the sample group (N =	
m 11 10	53)	59
Table 19:	Hierarchical multiple regression of need factors on a number of other heal	th
	professionals sought, showing standardised regression coefficients, R, R-	
m 11 ••	square and adjusted R-square for the group sample $(N = 530)$	60
Table 20:	Hierarchical multiple regression of predisposing and enabling factors on a	
	number of other health professionals sought, showing standardised	
	regression coefficients, R, R-square and adjusted R-square for the group	
	sample $(N = 53)$	61

## **List of Figures**

Figure 1:	Frequency Of Life Events	37
Figure 2:	Social Indicators	39
Figure 3:	Frequency Distribution Of Difficulties With Adls	49
Figure 4:	Frequency Distribution Of Limitations Of Body Functions	50
Figure 5:	Number Of Participants Consulting With Other Health Professionals	55