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Patients' Perceptions of Stigma During Emergency Department Visits: Measuring Impacts on Healthcare Satisfaction, Treatment Adherence, and Mental Health

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Measuring Impacts on Healthcare Satisfaction, Treatment Adherence, and Mental Health

David Suisse

Dr. Sydney O'Shay

Stigma in the Emergency Department

Emergency departments (ED) in the United States receive many patients who suffer from mental illness or who use substances.

In 2007, about 12 million, or 1 in 8, ED visits in the United States were attributed to either mental health or substance abuse.

These individuals often report having experienced stigma from their healthcare providers or from other patients.

Stigma is a negative biased perception of an individual based on a characteristic

Can be very uncomfortable and may dissuade individuals from seeking care

Constructed through communication

People tend to shorten or avoid interactions with individuals with mental illness or substance use issues

Dangerous in an ED visit

Research Goals and Methods Summary

Identify the connections between stigma in the ED and mental and physical outcomes in patients.

Quantitative survey approach

Examine relationship between mental illness and substance abuse patients' experiences of stigmatization in the ED and their healthcare satisfaction, treatment adherence, and mental health outcomes.

Follow-up interviews will be used to further determine the severity and frequency of any stigmas experienced.

Results are expected to highlight the consequences of stigma messages in the ED

Inform health communication education efforts for ED healthcare workers that care for patients with a history of mental illness and/or substance abuse.

Ideally, the information gathered from this research will be used by ED healthcare workers to better their relationships with their patients and to improve patient satisfaction.
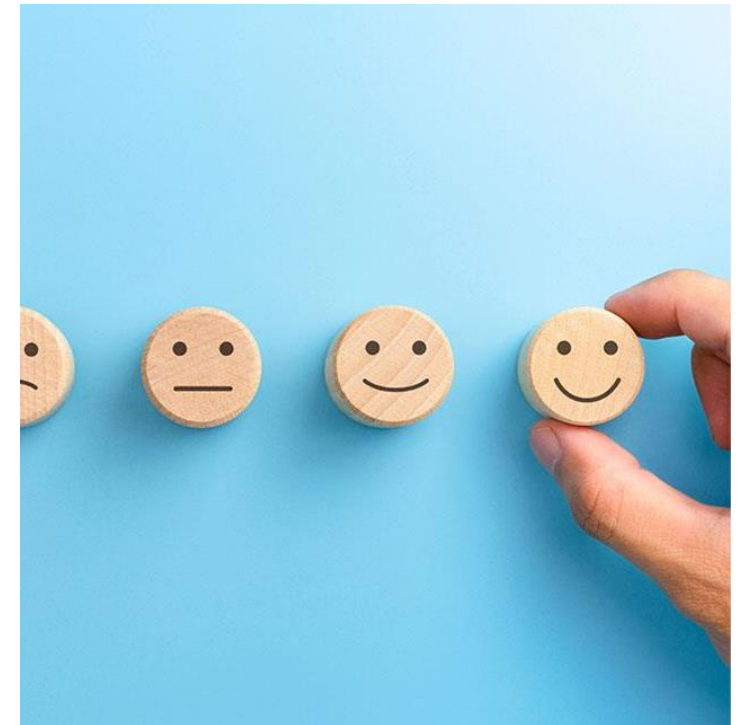
Survey Methods

Survey participants gathered through Facebook ads and Amazon's MTurk

Participants compensated with gift card drawing (Facebook) or $1 payment (MTurk)

Questions related to patient satisfaction, treatment adherence, willingness to disclose issues in the future, psychological distress, etc.

Statistical analysis conducted using SPSS (Statistical Package for the Social Sciences)

Interview Methods

35-50 interviews anticipated

    Enough to reach saturation

    $25 gift card for each participant

Interview questions align with survey questions to obtain triangulation

Interview audio will be transcribed, analyzed using NVIVO qualitative coding software
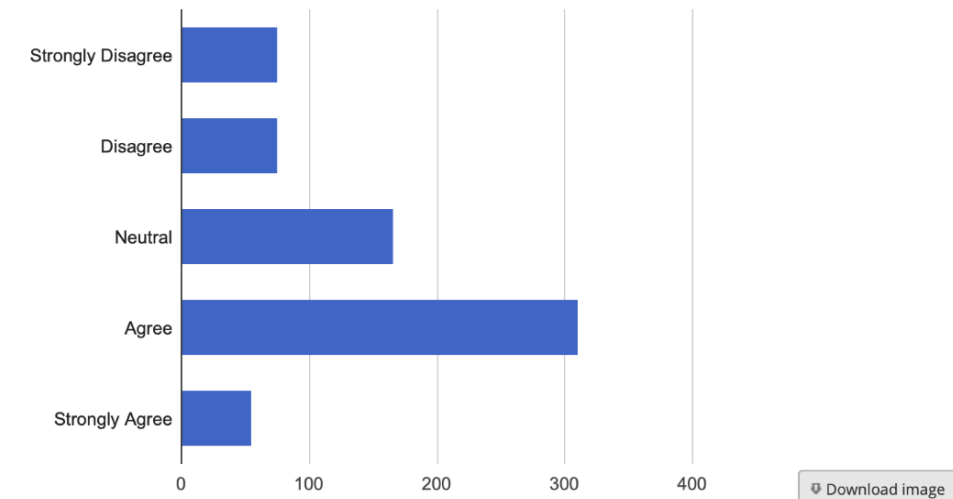
Current Results

- Preliminary data spread returned recently

- Healthy spread and interesting first results

- Very low number of unusable surveys

- Patients seem to hold negative
stigmas toward their own conditions

- Submit adjustment to IRB to collect more
diverse population data

Emergency room healthcare providers have said critical or insulting things to me about my [visit_issue] *(mps_pwud1)* <u>Refresh Plot</u> | View as Bar Chart

Total Count (N)	Missing*	Unique
682	175 (20.4%)	5

Counts/frequency: Strongly Disagree (75, 11.0%), Disagree (76, 11.1%), Neutral (166, 24.3%), Agree (310, 45.5%), Strongly Agree (55, 8.1%)

Significance and Further Studies

Deep impact on health communication and stigma research

Help healthcare professionals learn about and reduce patient stigma

Greater understanding of marginalized communities

Modification of healthcare provider behavior

Improvement of individual healthcare experience

Future studies could examine wider range of stigmatized communities or illnesses using current research outline

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