

**POSTER PRESENTATION**

# Challenges of MS Patients for Receiving Health Care Services

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## INTRODUCTION

Patients with MS experienced a different range of signs and as a result require a different level of health care. Some of the challenges for MS patients include rehabilitation, assistive devices, transportation services, medical and health insurance and social supports (1). MS patients experienced a different range of signs and as a result require a different level of health care (2).

## AIM

Regarding the patient's dissatisfaction with care services, in this study, we sought to identify challenges of MS patients in receiving health care services in Iran.

## METHODS

The cross-sectional study was conducted Tehran, Iran (2). The questionnaire examines the challenges of healthcare delivery in four domains:  
I. Costs of medication, hospitalization, and rehabilitation services  
II. Familial support, insurance system and job protection  
III. Access to transportation system and treatment team  
IV. Quality of care and provided services (3-5).  
The participants answered the challenges based on a five-point Likert scale and face-to-face interviews were conducted with all individuals.

## RESULTS

Completed questionnaires were received for 945 respondents (Table 1).  
Prioritizing care services challenges are as follows:  
The cost of pharmaceutical services (49.1%), lack of telephone counseling (47.4%), uninsured home rehabilitation (44.7%), lack of qualified care centers (41.2%), rehabilitation costs (40.2%), lack of home visit (37.9%), transportation systems to hospitals and health centers (37.8%), long waiting lists for a doctor visit (37.7%), lack of job support (37.2%), lack of timely access to treatment team (35.8%), costs of hospitalization (29.8%), lack of nurse follow-up of the patient's condition (26.7%), lack of familial support (17.2%).

There was significant difference between men and women and challenge of lack of job support (p-value=0.01). There is a significant correlation between the level of education and challenge of medication's cost (p-value<0.01), transportation systems (p-value<0.01), and lack of familial support (p-value<0.01) were noted. There were significant correlations between the ability to walk at least 20 meters and MS patients challenges Those who did not have this ability had more problems with costs of medication (p-value<0.01), costs of hospitalization (p-value=0.02), rehabilitation costs (p-value<0.01), uninsured rehabilitation at home (p-value<0.01), transportation systems to hospitals and health centers (p-value<0.01), long waiting lists for visiting doctor (p-value=0.01), lack of nurse follow-up of the patient's condition (p-value=0.05), lack of home visit (p-value=0.01) (Table 2).

## CONCLUSIONS

This study shows Challenges of MS patients in receiving health care in Iran that vary in age, education, employment and ability to walk.  
As challenges mentioned above are of great importance in determining quality of life of people with MS, an appropriate solution is recommended by this study to overcome these challenges (3-5).  
Governments, physicians and researchers are responsible to do their best to know and try to solve these various kinds of MS researchers and patient's challenges according to evidence based documents.

## BIBLIOGRAPHY

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**Table1- The descriptive characteristics of the patients**

Gender	N (%)
Female	731 (77.8%)
<b>Age Group</b>	
18-28	184 (19.7%)
29-38 years	443 (47.4%)
39-48 years	212 (22.7%)
49-58 years	88 (9.4%)
59 years and above	8 (0.8%)
<b>Education level</b>	
Non-academic education	327 (34.7%)
Academic education*	615 (65.3%)
<b>marital status</b>	
Single	319 (33.8%)
Married	561 (59.5%)
Divorced	53 (5.6%)
Widow	10 (1.1%)
<b>Number of children</b>	
0	126 (21.7%)
1	223 (38.4%)
2	179 (30.9%)
3 and more	52 (9%)
<b>Employment status</b>	
Employed	367 (40.2%)
Unemployed	162 (17.8%)
Housewives	328 (36%)
Retired	24 (2.6%)
Disabled	31 (3.4%)
<b>Ability to walk at least 20 meters</b>	
Yes	842 (89.5%)
No	99 (10.5%)

\*academic education means college education..

**Table2- Patients experiences/challenges for receiving health care services**

Challenges	Very high	High	Medium	Low	Very low
Pharmaceutical services Cost	229 (24.4%)	231 (24.7%)	218 (23.3%)	92 (9.8%)	167 (17.8%)
Costs of hospitalization	102 (12.2%)	148 (17.6%)	200 (23.8%)	146 (17.4%)	243 (29%)
Rehabilitation costs	150 (22.4%)	120 (17.9%)	104 (15.5%)	77 (11.5%)	220 (32.8%)
Uninsured home rehabilitation	177 (29.4%)	92 (15.3%)	63 (10.5%)	48 (8%)	222 (36.9%)
Transportation to hospitals and health centers	186 (20.9%)	150 (16.9%)	154 (17.3%)	97 (10.9%)	302 (34%)
Long waiting lists for visiting doctor	195 (21.2%)	152 (16.5%)	185 (20.1%)	132 (14.3%)	256 (27.8%)
Lack of nurse follow up of the patient's condition	127 (14.5%)	106 (12.1%)	133 (15.2%)	129 (14.8%)	379 (43.4%)
Lack of timely access to treatment team	173 (19.4%)	142 (15.9%)	151 (16.9%)	132 (14.8%)	295 (33%)
No telephone counseling	279 (30.7%)	152 (16.7%)	136 (14.9%)	73 (8%)	270 (29.7%)
Lack of home visit	233 (26.6%)	99 (11.3%)	94 (10.7%)	84 (9.6%)	365 (41.7%)
Lack of familial support	106 (11.5%)	53 (5.7%)	101 (10.9%)	91 (9.9%)	572 (62%)
Lack of job support at work	192 (27.3%)	70 (9.9%)	96 (13.6%)	68 (9.7%)	278 (39.5%)
No qualified care centers	197 (25.9%)	116 (15.3%)	121 (15.9%)	75 (9.9%)	251 (33%)



**Table 3- Correlation between challenges and characteristics of the patients according to the p-value**

Variables	Gender	Marital status	Educational level	Employment status	Ability to walk
Pharmaceutical services Cost	0.07	0.68	0.00	0.00	<b>0.00</b>
Hospitalization costs	0.62	0.87	0.15	0.00	<b>0.02</b>
Rehabilitation costs	0.33	0.48	0.07	0.01	<b>0.00</b>
Uninsured home rehabilitation	0.55	0.18	0.20	0.02	<b>0.00</b>
Transportation systems to hospitals and health centers	0.29	0.96	0.00	0.00	<b>0.00</b>
Long waiting list for visiting doctor	0.59	0.60	0.15	0.44	<b>0.01</b>
Lack of nurse follow up	0.59	0.99	0.84	0.68	<b>0.05</b>
Lack of timely access to treatment team	0.03	0.42	0.27	0.78	<b>0.14</b>
Lack of telephone counseling	0.78	0.43	0.27	0.57	<b>0.23</b>
Lack of home visit	0.68	0.79	0.59	0.28	<b>0.01</b>
Lack of familial support	0.79	0.92	0.00	0.00	<b>0.13</b>
Lack of job support at work	0.01	0.23	0.02	0.00	<b>0.35</b>
Lack of qualified care centers	0.12	0.60	0.59	0.12	<b>0.00</b>

Items in bold indicate significant p-value.

