

# BARRIERS TO QUALITY CARE IN CANCER PATIENTS. EXPERIENCE OF THE PATIENT NAVIGATION PROGRAM IN MEXICO.

L. Suchil, G. Mesa, L. Rueda.  
Instituto Nacional de Cancerología - México

**Background:** A variety of barriers prevent appropriate and timely treatment among the disadvantaged population in Mexico. In 2007 the National Cancer Institute implemented a Patient Navigation Program (PNP), with the support of the American Cancer Society, as an approach to reduce barriers to care.

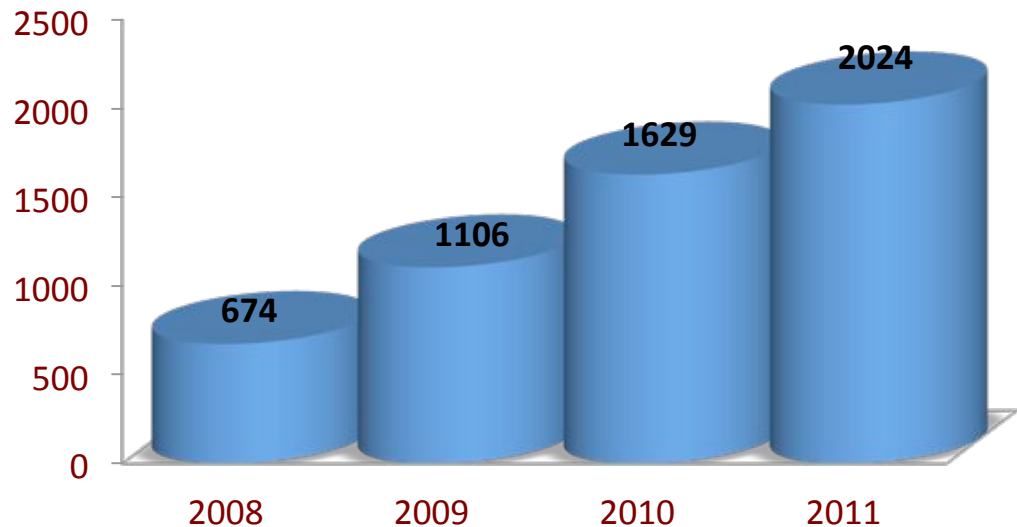
**Objectives:** To identify the barriers faced by patients and their families to receive timely quality treatment.

**Methods:** PNP records 2008-2011 were reviewed.



## Results:

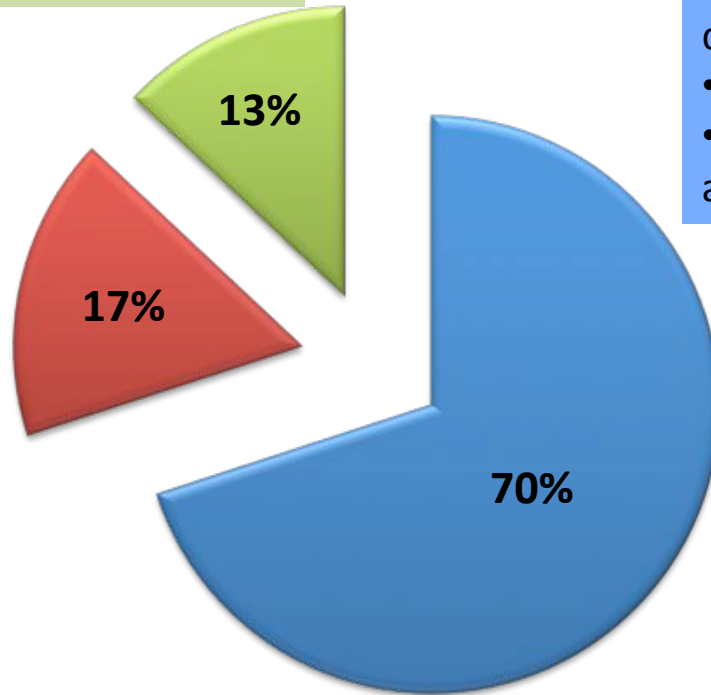
Over four years, 5,333 persons or family members were supported by the PNP.



## Patient Demographics

- 81% were women
- 70% were single with 2 or 3 children
- 76% has no full time jobs
- 57% uninsured
- 24% low income (< 3 dollars per day)
- 41% low educational level (< 6 years)
- 70% residents of suburban and rural areas

# Barriers to Treatment



- To buy chemotherapy and pain drugs 40%
- To pay out of pocket 6%
- To purchase medical equipment and devices 24%

- Financial
- Logistical
- Social and cultural

- To understand medical information 8%
- Religious beliefs 2%
- Fear to receive treatment 1%
- Lack of caregivers 2%.

- Lack of transportation 6%
- Child care commitments 1%
- Specialists and test appointments 5%
- Lodging 5%.

**Conclusions:** Vulnerable population face a spectrum of barriers to care. Social support, underinsurance and communication with health care providers are the most important ones. Our results increase the understanding of barriers faced by patients and how they interfere with cancer care in Mexico. The design of interventions to address barriers using innovative strategies is necessary to improve quality cancer care .