



# Healthcare Accessibility for People with Disabilities : A Mixed-Method Study



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## PURPOSE

- People with disabilities experience various barriers when accessing healthcare services.
- These barriers occur throughout the healthcare utilization process, including appointment, transportation, consultation, and payment stages.
- This study aimed to analyze barriers to healthcare accessibility experienced by people with disabilities from the perspectives of people with disabilities, caregivers, and healthcare providers.
- The ultimate goal was to provide evidence for improving disability-friendly healthcare environments.

## METHODS

- This study used a mixed-method design combining qualitative and quantitative approaches.
- Qualitative analysis
  - Focus group interviews (FGIs) were conducted with people with disabilities and caregivers.
  - A total of 7 participants were included.
  - Interview data were analyzed using thematic analysis.
- Quantitative analysis
  - A structured survey was conducted among 203 participants
  - People with disabilities (n = 62), Caregivers (n = 39), Healthcare providers (n = 102)
  - The study examined barriers across the healthcare utilization process
- Data were analyzed using descriptive statistics.

- Among caregivers, 51% reported experiencing difficulties when supporting healthcare utilization.
- The most common physical barrier was inconvenient parking spaces (36.1%), followed by difficulty moving within hospital buildings and locating hospital facilities (both 16.7%).
- For psychological barriers, caregivers most frequently reported unfriendly staff attitudes, communication difficulties with healthcare providers, and lack of disability understanding (27.3% each).

\* Training and Competency of Healthcare Providers

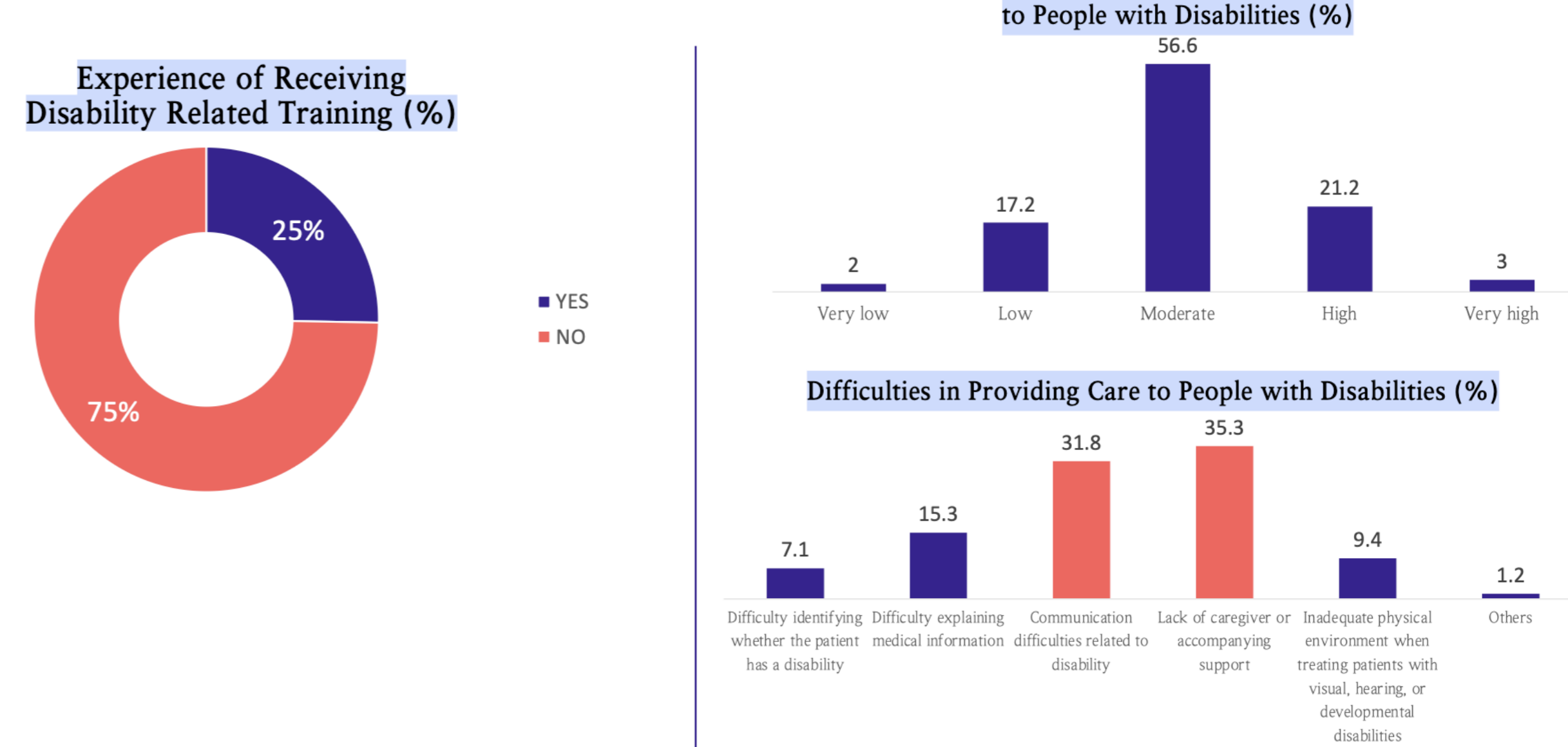


Figure 3. Training and Barriers Among Healthcare Providers in Disability Care

## RESULTS

\* Healthcare Utilization Experience of People with Disabilities

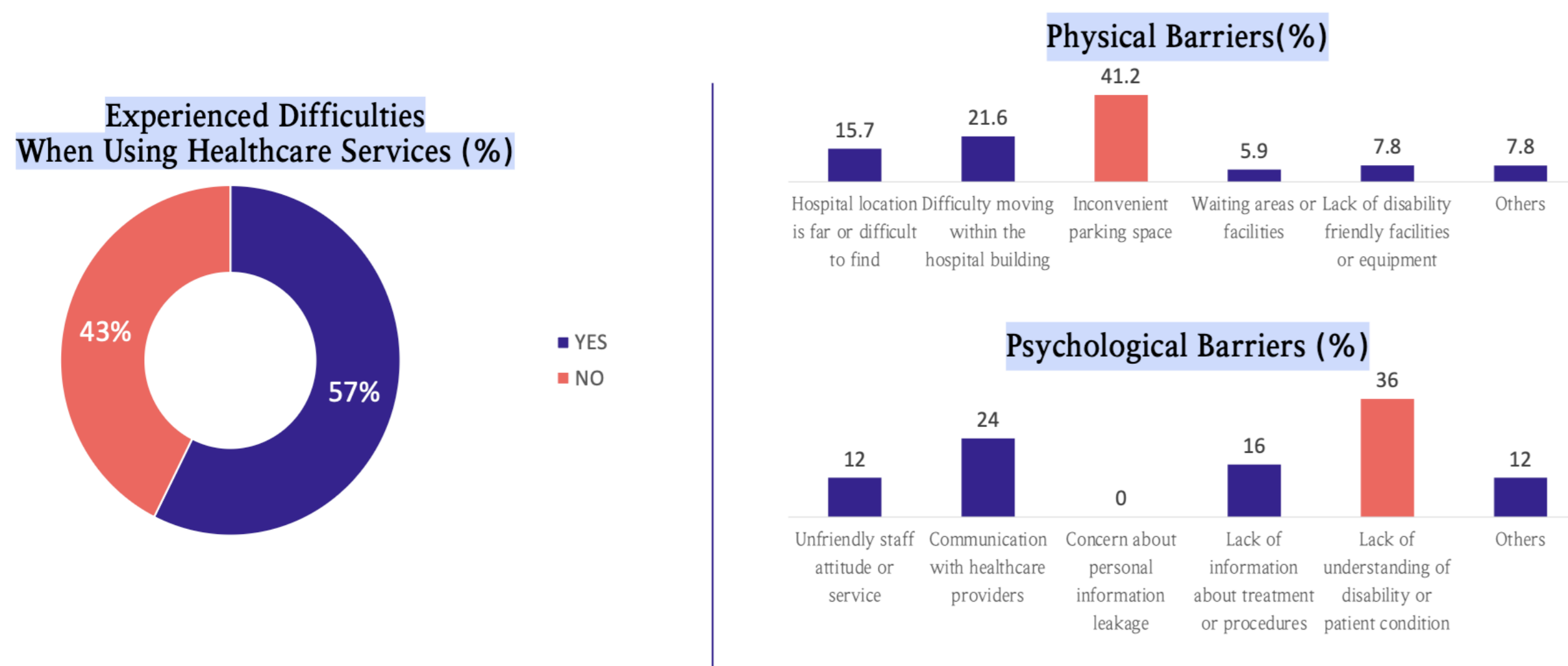


Figure 1. Barriers to Healthcare Access Among People with Disabilities

- Among people with disabilities, 57% reported experiencing difficulties when using healthcare services, while 43% reported no difficulties.
- The most frequently reported physical barrier was inconvenient parking spaces (41.2%), followed by difficulty moving within hospital buildings (21.6%) and difficulty locating hospital facilities (15.7%).
- Regarding psychological barriers, the most common issue was lack of understanding of disability or patient condition (36%), followed by communication difficulties with healthcare providers (24%).

\* Healthcare Utilization Experience of Caregivers of People with Disabilities

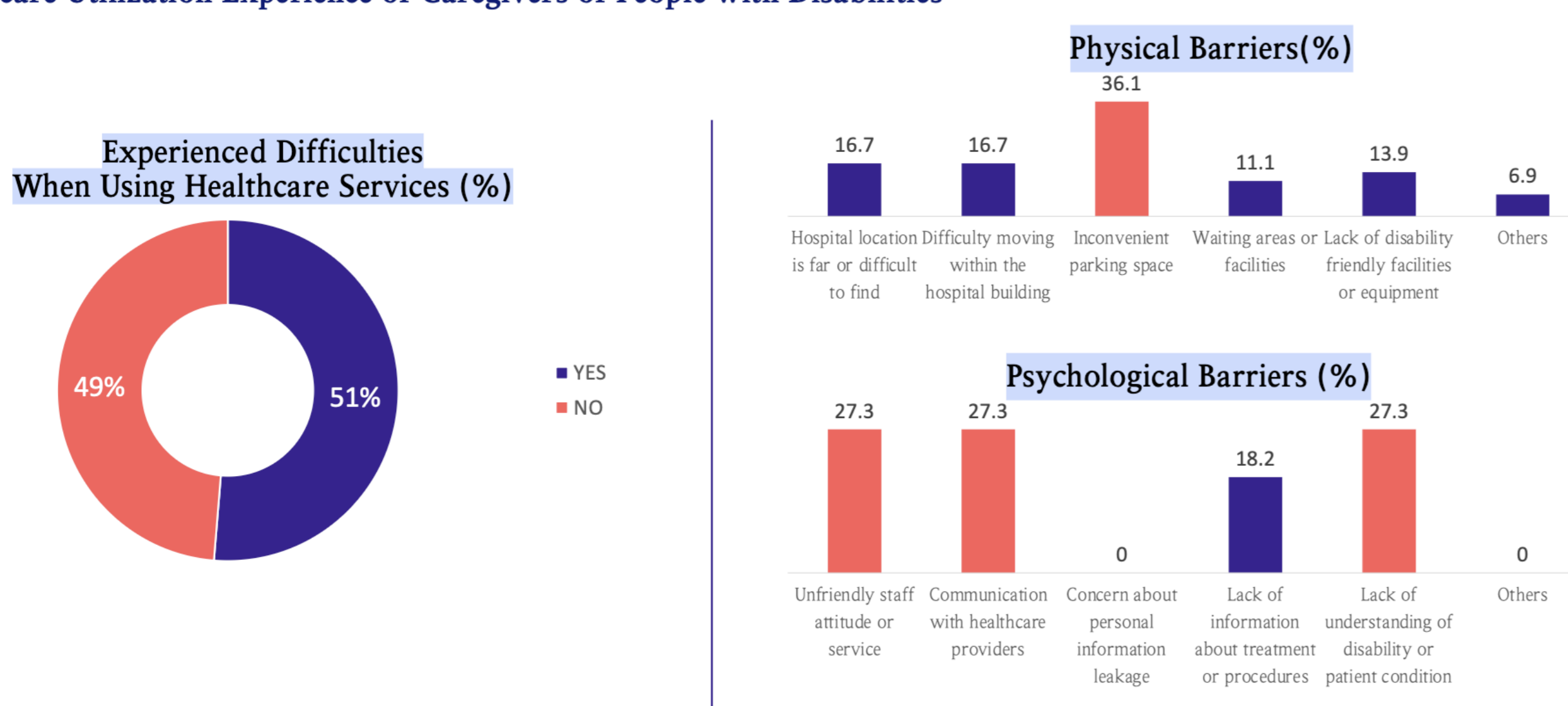


Figure 2. Barriers to Healthcare Access Among Caregivers of People with Disabilities

## CONCLUSION

- This study identified multiple barriers experienced by people with disabilities during the healthcare utilization process. Both people with disabilities and caregivers reported substantial difficulties when accessing healthcare services, indicating that accessibility challenges remain common in healthcare settings.
- Physical barriers were most frequently related to inconvenient parking spaces and difficulties navigating hospital environments, while communication difficulties and lack of understanding of disability among healthcare providers were commonly reported psychological barriers.
- The findings also showed that most healthcare providers had not received disability-related training, highlighting the need to strengthen disability-related education and support systems for healthcare professionals.
- Overall, improving healthcare accessibility for people with disabilities requires improvements in both physical environments and healthcare provider awareness to promote more disability-friendly healthcare services.