



Healthcare service needs among the M40 population in Malaysia: what do they perceive?

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Introduction

The ability to perceive the needs for care is how one perceives the needs & desires for health care. It is subjected to factors such as health literacy, knowledge about health and beliefs related to health and sickness.¹⁻³

The Levesque's framework defines access as the opportunity to identify, seek, reach, obtain, or use healthcare and to ensure the fulfillment of the needs for these services⁴

In order to meet their expectations for healthcare, they tend to utilise various channels or means to obtain required information and knowledge on the disease and its treatments before seeking help from a doctor

Objective - is to explore factors affecting the ability to perceive the need for care among the middle-income (M40) population.

Method

Approach : Exploratory Qualitative Study with purposive sampling

Data collection : Virtual online interview from October to November 2020

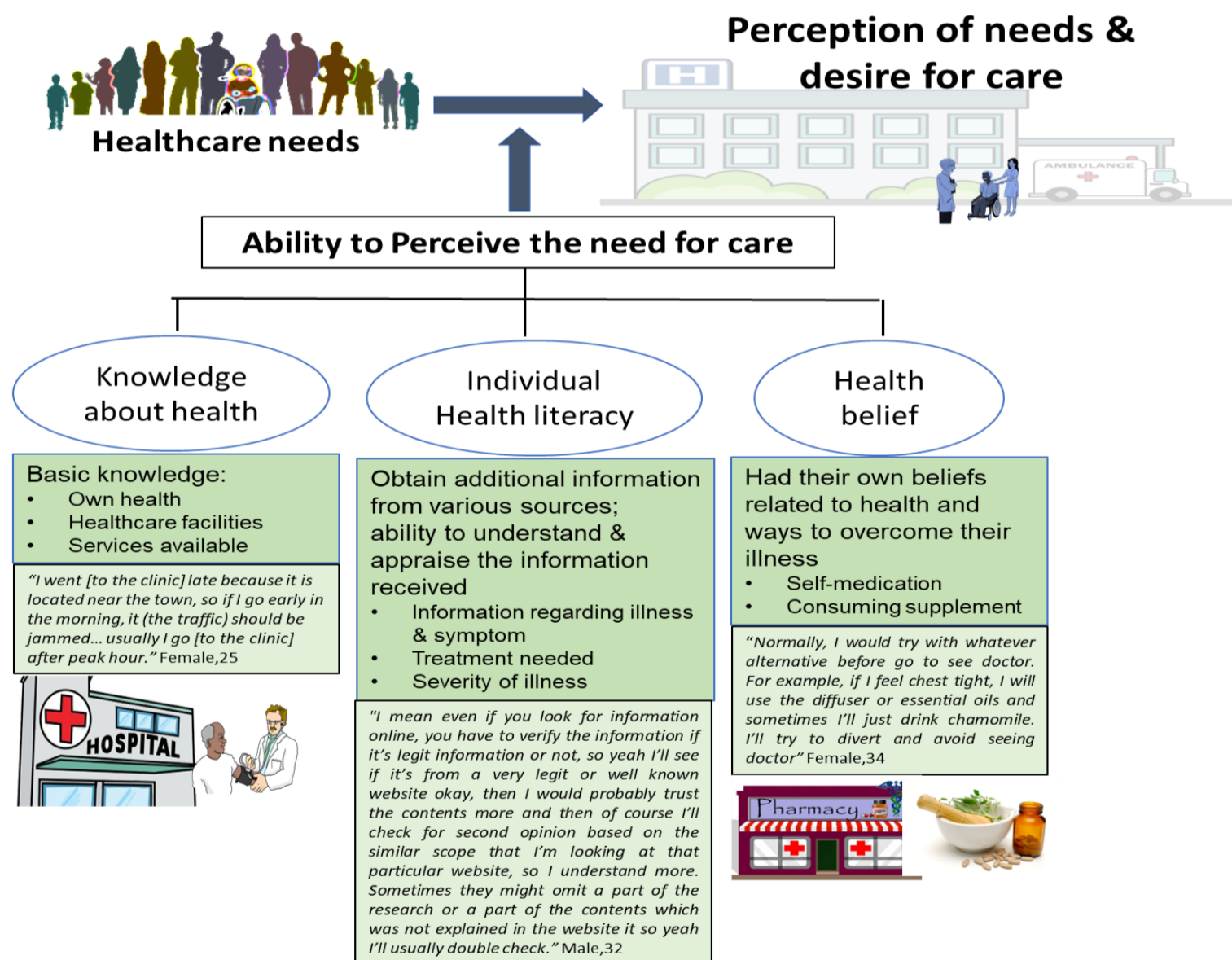
Sampling : 78 Malaysian adults aged 25 years old above M40 group (monthly household income: RM4,850 RM10,959⁵)

Analysis : Thematic analysis using NVivo 12 guided by the Levesque's Conceptual Framework

Study location : Conducted at 15 localities (urban and rural): Kuala Lumpur, Selangor, Putrajaya, Kedah, Johor, Kelantan, Sabah, Sarawak, Perlis, Penang, Perak, Melaka, Negeri Sembilan, Pahang, and Terengganu.

Results

Characteristic	N=78	%
Age group		
21-30 years old	33	42.2
31-40 years old	29	37.3
41-50 years old	14	18.1
51-60 years old	2	2.6
Gender		
Male	39	50
Female	39	50
Occupation		
Government	3	3.8
Private sector	50	64.1
Self-employed	21	26.9
Others	4	5.1
Education		
Secondary	21	26.9
Tertiary	57	73.1



Conclusion

This study revealed participants have knowledge about health, health literacy, and health beliefs. However, miscommunications and misinformation still exist. Hence, it's crucial for healthcare practitioners to be trained in delivering the needed information to the clients in a manner that would enhance their acceptance and understanding of their disease and treatment.

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