



**Kerman University of
Medical Sciences**

Faculty of Management & Medical Informatics

In Partial Fulfillment of the Requirements for the Degree Master

:Title

**Investigating the access of Kerman disabled people to health services
and providing corrective solutions**

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Year 2025

Abstract

Introduction: People with disabilities face numerous problems in accessing health care and rehabilitation services and constitute a significant percentage of the world's population, with a higher prevalence in less developed countries. Access to health care services is a key component of the functioning of health systems. The present study aimed to investigate the status of access to health services by people with disabilities in Kerman and to provide corrective solutions.

Methods: This study is a mixed quantitative-qualitative type and was conducted cross-sectionally in outpatient centers of Kerman University of Medical Sciences. In the first part of the study, a questionnaire was used to collect data. This questionnaire includes two parts: demographic characteristics and an examination of the status of access to health services based on 5 dimensions: availability, temporal and spatial access, affordability, accessibility, and acceptability. Then, in the form of a qualitative study, the access of disabled people to health services was identified and, by obtaining the opinions of experts, corrective solutions were presented.

Results: The rate of access of disabled people to health services was reported as 46.55 ± 6.79 percent. Also, among the dimensions of access of disabled people to health services, the dimension of access (51.86 ± 16.40) had the highest average and the dimension of time and place access (42.13 ± 13.11) had the lowest average. The results indicated that the rate of access of disabled people to health services was at an average level. In the second phase of the study, the results showed that the factors affecting access of disabled people to health services were placed in the form of 4 main areas (infrastructural barriers and physical access, human and

behavioral barriers, lack of specialized services and resources, weakness in policies and macro planning).

Conclusion: People with disabilities continue to face significant barriers to accessing health services, which negatively impact their chances of achieving the highest attainable standard of health. Access to health services among people with disabilities in this study was moderate. This is related to several factors. Therefore, strengthening intersectoral cooperation, promoting community health insurance, and strengthening the economic capacity of people with physical disabilities, as well as strengthening infrastructure and increasing social support, are important to overcome the barriers.

Keywords: Disabled people, health services, access, disability