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Measuring Trust and Discrimination in the Healthcare System, The Case of Minnesota

Gwendolyn O. Hillger

Ann Finan

James Cottrill

Amanda Hemmesch

Sandrine Zerbib

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Measuring Trust and Discrimination in The Healthcare System, The Case of Minnesota



Methods

- SCSU Survey Center conducted a telephone survey from October 16 – 29, 2023.
- A representative sample of Minnesota residents ages 18 and older, created using a random digit dial sample of personal phone lines.
- The survey employs a Computer Assisted Telephone Interviewing (CATI) program called WinCati and the analysis was done using SPSS
- This was one module in a larger study that included questions about the upcoming election, other social issues, health, and demographic questions.
- MOE = 7.1% at the 95% confidence level.

Sample

- N = 189
- 50% men, 48% women, & 1% prefers another identifier
- 38% age 44 and under; 62% 45 and older
- 83% White; 17% BIPOC
- The sample was a good representation of Minnesota demographics, weighting not required.

Hypotheses: Trust in Healthcare

- Hypothesis 1: Minnesotans will express a higher level of trust in healthcare as compared to levels of trust expressed in national studies.
- Hypothesis 2: Democrats will express higher levels of trust compared to Republicans and Independents.
- Hypothesis 3: Respondents age 44 and younger will express a higher level of trust compared to those 45 and older.
- Hypothesis 4: College graduates will express a higher level of trust compared to non-college graduates.
- Hypothesis 5: Individuals that do not report discrimination will express a higher level of trust compared to individuals that do report discrimination.

Acknowledgements

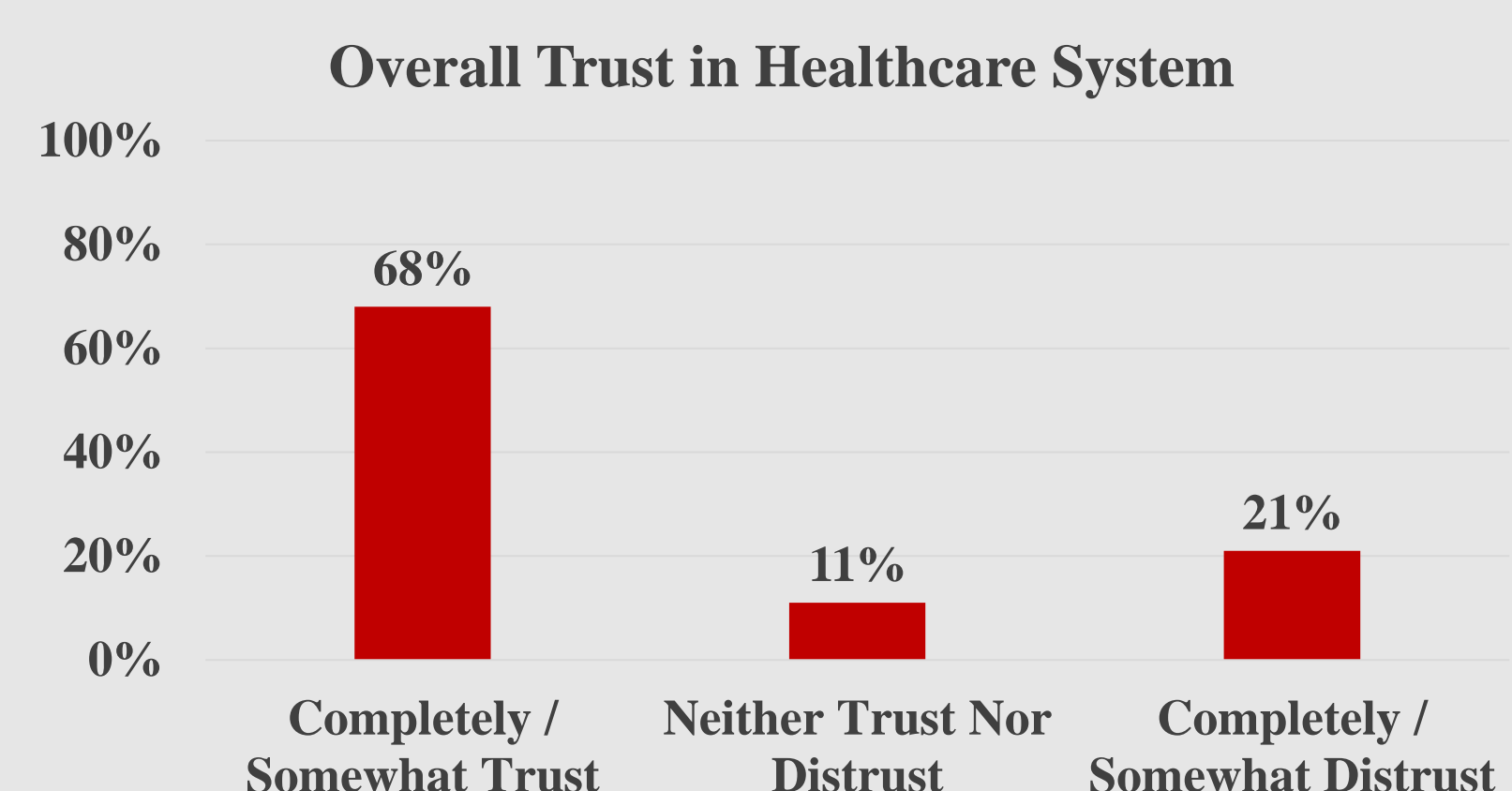
Faculty Directors: Dr. Jim Cottrill, Dr. Ann Finan, Dr. Amanda Hemmesch, Dr. Sandrine Zerbib

Student Directors: Ben Zabel, Riley Briekos, Gwendolyn Hillger, Ben Brecht, Avery Chapp, Brittan Peterson, Paige Thissen

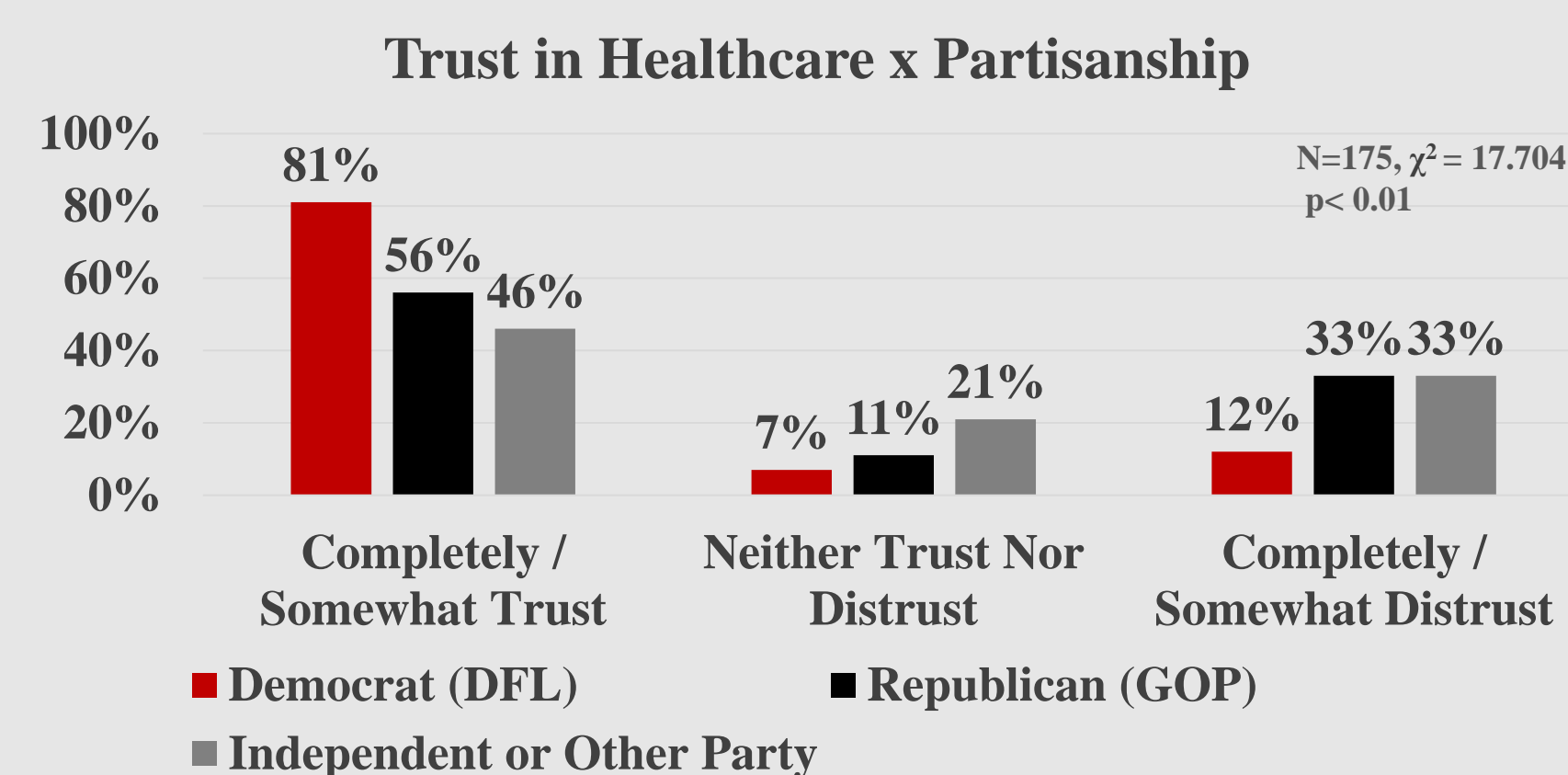
The many SCSU student callers that collected data between October 16-29, 2023.

Results: Trust in Healthcare

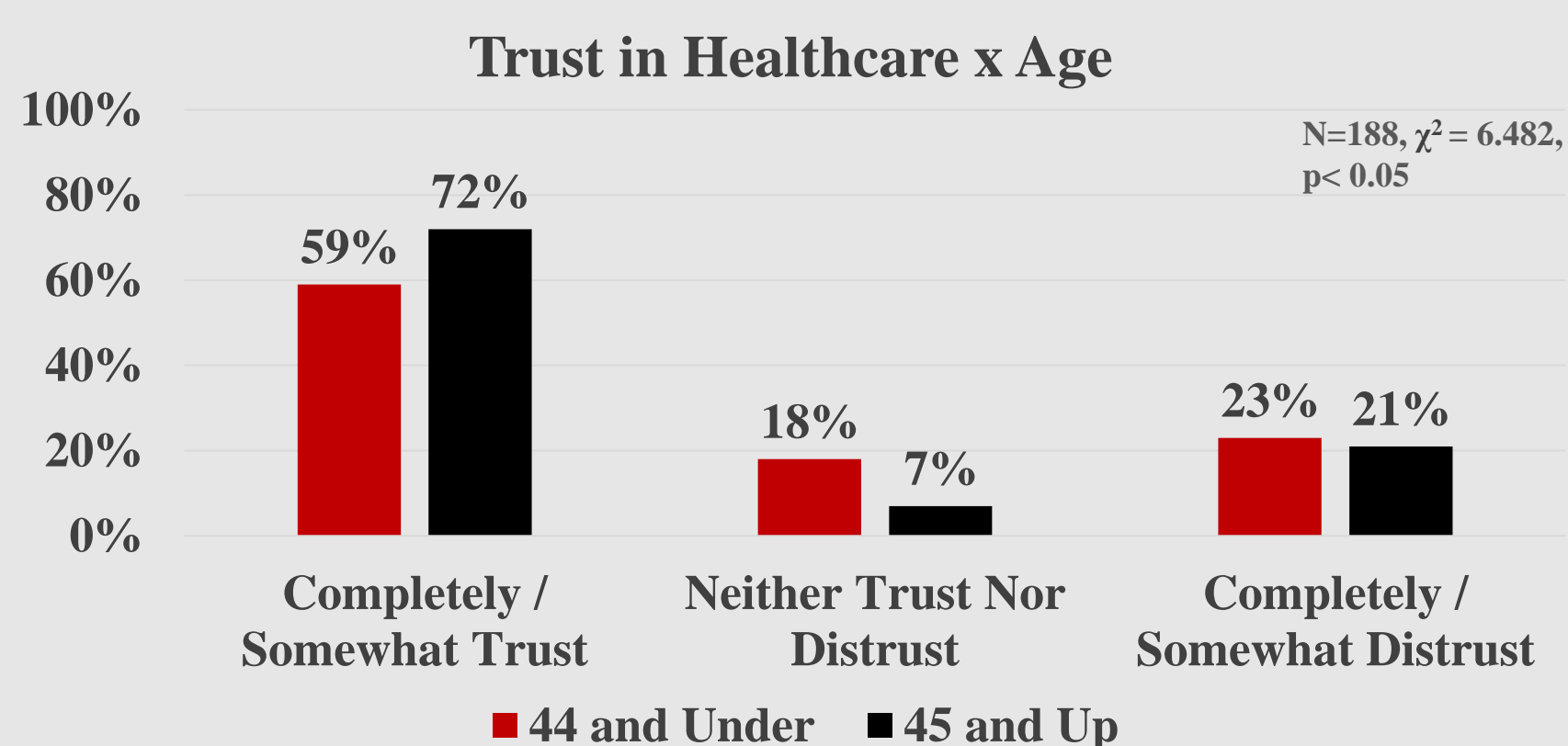
- Almost 70% of Minnesotans completely or somewhat trust in the healthcare system, within the MOE of a national study showing 64% (NORC 2020) and a previous study in Minnesota showing 76% (Egbert et al. 2017).
- Over 20% of Minnesotans express that they somewhat or complete distrust the healthcare system, similar to levels measured in other studies (NORC 2020, Egbert et al. 2017).



- Democrats expressed higher levels of trust compared to Republicans and independents/other party, though more respondents indicated trust than distrust across partisan identities.



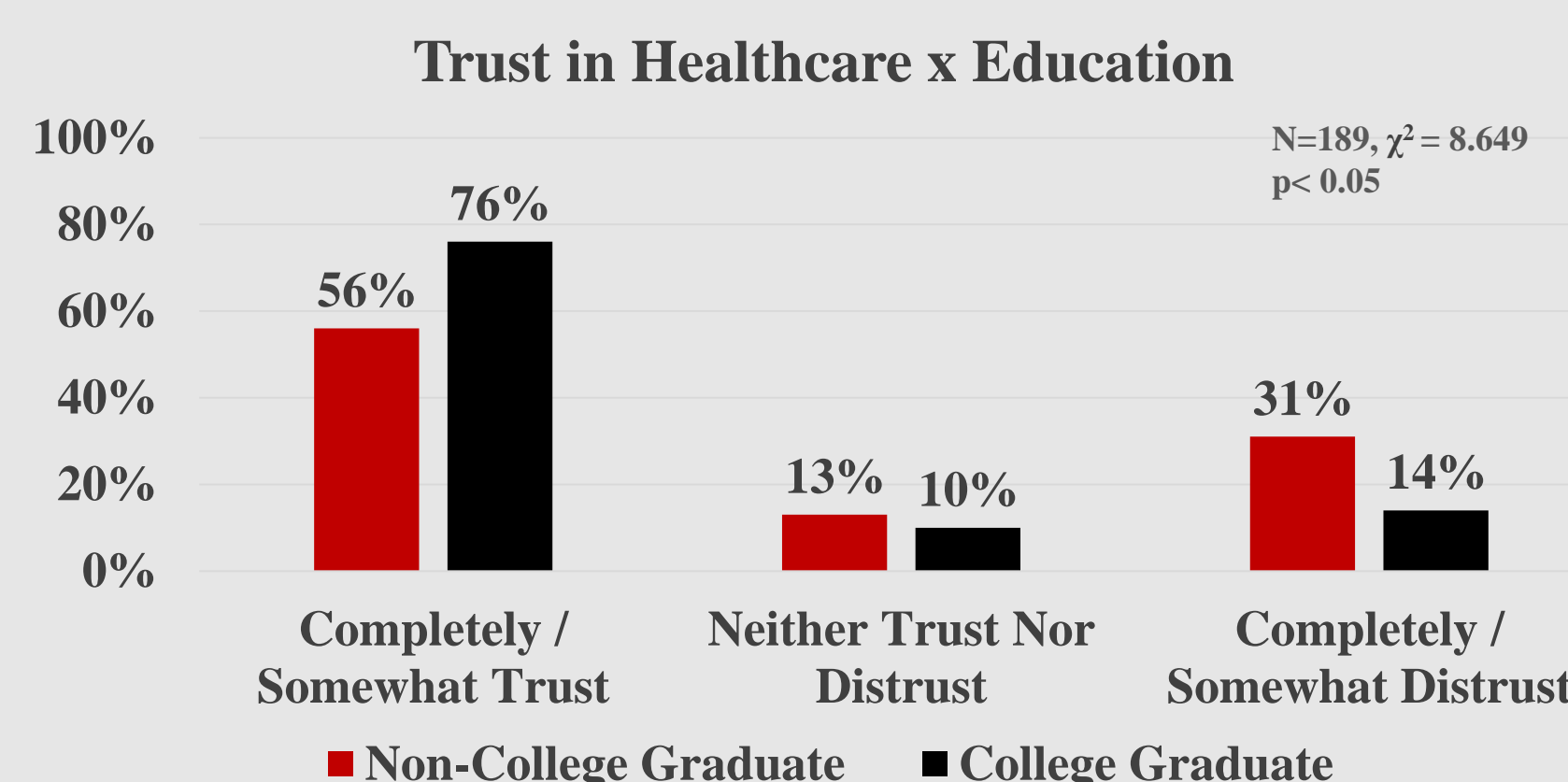
- Individuals ages 45 and older expressed higher levels of trust, consistent with a national study (NORC 2020), but differed from previous Minnesota study which found no difference based on age (Egbert et al. 2017).



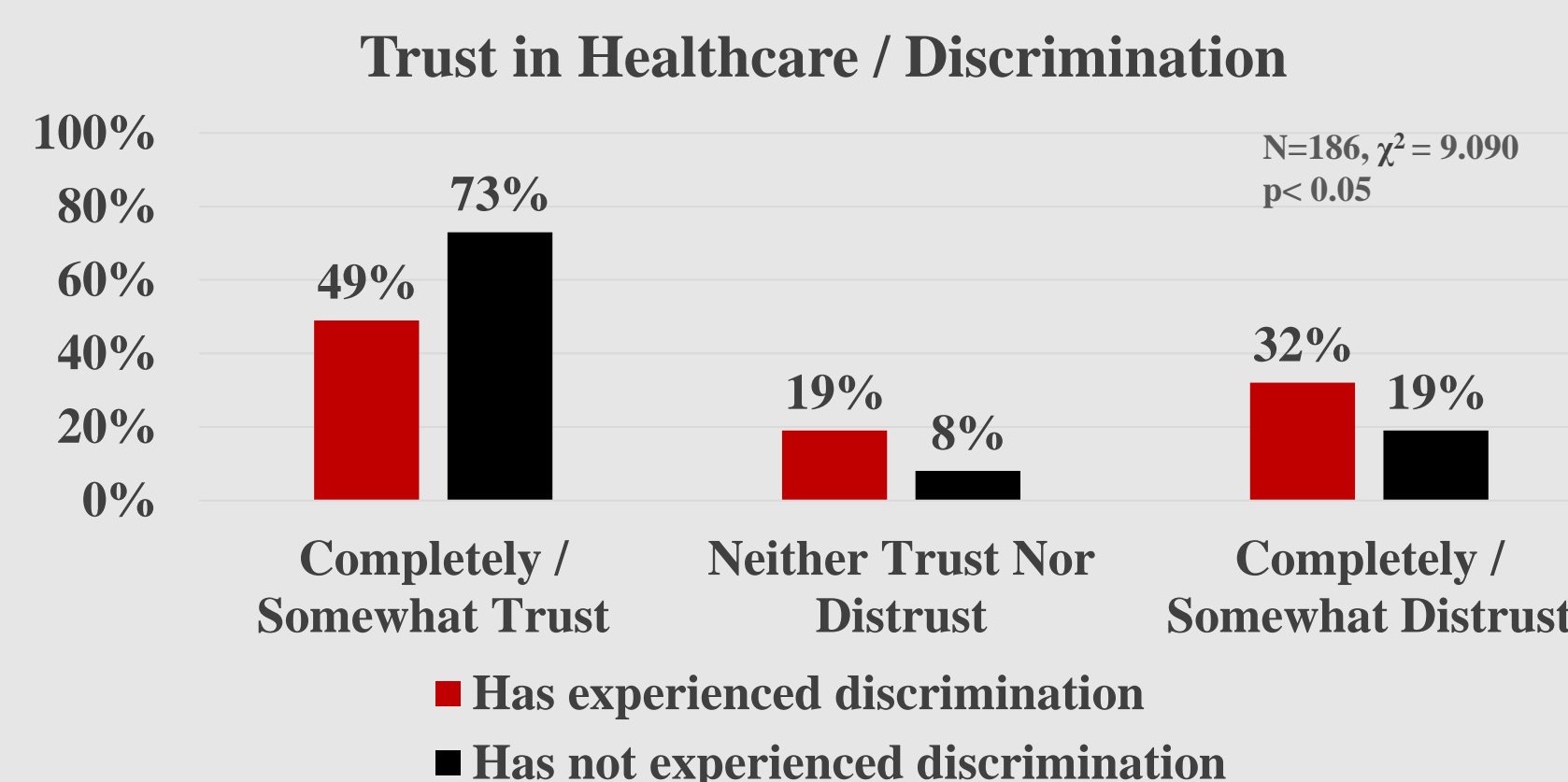
Gwendolyn Hillger & Ann Finan

Results: Trust in Healthcare

- College graduates expressed higher levels of trust compared to non-graduates.



- Individuals that did not experience discrimination expressed higher levels of trust than those that did, with a large portion of those that did experience discrimination reporting a lack of trust.



Hypotheses: Discrimination

- Hypothesis 1: Reports of discrimination experiences within the Minnesota healthcare system will be lower than the national level.
- Hypothesis 2: More BIPOC respondents will report discrimination experiences than white respondents.
- Hypothesis 3: More women will report a discrimination experience than will men.
- Hypothesis 4: More respondents reporting an income of \$74,999 and under will report discrimination experiences than those reporting an income of \$75,000 and above.
- Hypothesis 5: More respondents reporting fair/poor mental health will report discrimination experiences than those reporting excellent/very good mental health.

Works cited

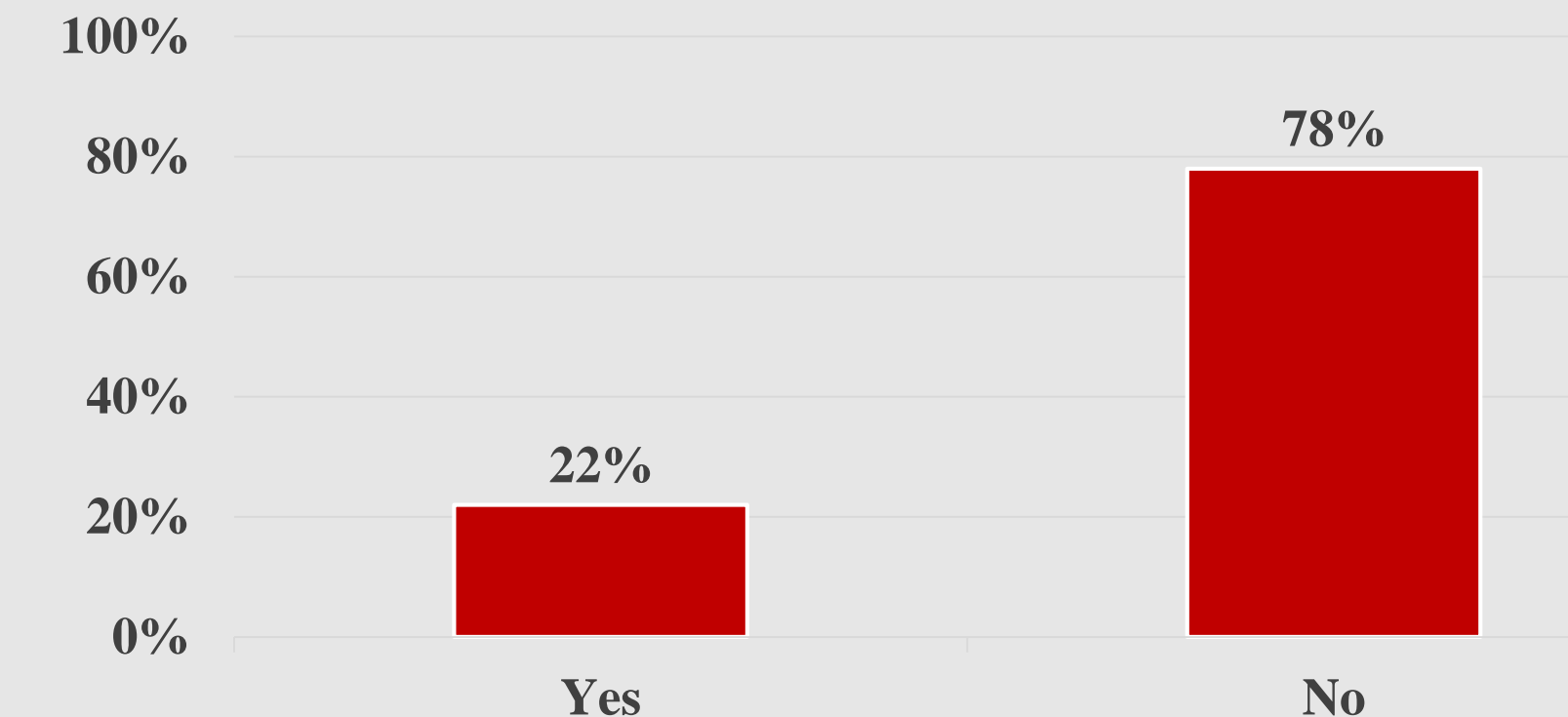
Egbert, A., Helmstetter, C., & Absar, K. (2017, November 14). *Trust in Minnesota Institutions - 2017 Ground Level Survey of Minnesotans*. APM Research Lab. <https://stcloudstate.edu/research-center/2017-ground-level-survey-of-minnesotans-while-comparing-to-national-level/>

NORC at the University of Chicago. (2021, May 21). *Surveys of Trust in the U.S. Health Care System*. NORC at the University of Chicago. <https://buildingtrust.org/wp-content/uploads/2021/05/2021-Trust-in-Healthcare-Part-23.pdf>

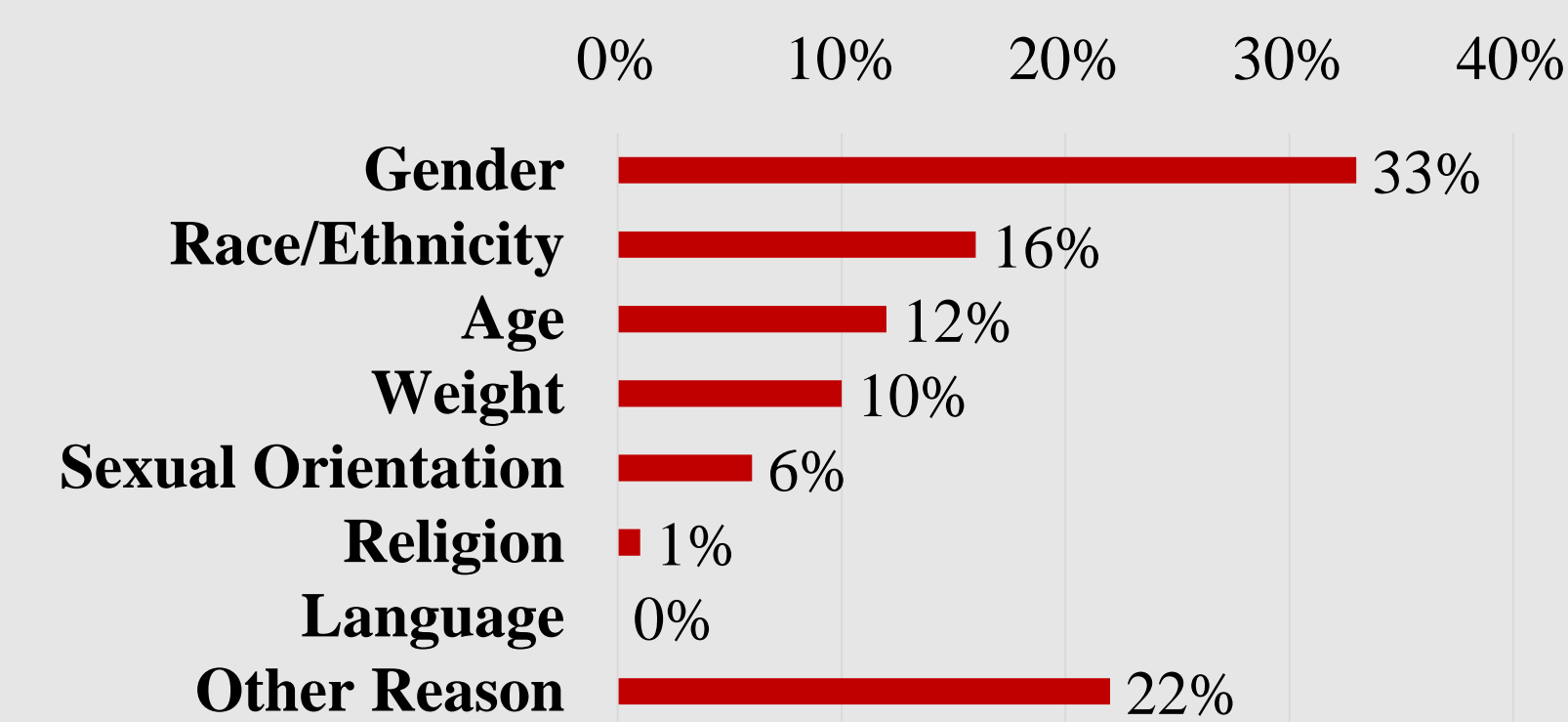
Results: Discrimination

The study revealed that nearly a quarter of respondents had experienced discrimination within the healthcare system. The percentage surpassed the national level of 12% as seen in the NORC study conducted in 2020.

Reports of Discrimination in Healthcare

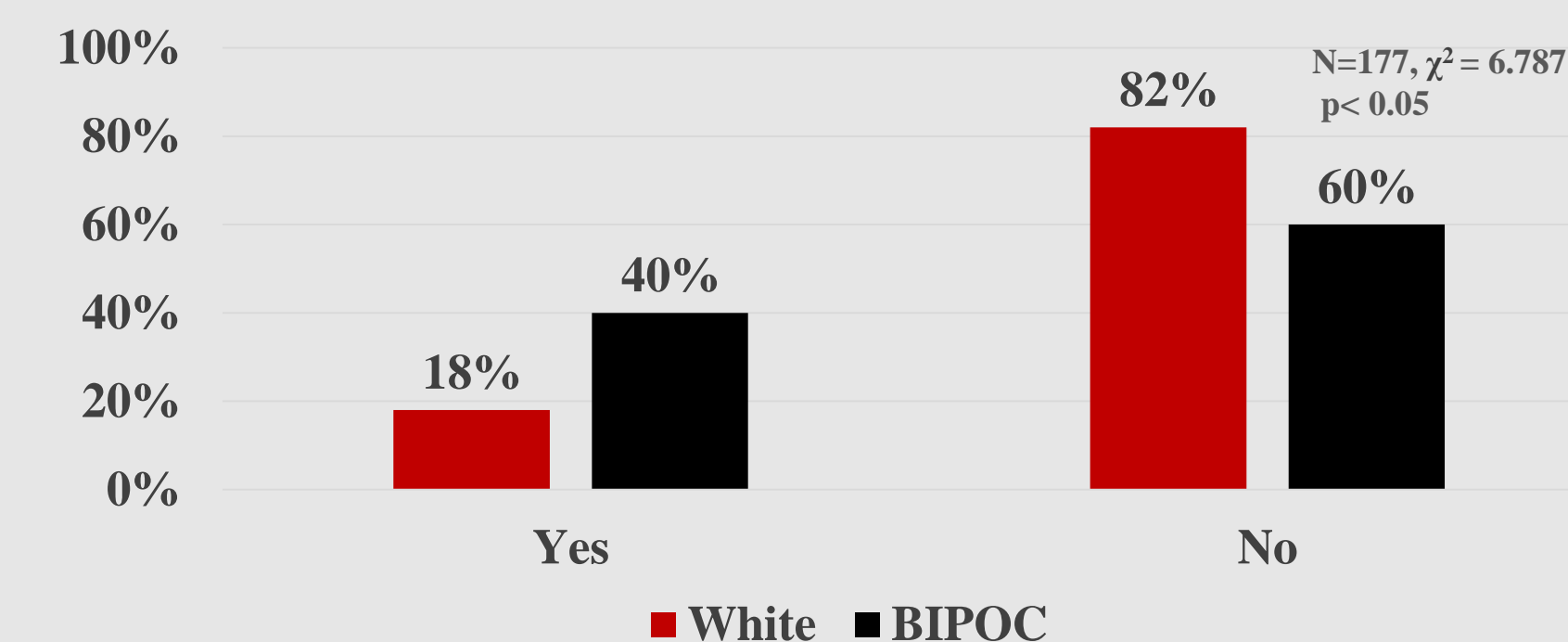


Reasons For Discrimination



Significantly more BIPOC respondents report discrimination than white respondents, 40% versus 18%.

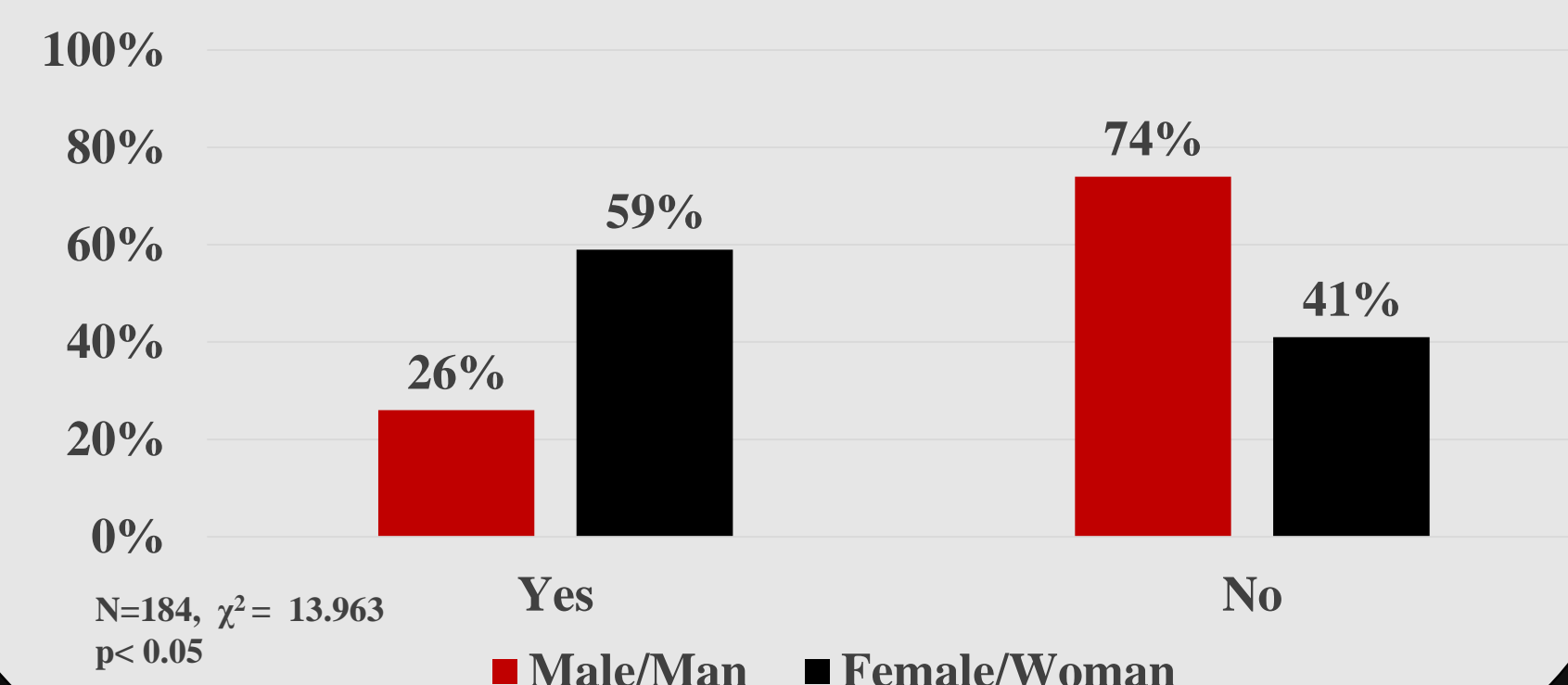
Discrimination in Healthcare x Race



Significantly more women report discrimination than men.

Reported discrimination is higher among both women and men compared to a national survey (12% men, 41% women) (NORC 2020).

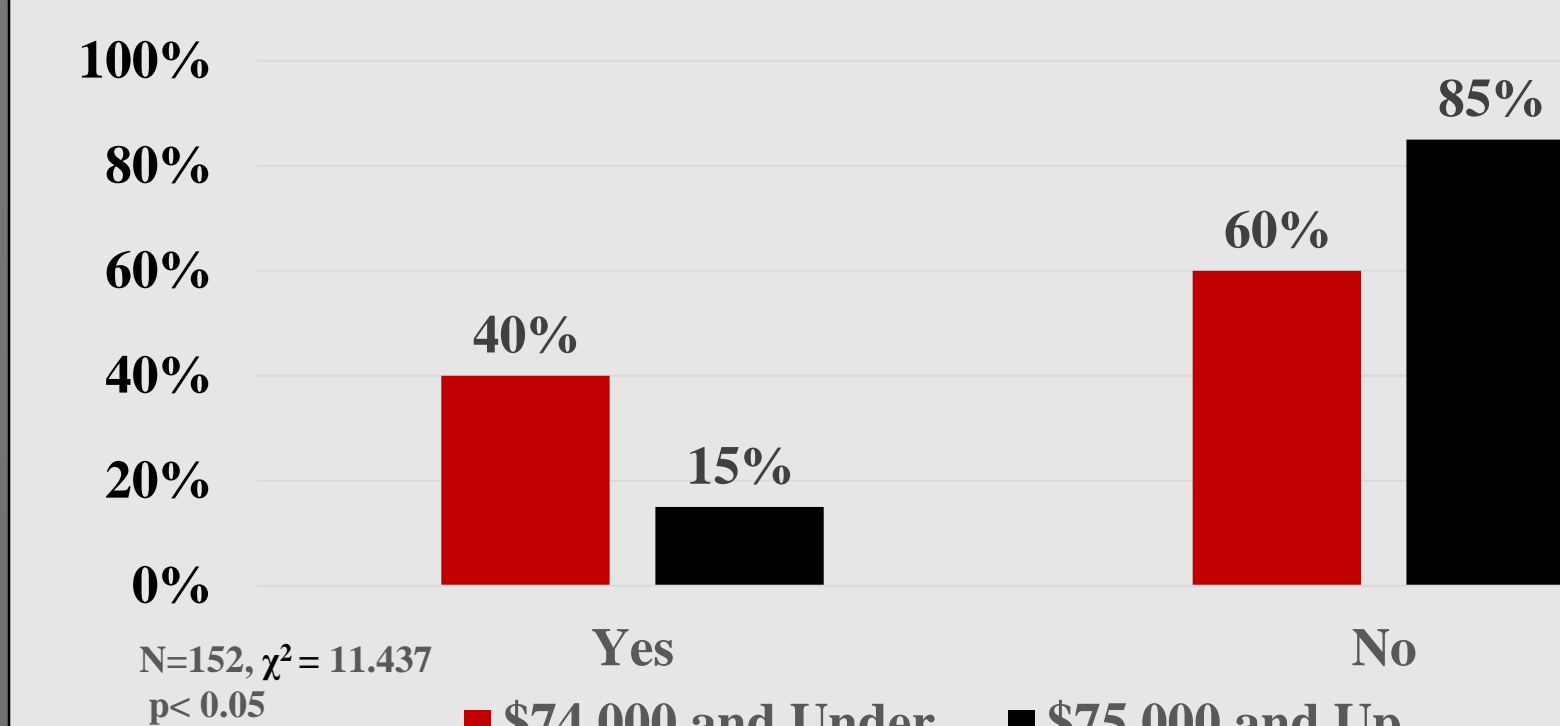
Discrimination in Healthcare / Gender



Results: Discrimination

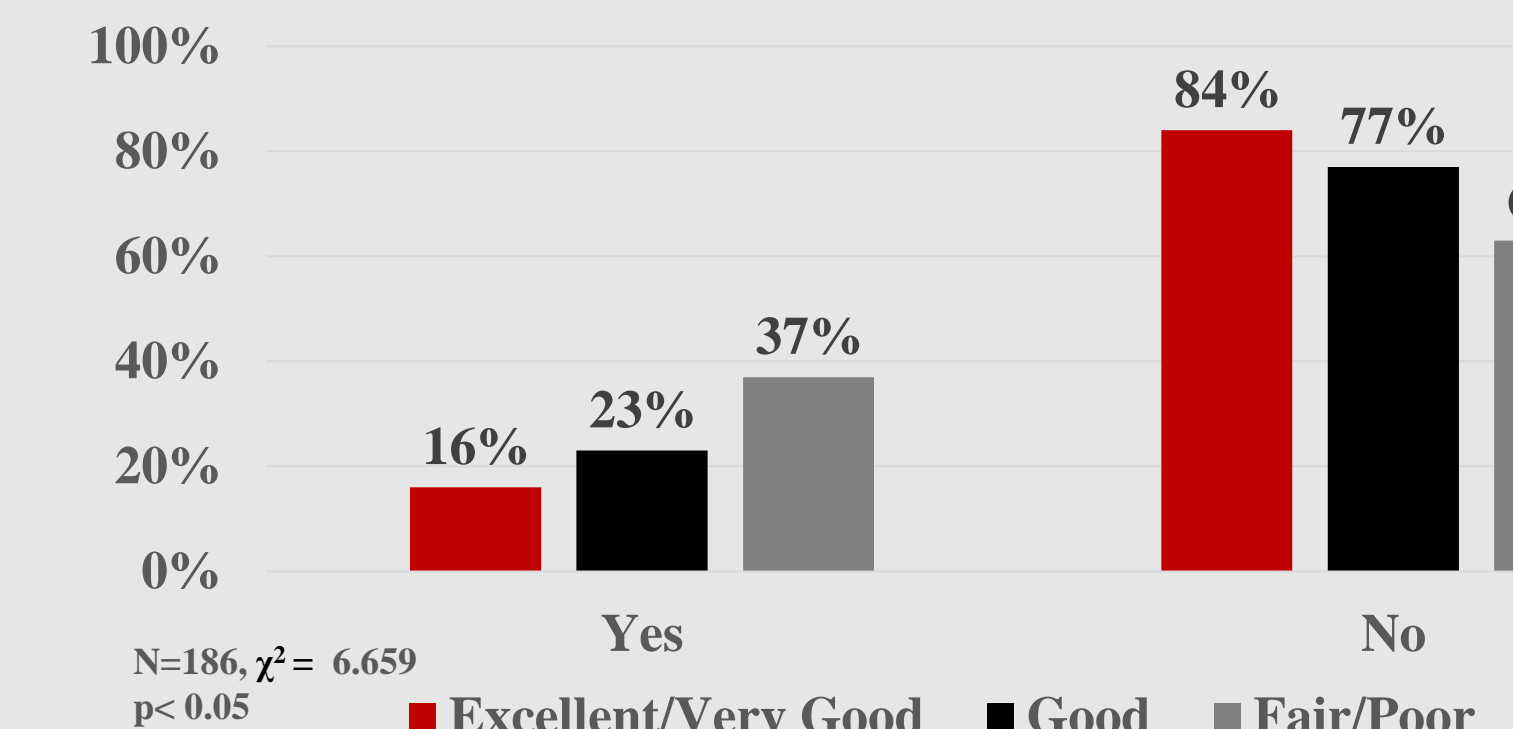
Respondents reporting income of \$74,999 and under reported a significantly higher number of discrimination experiences than those reporting \$75,000 and up.

Discrimination in Healthcare x Income



Respondents reporting fair/poor mental health reported higher discrimination experiences than those reporting excellent/very good mental health.

Discrimination in Healthcare x Mental Health



Implications

- As compared to a national study (NORC 2020), more Minnesotans report discrimination experiences, and we measure Minnesotans' level of trust at a lower rate than that measured in 2017 (Egbert et al. 2017). These two findings may be related.
- Minoritized respondents (e.g., participants who are BIPOC, women, lower income, poorer mental health) were more likely to report discrimination experience in health care.
- Identifying causes for discrimination experienced by these groups could improve trust in the healthcare system.
- Overall, our findings indicate a need for future studies investigating the link between trust in the healthcare system and experience of discrimination.

For more information, please visit: www.stcloudstate.edu/scsusurvey

Gwendolyn Hillger
gwendolyn.hillger@go.stcloudstate.edu
Ann Finan
asfinan@stcloudstate.edu