BACKGROUND

- Increasing demand for emergency health services (EHS) including emergency departments (EDs) and ambulance
- Congestion and overcrowding associated with negative care outcomes
- Social and psychological factors affect decisions to use EHS

RESULTS

- **INDEPENDENT FACTORS**
  - Age, sex, socio-economic status, marital & living status, clinical conditions
- **MODERATING FACTORS**
  - Financial/affordability
  - Urgency & severity
- **Outcome Variables**
  - Self-efficacy
  - Perceived costs
  - Satisfaction

Integrated conceptual model

**Reason for using EHS (%)**

<table>
<thead>
<tr>
<th></th>
<th>ED</th>
<th>Ambulance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgency &amp; Severity</td>
<td>50.0</td>
<td>61.0</td>
</tr>
<tr>
<td>Previous experience</td>
<td>55.5</td>
<td>37.0</td>
</tr>
<tr>
<td>Better care &amp; service</td>
<td>46.0</td>
<td>58.0</td>
</tr>
<tr>
<td>Convenience</td>
<td>50.0</td>
<td>--</td>
</tr>
<tr>
<td>Availability &amp; Accessibility</td>
<td>37.0</td>
<td>21.0</td>
</tr>
<tr>
<td>Financial/Affordability</td>
<td>18.5</td>
<td>11.0</td>
</tr>
</tbody>
</table>

**Factors associated with higher use (P value)**

- Lower self-efficacy: <0.01
- Poorer health status: <0.01
- Poorer social support: <0.05
- Lower SES: <0.05

DISCUSSION & CONCLUSION

- Demand for EHS growing faster than population;
- Demand management strategies should consider various factors at:
  - Individual level: Perceived seriousness & poor health status; previous experience; beliefs; social support; socio-economic status;
  - Health system level: Availability, accessibility & affordability of alternative services;
  - Societal level: Population growth; aging.
- Strategies to focus on building more resilient & healthier communities; alternative services.

REFERENCES


METHOD

**Step 1**

- Comprehensive literature search and review
- Major databases (e.g. Medline, Scopus, PsychInfo, ProQuest)

**Step 2**

- Retrieved over 1200 articles
- Reviewed 271 articles & developed a model

**Step 3**

- Empirical evidence & test
- Survey of 911 patients in Queensland

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FURTHER ENQUIRIES

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OBJECCIVE

To develop & test an integrated conceptual framework for understanding social and psychological factors underpinning demand for EHS.

Conceptual framework for understanding the demand for emergency health services

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