

This PhD thesis contains studies concerning ethnic differences in the processes and outcomes of outpatient hospital care, specifically focusing on diabetes mellitus and gastrointestinal complaints. Native Dutch and immigrant patients from Turkish, Moroccan, Surinamese, Cape Verdean and Antillean and Aruban descent were included in the studies.

We examined ethnic differences in the use of outpatient care facilities. An increased use of outpatient facilities was found among immigrants. This increase can be predominantly ascribed to first-generation immigrants. Additionally, we described ethnic differences in the diagnostic process among patients with gastrointestinal complaints. No large ethnic differences were detected, however more diagnostic tests were requested during the first consultation and more consultations were needed before a diagnosis was reached among immigrant patients. With respect to the outcomes of diabetes care, we showed that immigrant patients have higher levels of HbA1c and lipids. These differences in diabetes outcomes could not be explained by quality of care or acculturation. Determinants of self-management and educational status did explain part of the findings.

ETHNIC DIFFERENCES IN UTILIZATION OF AN OUTPATIENT CLINIC IN THE NETHERLANDS

Loes Lanting

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A study of diabetes
patients and patients with
gastrointestinal symptoms

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