Abstract

This work examines the factors that influence household access and utilization of healthcare services. This is motivated by the fact that healthcare is becoming increasingly recognized as becoming inaccessible and worrisome to households. Despite many decades of public and private initiatives, a significant number of people do not have a satisfactory access to and utilization of healthcare services. It is hoped that the results of the study will improve policymakers understanding on factors that influence access and utilization of healthcare services. Findings of the study indicate that there are specific urban dimensions to access and utilization of healthcare, among the respondents there is substantial unmet healthcare need, and for many urban families using healthcare services is determined by much more than being able to reach them physically. The study concludes that improved socioeconomic condition, health insurance and well functioning referral system, have the potential to improve access and utilization of healthcare services. It is recommended that the policy-makers focus attention on and improve public healthcare services.