**Table 1**: Barriers to LUTS treatment

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| **Theme**  | **Subtheme** | **Representative quotations** |
| Shared Barriers |
| Treatment knowledge and attitudes  | Unfamiliarity with LUTS treatment options | “I'm not really familiar with anything when it comes to urinary stuff. I'm just trying to learn about it now because I have a lot of issues when it comes to that.”“I did not know that there were other options [other than physical therapy].’ |
| Negative perception of procedural LUTS treatments | “About five years, I worked with a lady. She had a disability. She walked very little. To resolve her urinary incontinence, she had to wear a device on her abdomen. The device didn’t work as planned. I lost contact with her. I don’t know if they took it away or she still has it. It caused a lot of damage because she got very swollen all over, including her abdomen and feet. I worked with her for a month, helping her, and it caused more damage than help. She continued with her urinary incontinence, and she started feeling worse. She was swollen all over her body, as if something was causing her harm. I lost touch with her. That’s why I would be afraid of surgery.” |
| Negative experiences with health care system | Not feeling listened to | “Then just the lack of communication with some of the physical therapy providers that I did work with. I feel like they weren't really listening and just doing whatever the book told them to do type of treatment, like feeling that I got that made me a little uneasy, but I still did it.”My problem seems like it's just compounded because I can't get the cooperation of the doctor. At least they could listen to what I have to say, but I haven't been able to do that… it's good hearing this conversation, to know that I'm not the only frustrated one. |
| Inability to contact physician | ‘I hadn’t had any treatments, and then I got this referral to [Dr\_\_\_\_] that I haven't been able to get to because I'm having communication problems with my doctor, my primary doctor, that is. When you just have to go back and forth to people on the telephone and it's really frustrating.” |
| Seeing multiple providers | “I think that the barrier I’ve experienced. You see so many people, so many doctors that, in the end, not everyone understands.”It was like seeing my primary care provider, or like seeing a relative because so many people, or so many doctor see you—and I understand that this is how it works, but it’s complicated to start from the very beginning. When I got to see this doctor again, she was already familiarized with my background” |
| Travel challenges | Travel time to obtain PFMT | I'd say scheduling when I was going to pelvic floor therapy. Then distance. I live pretty far, and I have to drive an hour and a half to \_\_\_because there's no branches out by my way that actually has people that does the manipulation.“It just having to travel 30 minutes away for physical therapy, it was either <City> or downtown. It was kind of the same difference. I think that's the biggest thing is not having enough providers where I live out south. “ |
| Transportation  | “I don’t have a car, and since I don’t know how to talk the bus, I didn’t know what to do. I told my sister, “I don’t think I can go to therapy. I want to go, but I don’t know how to get over there. I have no idea how to get there or where it is.”“It was not having other places open [for physical therapy]to where it's easier for me to avoid traffic coming downtown, finding parking. It's just a little bit too much. |
| Barriers distinct to Spanish speaking participants |
| Inadequate translation services |  | “A barrier for me is English. I half understand English, but I don’t speak it, except for a few phrases. That’s mostly it, English is my barrier. Yes, they have interpreters, but the interpreter appears in a machine that sometimes works and sometimes doesn’t work. The doctor and I stare at each other like saying, “What do we do now?” We have to find someone who speaks Spanish. It’s a struggle to get someone to speaks Spanish.” |
| Financial constraints | Cost of treatment | “When I had to go and do the therapy. Each section was over 500 dollars depending on what section it was because I have the medical help only for the hospital. Then, I wasn’t able to afford it, so I looked on You Tube.”“When the pandemic started, the only thing that I needed to cover were the medicines; of course, they were very expensive. I paid for them. It was a really ridiculous amount. I live with my son. Later, I was in a very tight financial situation, and I wasn’t able to pay.” |
| Barriers distinct to Black participants |
| Feeling blocked from accessing care by support staff |  | “Yeah, I was calling to set up my appointment. A nurse got on the phone with me and was, “Oh, no. This is not the right place for you. Da, da, da, da.” I just, basically, felt like she was just going off of probably my age or whatever, basically stereotyping me, I would say. It took a minute for me to see Dr. <Name>.”“The first time I got referred to see someone like Dr. <Name>, when I called to make my appointment, another nurse just went based off her educated guess and said, “Oh, no. This is not the doctor for you.” Basically, just gave me a whole diagnosis and tried to tell me that I’m in the wrong department. There’s somebody else I have to see. My doctor referred me to the wrong place. I got the runaround first. Then, when I got a chance—I had to, basically, wait until I seen my OB and told her what happened. That’s when she referred me again, and that’s how I was able to get in.” |