



PRESS RELEASE

Beryl Institute-Ipsos PX Pulse finds U.S. Patients more positive about their own healthcare experiences than country's healthcare system

PX Pulse is a quarterly tracking poll designed to elevate the understanding of current perspectives on the patient experience in U.S. healthcare

Inaugural survey points to high satisfaction with primary care providers and cost as a major driver in healthcare decisions

New York, NY - Today, The Beryl Institute and Ipsos unveiled the inaugural PX Pulse, a first of its kind effort to elevate understanding of and track the current perspectives on patient experience in healthcare across the United States. The first quarterly survey found that most U.S. patients were largely positive about their own experiences with the healthcare system but had a less positive perception of the quality of the U.S. system overall. The positive personal experiences were driven in part by respondents' satisfaction with their primary care physician.

"This exciting partnership with The Beryl institute will provide healthcare providers, insurers, policymakers and other stakeholders with a detailed understanding of Americans' perceptions of their patient experience," said Clifford Young, President of Public Affairs for Ipsos. Jason A. Wolf, PhD, CPXP, President & CEO of The Beryl Institute said, "PX Pulse will be a comprehensive and fundamental tracking tool for how patient experience is being addressed and a resource for healthcare organizations looking to reinforce the importance of their experience efforts. We look forward to working closely with Ipsos to deliver deep insights into consumers' perspectives of healthcare experience throughout the year."

Key Findings from Inaugural Survey

People are more positive about their own personal experiences with healthcare (66%) than about the overall quality of care in the United States (46%).

Costs are the most important set of issues for consumers, with 73% prioritizing costs related to insurance coverage, prescription drugs, and hospital care.

Over 90% of people affirm that good patient experience is either very important or extremely important to them.

Primary Care Visits

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GAME CHANGERS





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Over 90% of consumers who had a primary care visit in the past three months reported being satisfied with their primary care experiences and felt that their needs related to those visits were addressed.

The top reasons consumers choose their primary care providers is the proximity of their offices to home, work, or school (37%), its inclusion in an insurance company list of eligible providers (32%), and the friendliness and respectfulness of both providers (30%) and staff (24%).

Access & Cost

Some consumers may experience challenges addressing health needs in a timely manner, with consumers sharing that they avoid non-urgent care visits due to costs (47%) and inconvenience (47%).

Communication

The vast majority of consumers find it easy to understand what their healthcare providers are saying (94%) and are comfortable discussing personal health issues (91%).

Impact of Patient Experience

The vast majority of consumers say that patient experience is significant to their decisions about their own and their family's healthcare (94%).

About 70% of consumers say that they had a positive care experience in the past 12 months, compared to only 12% who had a negative experience within the same time frame.

ABOUT THE PX PULSE SURVEY

The Beryl Institute – Ipsos PX Pulse represents a first of its kind effort to elevate understanding of the current perspectives on patient experience in U.S. healthcare.

This effort will regularly capture healthcare consumer perspectives of patient experience in the United States, determine the practices and processes that have the greatest impact and influence on healthcare consumers, and track how the market sees patient experience evolving over time.

More information about the core questions that will be tracked each quarter is attached.

About The Beryl Institute

The Beryl Institute is the global community of practice committed to elevating the human experience in healthcare. We believe human experience is grounded in experiences of patients & families, those who work in healthcare and the communities they serve. We define the patient experience as the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.





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About Ipsos

Ipsos is now the third largest market research company in the world, present in 90 markets and employing more than 18,000 people.

Our research professionals, analysts and scientists have built unique multi-specialist capabilities that provide powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. Our 75 business solutions are based on primary data coming from our surveys, social media monitoring, and qualitative or observational techniques.

“Game Changers” – our tagline – summarizes our ambition to help our 5,000 clients to navigate more easily our deeply changing world.

Founded in France in 1975, Ipsos is listed on the Euronext Paris since July 1st, 1999. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

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