



## PRESS RELEASE

### The Beryl Institute-Ipsos PX Pulse Shows Fewer Americans Visiting The Doctor Amidst COVID-19 Pandemic, But Americans Are Increasingly Satisfied With Healthcare Quality

#### Second PX Pulse in a Quarterly Tracking Poll Comes as Hospitals and Primary Care Providers Across the Country are Delaying Elective Procedures and Visits

Survey Finds Significant Increase in Satisfaction with Health Care Quality as Healthcare System Copes with COVID-19 Outbreak

New York, NY - Today, The Beryl Institute and Ipsos released the results of the second PX Pulse, a quarterly tracking survey, and, 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 survey comes amidst the COVID-19 pandemic and finds that while fewer Americans are visiting primary care physicians and specialists, their level of satisfaction with their healthcare has significantly increased since the last Pulse in January. The study also shows that Americans are placing an increased emphasis on reducing the threat of infectious diseases in light of COVID-19.

“COVID-19 is changing the way that Americans interact with the healthcare system, and the results are in,” said Clifford Young, President of Public Affairs for Ipsos. “In the last two months since our previous PX Pulse, it’s clear that fewer Americans are visiting their doctors as many are forced to delay non-essential procedures and check-ups in light of the pandemic. At the same time that fewer people are seeing their doctor, their perception of quality has risen dramatically. As the pandemic evolves, the PX Pulse will provide detailed analysis of the way patients feel about their personal healthcare experience and the system as a whole.”

“With our capacity to explore the evolving trends regarding the healthcare experience via PX Pulse it has become evident as we move through this COVID-19 crisis globally that the essence of the human experience at the heart of healthcare has never been more important,” said Jason Wolf, PhD, CPXP, President & CEO of The Beryl Institute. “As the data reveal, even in times of crisis, the way in which people are treated, how they are communicated with and the overall experience – quality, safety and service – they are provided is foundational to healthcare and continues to drive their choices, priorities and expectations. In fact, it may never be more important than today.”



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### Key Findings

- Consumers are reporting fewer visits to primary care providers (-9%), hospitals (-4%), specialist providers (-13%), and labs (-14%) compared to the previous survey in January.
- Despite lower engagement in healthcare activities and the spread of COVID-19, consumers are more positive about overall healthcare quality (+13%) and their own care experiences (+7%) compared to January.
- Cost remains the most important healthcare issue for consumers. The top 3 issues include affordable health insurance coverage, out-of-pocket costs, and the cost of health insurance premiums.
- Reducing the threat of infectious diseases (+7%), communication with patients/families (+6%), and quality of hospital care (+5%) emerged as issues more important to consumers this quarter compared to the last quarter.

The full survey results can be found here <https://www.theberylinstitute.org/PXPULSE>.

### 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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