



PRESS RELEASE

Americans Re-engaging With Their Physicians and Undergoing Tests

The Beryl Institute-Ipsos PX Pulse Finds Consumers are More Comfortable Seeking Care This Quarter Than Last

NEW YORK, NY – October 21, 2020, The Beryl Institute and Ipsos released its findings from the fourth PX Pulse, a quarterly tracking survey and a first of its kind effort to elevate understanding and track current perspectives on patient experience in healthcare across the United States. As has been covered in previous PX Pulse releases, the COVID-19 pandemic and the various social distancing measures in place nationwide have led to a decrease in consumer engagement with healthcare; however, today's release suggests that engagement is rebounding, with a 12-percentage point increase in the number of Americans reporting a visit to their primary care provider compared to June 2020.

The latest PX Pulse also shows consumers reporting an increase in their level of comfort seeking care from their specialist provider, lab, local hospital and emergency room/urgent care center, with a 5% increase in the number of consumers that said they were "extremely comfortable" or "very comfortable."

"For the first time since 2019 and the height of COVID-19 in the U.S., we are beginning to see Americans adjusting to this "new normal" and re-engaging in their health and medical care," said Clifford Young, President of Public Affairs for Ipsos. "Delaying care has been an issue across all age groups this year, and it is reassuring to see more Americans are prioritizing care. But, with COVID-19 spiking in certain parts of the country, we may see a second wave of decreased visits to PCPs and specialists as we get into the winter months."

While consumers remain positive about the overall quality of care they receive in the U.S., they continue to state that their perspectives of government authorities have become more negative as a result of COVID-19. Americans' most negative perceptions are geared toward federal government agencies like the Center for Medicare Services (CMS) and the Centers for Disease Control (CDC), followed by state health leaders and local health leaders.

"The insights revealed in the latest release of PX Pulse reflect a very critical piece of the experience conversation," said Jason A. Wolf, President & CEO of The Beryl Institute. "People do not see themselves as passive travelers on a healthcare journey, but as active participants in a process of care in which the outcomes they achieve matter significantly. This reality has only been elevated by the healthcare and societal crisis in which we find ourselves today and reinforces both the integrated nature of experience and the critical role it plays in healthcare."



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Key Findings

- Consumers are starting to re-engage with healthcare providers, reporting more visits to primary care providers (+12%), hospitals (+2%), labs (+10%), and specialist providers (+3%) compared to last quarter.
- Similar to the past three quarters, cost remains the most important healthcare issue to consumers. The top 3 issues include out-of-pocket costs, health insurance premiums, and having affordable insurance options.
- Consumer ratings for the quality of healthcare in America and ratings of their overall care experiences within the past 12 months remain stable from the previous quarter.
- Consumers remain positive about overall healthcare quality (55%) and their own care experiences (74%).
- Healthcare consumers continue to say that having a good experience is important to them as patients, with 96% of people affirming that good patient experience is either “very important” or “extremely important.”
- The top two reasons stated for why good patient experience is important to consumers remain that patients’ health and wellbeing are important to them (70%) and knowing that their physical needs are being taken seriously (61%).

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.

www.theberylinstitute.org



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About Ipsos

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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.

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ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP

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