



PRESS RELEASE

Consumer Ratings for Quality of Patient Care & Experience Slip

COVID Vaccine Hesitancy Still an Issue

May 10, 2021 -- The Beryl Institute and Ipsos released its findings from the fifth PX Pulse Consumer Perspectives on Patient Experience in the U.S., 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. 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.

Today's survey reveals consumer ratings for the quality of healthcare in America, dropped significantly during the first part of 2021. Since Q4 2020, there was a ten percentage point drop in consumers who believe healthcare quality is "very good" or "good." Healthcare consumers also continue to cite costs as one of the top three most important healthcare issues. Yet, overall, experience remains vital to consumers, with 94% citing that healthcare experience is of great importance.

"In tracking U.S. consumer perspective from late 2019 through the pandemic we see that healthcare consumers have not wavered in their belief that the experience they have is extremely important," said Jason Wolf, President & CEO of The Beryl Institute. "This continued recognition of the importance of experience even in the midst of the worse health crisis in a century reinforces that a focus on experience must be sustained."

PX Pulse publishes four times annually, download the latest edition here: <https://www.theberylinstitute.org/PXPULSE>

About The Beryl Institute:

[The Beryl Institute](#) is a global community of over 55,000 healthcare professionals and experience champions committed to transforming the human experience in healthcare. As a pioneer and leader of the experience movement and patient experience profession for more than a decade, the Institute offers unparalleled access to unbiased research and proven practices, networking and professional development opportunities and a safe, neutral space to exchange ideas and learn from others.

About Ipsos:

Ipsos is the third largest social science and market research firm in the world, with offices in 89 countries and over 18,000 employees who are passionately curious about people, markets, brands, and society. We have more than 30 years of experience working with physicians, hospitals, payers, brokers, and healthcare organizations on improving healthcare quality, increasing accountability, and advising on new and emerging health policy issues.



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“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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