



PRESS RELEASE

Consumers are returning to primary and specialty healthcare providers

The Beryl Institute-Ipsos PX Pulse trends consumer perspectives on patient experience.

New York, September 23, 2021 – The Beryl Institute and Ipsos released findings from the sixth [PX Pulse](#), a survey to track current perspectives on patient experience in healthcare across the United States. This report trends data first collected pre-pandemic in December 2019 through the current rise of the Delta variant in August 2021.

“With the amount of change currently happening in healthcare and our broader society, and the reflection taking place overall as people traverse the pandemic, we see consumers starting to change their decision criteria to focus on quality and relying on sources they trust,” said Jason A. Wolf, Ph.D., CPXP, President & CEO, The Beryl Institute. “It reinforces the commitments outlined to transform human experience remain central and essential to healthcare’s future.”

The report explores such topics as health system perceptions and trust, provider communications related to COVID-19 vaccines, consumer site of care, telemedicine preferences, and racial and ethnic disparities in healthcare.

Key findings include:

- Consumers’ engagement in healthcare activities has increased significantly. Just over half of consumers have visited a primary care provider (51%) – an increase of 16 percentage points over Q3 2020. Yet, there is a significant negative trend in perspective towards healthcare sectors in America as the Delta variant of COVID-19 continues to spread.
- People who received COVID-19 vaccine information from their providers are more likely to be vaccinated, even if they do not directly attribute that decision to their provider.
- The issues of equity laid bare by the pandemic still are underlying factors that impact the ability to ensure the best in experience for all. Black respondents have a more negative view of the quality of care received based on race. Close to half of Black respondents from Q3 2021 (46%) compared to a quarter of Black respondents from Q3 2020 (26%) reported thinking that people who identify as white receive “much better” care.

To access the latest PX Pulse report, visit: https://www.theberylinstitute.org/page/PXPULSE_Sept2021





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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

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Our passionately curious research professionals, analysts and scientists have built unique multi-specialist capabilities that provide true understanding and powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. We serve more than 5000 clients across the world with 75 business solutions.

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