



PRESS RELEASE

Negative perspectives on experience at hospitals increase 10 points from Q1

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

New York, December 9, 2021 – The Beryl Institute and Ipsos released findings from the seventh [PX Pulse](#), a survey to track current perspectives on patient experience in healthcare across the United States. To better understand the consumer experience, this report trends data first collected pre-pandemic in December 2019 through the rise of the Delta variant this fall.

“As we close our seventh release after collecting data over the past three years, we can begin to see how consumer sentiment shifts and what stays solidly the same,” said Jason A. Wolf, Ph.D., CPXP, President & CEO, The Beryl Institute. “If we are to make [a] bold change in healthcare, we must constantly be listening and acting on what we hear from those who engage in care every day.”

This report explores topics like the impact of COVID-19, perceptions and trust in the health system, comfort seeking care and consumers’ ratings for quality of care and experience.

Key findings include:

- One in four respondents (25%) say their perceptions of hospitals are “worse” or “much worse” due to the pandemic. This is the highest negative perception since the start of the pandemic.
- The importance of healthcare costs is on the rise for consumers. The top three issues most important to respondents include affordable insurance options, out-of-pocket costs and the cost of health insurance premiums.
- Healthcare consumers still place a great deal of importance on experience.
- Consumers’ ratings for quality of care and experience dip but remain higher than pre-pandemic opinions.

To access the latest PX Pulse report, visit: https://www.theberylinstitute.org/page/PXPULSE_Dec2021

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.





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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 a certified provider of CAHPS surveys and of analytic and advisory services to turn data into meaningful insight and improvements. Over the past 25 years, Ipsos has served hundreds of health care organizations on many CAHPS protocols, including HCAHPS, Home Health CAHPS, Hospice CAHPS, ICH CAHPS, ACO CAHPS, OAS CAHPS, CAHPS 5.0H, CG-CAHPS, and PCMH.

Ipsos is the world's third largest Insights and Analytics company, present in 90 markets and employing more than 18,000 people.

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 5,000 clients across the world with 75 business solutions.

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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