



## PRESS RELEASE

### Fewer now rate the quality of their healthcare as good, hitting a new low for the PX Pulse tracker

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

**New York, March 24, 2022** – Fewer people than at any other point since December 2019, when tracking began, now rate the quality of their healthcare as good, the seventh wave of the Beryl Institute and Ipsos [PX Pulse](#) survey finds. Since last quarter, people's healthcare quality rating dropped by 11 points. Additionally, the survey finds a majority of U.S. consumers agree that incivility is an issue in healthcare today. Still, beyond care quality, many continue to see affordability and costs as the most pressing issues for them.

This report continues to track the impact of COVID-19, revealing consumer perspectives on topics like people's comfort in returning to seek care, issues influencing their decision-making, visitation policies and experiences with healthcare incivility.

“While we acknowledge the greater global struggles we are currently facing as a world, the findings revealed here touch at the heart of our humanity,” said Jason A. Wolf, PhD, CPXP, President & CEO, The Beryl Institute. “How we best engage patients, their care partners and visitors in new and positive ways and how we support the real issues that drive how people make choices in healthcare [...] provide a means for reflection and discussion in every healthcare organization.”

#### Key findings include:

- Quality of healthcare hit a low point with just 45% of respondents rating the quality of their healthcare as good or very good, down 11 points from last quarter.
- Two in three (67%) U.S. consumers strongly agree (14%) or agree (53%) that incivility is an issue in healthcare today.
- Affordability and costs continue to be the most important healthcare issues to consumers. Having affordable insurance options, out-of-pocket costs and the cost of health insurance premiums were the top three most important issues to respondents.
- Consumers see benefits and insurance coverage as the biggest drivers of decision-making in where to receive care.
- Consumers believe that some amount of visitation and care partner presence should be allowed in hospitals, as they see care partners as very important during a healthcare encounter.

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



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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 regularly captures healthcare consumer perspectives of patient experience in the United States, determines the practices and processes that have the greatest impact and influence on healthcare consumers, and tracks 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 the human experience is grounded in the 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 has been 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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