



PRESS RELEASE

Most patients feel trust in healthcare has declined in the past two years

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

New York, November 10, 2022 – The Beryl Institute and Ipsos released findings from the tenth [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 summer of 2022.

“As we close our tenth 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 the challenges patients face in healthcare settings coming out of the pandemic, perceptions and trust in the health system, and solutions from patients on how to rebuild trust.

Key findings include:

- Two in three patients (68%) say trust in healthcare has declined in the last two years. The top reason patients feel trust has eroded is borne from the feeling that the “healthcare system acts out of self-interest rather than mine as a patient”.
- Patients feels that getting care in a timely manner (50%), listening to and treating people with respect (44%), and providing transparency in pricing (40%) are the top three ways to rebuild trust in healthcare.
- Relatedly, patients perceived experience with their healthcare falls to an all-time low. Though, still a majority (64%) of patients rate their experience as good.
- With rising prices, cost in healthcare continues to be important for U.S. consumers. Out-of-pocket costs (41%), affordable insurance options (39%) and the cost of premiums (36%) are the most important healthcare issues patients report.

To access the latest PX Pulse report, visit: https://www.theberylinstitute.org/page/PXPULSE_Nov2022

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.





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More information about the core questions that will be tracked each quarter is attached.

ABOUT THE BERYL INSTITUTE

The Beryl Institute is a global community of 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.

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. We believe human experience is grounded in the experiences of patients & families, members of the healthcare workforce and the communities they serve.

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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 one of the largest market research and polling companies globally, operating in 90 markets and employing over 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. Our 75 solutions are based on primary data from our surveys, social media monitoring, and qualitative or observational techniques.

Our tagline "Game Changers" sums up our ambition to help our 5,000 customers move confidently through a rapidly changing world.

Founded in France in 1975, Ipsos has been listed on the Euronext Paris since July 1, 1999. The company is part of the SBF 120 and Mid-60 indices and is eligible for the Deferred Settlement Service (SRD). ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP www.ipsos.com

