New Study Launched – The Beryl Institute-Ipsos PX Pulse: Finds U.S. Patients More Positive About Their Own Healthcare Experiences Than Their Overall View of Quality of Care

PX Pulse is a Quarterly Tracking Poll Designed to Elevate the Understanding of Current Perspectives on the Patient Experience in U.S. Healthcare

Inaugural Survey Finds High Satisfaction with Primary Care Providers, Cost Remains a Major Driver in Healthcare Decisions

New York, NY (January 27, 2020) - Today, The Beryl Institute and Ipsos unveiled the inaugural PX Pulse, a first of its kind effort to elevate understanding of and track the current perspectives on patient experience in healthcare across the United States. The first quarterly survey found that most U.S. patients were largely positive about their own experiences with the healthcare system but had a less positive perception of the quality of the U.S. system overall. The positive personal experiences were driven in part by respondents’ satisfaction with their primary care physician.

“This exciting partnership with The Beryl institute will provide healthcare providers, insurers, policymakers and other stakeholders with a detailed understanding of Americans’ perceptions of their patient experience,” said Clifford Young, President of Public Affairs for Ipsos. Jason A. Wolf, PhD, CPXP, President & CEO of The Beryl Institute said, “PX Pulse will be a comprehensive and fundamental tracking tool for how patient experience is being addressed and a resource for healthcare organizations looking to reinforce the importance of their experience efforts. We look forward to working closely with Ipsos to deliver deep insights into consumers’ perspectives of healthcare experience throughout the year.”

Key Findings from Inaugural Survey

- People are more positive about their own personal experiences with healthcare (66%) than about the overall quality of care in the United States (46%).
- Costs are the most important set of issues for consumers, with 73% prioritizing costs related to insurance coverage, prescription drugs, and hospital care.
- Over 90% of people affirm that good patient experience is either very important or extremely important to them.

Primary Care Visits
Over 90% of consumers who had a primary care visit in the past three months reported being satisfied with their primary care experiences and felt that their needs related to those visits were addressed.

The top reasons consumers choose their primary care providers is the proximity of their offices to home, work, or school (37%), its inclusion in an insurance company list of eligible providers (32%), and the friendliness and respectfulness of both providers (30%) and staff (24%).

**Access & Cost**

- Some consumers may experience challenges addressing health needs in a timely manner, with consumers sharing that they avoid non-urgent care visits due to costs (47%) and inconvenience (47%).

**Communication**

- The vast majority of consumers find it easy to understand what their healthcare providers are saying (94%) and are comfortable discussing personal health issues (91%).

**Impact of Patient Experience**

- The vast majority of consumers say that patient experience is significant to their decisions about their own and their family’s healthcare (94%).
- About 70% of consumers say that they had a positive care experience in the past 12 months, compared to only 12% who had a negative experience within the same time frame.

**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 linked.

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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.

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.