

Surveys of Trust in the U.S. Health Care System

AmeriSpeak Survey

*Interview Dates:
December 29, 2020 – January 26, 2021*

This survey was conducted by NORC at the University of Chicago. Data were collected using the AmeriSpeak panel, NORC's probability based panel designed to be representative of the U.S. household population. Panel members were randomly drawn from AmeriSpeak.

The final stage completion rate is 23.3%. The overall margin of sampling error is +/-3.15 percentage points at the 95 percent confidence level, including the design effect. The margin of sampling error may be higher for subgroups.

Once the sample has been selected and fielded, and all the study data have been collected and made final, a post-stratification process is used to adjust for any survey nonresponse as well as any non-coverage or under and oversampling resulting from the study specific sample design. Post-stratification variables included age, gender, census division, race/ethnicity, and education. Weighting variables were obtained from the Current Population Survey. The weighted data reflects the U.S. population of adults age 18 and over.

NOTE: *All results show percentages among respondents, unless otherwise labeled.*

Q1. In general, how much do you trust...?

AmeriSpeak (N=2,069)	Completely trust	Somewhat trust	Neither trust nor distrust	Slightly distrust	Completely distrust
The health care system as a whole	9	55	19	13	4
Doctors	28	56	9	5	1
Nurses	32	53	10	3	1
Hospitals	14	58	16	9	2
Pharmaceutical companies	3	31	24	29	13
Health insurance companies	4	29	25	28	12
Government health agencies, such as the CDC or FDA	12	44	20	17	6

Q2. How often do you trust the health care system to do what is right for you...?

AmeriSpeak (N=2,069)	Always	Sometimes	Rarely	Never
When you are sick or injured	28	61	9	1
When you need routine preventive care	30	57	10	2
During a pandemic	17	58	19	5

Q3. To what extent would you say the health care system...?

AmeriSpeak (N=2,069)	Extremely	Moderately	Slightly	Not at all
Is there for you when you need it	19	56	20	5
Values your time	6	39	32	22
Puts your health ahead of profits	6	35	33	25
Protects your privacy	33	46	16	4
Is easy to navigate and interact with	9	45	30	16

Treats you with respect	21	51	23	5
Prepares you for how much your care will cost	9	28	32	31
Follows up on test results consistently	21	47	26	6
Delivers high quality care	20	55	20	5
Is a good value	10	35	33	22

Q4. Please select the top 3 things that influence your trust in the health care system.

AmeriSpeak (N=2,069)	
Is there for you when you need it	43
Values your time	12
Puts your health ahead of profits	30
Protects your privacy	31
Is easy to navigate and interact with	16
Treats you with respect	37
Prepares you for how much your care will cost	17
Follows up on test results consistently	27
Delivers high quality care	48
Is a good value	10

Q5. How has the pandemic impacted your level of trust in the health care system overall?

AmeriSpeak (N=2,069)	
Increased trust	11
Decreased trust	32
Trust remained the same	56

Trust in Physicians

For the next section, we would like you to think about the health care facilities and the physicians you use and see most often.

Q6. In general, how much do you trust...?

AmeriSpeak (N=2,069)	Completely trust	Somewhat trust	Neither trust nor distrust	Slightly distrust	Completely distrust
The place you go for routine care, which could include a doctor's office, retail clinic, or urgent care	34	42	14	4	1
Your primary doctor	42	36	10	4	1
Your specialist	32	36	13	2	1
Your hospital	18	44	18	9	2
Your health insurance company	14	35	23	17	5

Please answer the next questions about the physician or clinician you see most often.

Q7. To what extent would you say your doctor...?

AmeriSpeak (N=2,069)	Extremely	Moderately	Slightly	Not at all
Helps you stay healthy	42	41	13	3
Is honest with you	57	33	8	2
Values your time	36	40	16	7
Communicates with your other doctors	30	42	17	8
Trusts what you say	45	39	12	3
Treats you with respect	59	30	8	2
Involves you in a choice of treatments	40	39	14	5

Prepares you for how much your care will cost	17	35	23	24
Cares about the conditions of your daily life	37	39	17	7
Knows you	27	38	22	12
Explains things clearly to you	49	38	10	3
Cares about you	33	41	18	6
Spends an appropriate amount of time with you	37	39	16	7

Q8. Please select the top 3 things that influence your trust in your doctor.
Which of the following are the top 3 things that influence your trust in your doctor.

Select up to three responses.

AmeriSpeak (N=2,069)	
Helps you stay healthy	28
Is honest with you	39
Values your time	11
Communicates with your other doctors	8
Trusts what you say	21
Treats you with respect	31
Involves you in a choice of treatments	29
Prepares you for how much your care will cost	5
Cares about the conditions of your daily life	11
Knows you	14
Explains things clearly to you	44
Cares about you	20
Spends an appropriate amount of time with you	24

Q9. Please rate the following statement based on the medical care you are now receiving.

AmeriSpeak (N=2,069)	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ Not applicable
I trust my doctor's judgments about my medical care.	28	46	15	4	1	5
I trust my doctor to tell me if a mistake was made about my treatment.	20	40	19	9	5	8

Q10. How has the pandemic impacted your level of trust in the doctor you've seen the most?

AmeriSpeak (N=2,069)	
Increased trust	11
Decreased trust	12
Trust remained the same	77

Q11. To what extent would you trust your doctor if he/she told you to get the COVID-19 vaccine?

AmeriSpeak (N=2,069)	
Complete trust	39
Somewhat trust	24
Neither trust nor distrust	21
Slightly distrust	6
Completely distrust	9

Q12. Did you have a choice in the doctor you see most often?

AmeriSpeak (N=2,069)	
Yes	80
No	19

Q13. Did you choose the doctor you see most often based on...?

Select all that apply.

AmeriSpeak (N=2,069)	
Convenience	49
Being covered by my insurance	64
A recommendation by a family member or friend	34
A rating on a doctor review site, such as Healthgrades or US News	17
Their race or ethnicity	4
Their gender	12
Their age	6

Q14. If you had a choice in the doctor you see most often, how important would the following be?

AmeriSpeak (N=2,069)	Extremely	Moderately	Slightly	Not at all
Convenience	31	38	18	10
Being covered by my insurance	60	24	7	8
A recommendation by a family member or friend	16	48	21	14
A rating on a doctor review site, such as Healthgrades or US News	15	35	22	25
Their race or ethnicity	6	12	13	68
Their gender	13	17	15	55
Their age	6	26	27	40

Q15. You said you do not trust your doctor. What is the primary reason?

AmeriSpeak (N=2,069)	
He/she does not know me	14
He/she does not listen to me	14
He/she does not make eye contact with me	3
He/she spends too little time with me	25
He/she is not giving me all the information about my health	10
He/she is too financially motivated	8
Other, please specify:	25

Information Sources

The next questions are about how you like to receive information about health and health care.

Q16. How do you like to receive information about health and health care?

AmeriSpeak (N=2,069)	
Television	31
News websites	35
Email	36
Social media	19
Radio	10
Direct mail	24
Automated texts to your cell phone	13
Informational recording delivered by phone	6
Podcasts	8
None of the above	20

Q17. Thinking about sources of information on health and health care, how much do you rely on each of the following sources?

AmeriSpeak (N=2,069)	Completely	A lot	Somewhat	A bit	Not at all
Local news	4	18	35	20	23
National news	4	20	35	18	23
Your health care professionals	20	40	27	9	4
Health care experts	13	37	34	10	6
Elected federal officials (such as the President, Senators, Congressional Representatives)	2	8	29	22	38
Elected state officials (such as Governor, State Senators, State Legislators)	3	11	31	20	35
Elected local officials (such as Mayors, City Councilmembers, Town Council)	2	10	31	21	37
Nonelected public health officials (such as from the CDC, NIH)	10	23	32	18	17
Your place of worship	5	9	20	14	50
Friends and Family	7	23	38	22	9
Local community organizations	2	9	32	23	34
Professional organizations	4	15	35	20	26

Q18. Thinking about sources of information on health and health care, how much do you trust each of the following sources?

AmeriSpeak (N=2,069)	Completely	A lot	Somewhat	A bit	Not at all
Local news	3	14	40	23	19
National news	4	13	37	21	23
Your health care professionals	20	40	27	8	3
Health care experts	16	34	33	10	6
Elected federal officials (such as the President, Senators, Congressional Representatives)	2	5	29	27	36
Elected state officials (such as Governor, State Senators, State Legislators)	2	11	31	25	30
Elected local officials (such as Mayors, City Councilmembers, Town Council)	2	9	33	25	30
Nonelected public health officials (such as from the CDC, NIH)	11	25	30	17	15
Your place of worship	5	11	25	16	40
Friends and Family	8	24	39	20	8
Local community organizations	1	7	40	28	21
Professional organizations	4	15	37	24	19

Q19. What types of sources do you get information about COVID-19 from?

AmeriSpeak (N=2,069)	
Local news	60
National news	63
Your health care professionals	44
Health care experts	50
Elected federal officials (such as the President, Senators, Congressional Representatives)	18
Elected state officials (such as Governor, State Senators, State Legislators)	26
Elected local officials (such as Mayors, City Councilmembers, Town Council)	16
Nonelected public health officials (such as from the CDC, NIH)	35
Your place of worship	8
Friends and Family	49
Local community organizations	10

Q20. How many times did you see a doctor in 2020?

AmeriSpeak (N=2,069)	
0	12
1	17
2	19
3	12
4	11
5	6
6	5
7	2
8	3
9	1
10	3
11	*
12	2
13	*
14	*
15	2

16	*
18	*
19	*
20	1
22	*
23	*
24	*
25	1
26	*
30	*
35	*
36	*
40	*
44	*
50	*
60	*
DON'T KNOW	*
SKIPPED ON WEB	1

Q21. When was the last time you went to see a doctor?

AmeriSpeak (N=2,069)	
1968	*
1985	*
1992	*
1994	*
1995	2
1997	1
2002	*
2005	*
2007	1
2008	*
2009	*
2010	*
2012	2

2013	2
2014	3
2015	4
2016	4
2017	12
2018	10
2019	49
DON'T KNOW	0
SKIPPED ON WEB	8

Q22. How often did you see a doctor in 2019 (before the pandemic)?

AmeriSpeak (N=2,069)	
Once a week or more	1
Once a month	12
Once every six months	47
Once a year	31
Never	7

Q23. What type of clinician do you see most often?

AmeriSpeak (N=2,069)	
General doctor	62
Specialty doctor	16
Nurse Practitioner	10
Physician assistant	7
Other, please specify:	4

Q24. Is there a place that you usually go when you are sick or need advice about your health?

AmeriSpeak (N=2,069)	
Yes, a doctor's office	73
Yes, a community health center	4
Yes, a retail clinic in a pharmacy, grocery store, or department store	2
Yes, an urgent care center (not part of your doctor's office or a community health center)	9
Yes, an emergency room	3
Yes, other, please describe:	3
No	5

Q25. How often do you do the following?

AmeriSpeak (N=2,069)	Every time	Often	Sometimes	Rarely	Never
Fill prescriptions your doctor writes you	58	23	11	3	4
Follow your doctor's treatment recommendations	40	41	14	2	2
Schedule follow up appointments when the doctor requests them	49	27	17	3	3
Make lifestyle changes your doctor recommends, like diet and exercise	14	36	38	7	4

Q26. Do you currently have medical/health insurance?

AmeriSpeak (N=2,069)	
Yes	89
No	10

Q27. Is your current health insurance through...?

AmeriSpeak (N=2,069)	
Your employer or union	33
Your family member's employer or union	17
State health exchange	4
Directly with a health insurance company	6
Medicaid	10
Medicare	26
VA, DOD, or other military health care	3

Q28. Did you have medical/health insurance in the past 12 months?

AmeriSpeak (N=2,069)	
Yes	27
No	72

Q29. What is your best guess as to whether you will get COVID-19 within the next 6 months?

AmeriSpeak (N=2,069)	
I don't think I will get it	44
If I get it, I think I will get a mild case	33
If I get it, I think I will get seriously ill	12
I have already had it	9

Demographics

GENDER

AmeriSpeak (N=2,069)	
Male	48
Female	52

AGE

AmeriSpeak (N=2,069)	
18-29	20
30-44	25
45-59	24
60+	30

RACE / ETHNICITY

AmeriSpeak (N=2,069)	
White, non-Hispanic	64
Black, non-Hispanic	12
Other, non-Hispanic	*
Hispanic	17
2+, non-Hispanic	*
Asian, non-Hispanic	6

EDUCATION

AmeriSpeak (N=2,069)	
No HS diploma	10
HS graduate or equivalent	28
Post high school vocational or tech training/some college, no degree AA degree	27
BA or above	20
Post-graduate Degree	15

MARITAL STATUS

AmeriSpeak (N=2,069)	
Married	47
Divorced	11
Widowed	4
Separated	5
Never married	24
Living with partner	9

REGION

AmeriSpeak (N=2,069)	
Northeast	18
Midwest	21
South	38
West	24

EMPLOYMENT STATUS

AmeriSpeak (N=2,069)	
Working – as a paid employee	47
Working – self-employed	8
Not working – on a temporary layoff from a job	2
Not working – looking for work	7
Not working – retired	21
Not working – disabled	7
Not working – other	9

HOUSEHOLD INCOME

AmeriSpeak (N=2,069)	
Less than \$30,000	27
\$30,000 to less than \$60,000	27
\$60,000 to less than \$100,000	25
\$100,000 and more	21

SURVEY MODE

AmeriSpeak (N=2,069)	
Phone Interview	9
Web Interview	91