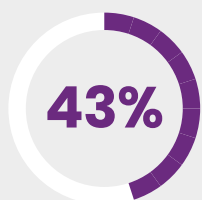
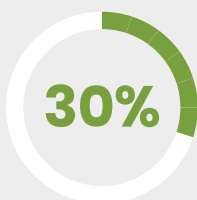


PUBLIC & PHYSICIAN TRUST IN THE U.S. HEALTH CARE SYSTEM

Physician trust decreased during the COVID-19 pandemic



43%
of physicians said their trust in government health care agencies decreased



30%
of physicians experienced a decrease in trust in the health care system and health care leadership

TRUST IN OTHER PHYSICIANS & NURSES INCREASED



Physicians trust **94% of doctors** within their practice
89% of nurses within their practice and
85% of doctors outside of their practice

Physicians understand the importance of building trust with patients, but patients say trust-building behavior is lacking

PHYSICIANS OVERESTIMATE PATIENTS' ABILITY TO FOLLOW THEIR TREATMENT RECOMMENDATIONS

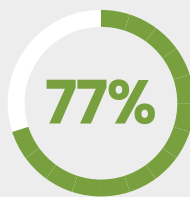


90% of physicians believe patients are able to schedule follow-up appointments

only 76% of patients say they are able to schedule follow-up appointments



98% of physicians say that spending an appropriate amount of time with patients is important



77% of patients think their doctor spends an appropriate amount of time with them

The ABIM Foundation commissioned NORC to conduct surveys of trust in the U.S. health care system.

The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 – February 5, 2021.

