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

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

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

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.