

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 2018 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. Percentages may not add to 100% due to rounding.*

These questions were a part of a longer survey which can be found on the [ABIM Foundation website](#) and [NORC website](#).

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

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.

Q2. 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

AmeriSpeak (N=2,069)	Completely Trust/ Somewhat Trust (NET) (N = 1619)	Completely Trust (N = 877)	Somewhat Trust (N = 743)
Total	78	42	36
Age			
18-29 (N=421)	59	28	30
30-44 (N= 520)	74	31	43
45-59 (N=501)	84	46	38
60+ (N=627)	90	58	32
Race/Ethnicity			
Asian (N=131)	79	39	41
Black (N=254)	71	36	36
Hispanic (N=353)	68	29	38
White (N=1,331)	82	48	35
Income			
<\$30K (N=569)	66	38	28
\$30-60K (N=559)	75	38	37
\$60-100K (N=508)	86	49	38
\$100K + (N=433)	89	46	43

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

Q3. 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

AmeriSpeak (N=2,069)	Extremely/ Moderately	Extremely	Moderately
Trusts what you say (N =1726)	83	45	39
Asian (N=131)	88	44	44
Black (N =254)	76	35	40
Hispanic (N= 353)	77	37	40
White (N=1,331)	86	49	37
Spends an appropriate amount of time with you (N = 1584)	77	37	39
Asian (N=131)	71	35	36
Black (N =254)	73	35	38
Hispanic (N= 353)	68	29	40
White (N=1,331)	80	40	40
Cares about you (N = 1545)	75	33	
Asian (N=131)	76	36	40
Black (N =254)	71	33	38
Hispanic (N= 353)	67	26	40
White (N=1,331)	77	35	42

Q4. Did you have a choice in the doctor you see most often?

AmeriSpeak (N=2,069)	Yes (N = 1,658)	No (N = 395)
Total	80	19
Asian (N=131)	81	19
Black (N =254)	76	24
Hispanic (N= 353)	69	30
White (N= 1,331)	84	15

Q5. [IF Q4 = Yes] If you had a choice in the doctor you see most often, how important would the following be?

AmeriSpeak (N=395)	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

AmeriSpeak (N=395)	Total (N = 203)	Asian (N = 25)	Black (N= 60)	Hispanic (N=106)	White (N=203)
Convenience (NET)	69	87	53	59	77
Extremely	31	34	25	18	39
Moderately	38	53	27	41	37
Being covered by my insurance (NET)	85	92	63	74	96
Extremely	60	66	33	50	74

Moderately	24	26	30	24	22
A recommendation by a family member or friend (NET)	64	80	52	50	73
Extremely	16	28	11	13	18
Moderately	48	52	41	37	55
A rating on a doctor review site, such as Healthgrades or US News (NET)	51	65	52	45	51
Extremely	15	20	13	16	15
Moderately	35	45	39	29	36
Their race or ethnicity (NET)	18	28	32	25	9
Extremely	6	4	11	8	3
Moderately	12	24	21	17	6
Their gender (NET)	29	35	32	30	27
Extremely	13	6	8	14	15
Moderately	17	29	24	17	13
Their age (NET)	33	39	35	40	27
Extremely	6	6	10	9	3
Moderately	26	30	26	30	24

Impact of Discrimination and Health Equity

Q6. To what extent does the health care system discriminate against people?

AmeriSpeak (N=2,069)	
Not at all	15
Very little	25
Somewhat	37
A good amount	15
A great deal	7

Q7. Have you been discriminated against by a health care facility or office that you've gone to?

AmeriSpeak (N=2,069)	Yes (N=240)	No (N=1,822)
Total	12	88
Asian (N=131)	10	90
Black (N= 254)	22	75
Hispanic (N=353)	12	88
White (N = 1,331)	10	90

Q8. **[IF Q7 = Yes]** What are the reasons you have been discriminated against by a facility?

Select all that apply.

AmeriSpeak (N=240)	
Race/Ethnicity	37
Gender	26
Religion	7
Level of income	29
Sexual orientation	3
Age	24
Language	5
Weight	17
Mental health	23
Insurance coverage	36
Other, please specify:	7

Q9. Have you been discriminated against by a doctor or other clinician?

AmeriSpeak (N=2,069)	Yes (N = 246)	No (N = 1,812)
Total	12	88
Asian (N=131)	8	91
Black (N= 254)	21	77
Hispanic (N=353)	11	88

White (N = 1,331)	11	89
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Q10. **[IF Q9 = Yes]** What are the reasons you have been discriminated against by a doctor or other clinician?

Select all that apply.

AmeriSpeak (N=246)	Of the 12% respondents (N=246) who have experienced discrimination ...
Race/Ethnicity	28
Gender	32
Religion	7
Level of income	20
Sexual orientation	5
Age	22
Language	6
Weight	22
Mental health	25
Insurance coverage	22
Other, please specify:	13

Note: Respondents were able to choose multiple response options.

AmeriSpeak (N=78)	Of the 32% respondents (N=78) who have experienced gender discrimination ...
Male	12
Female	41

Q11. How often do you do the following?

AmeriSpeak (N=2,069)	Every time	Often	Sometimes	Rarely	Never
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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

AmeriSpeak (N=2,069)	Total (N =2,069)	18-29 (N = 421)	30-44 (N= 520)	45-59 (N=501)	60 + (N=627)
Fill prescriptions your doctor writes you (NET)	81	60	79	89	91
Every time	58	38	50	61	74
Often	23	21	29	28	16
Follow your doctor's treatment recommendations (NET)	81	64	77	87	90
Every time	40	31	35	40	50
Often	41	33	42	47	40
Schedule follow up appointments when the doctor requests them (NET)	76	53	71	81	90
Every time	49	29	42	48	69
Often	27	24	29	33	21
Make lifestyle changes your doctor recommends, like diet and exercise (NET)	49	43	47	52	53
Every time	14	13	13	12	15
Often	36	30	34	40	38

AmeriSpeak (N=2,069)	Total (N =2,069)	No HS Diploma (N = 202)	HS grad or equivalent (N= 575)	Some college/ AA (N=567)	BA+ (N=724)
Fill prescriptions your doctor writes you (NET)	81	69	75	79	91
Every time	58	41	55	57	65
Often	23	28	20	22	26
Follow your doctor's treatment recommendations (NET)	81	68	76	80	89
Every time	40	37	40	43	38
Often	41	31	36	36	50
Schedule follow up appointments when the doctor requests them (NET)	76	62	72	73	84
Every time	49	39	47	48	52
Often	27	23	24	25	30
Make lifestyle changes your doctor recommends, like diet and exercise (NET)	49	39	40	55	55
Every time	14	19	9	17	13
Often	36	20	31	39	42

AmeriSpeak (N=2,069)	Total (N =2,069)	Asian (N = 131)	Black (N=254)	Hispanic (N=353)	White (N=1,331)
Fill prescriptions your doctor writes you (NET)	81	80	73	73	85
Every time	58	55	53	46	62
Often	23	25	20	27	23
Follow your doctor's treatment recommendations (NET)	81	81	74	71	85
Every time	40	42	37	36	42

Often	41	39	37	35	43
Schedule follow up appointments when the doctor requests them (NET)	76	78	72	66	79
Every time	49	46	46	40	52
Often	27	32	25	26	27
Make lifestyle changes your doctor recommends, like diet and exercise (NET)	49	53	48	44	51
Every time	14	17	18	16	11
Often	36	36	30	28	39

AmeriSpeak (N=2,069)	Total (N =2,069)	<\$30K (N = 569)	\$30-60K (N= 559)	\$60-100K (N=508)	\$100K + (N= 433)
Fill prescriptions your doctor writes you (NET)	81	76	78	84	89
Every time	58	58	53	61	60
Often	23	18	25	24	28
Follow your doctor's treatment recommendations (NET)	81	75	78	87	84
Every time	40	42	38	42	37
Often	41	33	40	45	47
Schedule follow up appointments when the doctor requests them (NET)	76	72	70	81	81
Every time	49	47	44	56	50
Often	27	25	26	25	31
Make lifestyle changes your doctor recommends, like diet and exercise (NET)	49	45	48	49	58
Every time	14	16	13	11	13
Often	36	28	34	38	45

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