

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

ABIM Foundation

06.02.21



The American Board of Internal Medicine Foundation commissioned NORC to conduct surveys of trust in the U.S. health care system

General Public Survey

- The general public survey was fielded using NORC's AmeriSpeak's panel to a representative sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021
 - Included oversamples by race and ethnicity

Physician Survey

- The physician survey was fielded using NORC's survey partner to a non-probability sample of 600 physicians from January 22, 2021 - February 5, 2021



Sample Demographics—General Population

Demographic		%
Margin of Error	MOE	± 3.15
Race/Ethnicity	Asian	6.3
	Black	12.3
	Hispanic	17.1
	White	64.3
Age	18-34	29.1
	35-49	24.2
	50-64	24.8
	65+	21.9
Income	Less Than \$29,999	27.5
	\$30,000 to \$74,999	37.9
	\$75,000 to \$124,999	22.2
	\$125,000+	12.4
Sex	Male	48.5
	Female	51.5

Source: 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.

Sample Demographics—Physicians

Demographic		N	%
Specialty	PCP/Pediatrics	350	58
	Sub-Specialists	250	41
Setting	Hospital	170	28
	Office or Other Setting	43	72

Key Findings

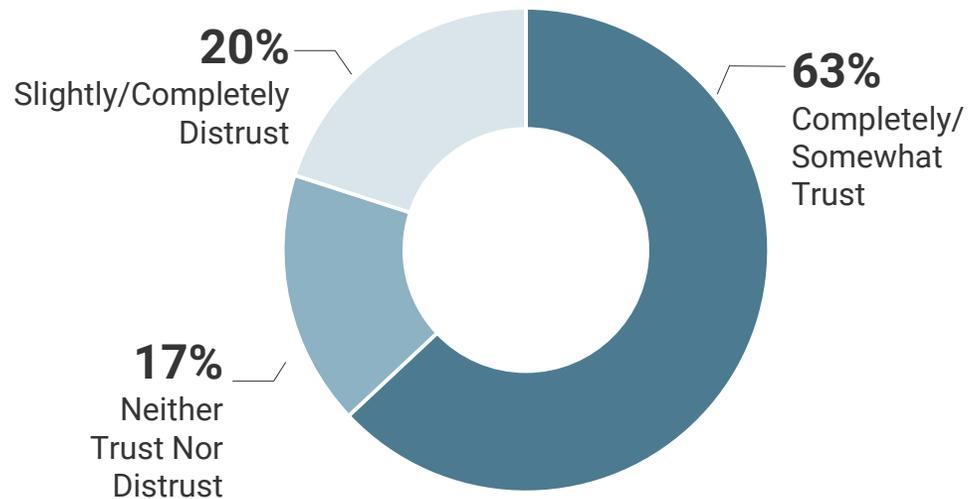
1. Patients' trust in health care varies by race and ethnicity
2. Patients and physicians have different perceptions of discrimination within health care
3. Physicians are focused on ways to improve health equity
4. How patients choose their doctors varies by race and ethnicity



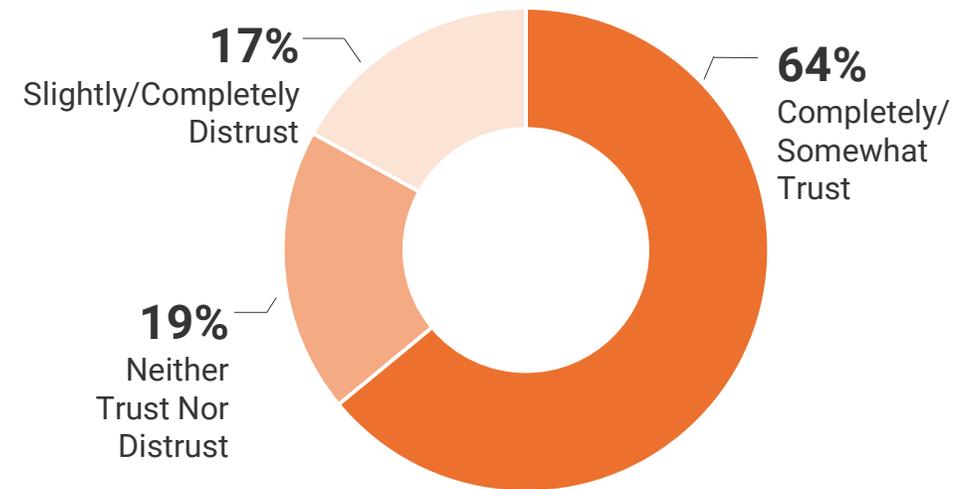
Patients' Trust in Health Care Varies by Race and Ethnicity

Physicians and the public have comparable levels of trust in the health care system as a whole

Physicians



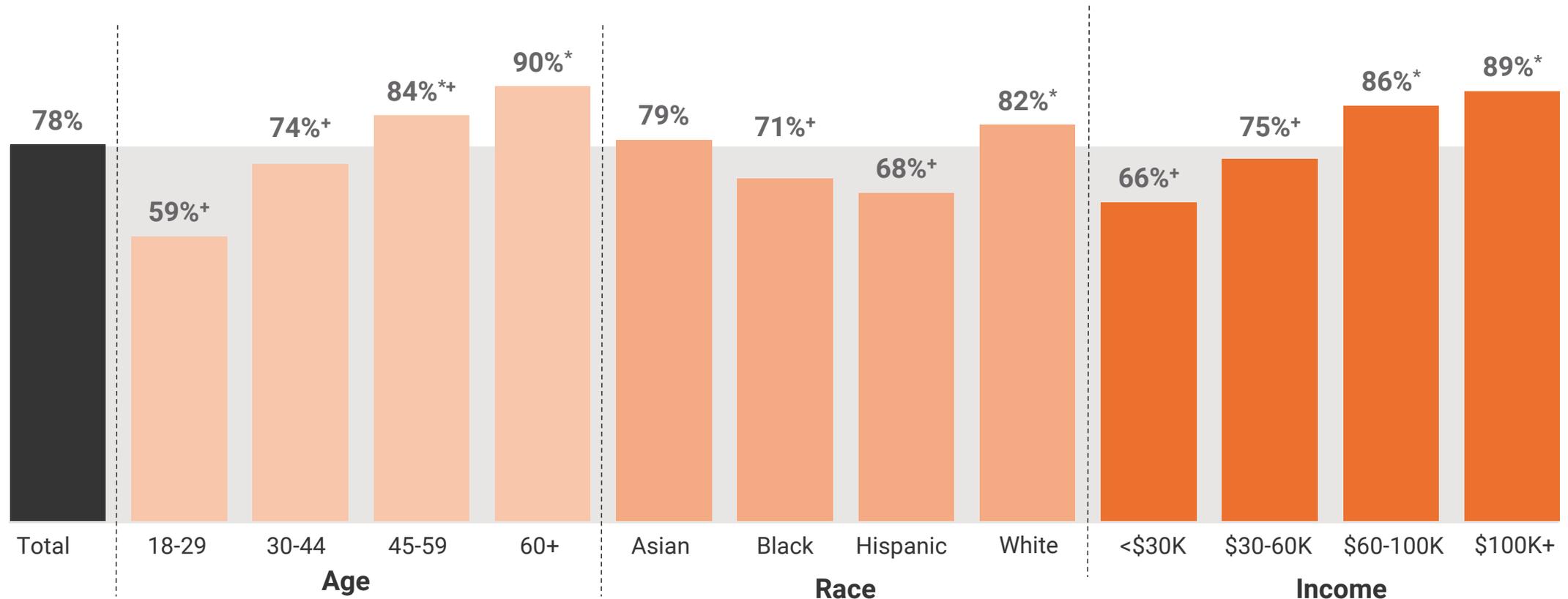
The Public



Physician Question: In general, how much do you trust the health care system as a whole?
 General Public Question: In general, how much do you trust the health care system as a whole?

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

People's trust in their primary physician increases with age and income; but Black and Hispanic patients report lower levels of trust than White patients



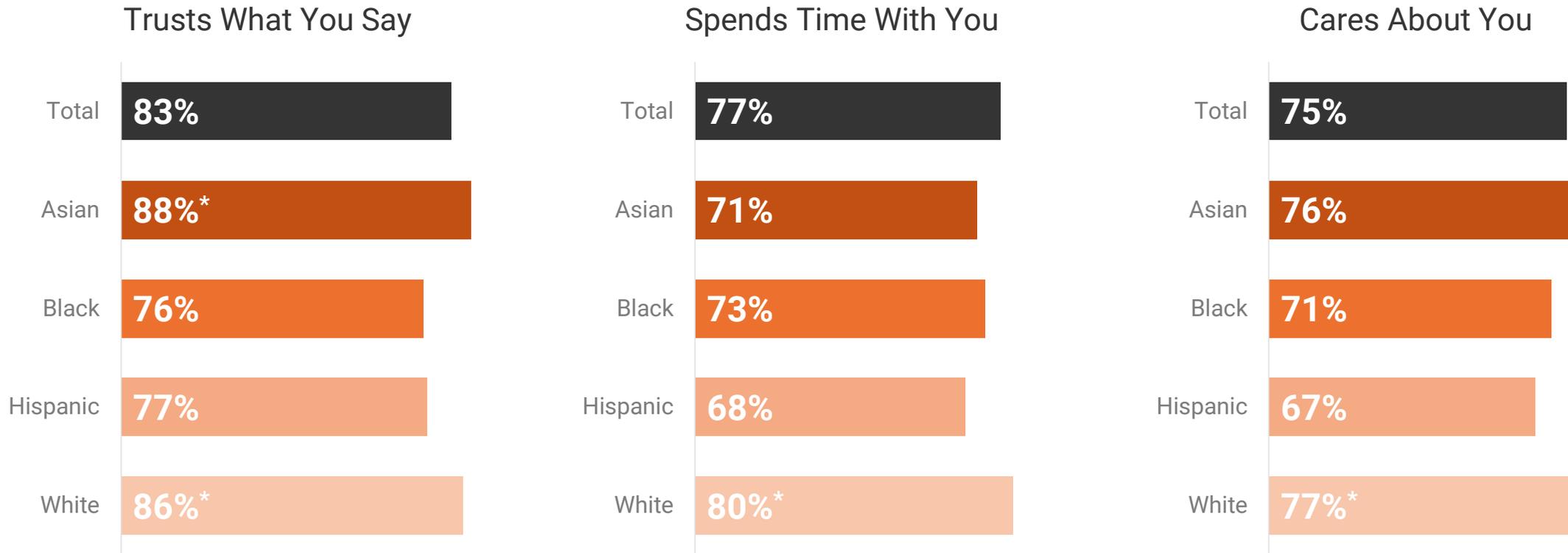
Question: In general, how much do you trust your primary doctor? (Completely Trust/ Somewhat Trust)

*Statistically significant at p<0.05 relative to total.

+ Statistically significant at p<0.05 relative to respondents age 60+, White and Asian respondents, and respondents with income greater than \$60k.

Source: 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.

Black and Hispanic adults are less likely to report that their doctors perform trust-building behaviors



Question: To what extent would you say your doctor...? (Trusts what you say, Spends time with you, Cares about you)

Source: 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.

* Statistically significant at p<0.05 relative to total.

Certain groups report more barriers to adhere to doctors’ recommendations, including young adults, Black and Hispanic respondents, those without a college degree, and low income households

	Total	Age				Education				Race/ Ethnicity				HH Income			
		18-29	30-44	45-59	60+	No HS	HS grad	Some college	BA+	Asian	Black	Hispanic	White	<\$30k	\$30k- <\$60k	\$60k- <\$100k	\$100k+
Fill prescriptions your doctor writes you	81%	60%	79%	89%*	91%*	69%	75%	79%	91%*	80%	73%	73%	85%*	76%	78%	84%	89%*
Follow your doctor’s treatment recommendations	81%	64%	77%	87%*	90%*	68%	76%	80%	89%*	81%	74%	71%	85%*	75%	78%	87%*	84%
Schedule follow up appointments when the doctor requests them	76%	53%	71%	81%*	90%*	62%	72%	73%	84%*	78%	72%	66%	79%*	72%	70%	81%*	81%*
Make lifestyle changes your doctor recommends, like diet and exercise	49%	43%	47%	52%	53%	39%	40%	55%*	55%*	53%	48%	44%	51%	45%	48%	49%	58%*

General Public Question: How often do you do the following? (Every time/ Often)

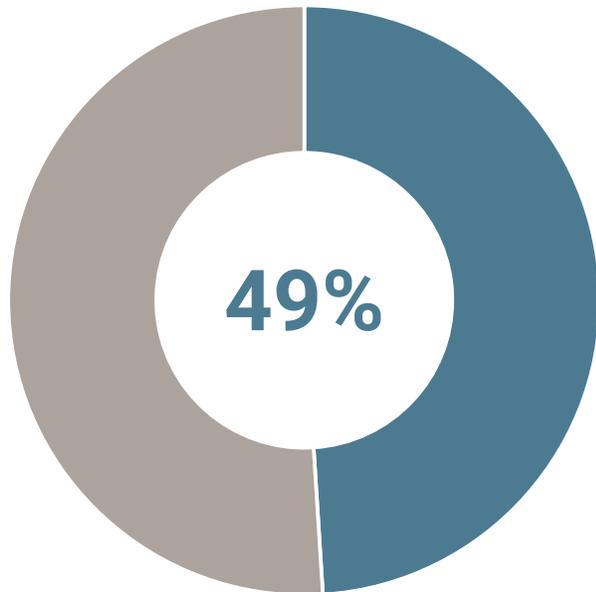
Source: The general public survey was fielded using NORC’s AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

* Statistically significant at p<0.05 relative to total.

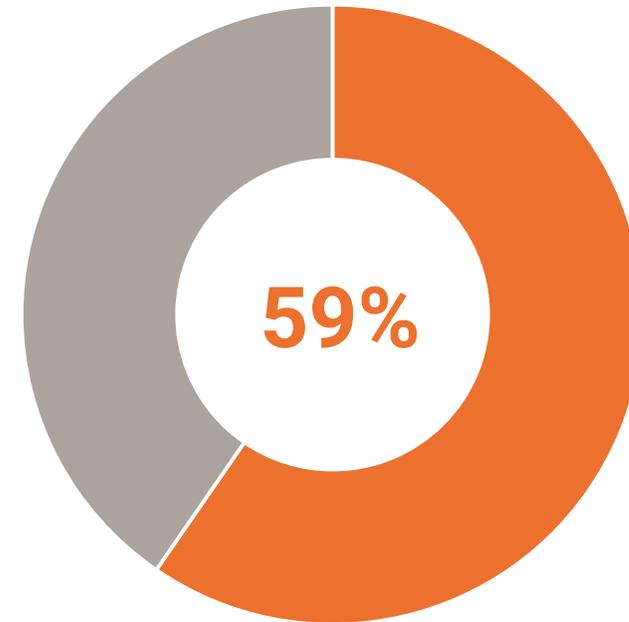
Patients and Physicians Have Different Perceptions of Discrimination Within Health Care

Approximately half of physicians (49%) and more than half of the public (59%) say the health care system discriminates against people “a great deal/a good amount/somewhat”*

Physicians



The Public

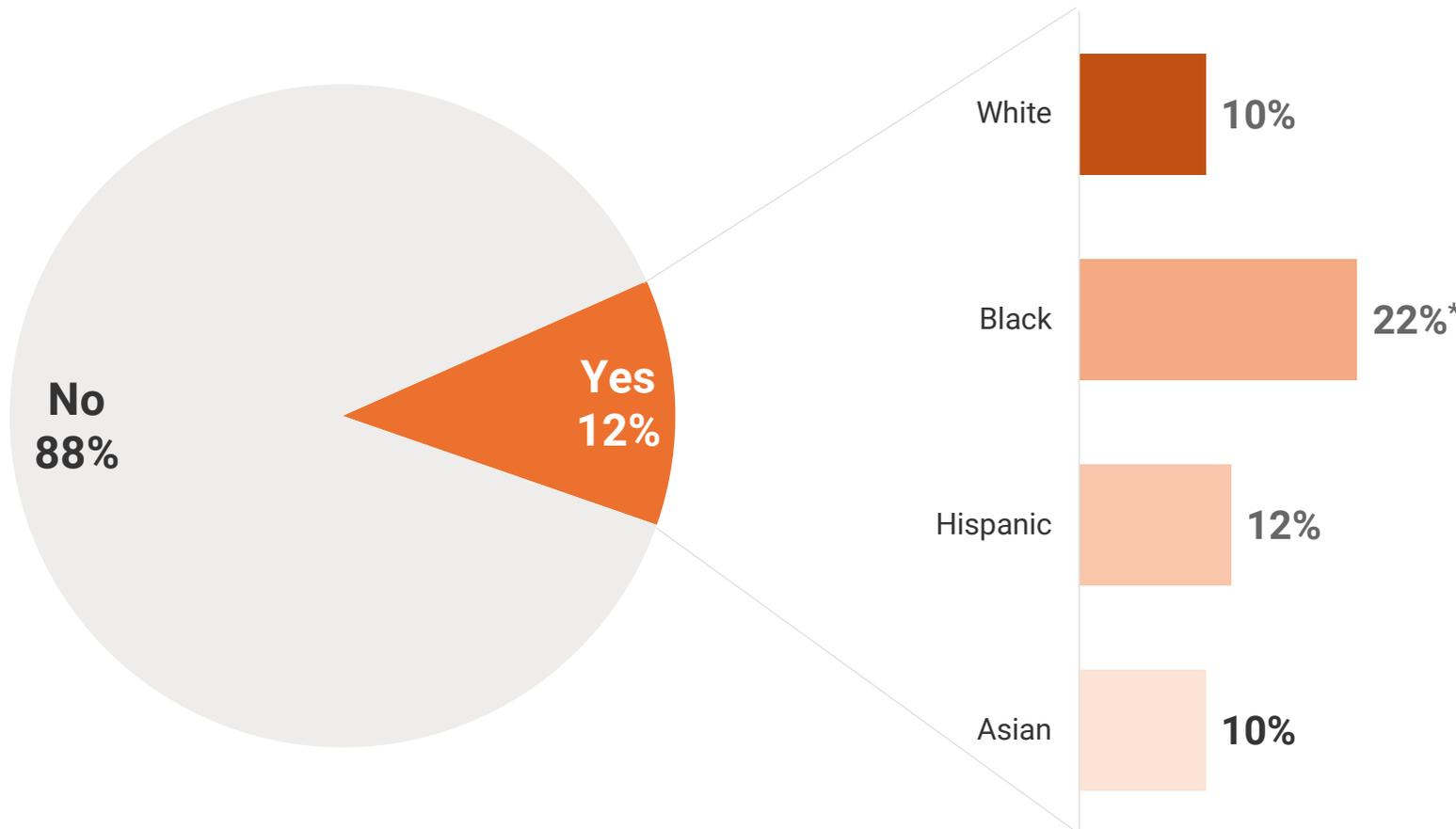


Question: To what extent does the health care system as a whole discriminate against people? (A great deal/ A good amount/ Somewhat)

* Statistically significant at $p < 0.05$

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

12% of the public say they have been discriminated by a health care facility or office, which negatively impacts trust



Black respondents were more than twice as likely to report discrimination within a health care facility, compared to White respondents

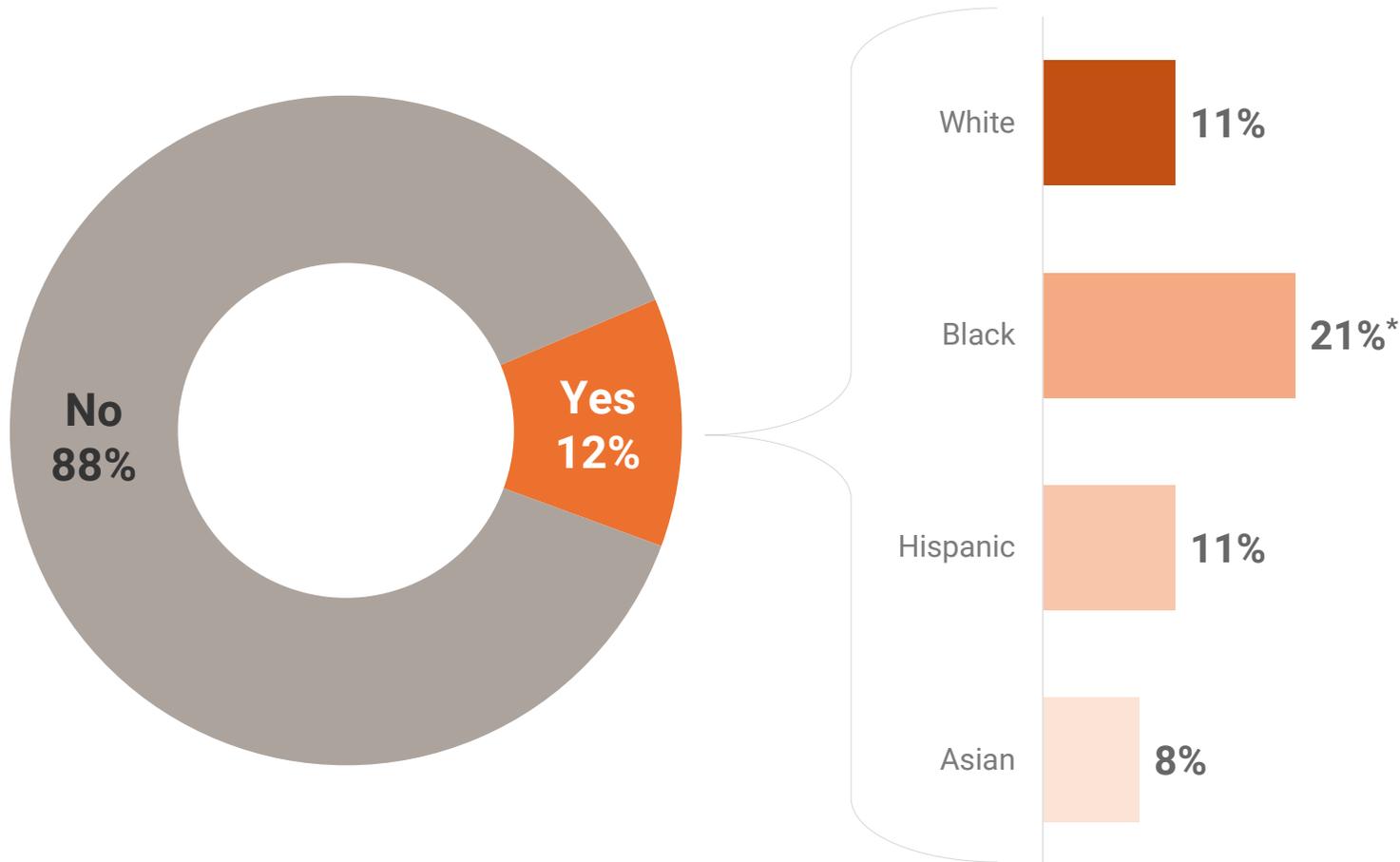
People who report they have experienced discrimination in the health care system **are 2x more likely to say they do not trust the system**

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

Source: 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

* Statistically significant at p<0.05 relative to total.

Black patients were twice as likely to report discrimination by a doctor compared to other racial ethnic groups



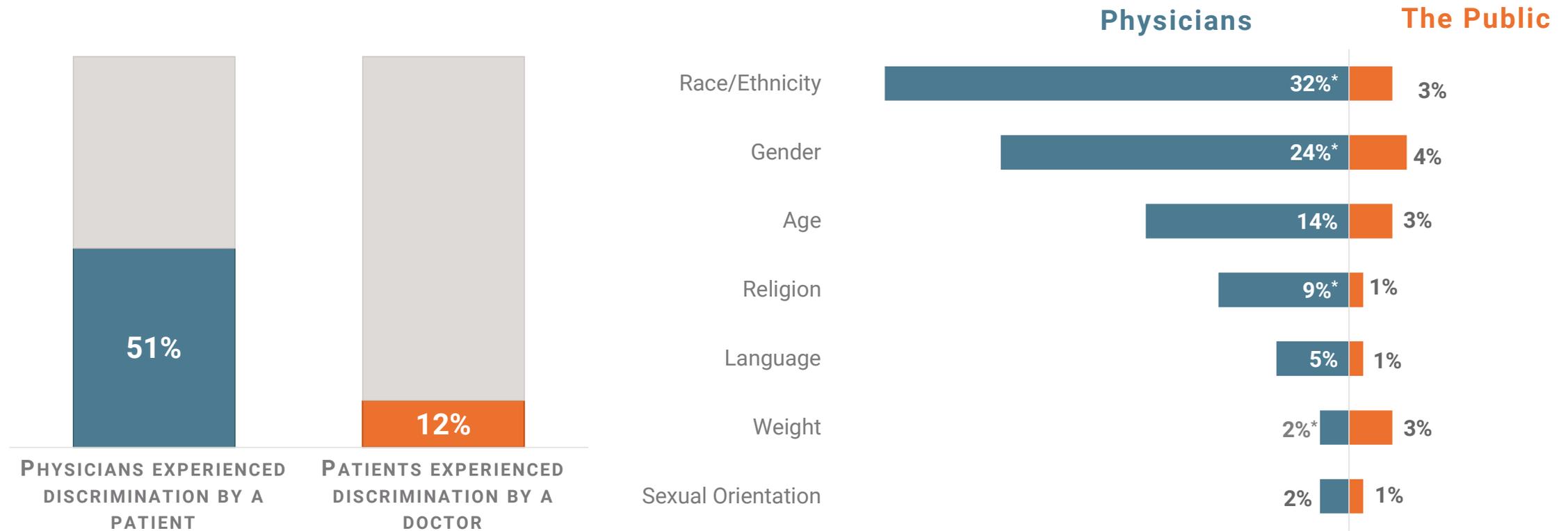
Black adults reported higher levels of discrimination (21%) by a doctor or a clinician compared to other racial and ethnic groups – White (11%), Hispanic (11%), and Asian (8%)

Question: Have you been discriminated against by a doctor or other clinician?

Source: 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.

* Statistically significant at p<0.05 relative to total.

About a third of physicians (32%) have experience discrimination by a patient on the basis of race/ethnicity. Patients are more likely to experience gender discrimination by their doctor.

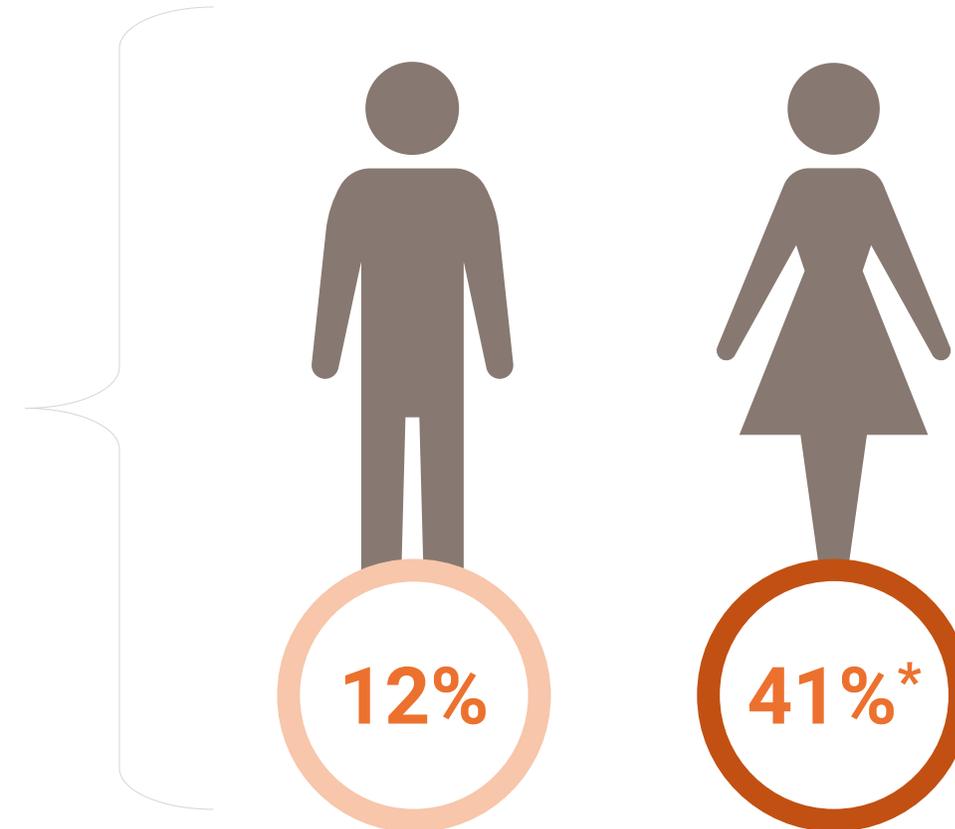
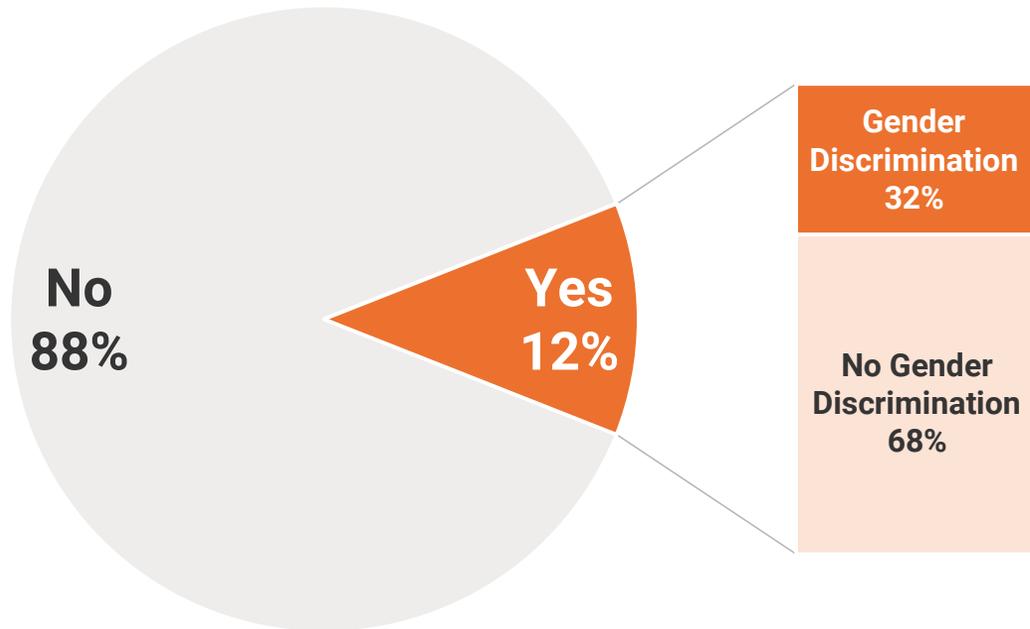


Physician Question: What reasons have you been discriminated against?
 General Public Question: What are the reasons you have been discriminated against by a doctor or other clinician?
 * Statistically significant at p<0.05

Source: The physician survey was fielded using NORC’s survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021. 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.

Greater share of female patients report gender discrimination than did male patients

Of the 12% general public who have experienced discrimination, **32% have been discrimination on the basis of gender.**



Question: What are the reasons you have been discriminated against by a doctor or other clinician?

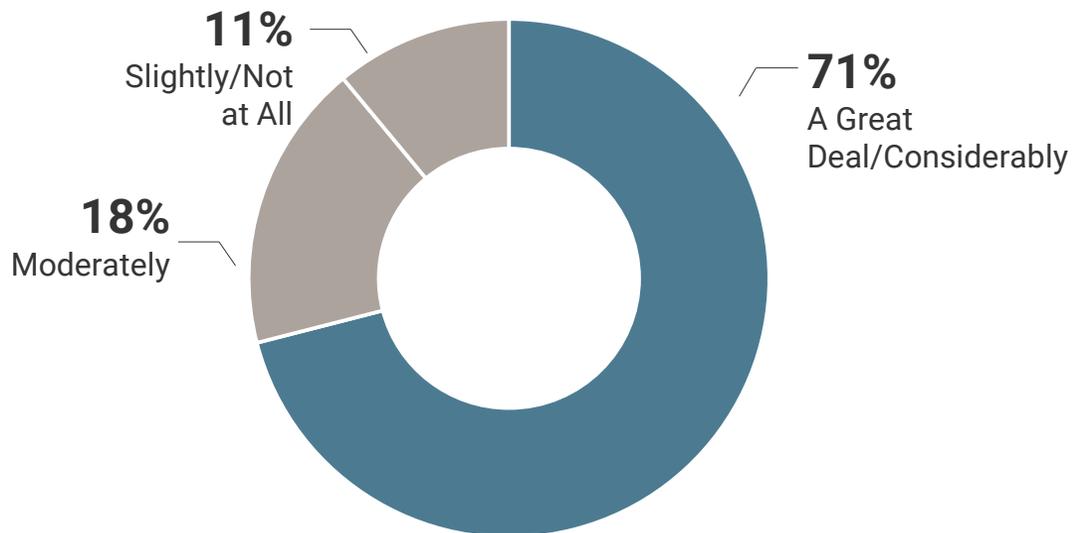
Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

* Statistically significant at p<0.05 relative to male respondents.

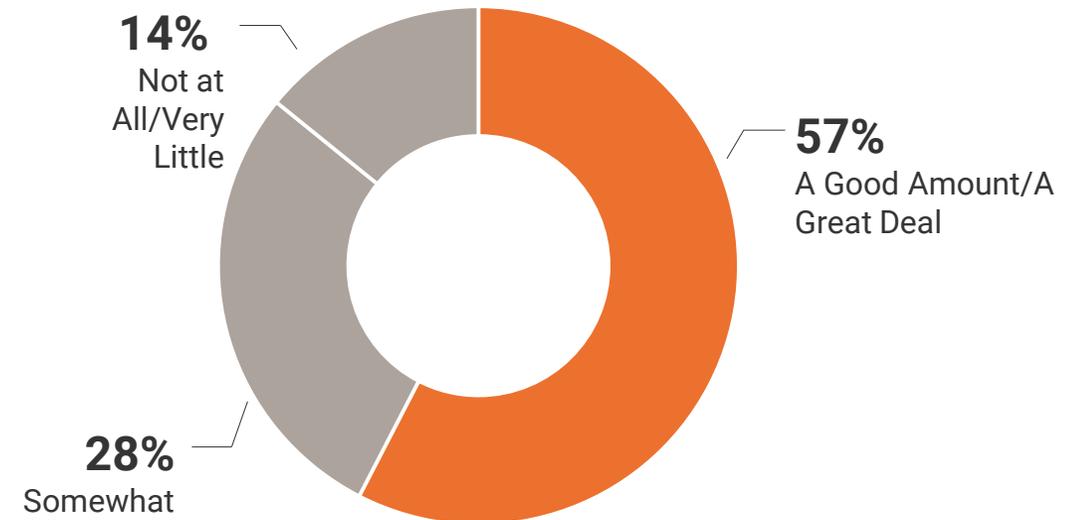
Physicians Are Focused on Ways to Improve Health Equity

7 in 10 physicians believe the health care system has a responsibility to ensure Americans have equal health outcomes

Physicians



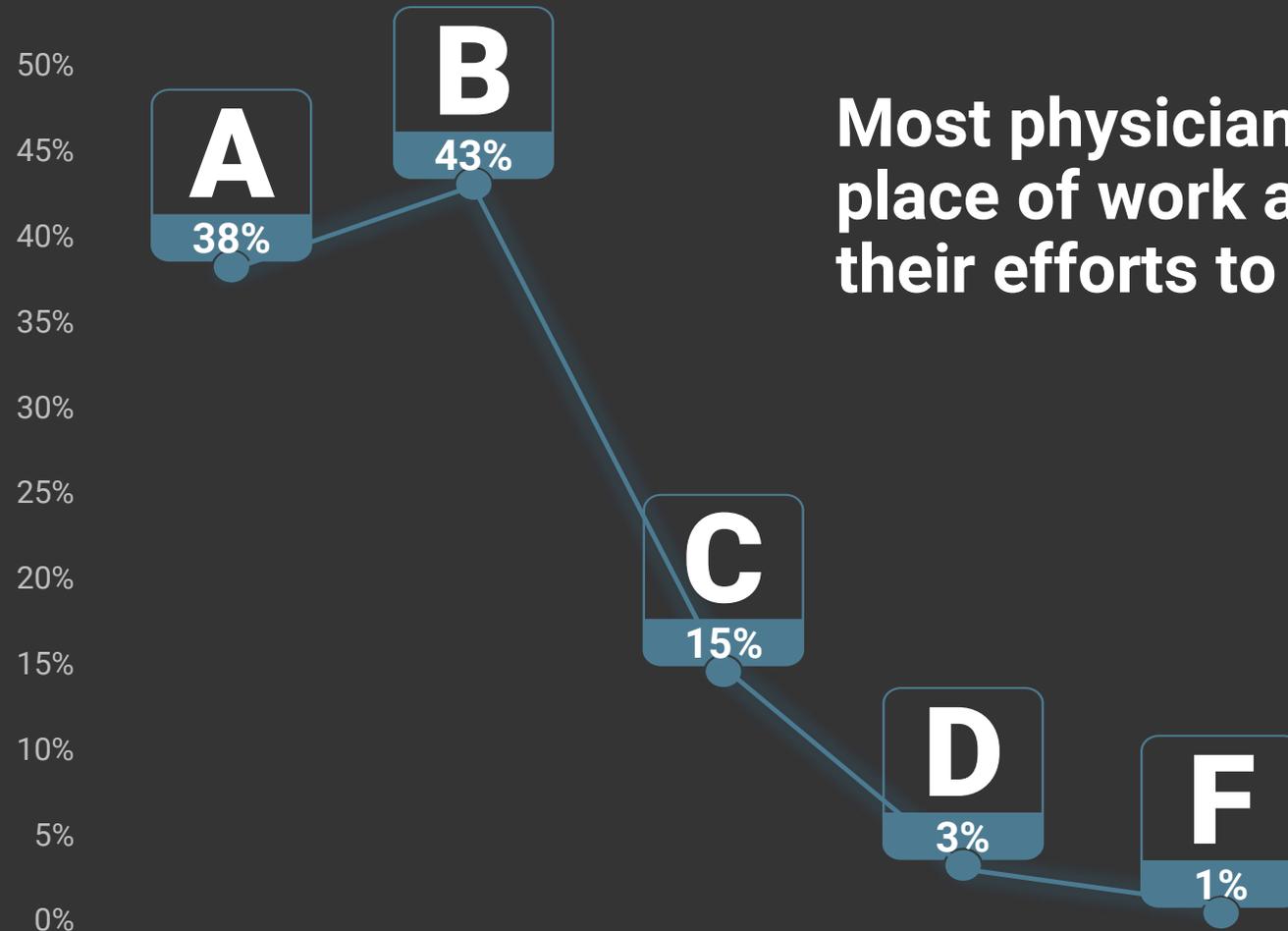
The Public



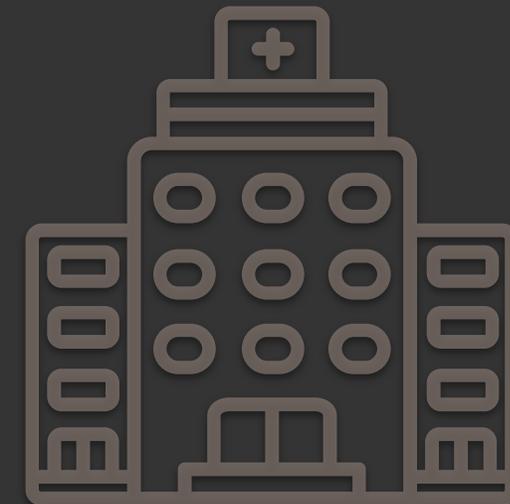
Physician Question: To what extent do health care systems and facilities have a responsibility to improve health equity?

General Public Question: To what extent do health care systems and facilities have responsibility in ensuring that all Americans have equal health outcomes?

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



Most physicians would give their primary place of work a passing grade in terms of their efforts to address health equity.

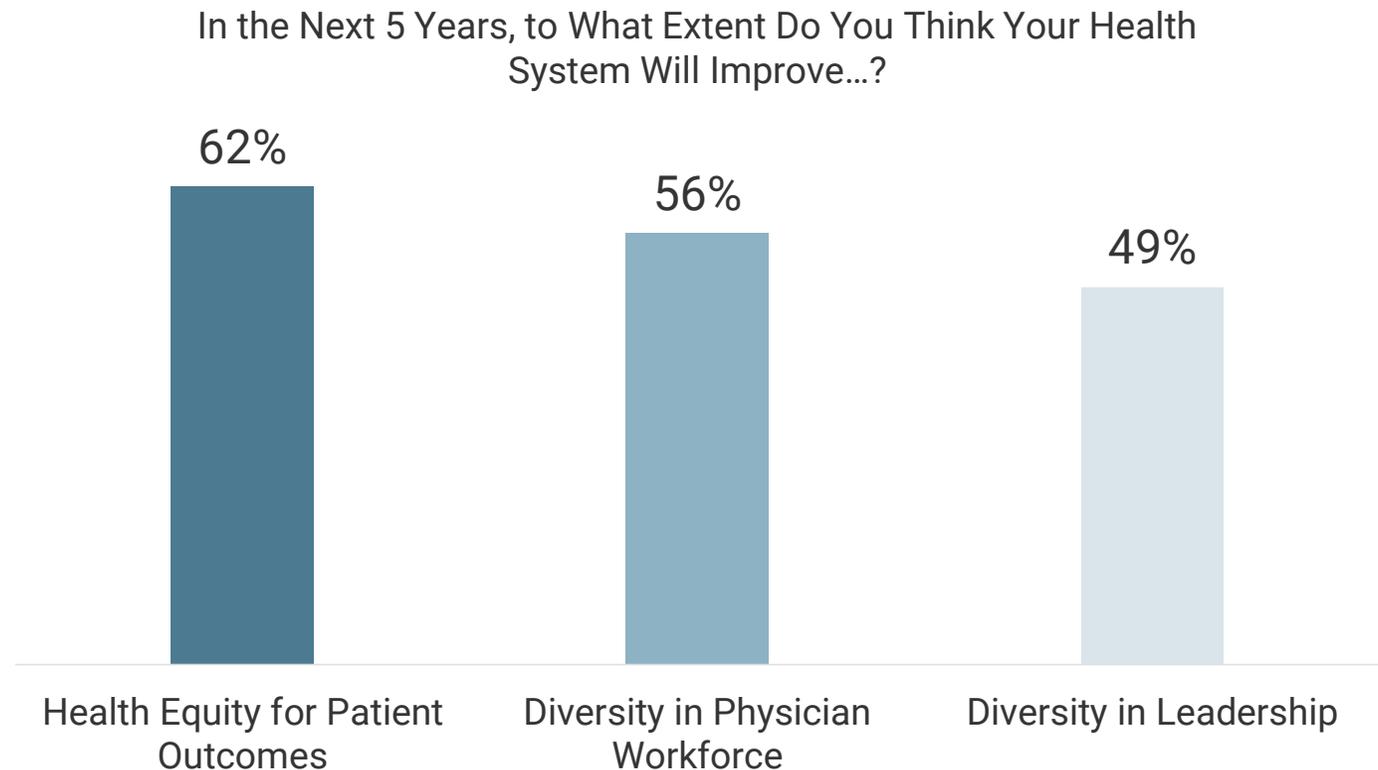


Question: How would you grade your primary place of work's efforts to address health equity?

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

Physicians are optimistic that their health systems will improve diversity and equity in the next 5 years

- 62% feel that their own health system will improve health equity for patient outcomes in the next 5 years
- 56% of physicians see diversity in physician workforce improving over the next 5 years
- While 49% of physicians see diversity in leadership improving over the next 5 years



Question: In the next 5 years, to what extent do you think your health system will improve...? (To a great extent/ To a moderate extent)

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

Physicians believe patient navigation and focus on social needs **could improve** health equity, but are less optimistic about workforce diversity, bias reduction training, and data reporting

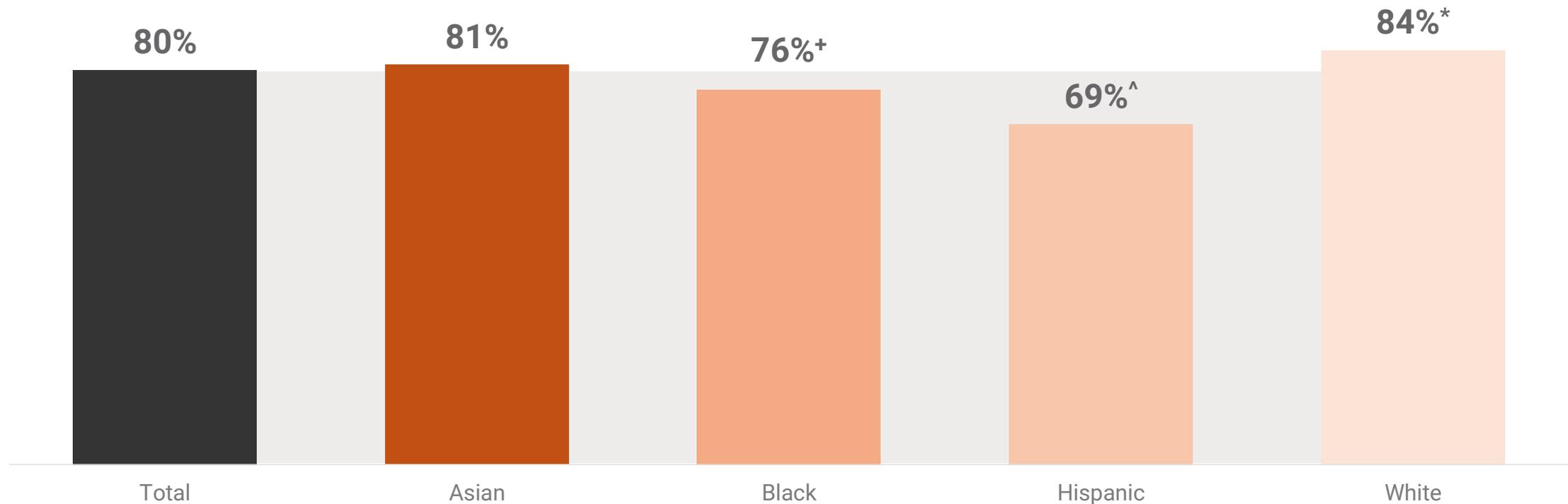


Question: Rate the priority of the following strategies that your primary place of work could employ to address health equity. (Essential/High priority)

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

How Patients Choose Their Doctors Varies by Race and Ethnicity

Black (76%) and Hispanic (69%) adults were less likely than White (84%) and Asian (81%) adults to say they were able to choose their doctor



Question: Did you have a choice in the doctor you see most often? *Yes respondents*

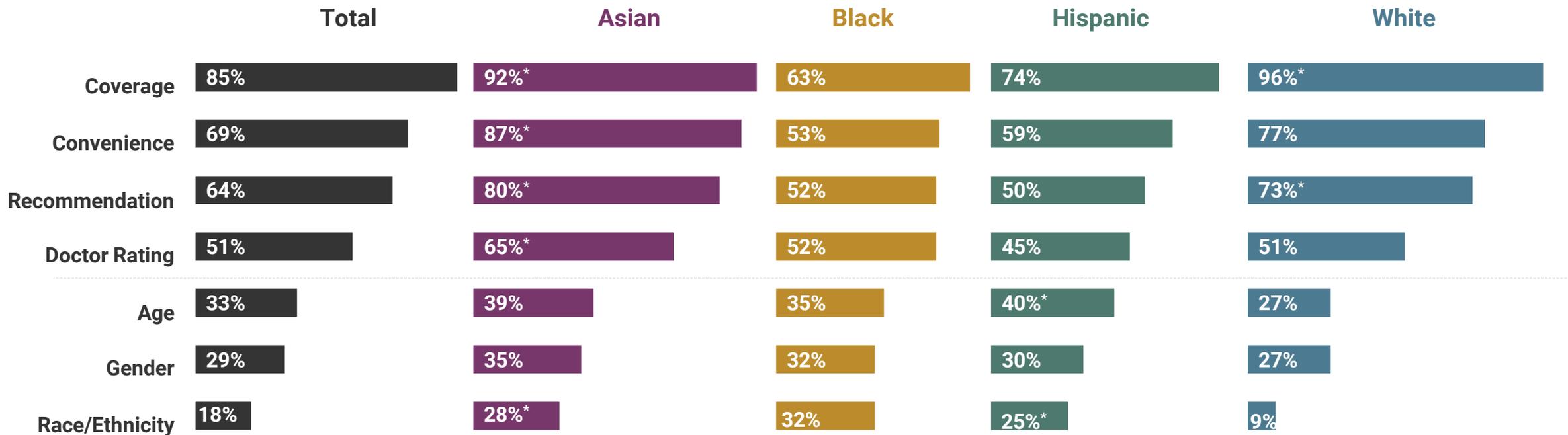
* Statistically significant at $p < 0.05$ relative to total.

+ Statistically significant at $p < 0.05$ relative to White respondents.

[^] Statistically significant at $p < 0.05$ relative to White and Asian respondents.

Source: 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.

If given a choice, White and Asian respondents are more likely to identify coverage, convenience, and recommendations from family as important factors when choosing a doctor



Question: If you had a choice in the doctor you see most often, how important would the following be? (Extremely/ Moderately)

Source: 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.

* Statistically significant at p<0.05

Appendix

Methodology

Statistical Significance

- All statistical tests are performed at the .05 confidence level.
- For figures with comparisons between the two surveys, statistical tests are conducted using the Chi-square test
- For figures with comparisons within the same survey, statistical tests are conducted using the McNemar's test



Sample Demographics—Physicians

Demographic		%
Race/Ethnicity	Asian	21
	Black	2
	Hispanic	3
	Middle Eastern	2
	White	66
	Prefer Not to Answer	8
	Other	1
Age	20-39	11
	40-49	28
	50-59	32
	60-69	26
	90+	4
Region	Northeast	26
	Midwest	24
	South	33
	West	17
Sex	Male	61
	Female	35
	Prefer Not to Answer	4

Sample Demographics—Physicians

Demographic		%
Internal Medicine and Pediatric	Pediatrics	36
	Primary Care	22
	Emergency Medicine	5
Other Specialties	Anesthesiology	3
	Cardiology	1
	Dermatology	4
	Gastroenterology	4
	Neurology	4
	Oncology	1
	Psychiatry	2
	Radiology	3
	Surgery	4
	Obstetrics and Gynecology	3
	Urology	3
Other	6	

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

Summary of Completely Trust/Somewhat Trust

	Total	Age				Education				Race/ Ethnicity				HH Income			
		18-29	30-44	45-59	60+	No HS Diploma	HS Grad	Some College	BA+	Asian	Black	Hispanic	White	<\$30k	\$30k- -\$60k	\$60k- -\$100k	\$100k+
Nurses	85%	80%	84%	87%	88%	71%	79%	87%	92%*	88%	77%	79%	88%*	78%	86%	88%	90%*
Doctors	84%	77%	83%	84%	90%*	70%	80%	86%	90%*	91%*	78%	76%	87%*	75%	84%	90%*	90%*
Hospitals	72%	63%	68%	73%	81%*	65%	67%	72%	79%*	78%*	68%	68%	74%	70%	69%	76%	74%
The Health Care System as a Whole	64%	54%	57%	62%	77%*	59%	62%	64%	67%	72%*	62%	55%	66%	61%	62%	68%	64%
Government Health Agencies	56%	51%	59%	57%	56%	49%	51%	51%	67%*	75%*	58%	51%	55%	53%	51%	62%*	59%
Pharmaceutical Companies	34%	29%	31%	31%	42%*	39%	39%	31%	31%	42%*	37%	32%	34%	41%*	32%	33%	30%
Health Insurance Companies	33%	22%	28%	31%	47%*	42%*	35%	34%	29%	41%*	42%*	33%	31%	40%*	35%	30%	26%

Question: In general, how much do you trust...?

Source: 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.

* Statistically significant at p<0.05

For additional
information...

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 Research You Can Trust™

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