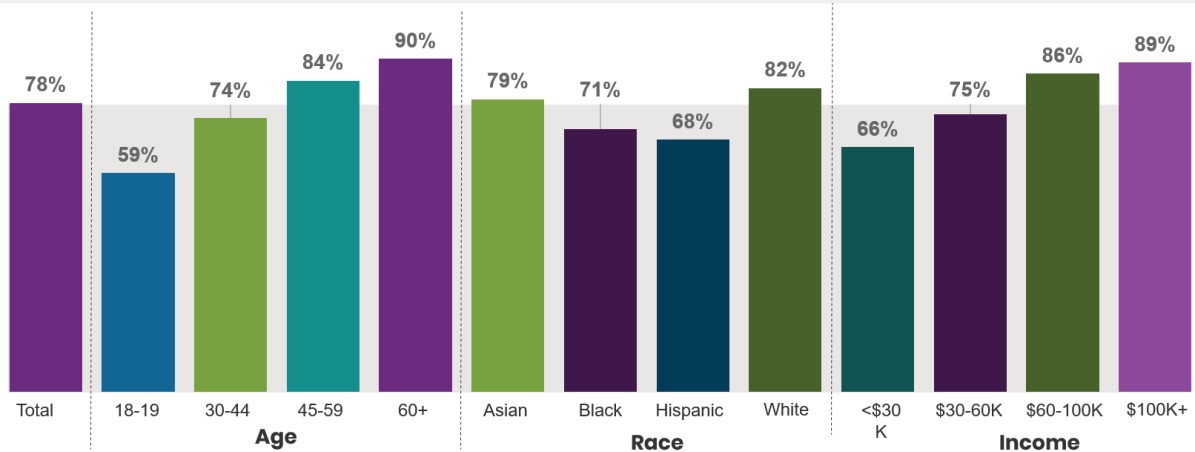


# BUILDING TRUST TO IMPROVE HEALTH CARE

**Building Trust** is a multi-faceted initiative of the ABIM Foundation focused on increasing trust as a core organizational strategy for improving health care.

In 2021, the ABIM Foundation engaged NORC at the University of Chicago to learn more about public and physician perceptions of trust in the U.S. health system.

**78% of patients** surveyed trust their primary care doctor, but those numbers vary based on age, race and income level



Question: In general, how much do you trust your primary doctor?

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.

## 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.

