

The Patient Experience

Perspectives on Today's Healthcare



The healthcare system does not sufficiently meet people's needs.

8 HOURS

Average time adults spend per month coordinating healthcare for themselves and/or their families/loved ones.



65%

Say coordinating and managing healthcare is overwhelming and time-consuming

Factors related to time and money are the most common ways in which the healthcare system does not meet people's needs.

73%

Of U.S. adults say the healthcare system fails to meet their needs in some way

31%

Say it takes too long to get an appointment



26%

Say it strains family finances



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I'm a schoolteacher. So if it comes down between my co-payment and my mom's co-payment, I'm going to tell her 'You go, I'll wait.'

Woman, age 45-54

61% of adults only seek care when they are sick, and delaying or skipping care is common - which can come with consequences.

44%

Have skipped or delayed healthcare services within the past two years



60%

Of adults who skipped or delayed care said they experienced some kind of impact



25%

Of adults who skipped or delayed care said that their condition worsened and/or their mental health was negatively impacted



Care coordinators** lives are impacted as a result of helping someone else navigate healthcare:

23%

Had to take time off of work (among those who are currently employed)

19%

Say their own health suffered

15%

Say they were not able to take care of their own needs

14%

Say they were not able to take care of their personal responsibilities

Many adults crave trust and a partnership from their healthcare provider.

71%

Want stronger relationships with their healthcare providers

67%

Say their health would improve if they worked regularly with a healthcare provider whom they trusted

54%

Say their health would improve if their healthcare providers helped them figure out the healthcare system



Physician associates/physician assistants (PAs) are well-positioned to be part of the solution to the healthcare crisis in the U.S.

Among adults who have seen a PA:



93%

Say PAs add value to healthcare teams



90%

Agree PAs increase access to care/ make it easier to get a medical appointment



89%

Believe PAs improve health outcomes for patients



88%

Say PAs improve the quality of healthcare

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"I'm able to see them [PAs] very quickly as opposed to my doctor. The access is really good. [They are] attentive, thorough, friendly, and accessible."

Woman, age 65+

*Defined as a person who helped a loved one navigate the healthcare system

This research was conducted online in the U.S. by The Harris Poll on behalf of American Academy of Physician Associates (AAPA) among n=2,519 adults age 18+ to understand the current patient experience within the U.S. healthcare system. The survey was conducted from February 23 - March 9, 2023.