

## BACKGROUND

High-quality health systems generate health, trust, and economic benefit while responding to changing population needs. Current measurements of health systems fail to capture people's perspectives at the population level. The People's Voice Survey (PVS) is a new instrument that measures health system performance from the populations' perspective. It assesses use of health care as well as people's experiences, expectations, and confidence in the health system.

## METHODS

During December 2022 – January 2023, data were collected from a nationally representative sample of 1,500 adults in the United States across two languages (English and Spanish) via online or telephone surveys. All data are weighted to represent the population.

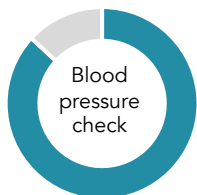
## KEY FINDINGS

### Health care utilization in past 12 months

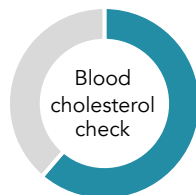
Average number of health care contacts (all types)	7.3
Average number of in-person facility visits	5.8
Average number of visits for COVID-19	0.4
Average number of virtual or telemedicine contacts	1.0
% of respondents who received mental health care (among those with poor or fair mental health)	49.3%
% of all respondents who had an overnight hospital stay	9.7%
% of all respondents with no unmet need for health care	81.2%

### Health system competence

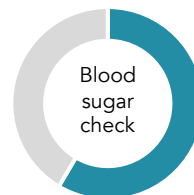
#### Preventative care services: Percent of eligible population who received service in past 12 months



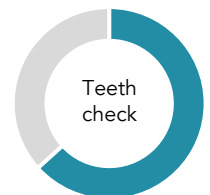
87% of adults



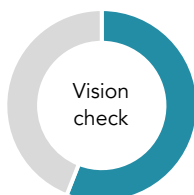
61% of adults



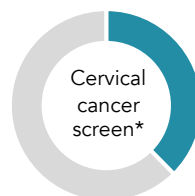
58% of adults



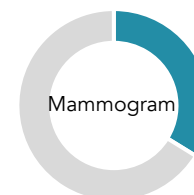
63% of adults



56% of adults



38% of females  
\* Pap or visual inspection



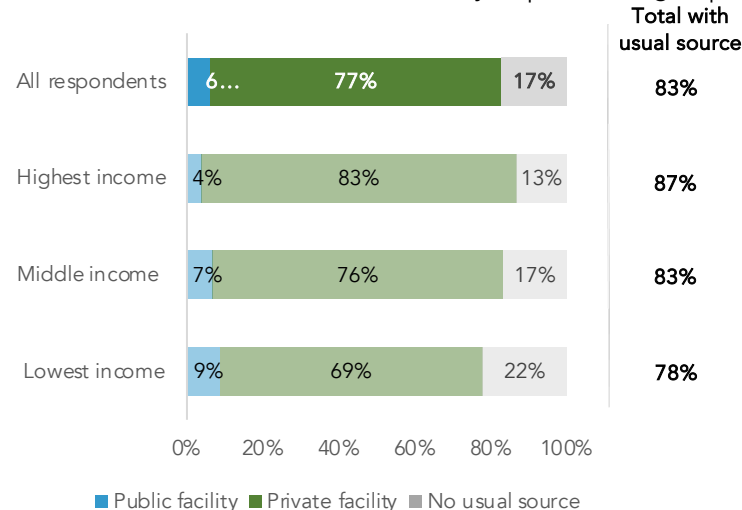
34% of females ≥ 50 yrs

Respondent demographics <sup>1</sup>		Overall (N = 1,500)
Age (median) [Min, Max]		46.0 [18.0-95.0]
Female		763 (50.9%)
Urban residency		1,309 (87.3%)
Education (highest level)	Post-secondary	924 (61.6%)
	Secondary	501 (33.4%)
	Primary	71 (4.7%)
Household income (annual)	Highest (≥ \$65,000)	616 (41.1%)
	Middle (\$36,000-\$64,999)	379 (25.3%)
	Lowest (< \$36,000)	502 (33.5%)
	Unknown	2 (0.1%)
Health insurance	No insurance	117 (7.8%)
	Public insurance <sup>2</sup>	628 (41.9%)
	Private insurance	746 (49.8%)
	Unknown insurance type	8 (0.5%)

1. Denominators of some items may vary slightly from the full sample size due to missingness.  
2. Public insurance = Medicare, Medicaid, TRICARE, VA, Military, Alaska Native, Indian Health Service, Tribal Health Services.

#### Usual source of care:

Percent with usual health care facility or provider's group



0% 20% 40% 60% 80% 100%

■ Public facility ■ Private facility ■ No usual source

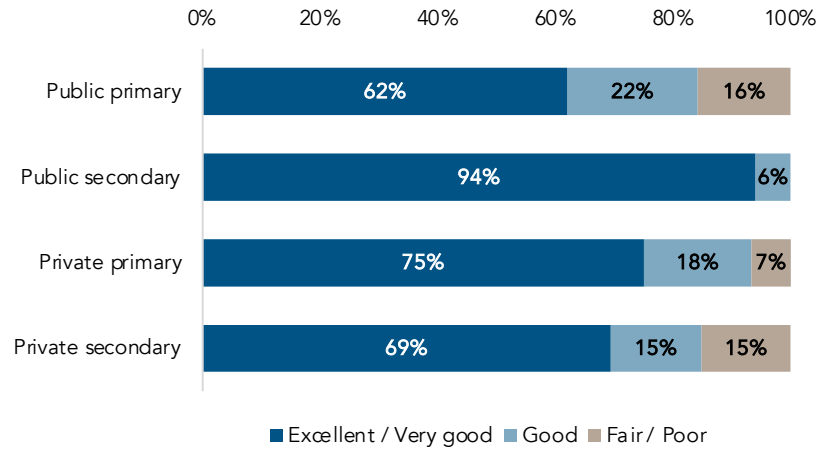
## Care competence and user experience

Average<sup>1</sup> quality ratings for last health care visit in past 12 months



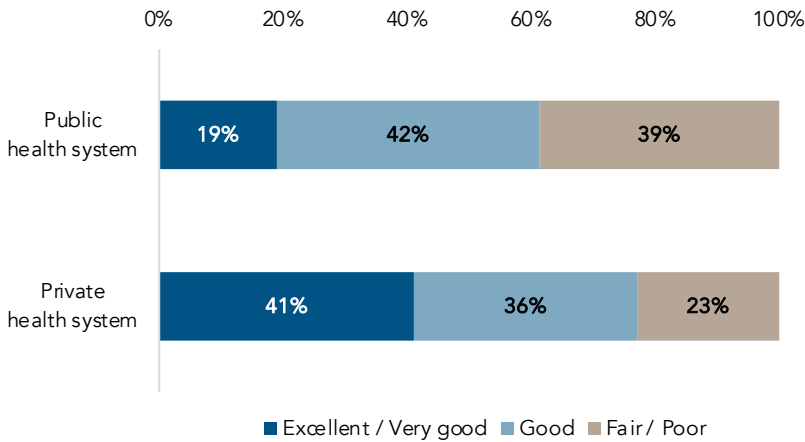
1. Rounded to the closest Likert category
2. Provider skills, knowledge of past visits, explanations, equipment/supplies
3. Respect, courtesy, joint decisions, visit time, wait time, scheduling time

Quality ratings for last health care visit (% of users of facility type in past 12 months)

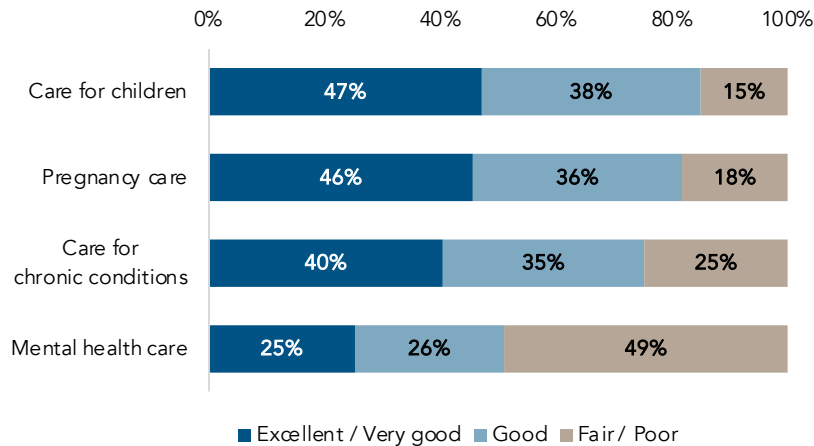


## Health system quality

Quality ratings of national public and private health systems (% of all respondents)



Quality ratings of key primary care services provided by government (% of all respondents)

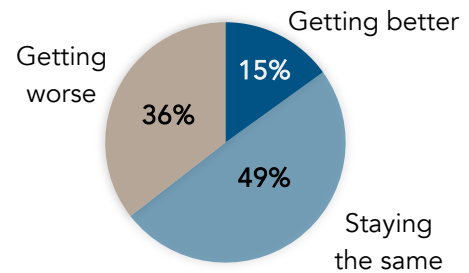


## Confidence in and endorsement of the health system

Confidence in health system as a whole (% of all respondents): Including public, private, NGO health care facilities/providers

<b>Health security:</b> % very or somewhat confident	Can get good quality care if very sick	82%
	Can afford good quality care if very sick	62%
	Can get and afford good quality care if very sick	58%
<b>Government considers the public's opinion in health system decisions (% of all respondents):</b> % very or somewhat confident		36%
<b>Government's management of the COVID-19 pandemic (% of all respondents):</b> % excellent or very good		21%

Endorsement: Health system trajectory over past 2 years (% of all respondents)



Endorsement: Current health system (% of all respondents)

