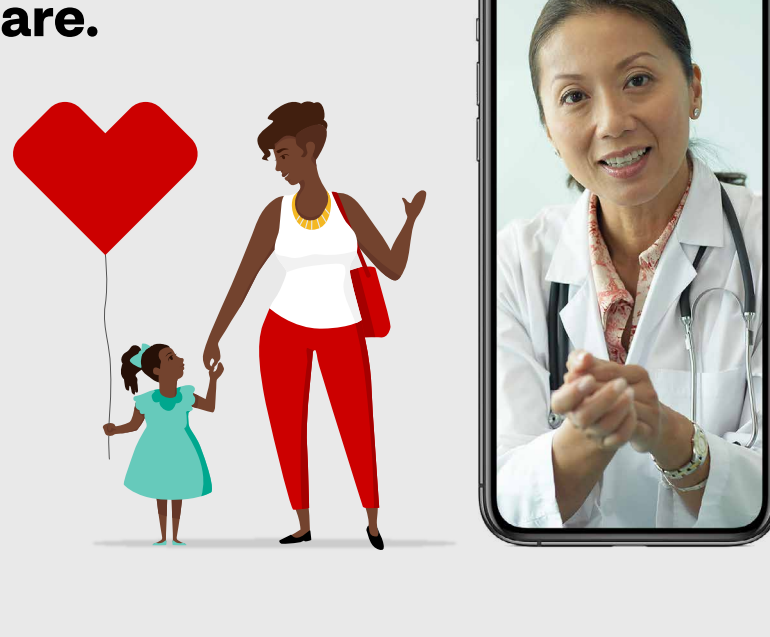


The future of connected, personalized health

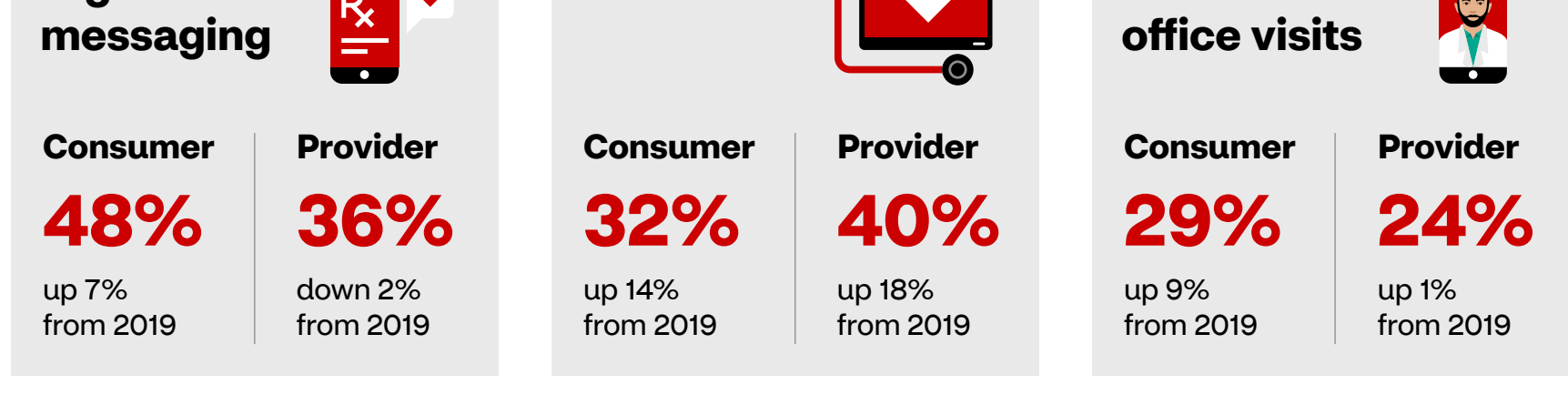
Exploring the importance of accessible, affordable & technology-enabled care.

People want a more personalized and convenient health care experience than ever before. New technologies such as telehealth can also increase access to important community-based resources, improve patient-provider communication, and boost health outcomes, creating a more-connected model of care.

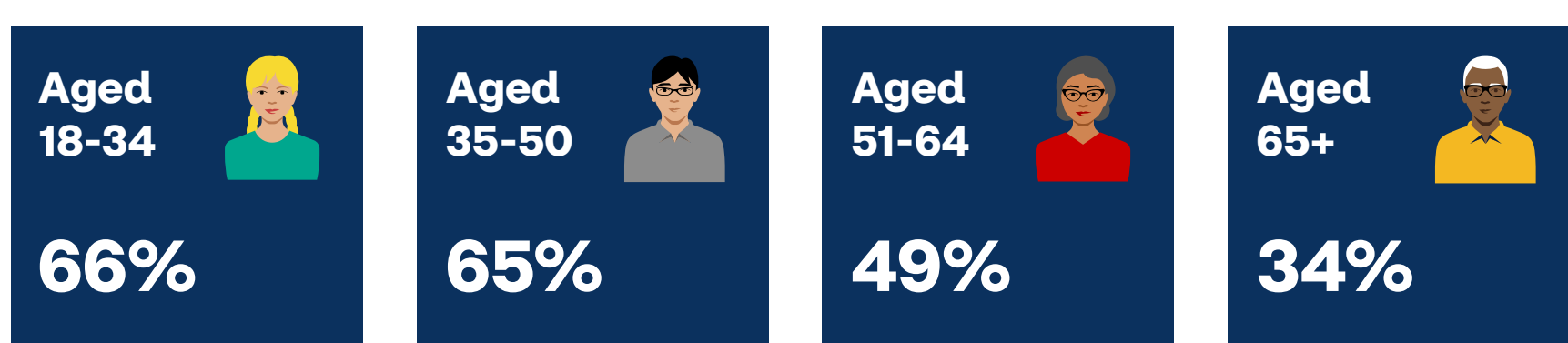


Consumers and providers have a growing interest in using technology in health care.

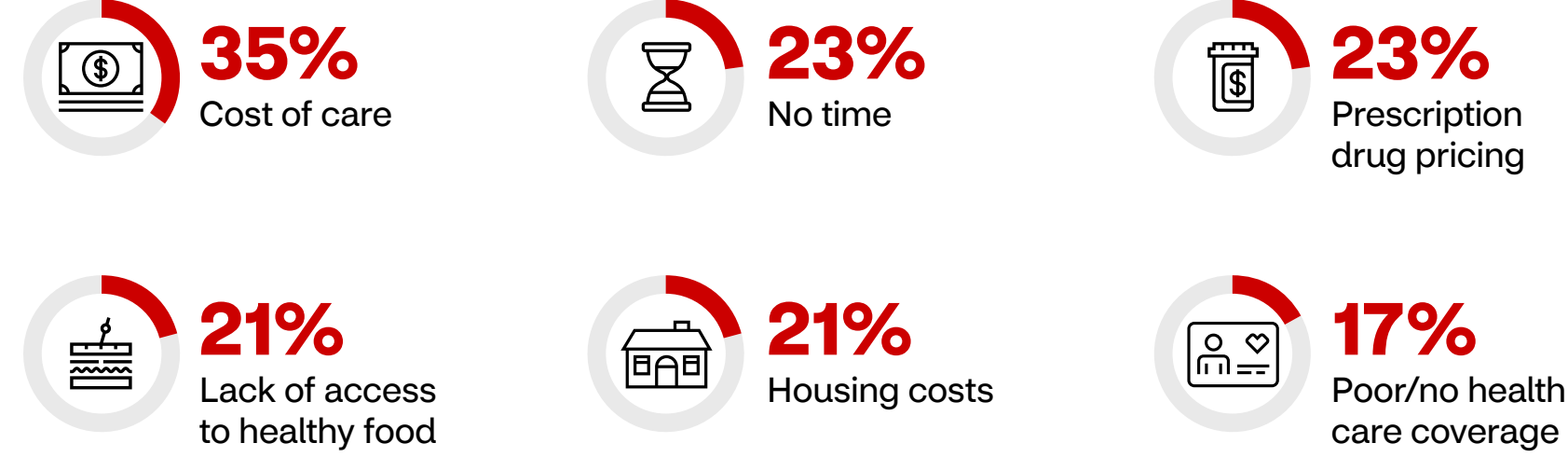
The use of digital tools to facilitate communication between patients and providers is on the rise:



Younger adults, in particular, are interested in using digital tools to help them stick to their health goals...



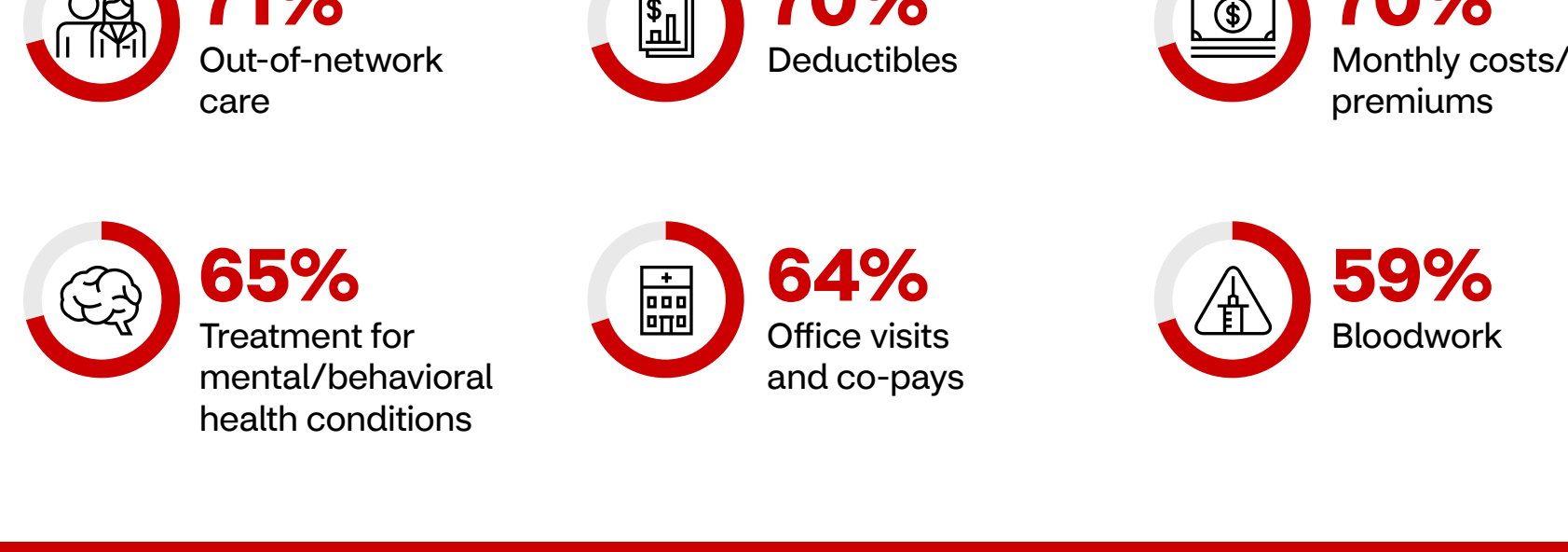
... but people say the following barriers prevent them from achieving their best health.



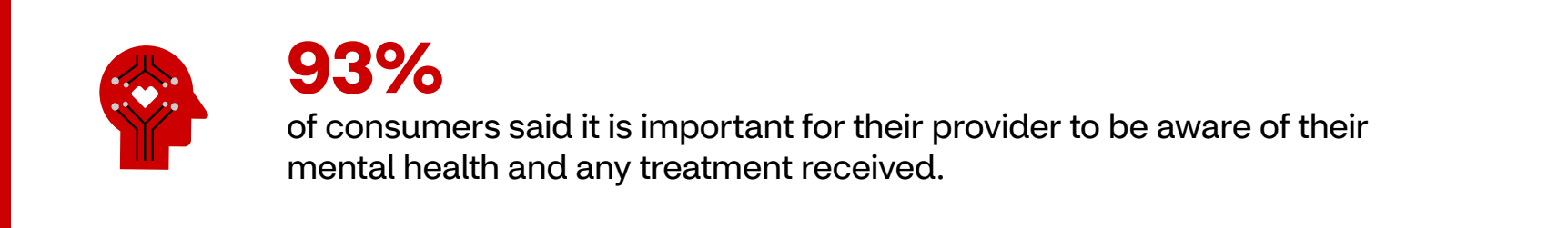
Cost of care remains a major concern among consumers:



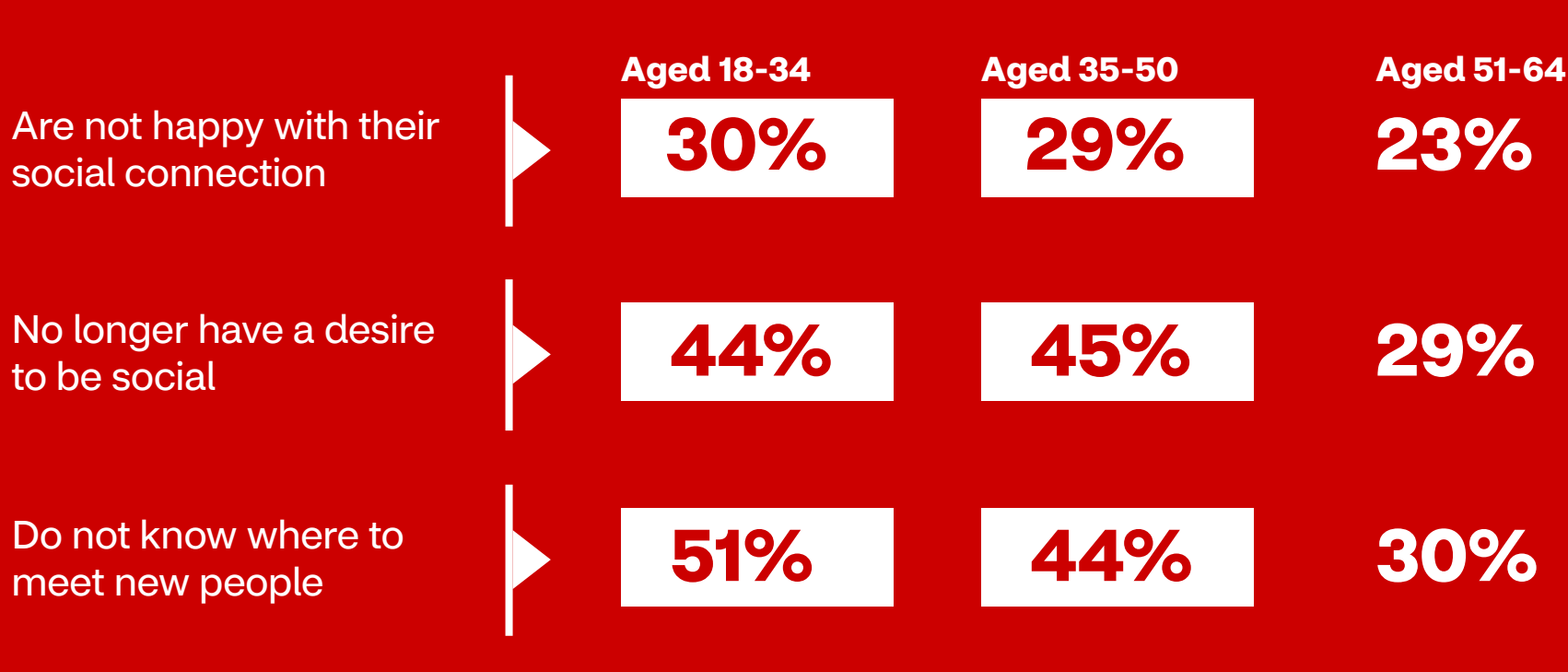
In particular, the following were top cost concerns for consumers:



Mental health is also a priority for both consumers and providers:

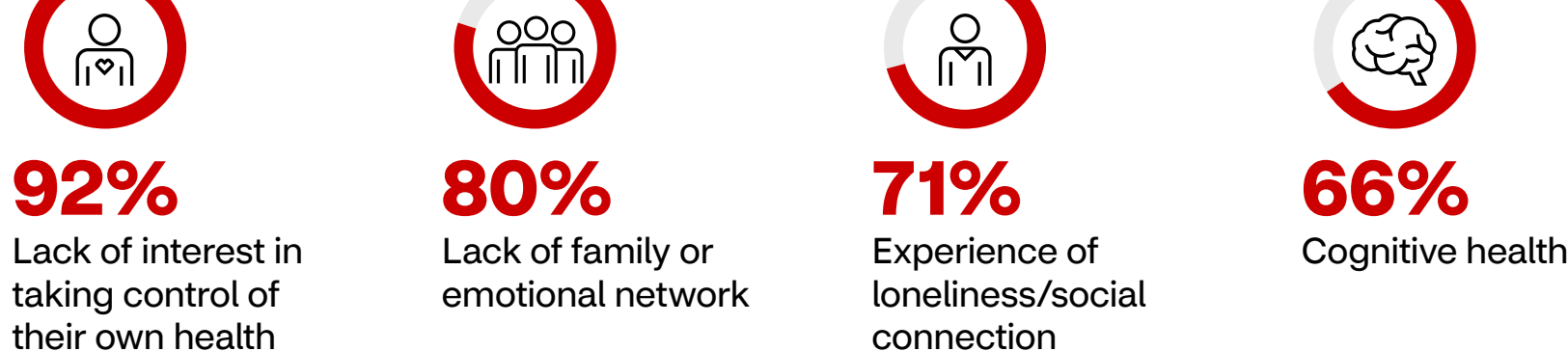


People aged 18-34 and 35-50 are especially in need of support. They:



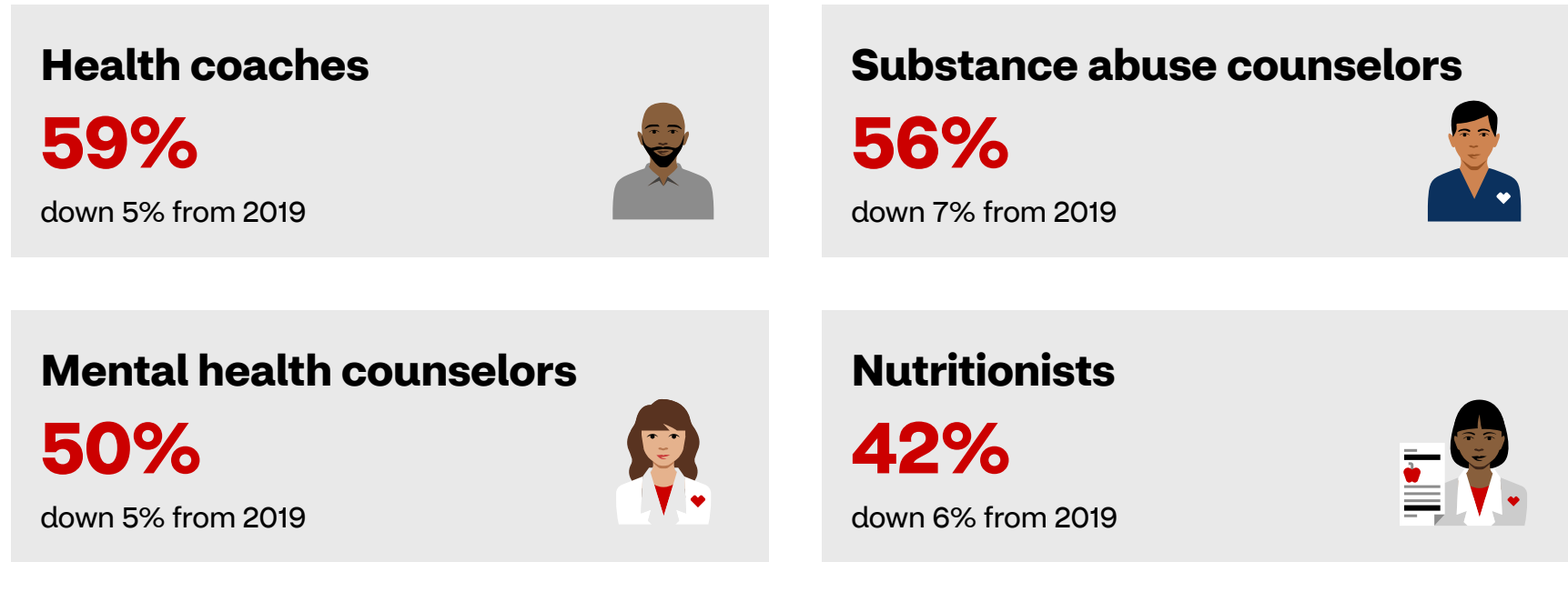
When thinking about their patients 18-34 years old, one-third of providers said all or most are facing significant challenges with mental health (35%).

Additionally, providers say they are concerned with their patients':

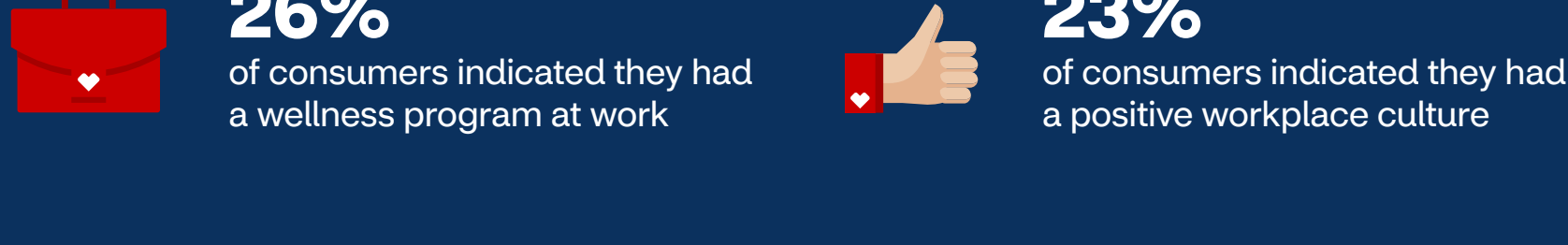


Health care providers could use more help caring for their patients.

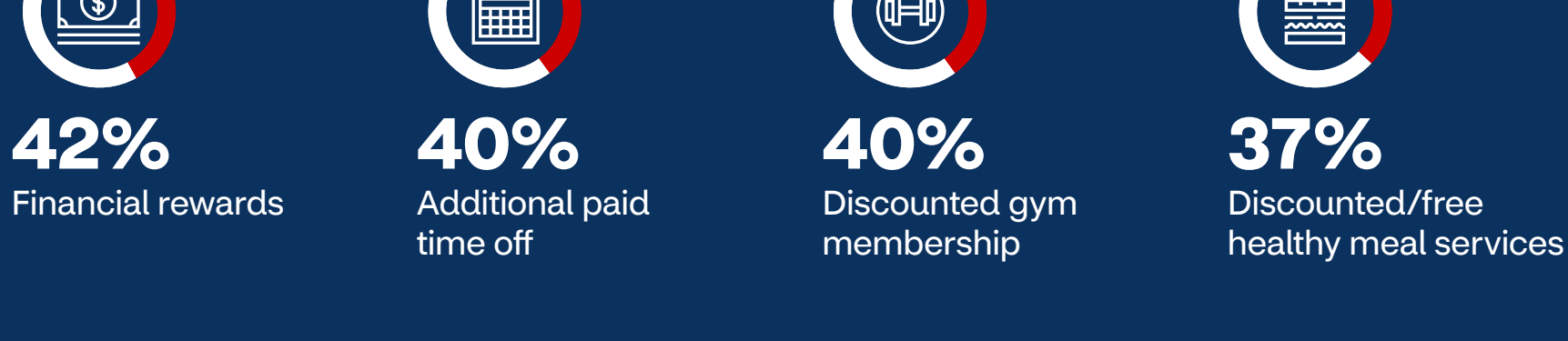
Although improving, many providers indicated that they have fair or poor access to important community-based resources, including:



Additional support from employers may be helpful for consumers on their path to better health.



Consumers were also more likely to follow their health goals if they received certain types of support, including:



[Learn more about the Path to Better Health Study.](#)



About the Study: The Path to Better Health Study by CVS Health, first released in 2018 and called the Health Ambitions Study, was conducted in March 2020 and included two surveys fielded by Market Measurement, a national market research consulting firm. The consumer survey comprised 1,000 participants 18 and older, located throughout the U.S. It also oversampled 12 metropolitan statistical areas — Atlanta, Austin, Boston, Cleveland, Dallas, Houston, Los Angeles, New York City, Philadelphia, Providence, Hartford, San Francisco, Tampa and among two ethnic groups: African American and Hispanic people. The survey of 400 providers focused on primary care physicians and specialists with at least two years' experience, as well as nurse practitioners, physician assistants and pharmacists.