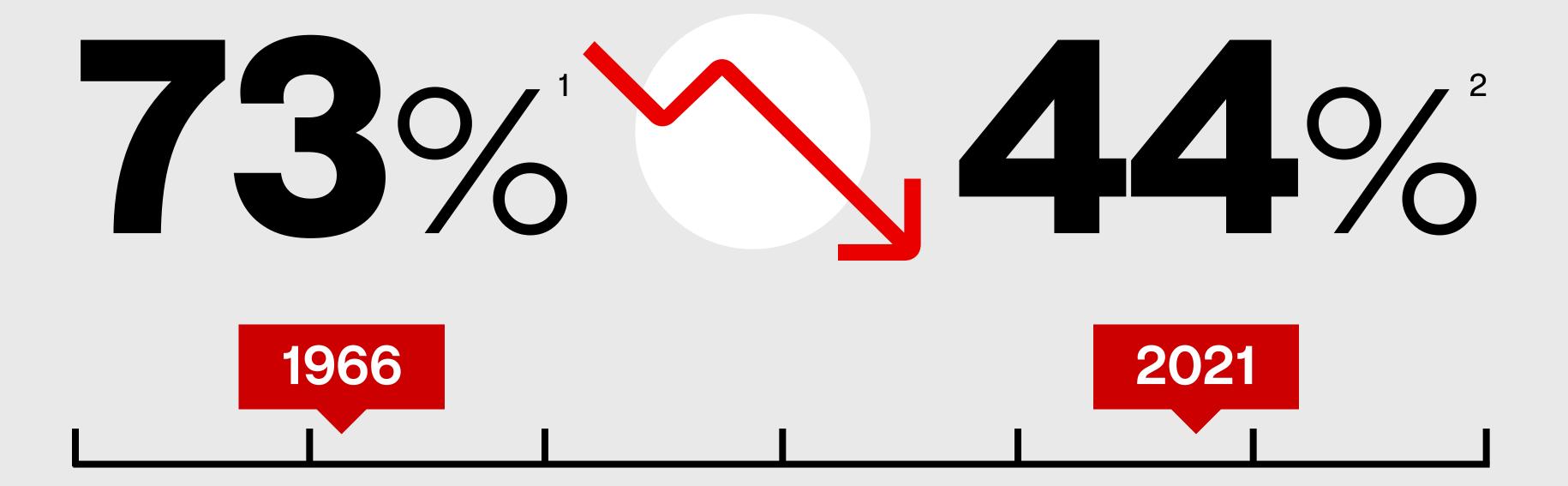
Health Trends: Trust in Health Care

Summer 2022

Mare Has TUSE CONE?

Americans trust the health care system less now than in the past.



Despite heroic levels of care, the pandemic shook that trust³:

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30%	Decreased	32%
53%	Remained steady	56%
17%	Increased	11%

Politicization of the pandemic and online misinformation were a few reasons for this lost trust.⁴

Among the public, race/ethnicity also plays a big role⁵...

Trust in health care

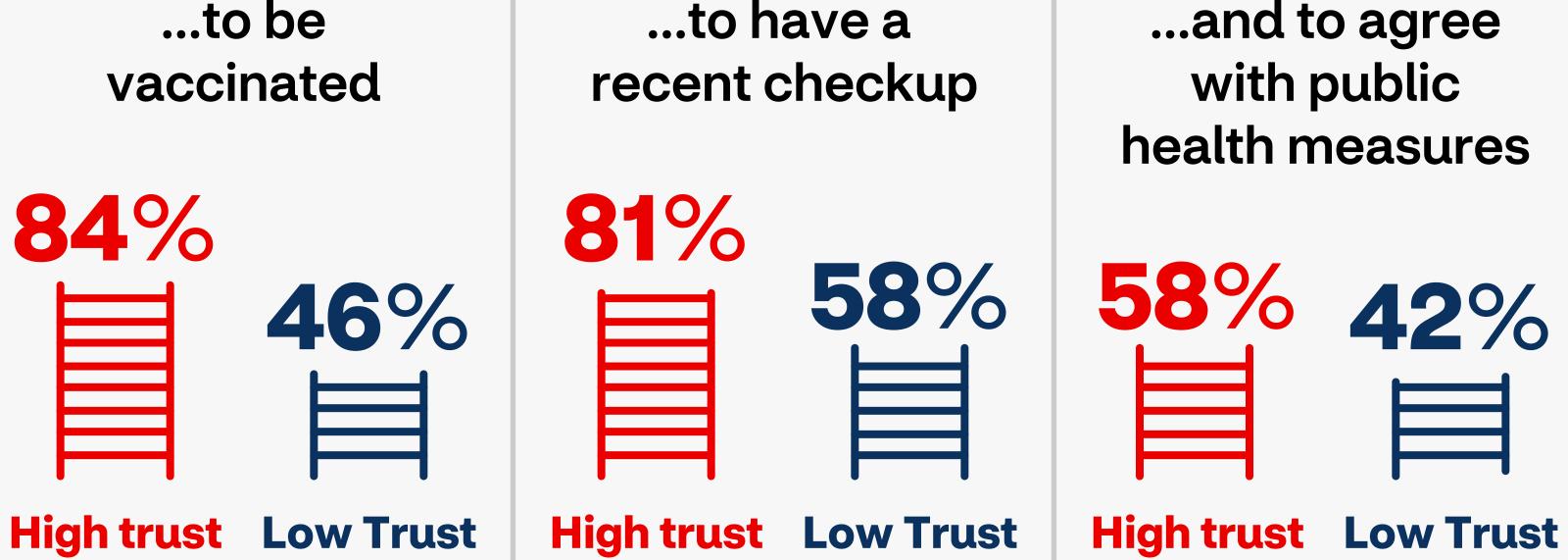
nonna 55% Black rentrant 57% Hispanic hite 62% White

...and so does income level.

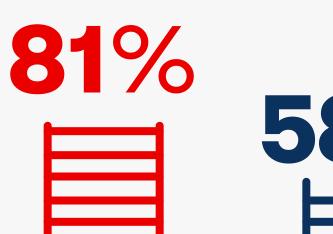
Low 55% mmmm Moderate 64% mmmmm High 71% mininen

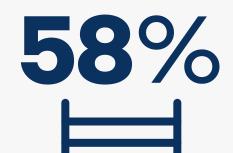
Trust is important because

People with higher trust are more likely⁶...</sup>

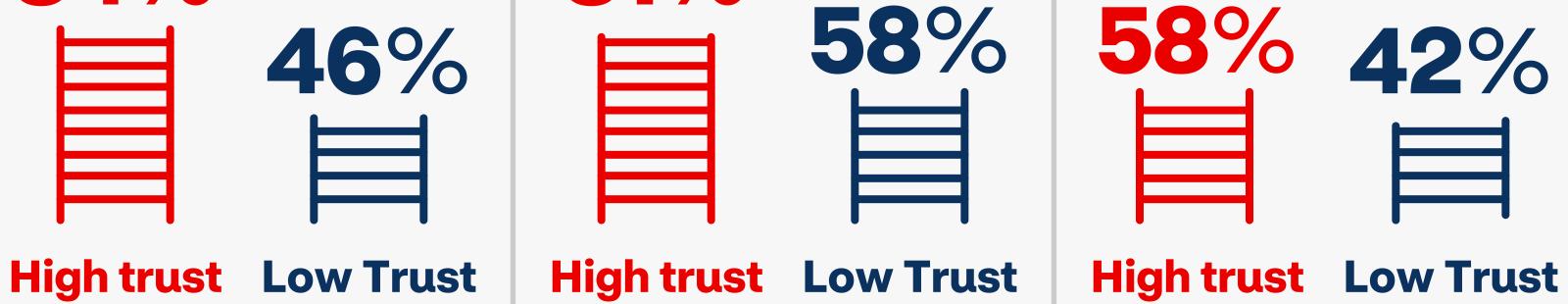


...to have a





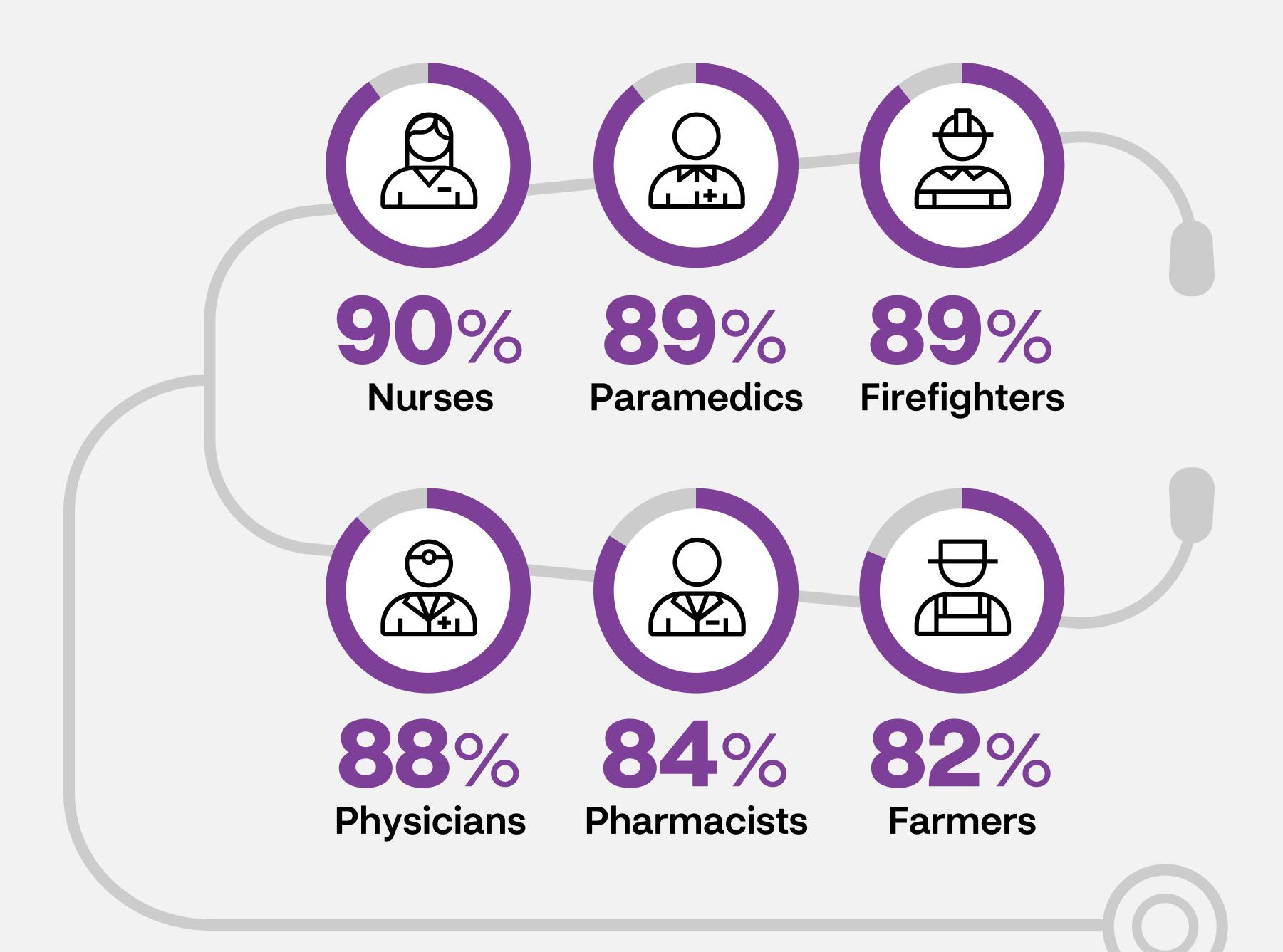




How does trust get built? percentage points

Engagement builds trust. Low-income people who had a recent checkup were much more likely to trust the system.⁷

Trust also gets built by choosing the right ambassadors. Health care professionals are among the most trusted Americans⁸...



...and so is what they say. People trust information from[®]:



health pharmacists

experts

76% 71% 69% 63% 62%

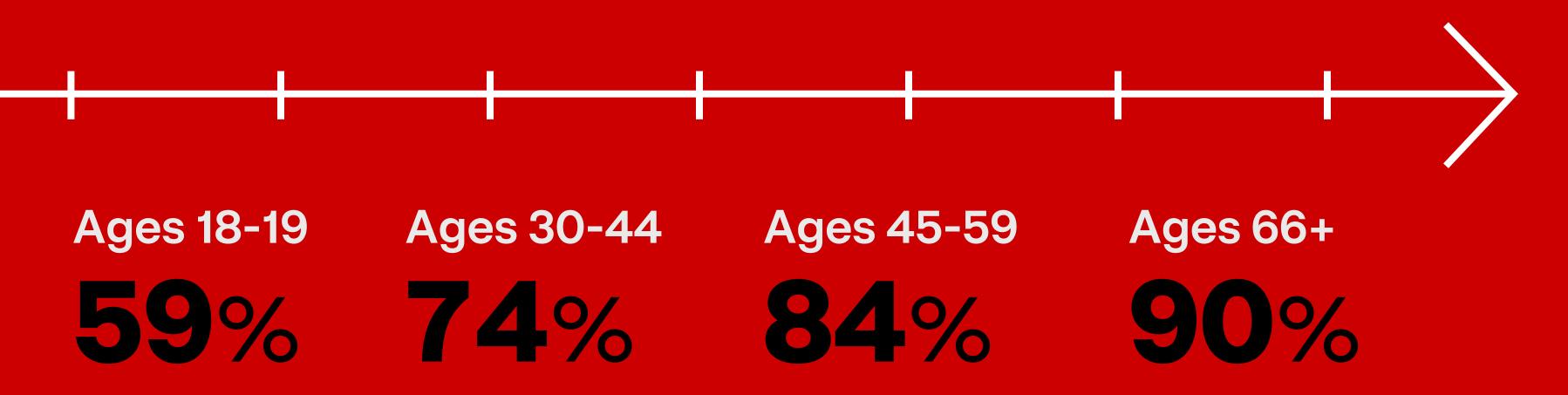
friends and family

national health authorities

And primary care remains a trusted part of the health care experience



of people who trust their primary care physician, with that trust increasing with age and number of health issues¹⁰:



For more information about the trust crisis in health care and what can be done about it, read the CVS Health Trends Report. <u>CVSHealth.com/HealthTrends/Trust</u>

¹ https://www.aafp.org/fpm/1999/0600/p15.html

² https://news.gallup.com/poll/1597/confidence-institutions.aspx

- ³ https://www.norc.org/PDFs/ABIM%20Foundation/20210520_NORC_ABIM_Foundation_Trust%20in%20Healthcare_Part%201.pdf
- ⁴ https://www.edelman.com/sites/g/files/aatuss191/files/2022-03/2022%20Trust%20Barometer%20Special%20Report%20Trust%20and%20Health_Mar10.pdf

⁵ https://www.edelman.com/trust/22/special-report-trust-in-health

⁶ https://www.edelman.com/trust/22/special-report-trust-in-health

⁷ https://www.edelman.com/trust/22/special-report-trust-in-health

⁸ National Health Project, Harris Poll and CVS Health

⁹ https://www.edelman.com/trust/22/special-report-trust-in-health

¹⁰ https://www.norc.org/PDFs/ABIM%20Foundation/20210520_NORC_ABIM_Foundation_Trust%20in%20Healthcare_Part%201.pdf



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