The Patient Experience

Perspectives on Today's Healthcare





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



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.





Have skipped or delayed healthcare services within the past two years



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



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:

25%

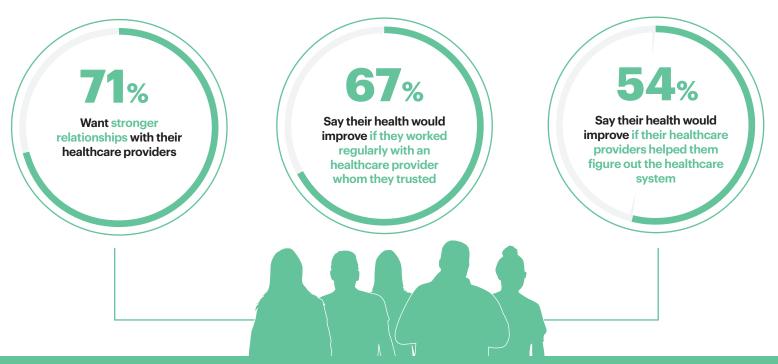
Had to take time off of work (among those who are currently employed)

9% Say their own health suffered

15% Say they were not able to take care of their own needs

1% Say they were not able to take care of their personal responsibilities

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



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:





Say PAs add



Agree PAs increase



Believe PAs

Say PAs improve

value to healthcare teams

access to care/ make it easier to get a medical appointment

improve health outcomes for patients

the quality of healthcare

"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+

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.