

Health Care Experiences and Their Implications for Health Communications and Trust

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May 30, 2024

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KFF Survey Methods

- Probability-based national samples of adults ages 18+
- Weighted to demographics of the U.S. adult population
- Committed to transparency (Charter member of AAPOR Transparency Initiative)
- **Survey on Racism, Discrimination, and Health**
 - Fielded by phone and web June 6-Aug 14, 2023 in English, Spanish, Chinese, Korean, Vietnamese
 - Combination of Address-Based Sample (N= 5,073) and Random Digit Dial telephone sample of prepaid cell phone numbers (N=1,219)
 - Total sample = 6,292, including oversamples of Hispanic (1,991), Black (1,725), and Asian (693) adults
- **KFF COVID-19 Vaccine Monitor, Health Tracking Poll, Misinformation Tracking Poll**
 - Fielded by phone and web in English and Spanish
 - Most are combinations of probability-based online panels and prepaid telephone samples
 - Sample sizes vary, but minimum 1,200 total sample and minimum 100 for all subgroups shown

In the Background of People's Interactions With Health Care (and Health Information)

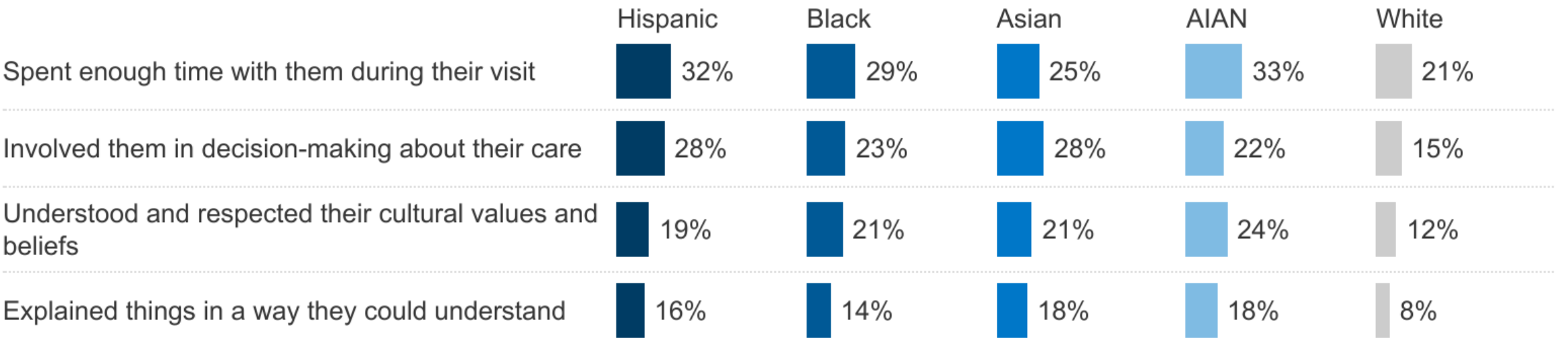
- Health care can be **expensive** and **difficult to access**
- Health insurance can be **difficult to navigate**
- Cost and insurance challenges are compounded for **mental health care**
- Trust in **individual health care providers** is relatively high
- But **negative experiences** in health care are common and associated with lower levels of trust
- Provider trust is especially important when **trust in government information sources is low**

Trust in Health Care Providers

- **72%** of U.S. adults say they trust doctors and other health care providers “almost all of the time” or “most of the time” to do what is right for them and their community
 - This is higher than the shares who say the same about the police (67%) or the courts (51%)
- **28%** say they trust health care providers “only some of the time” or “never”
 - This share is higher among:
 - Uninsured adults (44%)
 - Adults with fair/poor health status (38%)
 - Black adults (32%), particularly Black women (36%) and Black adults with darker skin color (36%)
 - LGBT adults (38%), particularly Hispanic LGBT adults (46%)

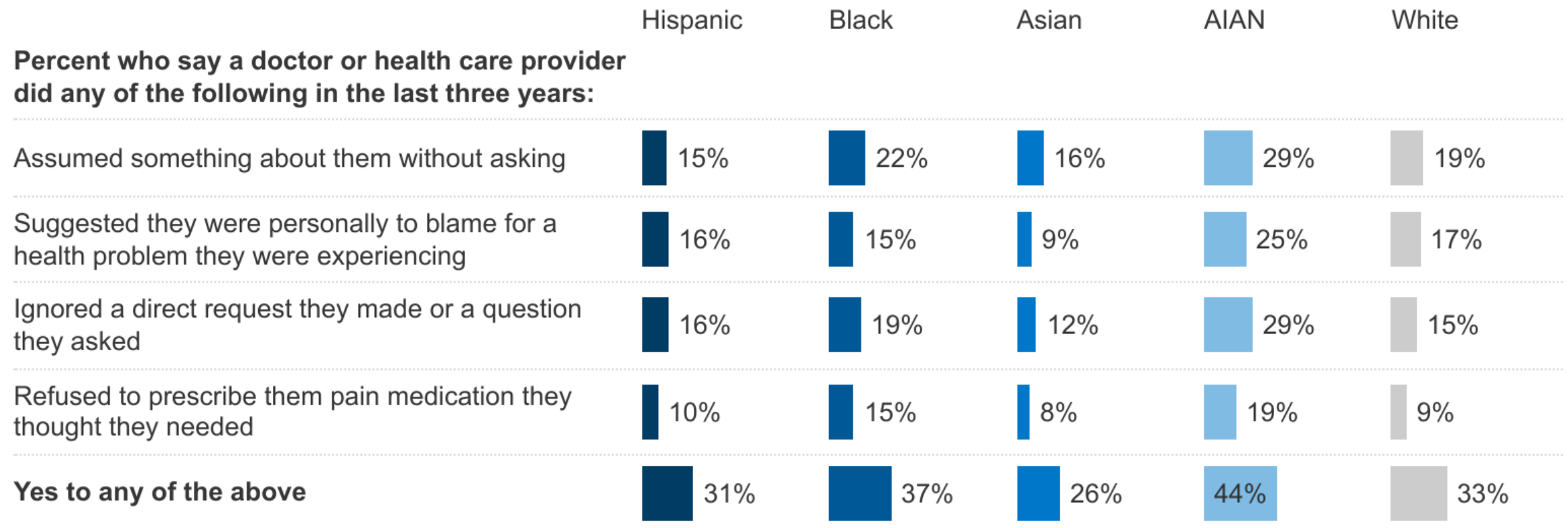
Hispanic, Black, Asian, AIAN Adults Report Less Frequent Positive Interactions With Providers Than White Adults

Percent who say their doctor or health care provider **just sometimes** or **rarely** or **never** did the following during visits in the past three years:



NOTE: Among adults who have used health care in the past three years Black, Asian, and AIAN groups include multiracial and single-race adults of Hispanic and non-Hispanic ethnicity. Hispanic group includes those who identify as Hispanic regardless of race. White includes single-race non-Hispanic adults only. See topline for full question wording.
SOURCE: KFF Survey on Racism, Discrimination and Health (June 6 – August 14, 2023)

One-Third of All Adults Report at Least One of Several Negative Experiences With a Provider in Recent Visits

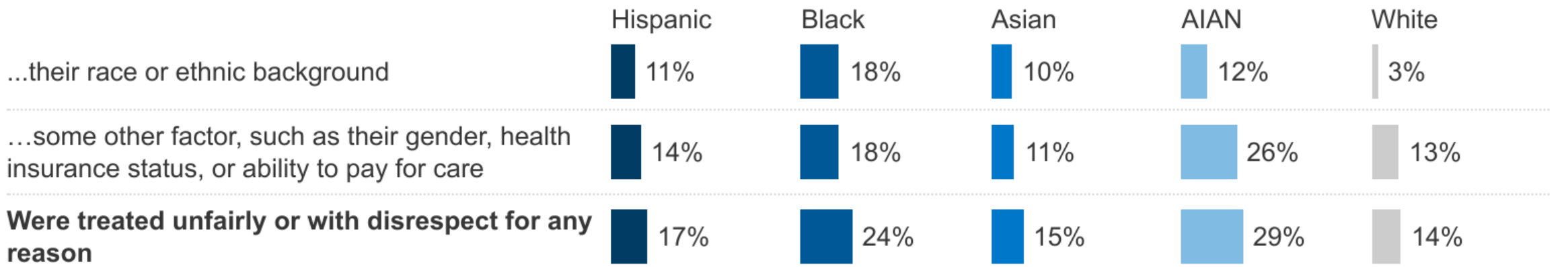


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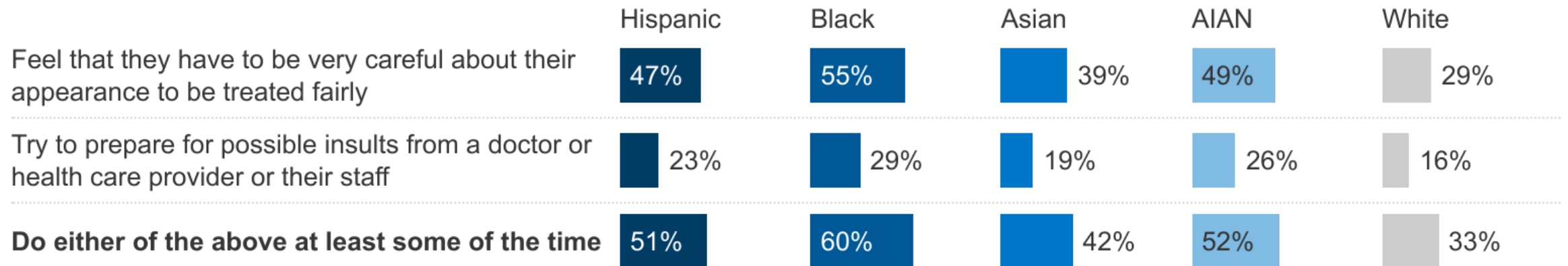
Many Adults Report Encountering Unfair or Disrespectful Treatment in Health Care Settings

Percent who say that a doctor or other health care provider treated them unfairly or with disrespect in the past three years because of...



Large Shares of Hispanic, Black, Asian, AIAN Adults Report Practicing Vigilant Behaviors During Health Care Visits

Percent who say they do the following **at least some of the time** during visits with a doctor or health care provider:

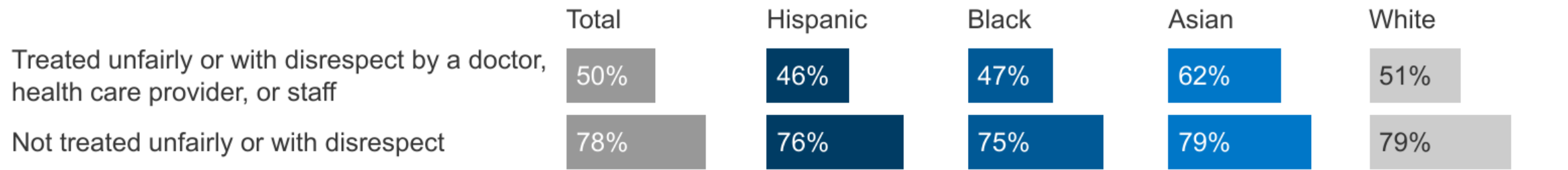


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SOURCE: KFF Survey on Racism, Discrimination and Health (June 6 – August 14, 2023)

Trust in Health Care Providers Is Lower Among Those Who Experience Unfair and Disrespectful Treatment

Percent who say they can trust doctors and other health care providers to do what is right for them and their community **almost all of the the time or most of the time** :



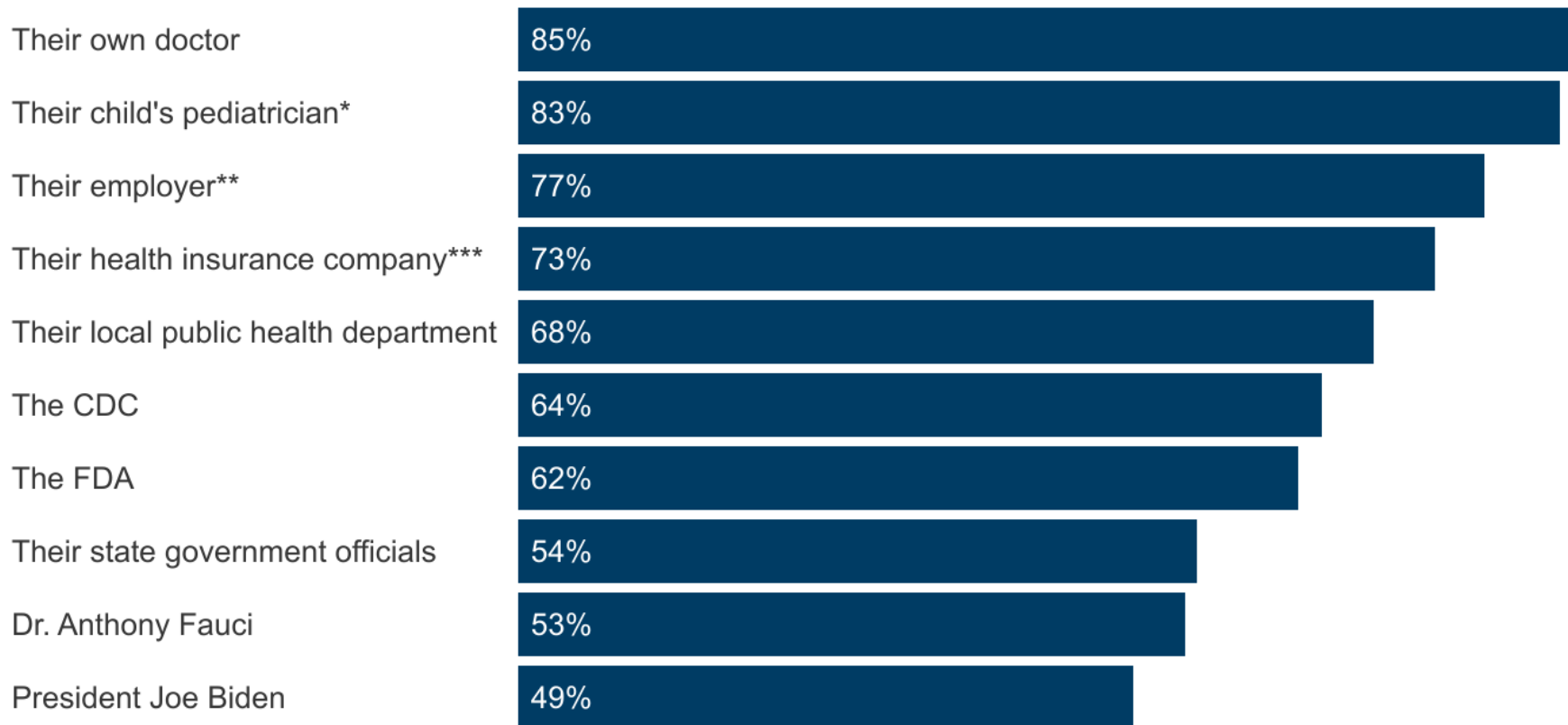
NOTE: Among adults who have used health care in the past three years. Black and Asian groups include multiracial and single-race adults of Hispanic and non-Hispanic ethnicity. Hispanic group includes those who identify as Hispanic regardless of race. White includes single-race non-Hispanic adults only. Results not shown for groups with insufficient sample size. See topline for full question wording.

SOURCE: KFF Survey on Racism, Discrimination, and Health (June 6- August 14, 2023)

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Personal Sources Trusted More Than Official Sources for COVID Vaccine Information

Percent who say they have a **great deal** or a **fair amount** of trust in the following to provide reliable information about the COVID-19 vaccines:



NOTE: *Among those who are parents or guardians of children under 18. **Among those who are employed and not self-employed. ***Among those who are insured.
SOURCE: KFF COVID-19 Vaccine Monitor (April 13-26, 2022)