

# Surveys of Trust in the U.S. Health Care System

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**ABIM Foundation**

05.21.21



The American Board of Internal Medicine Foundation commissioned NORC to conduct surveys of trust in the U.S. health care system

### **General Public Survey**

- The general public survey was fielded using NORC's AmeriSpeak's panel to a representative sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021
  - Included oversamples by race and ethnicity

### **Physician Survey**

- The physician survey was fielded using NORC's survey partner to a non-probability sample of 600 physicians from January 22, 2021 - February 5, 2021



## Sample Demographics—General Population

Demographic		%
<b>Margin of Error</b>	MOE	$\pm 3.15$
<b>Race/Ethnicity</b>	Asian	<b>6.3</b>
	Black	<b>12.3</b>
	Hispanic	<b>17.1</b>
	White	<b>64.3</b>
<b>Age</b>	18-34	<b>29.1</b>
	35-49	<b>24.2</b>
	50-64	<b>24.8</b>
	65+	<b>21.9</b>
<b>Income</b>	Less Than \$29,999	<b>27.5</b>
	\$30,000 to \$74,999	<b>37.9</b>
	\$75,000 to \$124,999	<b>22.2</b>
	\$125,000+	<b>12.4</b>
<b>Sex</b>	Male	<b>48.5</b>
	Female	<b>51.5</b>

Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

## Sample Demographics—Physicians

Demographic		N	%
<b>Specialty</b>	PCP/Pediatrics	<b>350</b>	<b>58</b>
	Sub-Specialists	<b>250</b>	<b>41</b>
<b>Setting</b>	Hospital	<b>170</b>	<b>28</b>
	Office or Other Setting	<b>43</b>	<b>72</b>

## Key Findings

1. Trust in clinicians is greater than in the health care system as a whole
2. Physician trust decreased during the COVID-19 pandemic; rebuilding trust is needed
3. Physicians understand the importance of building trust with patients, but they do not always perform trust-building behaviors

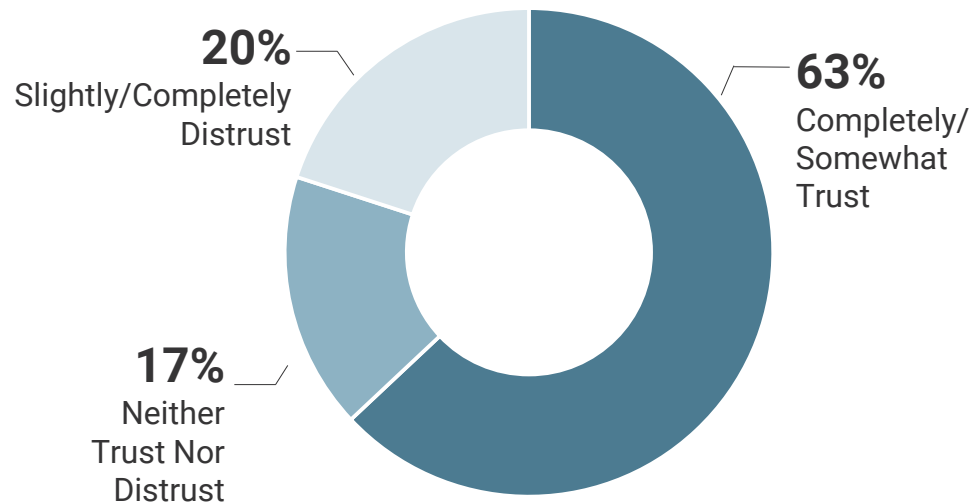


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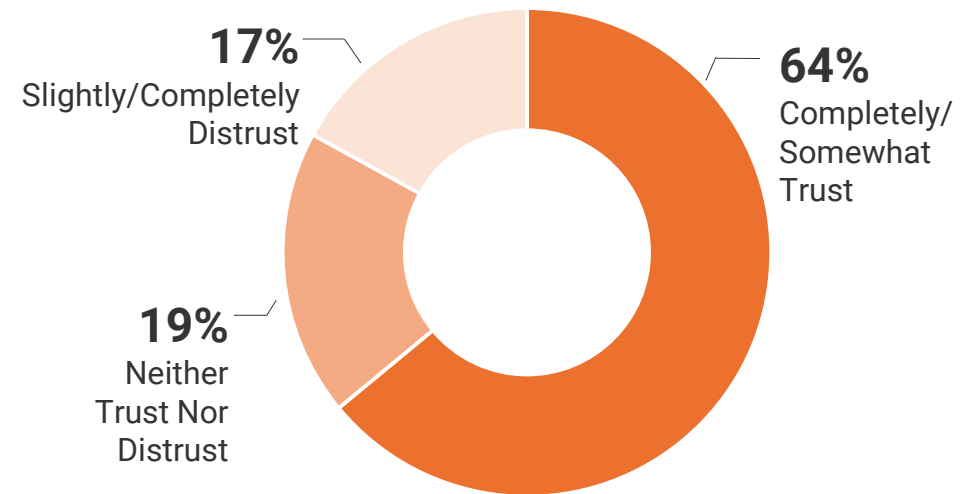
# Trust in Clinicians Is Greater Than in the Health Care System as a Whole

# Physicians and the public have comparable levels of trust in the health care system as a whole

## Physicians



## The Public



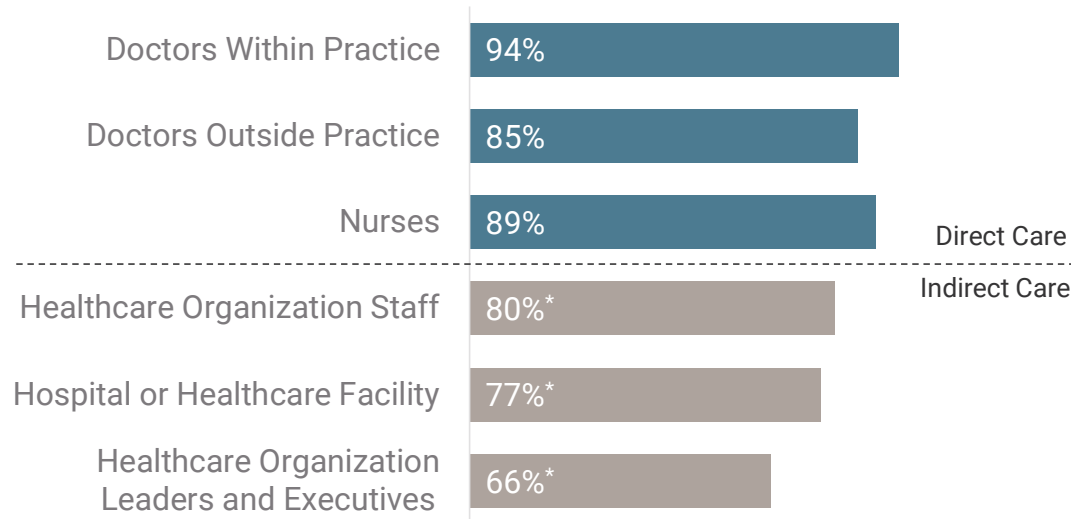
Physician Question: In general, how much do you trust the health care system as a whole?  
 General Public Question: In general, how much do you trust the health care system as a whole?

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021. The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 - January 26, 2021.

# Doctors and patients trust clinicians more than other parts of the health care system

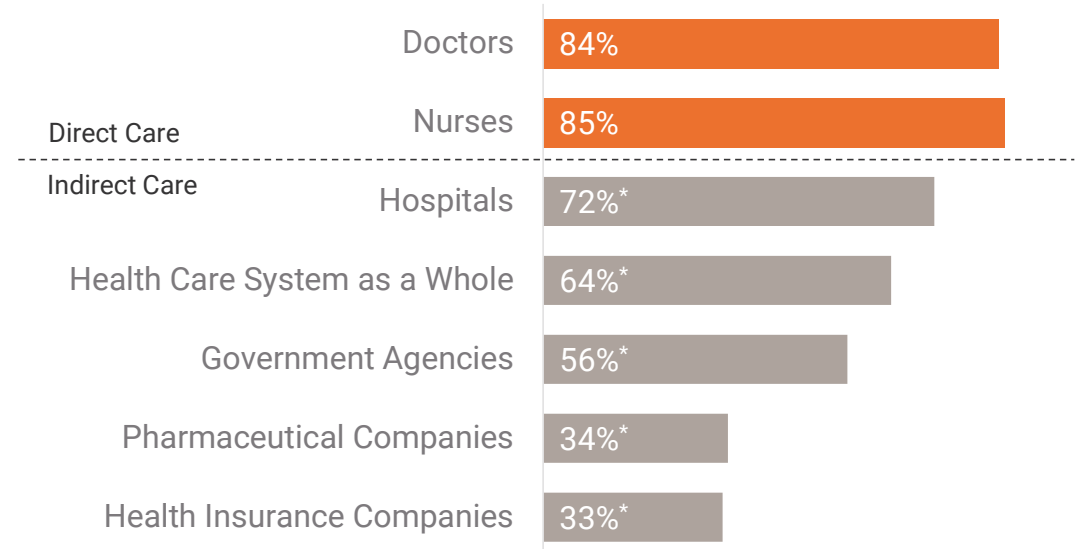
## Physicians

For physicians, they trust doctors within their primary place of work and nurses the most compared to other health care entities\*



## The Public

For the general public, trust is highest for clinicians—doctors (84%) and nurses (85%)\*



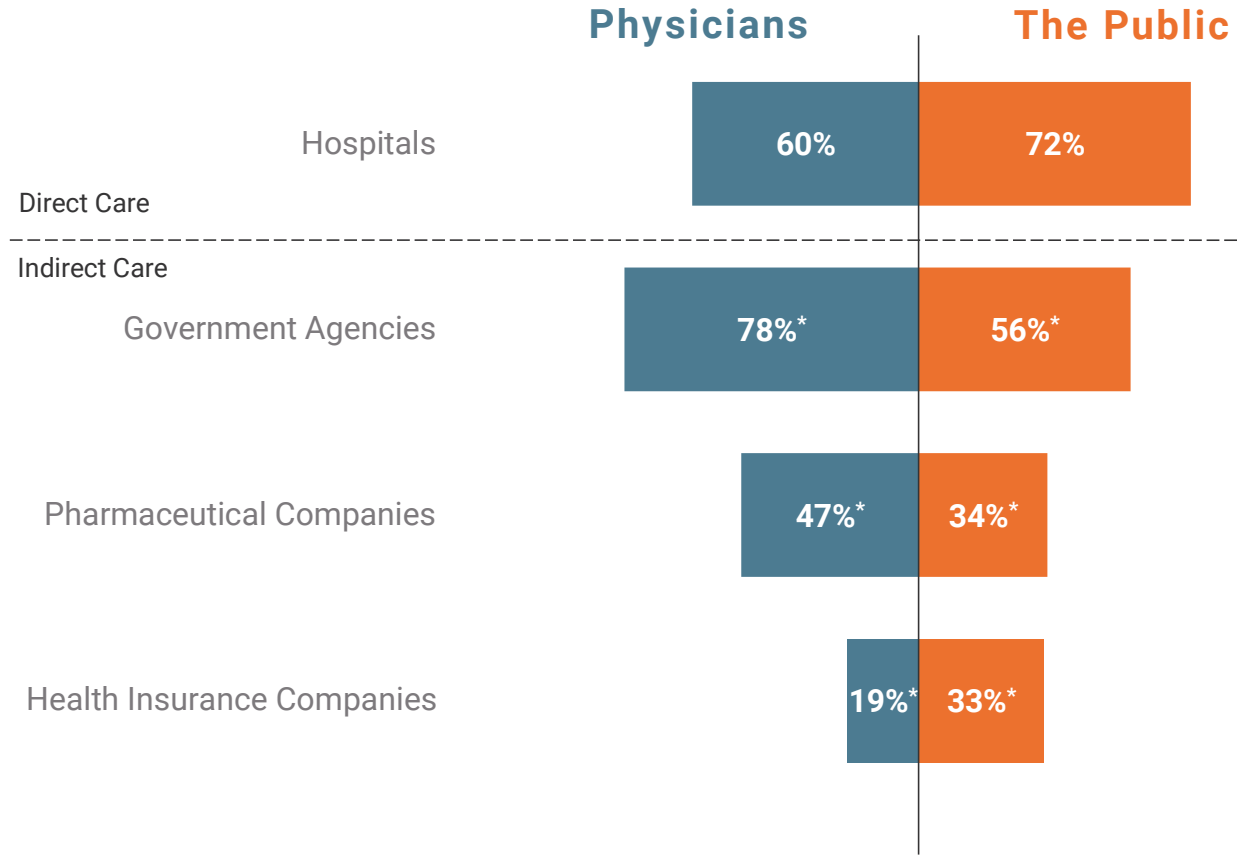
Physician Question: In general, how much do you trust...? (Completely Trust/ Somewhat Trust) General Public Question: In general, how much do you trust ...? (Completely Trust/ Somewhat Trust) \* Statistically significant at p<0.05.

Source: The physician survey was fielded using NORC’s survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021. The general public survey was fielded using NORC’s AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.



**For the public, trust in health care entities that provide direct care is higher than institutions with less patient interaction**

- Trust in hospitals is higher among the public (72%) compared to physicians (60%)+

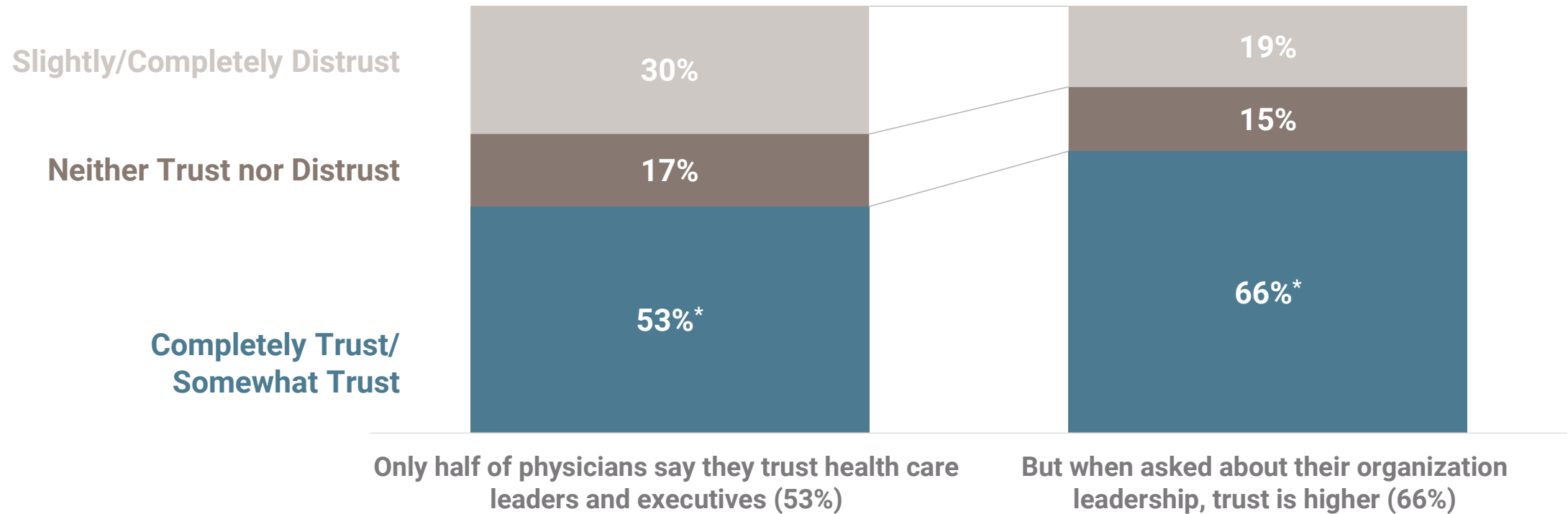


Physician Question: In general, how much do you trust...? (Completely Trust/ Somewhat Trust)  
 General Public Question: In general, how much do you trust...? (Completely Trust/ Somewhat Trust)

Source: The physician survey was fielded using NORC’s survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021. The general public survey was fielded using NORC’s AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

\* Statistically significant at p<0.05 relative to hospitals. + Statistically significant at p<0.05.

A third of physicians do not trust their health care organization's leadership; even fewer trust health care executives in general

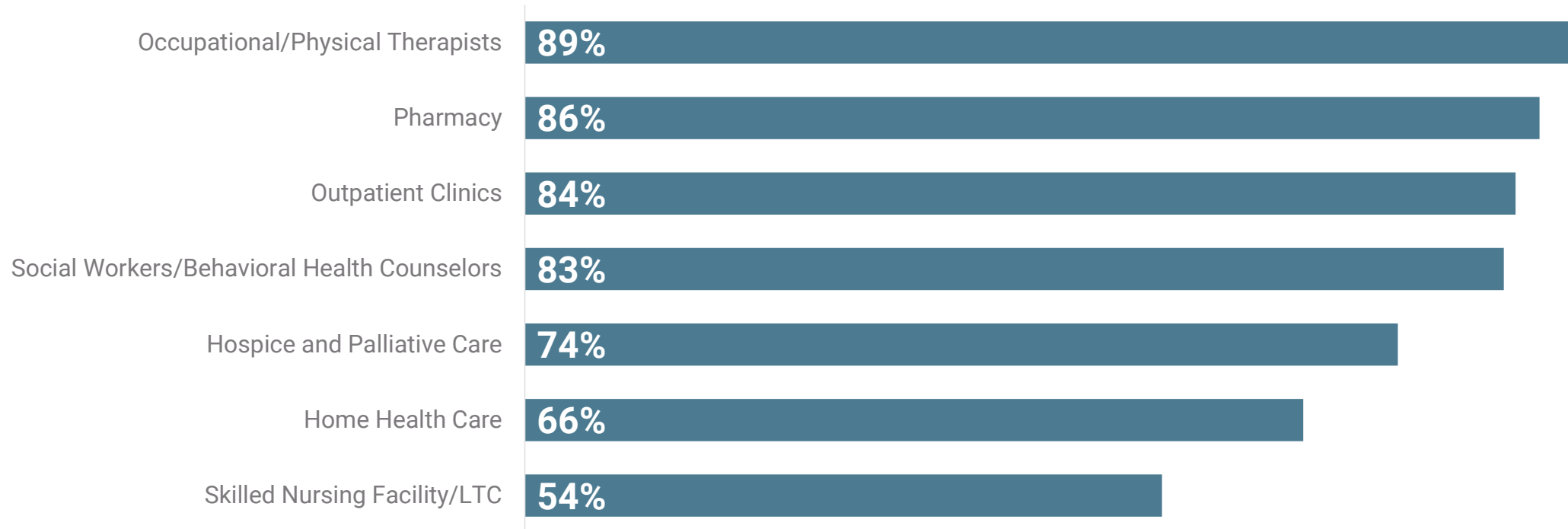


Questions: In general, how much do you trust health care leaders and executives?  
 In general, how much do you trust your health care organization leaders and executives?

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021.

\* Statistically significant at p<0.05

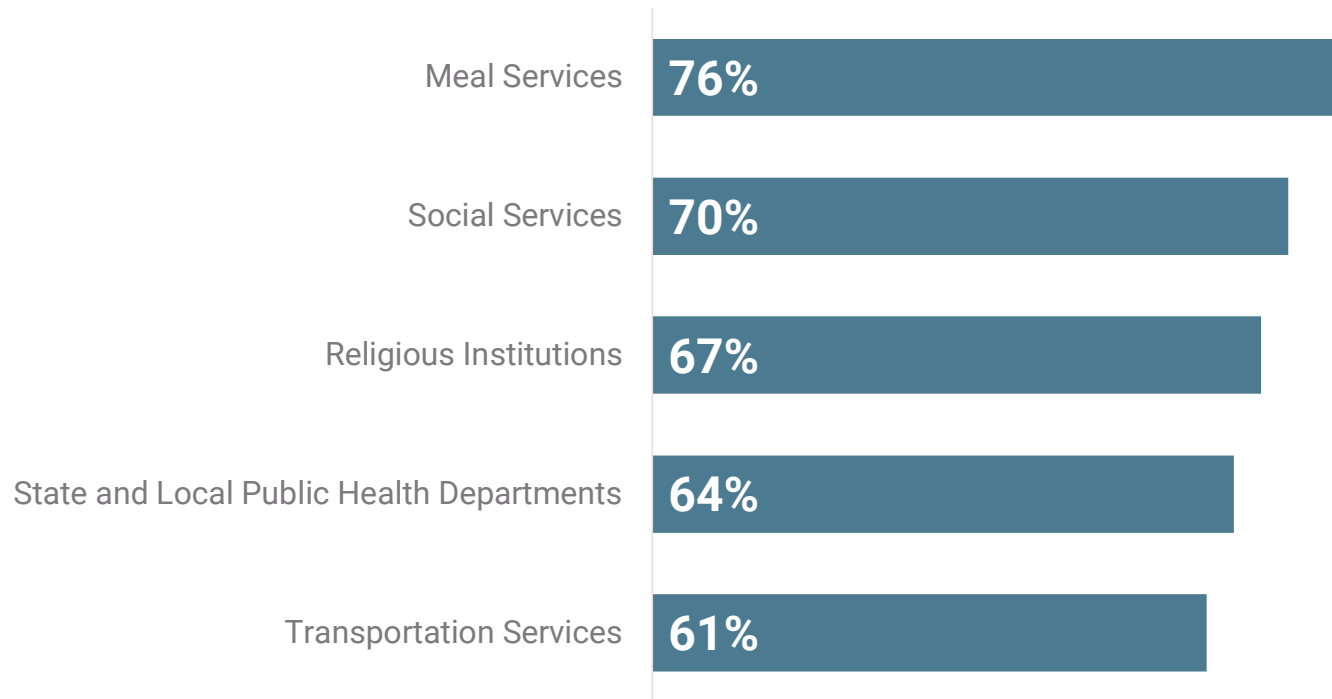
## Physicians report lower levels of trust in long-term care and home health care providers who are essential during discharges and care transitions



Question: How much do you trust the following to care for your patients? (Completely Trust/Somewhat Trust)

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021.

## Most physicians trust community health services to support patients' health and well-being



Physicians employed by hospitals tend to have higher levels of trust in social services and state and local health departments compared to non-hospital physicians\*

- Social services (75% vs 66%, respectively)
- State and local public health departments (70% vs 60%, respectively)

Question: How much do you trust the following groups to support your patients' health, well-being, and social needs? (Completely Trust/ Somewhat Trust)

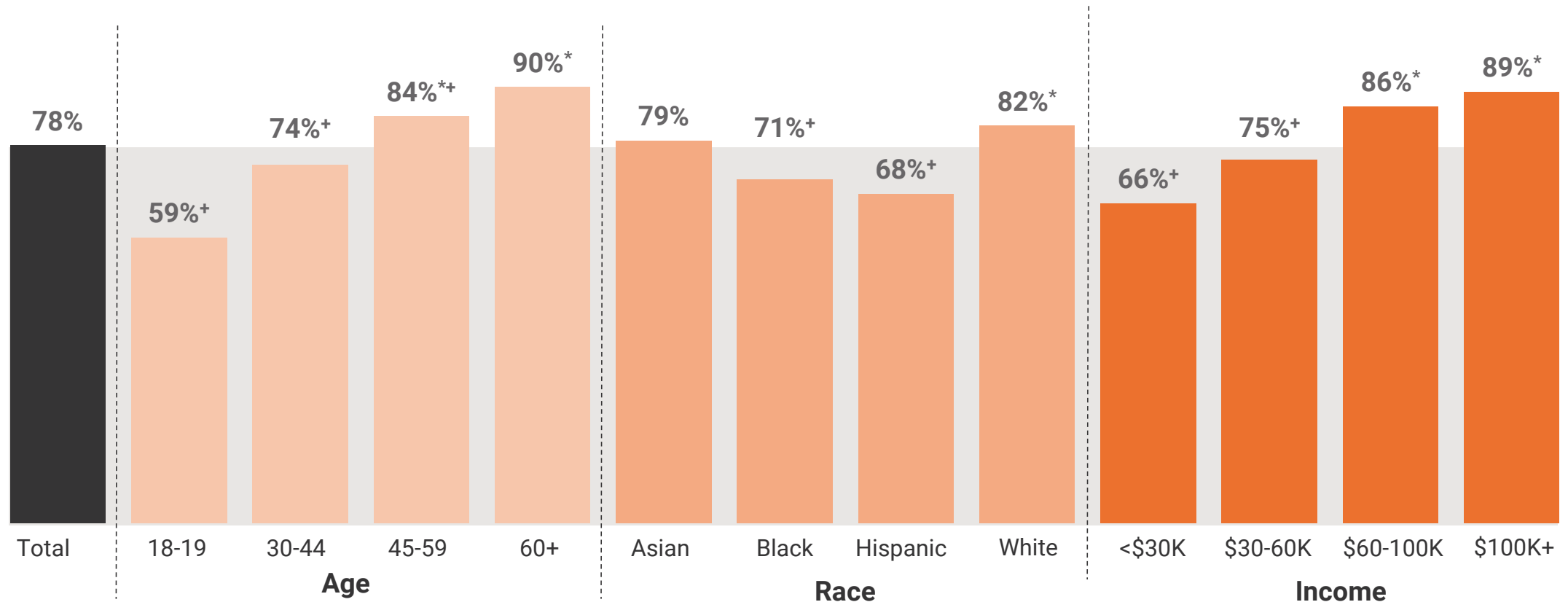
Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021.

\* Statistically significant at  $p < 0.05$

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# Building Trust Starts with the Physician-Patient Relationship

People's trust in their primary physician increases with age and income; but Black and Hispanic patients report lower levels of trust than White patients



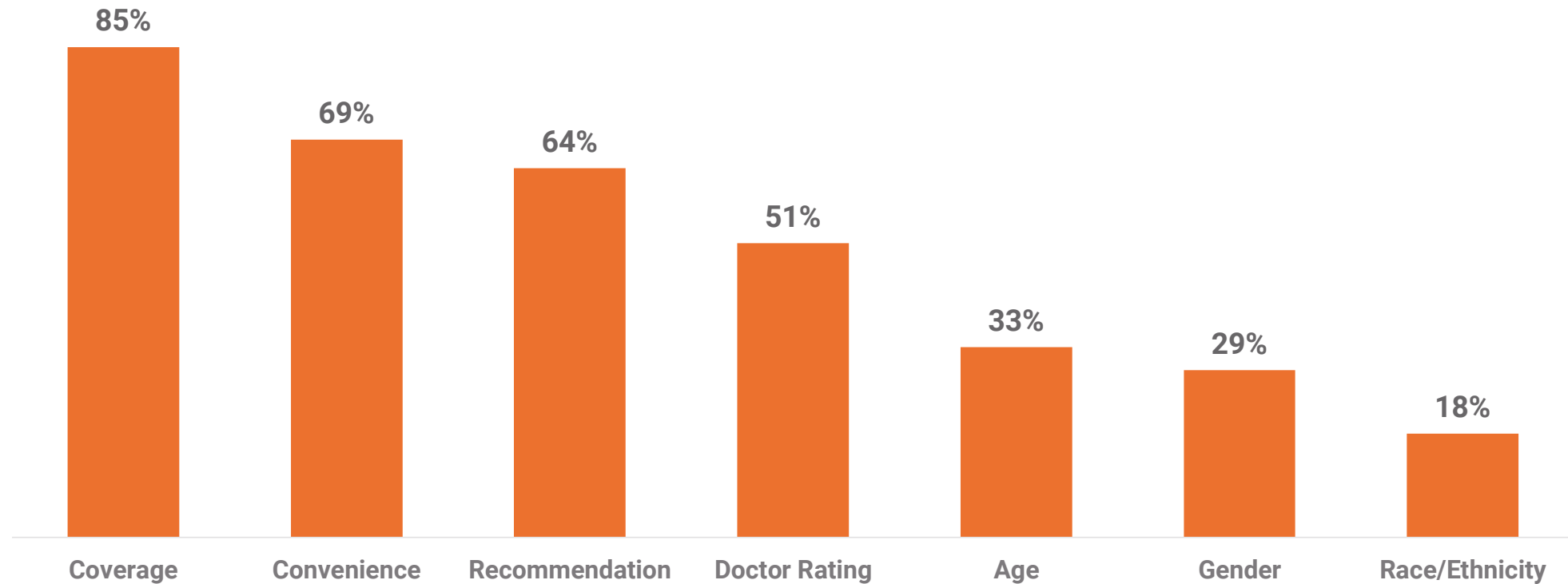
Question: In general, how much do you trust your primary doctor? (Completely Trust/Somewhat Trust)

\*Statistically significant at p<0.05 relative to total.

+ Statistically significant at p<0.05 relative to respondents age 60+, White and Asian respondents, and respondents with income greater than \$60k.

Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

If given a choice, patients are more likely to select their physician based on their insurance coverage, convenience, recommendation from a family member or friend

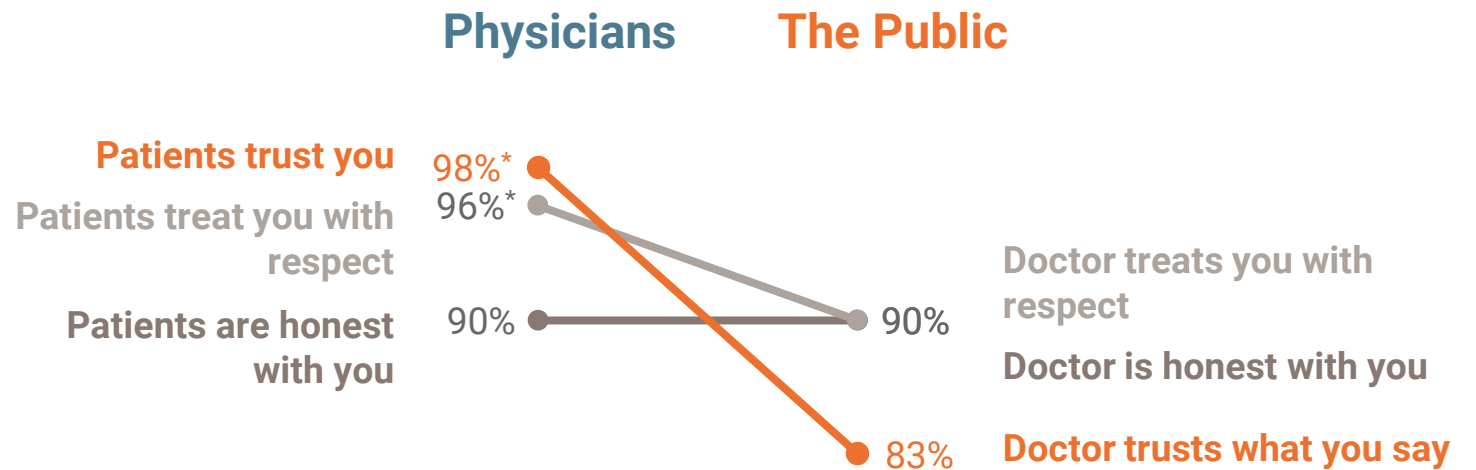


Question: Did you choose the doctor you see most often based on...? (Extremely/Moderately)

Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

A majority of the physicians (98%) say their patients' trust them, to a lesser extent (83%) the general public says their doctors trust what they say

- There are mutual sentiments of honesty between physicians (90%) and the general public (90%)
- Similarly, both groups felt they respected one another (physicians-96%, the public-90%)



Physician Question: To what extent would you say most of your patients...? (To a great extent/ To a moderate extent)

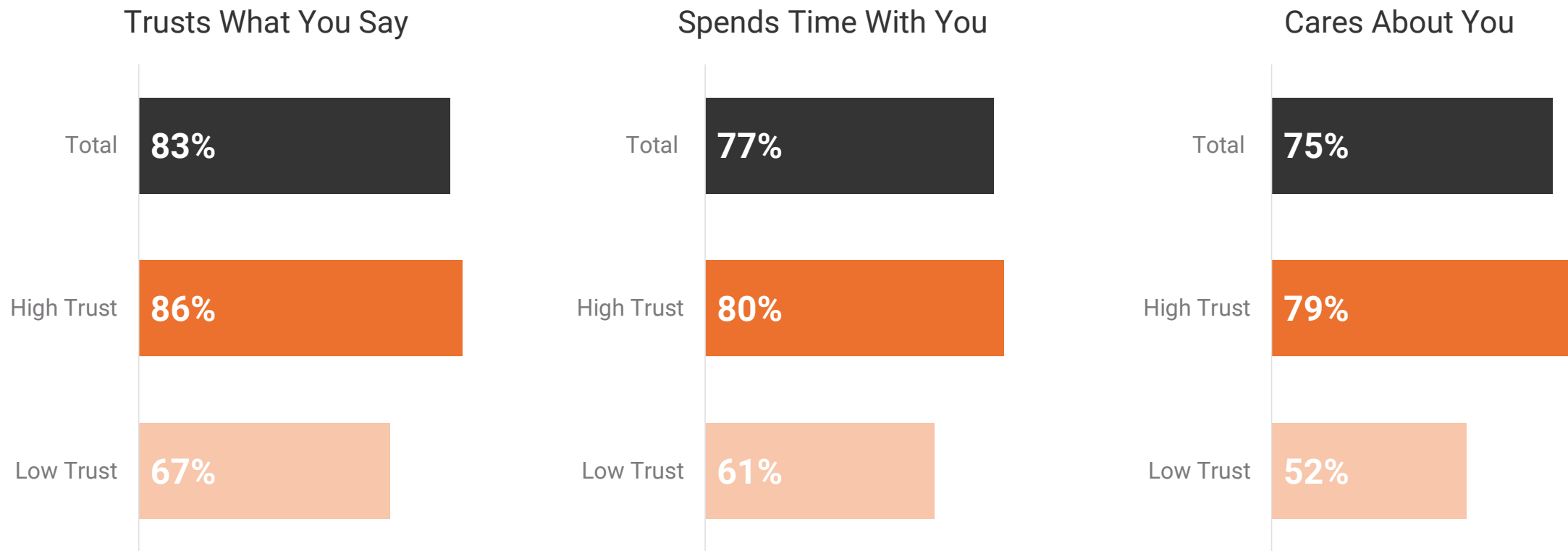
General Public Question: To what extent would you say your doctor...? (Extremely/Moderately)

\* Statistically significant at p<0.05 relative to total.

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021. The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.



Patients with high trust in the health care system are more likely to report that doctors trust what they say, spend time with them, or care about them



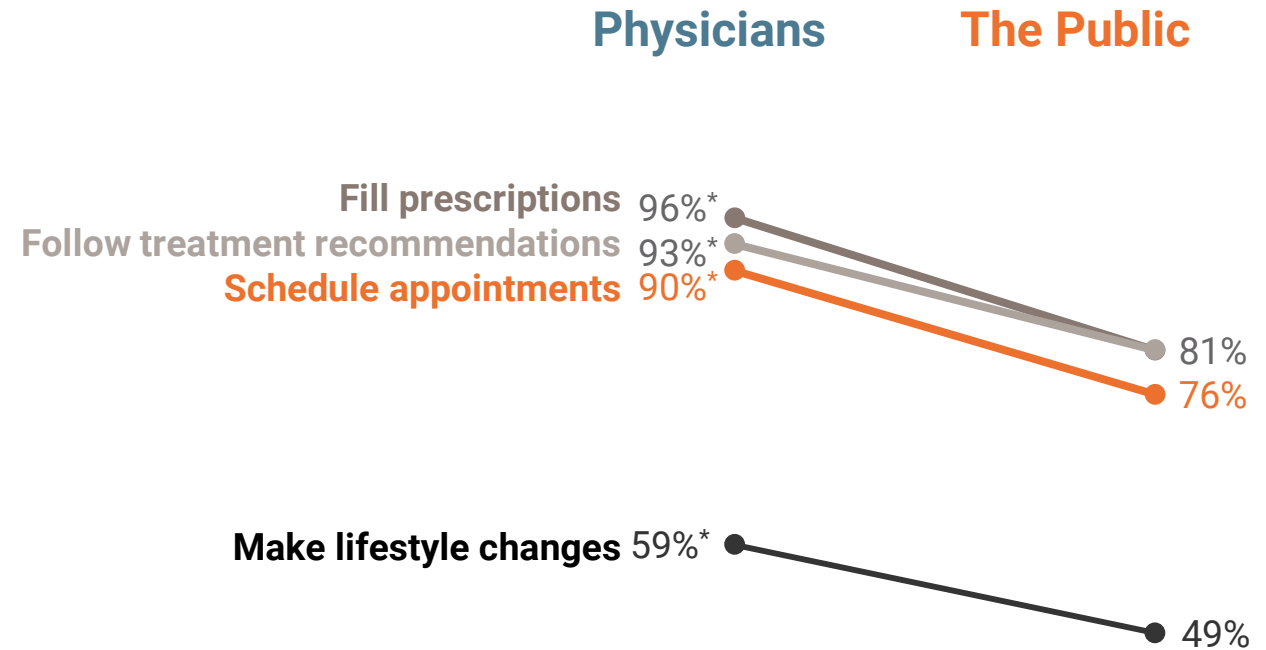
Question: To what extent would you say your doctor...? (Trusts what you say, Spends time with you, Cares about you)

Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

# Physicians overestimate their patients' ability to adhere to their treatment recommendations

A large majority of physicians (90%) believe their patients are able to schedule appointments, far fewer patients say they are able to schedule appointments (76%)

Similar gaps exist between doctors' perceptions and patients' reports about whether they follow physician recommendations for treatment and lifestyle changes



Physician Question: To what extent would you say most of your patients...? (To a great extent/ To a moderate extent)

General Public Question: How often do you do the following? (Every time/ Often)

\* Statistically significant at p<0.05

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021. The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 - January 26, 2021.

Certain groups report more barriers to adhere to doctors’ recommendations, including young adults, Black and Hispanic respondents, those without a college degree, and low income households

	Total	Age				Education				Race/ Ethnicity				HH Income			
		18-29	30-44	45-59	60+	No HS	HS grad	Some college	BA+	Asian	Black	Hispanic	White	<\$30k	\$30k- <\$60k	\$60k- <\$100k	\$100k+
<b>Fill prescriptions your doctor writes you</b>	<b>81%</b>	60%	79%	<b>89%*</b>	<b>91%*</b>	69%	75%	79%	<b>91%*</b>	80%	73%	73%	<b>85%*</b>	76%	78%	84%	<b>89%*</b>
<b>Follow your doctor’s treatment recommendations</b>	<b>81%</b>	64%	77%	<b>87%*</b>	<b>90%*</b>	68%	76%	80%	<b>89%*</b>	81%	74%	71%	<b>85%*</b>	75%	78%	<b>87%*</b>	84%
<b>Schedule follow up appointments when the doctor requests them</b>	<b>76%</b>	53%	71%	<b>81%*</b>	<b>90%*</b>	62%	72%	73%	<b>84%*</b>	78%	72%	66%	<b>79%*</b>	72%	70%	<b>81%*</b>	<b>81%*</b>
<b>Make lifestyle changes your doctor recommends, like diet and exercise</b>	<b>49%</b>	43%	47%	52%	53%	39%	40%	<b>55%*</b>	<b>55%*</b>	53%	48%	44%	51%	45%	48%	49%	<b>58%*</b>

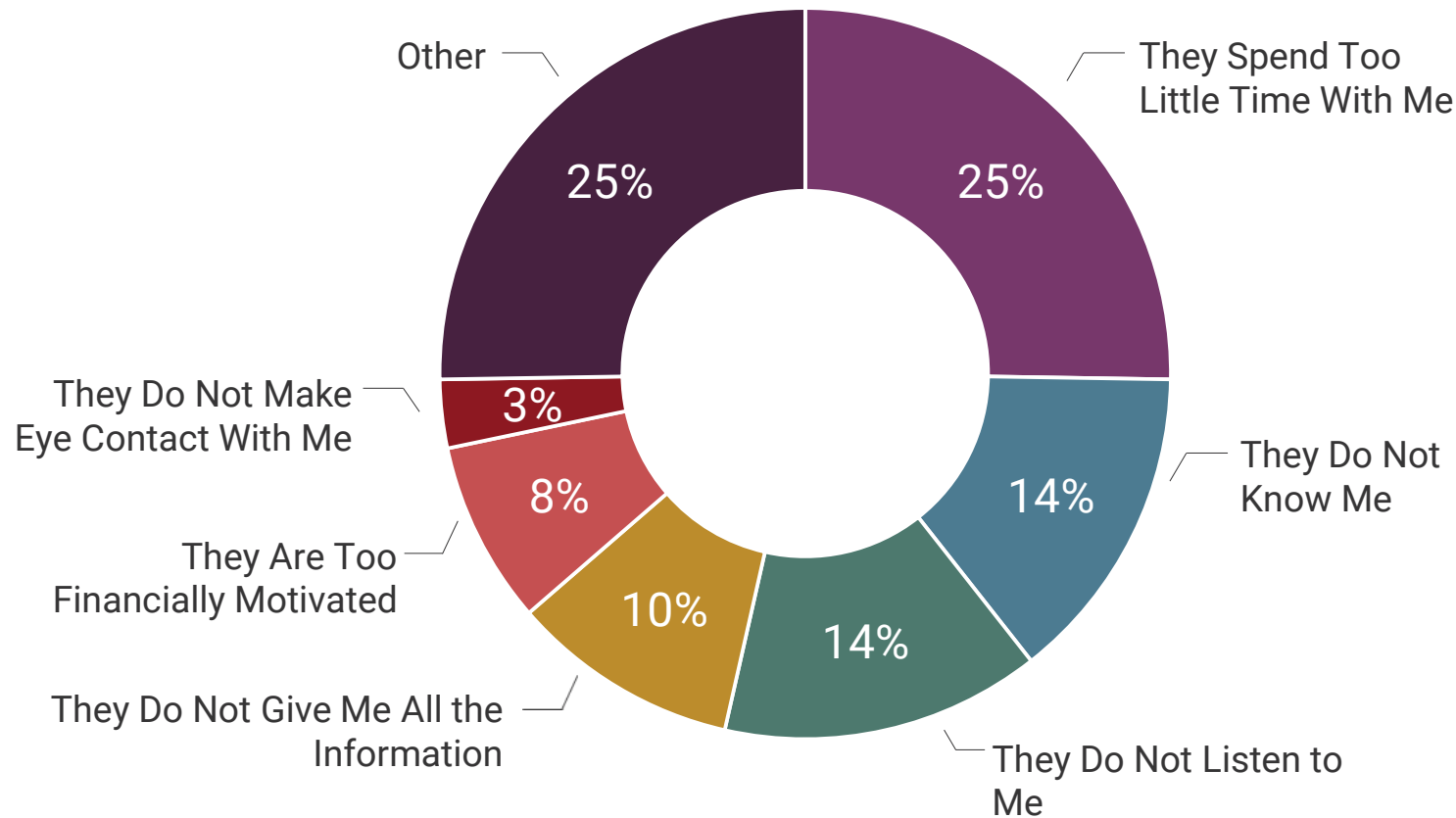
General Public Question: How often do you do the following? (Every time/ Often)

Source: The general public survey was fielded using NORC’s AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

\* Statistically significant at p<0.05 relative to total.

## Drivers of mistrust:

When patients were asked why they do not trust their doctor...



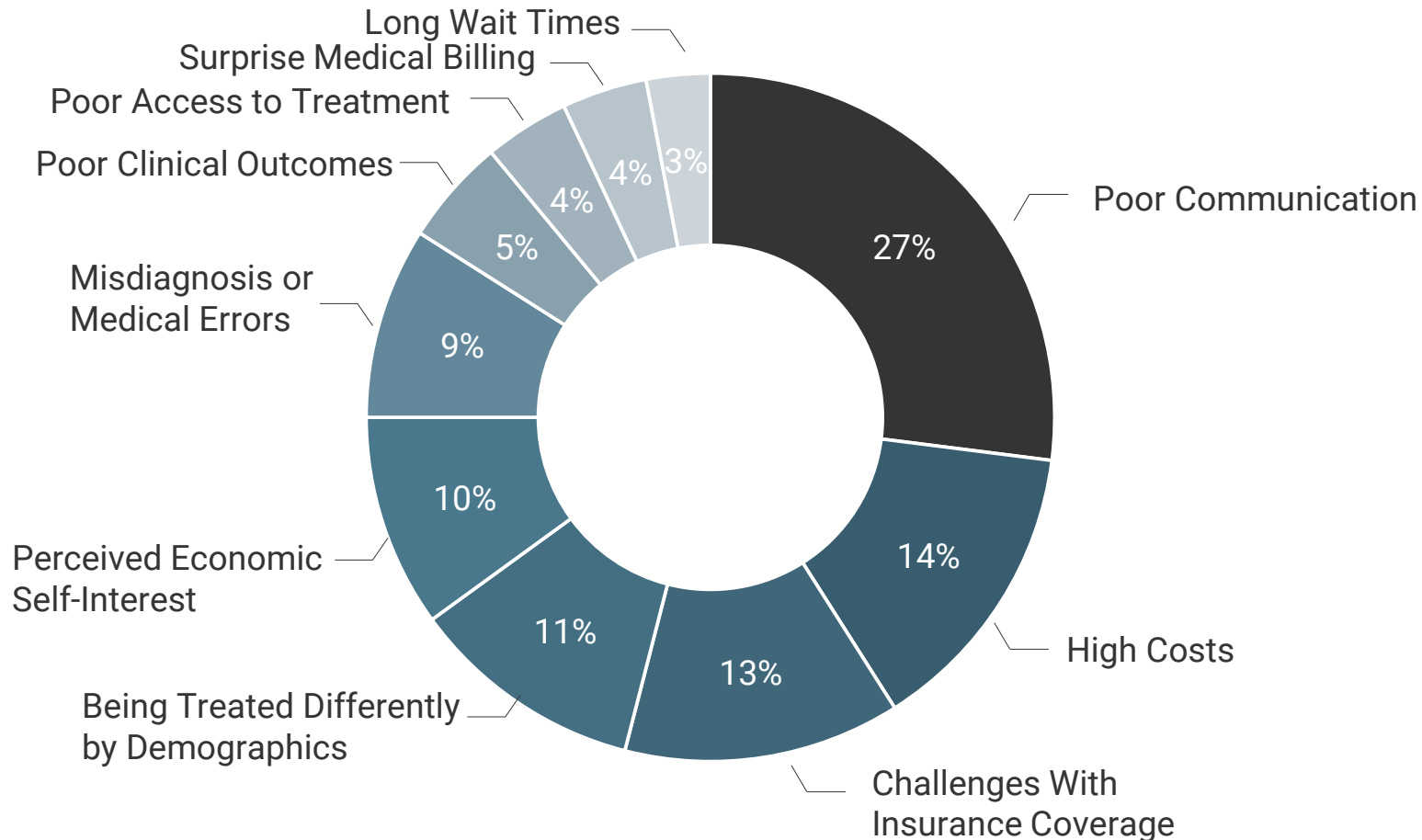
25% of patients said the doctor spent too little time with them

Similarly, 14% of patients said doctors don't listen to them or know them

Question: You said you do not trust your doctor. What is the primary reason?

Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

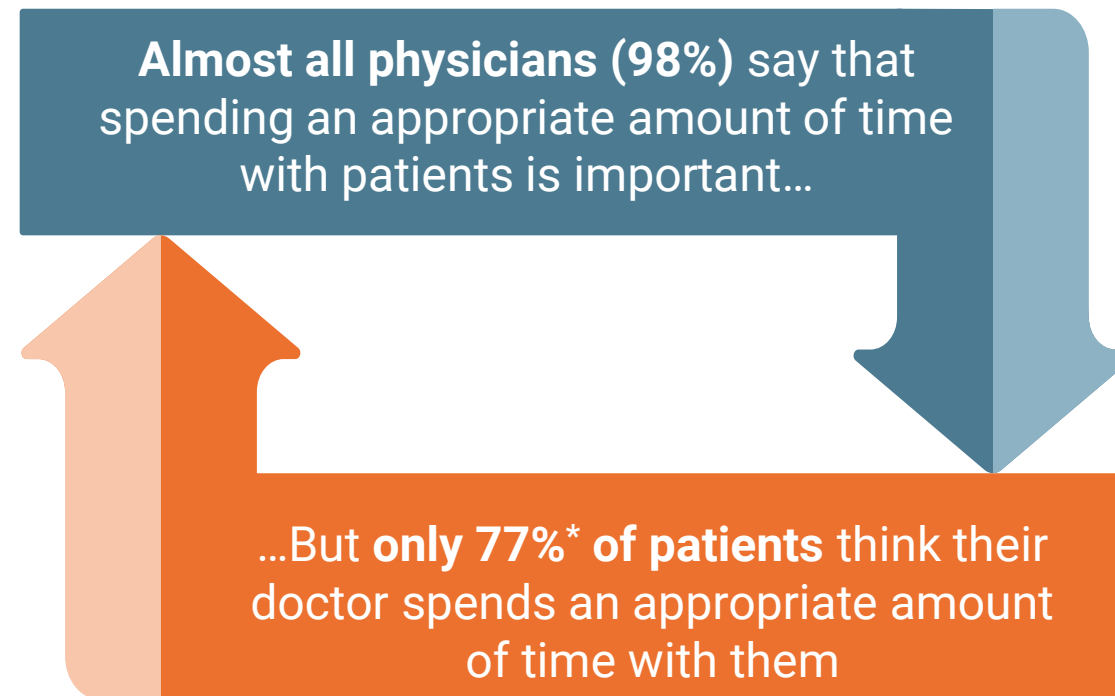
# Physicians believe the biggest contributor to patients' mistrust is poor communication



Question: Please rank the top 3 things that you believe contribute to patients' mistrust in the health care system as a whole.

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021.

Physicians believe time with patients is important for building trust, but a quarter of patients say physicians do not spend enough time



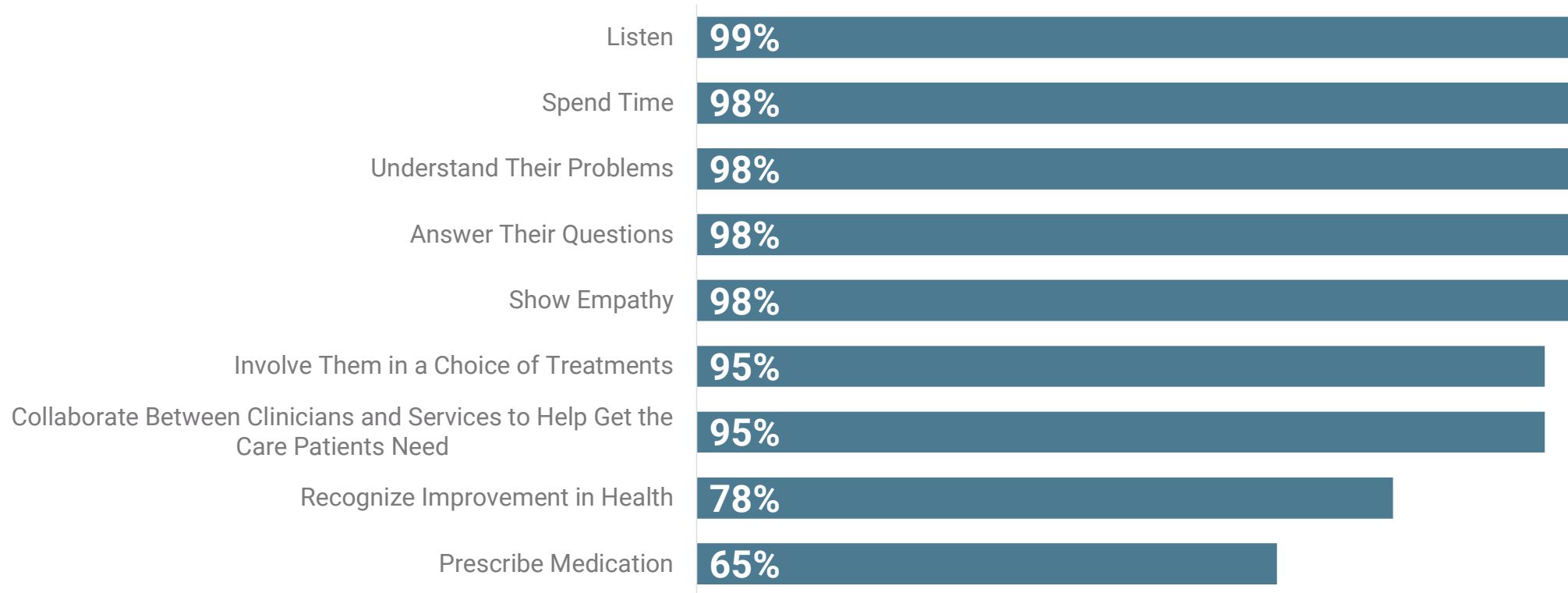
Physician Question: How important are the following to build trust with your patient?  
(Spend an appropriate amount of time with them)

General Public Question: To what extent would you say your doctor spends an appropriate amount of time with you?

\* Statistically significant at  $p < 0.05$

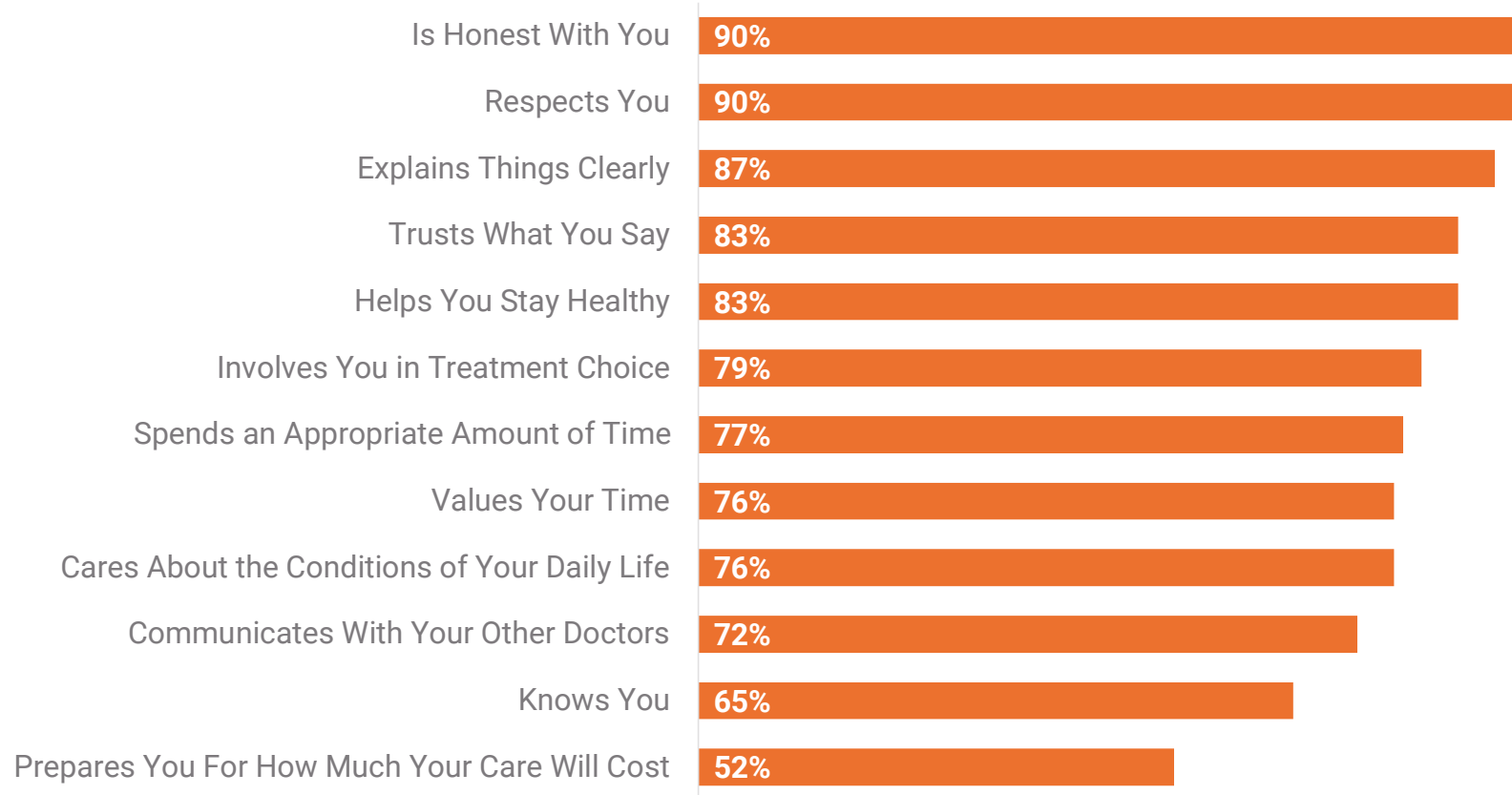
Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021. The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 - January 26, 2021.

Almost all physicians say it is important to show empathy (98%), listen (99%), spend time (99%), understand problems (98%), and answer questions (98%)



Question: How important are the following to build trust with your patient? (Extremely/ Moderately) Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021.

# Only two out of three patients say their physician knows them; half say their physician prepares them for the costs of care



Question: To what extent would you say your doctor...? (Extremely/Moderately)

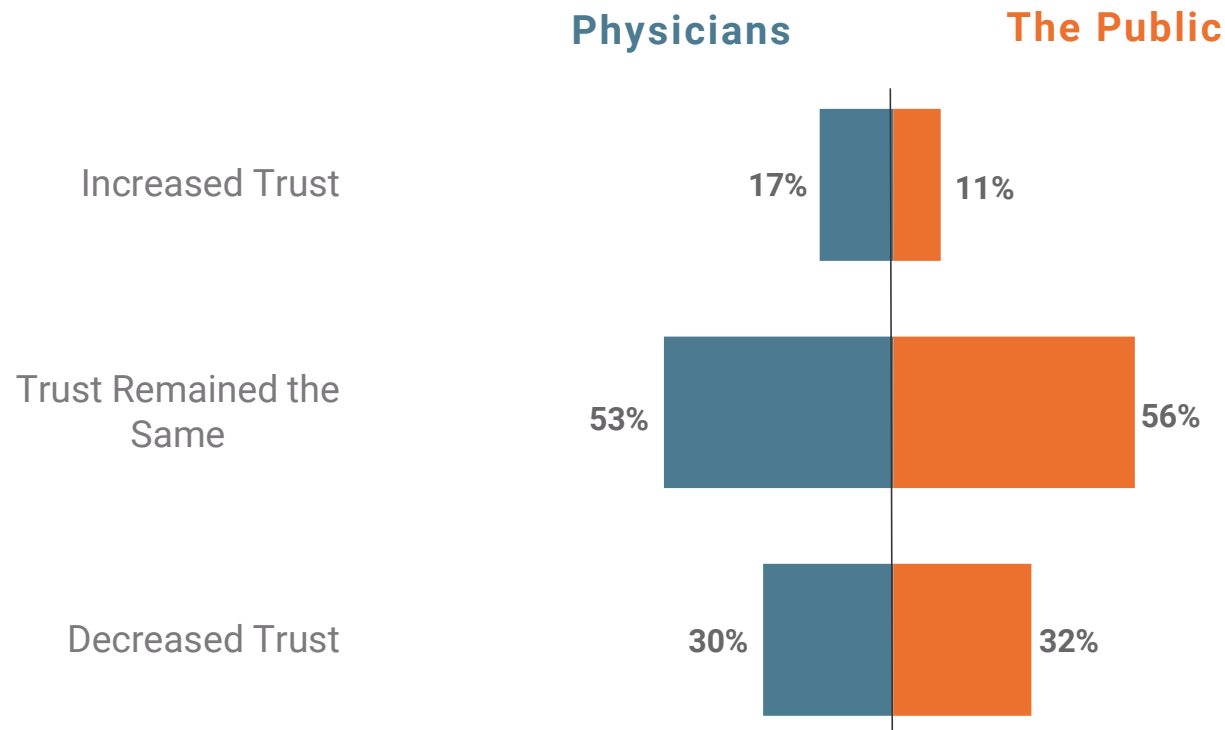
Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.



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# COVID-19 Pandemic Impact

The pandemic has not changed levels of trust in the health care system for most physicians and members of the public\*



Yet, some physicians and the general public have decreased their trust in the health care system similar amounts (30% and 32% respectively)

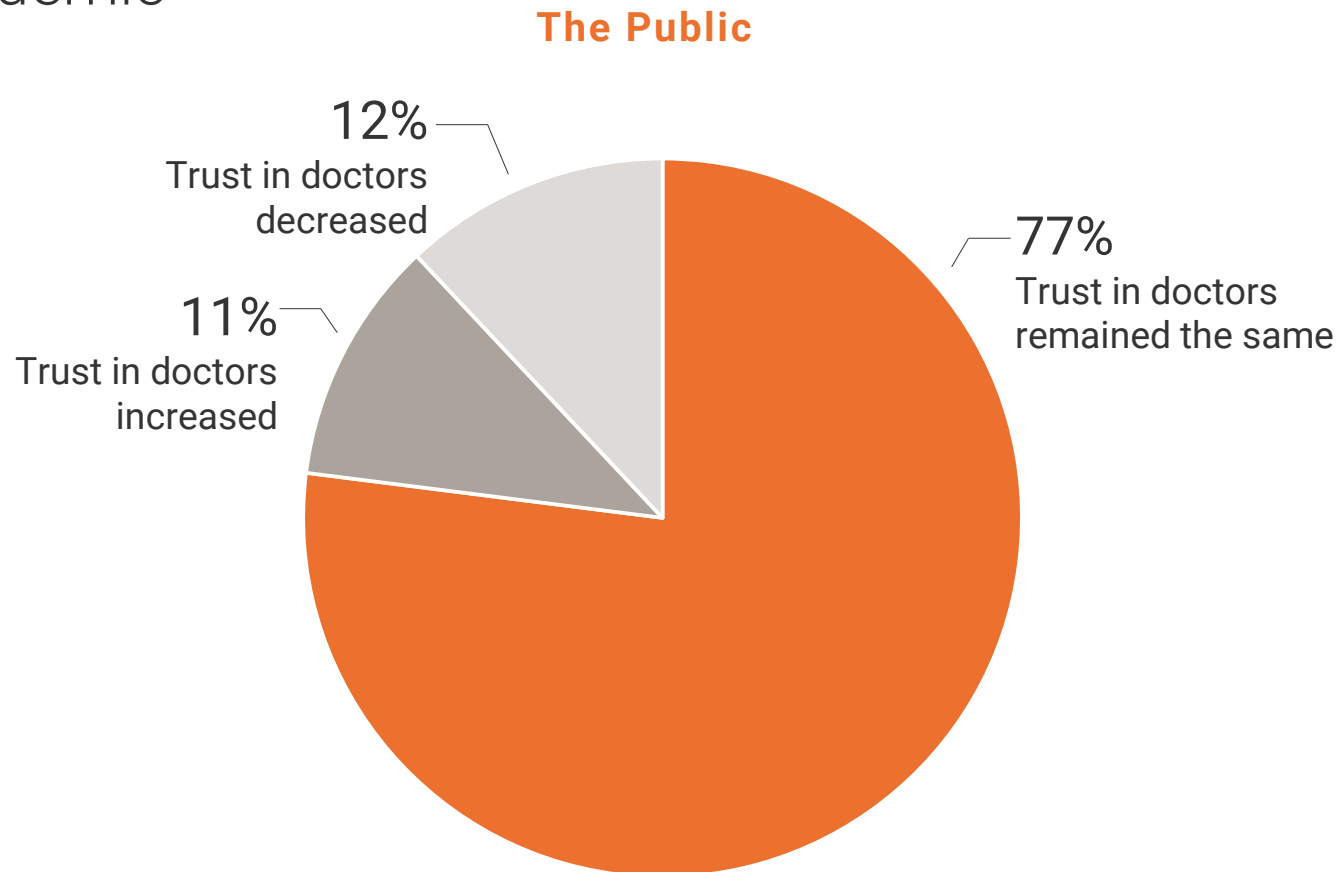
Physician Question: How has the pandemic impacted your level of trust in the health care system as a whole?

General Public Question: How has the pandemic impacted your level of trust in the health care system overall?

\* Statistically significant at p<0.05

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021. The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 - January 26, 2021.

88% of the public reported favorable or no change in how much they trust their doctor, due to the pandemic



Overall, over three-quarters of Americans say that the COVID-19 pandemic has not changed their level of trust in their doctors

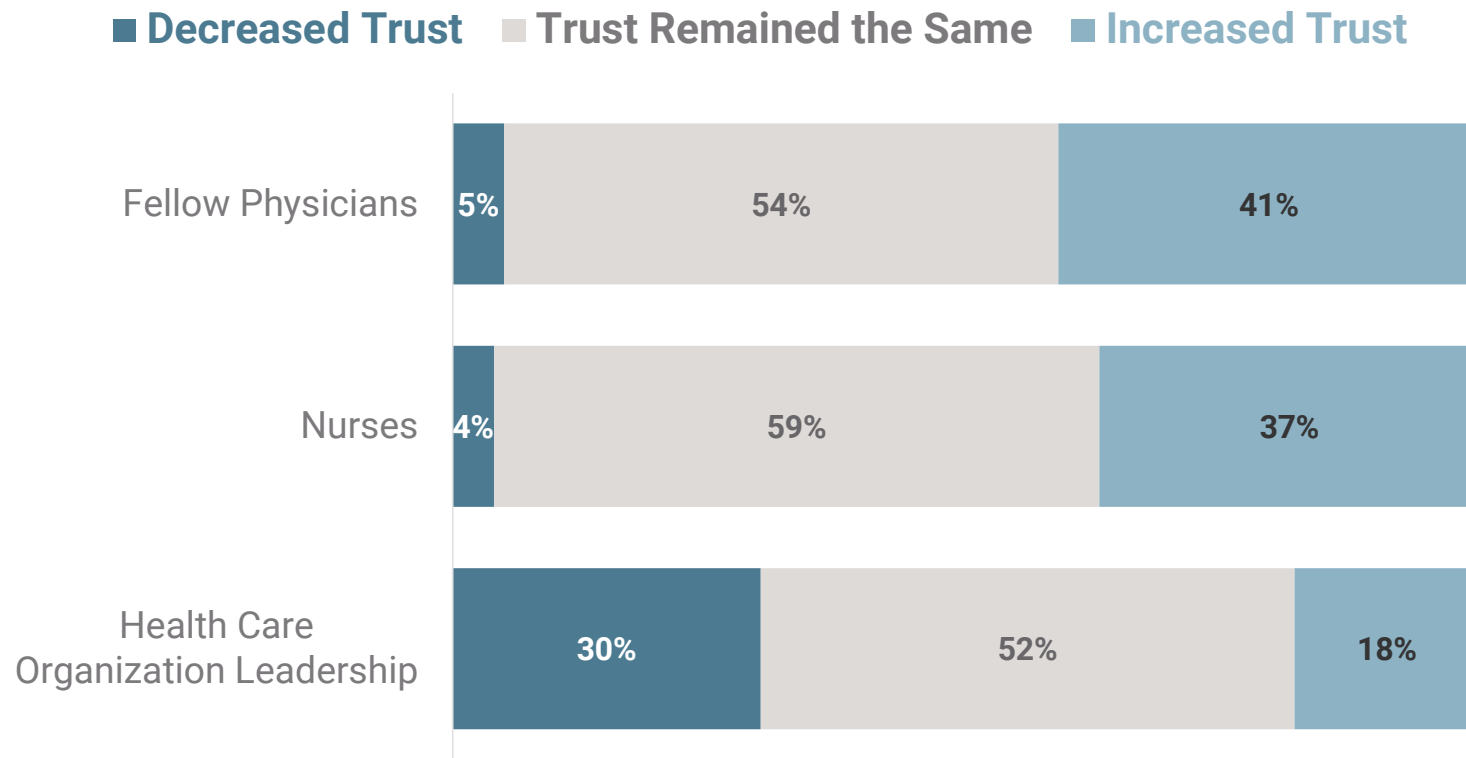
Question: How has the pandemic impacted your level of trust in the doctor you've seen the most?

Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

Roughly 1 in 3 physicians (30%) has experienced a decrease in their level of trust in the health care system and health care organization leadership during the pandemic



# The pandemic resulted in higher levels of increased trust in clinicians compared to health care leadership



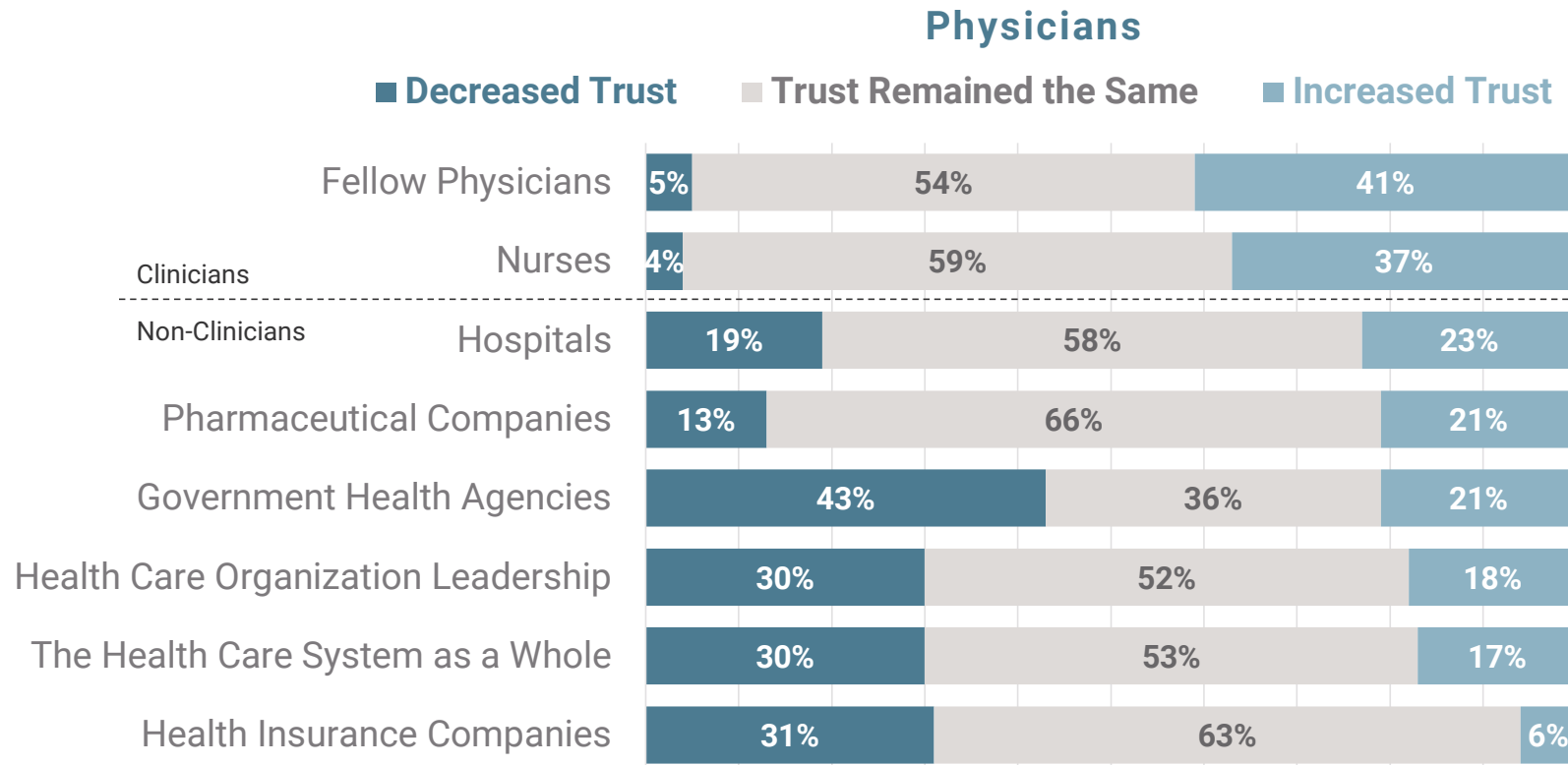
41% of physicians reported increased levels of trust in their fellow physicians and 37% of physicians increased trust in nurses during the COVID-19 pandemic

30% of physicians reported decreased trust in health care organization leadership

Question: How much has the pandemic impacted your level of trust in fellow physicians? Nurses? Health care organizational leadership?

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021.

# The pandemic increased physicians' trust in their clinical team and eroded trust in government health agencies



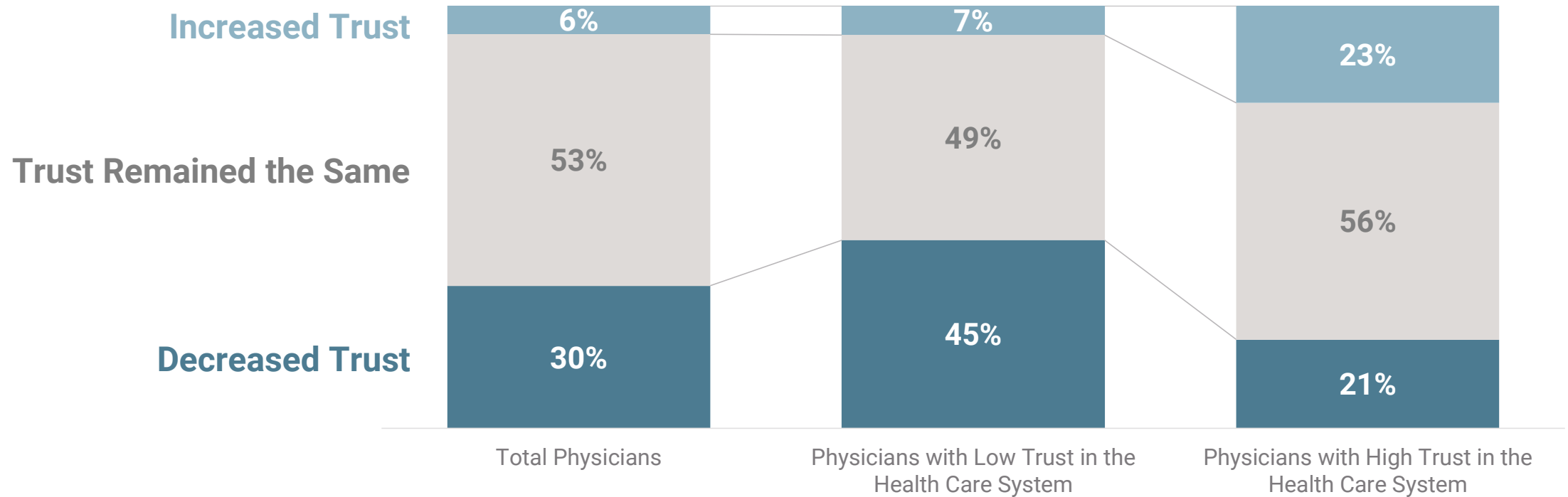
Physicians reported increased trust in their fellow physicians (41%) and nurses (37%) during the COVID-19 pandemic

43% of physicians report decreased levels of trust in government health agencies due to COVID

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021.

Question: How has the pandemic impacted your level of trust in...?

# COVID-19 exacerbated low levels of trust in the health care system among physicians, especially those with low trust pre-COVID



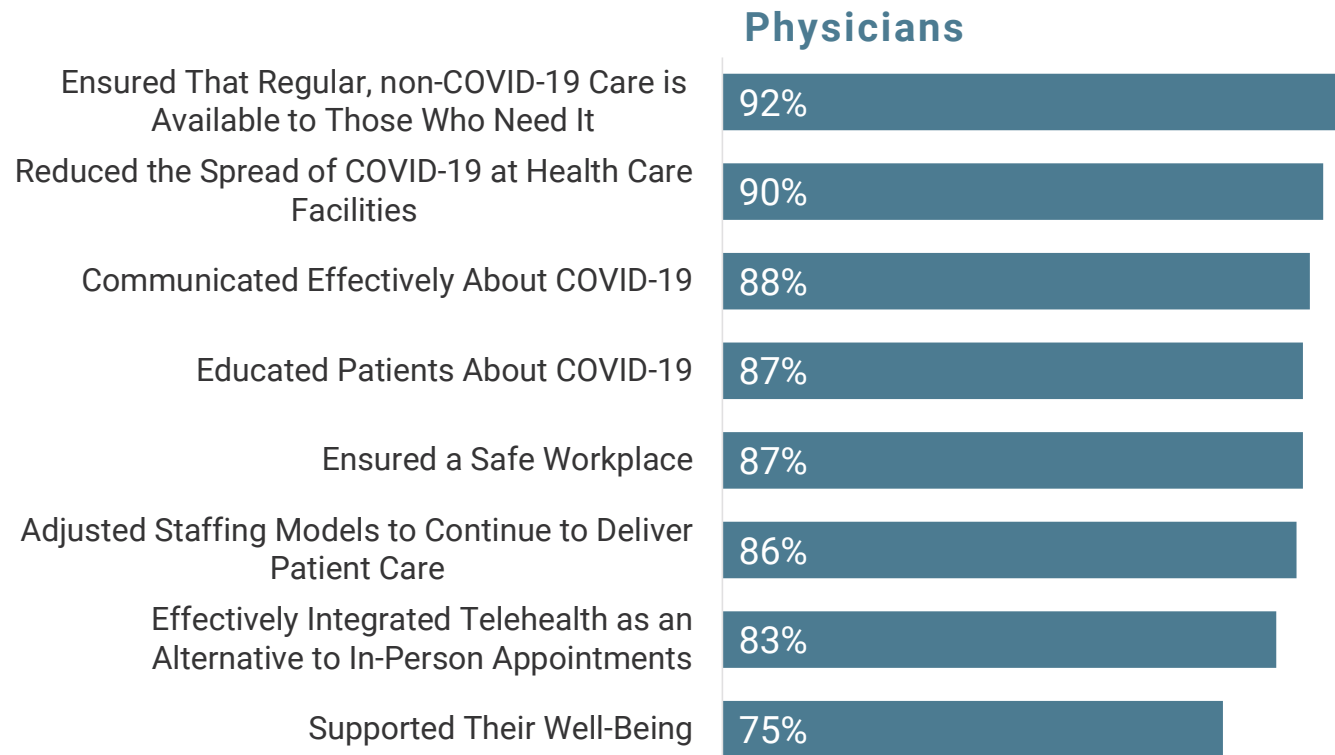
Question: How has the pandemic impacted your level of trust in the health care system as a whole?

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021.

# Doctors believe the places they work were effective in addressing a range of needs during COVID-19

Doctors believe their primary place of work ensured access to care and reduced transmission during COVID

Fewer physicians thought that their primary place of work supported physicians' wellbeing (75%) during the COVID-19 pandemic



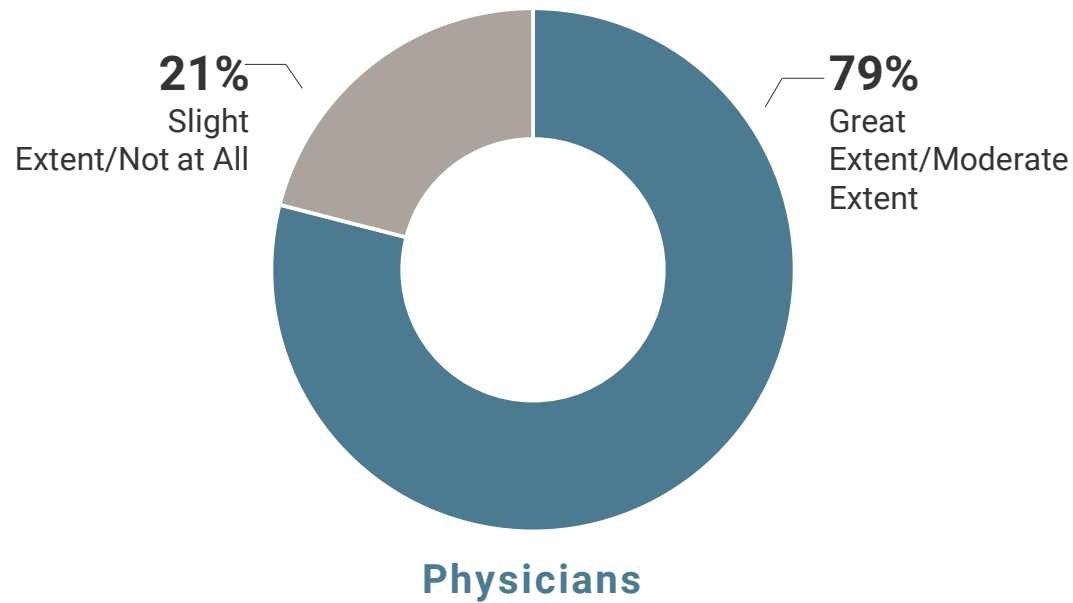
Question: Since the start of the COVID-19 pandemic, to what extent has your primary place of work...? (Extremely/Moderately)

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021.

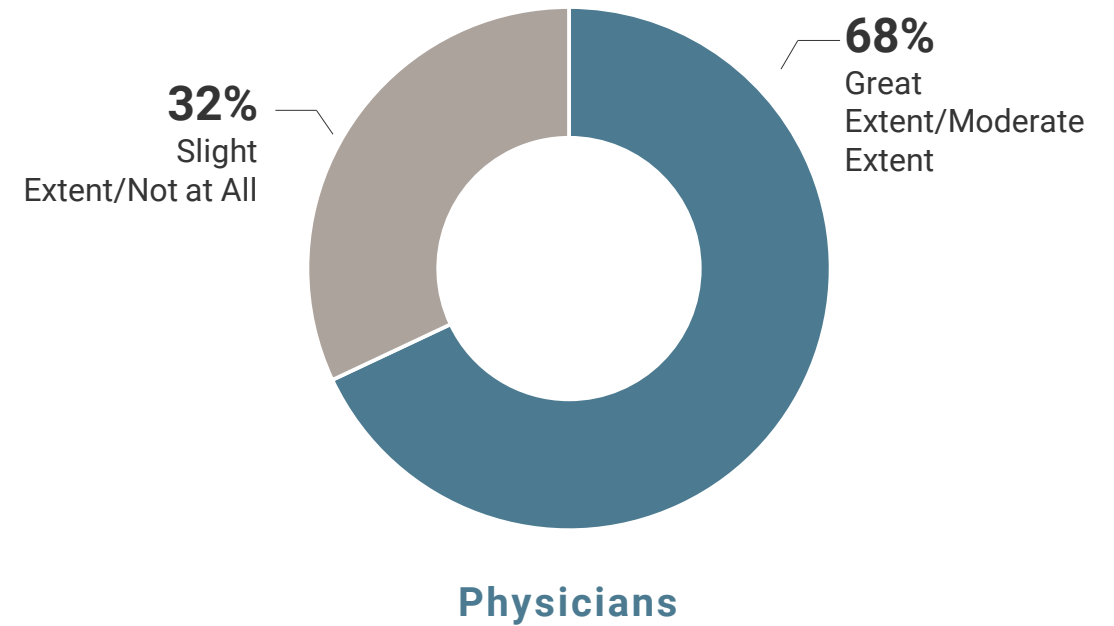


Most physicians think their employers have made COVID testing available to those who need it, but fewer approve of the initial vaccine rollout

MADE COVID-19 **TESTING** AVAILABLE TO THOSE WHO NEED IT



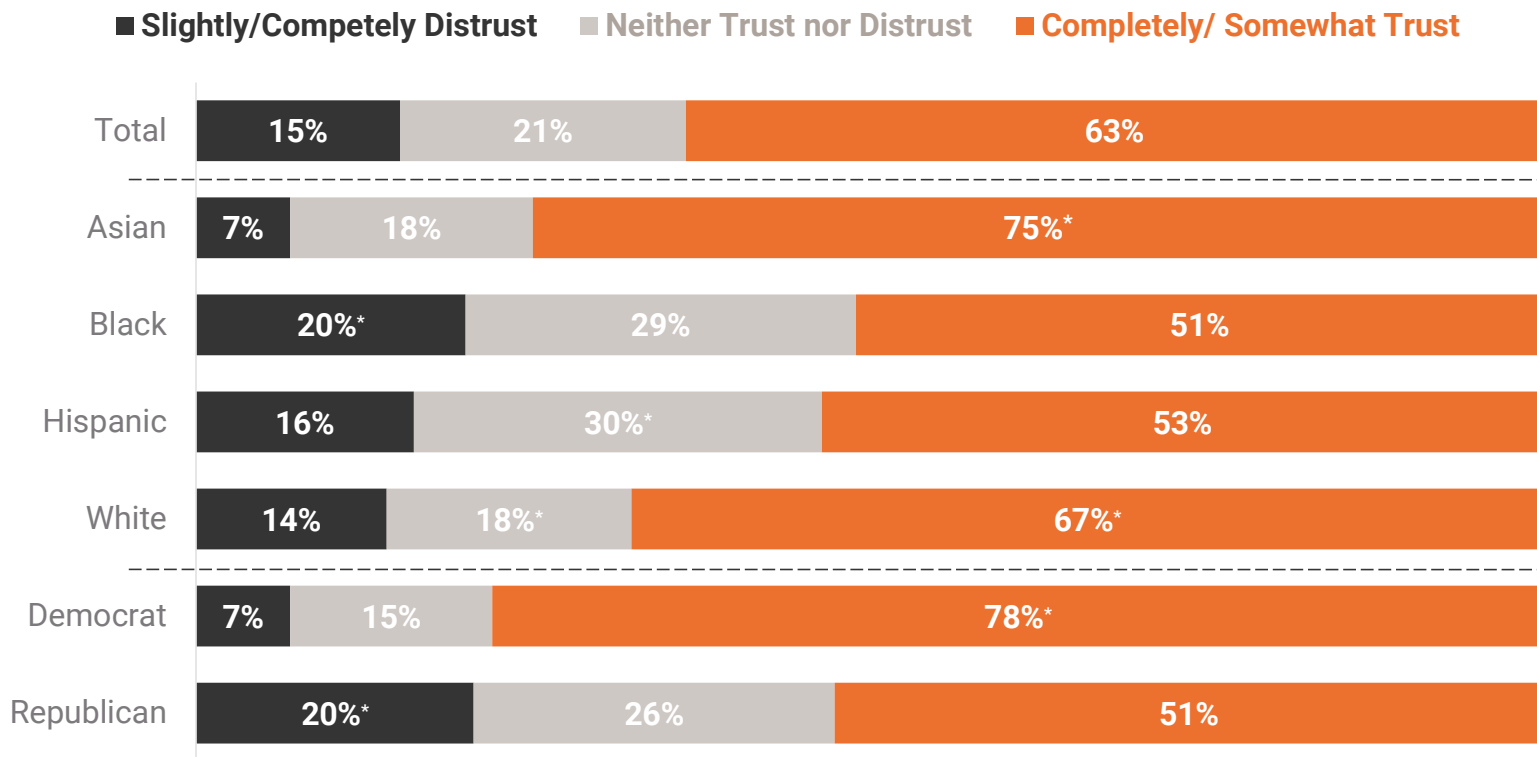
MANAGED COVID-19 **VACCINE ROLLOUT** EFFECTIVELY



Question: Since the start of the COVID-19 pandemic, to what extent has your primary place of work made COVID-19 testing available to those who need it?  
 Question: Since the start of the COVID-19 pandemic, to what extent has your primary place of work managed vaccine rollout effectively?

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021.

# Patients identify physicians as a trusted partner to distribute the COVID-19 vaccine



Asian respondents reported higher confidence in their doctor to administer the COVID-19 vaccine compared to other racial and ethnic groups

Democrat respondents were nearly 1.5x more likely report confidence in their doctor to administer the COVID-19 vaccine

Question: To what extent would you trust your doctor if he/she told you to get the COVID-19 vaccine?

Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

\* Statistically significant at p<0.05 relative to total.

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# Appendix

# Methodology

## Statistical Significance

- All statistical tests are performed at the .05 confidence level.
- For figures with comparisons between the two surveys, statistical tests are conducted using the Chi-square test
- For figures with comparisons within the same survey, statistical tests are conducted using the McNemar's test



## Sample Demographics—Physicians

Demographic		%
<b>Race/Ethnicity</b>	Asian	<b>21</b>
	Black	<b>2</b>
	Hispanic	<b>3</b>
	Middle Eastern	<b>2</b>
	White	<b>66</b>
	Prefer Not to Answer	<b>8</b>
	Other	<b>1</b>
<b>Age</b>	20-39	<b>11</b>
	40-49	<b>28</b>
	50-59	<b>32</b>
	60-69	<b>26</b>
	90+	<b>4</b>
<b>Region</b>	Northeast	<b>26</b>
	Midwest	<b>24</b>
	South	<b>33</b>
	West	<b>17</b>
<b>Sex</b>	Male	<b>61</b>
	Female	<b>35</b>
	Prefer Not to Answer	<b>4</b>

## Sample Demographics—Physicians

Demographic		%
<b>Internal Medicine and Pediatric</b>	Pediatrics	<b>36</b>
	Primary Care	<b>22</b>
	Emergency Medicine	<b>5</b>
<b>Other Specialties</b>	Anesthesiology	<b>3</b>
	Cardiology	<b>1</b>
	Dermatology	<b>4</b>
	Gastroenterology	<b>4</b>
	Neurology	<b>4</b>
	Oncology	<b>1</b>
	Psychiatry	<b>2</b>
	Radiology	<b>3</b>
	Surgery	<b>4</b>
	Obstetrics and Gynecology	<b>3</b>
	Urology	<b>3</b>
	Other	<b>6</b>

# In general, how much do you trust...?

*Summary of Completely Trust/Somewhat Trust*

	Total	Age				Education				Race/ Ethnicity				HH Income			
		18-29	30-44	45-59	60+	No HS Diploma	HS Grad	Some College	BA+	Asian	Black	Hispanic	White	<\$30k	\$30k- -\$60k	\$60k- -\$100k	\$100k+
<b>Nurses</b>	<b>85%</b>	80%	84%	87%	<b>88%</b>	71%	79%	87%	<b>92%*</b>	88%	77%	79%	<b>88%*</b>	78%	86%	88%	<b>90%*</b>
<b>Doctors</b>	<b>84%</b>	77%	83%	84%	<b>90%*</b>	70%	80%	86%	<b>90%*</b>	<b>91%*</b>	78%	76%	<b>87%*</b>	75%	84%	<b>90%*</b>	<b>90%*</b>
<b>Hospitals</b>	<b>72%</b>	63%	68%	73%	<b>81%*</b>	65%	67%	72%	<b>79%*</b>	<b>78%*</b>	68%	68%	74%	70%	69%	76%	74%
<b>The Health Care System as a Whole</b>	<b>64%</b>	54%	57%	62%	<b>77%*</b>	59%	62%	64%	67%	<b>72%*</b>	62%	55%	66%	61%	62%	68%	64%
<b>Government Health Agencies</b>	<b>56%</b>	51%	59%	57%	56%	49%	51%	51%	<b>67%*</b>	<b>75%*</b>	58%	51%	55%	53%	51%	<b>62%*</b>	59%
<b>Pharmaceutical Companies</b>	<b>34%</b>	29%	31%	31%	<b>42%*</b>	39%	39%	31%	31%	<b>42%*</b>	37%	32%	34%	<b>41%*</b>	32%	33%	30%
<b>Health Insurance Companies</b>	<b>33%</b>	22%	28%	31%	<b>47%*</b>	<b>42%*</b>	35%	34%	29%	<b>41%*</b>	<b>42%*</b>	33%	31%	<b>40%*</b>	35%	30%	26%

Question: In general, how much do you trust...?

Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

\* Statistically significant at p<0.05

## To what extent would you say the health care system...?

<b>79%</b>	Protects Your Privacy
<b>75%</b>	Is There For You When You Need It
<b>74%</b>	Delivers High Quality Care
<b>72%</b>	Treats You With Respect
<b>68%</b>	Follows up on Test Results Consistently
<b>54%</b>	Is Easy to Navigate and Interact With
<b>46%</b>	Values Your Time
<b>45%</b>	Is a Good Value
<b>40%</b>	Puts Your Health Ahead of Profits
<b>37%</b>	Prepares You for How Much Your Care Will Cost

Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.



Please select the top 3 things that influence your trust in the health care system.

48%	Delivers High Quality Care
43%	Is There For You When you Need It
37%	Treats You With Respect
31%	Protects Your Privacy
30%	Puts Your Health Ahead of Profits
27%	Follows up on Test Results
17%	Prepares You for How Much Your Care Will Cost
16%	Is Easy to Navigate and Interact With
12%	Values Your Time
10%	Is a Good Value

Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

## How do you like to receive information about health and health care?



Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

## Thinking about sources of information on health and health care, how much do you trust each of the following sources? *Summary of Completely/A Lot*

**60%** Your Health Care Professionals

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**50%** Health Care Experts

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**33%** Nonelected Public Health Officials

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**30%** Friends and Family

---

**23%** National News

---

**22%** Local News

---

**19%** Professional Organizations

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**15%** Your Place of Worship

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**11%** Elected State Official

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**11%** Local Community Organizations

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**11%** Elected Federal Officials

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## What types of sources do you get information about COVID-19



Source: The general public survey was fielded using NORC's AmeriSpeak panel to a sample of 2,069 adults nationwide from December 29, 2020 – January 26, 2021.

What is your best guess as to whether you will get COVID-19 within the next 6 months?

**44%** I Don't Think I Will Get It

---

**33%** If I Get It, I Think I Will Get a Mild Case

---

**12%** If I Get It, I Think I Will Get Seriously Ill

---

**9%** I Have Already Had It

---

**1%** Don't Know

---

## Which of the following describe your main medical practice in more detail?

51%	Private Practice
23%	Hospital or Health System Owned Office-Based Practice
15%	Academic Faculty Practice
10%	Hospital Inpatient Practice
4%	Community Health Center or Public Clinic
3%	Group Model HMO
3%	Residency teaching hospital
1%	Veterans Administration (VA), Military or Other Government Practice
0%	Home Care
0%	Hospice Care
0%	Nursing Home or Long-Term Care Facility
3%	Other

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021.

# To what extent would you say your primary place of work...?

*Summary of Extremely/Moderately*

<b>90%</b>	Ensures a Safe Workplace
<b>90%</b>	Has Policies and Procedures That Prioritize Patient Care
<b>90%</b>	Is Ethical
<b>89%</b>	Communicates Effectively With Patients
<b>84%</b>	Treats You and Your Colleagues With Respect
<b>84%</b>	Provides State of the Art Technology and Equipment
<b>80%</b>	Facilitates Care Coordination Across Providers Within and Outside of Your Care Team
<b>77%</b>	Is Transparent in Their Communication to Staff
<b>74%</b>	Supports Your Well-Being
<b>70%</b>	Values Your Time

Please Rank the top 3 things that influence your trust in your primary place of work.

**51%** Treats You and Your Colleagues With Respect

---

**49%** Has Policies and Procedures That Prioritize Patient Care

---

**45%** Is Ethical

---

**27%** Ensures a Safe Workplace

---

**26%** Is Transparent in Their Communications to Staff

---

**25%** Supports Your Well-Being

---

**22%** Values Your Time

---

**22%** Communicates Effectively With Patients

---

**18%** Facilitates Care Coordination Across Providers Within and Outside of Your Care Team

---

**16%** Provides State of the Art Technology and Equipment

---



# To What Extent Would You Say Members of Your Clinical Team...?

*Summary of Great Extent/Moderate Extent*

**96%** Cares About Your Patients

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**96%** Respect Your Clinical Judgment

---

**95%** Are Reliable

---

**94%** Treat You With Respect

---

**91%** Assist With Care Coordination

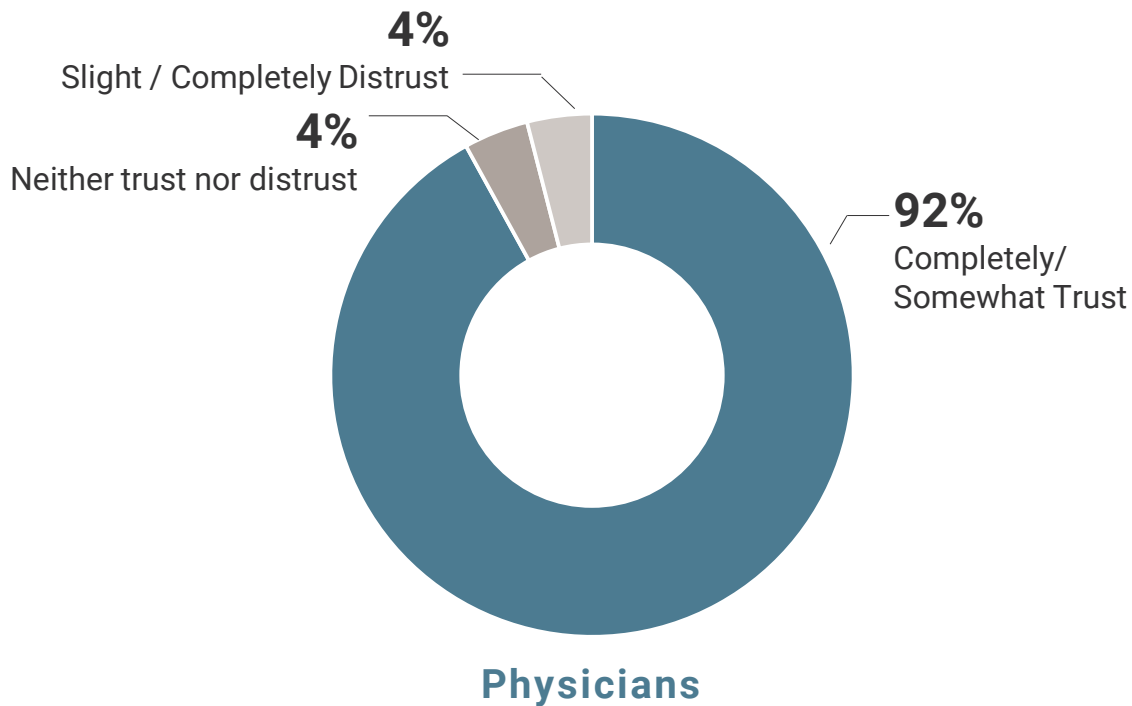
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**86%** Value Your Time

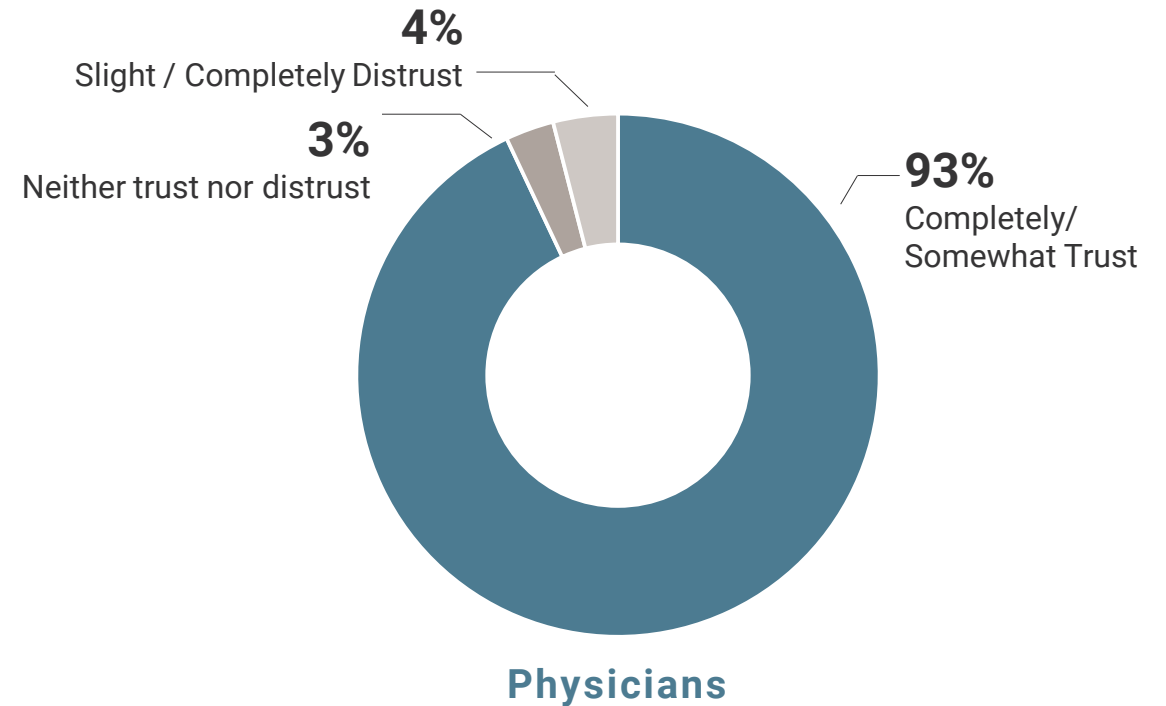
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# Most physicians think the approved COVID-19 vaccines are safe and effective

TRUST THE APPROVED COVID-19 VACCINES ARE **SAFE**



TRUST THE APPROVED COVID-19 VACCINES ARE **EFFECTIVE**



Question: To what extent do you trust that the approved COVID-19 vaccines are safe?  
 Question: To what extent do you trust that the approved COVID-19 vaccines are effective?

Source: The physician survey was fielded using NORC's survey partners to a sample of 600 physicians from January 22, 2021 - February 5, 2021.

## To what extent do you trust that the approved COVID-19 vaccines are effective?

**59%** Completely Trust

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**35%** Somewhat Trust

---

**3%** Neither Trust nor Distrust

---

**3%** Slightly Distrust

---

**1%** Completely Distrust

---

## To what extent do you trust that the approved COVID-19 vaccines are safe?

**54%** Completely Trust

---

**39%** Somewhat Trust

---

**4%** Neither Trust nor Distrust

---

**3%** Slightly Distrust

---

**1%** Completely Distrust

---

# To what extent do you think the following will improve, if at all, due to the COVID-19 pandemic?

## *Summary of Great Extent/Moderate Extent*

<b>85%</b>	Vaccine Development Process
<b>72%</b>	Vaccine Deployment Processes
<b>71%</b>	Disease Testing Infrastructure
<b>70%</b>	National and State Stockpiles of PPE and Other Supplies
<b>69%</b>	Physician Safety Measures
<b>68%</b>	Safety Procedures for Nursing Homes/Facilities
<b>62%</b>	Number of Ventilators and ICU Beds
<b>55%</b>	Investment in State and Local Public Health Departments
<b>49%</b>	Coordination Between Federal and State Government

## How do you like to receive information about health and health care?

<b>70%</b>	Completing CME Modules/Activities
<b>66%</b>	Attending Conferences and Lectures
<b>66%</b>	Use of Online Medical Information Services (e.g., Medscape and UpToDate)
<b>56%</b>	Regularly Reading Medical Journals
<b>55%</b>	Learning From Peers
<b>41%</b>	Attending Grand Rounds or Conferences at the Office or Hospital Where You Practice
<b>34%</b>	Teaching or Training Other Physicians
<b>32%</b>	Self-Assessment Programs
<b>31%</b>	Use of Print Text Books/Resources
<b>27%</b>	Learning From Patients
<b>11%</b>	Social Media

## Do you think you will get COVID-19 within the next 6 months?

**55%** I Don't Think I Will Get COVID-19

---

**30%** If I Get It, I Think I Will Get a Mild Case

---

**4%** If I Get It, I Think I Will Get Seriously Ill

---

**10%** I Have Already Had COVID-19

---

## Have you or will you get the COVID-19 vaccine in the next 6 months?

**86%** I Have Already Had the Vaccine

---

**10%** I Plan to Get the Vaccine

---

**4%** I Don't Think I Will Get the Vaccine

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For additional  
information...

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