

PULSE POLL:

Physician attention

December 2017

Survey overview

Each month, the Truven Health Analytics PULSE® Healthcare Survey polls approximately 3,000 Americans to gauge attitudes and opinions on a wide range of healthcare issues. This independent, multi-modal (land line, cell phone, Internet) survey collects information from 80,000 randomly selected US households.

The results depicted here represent responses from 3,003 survey participants interviewed from Nov. 3 – 15, 2017, and 3,007 participants interviewed from Oct. 1 – 13, 2013. The margin of error in both polls is +/- 1.8 percentage points.

Truven Health is part of the IBM Watson Health™ business.

2017

Sample size = 3,003

Sample Date: 11/3/17 – 11/15/17

Margin of Error: +/- 1.8%

2013

Sample size = 3,007

Sample Date: 10/1/2013 – 10/13/2013

Margin of Error: +/- 1.8%



Transformational healthcare solutions from Truven Health Analytics®, now offered by IBM Watson Health.

Executive summary

This month's Truven Health Analytics PULSE® Healthcare Survey asked Americans about their experiences with primary care physicians. Respondents were asked identical questions to a study conducted in 2013, providing a comparison.

Findings include:

- 82% of all respondents indicated they currently have a primary care physician — the same rate as in 2013. When screened by age, however, fewer respondents under 35 years old said they currently have a primary care physician in 2017: just 68%, down from 74% in 2013.
- 94% of all respondents said they were able to schedule a sick visit within a reasonable amount of time, and 95% of all respondents said they were able to schedule a routine visit within a reasonable amount of time. These numbers have held steady since 2013.
- The number of respondents who said their physicians currently use electronic/digital devices — including laptops, tablets, smartphones, or electronic medical record systems — while providing care increased slightly, from 89% in 2013 to 92% in 2017.
- More patients are dissatisfied with the amount of time their physicians spend with them. In 2017, 5% of all respondents indicated dissatisfaction with the amount of time their physicians spend with them — up from 3% in 2013.
- 8% of respondents said their physicians spend more time focusing on electronic/digital devices instead of the patients' needs/concerns — up slightly from 5% in 2013.

Survey data

Bolded figures are statistically significant.

Question 1

Do you have a personal or primary care physician that you go to for your healthcare needs?

	2017		2013	
	Yes	No	Yes	No
Age				
<35	67.5%	32.5%	74.2%	25.8%
35 – 64	86.2%	13.8%	81.2%	18.8%
65+	96.1%	3.9%	95.4%	4.6%
Total	82.4%	17.6%	82.0%	18.0%
Education				
High school (HS) or Less	79.8%	20.2%	77.7%	22.3%
Some College/Associate	83.5%	16.5%	79.2%	20.8%
College+	83.1%	16.9%	87.1%	12.9%
Total	82.4%	17.6%	82.0%	18.0%
Generation				
Silent Generation	97.0%	3.0%	97.6%	2.4%
Baby Boomers	90.3%	9.7%	87.5%	12.5%
Generation X	85.7%	14.3%	79.1%	20.9%
Millennials	67.5%	32.5%	71.0%	29.0%
Total	82.4%	17.6%	82.0%	18.0%
Income				
<\$25,000	76.4%	23.6%	76.2%	23.8%
\$25,000 – \$49,900	78.6%	21.4%	77.5%	22.5%
\$50,000 – \$99,900	83.5%	16.5%	87.7%	12.3%
\$100,000+	90.5%	9.5%	93.8%	6.2%
Total	82.4%	17.6%	82.0%	18.0%

There is very little observed change for respondents having a primary care physician between 2017 and 2013.

Question 2

When you need to see your physician because you are sick, are you able to schedule an appointment to see your physician within a reasonable time?

	2017		2013	
	Yes	No	Yes	No
Age				
<35	93.4%	6.6%	90.4%	9.6%
35 – 64	93.3%	6.7%	94.9%	5.1%
65+	96.0%	4.0%	97.0%	3.0%
Total	94.0%	6.0%	94.2%	5.8%
Education				
HS or Less	95.9%	4.1%	93.3%	6.7%
Some College/Associate	91.9%	8.1%	92.4%	7.6%
College+	94.5%	5.5%	96.0%	4.0%
Total	94.0%	6.0%	94.2%	5.8%
Generation				
Silent Generation	96.8%	3.2%	97.6%	2.4%
Baby Boomers	95.8%	4.2%	95.5%	4.5%
Generation X	91.7%	8.3%	94.4%	5.6%
Millennials	93.4%	6.6%	89.4%	10.6%
Total	94.0%	6.0%	94.2%	5.8%
Income				
<\$25,000	95.7%	4.3%	90.4%	9.6%
\$25,000 – \$49,900	93.8%	6.2%	92.6%	7.4%
\$50,000 – \$99,900	90.7%	9.3%	97.5%	2.5%
\$100,000+	95.3%	4.7%	96.6%	3.4%
Total	94.0%	6.0%	94.2%	5.8%

There is very little observed change for ability to schedule a sick visit within a reasonable time.

Question 3

When you need to see your physician for a routine healthcare visit, such as an annual physical, are you able to schedule an appointment within a reasonable time?

	2017		2013	
	Yes	No	Yes	No
Age				
<35	93.3%	6.7%	89.7%	10.3%
35 – 64	95.0%	5.0%	96.3%	3.7%
65+	98.7%	1.3%	98.3%	1.7%
Total	95.5%	4.5%	95.1%	4.9%
Education				
HS or Less	98.1%	1.9%	93.3%	6.7%
Some College/Associate	92.1%	7.9%	94.4%	5.6%
College+	96.5%	3.5%	96.6%	3.4%
Total	95.5%	4.5%	95.1%	4.9%
Generation				
Silent Generation	98.5%	1.5%	98.8%	1.2%
Baby Boomers	97.6%	2.4%	97.9%	2.1%
Generation X	94.1%	5.9%	94.2%	5.8%
Millennials	93.3%	6.7%	89.2%	10.8%
Total	95.5%	4.5%	95.1%	4.9%
Income				
<\$25,000	97.9%	2.1%	92.4%	7.6%
\$25,000 – \$49,900	93.7%	6.3%	96.2%	3.8%
\$50,000 – \$99,900	95.0%	5.0%	95.9%	4.1%
\$100,000+	94.6%	5.4%	94.1%	5.9%
Total	95.5%	4.5%	95.1%	4.9%

There is very little observed change for ability to schedule a routine visit within a reasonable time.

Question 4

Does your physician use electronic/digital devices such as laptops, tablets, smartphones or electronic medical record systems while providing care?

	2017		2013	
	Yes	No	Yes	No
Age				
<35	90.5%	9.5%	90.4%	9.6%
35 – 64	91.6%	8.4%	87.9%	12.1%
65+	93.4%	6.6%	91.3%	8.7%
Total	91.7%	8.3%	89.3%	10.7%
Education				
HS or Less	90.5%	9.5%	88.8%	11.2%
Some College/Associate	88.8%	11.2%	86.4%	13.6%
College+	94.5%	5.5%	91.6%	8.4%
Total	91.7%	8.3%	89.3%	10.7%
Generation				
Silent Generation	91.8%	8.2%	90.8%	9.2%
Baby Boomers	94.1%	5.9%	91.1%	8.9%
Generation X	90.6%	9.4%	86.9%	13.1%
Millennials	90.5%	9.5%	89.5%	10.5%
Total	91.7%	8.3%	89.3%	10.7%
Income				
<\$25,000	87.1%	12.9%	83.7%	16.3%
\$25,000 – \$49,900	90.6%	9.4%	88.4%	11.6%
\$50,000 – \$99,900	94.5%	5.5%	92.3%	7.7%
\$100,000+	93.1%	6.9%	93.9%	6.1%
Total	91.7%	8.3%	89.3%	10.7%

- There is an observed increase in physician using electronic devices during visits.
- Although there is an observed increase, the increase is not statistically significant.

Question 5

How satisfied are you with the amount of time spent with your physician addressing your needs and concerns during your visit?

	2017			2013		
	Dissatisfied	Satisfied	Neither	Dissatisfied	Satisfied	Neither
Age						
<35	9.5%	76.4%	14.1%	2.4%	84.1%	13.5%
35 – 64	3.0%	88.9%	8.1%	4.5%	88.9%	6.5%
65+	3.0%	91.3%	5.7%	1.8%	93.3%	4.9%
Total	4.6%	86.3%	9.1%	3.4%	88.7%	7.9%
Education						
HS or Less	5.1%	89.2%	5.7%	6.4%	87.6%	6.0%
Some College/Associate	4.1%	79.9%	16.0%	3.0%	88.1%	8.9%
College+	4.8%	89.4%	5.8%	1.8%	89.8%	8.4%
Total	4.6%	86.3%	9.1%	3.4%	88.7%	7.9%
Generation						
Silent Generation	2.3%	91.1%	6.6%	2.0%	94.3%	3.7%
Baby Boomers	3.2%	89.8%	7.0%	3.6%	89.4%	7.0%
Generation X	3.0%	89.0%	8.0%	5.1%	88.4%	6.5%
Millennials	9.5%	76.4%	14.1%	1.1%	83.9%	14.9%
Total	4.6%	86.3%	9.1%	3.4%	88.7%	7.9%
Income						
<\$25,000	3.3%	87.5%	9.3%	4.3%	88.1%	7.6%
\$25,000 – \$49,900	2.6%	87.9%	9.5%	4.3%	85.2%	10.5%
\$50,000 – \$99,900	8.3%	79.7%	12.0%	2.3%	91.1%	6.6%
\$100,000+	4.1%	90.5%	5.4%	1.1%	91.0%	7.8%
Total	4.6%	86.3%	9.1%	3.4%	88.7%	7.9%

- There is an observed increase in the percentage of respondents dissatisfied with the amount of time spent with the physician during the visit.
- There is an observed decrease in the percentage of respondents satisfied with the amount of time spent with the physician during the visit.
- There is an observed increase in the percentage of respondents neither dissatisfied nor satisfied with the amount of time spent with the physician during the visit.
- Although there are observed changes in all categories, none of the changes are statistically significant.

Question 6

Does your physician focus:

- More on your needs/concerns?
- More on working with the electronic/digital devices?

	2017		2013	
	Patient	Electronics	Patient	Electronics
Age				
<35	88.9%	11.1%	94.8%	5.2%
35 – 64	92.7%	7.3%	95.4%	4.6%
65+	94.2%	5.8%	96.0%	4.0%
Total	92.1%	7.9%	95.4%	4.6%
Education				
HS or Less	92.0%	8.0%	95.1%	4.9%
Some College/Associate	90.1%	9.9%	94.9%	5.1%
College+	93.5%	6.5%	95.9%	4.1%
Total	92.1%	7.9%	95.4%	4.6%
Generation				
Silent Generation	94.8%	5.2%	95.9%	4.1%
Baby Boomers	94.1%	5.9%	96.6%	3.4%
Generation X	91.8%	8.2%	94.6%	5.4%
Millennials	88.9%	11.1%	94.3%	5.7%
Total	92.1%	7.9%	95.4%	4.6%
Income				
<\$25,000	92.5%	7.5%	94.7%	5.3%
\$25,000 – \$49,900	88.8%	11.2%	93.6%	6.4%
\$50,000 – \$99,900	91.9%	8.1%	96.3%	3.7%
\$100,000+	93.9%	6.1%	98.3%	1.7%
Total	92.1%	7.9%	95.4%	4.6%

- There is an observed decrease in the percentage of respondents saying the physician focuses on the patient rather than the electronic devices.
- Although there is an observed decrease, the change is not statistically significant.

About Truven Health Analytics, part of the IBM Watson Health business

Truven Health Analytics®, part of the IBM Watson Health™ business, provides market-leading performance improvement solutions built on data integrity, advanced analytics, and domain expertise. For more than 40 years, our insights and solutions have been providing hospitals and clinicians, employers and health plans, state and federal government agencies, life sciences companies and policymakers the facts they need to make confident decisions that directly affect the health and well-being of people and organizations in the US and around the world. The company was acquired by IBM in 2016 to help form a new business, Watson Health. Watson Health aspires to improve lives and give hope by delivering innovation to address the world's most pressing health challenges through data and cognitive insights.

Truven Health Analytics owns some of the most trusted brands in healthcare, such as MarketScan®, 100 Top Hospitals®, Advantage Suite®, Micromedex®, Simpler®, and ActionOI®. Truven Health has its principal offices in Ann Arbor, MI; Chicago, IL; and Denver, CO.

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