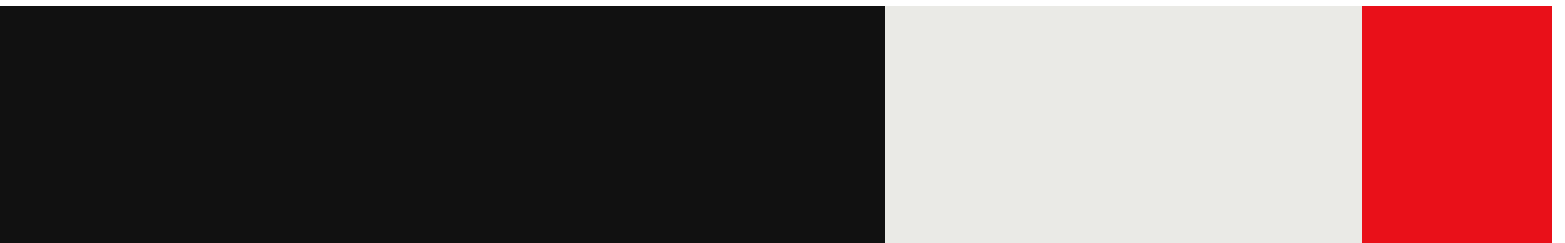


Americans rate their healthcare system as poor or failing

Article



The “news”: Americans aren’t happy with healthcare, yet another [survey](#) shows. The 2022 Healthcare in America Report from West Health-Gallup asked 5,584 US adults to grade the system overall, and on access, cost, equity, and quality of care.

- Grades = A (excellent), B (good), C (satisfactory), D (poor), and F (fail).

Digging into the data: You wouldn't want to bring home a report card this bad.

The average grades were:

- **Overall healthcare system: C-.** Just 4% gave this area an A and 44% gave it a combined D+F.
- **Cost of care: D-.** Just 1% gave it an A and 75% gave it a combined D+F.
- **Equitable care: D+.** Just 8% gave an A and 56% gave it a combined D+F.
- **Access to care: C.** Just 9% gave it an A and 38% gave it a combined D+F.
- **Quality of care: C+.** 12% gave an A and 17% gave it a combined D+F.

Data demographics: Ratings of equity, access, and quality of care differed by gender and race/ethnicity.

- **Women** are more likely than men to give D or F grades to each of those factors.
- **Black and Asian Americans** are more likely than white or Hispanic Americans to give D or F grades for **equity**.
- **People of color** are more likely than white Americans to grade **access** to care as a D or F.
- **Black and Hispanic Americans** are more likely to grade **quality of care** as a D or F.

Zooming in: It's not just lower-income earners or certain demographic groups feeling the pain of high costs. More than 72% of respondents from all income levels—even \$180,000+ households—said healthcare affordability was a serious issue.

- 27%, representing about 70 million adults, said they wouldn't be able to afford quality care today, even if they needed it.
- Women (55%) aren't confident they can pay for healthcare as they age.
- **17% have cut back on services or medicine in the past 12 months** to pay for other household expenses—including 24% of Hispanic Americans and 23% of Black Americans.

Our take: The consequences of these failures are real and are being felt by many stakeholders, as sicker patients show up and require more care.

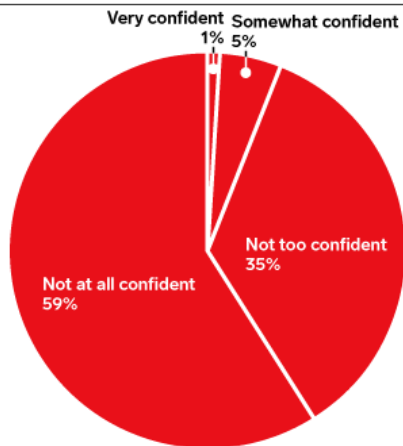
- Adjusted patient days (the number of days in the hospital) increased 14.7% compared with 2020, per Kaufman Hall's latest National Hospital Flash Report.

- And emergency department visits rose 19.3% over 2020, while operating room minutes increased 6.8%.

Americans give the US Congress a failing grade, too. In a separate West Health-Gallup survey, 94% have little or no confidence that their elected members will do anything about the system in the next 12 months. If ever.

How Confident Are US Adults That Their US Members of Congress Will Take Action to Lower the Cost of Healthcare?

% of respondents, June 2022



Note: in the next 12 months

Source: Gallup and West Health survey as cited in company blog, Aug 4, 2022

277270

InsiderIntelligence.com