

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

Physician Survey

*Interview Dates:
January 22, 2021 - February 5, 2021*

This survey was conducted by NORC at the University of Chicago. Data were collected using NORC's survey partner to a non-probability based panel of 600 physicians.

NOTE: *All results show percentages among respondents, unless otherwise labeled.*

SCREENER

S1. Do you currently see patients?

Physician Survey (N=600)	
Yes	100
No	0

S2. Please select your primary medical specialty:

Physician Survey (N=600)	
Internal Medicine and Pediatric	
Pediatrics	36
Primary Care (Family Medicine and Internal Medicine)	22
Emergency Medicine	5
Other Specialties	
Anesthesiology	3
Cardiology	1
Dermatology	4
Gastroenterology	4
Neurology	4
Oncology	1
Psychiatry	2
Radiology	3
Surgery	4
Obstetrics and Gynecology	3
Urology	3
Other (please specify):	6

S3. On which of the following do you spend the most of your time? [Select one]

Physician Survey (N=600)	
Clinical Practice	98
Research	1
Administration	1
Teaching	0
Other	1

S4. What is your primary place of work?

Physician Survey (N=600)	
Hospital	28
Office or other setting	72

S5. Are you employed by a hospital or hospital owned physician practice?

Physician Survey (N=600)	
Yes	42
No	58

S6. How many doctors are a part of your physician practice?

Physician Survey (N=600)	
1-10 physicians	52
11-50 physicians	20
50+ physicians	28
Not Applicable	1

S7. State where you practice:

Northeast	
CONNECTICUT	3
MAINE	*
MASSACHUSETTS	2
NEW HAMPSHIRE	1
NEW JERSEY	5
NEW YORK	9
PENNSYLVANIA	5
RHODE ISLAND	1
VERMONT	*
Midwest	
ILLINOIS	7
INDIANA	2
IOWA	1
KANSAS	1
MICHIGAN	2
MINNESOTA	2
MISSOURI	2
NEBRASKA	*
NORTH DAKOTA	*
OHIO	4
SOUTH DAKOTA	
WISCONSIN	3
South	
ALABAMA	1
ARKANSAS	*
DELAWARE	*
DISTRICT OF COLUMBIA	*
FLORIDA	10
GEORGIA	3
KENTUCKY	1
LOUISIANA	1
MARYLAND	2
MISSISSIPPI	*

NORTH CAROLINA	3
OKLAHOMA	1
SOUTH CAROLINA	1
TENNESSEE	2
TEXAS	5
VIRGINIA	4
WEST VIRGINIA	*
West	
ALASKA	*
ARIZONA	2
CALIFORNIA	8
COLORADO	2
HAWAII	1
IDAHO	*
MONTANA	*
NEVADA	*
NEW MEXICO	1
OREGON	1
UTAH	1
WASHINGTON	1
WYOMING	*

General Trust in the Health Care System

This survey will ask about your perceptions of and experiences with the health care system, clinical workforce, and patients. Next, the survey will ask about the impact of the COVID-19 pandemic on the health care system and your primary place of work. Then the survey will ask about your experiences within the health care system and views on health equity.

For the purposes of this survey, please consider the health care system as encompassing the people, facilities, and companies that participate in delivering health care to patients. This includes doctors, nurses, other clinicians, hospitals, other health care facilities, and health insurance companies.

Q1. In general, how much do you trust...

Physician Survey (N=600)	Completely Trust	Somewhat trust	Neither trust nor distrust	Slightly distrust	Completely distrust
The health care system as a whole	6	57	17	16	4
Hospitals and health systems	8	53	16	19	5
Health care leaders and executives	8	46	17	22	8
Pharmaceutical companies	2	45	23	25	5
Health insurance companies	1	19	23	36	22
Government health agencies, like the CDC or FDA	23	55	8	10	4

For the next section we would like you to think about your primary place of work (e.g. health care organization, health care facilities).

Q2. To what extent would you say your primary place of work ...

Physician Survey (N=600)	Extremely	Moderately	Slightly	Not at all
Ensures a safe workplace	57	33	8	2
Values your time	27	43	22	8
Treats you and your colleagues with respect	44	40	12	5
Is transparent in their communications to staff	33	44	18	6
Supports your well-being	27	47	19	8
Provides state of the art technology and equipment	28	57	13	3
Has policies and procedures that prioritize patient care	51	39	8	2

Is ethical	58	33	7	3
Communicates effectively with patients	41	48	10	1
Facilitates care coordination across providers within and outside of your care team	33	48	17	4

Q3. Please rank the top 3 things that influence your trust in your primary place of work.

Ranked 1st, 2nd, 3rd Summary Table

Physician Survey (N=600)	
Ensures a safe workplace	27
Values your time	22
Treats you and your colleagues with respect	51
Is transparent in their communications to staff	26
Supports your well-being	25
Provides state of the art technology and equipment	16
Has policies and procedures that prioritize patient care	49
Is ethical	45
Communicates effectively with patients	22
Facilitates care coordination across providers within and outside of your care team	18

Trust in Healthcare Workforce

For the next section, we would like you to think about the people you work with most often (e.g. interdisciplinary team and medical associates).

Q4. In general, how much do you trust...

Physician Survey (N=600)	Completely trust	Somewhat trust	Neither trust nor distrust	Slightly distrust	Completely distrust
Other doctors within your practice	63	31	5	1	0
Other doctors outside your practice	20	66	11	4	0
Nurses	41	49	8	3	0
Your hospital or healthcare facility	19	59	12	9	3
Your healthcare organization leaders and executives	14	52	15	12	7
Your healthcare organization staff	25	55	11	7	2

Q5. To what extent would you say members of your clinical team...

Physician Survey (N=600)	To a great extent	To a moderate extent	To a slight extent	Not at all
Care about your patients	71	25	3	1
Value your time	46	40	11	3
Treat you with respect	67	28	5	1
Are reliable	59	36	4	1

Assist with care coordination	53	39	8	1
Respect your clinical judgment	77	20	3	1

Q6. How much do you trust the following to care for your patients?

Physician Survey (N=600)	Completely trust	Somewhat trust	Neither trust nor distrust	Slightly distrust	Completely distrust	I don't know
Skilled nursing facility/Rehabilitation facility/Long term care	11	43	19	12	2	14
Hospice and palliative care	43	31	9	3	1	13
Home health care	14	53	17	7	1	9
Occupational/Physical therapists	43	46	7	1	0	3
Social workers/Behavioral health counselors	32	51	10	3	1	4
Outpatient clinic	30	54	9	4	1	3
Pharmacy	39	47	11	3	0	0

Q7. How much do you trust the following groups to support your patients' health, well-being, and social needs?

Physician Survey (N=600)	Completely trust	Somewhat trust	Neither trust nor distrust	Slightly distrust	Completely distrust
Social services (e.g. child welfare and adult aging services)	14	56	20	9	2
State and local public health departments	13	51	22	12	2

Religious institutions (e.g. churches, temples, synagogues)	23	44	23	7	2
Transportation services (e.g. Lyft for health clinics)	13	48	33	5	1
Meal services (e.g. food banks, Meals on Wheels)	27	49	22	1	0

Trust in Patients

Q8. To what extent would you say most of your patients...?

Physician Survey (N=600)	To a great extent	To a moderate extent	To a slight extent	Not at all
Are honest with you	29	60	10	1
Treat you with respect	59	37	4	0
Trust you	65	33	2	0
Are able to fill prescriptions you write for them	48	49	4	0
Are able to follow your treatment recommendations	30	62	7	0
Schedule follow up appointments when you request them	40	51	9	1
Make lifestyle changes based on your recommendations, like diet and exercise	8	51	37	5

COVID-19 Impact on Trust

Q9. Since the start of the COVID-19 pandemic, to what extent has your primary place of work....

Physician Survey (N=600)	To a great extent	To a moderate extent	To a slight extent	Not at all
Supported your well-being	36	39	20	6
Ensured a safe workplace	52	35	11	2
Communicated effectively about COVID-19	56	33	11	1
Reduced the spread of COVID-19 at health care facilities	53	37	8	2
Adjusted staffing models to continue to deliver patient care	50	36	11	3
Made decisions to keep your workplace financially stable	46	39	12	3
Managed vaccine rollout effectively	36	32	15	17
Effectively integrated telehealth as an alternative to in-person appointments	50	33	13	4
Educated patients about COVID- 19	46	41	12	2
Made COVID-19 testing available to those who need it	50	29	14	8
Ensured that regular, non-COVID- 19 care is available to those who need it	61	32	7	1

Q10. How has the pandemic impacted your level of trust in...

Physician Survey (N=600)	Increased trust	Decreased trust	Trust remained the same
The health care system as a whole	17	30	53
Fellow physicians	41	5	54
Nurses	37	4	59
Hospitals	23	19	58
Health care organization leadership	18	30	52
Pharmaceutical companies	21	13	66
Health insurance companies	6	31	63
Government health agencies, like the CDC or FDA	21	43	36

Q11. To what extent do you trust that the approved COVID-19 vaccines are effective?

Physician Survey (N=600)	
Completely trust	59
Somewhat trust	35
Neither trust nor distrust	3
Slightly distrust	3
Completely distrust	1

Q12. To what extent do you trust that the approved COVID-19 vaccines are safe?

Physician Survey (N=600)	
Completely trust	54
Somewhat trust	39
Neither trust nor distrust	4
Slightly distrust	3

Completely distrust	1
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Q13. To what extent do you think the following will improve, if at all, due to the COVID-19 pandemic?

Physician Survey (N=600)	To a great extent	To a moderate extent	To a slight extent	Not at all
National and state stockpiles of PPE and other supplies	25	45	23	7
Number of ventilators and ICU beds	19	43	30	8
Vaccine development process	48	37	13	2
Disease testing infrastructure	25	46	22	7
Physician safety measures	22	47	25	7
Coordination between federal and state government	13	36	31	20
Investment in state and local public health departments	15	40	30	15
Vaccine deployment processes	31	41	23	6
Safety procedures for nursing homes/ facilities	24	44	26	6

Trust & Reasons for Mistrust

Q14. How important are the following to build trust with your patient?

Physician Survey (N=600)	Extremely	Moderately	Slightly	Not at all
Spend an appropriate amount of time with them	74	24	2	0
Listen to them	88	10	1	0
Understand their problems	83	15	2	0
Answering their questions	86	12	2	0
Show empathy	86	12	2	0
Prescribe medication	26	39	25	10
Involve them in a choice of treatments	66	29	5	0
Collaborate between clinicians and services to help get the care patients need	59	37	5	0
Recognize improvement in patient health	53	41	6	1
Other, please specify:	58	19	6	17

Q15. Please rank the top 3 things that you believe contribute to patients' mistrust in the health care system as a whole.

Physician Survey (N=600)	
Misdiagnosis or medical errors	9
High costs	14
Poor access to treatment	4
Long wait times	3
Surprise medical billing	4
Poor communication	27
Challenges with health insurance coverage	13
Being treated differently by race, ethnicity, language, socioeconomic status, sex, gender identity, sexual orientation, disability, and other demographic factor	11
Poor clinical outcomes	5
Perceived economic self-interest	10

Information Sources

The next questions are about how you like to receive information about health and healthcare.

Q16. How do you like to receive information about health and healthcare? (Select all that apply)

Physician Survey (N=600)	
Regularly reading medical journals	56
Attending conferences and lectures	66
Attending grand rounds or conferences at the office or hospital where you practice	41
Teaching or training other physicians	34
Learning from peers	55
Learning from patients	27
Self-assessment programs	32
Use of print text books/ resources	31
Use of online medical information services (e.g., Medscape and UpToDate)	66
Completing CME modules/ activities	70
Social media	11

Demographics

Q17. Age:

Physician Survey (N=600)	
20-39	11
40-49	28
50-59	32
60-69	26
70+	4

Q18. With which racial/ethnic group(s) do you identify? Please mark all that apply.

Physician Survey (N=600)	
White/Caucasian	66
Black / African-American	2
Asian or Asian American	21
Hispanic/Latinx	3
Middle Eastern	2
Other (Please specify)	1
Prefer not to answer	8

Q19. Gender:

Physician Survey (N=600)	
Male	61
Female	35
Non-Binary	0
Prefer not to answer	4

Q20. Which of the following describe(s) your main medical practice in more detail? Select all that apply.

Physician Survey (N=600)	
Private practice	51
Group model HMO	3
Academic faculty practice	15
Residency teaching clinic	3
Hospital- or health system-owned office-based practice	23
Hospital inpatient practice	10
Veterans Administration (VA), military or other government practice	1
Nursing home or long-term care facility	*
Home Care	*
Hospice care	*
Community health center or public clinic	4
Other (Please specify)	3

Q21. Do you think you will get COVID-19 within the next 6 months?

Physician Survey (N=600)	
I don't think I will get COVID-19	55
If I get it, I think I will get a mild case	30
If I get it, I think I will get seriously ill	4
I have already had COVID-19	10

Q22. Have you or will you get the COVID-19 vaccine within the next 6 months?

Physician Survey (N=600)	
I don't think I will get the vaccine	4
I plan to get the vaccine	10
I have already had the vaccine	86