

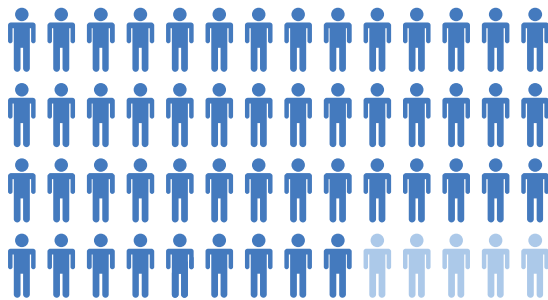
National Poll

Patients Find Hospital Systems Deliver on Care Coordination, Efficiency and Access

Nine out of 10 patients (89%) are satisfied with their recent experience receiving care from a hospital system within their community.

A new Morning Consult poll found hospital systems overwhelmingly meet patient expectations when it comes to receiving care.

Hospital System Patients Want A Health Care Experience That Is Accessible



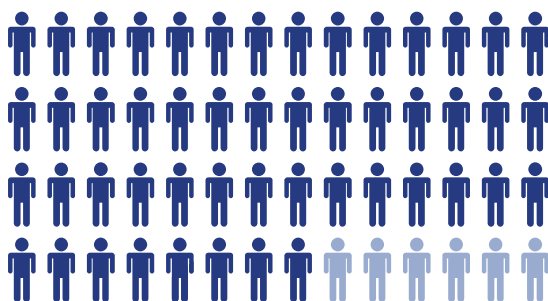
91%

Nearly all patients surveyed cited the ability of their care team to easily access their medical history, lab results or other essential health information as a benefit of receiving care in a hospital system.



82%

More than 8 in 10 patients agree their care within a hospital system was efficient and accessible.



89%

9 in 10 hospital system patients find comfort in the fact that their hospital system has specialists or provides complex care that they may need in the future.

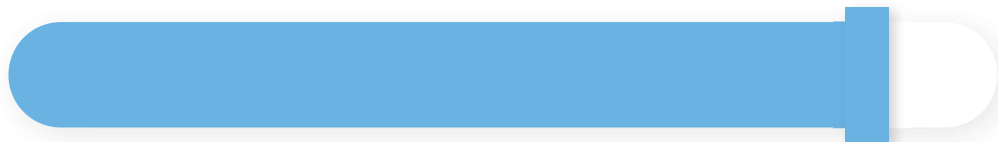
Hospital System Patients Want A Health Care Experience That Is Coordinated

83%



of patients agree the hospital system in their community made it easier for their providers to coordinate care on their behalf.

89%



An overwhelming majority of hospital system patients like that their care comes from the same place instead of a patchwork of providers.

Hospital System Patients Want A Health Care Experience That Is Responsive



82%

Most patients agreed it was easy to get a referral (82%) and get an appointment with a specialist or other provider in a timely manner (82%) within the hospital system.



90%

of patients said their lab work or test results were processed in a timely fashion.

This poll was conducted by Morning Consult on behalf of the American Hospital Association from August 24-29, 2023, among a national representative sample of 2,006 health system patients. Health care systems are defined as organizations that include at least one hospital and at least one physician practice. Interviews were conducted online. Results have a margin of error plus or minus two percentage points.