

# Patients want 5 things

Disrupting the system to provide patient-centered care



## High quality care

Personalized and innovative care

***“knowledgeable and competent practitioners”***

- Majority survey response



## Open communication with provider

To feel heard, believed and informed

*Patients from all race and ethnicity groups rank “communication with healthcare providers” as most important*

- Survey finding



## Focus on the whole person

Emotional health is recognized

*Patients living in urban and rural areas and females cite more challenges, particularly in **managing emotional health***

- Survey finding



## Timely access to care and support

Prompt scheduling, minimal wait times, connection to care

***“Wait time to see the doctor or get treated can cause anxiety and depression; the longer you wait the worse it gets.”***

- Survey respondent



## Reasonable costs

Minimal financial and emotional toll

*All people with cardiovascular conditions report “cost” as most critical barrier to overcome*

- Survey finding

VALUE IN  
**HEALTHCARE**  
INITIATIVE



a collaboration of

American Heart Association.

Duke | MARGOLIS CENTER for Health Policy

**About the Survey:** In fall 2018, the American Heart Association (AHA) conducted a survey of cardiovascular and stroke patients to assess their perceptions of the value of healthcare. Respondents were recruited from the AHA's Patient Support Network and an additional Qualtrics panel with an emphasis on oversampling underserved populations.

771 responses were received, including 26 caregivers. The results were analyzed by the Value in Healthcare Initiative's Patient Survey Workgroup to identify the five key things patients expect from a high-value healthcare system.