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**National Survey June 2021**

**Conducted by SocialSphere**



**TO:** Cynthia Fisher and the PRA Team  
**FROM:** John Della Volpe  
**DATE:** 6 July 2021  
**RE:** Executive Summary of National Health Care Survey

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## **Overview**

From June 23 through June 27, 2021, our team conducted N=2,007 interviews with American adults age 18 and over, with the objective to better understand issues related to the health care system in America. Specifically, we asked questions related to the salience of health care generally, and the most significant concerns Americans had related to further enhancement and reform of the health care system. The survey, which was conducted online, carries a 95 percent credibility level of +/- 2.4 percentage points.

## **Key Findings**

- 1. A majority of Americans report a) being overcharged after seeking care at a hospital or another medical provider, and b) interest in using consumer-friendly health care shopping tools that provide a transparent view of pricing and outcomes.**

Overall, 56 percent of adults feel like they, or a close family member were overcharged when seeking medical care. There are few differences based on demographic or political subgroups. We found that nearly three-in-five adults (58%) are interested in using a mobile app or tool to shop for healthcare that includes all of the prices, discounts, quality metrics, and outcomes in a consumer-friendly format (like Expedia, Priceline or Amazon).

About one-third (32%) of Americans report that they “would certainly use it,” 26 percent say they would probably use it, and 25 percent are “50-50,” with only 9 percent saying they would probably, or certainly not use it.

- 2. By a margin of 8-to-1, Americans support the federal government requiring hospitals to make all of their prices available so that Americans could know the actual prices of non-emergency care or service before receiving it. Nearly three-quarters support increasing the penalty for hospitals who do not comply from the current \$300 per hospital per day fine – to \$300 per hospital bed per day.**

Eighty-two percent (82%) of adults—including 86 percent of Democrats, 81 percent of Republicans, and 79 percent of independents—support the federal government using its authority to ensure that Americans know the prices of their health care service before they receive it.

After it was shared with survey respondents that “hospitals that do not fully comply with the new transparency rules are subject to a fine of \$300 per day. A recent study by the Journal of the American Medical Association found that 83% of hospitals are NOT complying with this price transparency rule and only 17% of hospitals are complying,” 73

percent indicated that they strongly (44%) or somewhat (29%) support changing the fine from \$300 per hospital per day to a more significant fine of \$300 per hospital per bed per day in order to encourage more hospitals to comply with the new federal transparency regulation.

**3. Increasing transparency around costs and outcomes, along with stopping abusive pharmaceutical pricing and expanding mental health care are considered the most important priorities (from those tested in the survey) as Congress considers reform of the health care system.**

Eighty-five percent (85%) of Americans—and at least 82% of adults in Red (85%), Blue (82%) and Battleground states (86%) believe that cutting costs and improving quality by making health care prices, quality metrics, and outcomes more transparent should be a priority for lawmakers. This issue of transparency finds the same level of support as proposals that call for limiting the price of new drugs that face no competition and are being abusively priced by manufacturers (84% say very or somewhat important priority) and expanding access to mental health care (83%). These three issues are followed by eliminating anti-competitive practices system wide (80%), expanding coverage to low-income Americans (79%), and offering a public health insurance option like Medicare (74%).

**4. Even after prompting, less than half of Americans are familiar with the January 2021 federal mandate requiring hospitals to make their prices available so that Americans could know the cost of a hospital item or service before receiving it.**

Survey respondents were first asked unprompted whether they had heard or read anything recently about a new government requirement that hospitals make their prices available so that Americans could know the price of hospital care or service before receiving it—and only 32 percent answered in the affirmative. When respondents were shown more information, including the fact that hospitals are now required to provide cost-related information in a consumer-friendly format to make it easier for consumers to shop and compare prices across hospitals and estimate the cost of care before going to the hospital, 12 percent indicated that they heard a lot and 29 percent a little about this measure--while 27 percent reported hearing not much, and 31 percent reported hearing nothing at all.

**5. Strong majorities of Democrats, Republicans, and independent voters support President Biden taking action to support the Healthcare Price Transparency rule.**

Across the political spectrum, there is overwhelming support for President Biden to take action to encourage the industry to meet the standards outlined in the Healthcare Price Transparency rule. Overall, 41 percent of Americans strongly support such action by the President and 30 percent somewhat support it. Unsurprisingly, 86 percent of Biden voters support this plan—but more noteworthy 63 percent of Trump voters support President Biden taking this action.

1. We understand that plenty of people are not registered to vote, but we are wondering if you are registered to vote?

Yes ..... 77%  
 No..... 23%

2. Are you...

Male ..... 48%  
 Female ..... 52%

3. In which state do you live?

[See Region recode on last page]

4. Age

18-24 ..... 11%  
 25-34 ..... 17%  
 35-44 ..... 16%  
 45-54 ..... 16%  
 55-64 ..... 18%  
 65+ ..... 22%

5. How do you describe yourself?

White, Non-Hispanic ..... 65%  
 Black, Non-Hispanic..... 11%  
 Hispanic ..... 15%  
 Asian, Non-Hispanic ..... 5%  
 Other ..... 3%

**[IF AGE 18-24, ASK]**

6. With regard to school, are you **currently enrolled** at any of the following? (n=250)

High school ..... 24%  
 Trade/Vocational..... 3%  
 2-year or junior college or community college ..... 19%  
 4-year college or university ..... 23%  
 Graduate school..... 11%  
 Business school or professional ..... 8%  
 Not enrolled in college/university, but taking at least  
 one course ..... 4%  
 Not currently enrolled in any of these ..... 16%

**[IF AGE 25+, ASK]**

7. What is the highest level of education you've completed? (n=1,757)

**Net: College** ..... 37%

**Net: Less Than College** ..... 63%

Some high school or less..... 4%

High school or equivalent ..... 28%

Some college, but no degree ..... 21%

Associate's degree / Trade school degree ..... 10%

Bachelor's degree ..... 25%

Graduate degree ..... 8%

Doctorate degree ..... 4%

8. Which of the following best describes your current employment status?

Employed full-time ..... 35%

Employed part-time..... 10%

Self-employed ..... 9%

Not employed..... 29%

Not employed/homemaker..... 14%

Student..... 3%

**[IF EMPLOYED FULL-TIME, PART-TIME, OR SELF EMPLOYED, ASK]**

9. What kind of work do you do? (n=1,166)

**Professional:** Examples would be lawyer, doctor, teacher, nurse, accountant ..... 18%

**Manager, executive, or official:** Examples would be store manager, business exec..... 21%

**Business owner** ..... 9%

**Clerical/Office/Sales:** Examples would be secretary, receptionist, sales clerk..... 13%

**Service work:** Examples would be waiter/waitress, hairstylist, police or fireman, janitor, nurses' aid..... 11%

**Skilled trades:** Examples would be electrician, plumber, carpenter..... 9%

**Semi-skilled:** Examples would be assembly line worker, truck driver, bus driver ..... 6%

**Other**..... 13%

10. Which of the following best describes your marital status?

Married ..... 48%

Living with partner/significant other ..... 9%

Single, never married..... 27%

Separated or divorced ..... 12%

Widowed ..... 5%

11. How many children, if any, do you have under the age of 18 living at home?
- |                |     |
|----------------|-----|
| 0 .....        | 68% |
| 1 .....        | 15% |
| 2 .....        | 11% |
| 3 .....        | 3%  |
| 4 or more..... | 3%  |
12. Which of the following statements best describes your voting in the last presidential election held on November 3, 2020?
- |  |     |
|--|-----|
| I voted at a polling place. ....                         | 31% |
| I voted early. ....                                      | 13% |
| I voted by mail / absentee ballot. ....                  | 25% |
| I planned on voting but wasn't able to. ....             | 4%  |
| I did not vote in this election. ....                    | 26% |
| I went to the polling place but wasn't allowed to vote.. | 1%  |
13. When it comes to politics, with which party do you consider yourself to be affiliated?
- |                               |     |
|-------------------------------|-----|
| Democratic .....              | 36% |
| Republican .....              | 35% |
| Independent/Unaffiliated..... | 29% |
14. When it comes to most political issues, do you think of yourself as a...?
- |                                     |            |
|-------------------------------------|------------|
| <b>Net: Liberal</b> .....           | <b>29%</b> |
| <b>Moderate</b> .....               | <b>35%</b> |
| <b>Net: Conservative</b> .....      | <b>36%</b> |
| Liberal .....                       | 17%        |
| Moderate, leaning liberal .....     | 12%        |
| Moderate .....                      | 35%        |
| Moderate, leaning conservative..... | 12%        |
| Conservative .....                  | 24%        |
- [IF VOTED, ASK]**
15. For whom did you vote for president in 2020? (n=1,567)
- |                    |     |
|--------------------|-----|
| Joe Biden .....    | 50% |
| Donald Trump ..... | 45% |
| Someone else ..... | 5%  |
16. How likely is it that you will vote in the midterm elections for Congress in November 2022?
- |                                  |     |
|----------------------------------|-----|
| Definitely will be voting .....  | 50% |
| Probably will be voting .....    | 14% |
| 50-50 .....                      | 19% |
| Probably won't be voting.....    | 8%  |
| Definitely won't be voting ..... | 9%  |

17. Do you consider yourself to be politically engaged or politically active?

Yes..... 49%  
No..... 51%

When you think about the nation right now, please indicate how important the following issues are to you.

**[Note: Displayed in rank order based on, "Net: A Concern." Each item was randomized during data collection.]**

18. Economy and jobs

**Net: A Concern..... 85%**

A major concern..... 62%  
A concern, but not top of mind..... 23%  
It's in the back of my mind ..... 9%  
Not a concern..... 4%  
Don't know ..... 2%

19. Health care

**Net: A Concern..... 83%**

A major concern..... 57%  
A concern, but not top of mind..... 26%  
It's in the back of my mind ..... 10%  
Not a concern..... 5%  
Don't know ..... 2%

20. Crime

**Net: A Concern..... 83%**

A major concern..... 58%  
A concern, but not top of mind..... 25%  
It's in the back of my mind ..... 10%  
Not a concern..... 4%  
Don't know ..... 3%

21. Cyber security

**Net: A Concern..... 77%**

A major concern..... 46%  
A concern, but not top of mind..... 31%  
It's in the back of my mind ..... 14%  
Not a concern..... 5%  
Don't know ..... 4%

## 22. Immigration

**Net: A Concern ..... 72%**

A major concern ..... 44%  
 A concern, but not top of mind ..... 28%  
 It's in the back of my mind ..... 16%  
 Not a concern ..... 8%  
 Don't know ..... 4%

## 23. K-12 Education

**Net: A Concern ..... 70%**

A major concern ..... 35%  
 A concern, but not top of mind ..... 35%  
 It's in the back of my mind ..... 16%  
 Not a concern ..... 10%  
 Don't know ..... 4%

## 24. Race relations

**Net: A Concern ..... 67%**

A major concern ..... 41%  
 A concern, but not top of mind ..... 26%  
 It's in the back of my mind ..... 15%  
 Not a concern ..... 14%  
 Don't know ..... 4%

## 25. Climate change

**Net: A Concern ..... 64%**

A major concern ..... 38%  
 A concern, but not top of mind ..... 25%  
 It's in the back of my mind ..... 15%  
 Not a concern ..... 17%  
 Don't know ..... 4%



26. In a few words, can you please indicate your top personal concern related to the health care system in the United States? (n=1,647)

Affordability .....	27%
Access and equity.....	25%
Patient outcomes .....	6%
Pandemic .....	5%
Medicare .....	5%
Special interests.....	3%
Less socialized.....	3%
Prescription drugs .....	3%
Medicaid.....	*
Mental health .....	*
Rural health.....	*
Other .....	5%
None.....	17%

There are several proposals being discussed in Congress that will reform parts of the health care system in the United States. How important a priority do you think each of the following should be?

**[Note: Displayed in rank order based on, “Net: More a Priority.” Each item was randomized during data collection.]**

27. Cut costs and improve quality by making health care prices, quality metrics, and outcomes more transparent.

<b>Net: Priority .....</b>	<b>85%</b>
Very important priority .....	57%
Somewhat important priority .....	28%
Not very important priority.....	8%
Not a priority at all .....	2%
Don't know .....	5%

28. Limit the price of new drugs that face no competition and are being abusively priced by manufacturers.

<b>Net: Priority .....</b>	<b>84%</b>
Very important priority .....	56%
Somewhat important priority .....	27%
Not very important priority.....	8%
Not a priority at all .....	3%
Don't know .....	5%

29. Expand access to mental health care.

**Net: Priority ..... 83%**

Very important priority ..... 52%  
 Somewhat important priority ..... 31%  
 Not very important priority ..... 9%  
 Not a priority at all ..... 4%  
 Don't know ..... 4%

30. Eliminate anti-competitive practices system wide in healthcare for drug companies, hospitals and insurers and others to encourage competition and lower costs.

**Net: Priority ..... 80%**

Very important priority ..... 49%  
 Somewhat important priority ..... 32%  
 Not very important priority ..... 9%  
 Not a priority at all ..... 4%  
 Don't know ..... 7%

31. Expand coverage to low-income Americans.

**Net: Priority ..... 79%**

Very important priority ..... 53%  
 Somewhat important priority ..... 26%  
 Not very important priority ..... 11%  
 Not a priority at all ..... 6%  
 Don't know ..... 4%

32. Give Americans a new choice, a public health insurance option like Medicare.

**Net: Priority ..... 74%**

Very important priority ..... 44%  
 Somewhat important priority ..... 30%  
 Not very important priority ..... 12%  
 Not a priority at all ..... 8%  
 Don't know ..... 6%

33. Have you heard or read anything recently about a new government requirement that hospitals make their prices available so that Americans could know the price of hospital care or service before receiving it?

Yes ..... 32%  
 No ..... 50%  
 Not sure ..... 18%

**[IF YES, ASK]**

34. What have you heard or read about this requirement? (n=28)

Transparency with cost.....	32%
Everything.....	9%
Positive.....	2%
None.....	57%

35. Starting January 1, 2021, the federal government began requiring hospitals to make their prices available so that Americans could know the cost of a hospital item or service before receiving it. Each hospital in the United States is now required to provide this comprehensive information in a consumer-friendly format to make it easier for consumers to shop and compare prices across hospitals and estimate the cost of care before going to the hospital.

Before reading this statement, would you say you knew a lot, a little, not much, or nothing at all about this hospital transparency requirement?

**Net: A Lot or Little..... 42%**  
**Net: Not Much or Nothing ..... 58%**

A lot.....	12%
A little.....	29%
Not much.....	27%
Nothing at all.....	31%

36. Do you support or oppose the federal government requiring hospitals to make all of their prices available so that Americans could know the actual prices of non-emergency care or service before receiving it?

**Net: Support ..... 82%**  
**Net: Oppose..... 11%**

Strongly support.....	55%
Somewhat support.....	27%
Somewhat oppose.....	8%
Strongly oppose.....	3%
Don't know.....	7%

37. Have you, or a close family member, required medical treatment in a hospital this year?

Yes.....	46%
No.....	50%
Prefer not to say.....	4%

**[IF YES, ASK]**

38. Before receiving treatment, do you recall being informed about, or seeing information about the prices of your treatment? (n=950)

Yes.....	24%
No.....	66%
Not sure.....	10%

39. Have you, or a close family member ever felt like you were overcharged after seeking care at a hospital or another medical provider?

Yes ..... 56%  
 No..... 28%  
 Not sure..... 16%

40. If you had access to mobile apps and tools to shop for healthcare, that included all of the prices, discounts, quality metrics, and outcomes in a consumer-friendly format – like Expedia, Priceline or Amazon -- how likely would you be to use these tools that lower your costs of care and coverage?

Would certainly use it..... 33%  
 Would probably use it ..... 27%  
 50-50 ..... 25%  
 Would probably not use it ..... 7%  
 Would certainly not use it..... 3%  
 Don't know ..... 6%

Do you agree or disagree with the following statements?

**[Note: Displayed in rank order based on, “Net: Agree.” Each item was randomized during data collection.]**

41. Health care organizations such as insurance companies, hospitals, and doctors, should be legally required to disclose all their prices in an easily accessible place online to allow for easy shopping for health care services.

**Net: Agree ..... 85%**

Strongly agree..... 56%  
 Somewhat agree..... 29%  
 Somewhat disagree ..... 6%  
 Strongly disagree ..... 3%  
 Don't know ..... 6%

42. I will feel better and have more trust in the health care system if I know that all of the hospital prices, quality metrics, and outcomes are available in an accessible, consumer-friendly format.

**Net: Agree ..... 83%**

Strongly agree..... 50%  
 Somewhat agree..... 34%  
 Somewhat disagree ..... 7%  
 Strongly disagree ..... 3%  
 Don't know ..... 6%

43. Hospitals should notify patients and consumers that they have the right to shop at the discounted cash prices– which can often result in a savings of up to 40% from the insurer negotiated rates.

**Net: Agree ..... 83%**

Strongly agree ..... 53%  
 Somewhat agree ..... 30%  
 Somewhat disagree ..... 7%  
 Strongly disagree ..... 2%  
 Don't know ..... 7%

44. Hospitals should be required to post all actual prices and provide patients complete prices in advance of planned care, not just broad estimates.

**Net: Agree ..... 83%**

Strongly agree ..... 55%  
 Somewhat agree ..... 28%  
 Somewhat disagree ..... 8%  
 Strongly disagree ..... 3%  
 Don't know ..... 6%

45. All hospitals should provide access to a 24/7 consumer protection department for easy remedy and recourse for all patients when elective, non-emergency and emergency room bills do not match posted prices.

**Net: Agree ..... 82%**

Strongly agree ..... 53%  
 Somewhat agree ..... 29%  
 Somewhat disagree ..... 8%  
 Strongly disagree ..... 3%  
 Don't know ..... 8%

46. Having access to actual prices from hospitals will give more power to patients and consumers and help to prevent price gouging, overcharging and fraud.

**Net: Agree ..... 82%**

Strongly agree ..... 53%  
 Somewhat agree ..... 29%  
 Somewhat disagree ..... 7%  
 Strongly disagree ..... 4%  
 Don't know ..... 7%

47. It was recently reported in the *Wall Street Journal* that the same standard procedure -- in the same hospital -- could cost as little as \$6,000 to as much as \$60,000 based upon who is paying. This is unfair and makes the entire system less equitable for all Americans.

**Net: Agree ..... 81%**

Strongly agree..... 57%  
 Somewhat agree..... 24%  
 Somewhat disagree ..... 8%  
 Strongly disagree ..... 3%  
 Don't know ..... 9%

48. Allowing consumers to see the actual prices of health care services will lead to more competition, reduce the financial burden for millions of families.

**Net: Agree ..... 80%**

Strongly agree..... 49%  
 Somewhat agree..... 31%  
 Somewhat disagree ..... 8%  
 Strongly disagree ..... 3%  
 Don't know ..... 8%

49. In looking at all of the hospital negotiated rates online, if you saw that your plan negotiated a rate of \$60,000 while other negotiated rates were lower, as low as \$6,000 for the same service -- would you advocate with the hospital and your plan to pay the lower rate?

Yes, definitely..... 53%  
 Yes, probably ..... 27%  
 Probably not..... 8%  
 Definitely not ..... 2%  
 Don't know ..... 10%

**[SPLIT SAMPLE A]**

50. Currently, hospitals that do not fully comply with the new transparency rules are subject to a fine of \$300 per day. A recent study by the Journal of the American Medical Association found that 83% of hospitals are NOT complying with this price transparency rule and only 17% of hospitals are complying.

In order to encourage more hospitals to comply with the new federal transparency regulation, do you support or oppose changing the fine from only \$300 per hospital per day to a more significant fine of \$300 per hospital per bed per day?

This would mean that the average hospital in the United States – which has 150 beds – would be fined \$45,000 a day for non-compliance. (n=894)

**Net: Support** ..... **67%**  
**Net: Oppose**..... **18%**

Strongly support..... 37%  
 Somewhat support..... 31%  
 Somewhat oppose ..... 13%  
 Strongly oppose ..... 5%  
 Don't know ..... 15%

**[SPLIT SAMPLE B]**

51. Currently, hospitals that do not fully comply with the new transparency rules are subject to a fine of \$300 per day. A recent study by the Journal of the American Medical Association found that 83% of hospitals are NOT complying with this price transparency rule and only 17% of hospitals are complying.

In order to encourage more hospitals to comply with the new federal transparency regulation, do you support or oppose changing the fine from only \$300 per hospital per day to a more significant fine of \$300 per hospital per bed per day? (n=1,113)

**Net: Support** ..... **73%**  
**Net: Oppose**..... **15%**

Strongly support..... 44%  
 Somewhat support..... 29%  
 Somewhat oppose ..... 9%  
 Strongly oppose ..... 5%  
 Don't know ..... 12%

52. Do you support or oppose President Biden taking action to support the Healthcare Price Transparency rule, such as significantly increasing the penalty on hospitals that do not provide accurate and real price information?

**Net: Support** ..... **70%**  
**Net: Oppose**..... **17%**

Strongly support..... 41%  
 Somewhat support..... 30%  
 Somewhat oppose ..... 10%  
 Strongly oppose ..... 7%  
 Don't know ..... 12%

53. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time?

Covered by health insurance ..... 81%  
 Not covered by health insurance ..... 14%  
 Don't know ..... 5%

**[If "COVERED BY HEALTH INSURANCE," ASK]**

54. Which of the following is your MAIN source of health insurance coverage? Is it a plan through your employer, a plan through your spouse's employer, a plan you purchased yourself either from an insurance company or a state or federal marketplace, or are you covered by Medicare or Medicaid? (n=1,628)

Plan through your employer..... 25%  
 Plan through your spouse's employer ..... 12%  
 Plan you purchased yourself ..... 10%  
 Medicare ..... 32%  
 Medicaid/State specific Medicaid name ..... 16%  
 Somewhere else ..... 3%  
 Plan through your parents/mother/father ..... 2%  
 Don't know ..... 1%

55. Please select any of the following television networks, social networks and websites that you regularly watch or visit for news and current events.

**[RANDOMIZE LIST]**

Network news (ABC, CBS, NBC) ..... 46%  
 Facebook ..... 44%  
 Fox News ..... 38%  
 CNN ..... 33%  
 Instagram ..... 22%  
 MSNBC ..... 19%  
 Twitter ..... 19%  
 Tik Tok ..... 16%  
 PBS ..... 15%  
 Snapchat ..... 12%

56. Do you own a tablet PC or iPad?

Yes ..... 70%  
 No ..... 30%



57. Which one of these bests describes your religious preference or spiritual outlook?

Catholic .....	21%
Protestant.....	20%
Fundamentalist/Evangelical Christian .....	10%
Jewish .....	3%
Muslim.....	3%
LDS/Mormon.....	2%
Another religion.....	11%
No religious preference.....	19%
Secular humanist .....	1%
Atheist .....	5%
Agnostic .....	5%

**[IF CATHOLIC, PROTESTANT, FUNDAMENTALIST/EVANGELICAL, JEWISH, LDS/MORMAN, MUSLIM, OR ANOTHER RELIGION, ASK]**

58. Aside from weddings and funerals, how often do you attend religious services? (n=1,418)

More than once a week .....	12%
Once a week .....	24%
Once or twice a month.....	11%
A few times a year .....	17%
Seldom.....	21%
Never.....	15%

59. Which of the following best describes the area in which you live?

Suburban.....	45%
Urban .....	28%
Rural.....	19%
Small town .....	8%

60. The next question is about the total income of YOUR HOUSEHOLD for the PAST 12 MONTHS. Please include your income PLUS the income of all members living in your household (including cohabiting partners and armed forces members living at home). Please count income BEFORE TAXES and from all sources (such as wages, salaries, tips, net income from a business, interest, dividends, child support, alimony, and Social Security, public assistance, pensions, or retirement benefits).

Less than \$25,000 .....	22%
\$25,000-\$49,999.....	27%
\$50,000-\$74,999.....	18%
\$75,000-\$99,999.....	11%
\$100,000-\$124,999.....	7%
\$125,000-\$149,999.....	5%
\$150,000-\$174,999.....	2%
\$175,000-\$199,999.....	2%
\$200,000 or more.....	3%
Don't know .....	4%

## 61. Region

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Northeast.....	18%
Midwest.....	21%
South.....	43%
West.....	18%

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\*The survey, which was conducted online, carries a 95 percent credibility level of +/- 2.4 percentage points. Post-stratification weights calculated for this survey were based on the most recent U.S. Census Current Population Survey. Gender, age, race and ethnicity, educational attainment, and census division were used for weighting, in addition to technographic variables used to correct for non-coverage bias factors associated with online activity.