

# Accolade Consumer Healthcare Experience Index

More than ever, consumers must make difficult choices while trying to navigate through a complex and fragmented healthcare system, often while they are hurting and feeling sick, stressed and overwhelmed. To better understand what people think about their role as the “CEO of their healthcare,” the Accolade Consumer Healthcare Experience Index sheds light on how individuals are making health-related decisions, what’s impacting these and where they need the most help.

## State of the Consumer Healthcare Experience

Americans are least comfortable with their knowledge and skills to navigate the healthcare system than they are with other common consumer activities.



**32%** of people are uncomfortable navigating medical benefits and the healthcare system



**25%** are uncomfortable buying a home

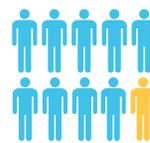


**16%** are uncomfortable purchasing tech and electronics



**15%** are uncomfortable buying a car

Poor consumer healthcare knowledge and experiences spill over into the work day, costing employers millions in lost time, poor quality and diminished productivity.



**9 in 10 consumers** report having to deal with health benefits and health-related issues at work



**1 in 5 consumers** have missed work altogether as a result of dealing with health benefits or health-related issues



Employed adults spend on average **3.5 hours** per month during their work time dealing with, researching and understanding health benefits, health insurance or healthcare-related issues

## What is Getting in the Way?

### HEALTHCARE HASSLES

Consumers are having difficulty managing the complex, fragmented healthcare system.

**Top 3 hassles** contributing to poor healthcare decisions:



**55%**

Coordinating various aspects of care



**53%**

Understanding what healthcare will cost



**50%**

Understanding healthcare benefits

### LIFE CIRCUMSTANCES

Sometimes life gets in the way of making the best healthcare decisions.

**Top 3 personal circumstances** contributing to poor healthcare decisions:



**31%**

Finances



**26%**

Emotions



**19%**

Competing responsibilities

### UNDERUTILIZED RESOURCES

Consumers aren't using the health-related programs available to them, wasting valuable untapped resources.

86% say their employer and/or insurer offers health-related programs



have never used these programs



used 1X in the past year



used 2-3X in the past year

### ONE-DIMENSIONAL PHYSICIAN RELATIONSHIPS

While most turn to their doctor as their “go-to” resource when making healthcare decisions, consumers also want physicians to consider their personal lives.

**75%**

say it would be helpful if healthcare providers took time to understand their personal/life circumstances, not just diagnosis/medical issue



**16%**

say providers do this today

## What Can We Do?

When it comes to getting help selecting and using benefits, finding doctors, paying for care, understanding treatment options, coordinating care or answering other health-related questions:

# 43%

agree that it would be valuable to have a **single, trusted person** to help answer questions for any health-related need

Top things people say would help improve their healthcare experience:

- 1 47% want to have a **single person they trust** to help with all their healthcare needs
- 2 24% want more individualized programs to help manage their health
- 3 20% want more resources from their employer or HR to answer benefits questions
- 4 13% want digital/mobile apps to help them make healthcare decisions on their own

## Accolade : Reinventing the healthcare experience

Too many Americans are lost in today's complex and confusing healthcare system — people are clearly looking for a different healthcare experience. And since our survey confirms that nearly half of the health management programs and tools available to them aren't used, it's equally clear that employers and health plans need to take action. Companies have an opportunity to help consumers get the right care, avoid costly errors and boost productivity, all of which yield tangible results. By engaging people earlier in the process (and more comprehensively), organizations can consistently reduce their healthcare spending because employees and their families are using their benefits more efficiently and effectively than ever before.

Accolade is an on-demand healthcare concierge for employers, health plans and health systems. Contact us to find out how we are reinventing the healthcare experience — and how we're helping our customers achieve industry-leading engagement levels, satisfaction scores unseen in healthcare, better health outcomes and cost savings between 5 - 15 percent.

[Accolade.com/ConsumerHealthcareIndex](http://Accolade.com/ConsumerHealthcareIndex)  
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\*This survey was conducted online by Harris Poll on behalf of Accolade in September 2015, among 1,536 Americans ages 18+ with health insurance.

