



# National Opinions on Expanding Patient Choices



**GS STRATEGY GROUP**

**PRESENTED BY:**

Robert Jones

**PROJECT DETAILS**

1,000 National Likely Voters

Conducted Online January 6 – 10, 2023

# Executive Summary

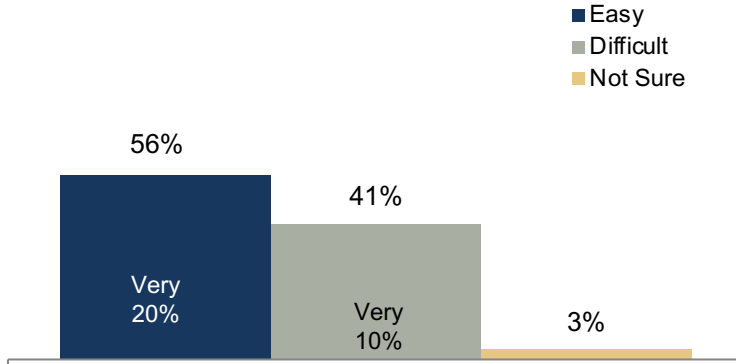
- From January 6 – 10, 2023, GS Strategy Group fielded a national poll of N=1,000 likely voters to understand consumer opinions on a range of policies that would improve access to health care.
- Respondents are concerned about being able to access care when they need it (41% say it's difficult to do so) and about staffing shortages (76% say we need more health care workers).
- Even though the country has emerged from the pandemic, there's broad agreement that health care facilities are overwhelmed (84%) and that nurse practitioners and advanced practice registered nurses (APRNs) have the experience to help meet the demand for care (86%).
- There is broad support for expanding telehealth choices, driven by belief it offers same/better quality of care as in-person visits. Nearly two-thirds of voters have used telehealth services in the past and even more are likely to use it in the future.
- Telehealth must be positioned as a choice, not an either/or option to in-person visits.
- Nurses, Nurse Practitioners, and APRNs all receive high marks. Their high regard is mirrored in voter support for granting them Full Authority to treat patients like they were trained to do (81% support) as well as for calls to implement more Cross-State/Clinician Licensure Compacts to help address current staffing and access issues facing the industry today.

# General Issues Environment: Concerns About Access & Staffing Shortages

Voters are concerned about being able to access care when they need it and a majority say we need more health care workers.

## Access Concerns

Generally speaking, do you believe it is easy or difficult for most people to access the health care they need when they need it?

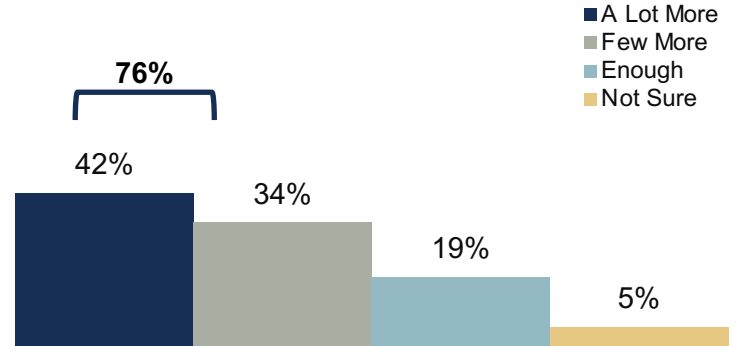


	Overall	Party			Gender		Race	
		Dem	Indy	GOP	M	F	White	Non White
Easy	<b>56%</b>	54	54	62	66	47	57	57
Difficult	<b>41%</b>	44	41	35	31	49	40	42
<b>NET</b>	<b>+15</b>	<b>+10</b>	<b>+13</b>	<b>+27</b>	<b>+35</b>	<b>-2</b>	<b>+17</b>	<b>+15</b>

	Overall	Age		Location		
		<55	55+	Urban	Suburbs	Rural
Easy	<b>56%</b>	55	58	67	53	48
Difficult	<b>41%</b>	43	37	31	43	49
<b>NET</b>	<b>+15</b>	<b>+12</b>	<b>+21</b>	<b>+36</b>	<b>+10</b>	<b>-1</b>

## Staffing Concerns

Do you think the U.S. has enough health care workers like doctors, nurses, and nurse practitioners or does it need more?



	Overall	Party			Gender		Race	
		Dem	Indy	GOP	M	F	White	Non White
More	<b>76%</b>	<b>74</b>	<b>86</b>	<b>72</b>	<b>70</b>	<b>81</b>	77	74
A Lot More	<b>42%</b>	42	46	40	34	50	42	41
Few More	<b>34%</b>	32	40	32	37	31	35	33
Enough	<b>19%</b>	22	9	22	25	14	18	22

	Overall	Age		Location		
		<55	55+	Urban	Suburbs	Rural
More	<b>76%</b>	<b>70</b>	<b>85</b>	<b>65</b>	<b>82</b>	<b>84</b>
A Lot More	<b>42%</b>	35	53	36	44	50
Few More	<b>34%</b>	35	32	29	38	34
Enough	<b>19%</b>	25	9	30	13	11

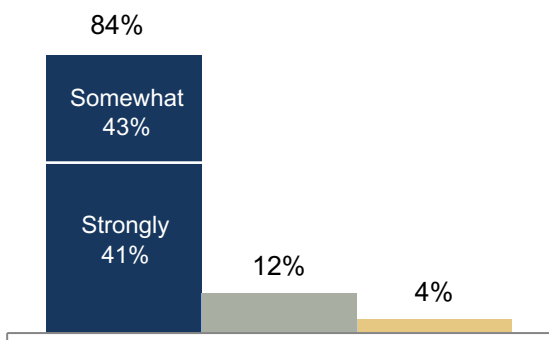
# The Conversation...

There's strong agreement that health care facilities are overwhelmed, and that nurse practitioners and advanced practice registered nurses can help meet the demand for care.

## Health Care Facilities are Overwhelmed

Hospitals, clinics, and medical offices are **overwhelmed** with the number of people seeking medical care—making it hard for people to get appointments and treatment when they need it.

■ Agree ■ Disagree ■ Not Sure



	Overall	Party			Gender	
		Dem	Indy	GOP	M	F
Agree	<b>84%</b>	87	79	84	82	86

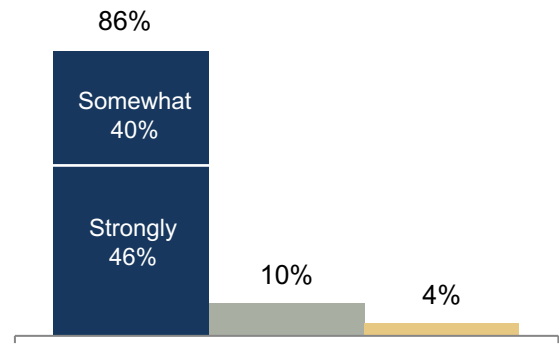
	Overall	Age		Race	
		<55	55+	White	Non White
Agree	<b>84%</b>	85	84	85	81

	Overall	Location		
		Urban	Suburbs	Rural
Agree	<b>84%</b>	85	85	80

## Nurse Practitioners & Advanced Practice Registered Nurses Can Help

The entire health care sector is dealing with a **severe staffing shortage**. Nurse-practitioners and advanced practice nurses have the experience and qualifications to help treat patients with basic medical issues and help meet the rising demand for medical care.

■ Agree ■ Disagree ■ Not Sure



	Overall	Party			Gender	
		Dem	Indy	GOP	M	F
Agree	<b>86%</b>	89	84	85	85	88

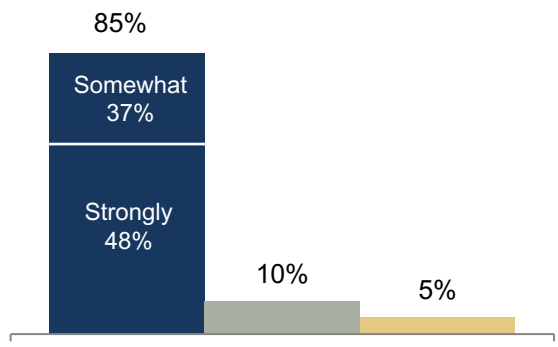
	Overall	Age		Race	
		<55	55+	White	Non White
Agree	<b>86%</b>	85	88	87	83

	Overall	Location		
		Urban	Suburbs	Rural
Agree	<b>86%</b>	87	84	91

## But Government in the Way

While the country has some of the world's best health care, **more work needs to be done to address access and quality issues** to improve health care outcomes for people. Unfortunately, **state and federal regulations often stand in the way of that goal.**

■ Agree ■ Disagree ■ Not Sure



	Overall	Party			Gender	
		Dem	Indy	GOP	M	F
Agree	<b>85%</b>	89	80	85	83	87

	Overall	Age		Race	
		<55	55+	White	Non White
Agree	<b>85%</b>	85	85	86	83

	Overall	Location		
		Urban	Suburbs	Rural
Agree	<b>85%</b>	86	84	87

Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements?

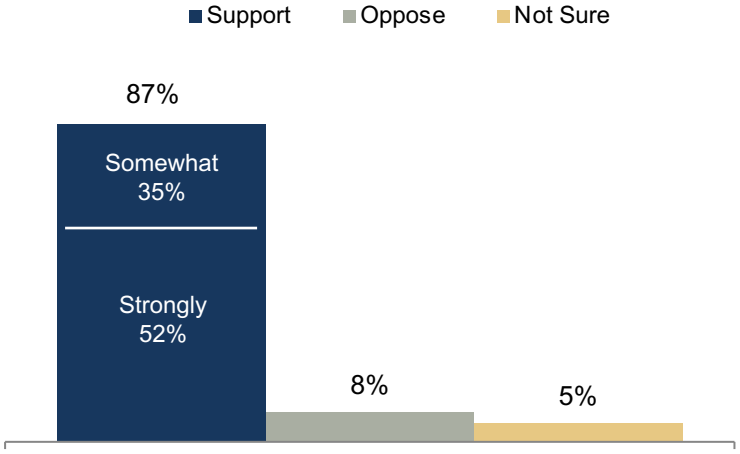


Some numbers may be off +/- 1% due to rounding.

# Telehealth: Strong Support for Expanding Telehealth Care Options

Nearly 9 in 10 voters support expanding all forms of telehealth - from video to patient portals to online chat and app-based services.

During the COVID pandemic, many doctors, nurses, psychologists, and other health care providers introduced more ways to connect with patients seeking physical and mental health services—giving patients the option to not only connect with a healthcare professional live via video conference or phone call, but also using secure patient portals, online chats, and app-based services. All these services are referred to as telehealth. Do you support or oppose expanding the number of telehealth options available to patients looking for medical care and advice?

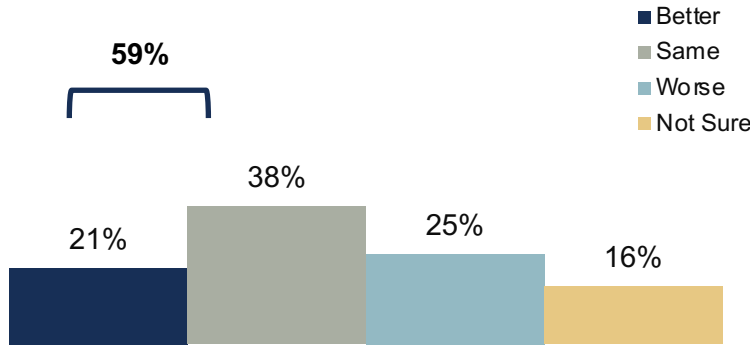


	Overall	Party			Gender		Race		Age		Location		
		Dem	Indy	GOP	Male	Female	White	Non White	<55	55+	Urban	Suburbs	Rural
Support	<b>87%</b>	93	80	84	89	85	86	90	92	79	92	84	84

# Telehealth: Quality Better/Same as In-Person Care

A majority believe the quality of care delivered via telehealth is better or the same as in-person.

Do you believe the quality of care you receive using telehealth services is better, worse, or basically the same as the care you would receive in person?



	Overall	Party			Gender		Race		Age		Location			Used Telehealth
		Dem	Indy	GOP	Male	Female	White	Non White	<55	55+	Urban	Suburbs	Rural	
Better/Same	<b>59%</b>	69	53	52	65	54	57	66	69	44	73	50	55	70
Better	<b>21%</b>	33	9	16	32	11	19	30	32	5	41	11	10	28
Same	<b>38%</b>	37	44	36	33	42	38	36	37	40	32	39	45	42
Worse	<b>25%</b>	16	29	32	23	27	27	18	20	32	15	32	26	22
Not Sure	<b>16%</b>	14	18	16	12	20	15	16	11	23	12	18	19	8
<b>NET Better</b>	<b>-4</b>	<b>+16</b>	<b>-19</b>	<b>-16</b>	<b>+9</b>	<b>-15</b>	<b>-8</b>	<b>+12</b>	<b>+12</b>	<b>-28</b>	<b>+26</b>	<b>-21</b>	<b>-16</b>	<b>+7</b>

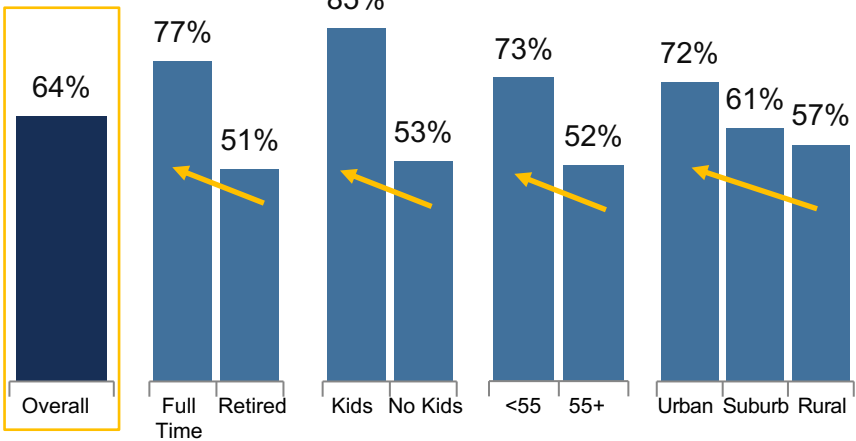
# Telehealth: Usage Levels—Current & Future

A majority have used telehealth services and even more say they're likely to do so in the future.

## Current Telehealth Usage Levels

Have you used any telehealth services to meet with a doctor or other healthcare professional—such as connecting with them via online video conference calls, Zoom meetings, online chats, over the telephone, or patient portals?

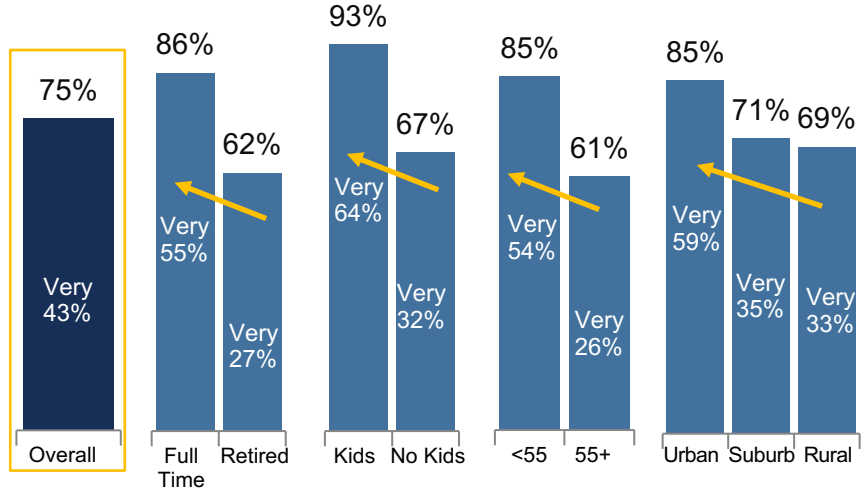
Percent YES



## Likelihood of Using Telehealth Services in Future

How likely would you consider using telehealth services in the future when dealing with a physical or mental health issue?

Percent LIKELY



# Telehealth: It's Not Either Or, It's Choices

Voters expect options when communicating with their health care professionals. 36% say all options should be available.

## Health Care Communications Options

Which options for communication do you believe should be available to patients and doctors? Please mark all that apply.  
*Specific Results Include Those Who Replied "All of the Above"*

**36%**  
 All of the Above

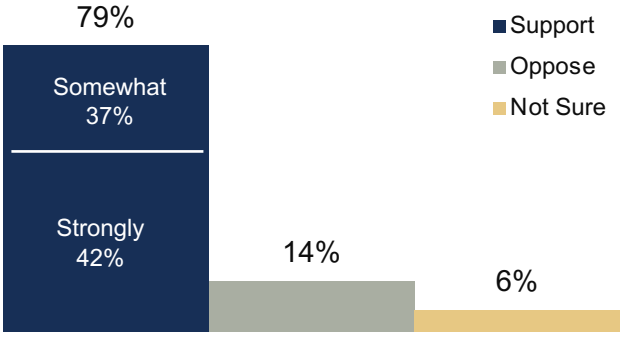
	Overall	Employment		Household		Age		Location		
		Full Time	Retired	Kids	No Kids	<55	55+	Urban	Suburbs	Rural
● In person at doctor's office	90%	89	93	93	88	87	93	92	85	94
● Phone calls	75%	75	73	77	74	76	74	82	70	74
● Online video & zoom mtgs	72%	78	65	84	66	77	54	81	66	71
● Patient portals	65%	63	65	63	65	64	66	64	64	68
● Texts & emails	64%	67	58	68	62	65	54	68	63	58
● Online chat	56%	61	47	68	51	61	49	63	51	56
● App based services	50%	57	42	58	48	55	42	55	48	45



# Cross-State Licensure

A majority of voters support policy that would allow nurses to conduct virtual and other telehealth services across state lines.

Many states want to change the rules around who is allowed to handle medical requests in order to make it easier for people to access telehealth services when they need them. That includes allowing nurses to conduct virtual appointments and other telehealth services with patients who live across state lines. Do you support or oppose allowing nurses to conduct virtual appointments and other telehealth services with patients regardless of what state the patient is in to help expand access to health care?



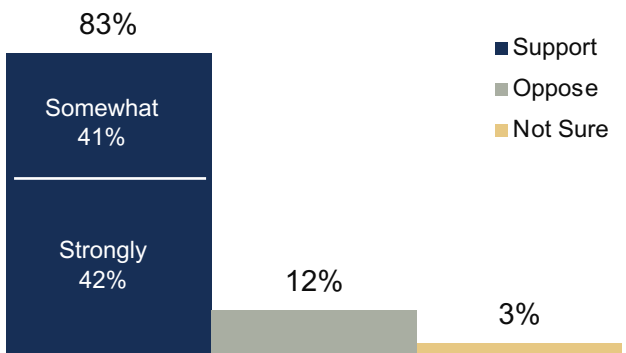
	Overall	Party			Gender		Race		Age		Location		
		Dem	Indy	GOP	Male	Female	White	Non White	<55	55+	Urban	Suburbs	Rural
Support	<b>79%</b>	86	78	73	83	76	79	83	88	67	87	76	75

# Full Practice Authority

A majority of voters support full practice authority for nurse practitioners.

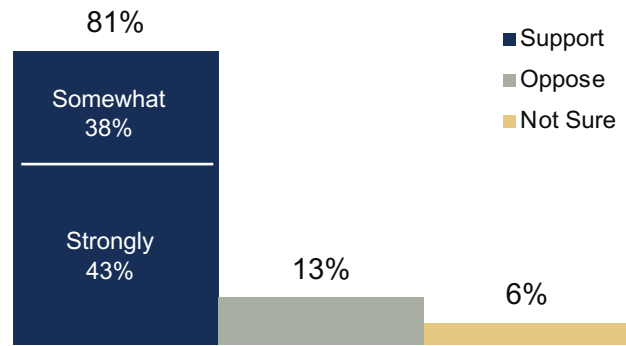
## Making It Easier for Nurses to Provide Care

States have also begun looking at how registered nurses, nurse practitioners, and physician assistants can help provide more care and alleviate bottlenecks and long wait times at hospitals and clinics. Do you support or oppose making it easier for nurses and nurse practitioners to treat patients instead of doctors to help widen the pool of available health care workers?



## Granting Nurses Full Authority to Provide

Today, roughly half of all states restrict patients from seeing a nurse practitioner without physician oversight, even though nurse practitioners are trained and certified to do so. One of the ways states can help improve access to care is to lift these restrictions and enable nurse practitioners to practice to the full extent of their education, training, and certification without physician oversight—including giving them full authority to evaluate patients, diagnose, order, and interpret diagnostic tests and initiate and manage treatments. Knowing this would you support or oppose this plan?



## Support for Granting Full Authority by Key Audiences

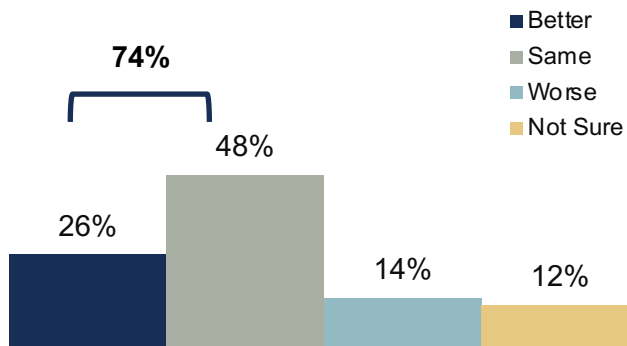
	Overall	Party			Gender		Race		Age		Location		
		Dem	Indy	GOP	Male	Female	White	Non White	<55	55+	Urban	Suburbs	Rural
Support	<b>81%</b>	85	76	80	84	77	82	77	84	76	83	80	78

# Full Practice Authority

Voters believe nurse practitioners deliver quality care and most say they are likely to see one.

## Nurses Provide Better/Same Quality of Care

Do you believe the quality of care received from nurse practitioners instead of doctors would be better, worse, or basically the same?



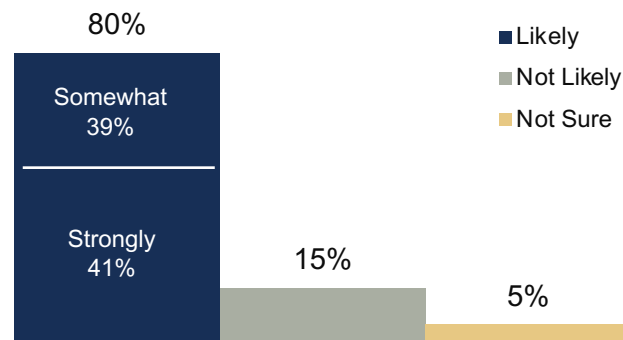
	Overall	Party			Gender	
		Dem	Indy	GOP	Male	Female
Better/Same	<b>74%</b>	80	72	70	77	71
Better	<b>26%</b>	36	16	22	32	20
Same	<b>48%</b>	44	56	48	45	51
Worse	<b>14%</b>	12	14	17	13	15
<b>NET Better</b>	<b>+12</b>	<b>+24</b>	<b>+2</b>	<b>+4</b>	<b>+19</b>	<b>+5</b>

	Overall	Race		Age	
		White	Non White	<55	55+
Better/Same	<b>74%</b>	74	76	78	68
Better	<b>26%</b>	26	29	36	11
Same	<b>48%</b>	48	47	43	57
Worse	<b>14%</b>	15	14	13	16
<b>NET Better</b>	<b>+12</b>	<b>+11</b>	<b>+15</b>	<b>+23</b>	<b>-5</b>

	Overall	Location		
		Urban	Suburbs	Rural
Better/Same	<b>74%</b>	81	69	74
Better	<b>26%</b>	41	18	17
Same	<b>48%</b>	40	51	57
Worse	<b>14%</b>	11	16	16
<b>NET Better</b>	<b>+12</b>	<b>+30</b>	<b>+2</b>	<b>+1</b>

## High Likelihood of Seeing Nurse Practitioner for Care

And how likely would you be to consider seeing a nurse practitioner instead of a doctor at some of your health care appointments if it meant you could be seen sooner?



	Overall	Party			Gender	
		Dem	Indy	GOP	Male	Female
Likely	<b>80%</b>	83	77	78	81	78
Not Likely	<b>15%</b>	13	17	17	14	16
<b>NET</b>	<b>+65</b>	<b>+70</b>	<b>+60</b>	<b>+61</b>	<b>+67</b>	<b>+62</b>

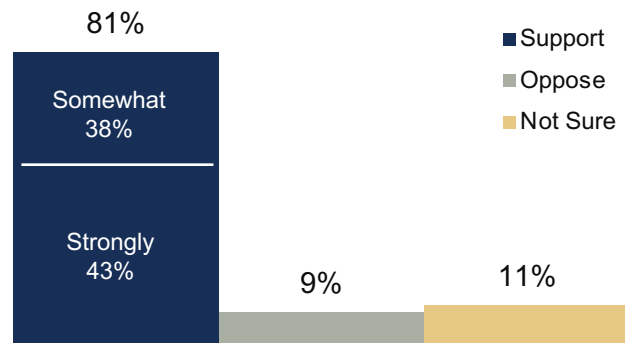
	Overall	Race		Age	
		White	Non White	<55	55+
Likely	<b>80%</b>	81	76	83	75
Not Likely	<b>15%</b>	15	16	12	20
<b>NET</b>	<b>+65</b>	<b>+66</b>	<b>+60</b>	<b>+71</b>	<b>+56</b>

	Overall	Location		
		Urban	Suburbs	Rural
Likely	<b>80%</b>	82	77	81
Not Likely	<b>15%</b>	13	17	15
<b>NET</b>	<b>+65</b>	<b>+69</b>	<b>+60</b>	<b>+66</b>

# Clinician Licensure Compacts

A majority of voters support state licensure compacts that would allow nurses and physicians assistants to provide care in states other than where they live.

Today several states are coming together to address staffing shortages in health care by making it easier for nurses to practice where they are needed most. To do so, states are creating so called Clinician Licensure Compacts—agreements where participating states honor one another’s nursing and physician assistant licensing so that health care workers can work to treat patients in those states. For example, a nurse from New York could temporarily move to a rural community in Indiana or cross the river into New Jersey if there are not enough nurses to treat patients there. However, some state medical boards and unions oppose these agreements citing quality and safety issues and want to regain their authority over the issue. Knowing this, do you support or oppose Clinician Licensure Compacts that enable nurses to provide care in states other than where they live?



	Overall	Party			Gender		Race		Age		Location		
		Dem	Indy	GOP	Male	Female	White	Non White	<55	55+	Urban	Suburbs	Rural
Support	<b>81%</b>	84	78	80	84	78	82	77	83	77	85	79	78

Some numbers may be off +/- 1% due to rounding.

# Appendix

# Survey Details

GS Strategy Group (GSSG) conducted 1,000 interviews among likely voters nationwide. Interviews were conducted online January 6-10, 2023. Statistical margins of error are not applicable to online non-probability surveys. The sample for this study was randomly drawn from an online panel and used quotas for age, gender, race, and geography based on historical voter turnout. Audience specifics are detailed below.

## Ideology

Liberal	29%
Very Liberal	14%
Somewhat Liberal	15%
Moderate	32%
Conservative	37%
Somewhat Conservative	18%
Very Conservative	19%
NET	+8

## Party

Republican	37%
Democrat	39%
Independent/No Party	22%
Other	1%
Not sure	1%
NET	-3

## Age

18-29	18%
30-34	8%
35-39	11%
40-44	9%
45-54	13%
55-64	18%
65+	22%
Mean	47.7

## Insurance Status

Through job/ parent's insurance	38%
Medicare	29%
Medicaid	15%
Purchased privately	10%
The military	2%
You don't have insurance	5%

## Income

<\$50,000	46%
Under \$15,000	8%
\$15,001 to \$25,000	11%
\$25,001 to \$40,000	19%
\$40,001 to \$50,000	8%
\$50,000-\$100,000	31%
\$50,001 to \$75,000	19%
\$75,001 to \$100,000	12%
Over \$100,000	20%
Prefer not to say	3%
Mean	\$60,393

## Race

White	79%
Non-White	29%
Black	13%
Hispanic or Latino	14%
Asian or Pacific Islander	1%
Native American/Indigenous	1%
Multiple races	1%

## Education

High school	22%
Some college/Assoc/Trade	35%
Four-year college degree	22%
Graduate school	20%

## Gender

Male	48%
Female	52%

## Marital Status

Married	48%
Single	33%
Divorced	12%
Separated	1%
Other	6%

## Employment

Employed full-time	43%
Retired	28%
Not employed at this time	10%
Employed part-time	8%
Self employed	5%
Student	3%
Other	3%
Prefer not to say	1%

## Area

Suburban	44%
Urban	34%
Rural	21%
Not sure	1%

## Geography

Northeast	18%
New England	3%
Middle Atlantic	15%
Midwest	23%
East North Central	16%
West North Central	6%
South	38%
South Atlantic	20%
East South Central	6%
West South Central	12%
West	21%
Mountain	8%
Pacific	13%

## Children Under 18

Yes	33%
No	67%

Some numbers may be off +/- 1% due to rounding.

