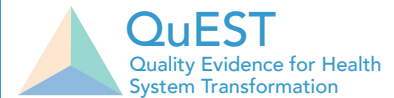




# People's Voice Survey: Missouri State Brief 2025



## BACKGROUND

High-quality health systems generate health, trust, and economic benefit while responding to changing population needs. Current measurements of health systems fail to capture people's perspectives at the population level. The People's Voice Survey (PVS) is a new instrument that measures health system performance from the populations' perspective. It assesses use of health care as well as people's experiences, expectations, and confidence in the health system.

## METHODS

During June–July 2025, data were collected from a nationally representative sample of 4,066 adults in the United States across two languages (English and Spanish) via online or telephone surveys. The sample included an oversample of 542 respondents from the state of Missouri (MO). All data are weighted to represent the state population.

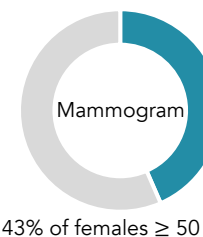
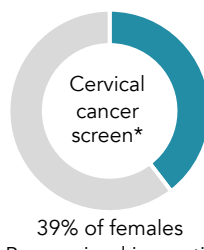
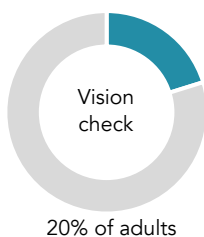
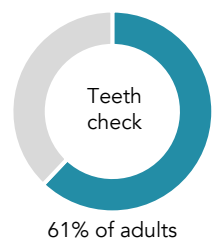
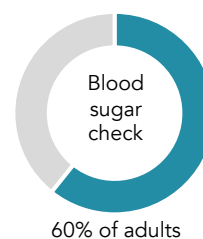
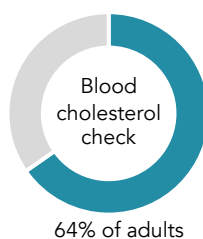
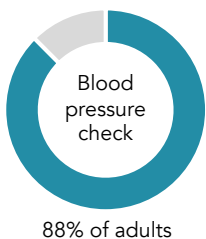
## KEY FINDINGS

### Health care utilization in past 12 months

|                                                                                                |       |
|------------------------------------------------------------------------------------------------|-------|
| Average number of health care contacts (all types)                                             | 7.7   |
| Average number of in-person facility visits                                                    | 5.8   |
| Average number of virtual or telemedicine contacts                                             | 0.9   |
| % of respondents who received mental health care (among those with poor or fair mental health) | 57.4% |
| % of all respondents who had an overnight hospital stay                                        | 12.0% |
| % of all respondents with no unmet need for health care                                        | 82.8% |

### Health system competence

#### Preventative care services: Percent of eligible population who received service in past 12 months



\*Public insurance includes Medicare, Medicaid, TRICARE, VA, Military, Alaska Native, Indian Health Service, and Tribal Health Services.

\* Pap or visual inspection

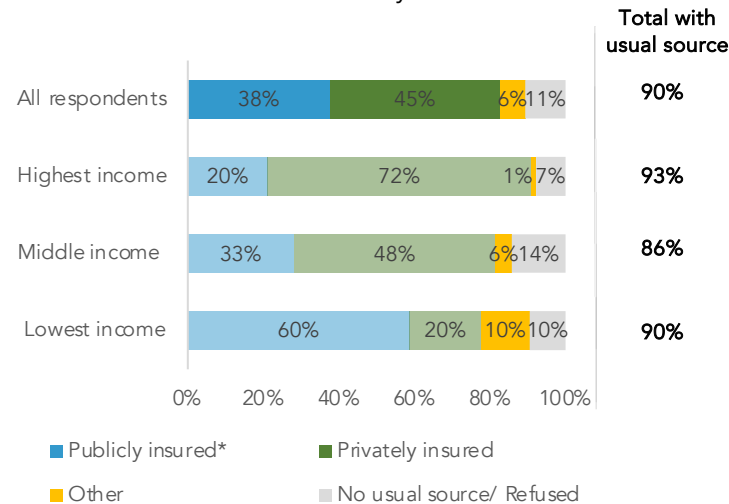
Note: Percentages in this brief may not sum to expected totals due to rounding.

| Respondent demographics <sup>1</sup> |                            | Overall (N = 542) |
|--------------------------------------|----------------------------|-------------------|
| Age (median) [Min, Max]              |                            | 48.0 [18.0-87.0]  |
| Female                               |                            | 285 (52.61%)      |
| Urban residency                      |                            | 453 (83.5%)       |
| Education (highest level)            | Post-secondary             | 352 (64.9%)       |
|                                      | Secondary                  | 167 (30.81%)      |
|                                      | Primary                    | 23 (4.29%)        |
| Household income (annual)            | Highest (≥ \$65,000)       | 273 (50.42%)      |
|                                      | Middle (\$40,000-\$65,000) | 88 (16.24%)       |
|                                      | Lowest (< \$40,000)        | 181 (33.34%)      |
|                                      | Unknown                    | 0 (0.0%)          |
| Health insurance                     | No insurance               | 40 (7.43%)        |
|                                      | Public insurance*          | 222 (40.91%)      |
|                                      | Private insurance          | 275 (50.77%)      |
|                                      | Other insurance type       | 5 (0.89%)         |

1. Denominators of some items may vary slightly from the full sample size due to missingness.

#### Usual source of care:

Percent with usual source of care by income and insurance



## Care competence and user experience

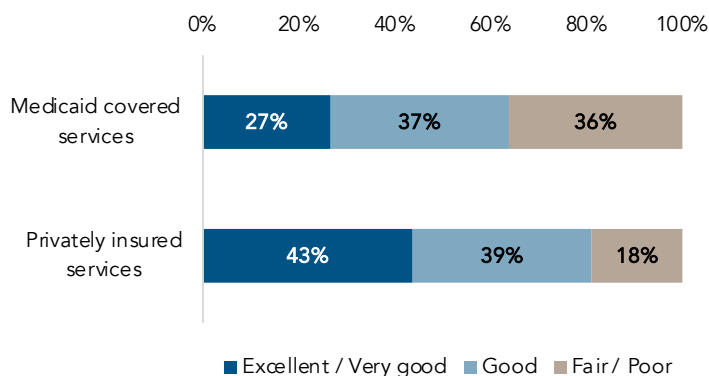
Average<sup>1</sup> quality ratings for last health care visit  
in past 12 months



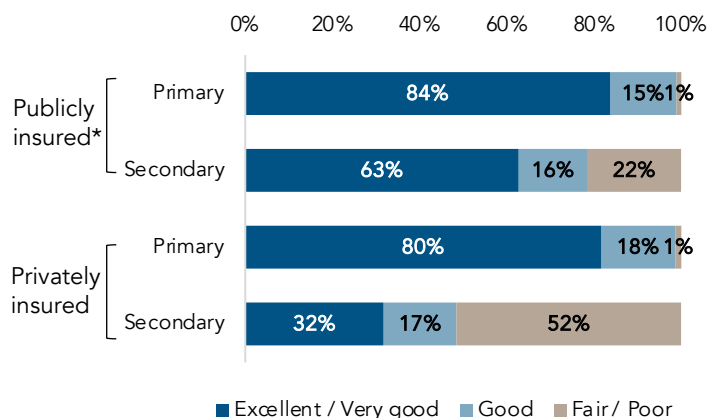
1. Rounded to the closest Likert category
2. Provider skills, knowledge of past visits, explanations, equipment/supplies
3. Respect, courtesy, joint decisions, visit time, wait time, scheduling time

## Health system quality

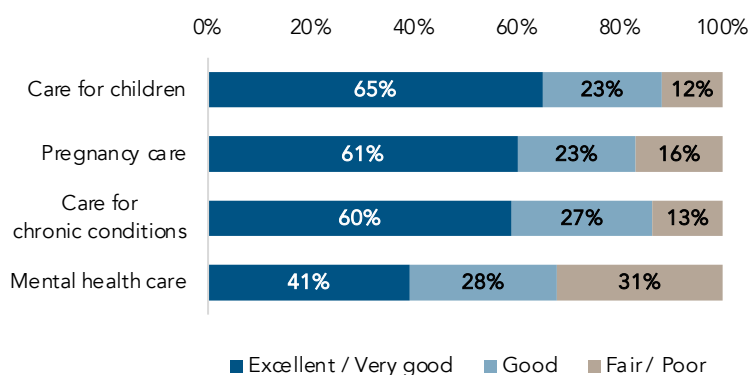
Quality ratings of the services covered by  
Medicaid or private insurance (% of all  
respondents)



Quality ratings for last health care visit  
(% of users of facility type in past 12 months)



Quality ratings of key primary care services  
available in the community (% of all respondents)

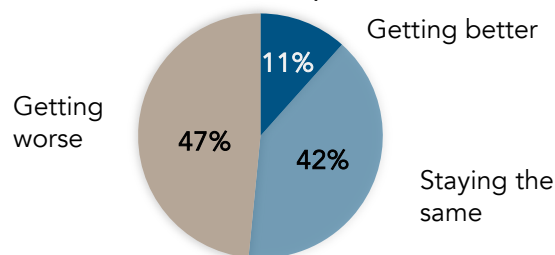


## Confidence in and endorsement of the health system

Confidence in health system as a whole (% of all respondents):  
Including public, private, NGO health care facilities/providers

|                                                                                                                                     |                                                   |     |
|-------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|-----|
| <b>Health security:</b><br>% very or somewhat confident                                                                             | Can get good quality care if very sick            | 82% |
|                                                                                                                                     | Can afford good quality care if very sick         | 63% |
|                                                                                                                                     | Can get and afford good quality care if very sick | 57% |
| <b>Government considers the public's opinion in health system decisions (% of all respondents):</b><br>% very or somewhat confident |                                                   | 25% |

Endorsement: Health system trajectory over past 2 years  
(% of all respondents)



Endorsement: Current health system  
(% of all respondents)

