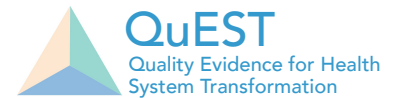




People's Voice Survey: United States Country Brief 2025



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. All data are weighted to represent the population.

Respondent demographics ¹		Overall (N = 4,066)
Age (median) [Min, Max]		46.0 [18.0-99.0]
Female		2066 (50.8%)
Urban residency		3462 (85.2%)
Education (highest level)	Post-secondary	2520 (62.0%)
	Secondary	1176 (28.9%)
	Primary	364 (9.0%)
Household income (annual)	Highest (≥ \$65,000)	1892 (46.6%)
	Middle (\$40,000-\$65,000)	682 (16.8%)
	Lowest (< \$40,000)	1476 (36.3%)
	Unknown	15 (0.4%)
Health insurance	No insurance	367 (9.0%)
	Public insurance*	1660 (40.8%)
	Private insurance	1999 (49.16%)
	Other insurance type	40 (1.0%)

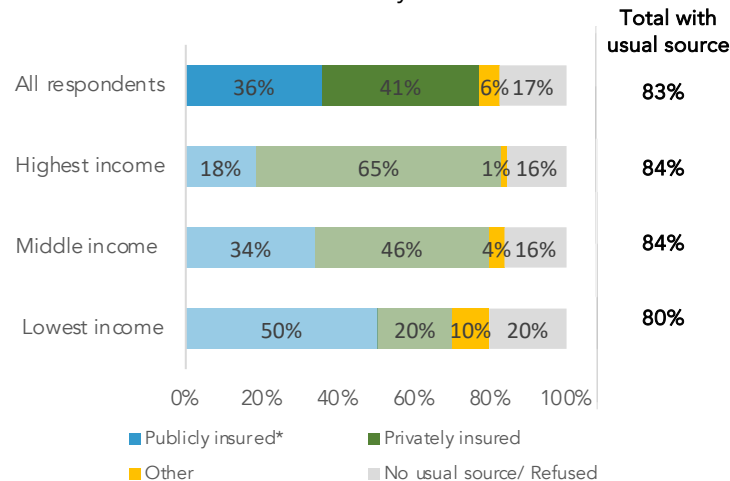
1. Denominators of some items may vary slightly from the full sample size due to missingness.

KEY FINDINGS

Health care utilization in past 12 months

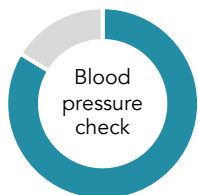
Average number of health care contacts (all types)	7.6
Average number of in-person facility visits	5.5
Average number of virtual or telemedicine contacts	1.1
% of respondents who received mental health care (among those with poor or fair mental health)	53.3%
% of all respondents who had an overnight hospital stay	10.1%
% of all respondents with no unmet need for health care	85.3%

Usual source of care: Percent with usual source of care by income and insurance

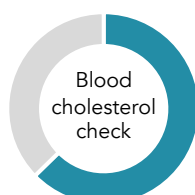


Health system competence

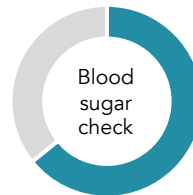
Preventative care services: Percent of eligible population who received service in past 12 months



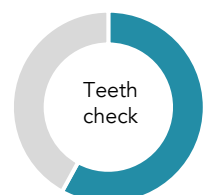
84% of adults



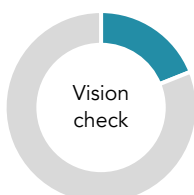
63% of adults



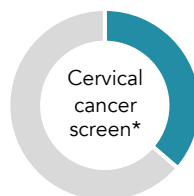
64% of adults



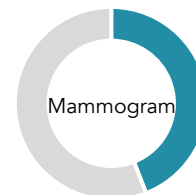
58% of adults



19% of adults



36% of females
* Pap or visual inspection



44% of females ≥ 50 yrs

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

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

Care competence and user experience

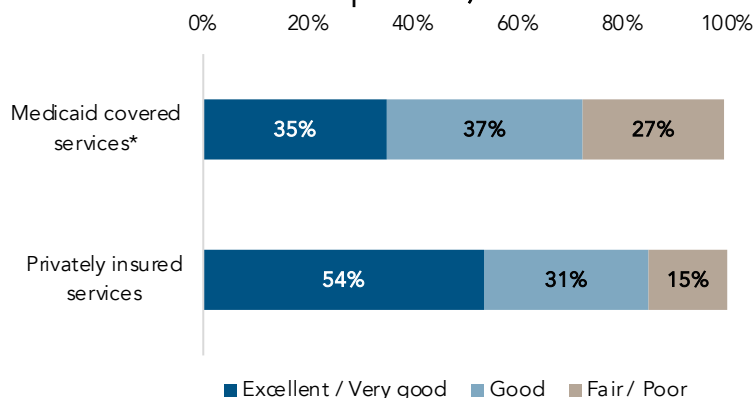
Average¹ quality ratings for last health care visit
in past 12 months



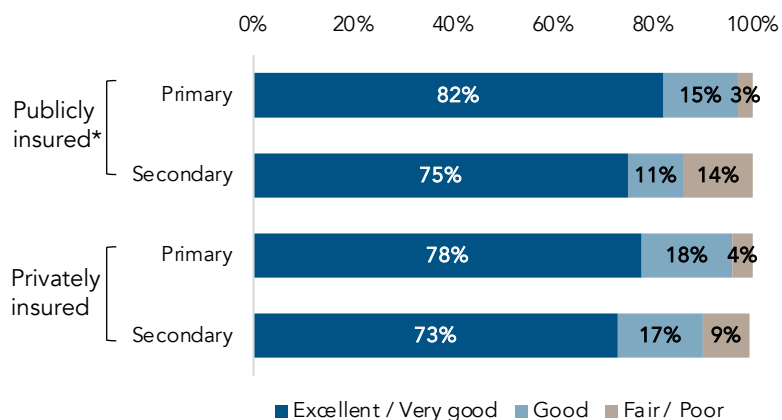
1. Rounded to the closest Likert category
2. Provider skills, knowledge of past visits, explanations, equipment/supplies
3. Respect, courtesy, joint decisions, visit time, wait time, scheduling time

Health system quality

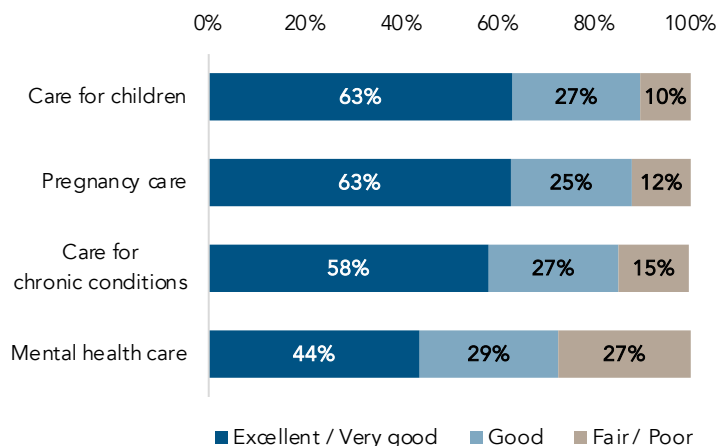
Quality ratings of the services covered by
Medicaid or private insurance (% of all
respondents)



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)

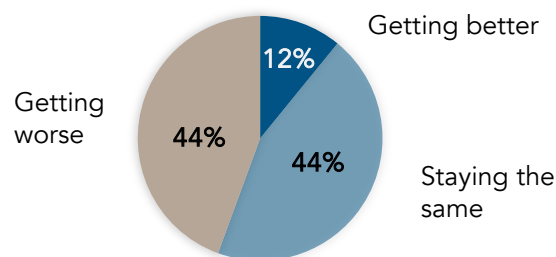


Confidence in and endorsement of the health system

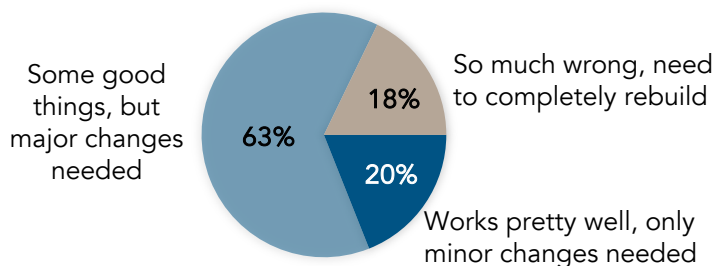
Confidence in health system as a whole (% of all respondents):
Including public, private, NGO health care facilities/providers

Health security: % very or somewhat confident	Can get good quality care if very sick	85%
	Can afford good quality care if very sick	66%
	Can get and afford good quality care if very sick	63%
Government considers the public's opinion in health system decisions (% of all respondents): % very or somewhat confident		33%

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



Endorsement: Current health system
(% of all respondents)



*Public insurance includes Medicare, Medicaid, TRICARE, VA, Military, Alaska Native, Indian Health Service, and Tribal Health Services.
People's Voice Survey: USA Country Brief 2025

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