

# PERCEPTIONS OF CLINICAL CARE IN THE HOME

SEPTEMBER 2021

# PERCEPTIONS OF CLINICAL CARE IN THE HOME

## Key Data Points

73%

Of adults are **confident in the quality of care** they would receive if they received clinical care in the home.

70%

Of adults **would be comfortable** receiving health care services from a clinical care provider in a home setting.

85%

Of adults who say they or a family member has received clinical care in the home **would recommend receiving this type of care to a family member or friend.**

66%

Of adults say it should be **a priority for the federal government to increase access to clinical care in the home.**

## PERCEPTIONS OF CLINICAL CARE IN THE HOME

## Key Findings

- 1. Adults are most likely to be interested in receiving clinical care in the home for an annual physical, preventative services, and diagnostic services.** These are the services adults are also most likely to seek clinical care in the home for.
- 2. Overall, adults are comfortable and confident in receiving clinical care in the home.** About three quarters of adults would be comfortable receiving health care services from a clinical care provider in a home setting (70%) and are confident in the quality of care they would receive (73%).
- 3. Adults are split on if they are more comfortable speaking with a health care provider in a home setting or medical facility. Comfort and convenience** are the main reasons adults would choose to seek **clinical care in the home** as opposed to a facility-based setting, while adults are most likely to seek **facility-based care** as opposed to clinical care in the home because **of concerns about a sterile environment, preference, cost, and quality of care.**
- 4. Overall, adults are more likely to agree with the barriers to receiving clinical care in the home compared to receiving facility-based care.** Cost and time are seen as the largest obstacles to receiving facility-based care, while cost and insurance coverage of services are seen as the largest obstacles to receiving clinical care in the home.
- 5. Adults who have personally experienced clinical care in the home had a positive experience.** Among adults who say they or a family member has received clinical care in the home, a strong majority (88%) were satisfied with the care they received and would recommend receiving this type of care to a family member or friend (85%).
- 6. Adults thinking improving access to clinical care in the home should be a priority for Congress.** Two thirds of adults say it should be a priority for the federal government to increase access to clinical care in the home, and nearly half of adults (46%) would be more likely to support an elected official who supported expanding clinical care in the home.

**Methodology:** This poll was conducted between August 24-26 2021 among a sample of 2200 adults. The interviews for both polls were conducted online and the data were weighted to approximate a target sample of adults based on gender, educational attainment, age, race, and region. Results from each of the full surveys have a margin of error of plus or minus 2 percentage points.

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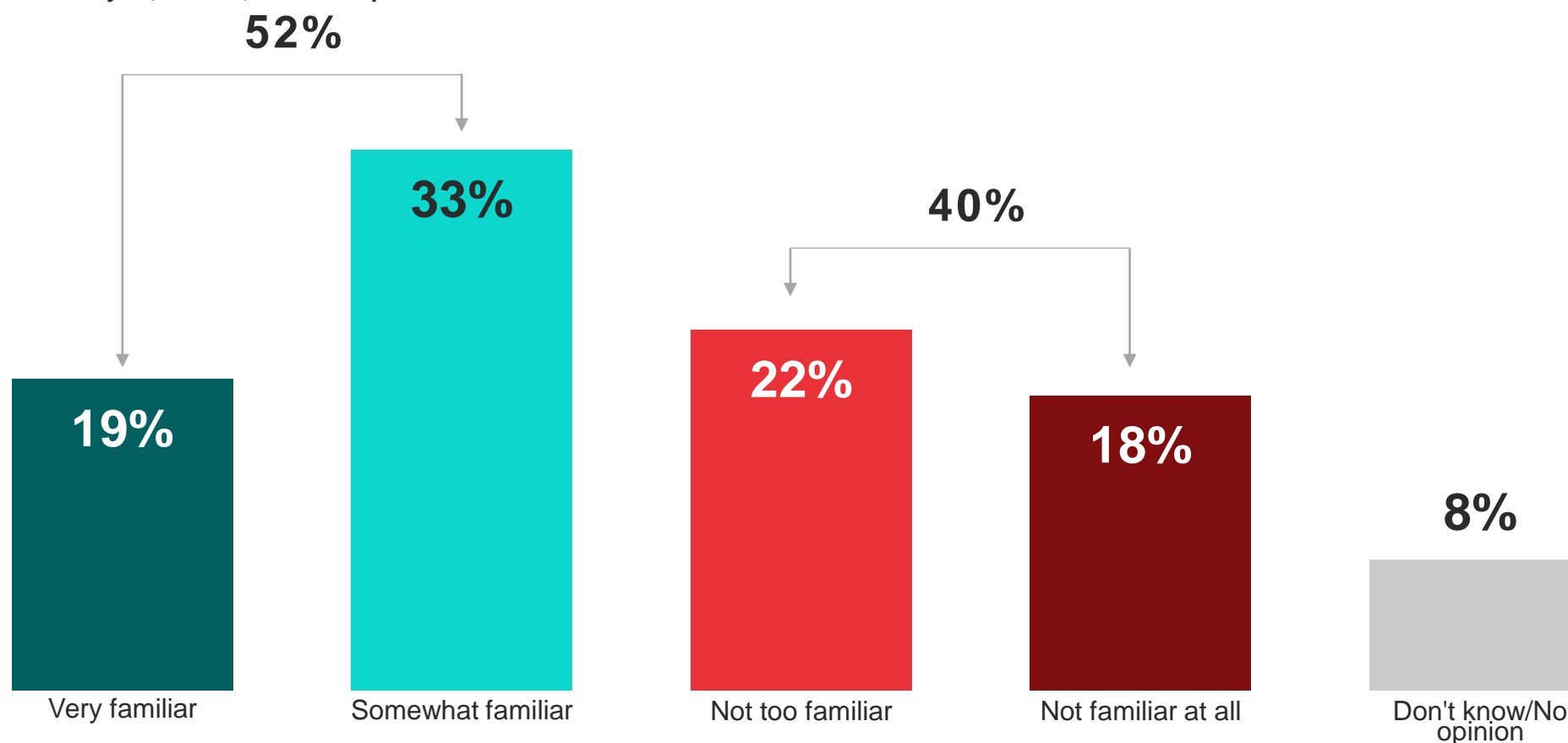


ACCESSIBILITY TO & INTEREST IN CARE

After reading about clinical care in the home, half of adults (52%) are familiar with the option to receive clinical care in the home.

Clinical care in the home refers to a spectrum of health services provided in the home or place of dwelling instead of in a facility, such as hospital-level or acute care, primary care, skilled nursing and therapy services, and hospice. Services may include routine physician visits, chronic disease management (such as remote patient monitoring), laboratory and diagnostic services (such as blood draws and x-rays), home infusion (such as antibiotics), wound care, physical or occupational therapy, in-home dialysis, and other care provided in the home setting rather than a facility, and regardless of age and health conditions.

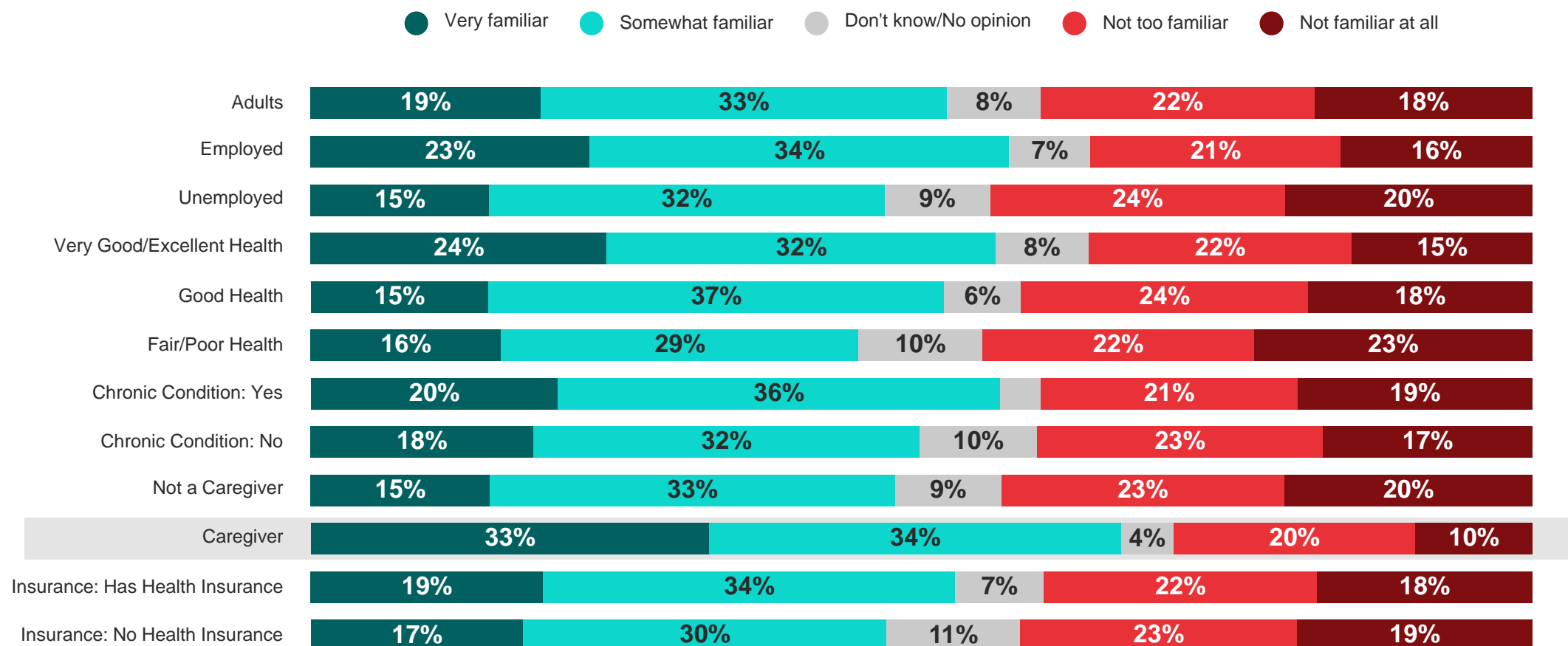
**How familiar are you, if at all, with the option to receive clinical care in the home?**



ACCESSIBILITY TO & INTEREST IN CARE

Adults who identified as caregivers are more likely to be familiar with the option to receive clinical care in the home (67%).

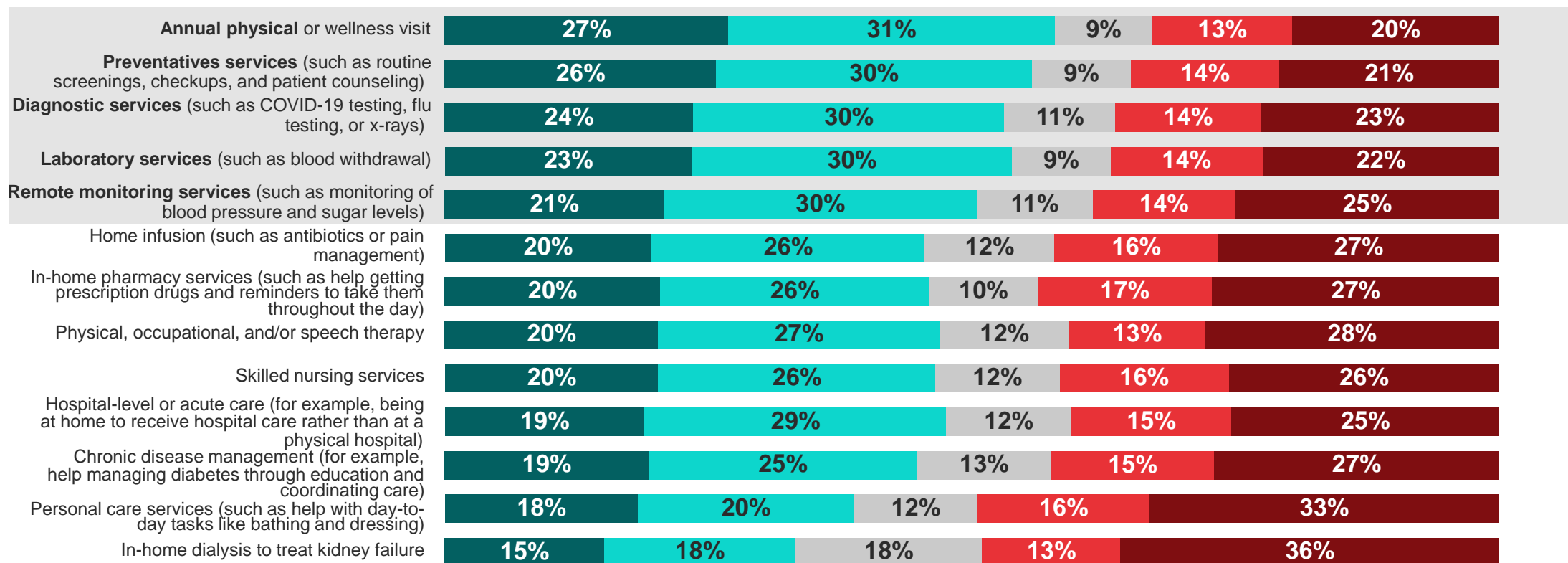
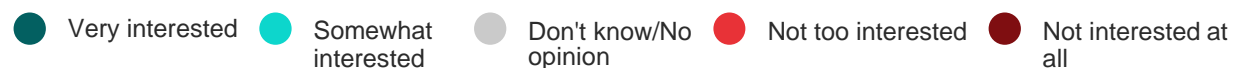
How familiar are you, if at all, with the option to receive clinical care in the home?



ACCESSIBILITY TO & INTEREST IN CARE

Half of adults are interested in receiving clinical care in the home for an annual physical (58%), preventative services (56%), diagnostic services (54%), lab services (53%), and remote monitoring services (51%).

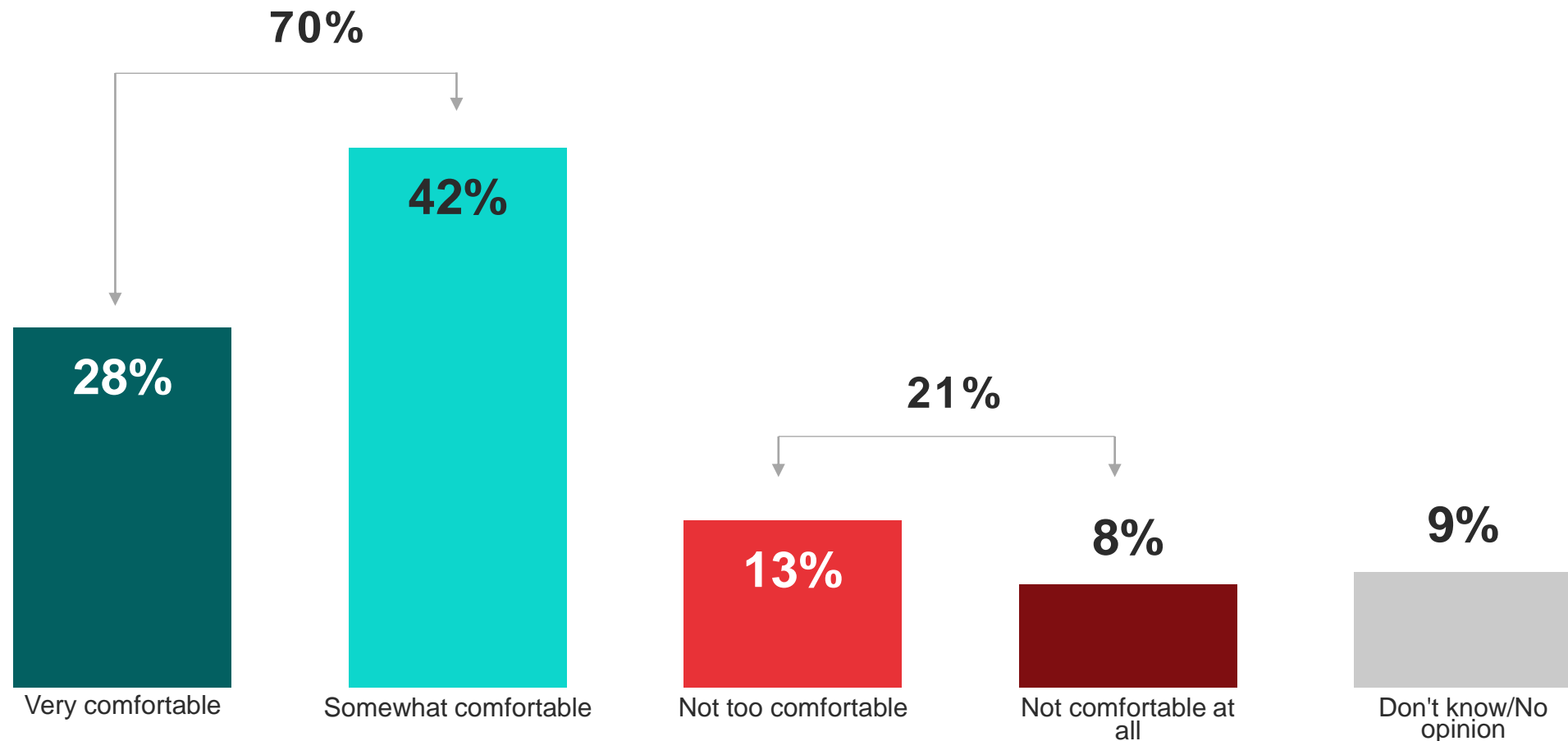
Based on what you know, how interested would you be, if at all, in receiving clinical care in the home for the following health services?



ACCESSIBILITY TO & INTEREST IN CARE

A majority of adults (70%) would be comfortable receiving health care services from a clinical care provider in a home setting.

How comfortable would you be, if at all, receiving health care services from a clinical care provider in a home setting?

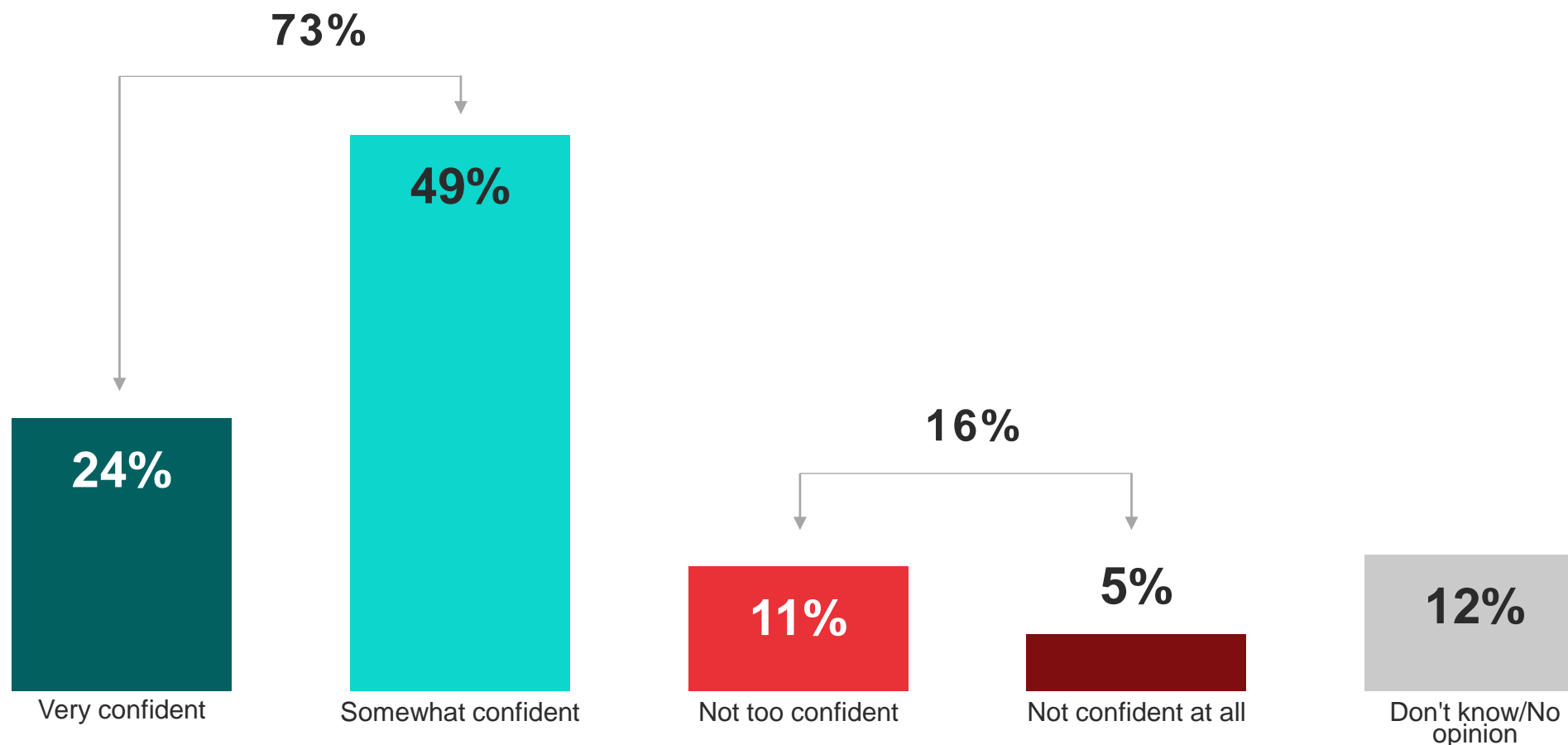




ACCESSIBILITY TO & INTEREST IN CARE

Similarly, three quarters of adults (73%) are confident in the quality of care provided if they received clinical care in the home.

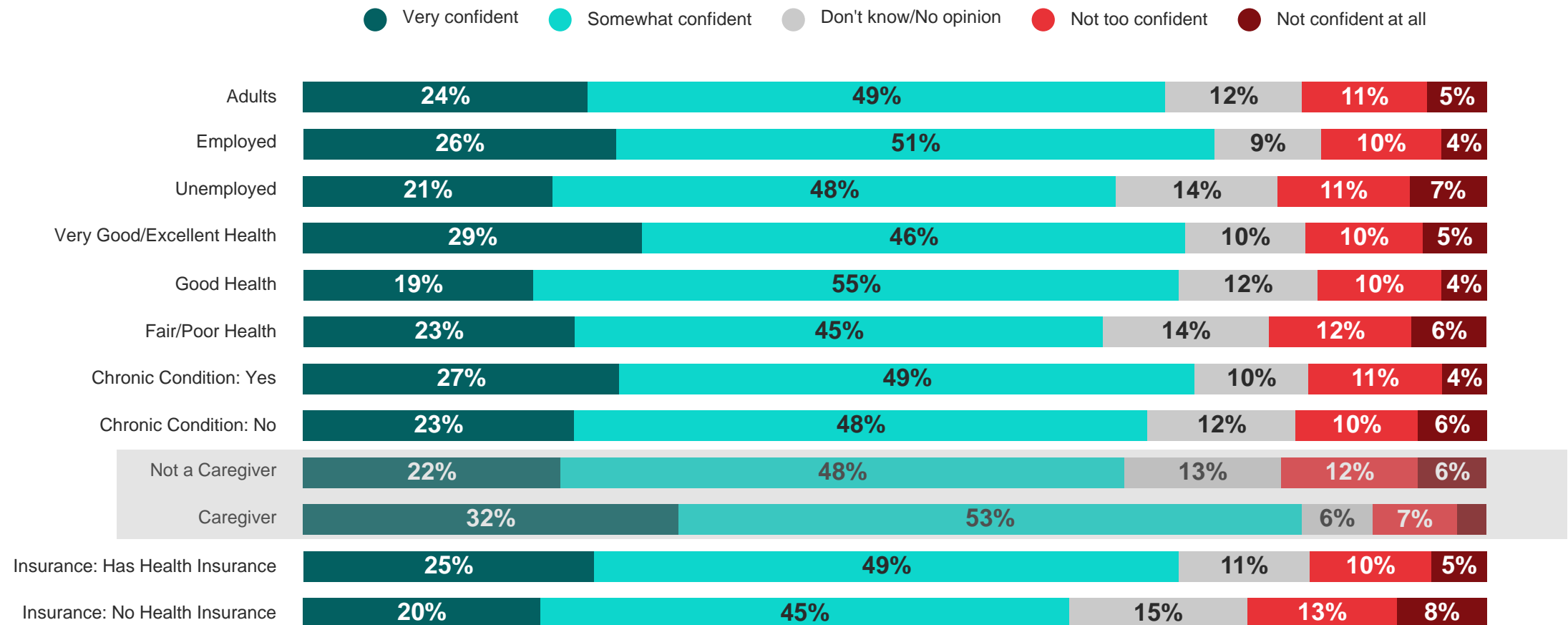
And, how confident would you be, if at all, with the quality of care provided if you were receiving clinical care in the home?



ACCESSIBILITY TO & INTEREST IN CARE

Caregivers are especially confident in the quality of care if they were receiving clinical care in the home (85% confident).

And, how confident would you be, if at all, with the quality of care provided if you were receiving clinical care in the home?

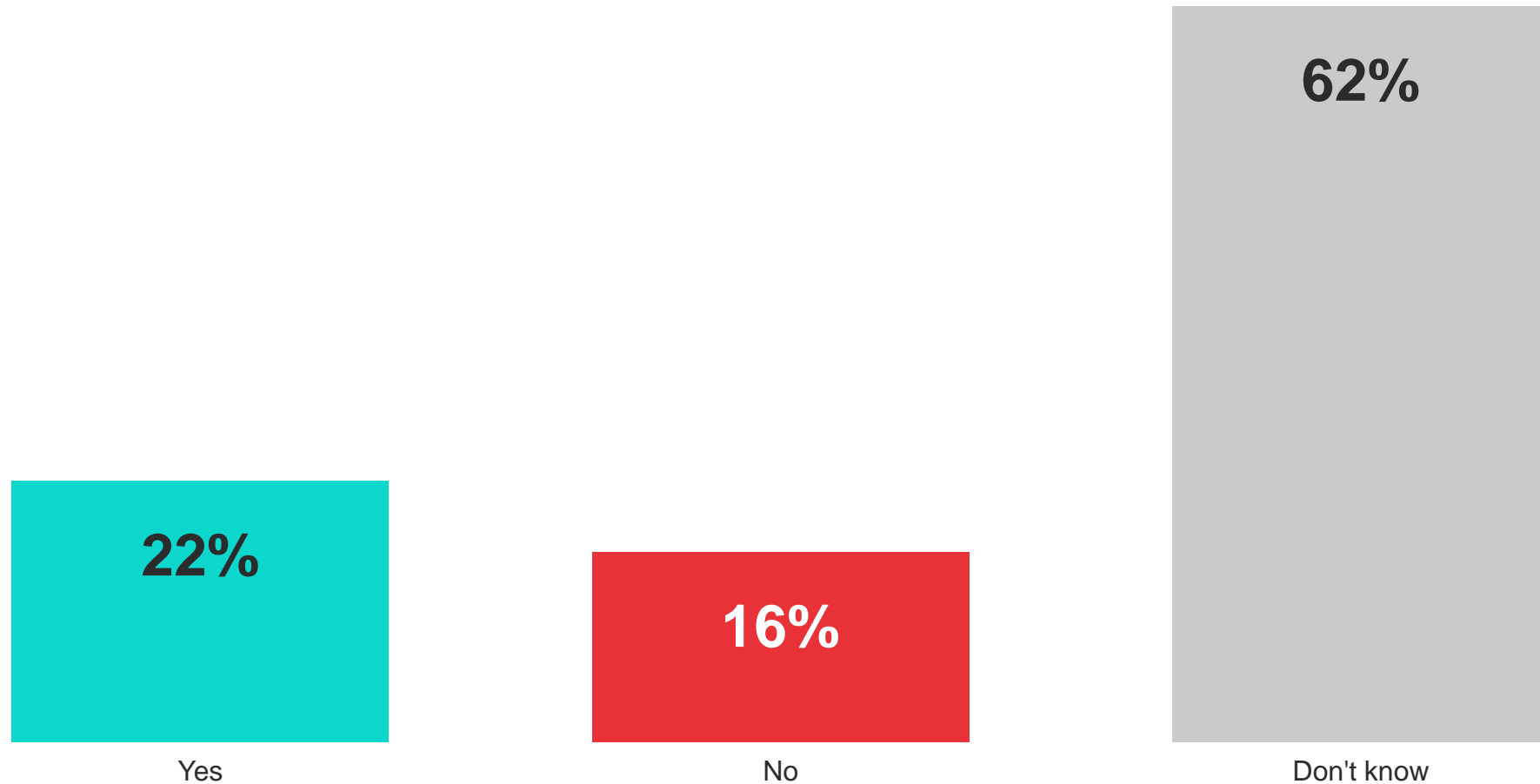


## ACCESSIBILITY TO &amp; INTEREST IN CARE

A majority of adults (62%) are not sure if their insurance provider covers clinical care services in the home.

Based on what you know, does your insurance provider cover clinical care services in the home?

AMONG ADULTS THAT HAVE HEALTH INSURANCE, n=1934



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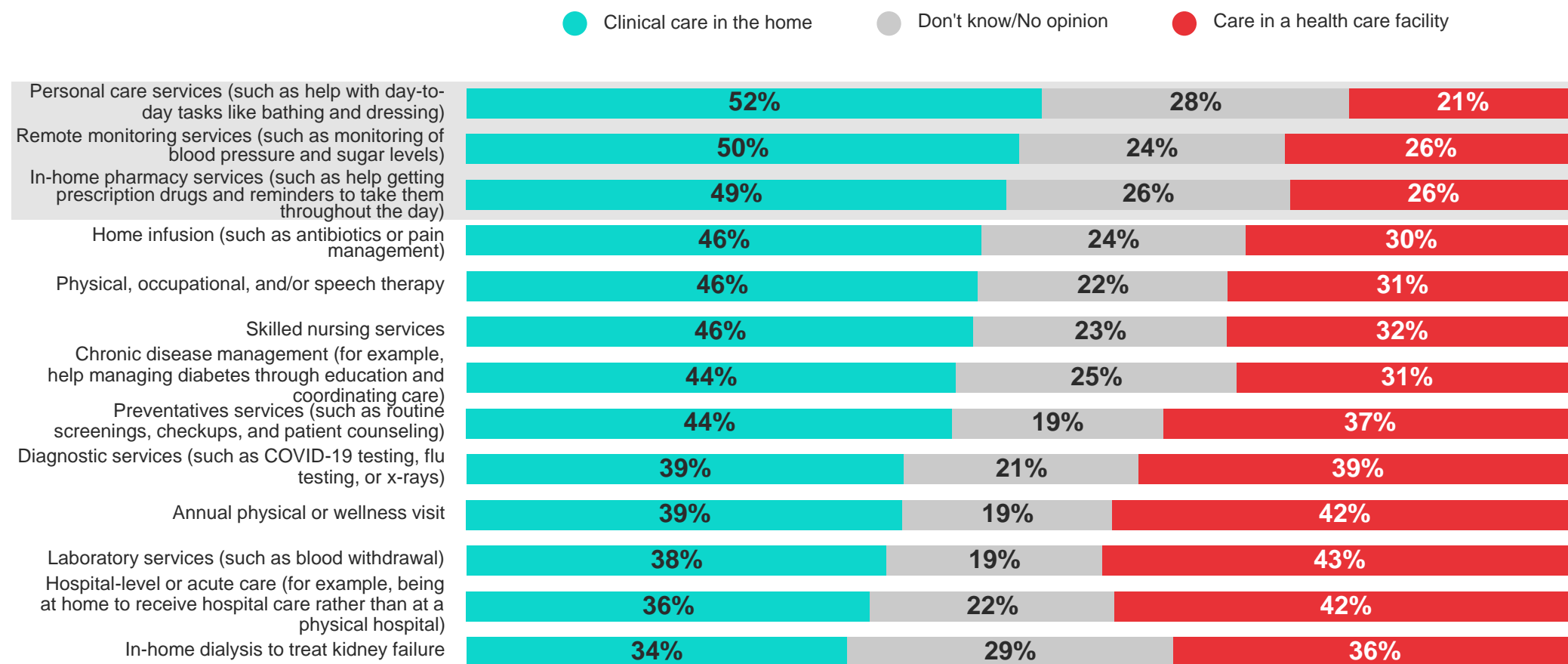
RESPONDENT PROFILE



PREFERENCES FOR CARE

Adults are most likely to prefer to receive personal care services (52%), remote monitoring (50%), and in-home pharmacy services (49%) in the home rather than a health care facility.

If you had a choice, would you prefer to receive each of the following services in the home or in a facility-based setting?

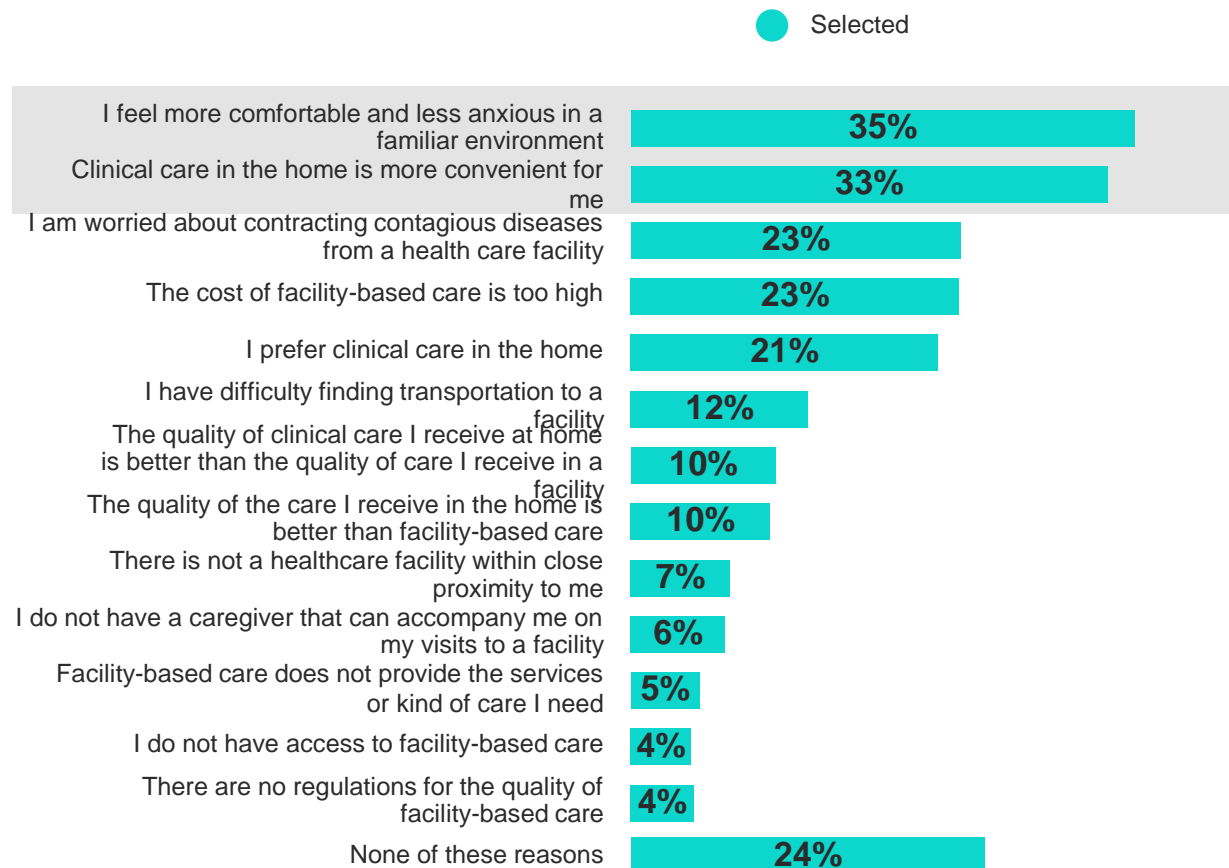


A plurality of adults prefer to receive an annual physical or wellness visit (42%), laboratory services (43%) and hospital level or acute care (42%) in a health care facility.

PREFERENCES FOR CARE

Comfort and convenience are the main reasons adults would choose to seek clinical care in the home as opposed to a facility-based setting.

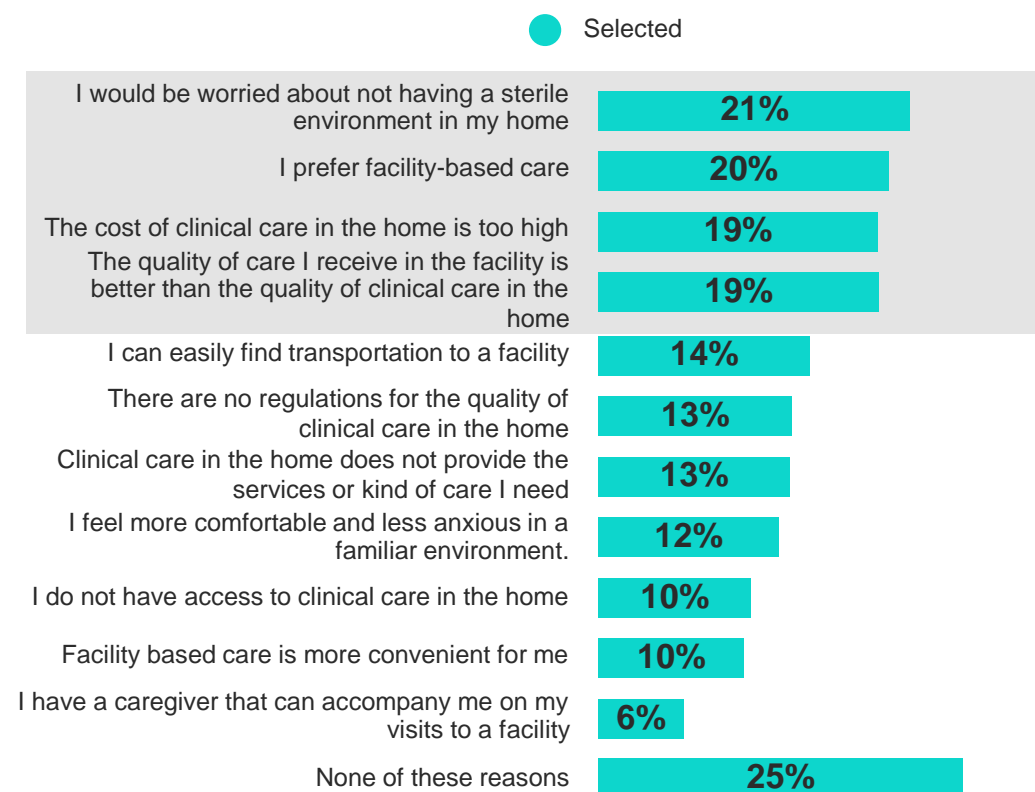
Which of the following reasons, if any, describe why you would choose to seek **clinical care in the home as opposed to facility-based care**? Select all that apply.



PREFERENCES FOR CARE

On the other hand, adults are most likely to seek facility-based care as opposed to clinical care in the home because of concerns about a sterile environment, preference, cost, and quality of care.

Which of the following reasons, if any describe why you would choose to **seek facility-based care as opposed to clinical care in the home?** Select all that apply.



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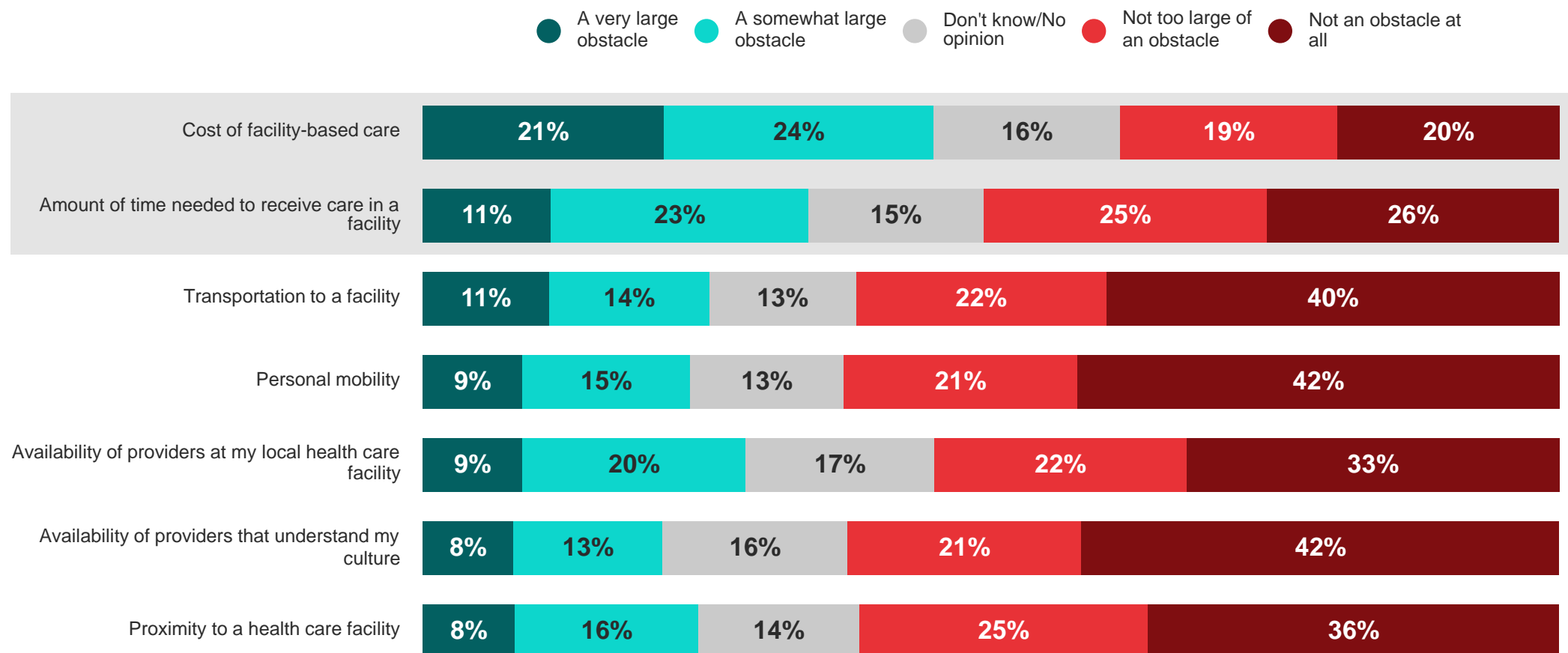




OBSTACLES TO CARE

Cost (45%) and time (34%) are seen as the largest obstacles to receiving facility-based care.

Some believe the following can be obstacles to receiving facility-based care. For you personally, would you agree or disagree that the following would be obstacles if you were to seek to receive facility-based care?



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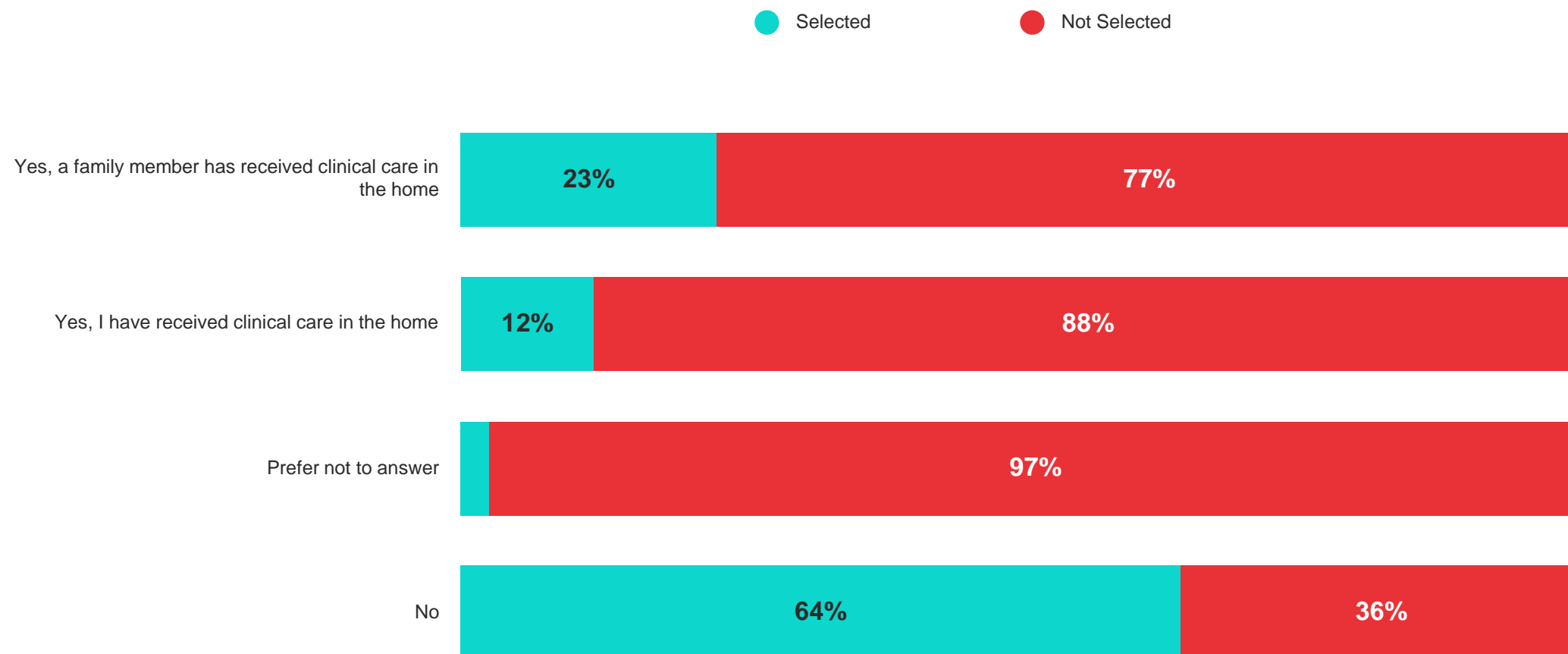
RESPONDENT PROFILE



EXPERIENCES WITH CLINICAL CARE IN THE HOME

About a tenth of adults (12%) have received clinical care in the home.

Have you or a family member ever received clinical care in the home before? Please select all that apply.

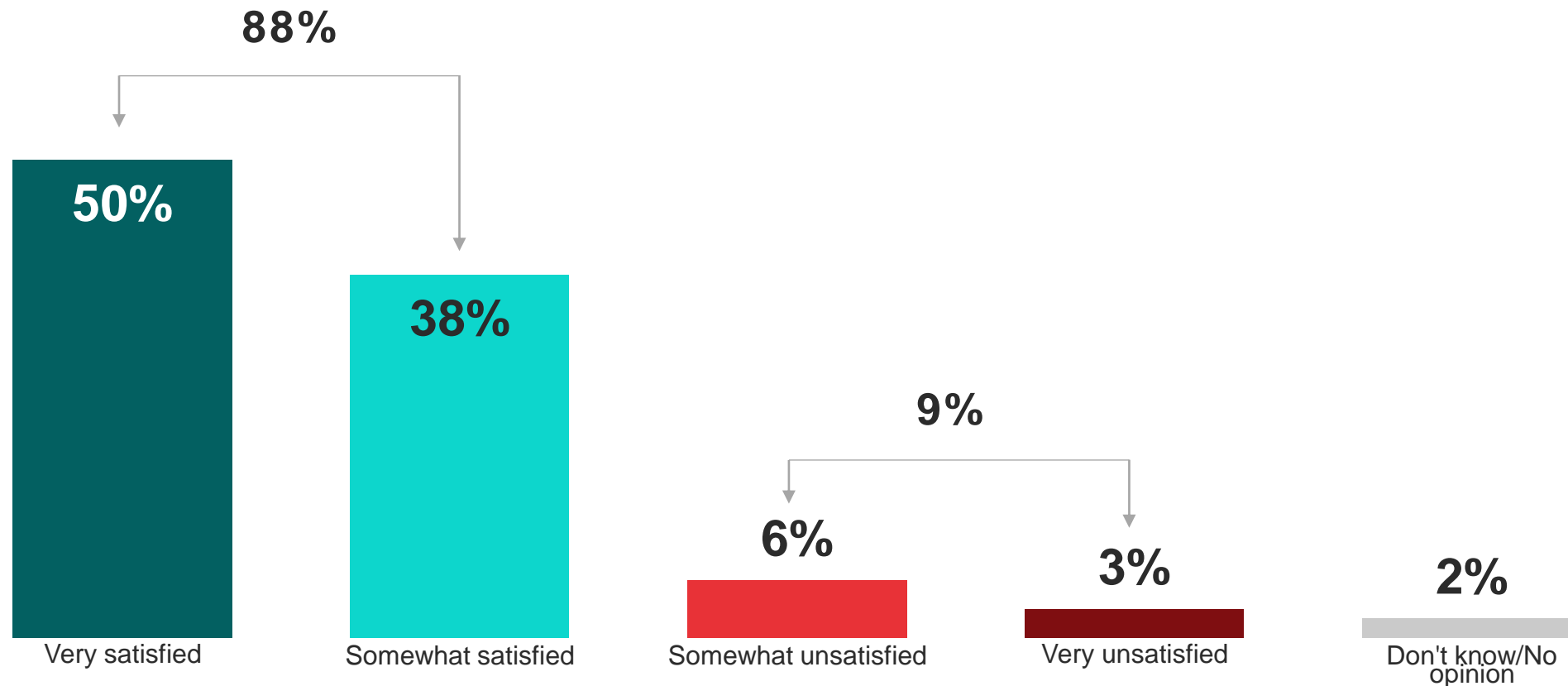


EXPERIENCES WITH CLINICAL CARE IN THE HOME

Among adults who say they or a family member has received clinical care in the home, a strong majority (88%) were satisfied with the care they received.

You mentioned you or a family member has received clinical care in the home before. How satisfied or unsatisfied, were you with the clinical care services received in your home?

AMONG ADULTS WHO SAY THEY OR A FAMILY MEMBER HAS RECEIVED CLINICAL CARE IN THE HOME, n=731



## EXPERIENCES WITH CLINICAL CARE IN THE HOME

When asked why adults were satisfied with the care they received, adults reference the service they received, specifically the ease/convenience and care of nurses.

Please describe why you were satisfied with the clinical care received in your home.

### AMONG ADULTS WHO WERE SATISFIED WITH THE CLINICAL CARE THEY RECEIVED IN THE HOME, n=645

#### QUALITY CARE

“Received professional and quality care. Very kind and understanding care givers.”

“I was satisfied because I received the same quality of care as I would in a facility.”

#### GOOD SERVICE

“They were always there on time to take care of my grandfather. They came in and bathed him took care of his meds and took his blood pressure, his vitals, took blood. He didn't have to leave his bedroom, this was more like hospice but they did everything they would have done in hospital.”

“The care was as good as what would have been given at the hospital.”

#### EASY

“Daily IV infusions were much easier at home. Not going in for dressing changes was very convenient.”

“My elderly mother has had this kind of care in her home and the nurses who have come to check her and monitor her have been fantastic. It has saved us many hospital visits to the ER.”

#### CARE OF NURSES

“We had hospice for 6 months for my husband who had terminal cancer and it they were so helpful, supportive and wonderful. A real blessing to us”

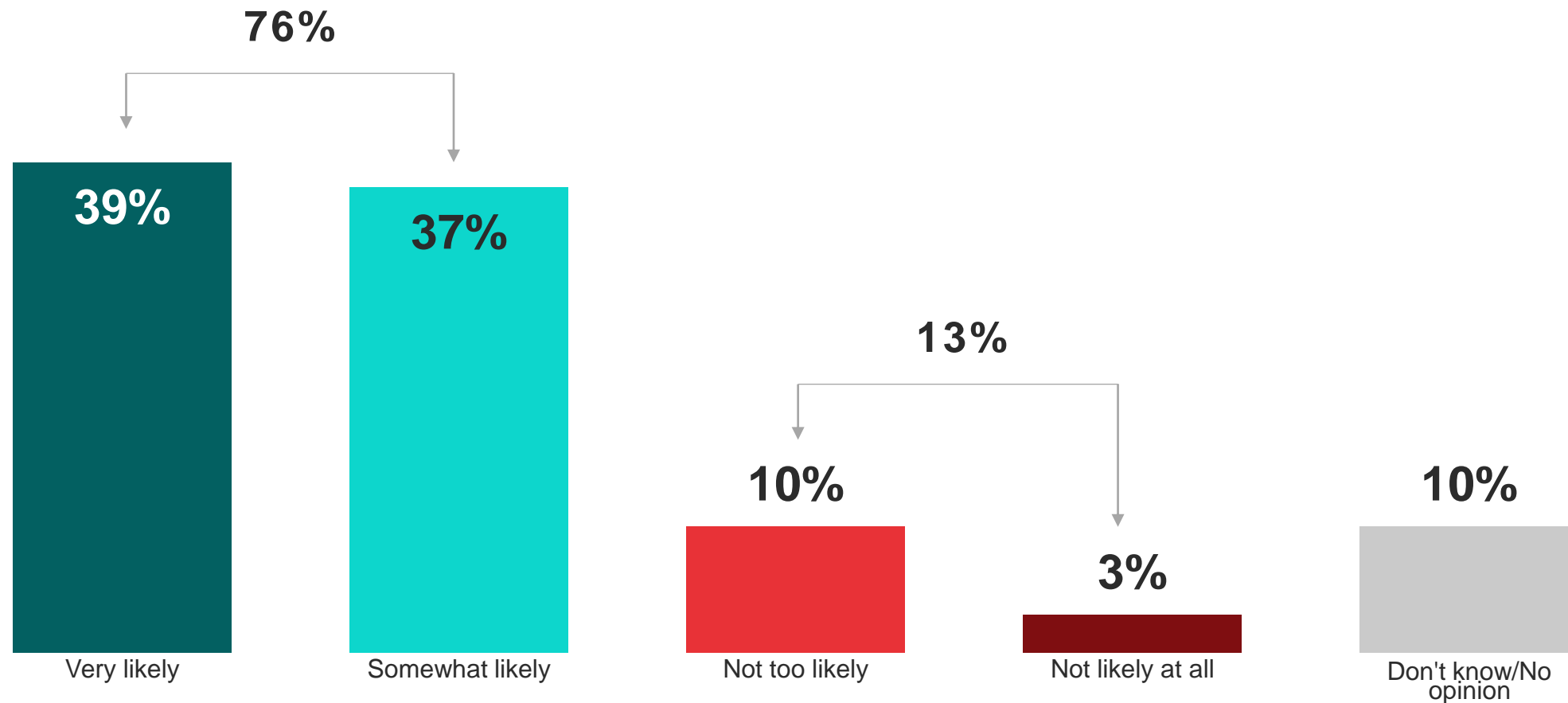
“The nurse was very caring and took good care of my mother.”

EXPERIENCES WITH CLINICAL CARE IN THE HOME

Three quarters of adults (76%) who say they have personally or a family member has received clinical care in the home say they would be likely to seek this type of care again.

How likely would you be, if at all, to seek out clinical care in your home again?

AMONG ADULTS WHO SAY THEY OR A FAMILY MEMBER HAS RECEIVED CLINICAL CARE IN THE HOME, n=731

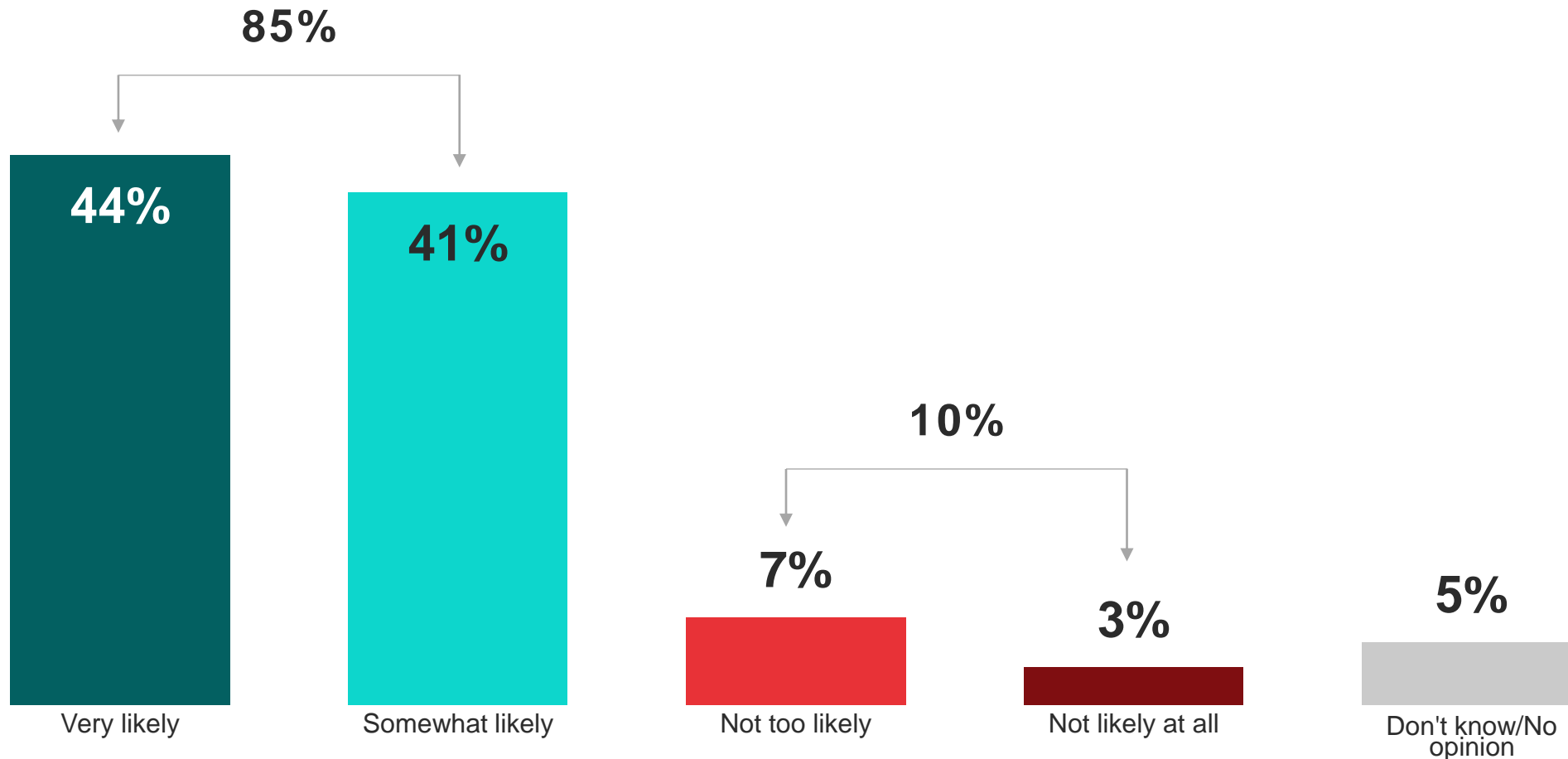


EXPERIENCES WITH CLINICAL CARE IN THE HOME

Among adults who say they or a family member has received clinical care in the home, a strong majority (85%) would be likely to recommend this type of care to a family member or friend.

Based on your experience, how likely, if at all, would you be to recommend clinical care in the home to a family member or friend?

AMONG ADULTS WHO SAY THEY OR A FAMILY MEMBER HAS RECEIVED CLINICAL CARE IN THE HOME, n=731



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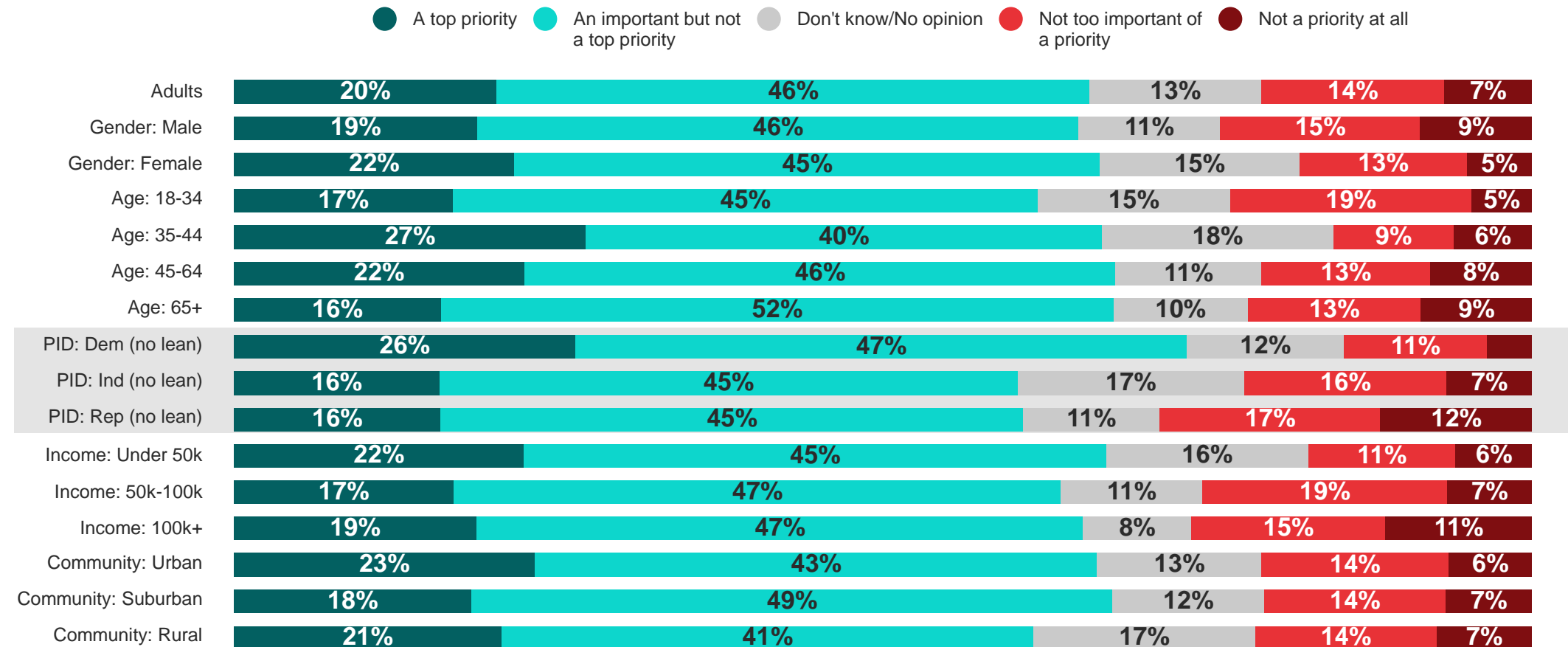




VOTING PRIORITIES

A bipartisan majority say it should be a priority for the federal government to increase access to clinical care in the home (73% Democrats, 61% Republicans).

How much of a priority, if at all, should it be for the federal government to increase access to clinical care in the home for those who want it?



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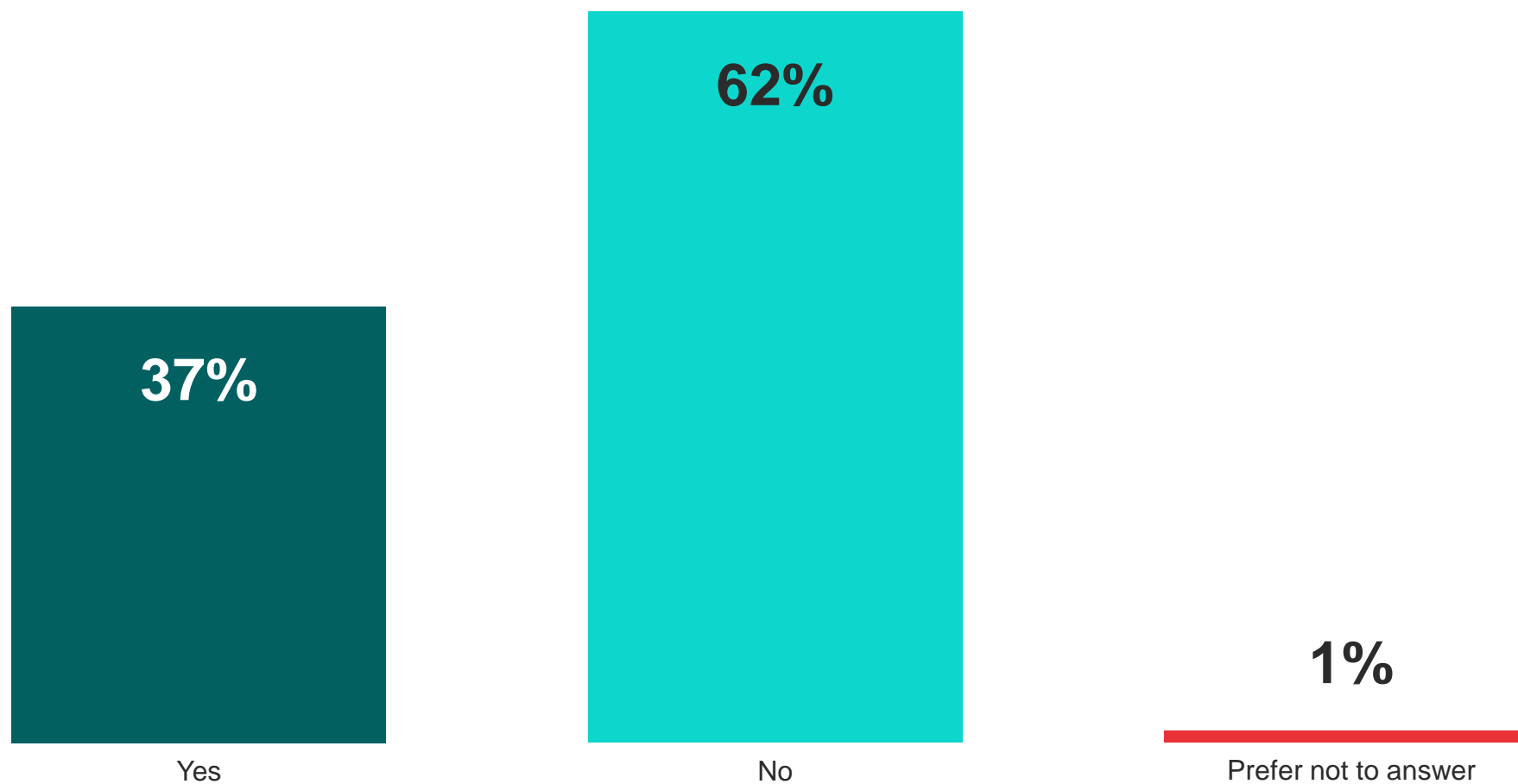
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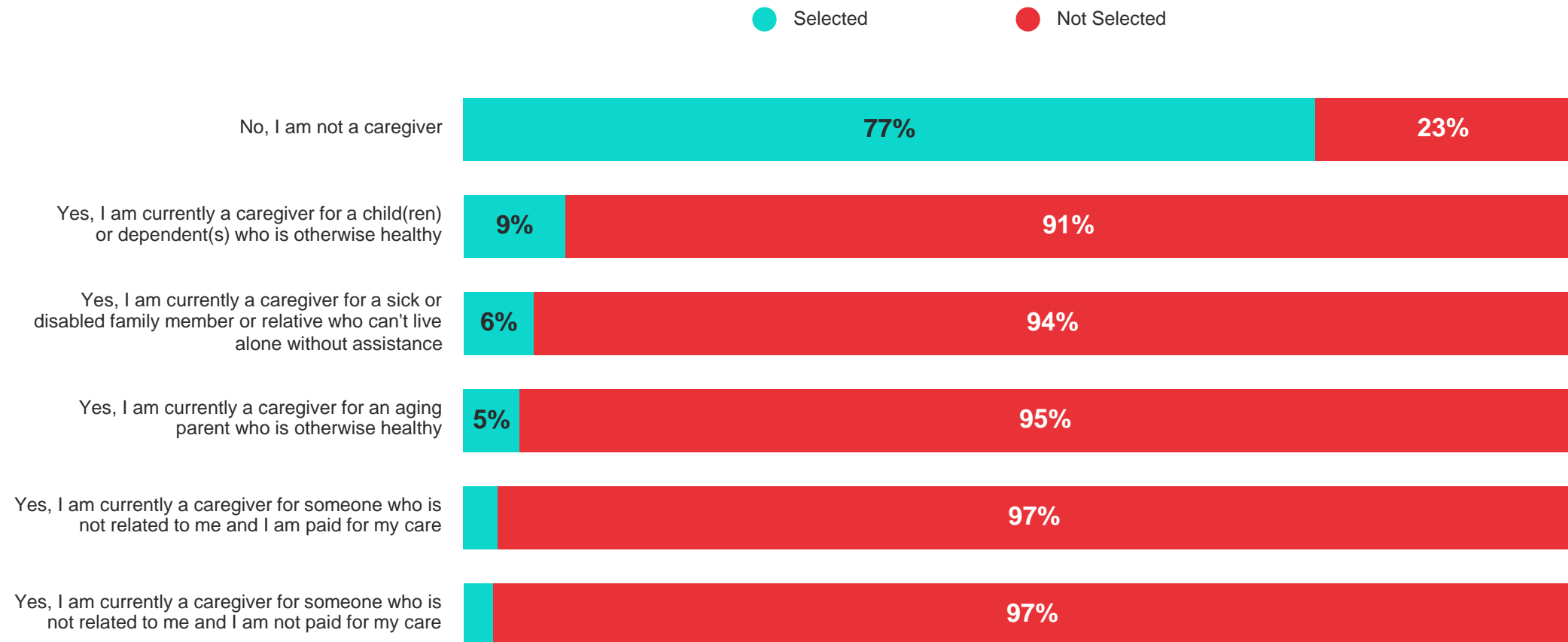
## RESPONDENT PROFILE

Have you been diagnosed with a chronic condition before? Chronic conditions last 1 year or more and require ongoing medical attention or limit activities of daily living or both and include heart disease, cancer, and diabetes.



RESPONDENT PROFILE

Are you currently a caregiver for any of the following individuals? Please select all that apply.





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