Patients want 5 things
Disrupting the system to provide patient-centered care

- **High quality care**
  - Personalized and innovative care
  - "knowledgeable and competent practitioners"
    - Majority survey response

- **Open communication with provider**
  - To feel heard, believed and informed
  - Patients from all race and ethnicity groups rank "communication with healthcare providers" as most important
    - Survey finding

- **Focus on the whole person**
  - Emotional health is recognized
  - Patients living in urban and rural areas and females cite more challenges, particularly in managing emotional health
    - Survey finding

- **Timely access to care and support**
  - Prompt scheduling, minimal wait times, connection to care

- **Reasonable costs**
  - Minimal financial and emotional toll
  - "Wait time to see the doctor or get treated can cause anxiety and depression; the longer you wait the worse it gets."
    - Survey respondent
  - All people with cardiovascular conditions report "cost" as most critical barrier to overcome
    - Survey finding

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**About the Survey:** In fall 2018, the American Heart Association (AHA) conducted a survey of cardiovascular and stroke patients to assess their perceptions of the value of healthcare. Respondents were recruited from the AHA’s Patient Support Network and an additional Qualtrics panel with an emphasis on oversampling underserved populations. 771 responses were received, including 26 caregivers. The results were analyzed by the Value in Healthcare Initiative’s Patient Survey Workgroup to identify the five key things patients expect from a high-value healthcare system.