

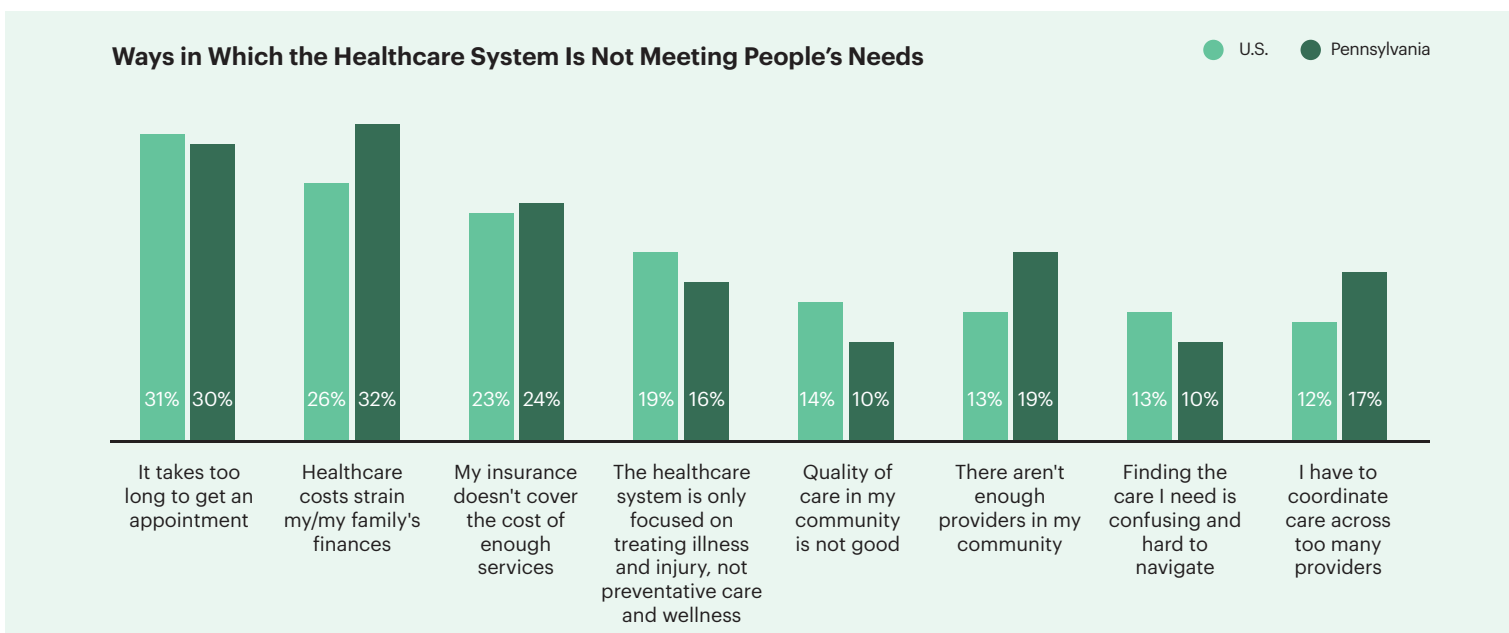
The Patient Experience: Perspectives on Today's Healthcare

Pennsylvanians' Views of the Healthcare System

- **Dissatisfaction:** Thirty-four percent of residents grade the healthcare system as poor (with 23% giving it a D and another 11% giving it an F).
- **Impact of workforce shortages:** Seventy-two percent worry about healthcare workforce shortages affecting them as a patient and 73% say the same for their families.

Barriers to Healthcare

The healthcare system falls short in addressing patient needs in Pennsylvania. Affordability is a top barrier for care and is causing strain for a substantial amount of people and their families and is likely impacting their health.



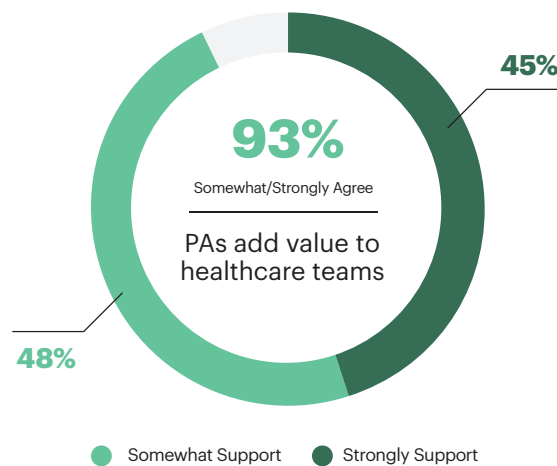
The Value of Physician Associates/Assistants

Unlocking the potential of all trained healthcare providers, including PAs, holds the key to enhancing patient well-being.

However, maximizing this approach mandates updating PA practice laws, enabling states and healthcare systems to fully harness their workforce.

More than 90% of Pennsylvanians believe:

- PAs should be allowed to provide care to the fullest extent of their education, training, and experience
- PAs should be utilized to address healthcare workforce shortages
- PA practice laws should be updated to allow states and healthcare systems to fully utilize their healthcare workforce



This research was conducted online in the U.S. by The Harris Poll on behalf of American Academy of Physician Associates (AAPA) among n=2,519 adults age 18+ to understand the current patient experience within the U.S. healthcare system. The survey was conducted from February 23 – March 9, 2023.