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SYSTEMS CONFERENCE

## PLENARY PANEL

# Global release of the People's Report Card on the US health system

## MEET THE SPEAKERS



MODERATOR

### Dr. Margaret Kruk

Distinguished Endowed  
Professor of Health Systems  
& Medicine, University Wide  
QuEST Network Director,  
WashU School of Medicine



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### Dean Sandro Galea

Margaret C. Ryan Dean of the  
School of Public Health,  
Eugene S. and Constance Kahn  
Distinguished Professor in  
Public Health, WashU School of  
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### Dr. Todd Lewis

Assistant Professor in the  
Division of General Medicine  
and Geriatrics; People's  
Voice Survey Lead, WashU  
School of Medicine



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### Ms. Spring Schmidt

CEO and President,  
Missouri Public Health  
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### Dr. Timothy McBride

Bernard Becker Professor,  
WashU School of Public Health  
Co-Director, Center for  
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Policy & Economics Research,  
WashU School of Public Health



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### Dr. Chike Nwangwu

Chief Executive Officer of  
NOIPolls Limited



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# People's Report Card on the US Health System



# Lancet Global Health Commission on High Quality Health Systems



**Health systems are for people.**

A **high quality health system** optimizes health by:

- **consistently** delivering care that improves or maintains health
- **being valued and trusted** by all people
- **responding** to changing population needs



# Commission's measurement recommendation



Health systems should measure and report what matters most to people:

**competent care and systems**

**user experience**

**health outcomes**

**confidence in the system**

# **Gap in health system performance measurement**



**How well do health  
systems work for people?**

# Our approach



**Aims:** Promote accountability, inform improvement, track change

**Means:** Telephone or online national survey of ALL adults

**Scope:** Adaptable to all countries and health systems—22 to date

## People's Voice Survey in the USA:

<b>Wave 1</b>	2023	1 500 respondents
<b>Wave 2</b>	2025	4000 respondents, panel + RDD, oversample of Missouri



United States

Mexico

Colombia

Ecuador

Peru

Argentina

Uruguay

United Kingdom

Germany

Italy

Romania

Greece

Nigeria

Ethiopia

Kenya

South Africa

Somaliland

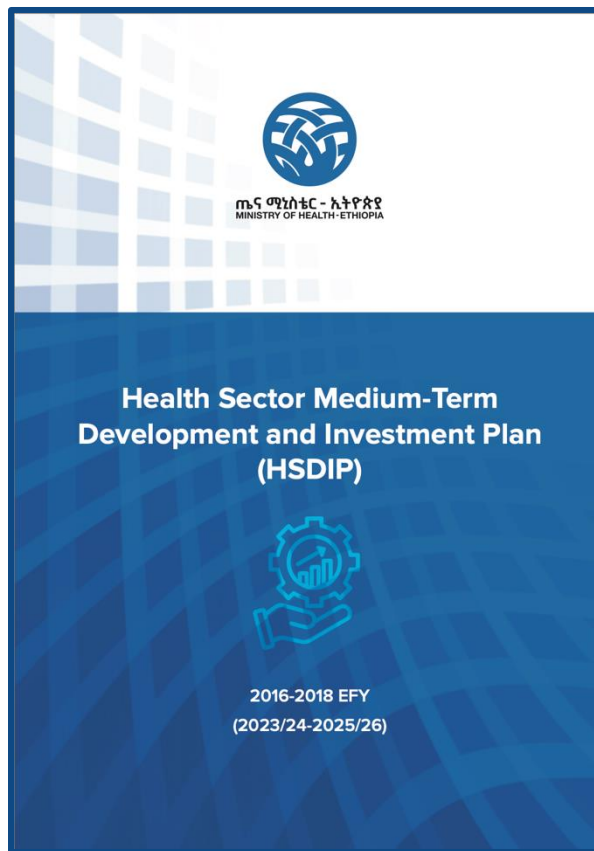
Nepal

India

China

Laos

South Korea



# Policy impact

# Key questions for today



- How do Americans rate the US health care system in 2025?
- How does Missouri compare?
- How do health systems respond to mental health crisis?
- How do we grade system performance?



# Americans among the highest utilizers in the world



7

Average health care contacts per year

6



1



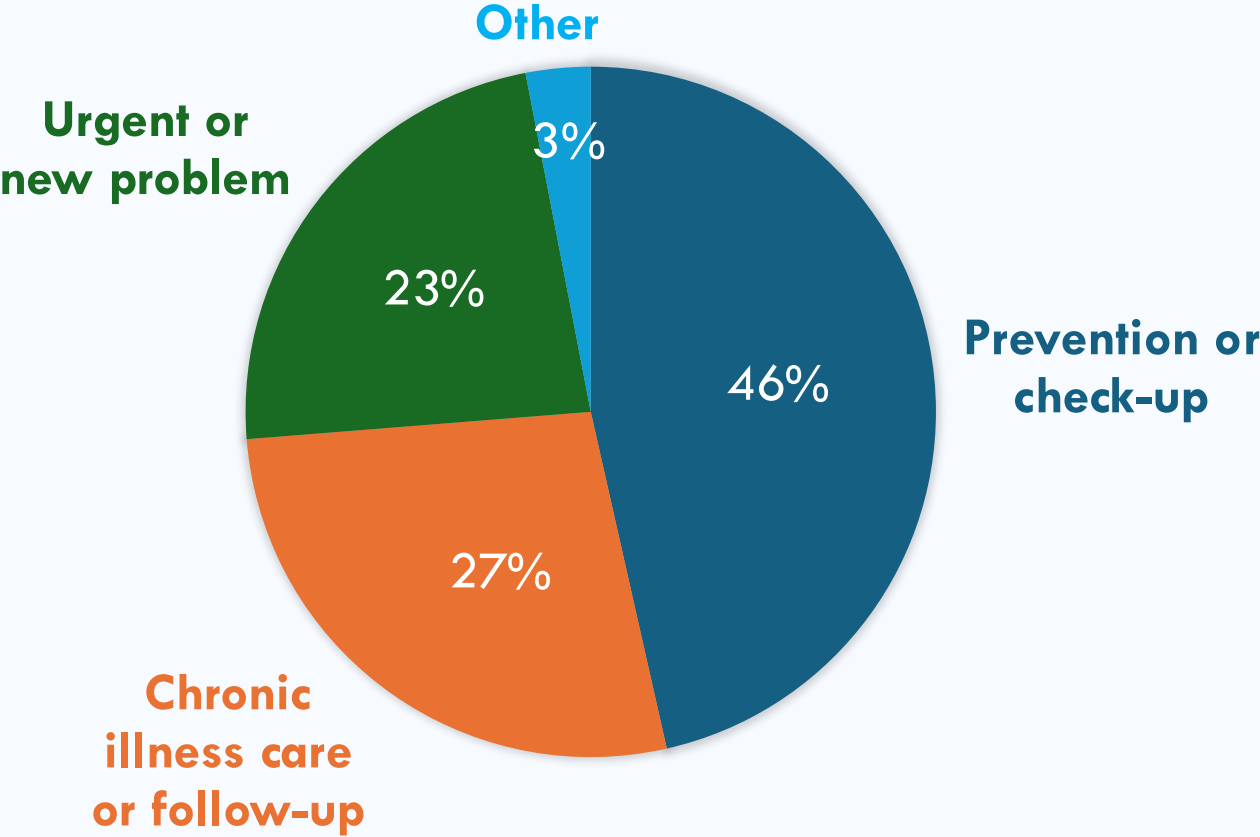
7% used no health care

40% had over 4 contacts

# Half of all visits are for prevention



## Reason for last visit



## Preventive screenings (adults 18+\*)

- 1. Blood pressure 84%
- 2. Blood sugar 67%
- 3. Mammogram 65%
- 4. Cholesterol 63%
- 5. Dental 58%
- 6. Cervical cancer 42%

# Shifting care models: High approval of telehealth



- 1 visit per year on average (steady since 2023)
- Highest rate of telehealth usage after UK
- Predominant use of telehealth is for chronic care:

Chronic care or follow-up 43%

Urgent or new problem 26%

Prevention or check-up 22%

**72%** Rated care highly (very good or excellent)

# 1 in 6 Americans did not get care they needed



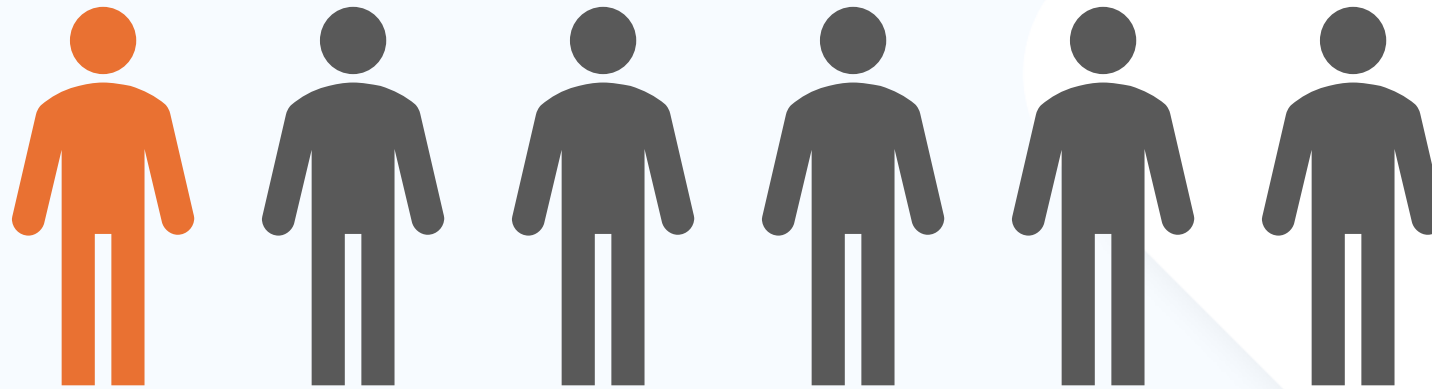
**15%**

**Unmet need among general population**

## Main drivers

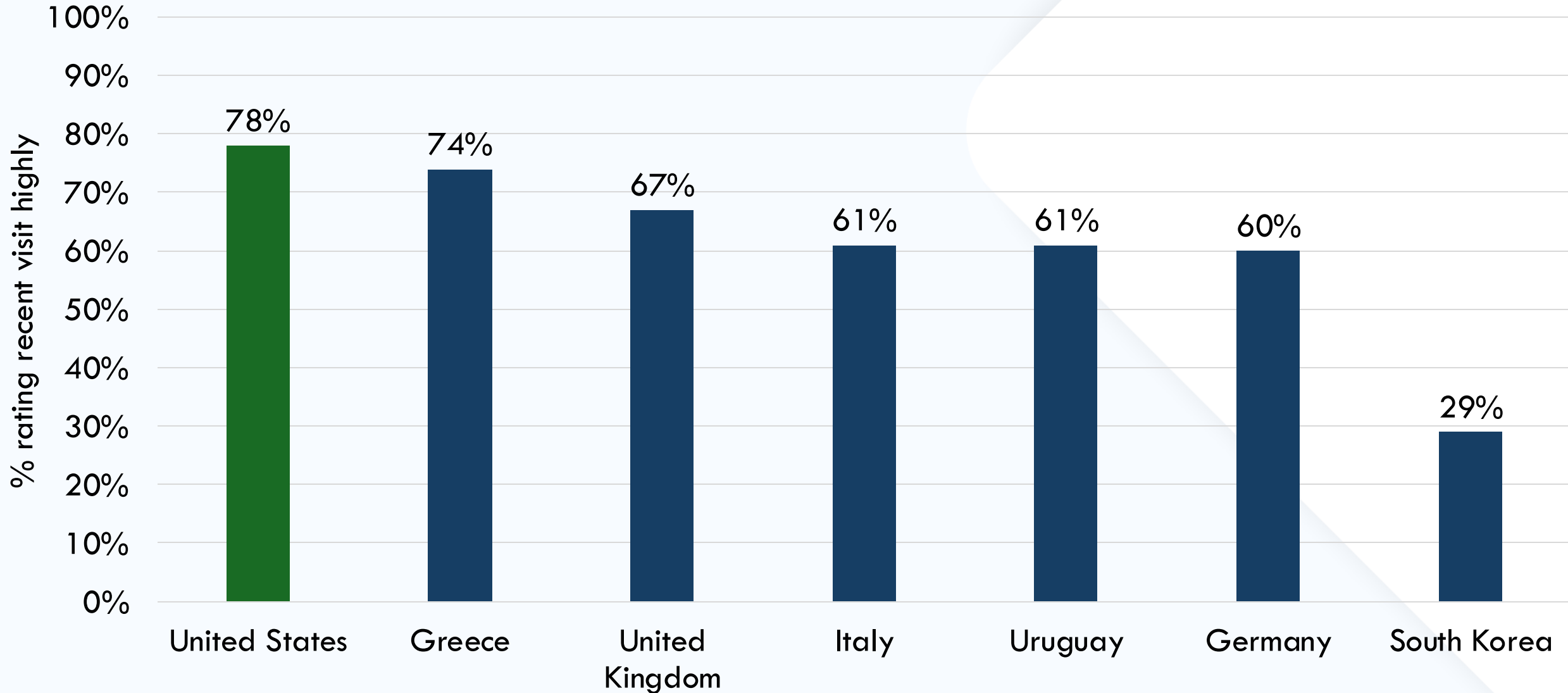
- Cost of care 38%
- Patient experience 26%

# 15% of Americans faced financial strain due to health care costs



**1 in 6** borrowed money or sold assets to pay for health care

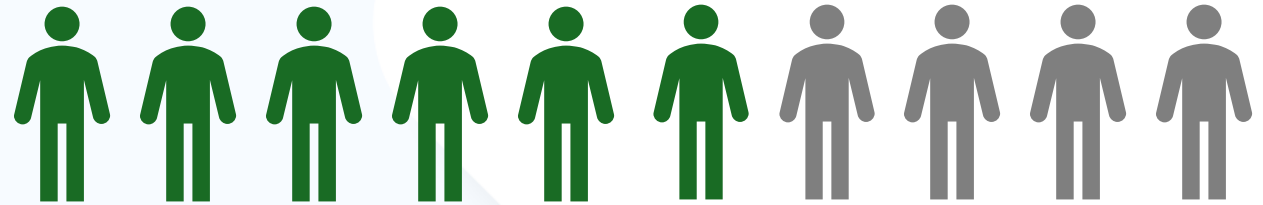
# Americans rate their health care highly



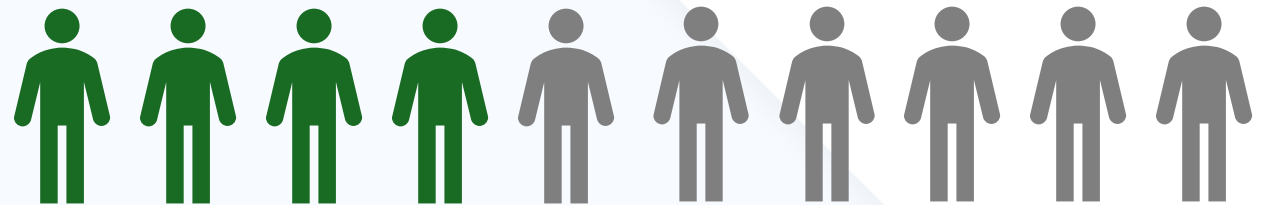
# ...but give lower ratings to health services in their community



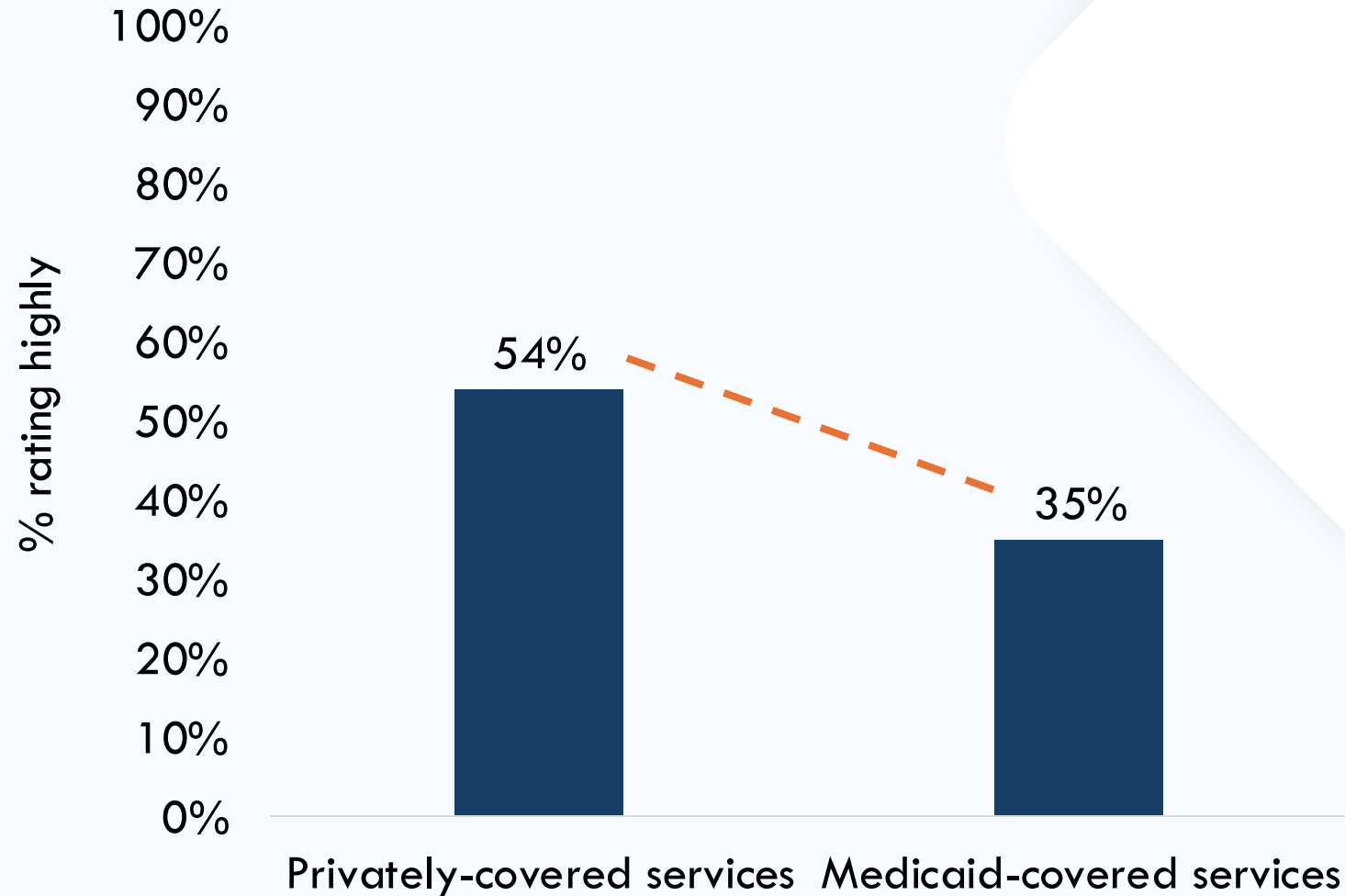
**6 in 10** give high rating to  
maternal, child, chronic disease  
care



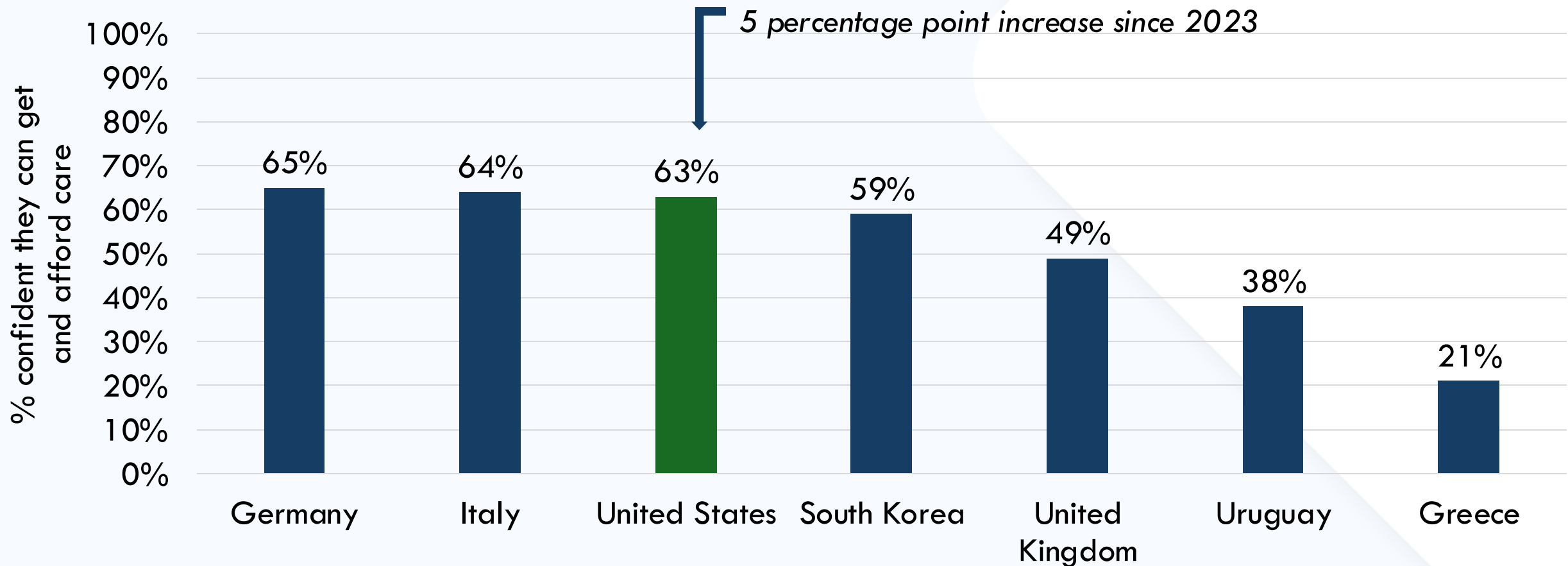
**4 in 10** give high rating to  
mental health care



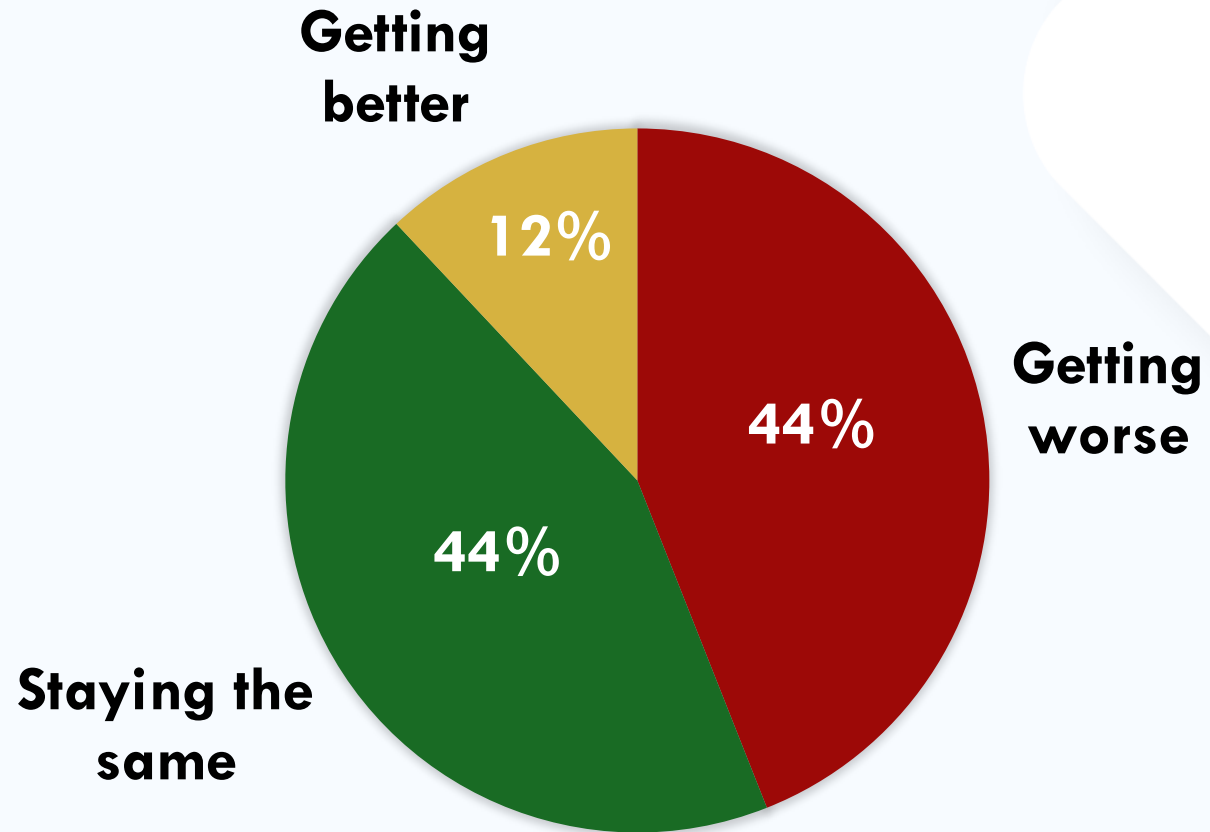
# Privately-covered services get higher ratings than Medicaid-covered services



# 2 in 3 Americans confident they can get and afford good quality care when sick



# Growing concern about the direction the system is heading



# Persistent frustration with health care leadership



**1 in 3**

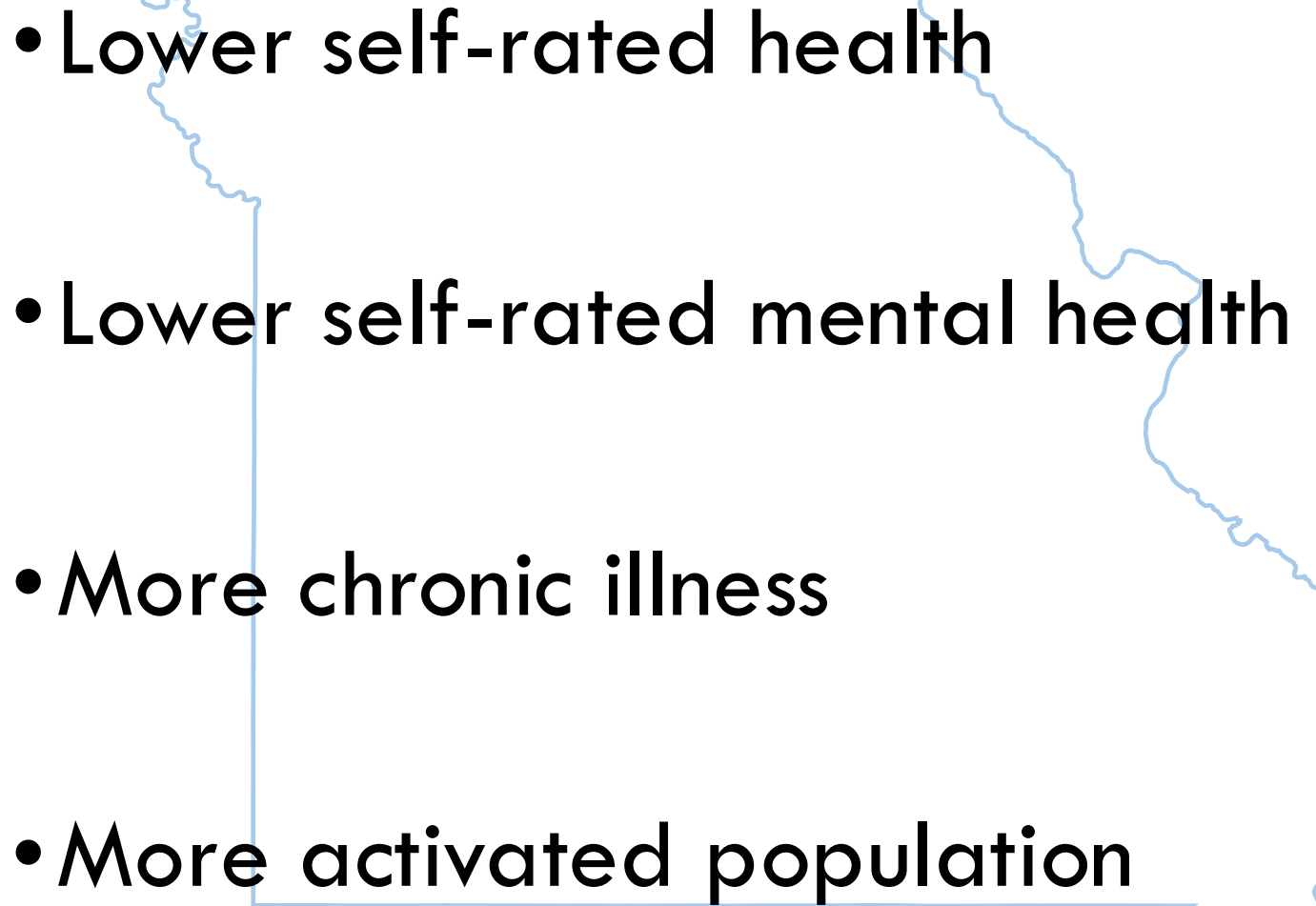
thinks government considers their opinion

**1 in 5**

approved of pandemic management

**Missouri:**

**Worse health  
but more  
activated**

- 
- Lower self-rated health
  - Lower self-rated mental health
  - More chronic illness
  - More activated population

# Utilization, quality, and costs



- More likely to have **usual source** (90% vs 83% nationally)
- Similar **health contacts** and rates of **preventive care**
- Quality ratings **align with national** view

## But...

- Higher **unmet need** (17% vs 15% nationally) due to patient experience
- More **financial strain** (20% vs 15% nationally)

# Lower health system confidence and endorsement in Missouri



	Missouri	USA
Can get and afford care when sick	57%	63%
Overall health system getting worse	47%	44%
System needs major change or to be rebuilt	86%	80%
Approved of pandemic management	11%	20%
Government considers your opinion	25%	33%

# Mental health in America

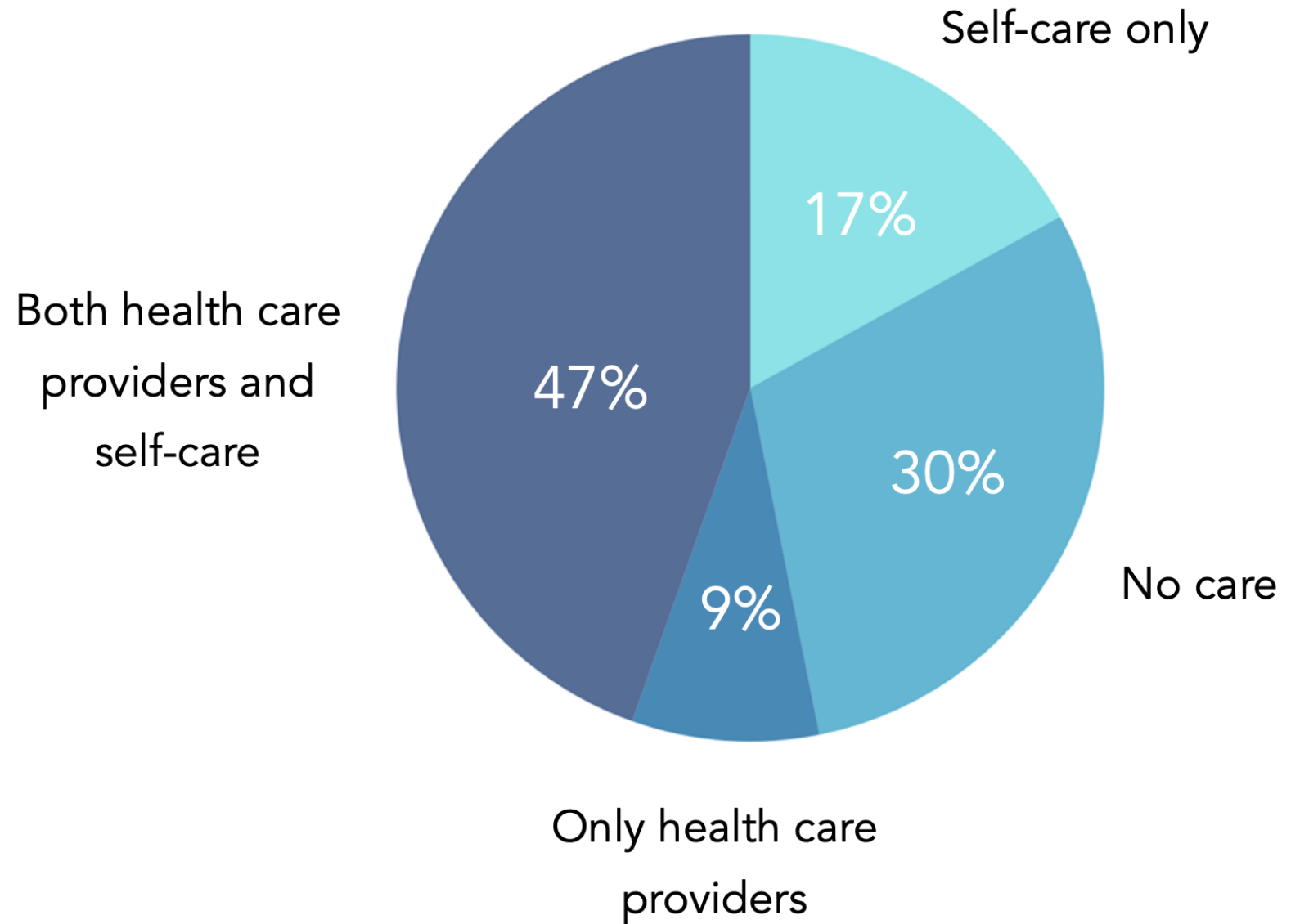


**18%** screened positive for possible depression

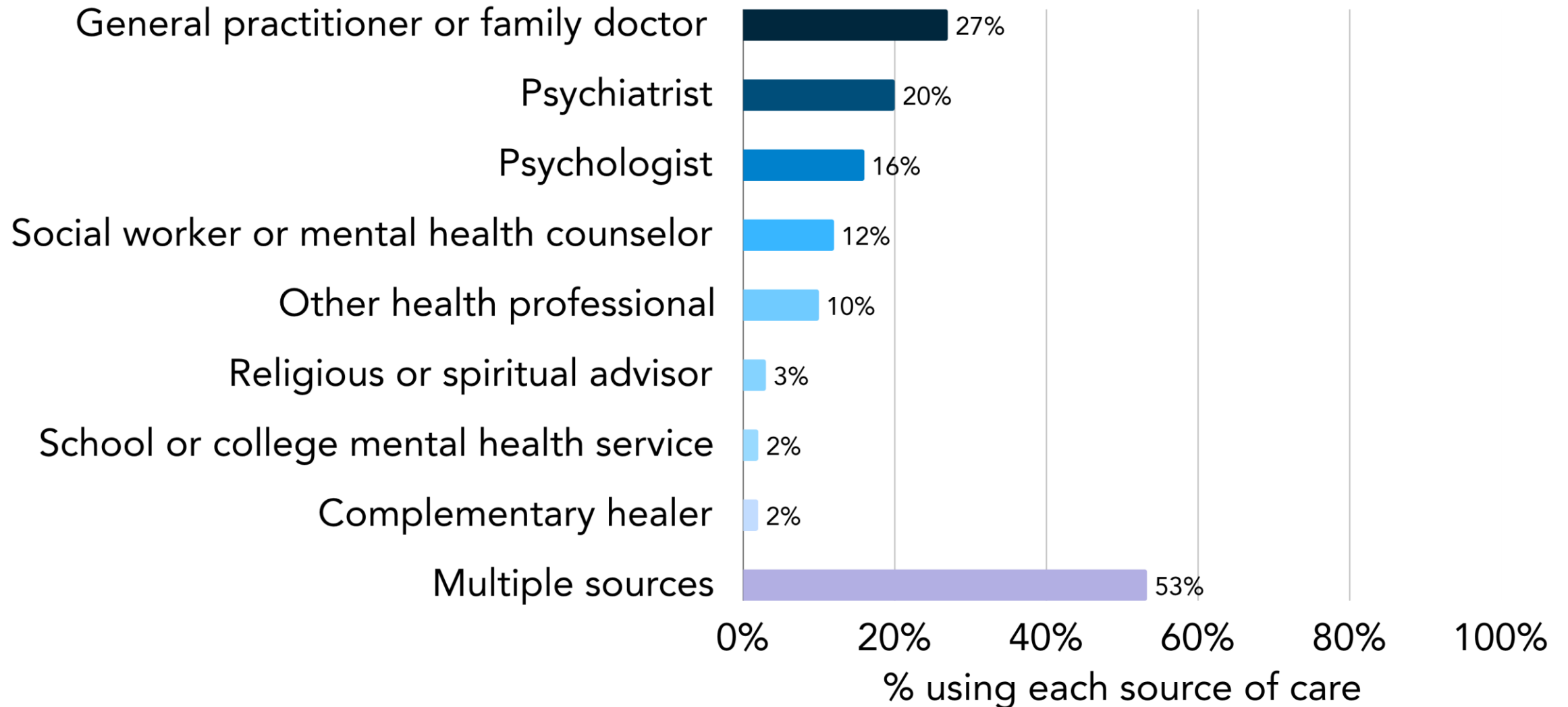
**53%** with depression saw a provider

**67%** thought the care helped somewhat or a lot

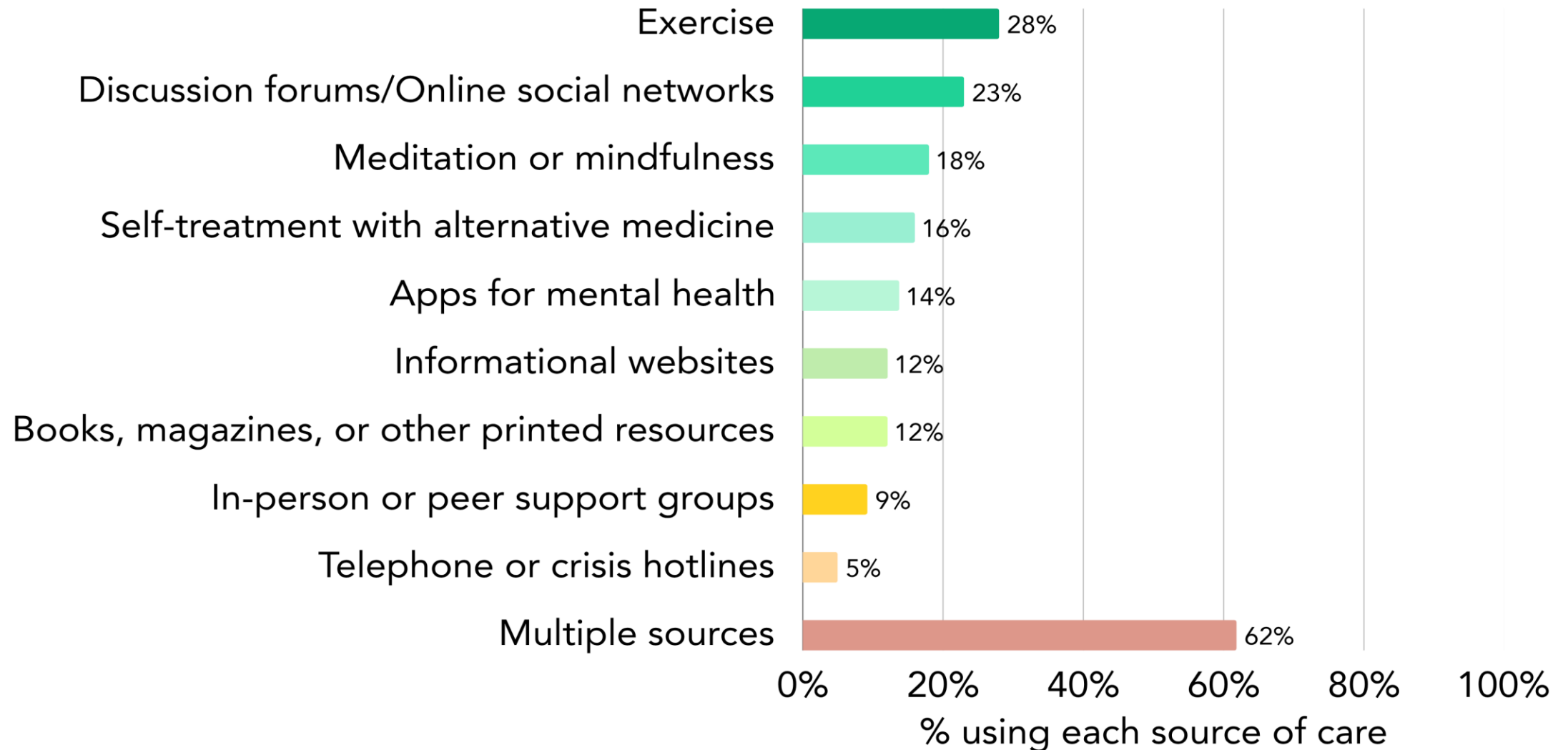
**Most  
common  
pattern is  
provider +  
self-care**



# Mental health care ecosystem: care from providers



# Mental health care ecosystem: self-care approaches



# How do we grade our performance?

## Grading scale

A	80 – 100%
B	70 – 79%
C	60 – 69%
D	50 – 59%
F	0 – 49%

## Comparison countries

- Germany
- Greece
- Italy
- South Korea
- United Kingdom
- Uruguay

<b>Receipt of preventive care</b>	<b>Grade</b>	<b>Rank</b>
Preventive screenings	<b>C</b>	<b>#2</b>
<b>Barriers to care</b>		
No unmet need for care	<b>A</b>	<b>#6</b>
No financial strain	<b>A</b>	<b>#3*</b>
<b>Quality of recent care</b>		
Quality of telehealth visit	<b>B</b>	<b>#1</b>
Quality of in-person visit	<b>B</b>	<b>#1</b>
<b>Quality of care in my community</b>		
Maternal care	<b>C</b>	<b>#1</b>
Care for children	<b>C</b>	<b>#1</b>
Chronic disease care	<b>D</b>	<b>#1</b>
Mental health care	<b>F</b>	<b>#1</b>

**Report  
card  
of the US  
health  
system**

<b>Quality of care in the country</b>	<b>Grade</b>	<b>Rank</b>
Privately-covered services	<b>A</b>	<b>#2</b>
Medicaid-covered services	<b>B</b>	<b>-</b>
<b>Health system confidence</b>		
Health security: can get and afford care	<b>C</b>	<b>#3</b>
Staying the same or getting better	<b>D</b>	<b>#5</b>
Government considers your opinion	<b>F</b>	<b>#4</b>
Approval of pandemic management	<b>F</b>	<b>#7</b>

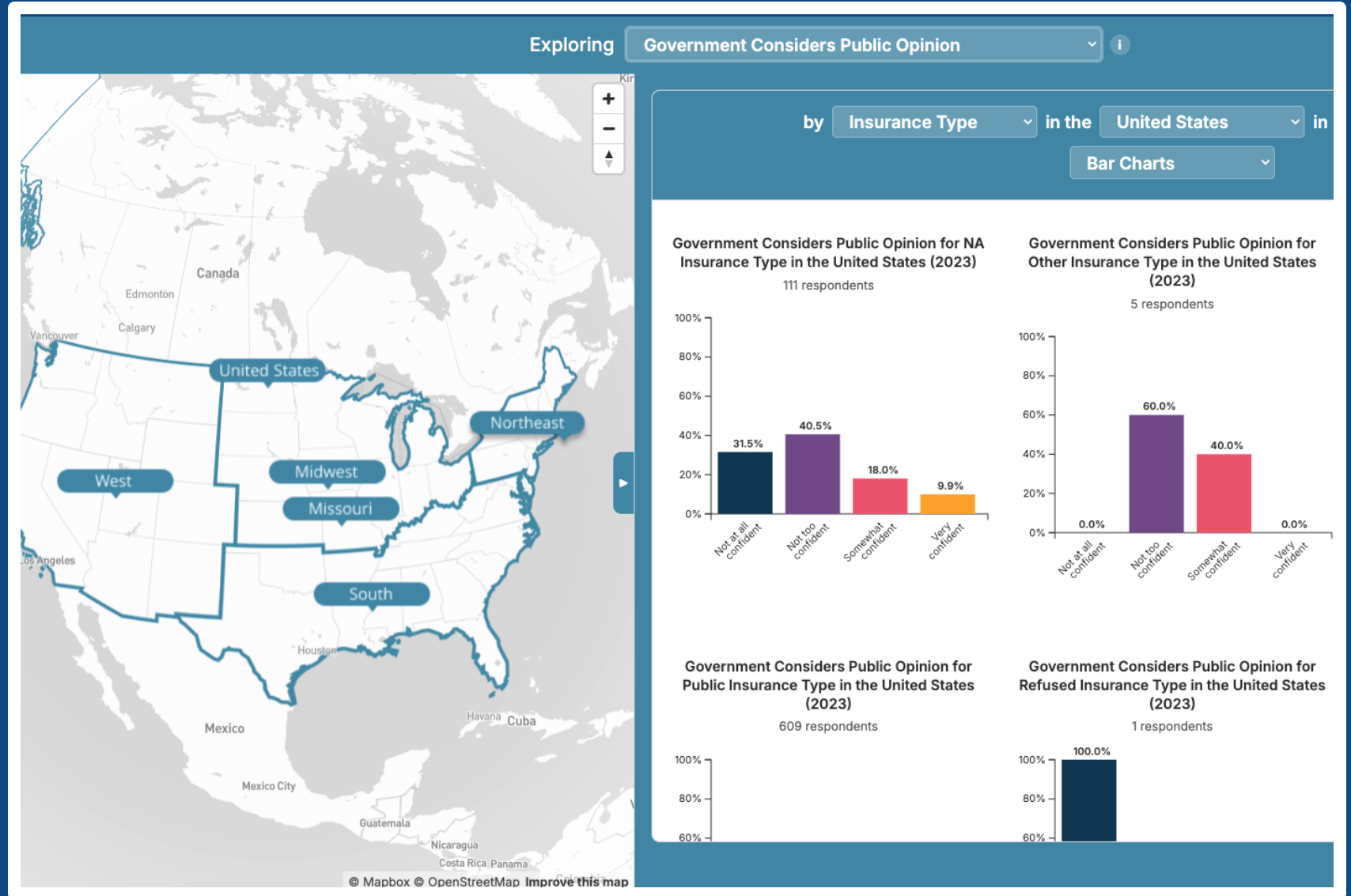
**Report  
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# Launching the People's Voice Survey dashboard

Scan to explore the  
data



[quest.wustl.edu/pvs](https://quest.wustl.edu/pvs)





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# Thank you



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**WashU**



**QuEST**

Quality Evidence for Health  
System Transformation



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October 29-31, 2025  
St. Louis, Missouri





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# Lunch, posters and exhibitors



Frick Forum



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