

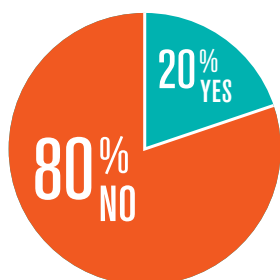
Examining Care Quality: How Patient Engagement Improves Health

A new report from West shares both the patient and provider perspectives on care quality in the U.S. and reveals most Americans do not believe they are getting healthier.



AMERICANS FEEL THEIR HEALTH IS NOT IMPROVING

“Did your health improve last year?”



Increases in Cost, Not Quality

Both patients and providers feel the healthcare system often forces patients to pay for more care or services rather than providing better care.



SOLUTIONS FOR IMPROVING QUALITY:

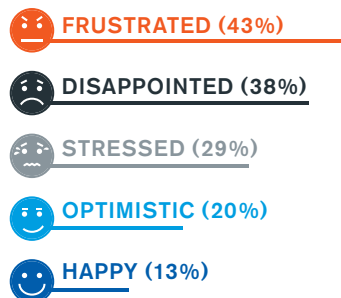
Increased Communication and Patient Engagement

Patient Hurdles to Getting Care

- 31% think they **can't afford** preventive care.
- 28% don't know **what preventive services are recommended** for them.
- 29% don't know **how often** they should get **routine tests**.
- 24% don't know when they are **due for a screening**.

Patients and Providers Are Equally Frustrated

Patients would describe their feelings about America's healthcare system as:



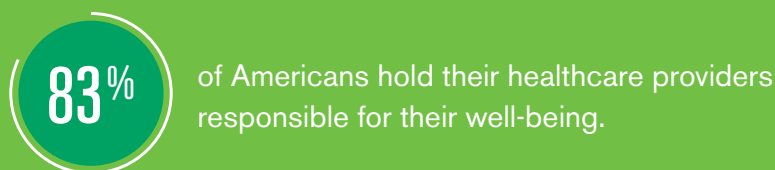
96% OF PROVIDERS

are frustrated or very frustrated by patients not participating in managing their own healthcare.



80% of patients say they would get preventive screenings if their **healthcare provider scheduled them**.

Patients Define Quality Care as Proactive Care, Expect Providers to Spearhead Wellness Plans



Providers that use technology-enabled communications to engage patients and drive wellness are seeing **improved outcomes** and **increased revenues**.

