

# HEALTHCARE ENGAGEMENT: PATIENT AND PROVIDER PERSPECTIVES



When it comes to patient engagement, there are two sides to the story – the patient and provider viewpoint. Both groups welcome greater engagement and have diverse perspectives on progress and the path forward.\*



## PATIENT PERSPECTIVE

**57%** of patients say they're more engaged with their healthcare than two years ago

Top patient changes:

**63%**

Speaking to healthcare providers more frequently

**59%**

Accessing healthcare information more frequently

## PROVIDER PERSPECTIVE

**70%** of providers noticed a change in patients' level of engagement with their healthcare in the last two years

Top ways providers have made an effort to be more engaged with their patients:

**79%** Encouraging patients to access healthcare information

**62%** Communicating with patients via email

**55%** Offering ability to sign up for a patient portal

## CONTRASTING PERSPECTIVES

Only **35%**

of patients say they have noticed their providers become more engaged with them,

While **60%**

of providers that said improving patient engagement is a priority at their organization



## ROADBLOCKS REMAIN ...

**65%** of patients say they **face challenges** when trying to engage with their healthcare providers

Top challenges include:



**40%**

Limited office hours



**33%**

Slow response time



**23%**

Need to repeatedly provide or enter the same information



Those aged **18-49**

are **19%** more likely to say they face challenges when trying to engage with their healthcare

than those above the age of **50**

## COMMUNICATION MATTERS

Patients say greater communication with their healthcare provider is just as influential as a life event for becoming more engaged with their healthcare

## TECH BRINGS PATIENTS AND PROVIDERS TOGETHER

Patients and providers agree on the **two most valuable** methods for encouraging patient engagement:

**#1** Web-based access to general healthcare information

**#2** Online patient portals

However, **providers** see significantly greater value in **mobile applications** than patients,



while **patients** see significantly greater value in **online chat capabilities** than providers

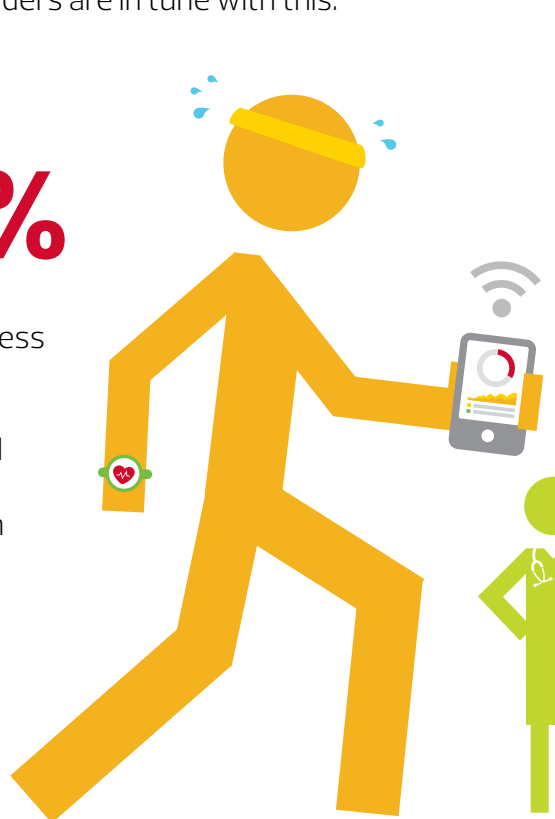


## GREATER ACCESS TO INFORMATION IS KEY

Patients and providers are in tune with this:

**74%**

of patients say greater online access to personal healthcare information would help them take a more active role in their healthcare

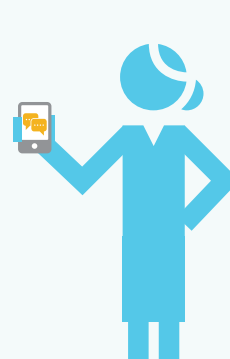


**67%**

of providers are currently working on a way to make personal healthcare records easier to access

More than **two-thirds** of patients

**68%** say they would submit personal, real-time healthcare information to their provider in an effort to improve their health if they had the ability to do so



However, this varies by age.



**57%**

of patients **65 or older** would be willing to submit real-time healthcare information to their provider

VS.

**76%**

of the **18-29 year old** crowd



For the complete report, please visit

[www.cdw.com/patientengagement](http://www.cdw.com/patientengagement)

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\* In September and October 2015, CDW Healthcare surveyed 200 chronic patients, defined as those who have been to the doctor six or more times in the past year (includes visits to any primary physician or specialist, excluding dental care) and 200 physicians and physician assistants at U.S. healthcare organizations/facilities, both ambulatory and inpatient, to compare and contrast perceptions and perspectives when it comes to patient engagement. The margin of error for both surveys is +6.9% at a 95% confidence level.