# The future of connected, personalized health

Exploring the importance of accessible, affordable & technology-enabled care.

People want a more personalized and convenient health care experience than ever before. New technologies such as telehealth can also increase access to important community-based resources, improve patient-provider communication, and boost health outcomes, creating a more-connected model of care.





## interest in using technology in health care. The use of digital tools to facilitate communication between patients and providers is on the rise:

**Consumers and providers have a growing** 



**Digital** 



48%

up 7% from 2019

**36%** down 2% from 2019

**Telehealth** 

Consumer **32%** 

up 14% from 2019

Provider

40% up 18% from 2019

Consumer **29%** 

Virtual

office visits

up 9% from 2019 up 1%

Provider

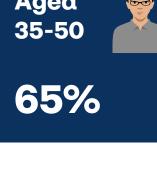
from 2019

interested in using digital tools to help them stick to their health goals... Aged Aged **Aged** 

Younger adults, in particular, are

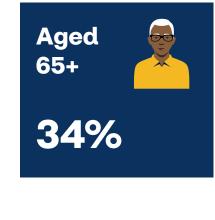






them from achieving their best health.





No time Cost of care



21% Lack of access



21% Housing costs





among consumers:

to healthy food





Prescription

#### 91% 35% indicated that cost was somewhat indicated that cost was an or very important when it comes obstacle to staying healthy to their health

Cost of care remains a major concern



concerns for consumers:



#### 70% 71% Out-of-network Deductibles care



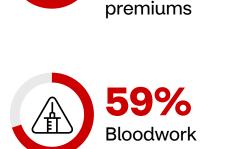
**65%** Treatment for mental/behavioral

health conditions

consumers and providers:



64% Office visits and co-pays



Monthly costs/

### 93% of consumers said it is important for their provider to be aware of their mental health and any treatment received.

Mental health is also a priority for both



especially in need of support. They:

Are not happy with their

No longer have a desire

social connection

to be social

Aged 35-50 Aged 18-34



mental health (35%).

Additionally, providers say they are concerned with their patients':

80%

When thinking about their patients 18-34 years old, one-third of providers said all or most are facing significant challenges with

44%

29%

45%

**66%** 

Cognitive health

Aged 51-64

**23%** 

29%

30%

#### Lack of interest in Lack of family or Experience of emotional network loneliness/social taking control of their own health connection Health care providers could use more help caring for their patients.

Although improving, many providers indicated that they have fair or poor

access to important community-based resources, including:

**Nutritionists** Mental health counselors

Only

down 5% from 2019

**Health coaches** 

down 5% from 2019

**59%** 

**50%** 

to better health. 26% of consumers indicated they had

a wellness program at work

42% down 6% from 2019

**56%** 

down 7% from 2019

71%

Additional support from employers may be helpful for consumers on their path

Just

23%

Substance abuse counselors



their health goals if they received certain types of support, including:

40%

time off

Additional paid



**About the Study:** 









Learn more about the Path to Better Health Study.



The Path to Better Health Study by CVS Health, first released in 2018 and called the Health Ambitions Study, was conducted in March 2020 and included two surveys fielded by Market Measurement, a national market research consulting firm. The consumer survey comprised 1,000 participants 18 and older, located throughout the U.S. It also oversampled 12 metropolitan statistical areas — Atlanta, Austin, Boston, Cleveland, Dallas, Houston, Los Angeles, New York City, Philadelphia, Providence, Hartford, San Francisco, Tampa and among two ethnic groups: African American and Hispanic people. The survey of 400 providers focused on primary care physicians and specialists with at least two years' experience, as well as nurse practitioners, physician assistants and pharmacists.