



# 2021 ACCENTURE LS- HEALTH CONSUMER EXPERIENCE SURVEY - GLOBAL EXECUTIVE SUMMARY

## VIDEO TRANSCRIPT

The ultimate healthcare experience: what people want

The healthcare ecosystem has been tested recently in ways we never imagined. In our 2021 Health & Life Sciences Experience Survey, we measured the global effects and look for lasting improvements.

We talked to 12,000 people over 14 countries about access, affordability, technology, trust and emotional support. Whether virtual care is working for them. If there's an appetite to continue using it and the consequences patients face when the system fails them.

Here's what we learned.

While the people we surveyed were diverse in every way, their views on what a great healthcare experience looks like were perfectly aligned. Its easy, convenient, and accessible. It provides as much emotional support as medical support. It protects patient's personal data, building trust and confidence.

And offers equal access to all. Creating this kind of exceptional healthcare experience demands a combination of secure digital technology, affordable access for people struggling financially, reasons to trust the companies, providers and government bodies making

decisions that affect everyone in the chain. And meaningful experiences built around empathy and emotional support.

It's time to shape a new future. One that listens, learns and puts people at the heart of healthcare.

We can help you get there.

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