



Opinions on AI & Healthcare

For External Use

 **OCTOBER 2024**





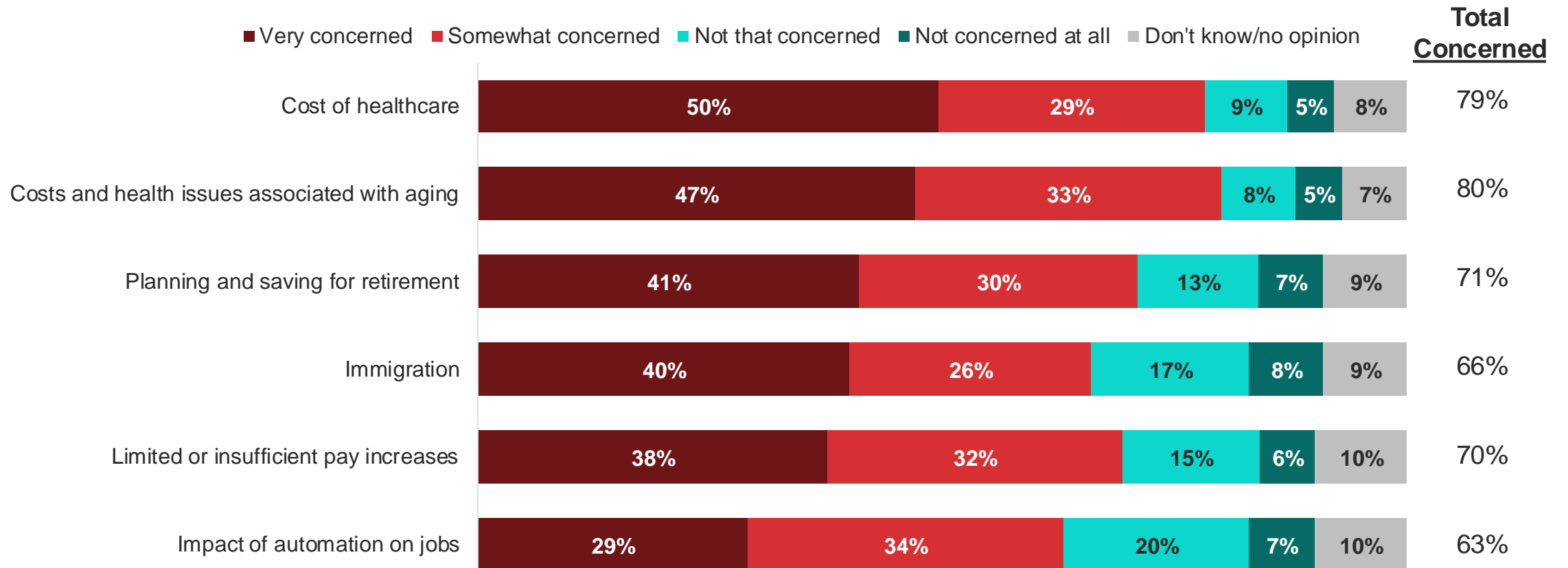
SECTION 1

AI & the Workforce

CENTER FORWARD

Adults are most concerned about the cost of healthcare (79%), the costs and health issues associated with aging (80%), and limited or insufficient pay increases (70%) facing the workforce. There is less concern about the impacts of the automation of jobs (63%).

Generally speaking, how concerned are you about each of the following potential challenges or issues facing the workforce in the United States?

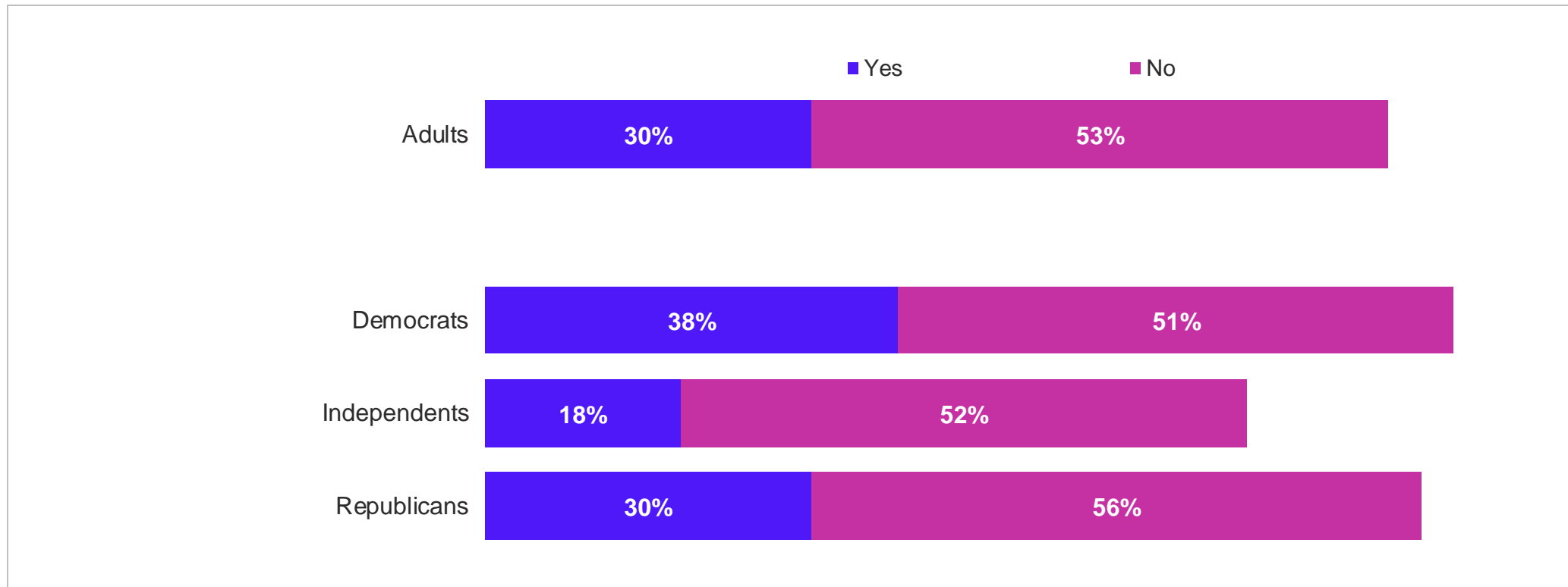


Total concerned = % Very concerned + % Somewhat concerned

CENTER FORWARD

Three-in-ten adults report their company or place of work investing in developing automation or AI tools to help improve efficiency in their workplace in the last few months.

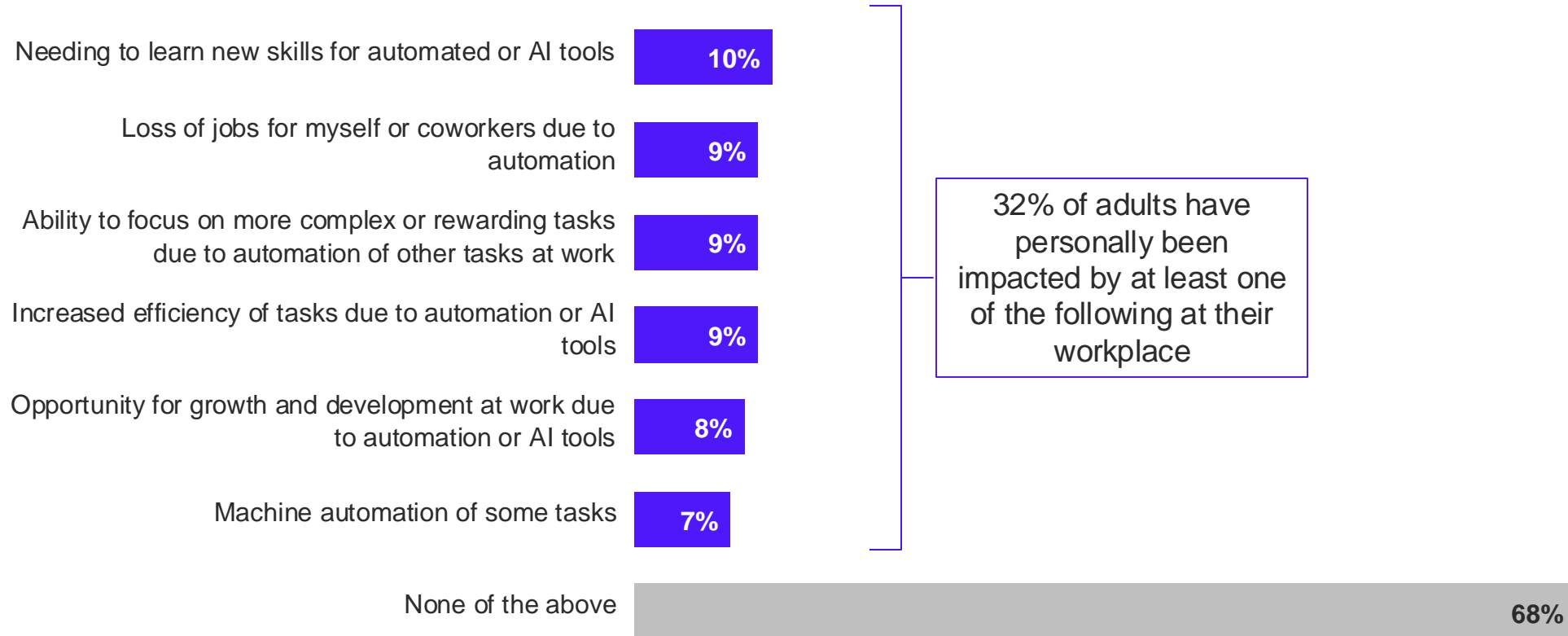
Has your company or place of work invested in developing automation or AI tools to help improve efficiency in your workplace in the last 12 months?



CENTER FORWARD

While two-thirds of adults report no impact at their workplace by any of the following, one-third of adults have been impacted by automation and AI at work.

Have you personally been impacted by any of the following at your workplace?

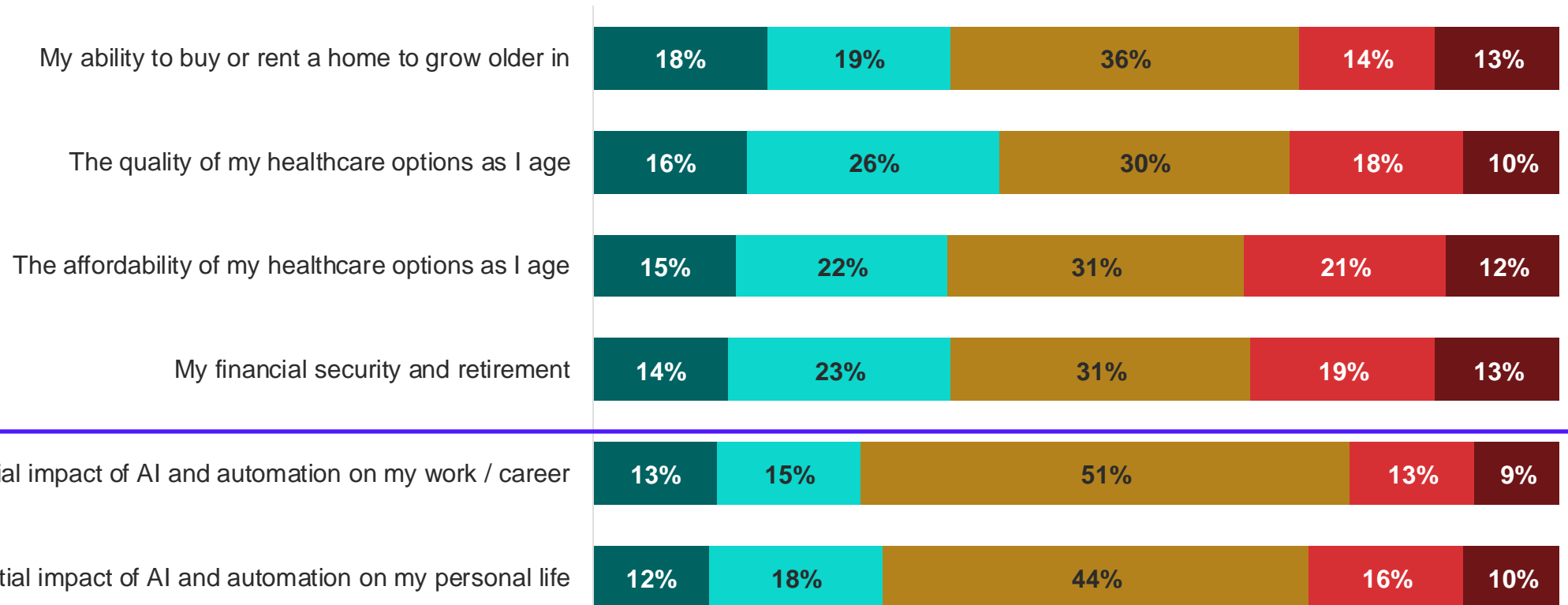


CENTER FORWARD

Opinions are less solidly formed for the impact of AI and automation as about half of Americans feel neither optimistic nor pessimistic about its impacts on their careers or personal lives.

Generally speaking, do you feel optimistic or pessimistic about the following as you get older?

■ Very optimistic ■ Somewhat optimistic ■ Neither optimistic or pessimistic ■ Somewhat pessimistic ■ Very pessimistic



CENTER FORWARD

A plurality of adults are more optimistic about their healthcare options and financial security as they age. Independents are generally less optimistic about each item tested than Democrats and Republicans.

Generally speaking, do you feel optimistic or pessimistic about the following as you get older?

% total optimistic (very + somewhat)	Adults	Democrats	Independents	Republicans
The quality of my healthcare options as I age	42%	49%	30%	44%
My financial security and retirement	37%	42%	29%	39%
My ability to buy or rent a home to grow older in	37%	41%	29%	39%
The affordability of my healthcare options as I age	37%	43%	28%	37%
The potential impact of AI and automation on my personal life	30%	35%	23%	32%
The potential impact of AI and automation on my work / career	28%	32%	19%	30%



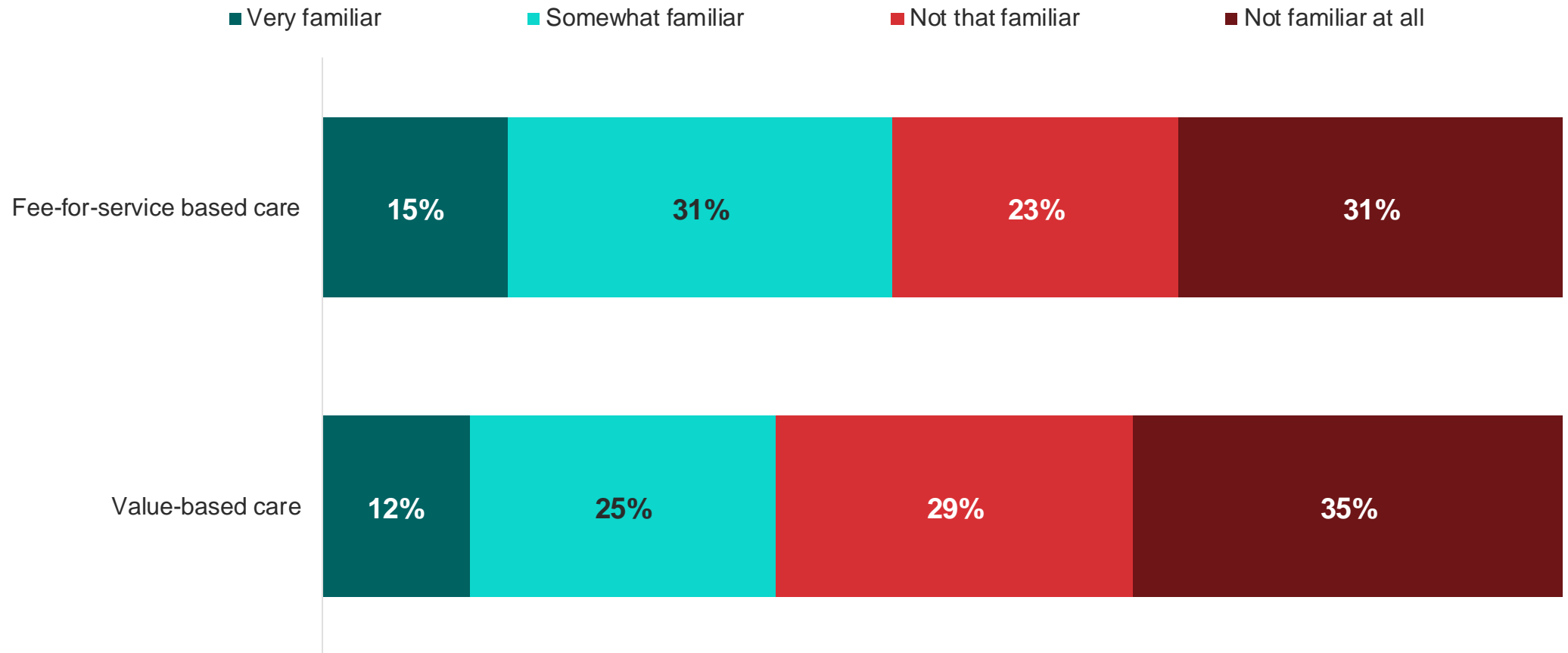
SECTION 2

Views on Value-Based and Fee-for-Service Based Care

CENTER FORWARD

Adults are more familiar with fee-for-service based care (46%) than they are with value-based care (37%).

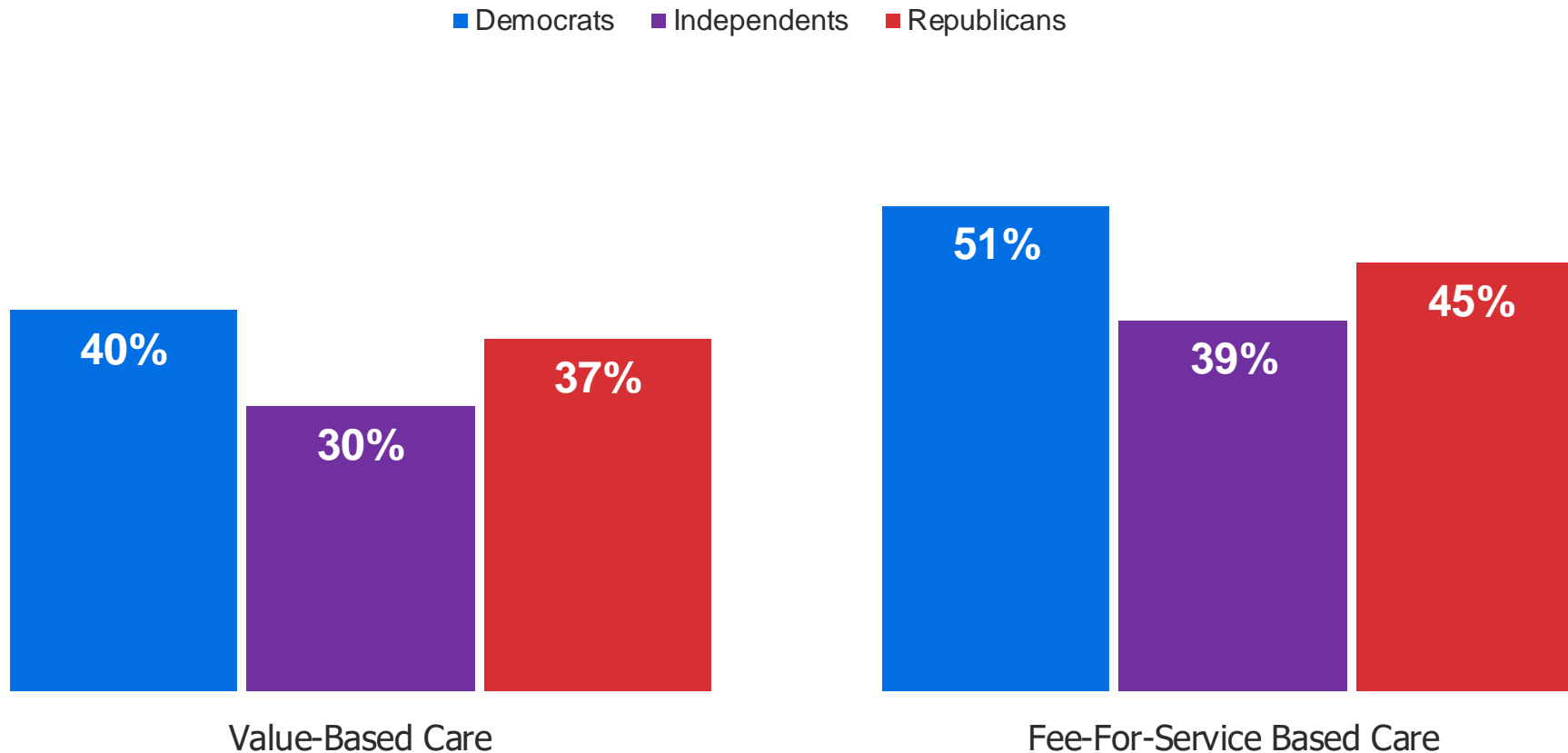
How familiar were you with the following terms related to healthcare?



CENTER FORWARD

Independents are less familiar with the value-based care and fee-for-service based care than Democrats and Republicans.

How familiar were you with the following terms related to healthcare?

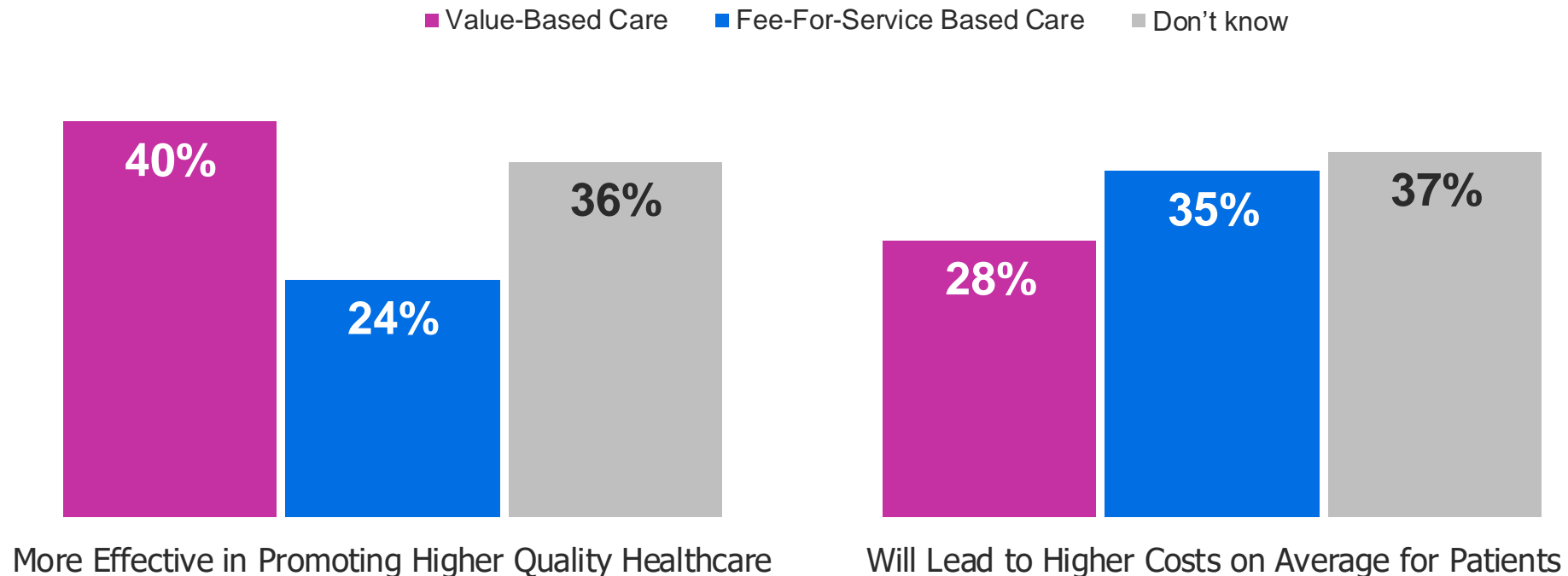


CENTER FORWARD

Despite lower familiarity, after hearing more, adults think value-based care will promote higher quality healthcare for patients. One-third of adults also see fee-for-service based care as leading to higher costs for patients.

In simple terms, value-based care is a system that reimburses health care providers based on the overall health outcomes of the patient while fee-for-service based care reimburses per treatment or service.

Based on this description, which of the following do you think is likely to be more effective to promote higher quality healthcare for patients? | And based on the above, which option do you believe would lead to higher costs on average for patients?



CENTER FORWARD

A plurality of Democrats and Republicans think value-based care is likely to be more effective in promoting higher quality healthcare for patients than fee-for-service based care, which is seen by two-in-five Democrats and Republicans as likely to raise costs.

In simple terms, value-based care is a system that reimburses health care providers based on the overall health outcomes of the patient while fee-for-service based care reimburses per treatment or service.

Based on this description, which of the following do you think is likely to be more effective to promote higher quality healthcare for patients? | And based on the above, which option do you believe would lead to higher costs on average for patients?

	Promote Higher Quality Healthcare		Lead to Higher Cost	
	Value-based care	Fee-for-service based care	Value-based care	Fee-for-service based care
Adults	40%	24%	28%	35%
Democrats	44%	24%	29%	39%
Independents	30%	23%	24%	29%
Republicans	44%	25%	32%	37%

CENTER FORWARD

After hearing from proponents of both forms of care, more adults continue to say value-based care is more likely to promote higher quality healthcare for patients than fee-for-service based care.

Proponents of **value-based care** say that it lowers the overall costs of healthcare and reduces waste in the system by prioritizing healthy outcomes regardless of the service provided and encourages healthcare providers to work together on patient care plans.

Proponents of **fee-for-service** based care believe that it reduces the bureaucracy in care decisions and allows the individual physician's autonomy in choosing the best care for their patient.

Based on these descriptions, which of the following do you think is likely to be more effective to promote higher quality healthcare for patients?

40%

of adults think **value-based care** is likely to be more effective in promoting higher quality healthcare for patients.

25%

of adults think **fee-for-service based care** is likely to be more effective in promoting higher quality healthcare for patients.



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