New Research Into Cardiovascular Patient Satisfaction Reveals Key Challenges And Solutions To Enhance The Post-Procedure Experience

- Shared decision-making and utilization of consumer technology rise to the top of patient preferences to achieve better therapy adherence and compliance
- More than 40% of patients thought it was challenging to find the time and motivation to manage their condition post-procedure
- Only 6% of patients reported their doctors recommended inputting their symptoms or tracking medications via a mobile phone or tablet

ABBOTT PARK, Ill., Feb. 21, 2023 — Abbott today released the latest installment in the company's multi-year *Beyond Intervention* series of global healthcare market research designed to uncover challenges that arise within the patient journey of people living with cardiovascular disease and to identify opportunities for patient care improvement.

The latest report stems from a survey of more than 2,000 patients, physicians and healthcare leaders, and reveals challenges resulting from a systemic lack of adoption of consumer technologies by healthcare providers, a lack of post-surgical therapy compliance, and consumer dissatisfaction beyond intervention.

Findings from *Beyond Intervention* identify key opportunities physicians, healthcare leaders and health technology companies may consider to improve the patient care journey. These include providing a comprehensive care experience to increase patient satisfaction, reducing barriers to post-intervention care, driving better experiences and outcomes, and involving patients in shared decision-making. The report underscores the differences in how patients, physicians and healthcare leaders perceive the effectiveness of technology in the care delivery system.

"Increased penetration of smart devices, wearables and remote self-monitoring tools not only provide granular data on recovery, progress and adherence but critically drive patient engagement and therefore behavioral change," said Nick West M.D., chief medical officer and divisional vice president of medical affairs at Abbott's vascular business. "MedTech's role is to find synergies between how patients and physicians prefer to access information to facilitate positive experiences and outcomes for all patients."

Key Research Findings

In its third year, the *Beyond Intervention* initiative provides continued insight into the state of global cardiovascular care through primary research surveying the perspectives of approximately 2,000 patients, physicians and healthcare leaders. The research provides further insight into the patient journey post-procedural/post-discharge and explores the attitudes and appetites to adopt technology to better help patients recover from vascular interventions.

Key insights from the research include:

- **Patients, physicians and healthcare leaders agree that establishing multiple touchpoints help patients navigate their post-procedure care journey.** Most patients surveyed (90%) believe that the two most important factors in navigating their care journey are having a clear understanding of the next steps in managing their disease and having all of their questions answered.
- **There are significant gaps between how patients and physicians view the importance of digital health tools.** Patients consider access to an online patient portal and use of digital health tools more important to their overall experience (65% and 62%, respectively) than physicians feel they are for their patients (38% and 35%, respectively). Further, while patients indicated a need for improvement in these tools, physicians and healthcare leaders found the use of these tools as already satisfactory, indicating perception gaps.
- **Patients are facing many barriers to managing their condition and experiencing optimal care post-intervention.** Nearly half of the patients surveyed reported finding motivation and time to manage their condition was challenging. A similar proportion described ongoing costs related to treatment as a difficult task. Lack of education and awareness of the progressive nature of cardiovascular diseases is a significant barrier to post-procedural care and adherence.
- **Many patients see technology's value for managing their own health and wellness** Nearly 60% of patients and half of all healthcare leaders would trust artificial intelligence (AI) to help diagnose or recommend the best treatment; however, just over one-third of physicians agree (34-35%). Yet, 48% of physicians believe big data will help them provide better care in the future.

"Those who work at the intersection of healthcare and technology must straddle the digital divide and work toward greater use of technology in care," said Jennifer McCaney, Ph.D., executive director at UCLA Biodesign. "We cannot assume that every person or patient has the access to or the means to interact with health systems or care teams in the same way. Stakeholders across the care journey from product manufacturers to payers and providers alike need to empower patients with accessible technologies that better the patient experience."

About Beyond Intervention Research

Abbott surveyed 2,056 stakeholders, including 1,350 patients with either coronary artery disease or peripheral artery disease, 499 physicians, and 207 healthcare leaders from March to May 2022. Respondents to the online survey represent 16 countries: United States, Canada, Brazil, Mexico, Chile, United Kingdom, France, Germany, Italy, Spain, China, Japan, India,

Australia/New Zealand, South Africa, and Saudi Arabia.

The Beyond Intervention global market research uncovers the challenges that arise within the earliest stages of the patient journey, and focuses on several key issues, including improving care and supporting underserved communities; it also underscores the different perspectives between patients and healthcare leaders on care and the patient experience.

About Abbott:
Abbott is a global healthcare leader that helps people live more fully at all stages of life. Our portfolio of life-changing technologies spans the spectrum of healthcare, with leading businesses and products in diagnostics, medical devices, nutritionals, and branded generic medicines. Our 115,000 colleagues serve people in more than 160 countries.

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