

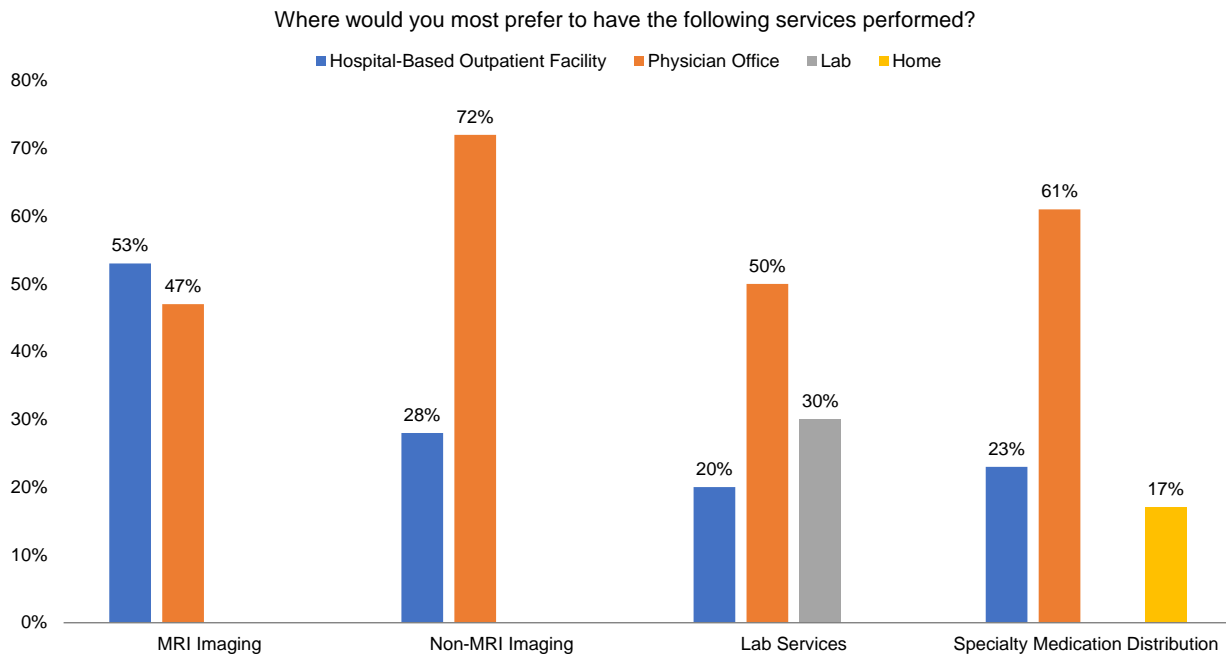
## Plan Participant Preferences for Site of Care Lean Toward Physician Offices

Care has been shifting from physician offices (POs) to hospital outpatient departments (HOPDs). This shift occurs when a hospital system acquires an independent physician practice and has implications for both the delivery of care and its cost. One example of the shift from POs to HOPDs is related to chemotherapy infusions. In 2004, approximately 94 percent of chemotherapy infusions were administered in POs, but by 2014, that percentage had dropped to 57 percent, with a corresponding shift toward HOPDs (Winn, Keating, Trogon, Basch, and Dusetzina, 2018).

The Employee Benefit Research Institute (EBRI) and Greenwald Research [Consumer Engagement in Health Care Survey](#) shows that plan participants generally preferred to receive certain health care services in POs over HOPDs, were not willing to pay more for services performed in their preferred facility, and were not likely to think that physicians tied to a hospital system were better quality physicians or that higher costs were an indicator of higher quality.

When it comes to preferred facilities, health plan enrollees were split between HOPDs and POs for MRIs and were much more likely to prefer POs over HOPDs for non-MRI imaging. They were also much more likely to prefer POs over both HOPDs and labs for lab services, and much more likely to prefer POs over HOPDs for specialty medications.

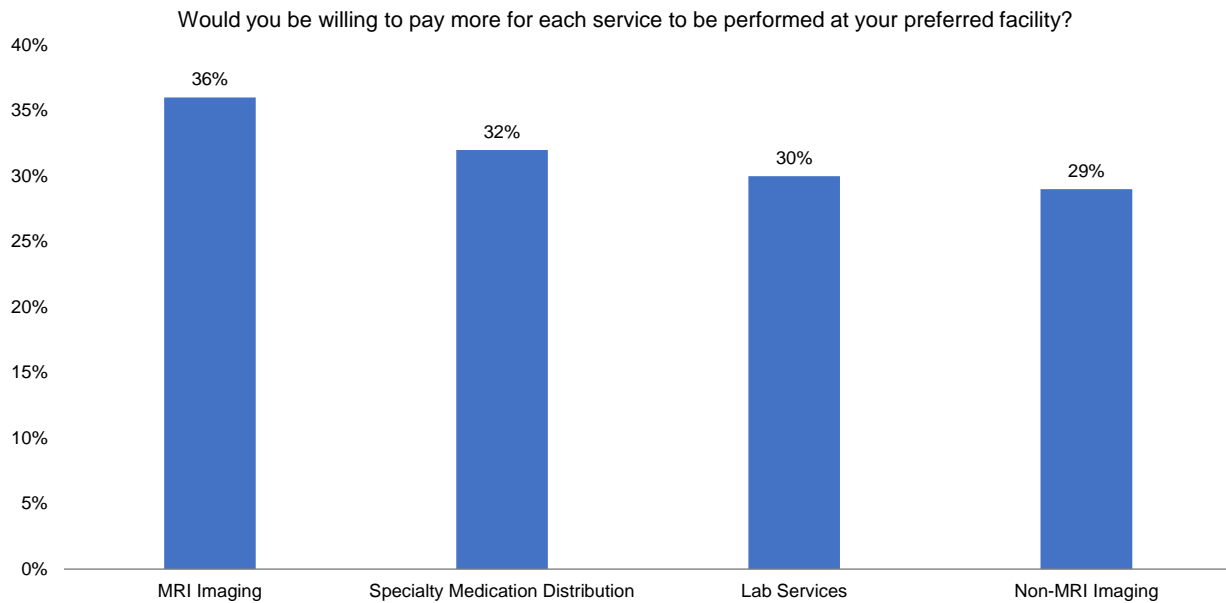
Figure 1  
**Health Plan Enrollees Usually Prefer Physician Offices Over Hospital Outpatient Departments**



Source: EBRI/Greenwald Research Consumer Engagement in Health Care Survey, 2023.

Only about one-third of plan participants were willing to pay more for health care services to be performed at their preferred facility.

Figure 2  
**Percentage of Plan Participants Willing to Pay More for Health Care Service to Be Performed at Their Preferred Facility**

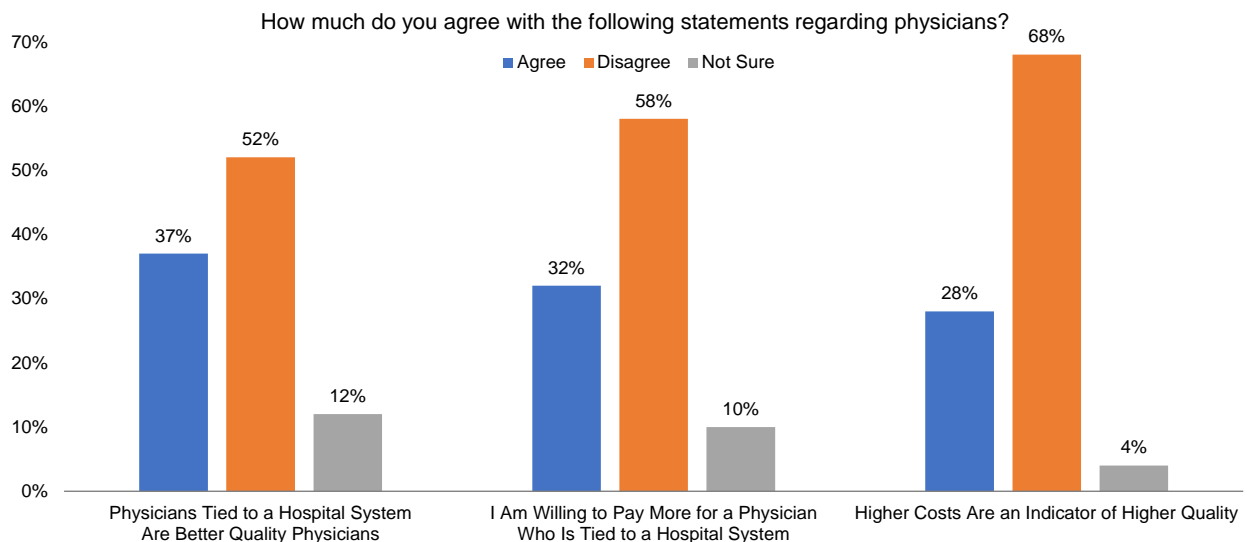


Source: EBRI/Greenwald Research Consumer Engagement in Health Care Survey, 2023.

More plan participants disagreed than agreed with the following statements:

- Physicians tied to a hospital system are better quality physicians.
- I am willing to pay more for a physician that is tied to a hospital system.
- Higher costs are an indicator of higher quality.

Figure 3  
**Percentage of Plan Participants Agreeing or Disagreeing With Statements Related to Cost and Quality of Health Care Services**



Source: EBRI/Greenwald Research Consumer Engagement in Health Care Survey, 2023.

More information about the EBRI/Greenwald Research Consumer Engagement in Health Care Survey can be found [online](#).

The 2023 Consumer Engagement in Health Care Survey is an online survey of 2,020 Americans ages 21-64 with private health insurance coverage. It was fielded between October and December 2023. The survey is made possible with funding support from the following organizations: Blue Cross Blue Shield Association, HealthEquity, Inspira Financial, Segal, TIAA, and Voya Financial.

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## References

Winn, Aaron N., Nancy L. Keating, Justin G. Trogon, Ethan M. Basch, and Stacie B. Dusetzina. 2018.  
"Spending by Commercial Insurers on Chemotherapy Based on Site of Care." *JAMA Oncology*, E-1, E-2.

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