

# VITAL SIGNS SURVEY 2022

An increasing number of Californians are feeling positive about health care, even as the COVID-19 pandemic continues, a poll commissioned by Blue Shield of California reveals. [Click here to read the news release.](#)

Vital Signs is the second annual Blue Shield of California/Harris Poll. The survey was conducted online in the United States by The Harris Poll on behalf of Blue Shield of California between February 9 and 21, 2022, among 1,009 residents of California age 18+. The poll includes a broad swath of Californians – privately insured, uninsured, MediCal recipients, self-insured and more. It is not a survey of Blue Shield members but of the general public in California.



A vast majority of adults in California (86%) rate the quality of care as good; an increase from last year's poll (80%).

Fewer Black Californians, 12%, said the health care they receive is poor compared to last year, when 28% felt that way.

We asked: How would you rate the quality of health care you receive personally?

	2022	2021
Good	86%	80%
Poor	14%	20%

	White	Black	Asian	Hispanic	Gen Z (18-25)	Boomers (58+)	Income less than \$75K	Income \$75K or over
2022 (86%) good quality	87%	88%	92%	80%	75%	93%	81%	89%
2022 (14%) poor quality	13%	12%	8%	20%	25%	7%	19%	11%
2021 (80%) good quality	81%	72%	92%	72%	76% (18-24)	93% (57+)	78%	82%
2021 (20%) poor quality	19%	28%	8%	28%	24%	7%	22%	18%

We asked: Do you personally feel like you have an easy time or difficult time accessing health care? Nearly three in five (59%) respondents said they have an easy time accessing health care, with 30% saying they had a “very” easy time.

2022	All	White	Hispanic	Black	Asian	Gen Z (18-25)	Mill. (26-41)	Gen X (42-57)	Boomers 58+	<\$75K	\$75K+
Easy	<b>59%</b>	68%	51%	60%	58%	53%	54%	51%	73%	49%	67%
Difficult	<b>14%</b>	11%	19%	16%	12%	21%	19%	16%	5%	20%	10%
2021	All	White	Hispanic	Black	Asian	Gen Z	Mill.	Gen X	Boomers 58+	<\$75K	\$75K+
Easy	<b>56%</b>	59%	45%	47%	61%	42%	43%	52%	74%	45%	63%
Difficult	<b>20%</b>	17%	28%	27%	18%	30%	33%	19%	7%	29%	17%

Access gaps are closing, with about half (48%) of respondents saying COVID-19 made accessing care more difficult for low-income earners — down from 62% who felt that way a year earlier.

We asked: Thinking about members from each of the following groups, do you think the COVID-19 has made it easier or more difficult for them to access health care in the state of California?

<b>MORE DIFFICULT</b>	<b>2022</b>	<b>2021</b>
Low income	48%	62%
Undocumented immigrants	47%	63%
Unemployed	46%	59%
Unvaccinated	39%	N/A
Seniors	36%	45%
Black African Americans	30%	51%
Hispanics	29%	51%
Asians	21%	N/A
LGBTQ+	19%	36%
Women	18%	28%
Men	16%	24%
Whites	13%	21%
High income	9%	19%

The proportion of people who said they, or someone in their family, put off medical treatment since the beginning of the COVID-19 pandemic fell to 34% from 40% a year ago.

We asked: Since the beginning of the COVID-19 pandemic, have you or someone in your family delayed treating a medical issue?

	2022	2021
Yes	34%	40%
No	66%	60%

2022	Total	Gen Z	Millennials	Gen X	Boomers	White	Black	Hispanic	Asian
Yes	34%	48%	36%	33%	27%	32%	31%	37%	29%
No	66%	52%	64%	67%	73%	68%	69%	63%	71%
2021	Total	Gen Z	Millennials	Gen X	Boomers	White	Black	Hispanic	Asian
Yes	40%	37%	48%	45%	30%	42%	47%	41%	31%
No	60%	63%	52%	55%	70%	58%	53%	59%	69%

Nearly half (49%) of Californians who have ever sought professional help for mental health did so for the first time during the pandemic.

We asked those who have ever sought help from a mental health professional: When was the first time you sought help from a mental health professional (e.g. counselor, therapist, social worker, psychologist)?

	All	Men	Women	Gen Z	Millennials
After the pandemic began (net)	49%	64%	40%	61%	60%
This year	12%	21%	6%	14%	11%
Last year	27%	30%	26%	32%	38%
In the beginning of the pandemic (2020)	10%	13%	8%	16%	11%
Before the pandemic began (2019 or earlier)	46%	34%	53%	34%	39%
Don't recall	5%	2%	7%	5%	1%

And roughly one in five Californians (22%) said their mental health worsened during the pandemic.

We asked: Over the last year, would you say your mental health has generally declined, improved or stayed about the same?

	All	Gen Z (18-24)	Work in office 5-7 days a week	Fully remote
Declined	22%	41%	21%	12%
Improved	17%	17%	20%	22%
Stayed the same	61%	42%	59%	66%

Californians gave good grades to their employers for keeping employees (75%) and customers (80%) safe.

We asked: Using a grading scale where "A" is perfect and "F" is failing, how would you grade your employer's efforts on the following during the COVID-19 pandemic?

Summary of 'A' or 'B'				
	All	Work at a location everyday	Work at a location some days	Fully remote
Keeping employees safe	75%	71%	80%	81%
Keeping customers safe	80%	74%	84%	89%

47% say employers need to take more precautions for them to feel safe at work, and 42% say they will never feel completely safe working in a physical location outside of their home again.

We asked: How much do you agree or disagree with each of the following?

	Strongly or somewhat agree	Strongly or somewhat disagree
My employer needs to take more actions/precautions to make me feel safe at work	47%	53%
I don't think I will ever feel completely safe working in a physical location (i.e. store, warehouse, office) again	42%	58%

When it comes to choosing a healthcare provider, 39% of African Americans, 38% of Asian Americans and 36% of Hispanics said having a physician or specialist of their same race/ethnicity was important versus 17% of whites.

We asked: When choosing a healthcare provider, how important is the following to you?

Summary of “absolutely essential”/“very” or “somewhat important”*							
	All	Men	Women	White	Black	Hispanic	Asian
They are the same gender as me	40%	36%	43%	30%	46%	48%	43%
They are the same race/ethnicity as me	29%	34%	23%	17%	39%	36%	38%

\*Other factors such as network availability, convenience, recommendations and others were options.

However, 32% of Asian Americans, 39% of Hispanics and 50% of African Americans felt it was not easy to find providers of their race/ethnicity.

We asked: Do you feel like you can easily find healthcare providers within your healthcare network with the following characteristics?

Summary of 'no'						
	Men	Women	White	Black	Hispanic	Asian
Same gender	28%	29%	26%	31%	32%	24%
Same race/ethnicity	33%	39%	30%	50%	39%	32%

Note: Data are weighted where necessary by age by gender, education, race/ethnicity, income, household size, and marital status to bring them in line with their actual proportions in the population. A propensity score variable was also included to adjust for respondents' propensity to be online. No estimates of theoretical sampling error can be calculated.

### About Blue Shield of California

Blue Shield of California strives to create a healthcare system worthy of its family and friends that is sustainably affordable. Blue Shield of California is a tax-paying, nonprofit, independent member of the Blue Shield Association with 4.7 million members, 7,800 employees, and \$22.9 billion in annual revenue. Founded in 1939 in San Francisco and now headquartered in Oakland, Blue Shield of California and its affiliates provide health, dental, vision, Medicaid, and Medicare healthcare service plans in California. The company has contributed \$120 million to Blue Shield of California Foundation in the last three years to have an impact on California communities. For more news about Blue Shield of California, please visit [news.blueshieldca.com](https://news.blueshieldca.com) or follow us on [LinkedIn](#), [Twitter](#), or [Facebook](#).

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