



**EDRA Recognizes**

**The Outpatient Experience Index – 2021:  
A National Study of American Outpatient Consumers’  
Experiences of Outpatient Care Facilities**

*Submitted by*

**Gensler and Hanken School of Economics**

*Study Team*

**Nicholas Watkins, James Crispino,  
April Spivack, Kyle Sellers**



**2022 Certificate of Research Excellence**