

CANADIAN PRESS /LEGER MARKETING

Canadian Perceptions of Their Health Care System

Executive Report

June 22, 2001



1.0 Study Report

- ◆ More than 50% of Canadians are satisfied with the current health care system.

(n=)	Satisfied	Dissatisfied	DNK/REFUSAL
1507	56.6%	41.1%	2.4%

- ◆ Bad management, lack of funding and shortage of medical staff are perceived as problematical when it comes to the current health care system.

(n=)	Lack of funding	Lack of medical staff	Bad Management	DNK/REFUSAL
1507	30.5%	27.7%	35.7%	6.2%

- ◆ Close to two-thirds of Canadians are satisfied with the health care they have received in the past five years.

(n=)	Satisfied	Dissatisfied	Did not receive care	DNK/REFUSAL
1507	65.1%	14.1%	20.5%	0.4%

- ◆ More than six Canadians out of ten are opposed to the privatization of certain hospitals.

(n=)	In favour	Opposed	DNK/Refusal
1507	31.8%	62.3%	5.9%

- ◆ According to three-quarters of respondents, the Canadian health care system is equal or superior to the American system.

(n=)	Superior	Equal	Inferior	DNK/Refusal
1507	60.5%	15.2%	12.3%	12.1%

2.0 Study Results

2.1 A majority of Canadians are satisfied with their health care system.

A proportion of 56.6% of Canadians say they are satisfied with the current health care system in Canada. More specifically, 13.7% say they are very satisfied while 42.9% say they are satisfied. However, 41.1% of Canadians are dissatisfied, 24.1% are somewhat satisfied and 17.0% are not at all satisfied.

Albertans expressed the highest level of satisfaction with the health care system (68.3%) while Quebecers expressed the lowest (44.9%). The most satisfied respondents are in the 18- to 24-age bracket (75.7%).

Q1 WOULD YOU SAY YOU ARE VERY SATISFIED, SATISFIED, SOMEWHAT SATISFIED OR NOT AT ALL SATISFIED WITH THE CURRENT HEALTH CARE SYSTEM?	Satisfied	Dissatisfied	Dnk/refusal
Maritimes	53.6%	45.1%	1.2%
Quebec	44.9%	53.4%	1.7%
Ontario	64.3%	32.9%	2.8%
Prairies	61.7%	34.9%	3.4%
Alberta	68.2%	31.8%	0%
British Columbia	46.6%	49.5%	3.8%
Canada	56.6%	41.1%	2.4%

2.2 Nine out of ten Canadians feel that bad management, lack of funding and shortage of medical staff are responsible for the current problems in the Canadian health care system.

Bad management of health care resources is seen as the main problem (35.7%) followed by lack of funding (30.5%) and shortage of medical staff (27.7%). It is in the province of Quebec, that bad management is most often stated as a source of problem (48.4%) while residents of the Maritimes most often point to the lack of funding as the source of the problem (36.2%) alongside lack of medical staff (29.9%).

Canadians in the 35- to 44-age bracket will most often point out lack of funding (39.4%) while the 18 to 24 year olds will be more likely to mention shortage of staff as the source of the problem (37.3%).

Q2 IN YOUR OPINION, ARE THE PROBLEMS RELATED THE HEALTH CARE SYSTEM MOSTLY DUE TO...	Lack of funding	Shortage of medical staff	Bad management	Dnk/refusal
Maritimes	36.2%	29.9%	30.4%	3.6%
Quebec	20.5%	29.1%	48.4%	2.0%
Ontario	35.9%	29.5%	27.7%	6.9%
Prairies	30.6%	23.3%	34.7%	11.4%
Alberta	34.8%	25.6%	29.0%	10.6%
British Columbia	27.0%	22.4%	46.5%	7.1%
Canada	30.5%	27.7%	35.72%	6.2%

2.3 A majority of Canadians who have received health care in the last five years say they are satisfied with the services they received.

A total of 81.7% of respondents who received health care services in the last five years say they are satisfied with the services they received while 17.6% of Canadians say they are dissatisfied.

Residents of the Prairies are the most satisfied with the care received (88.2%) while Quebec residents have the lowest rate of satisfaction (76.6%) of all Canadians.

A total of 79.1% of the Canadian population has consulted a professional of the health care network in the last five years. The highest proportion of respondents not having received health care services in the last five years are residents of Quebec (27.6%), French-speaking individuals (27.3%), those who are 65 years or over (26.1%) or those having an income of less than \$20,000 (27.3%).

Q3 WOULD YOU SAY YOU ARE VERY SATISFIED, NOT VERY SATISFIED OR NOT SATISFIED AT ALL WITH THE CARE YOU HAVE RECEIVED? N 1198	Satisfied	Dissatisfied	Dnk/Refusal
Maritimes	78.8%	21.2%	0%
Quebec	76.6%	19.7%	0,7%
Ontario	83.0%	16.4%	0,7%
Prairies	88.2%	11.9%	0%
Alberta	80.6%	19.4%	0%
British Columbia	82.0%	18.0%	0%
Canada	81.9%	17.7%	0.4%

2.4 Close to two-thirds of Canadians are opposed to the privatization of certain hospitals.

A total of 62.3% of Canadians are opposed to the privatization of hospitals while 31.8% are in favour and 5.9% are undecided.

Quebec residents represent the portion of the Canadian population most favourable to privatization (42.6%) while residents of the Maritimes are least favourable to this idea (69.2%). Retired Canadians (70.7%) and individuals of 55 years or more (72.3%) stand out from the rest of the population in terms of their opposition to privatization.

Q4 Are you VERY MUCH IN FAVOUR, SOMEWHAT IN FAVOUR, NOT MUCH IN FAVOUR OR COMPLETELY OPPOSED TO the idea of privatizing certain hospitals in the health care network?	In favour	Opposed	Dnk/Refusal
Maritimes	24.5%	69.2%	6.3%
Quebec	42.6%	52.3%	5.1%
Ontario	26.9%	65.7%	7.4%
Prairies	29.9%	66.3%	3.8%
Alberta	35.1%	61.2%	3.7%
British Columbia	28.7%	65.8%	5.5%
Canada	31.8%	62.3%	5.9%

2.5 According to 60.5% of the population, the Canadian health care system is superior to that of the United States.

A proportion of 60.5% of respondents feel that the Canadian health care system is superior to that of the United States while 15.2% think they are equal in value and 12.3% feel the American system is superior. A portion of 12.1% did not express their opinion on this matter.

Ontarians favour the Canadian system in greater number (69.8%) while Quebeckers are more numerous to think otherwise (25.3%).

Those who feel that the Canadian system is superior are in the 55- to 64-age bracket (71.1%) or are University-educated (70.1%).

Q5 IN YOUR OPINION IS THE CANADIAN HEALTH CARE SYSTEM SUPERIOR, EQUAL OR INFERIOR TO THE AMERICAN SYSTEM?	Superior	Equal	Inferior	Dnk /Refusal
Maritimes	64.2%	11.8%	13.0%	11.0%
Quebec	44.6%	16.8%	25.3%	13.2%
Ontario	69.8%	12.4%	7.6%	10.1%
Prairies	57.6%	20.0%	9.9%	13.4%
Alberta	66.1%	13.9%	6.8%	13.2%
British Columbia	58.9%	20.4%	6.5%	14.3%
Canada	60.5%	15.2%	12.3%	11.9%

3.0 Methodology

This study was conducted by Léger Marketing through telephone interviews among a representative sample of 1507 English- or French-speaking Canadians, 18 years of age or older.

The interviews were conducted from our Montreal and Winnipeg call centers between June 5 and 13, 2001. Up to ten recalls were made in the case of non-response.

Using data from Statistics Canada, the results were weighted according to geographic location, gender and language spoken at home to ensure a sample representative of the entire Canadian adult population. Finally, the maximum margin of error obtained for a sample of 1507 respondents is of $\pm 2.6\%$, 19 times out of 20.