



Ipsos Reid

HealthCareCAN
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Expectations of the Health Care System

Presented to HealthCareCAN

Final Report June 2015



- HealthCareCAN commissioned Ipsos Reid to conduct survey research among the Canadian public on a variety of issues confronting the health care system today.
- The research was conducted in support of the 2015 National Health Leadership Conference, and specifically to test public opinion with respect to the resolutions at issue during the Great Canadian Healthcare Debate.
- The results were obtained through the Ipsos Reid eNation Omnibus survey of Canadian adults.
- Questions were fielded between May 12 and 27 among a sample of n=1,230 Canadian adults.
- The sample is balanced and weighted to represent the Canadian population based on region, age and gender as per the 2011 Census.
- In view of the fact that the 2015 NHLC is happening in Charlottetown, PEI, this year, a larger than normal sample was obtained in Atlantic Canada (a total of n=300 out of the total sample).

Expectations of the Health Care System

Health care is seen as an indispensable service.

Canadians expect **more** from the health care system than they do from...

Other public sector services (**84%**) ... or...

Private sector services (**79%**).

Most expect to use the system more than ever, but worry they'll fall through the cracks.

82% of Canadian adults expect to access the health care system more than ever in the next five to 10 years.

Yet... **70%** worry they may fall through the cracks.

Efficient spending and better care go hand in hand.

89% say more efficient spending by the health care system would lead to better care.

52% say they don't care how the money is spent as long as the quality of care is high.

Although most say the system is among the best in the world, many see it falling behind.

75% think the health care system is among the best in the developed world...

However.... **64%** worry it is falling behind.... and...

40% know people who have sought for care outside their province.

Results based on the percent who strongly or somewhat agree with several statements.

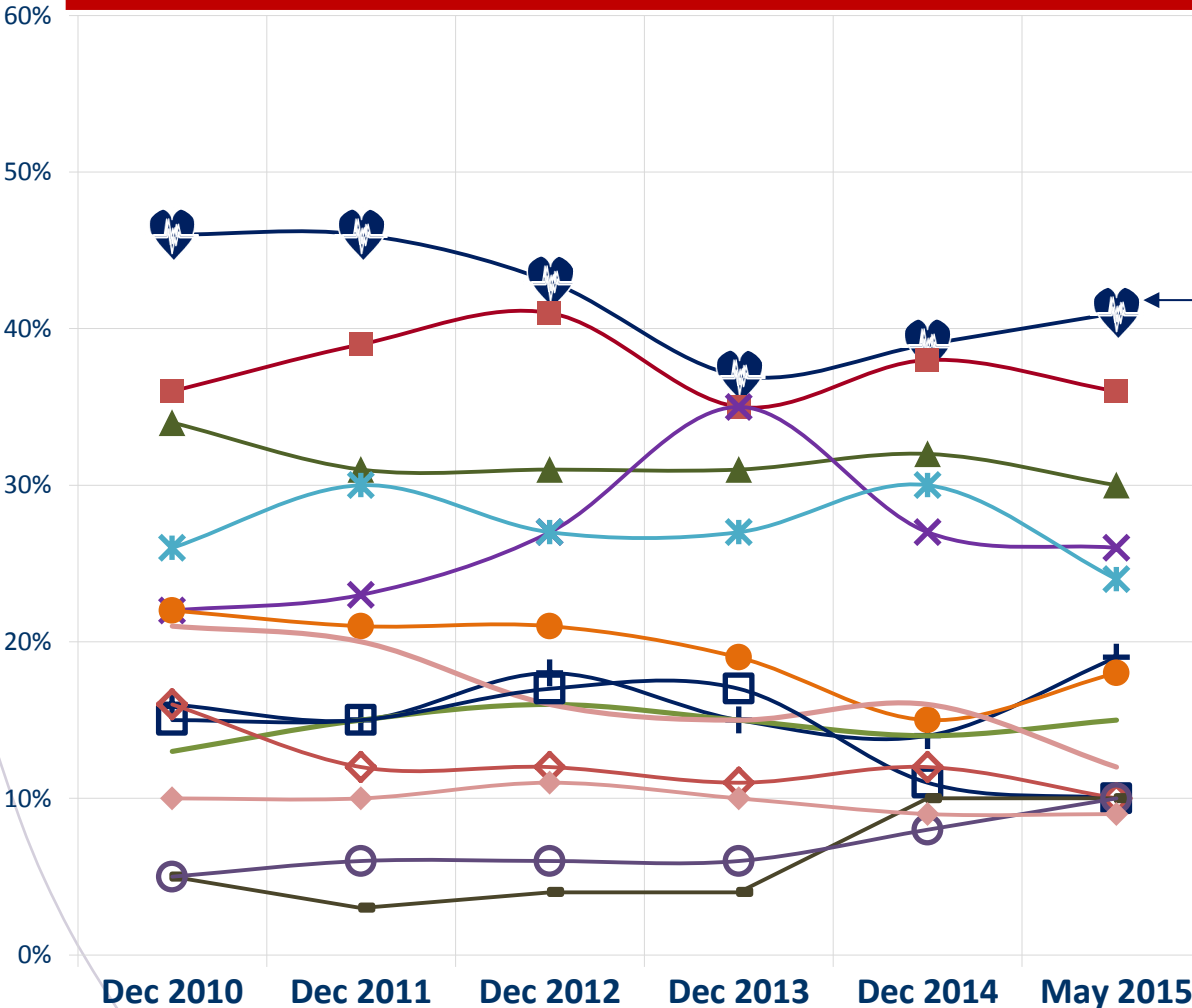
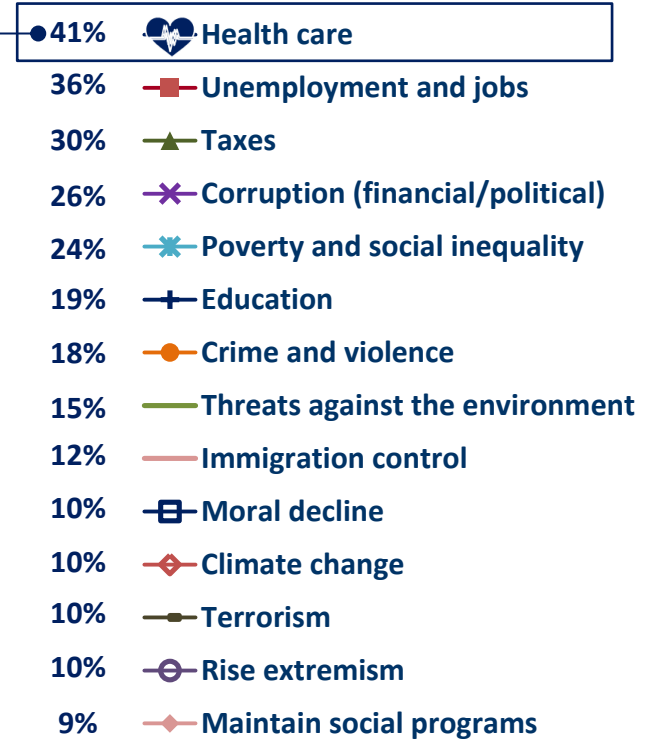
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

TRACKING SELECT TOP NATIONAL ISSUES – CANADA (*% rate in top 3*)

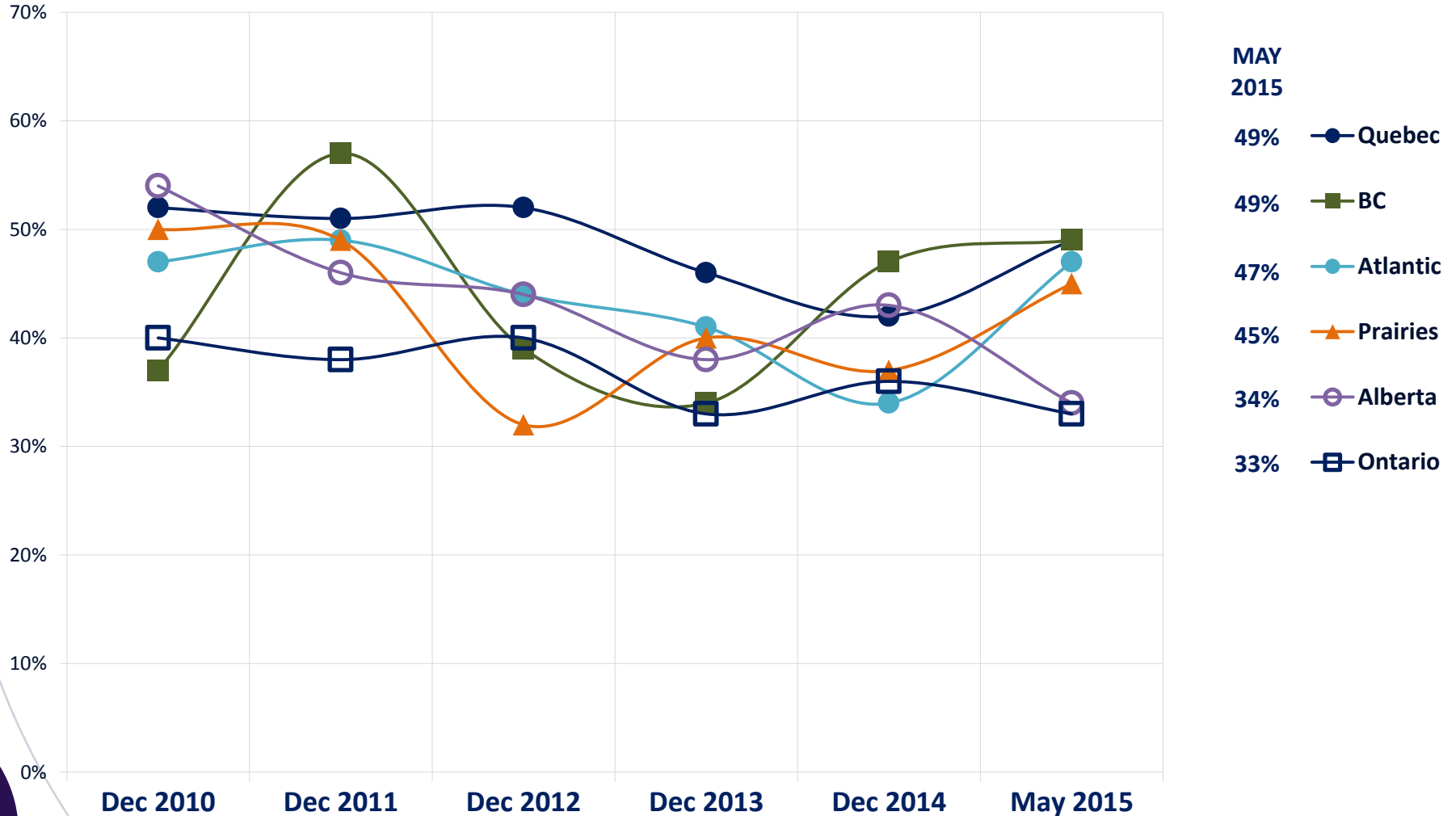
Tracking Select Top Federal Issues – CANADA

MAY 2015



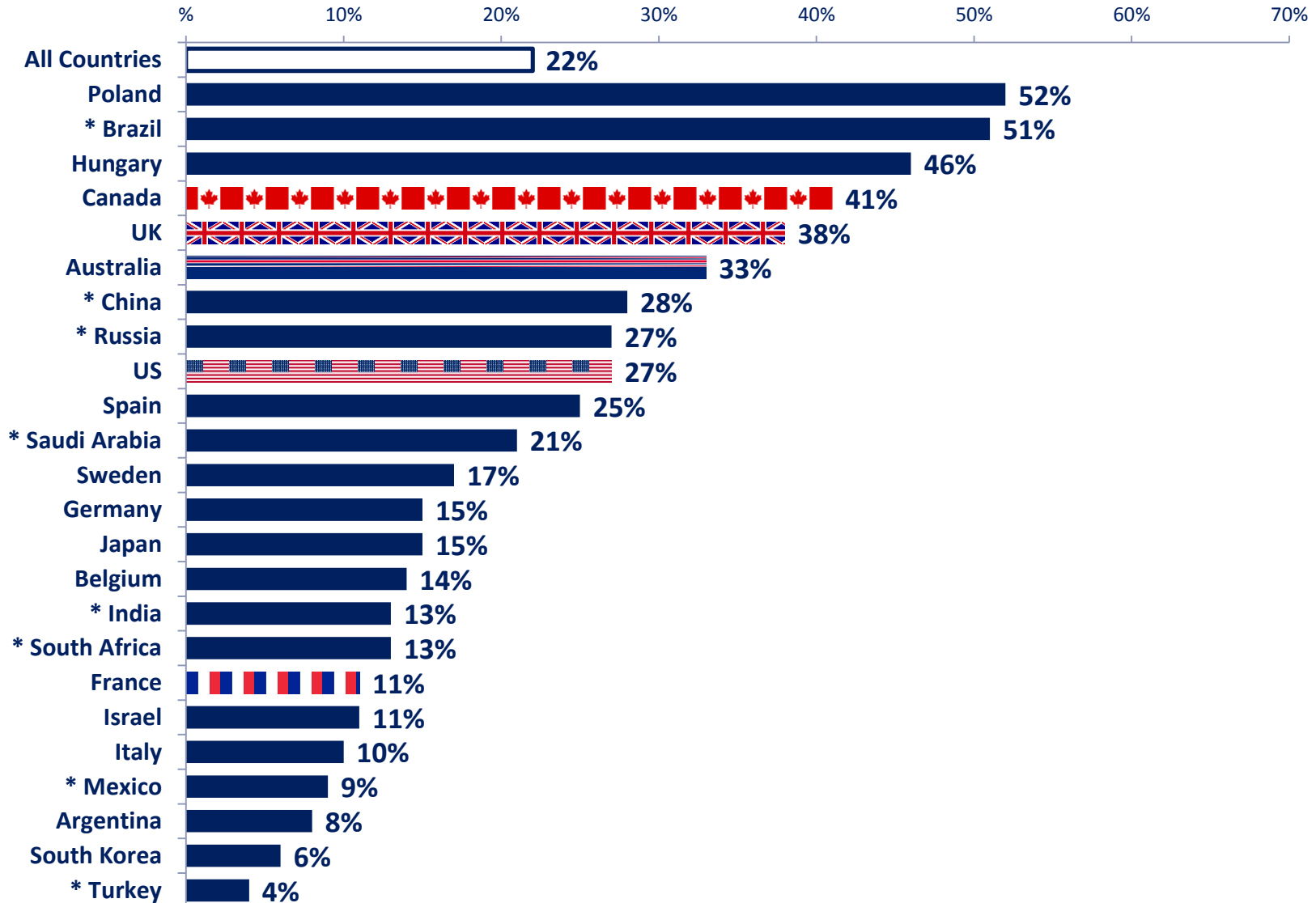


Tracking Healthcare as an Issue by REGION (*% rate in top 3*)





Healthcare As a Top Issue by Country (% rate in top 3) – May 2015



* Countries where the data are "Upper Deck Citizens/Consumers," not general population



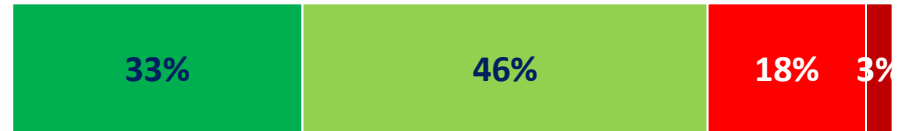
Most Canadians expect more from the health care system than from other public sector services (84%) or private sector services (79%)

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree

I expect more from the health care system than I do from other public sector services



I expect more from the health care system than I do from other private sector services



- There is little difference in the results by gender, age or education level.
- Middle income respondents (\$60-\$100k) are more likely to have higher expectations of the health care system than either public or private sector services.
- Regionally, Ontario and Quebec respondents are more likely to say they expect more from the health care system than other public sector services.
- Respondents in Alberta and B.C. are more likely to say they expect more from the health care system than other private sector services.



Over four in five Canadians expect to access the health care system more than ever in the next five to 10 years - but seven in 10 worry they may fall through the cracks

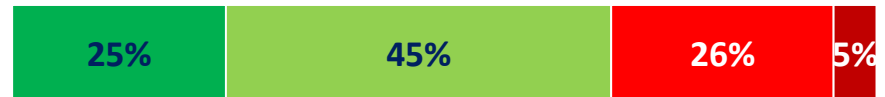
■ Strongly agree
 ■ Somewhat agree
 ■ Somewhat disagree
 ■ Strongly disagree

Looking ahead, I think my family and I will need to access the health care system more than ever in the next 5 to 10 years.



- Older (55+: 88%) and lower income respondents (<\$40k: 81%) are more likely to strongly agree that they'll access the health care system more than ever in the next 5-10 years.
- Regionally, Ontarians are most likely to expect to access the health care system more than ever (86%), while residents of Quebec are least likely to say so (75%).

I am worried that someday I will fall through the cracks in the health care system.



- Regionally, Quebec and Atlantic respondents are much more likely to worry that they'll fall through the cracks (79% vs. 70% on average).
- There are few differences based on gender, age, education or income level.

Nearly nine in 10 Canadians say more efficient spending by the health care system would lead to better care

■ Strongly agree
 ■ Somewhat agree
 ■ Somewhat disagree
 ■ Strongly disagree

If the health care system spent money more efficiently it would provide better care.



- Older (55+: 92%) are more likely to think the health care system would provide better care if it spent money more efficiently.
- Regionally, Quebec (92%) residents are most likely to say more efficient spending would lead to better care.

I don't care how the health care system spends money as long as the quality of care is high.



- Younger respondents (18-34: 55%), those with less education (H.S. or less: 55%) and lower income (<\$40k: 56%) are more likely to say they don't care how the money is spent if the quality of care is high.
- Regionally, Quebec residents (58%) are most likely to say they don't care how the money is spent if the quality of care is high.



While three in four Canadians think the health care system is among the best, many worry it is falling behind and know of friends or family who have looked for care outside their province

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree

I think the Canadian health care system is among the best among other developed countries



- Those with lower levels of education (H.S. or less: 24%) and income (<\$40k: 25%) are more likely to strongly agree that Canada’s health care system is among the best in the developed world.
- Regionally, Atlantic Canadians (26%) are most likely to strongly agree, while Quebec residents (13%) are much less likely to strongly agree.

I worry that the Canadian health care system is falling behind compared to other countries.



- Regionally, residents of Quebec are most likely to worry that our health care system is falling behind (75%) while residents of Saskatchewan and Manitoba (46%) are least concerned.
- There are few differences in opinion by gender, age, education or income level.

I have friends or family members who have looked into health services in other provinces or other countries because they are concerned about the quality and how up to date the health services are where they live



- Regionally, residents of Quebec and Atlantic Canada are most likely to know someone who’s looked outside the province for care (46%), while residents of Saskatchewan and Manitoba (34%) are least likely to say so.
- Older respondents (55+: 34%) are less likely to say they know someone who’s looked outside their province for care.

Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

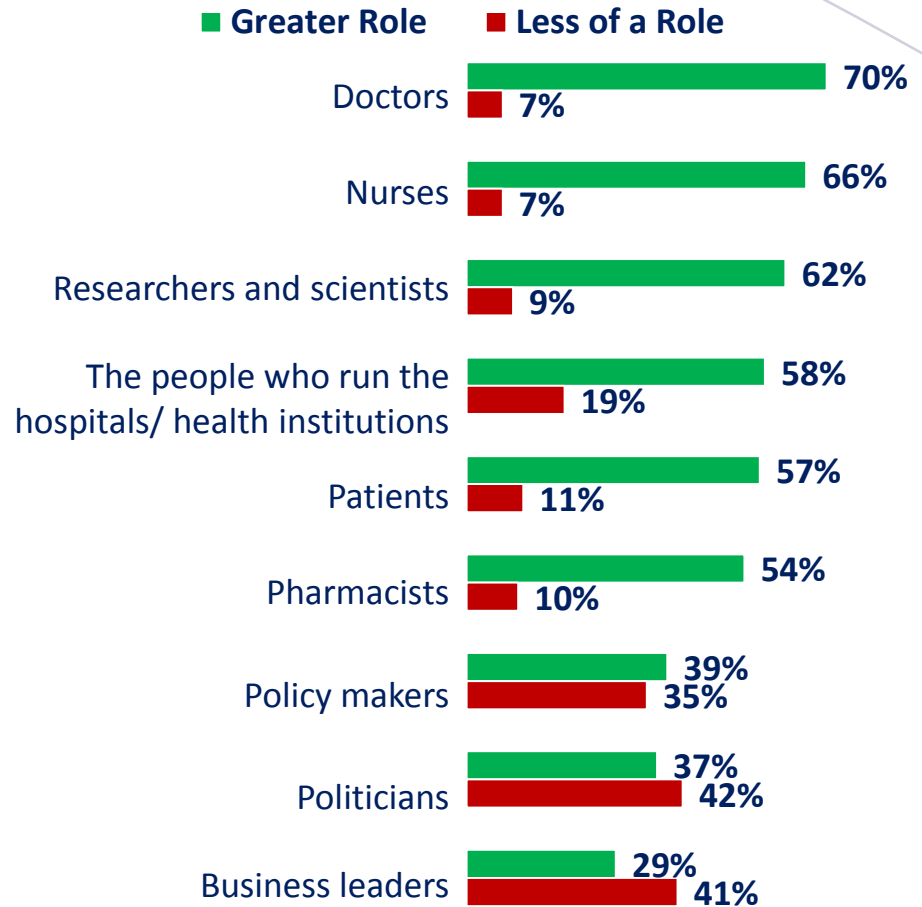


Canadians say health professionals and institutions should play a greater role in improving the health care system, fewer say politicians or policy makers should play a greater role

Canadians expect health care professionals, particularly doctors, nurses, health researchers and scientists to play a greater role in improving the health care system...

Nearly three in five say the people who run Canada's hospitals and health institutions should play a greater role...

Fewer think policy makers, politicians or business people should play a greater role in improving the system...



However... 75% say the health care system is so complicated they don't know who to trust.

Please indicate whether you think each of the following should play a greater role, less of a role, or the same role they've been playing when it comes to improving the health care system in Canada?

Base: All respondents (n=1,230)

Questions around the Great Canadian Healthcare Debate Resolutions

Electronic Health Records

80% want online access to their health information and history so they can better manage their own care...

86% say an EHR system would make the health care system more efficient and improve the information Canadians need to improve their health...

HOWEVER...

63% are concerned that people *not* directly involved in their care could access their information in an EHR system....

...and...

54% say there are too many privacy and security issues for them to support an EHR system.

Results based on the percent who strongly or somewhat agree with several statements.

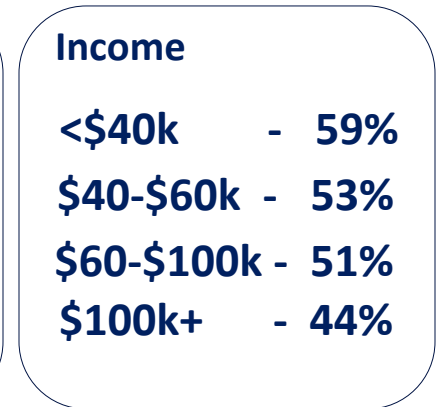
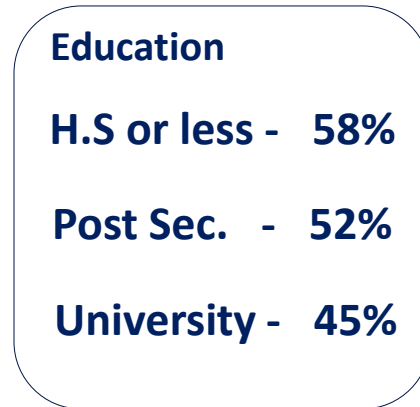
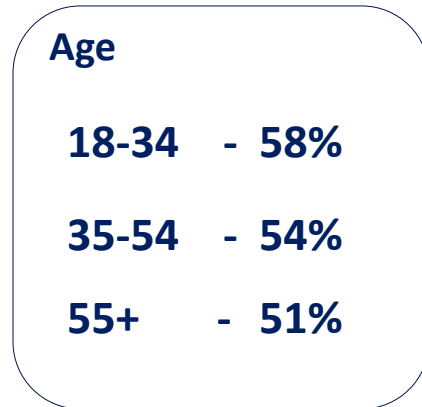
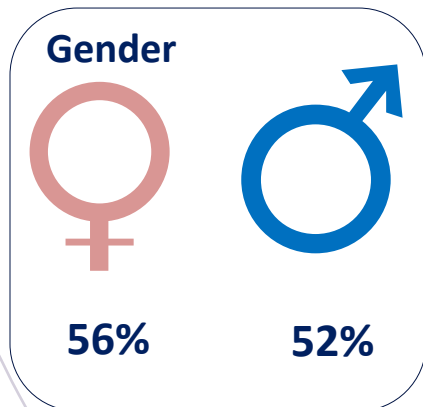
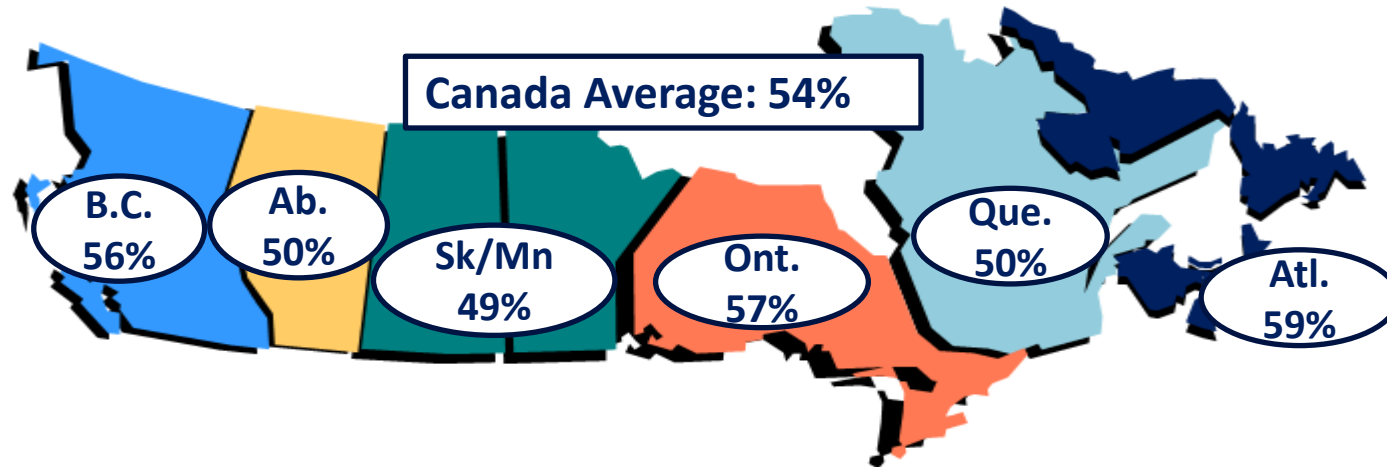
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

Electronic Health Records – Demographic Highlight

Privacy concerns are higher in Ontario and B.C. and among younger, lower income and those with less education.

% Agree- There are too many privacy concerns to support an EHR system.



Results based on the percent who strongly or somewhat agree with several statements.

Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

72% think that hospitals and other health care facilities in their area operate to high standards of cleanliness and safety...

66% worry about the risk of infection in hospitals and other health care facilities in their area....

54% know of someone who got an infection while staying in a hospital.

Results based on the percent who strongly or somewhat agree with several statements.

Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

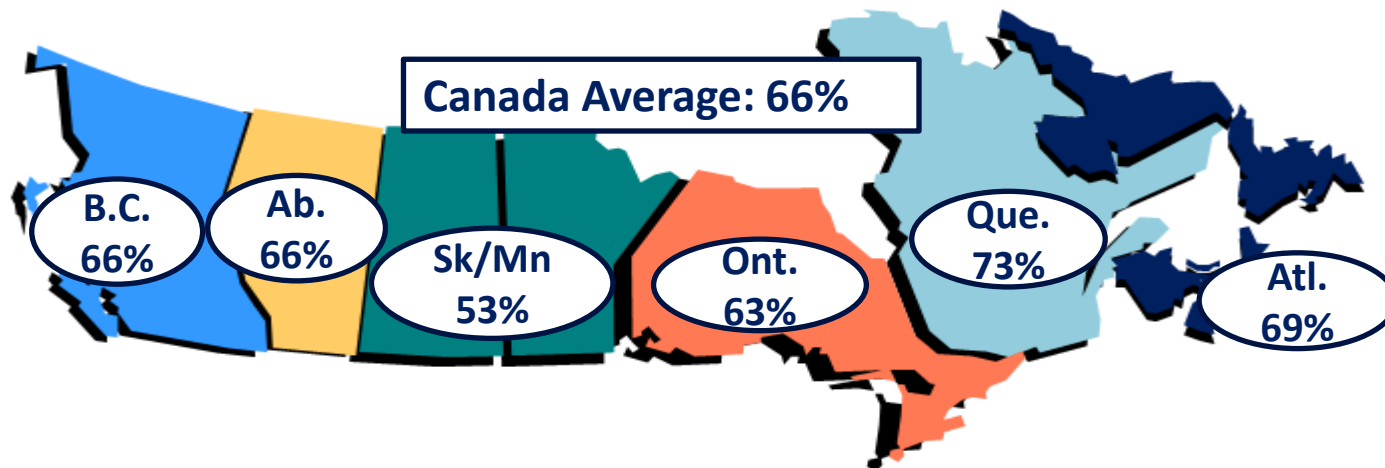
Base: All respondents (n=1,230)

Patient Safety – Demographic Highlight

Concerns about the safety of hospitals is highest in Quebec, and higher among older respondents and women

Corrected to women

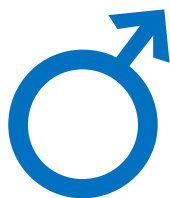
% Agree- Worried about the safety of hospitals and other health care facilities in their area.



Gender



69%



62%

Age

18-34 - 63%

35-54 - 66%

55+ - 69%

Education

H.S or less - 67%

Post Sec. - 65%

University - 65%

Income

<\$40k - 67%

\$40-\$60k - 66%

\$60-\$100k - 62%

\$100k+ - 65%

Results based on the percent who strongly or somewhat agree with several statements.

Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

Optimization of Professional Scope of Practice

82% don't care who provides their health care – doctor, nurse or pharmacist – as long as they're qualified health care professionals...

90% agree that getting medical care from different health professionals – doctors, nurses, pharmacists, etc. - working together is better than getting care from each of them separately*...

81% say doctors, nurses and pharmacists work well together to provide quality health care...

77% say they would be comfortable allowing nurses to expand their scope of practice, for example by enabling them to write prescriptions for some types of medication.

* Note: This statement was written to support the “Medical Home Model” resolution, but seems to function well here.

Results based on the percent who strongly or somewhat agree with several statements.

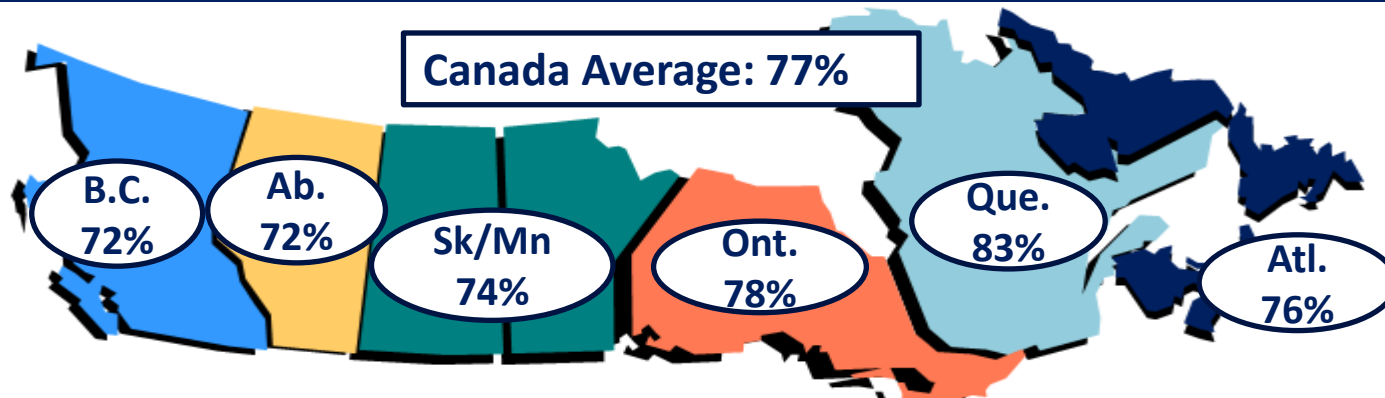
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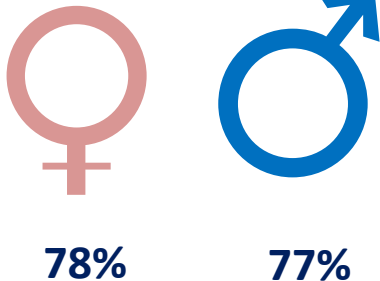
Optimization of Professional Scope of Practice— Demographic Highlight

Openness to an expanded scope of practice for nurses is greatest in Quebec, and among older and middle income respondents.

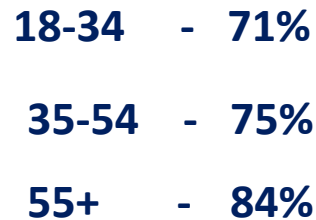
% Agree- Would be comfortable allowing nurses to take on more responsibilities, including writing prescriptions for some medication.



Gender



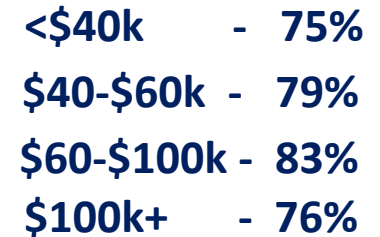
Age



Education



Income



Results based on the percent who strongly or somewhat agree with several statements.

Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

85% see prescription medication as an essential part of health care...

66% say prescription medication should be part of Medicare, even if it means paying higher taxes...

53% know a friend or family member who cannot afford prescription medication and have had to skip or delay renewing prescriptions as a result...

54% say they would prefer a national organization be responsible for deciding which drugs are covered and negotiating the prices for them...

46% would prefer that their province decide (highest in Quebec, **55%**).

Results based on the percent who strongly or somewhat agree with several statements.

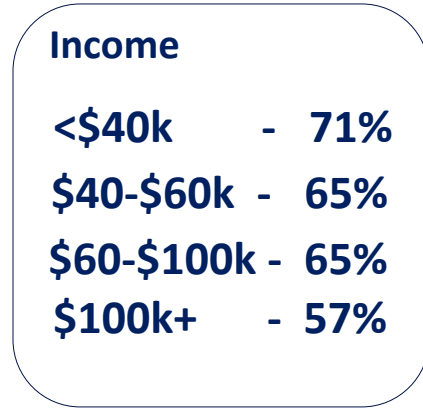
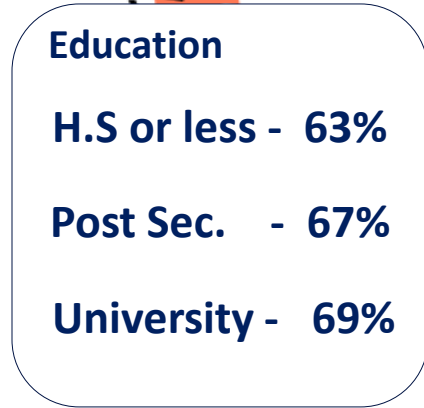
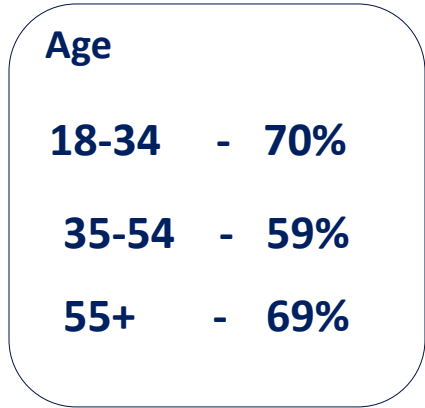
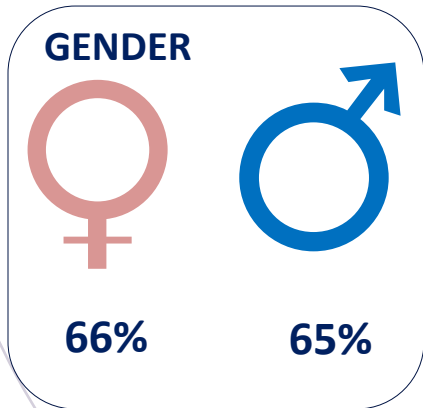
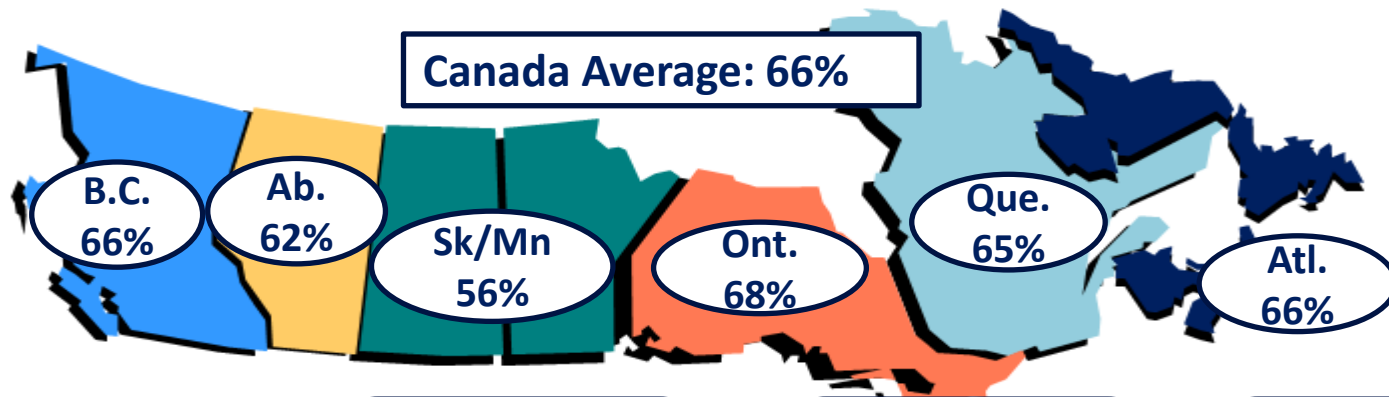
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

National Pharmaceutical Strategy – Demographic Highlight

Support for including prescription medication in Medicare, even if it means higher taxes, is highest among low income respondents, older and younger respondents.

% Agree- Prescription medication should be a part of Medicare even if it means paying higher taxes.



Results based on the percent who strongly or somewhat agree with several statements.
 Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.
 Base: All respondents (n=1,230)

91% say more needs to be done to improve the quality and accessibility of mental health care in Canada.

54% say quality mental health care is available in their area... **46%** say it isn't.

In other research we have found that...

- While **90%** describe their mental health as being good, **59%** have risk factors that put them at moderate (**26%**) or high (**33%**) risk with respect to their mental health.
- **30%** say that they have had to take time off work/school, miss family occasions, etc. as a result of a mental health issue.

Results based on the percent who strongly or somewhat agree with several statements.

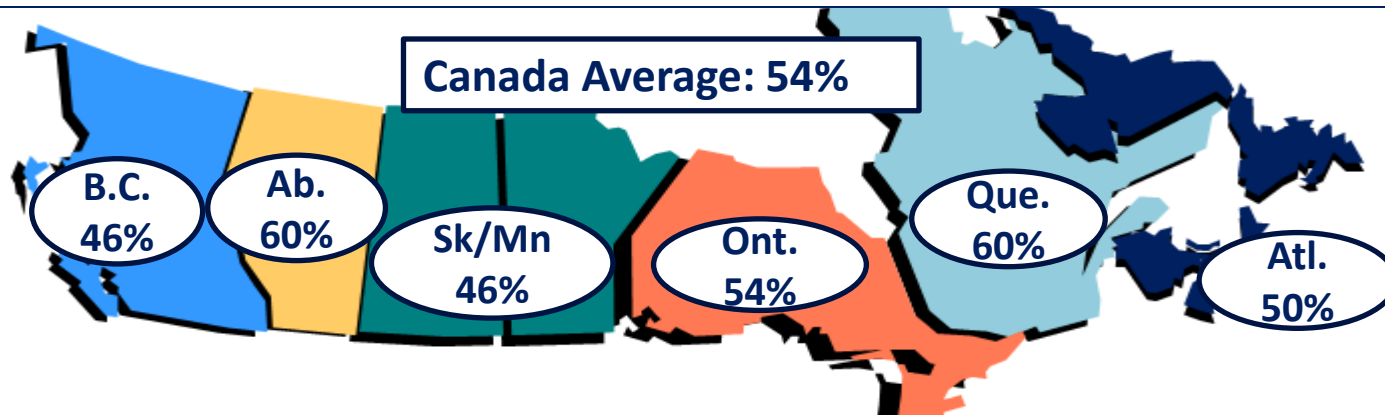
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

Funding for Mental Health – Demographic Highlight

Quebec and Alberta are most likely to say that high quality mental health is available in their area, while residents of B.C. and Saskatchewan and Manitoba are least likely to say so.

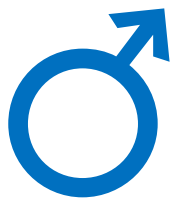
% Agree- That high quality mental health care is available in their area for those who need it.



Gender



55%



53%

Age

18-34 - 53%

35-54 - 57%

55+ - 52%

Education

H.S or less - 55%

Post Sec. - 54%

University - 52%

Income

<\$40k - 54%

\$40-\$60k - 59%

\$60-\$100k - 53%

\$100k+ - 56%

Results based on the percent who strongly or somewhat agree with several statements.

Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

73% say nursing homes should be able to provide health services to all seniors in a community, and not just those living in a nursing home...

48% say there is enough health care support for seniors in their area to live at home as long as they are able to do so...

58% expect that they'll be very responsible for the care of an ageing parent or grandparent in the near future.

In other research we have found...

- **81%** of older Canadians (45+) are concerned with the quality of health care they expect in the future.
- **78%** are concerned about having access to high quality home and long-term care in their retirement years.
- **61%** lack confidence that hospitals and long-term care facilities can handle the needs of Canada's elderly population.

Results based on the percent who strongly or somewhat agree with several statements.

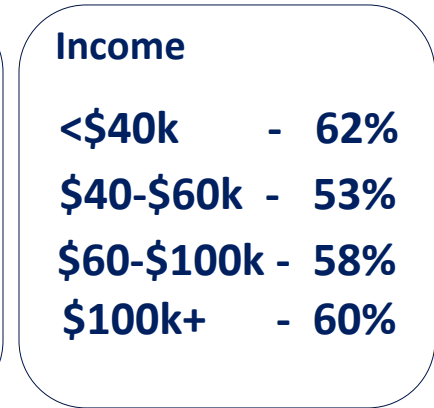
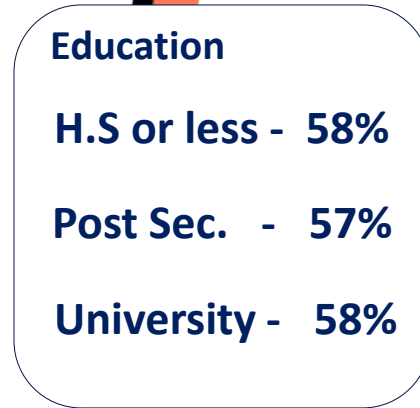
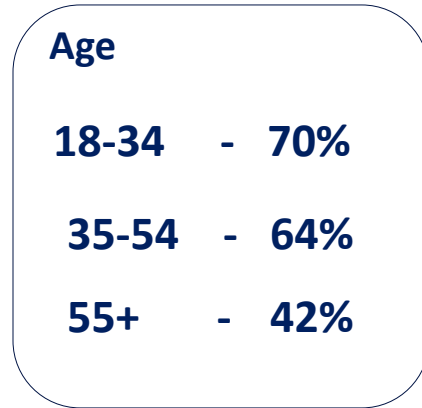
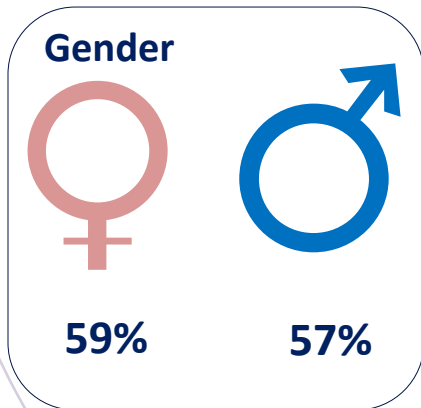
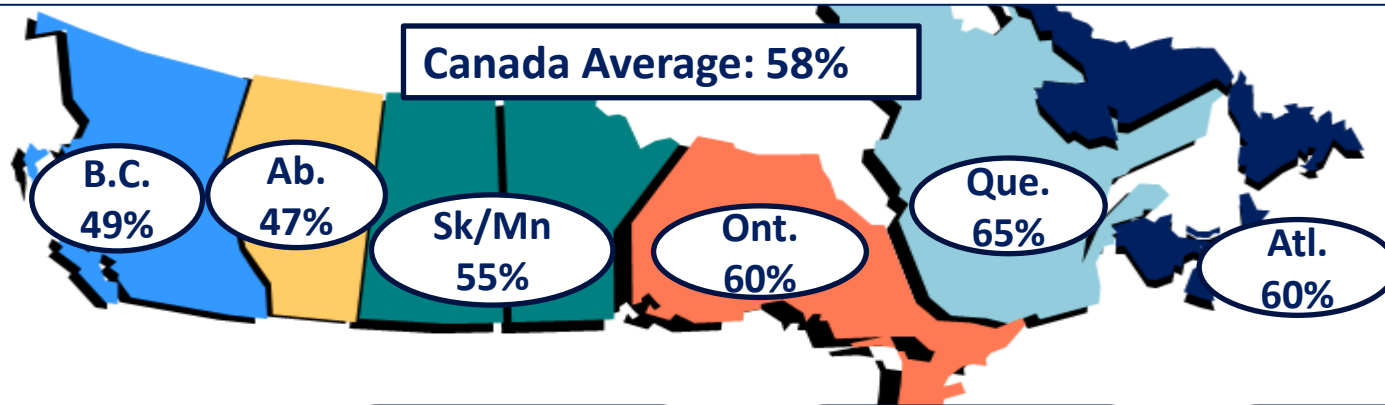
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

Community-based Health Care for Seniors— Demographic Highlight

Regionally, Eastern Canadians are more likely than Western Canadians to think they'll be responsible for the care of a parent or grandparent in the near future.

% Agree- that they expect to be very responsible for the care of an ageing parent or grandparent in the near future.



Results based on the percent who strongly or somewhat agree with several statements.

Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

70% say the health care system does a good job making patients as comfortable as possible at the end of their lives...

...However...

90% say the system needs more support and resources to do so.

Results based on the percent who strongly or somewhat agree with several statements.

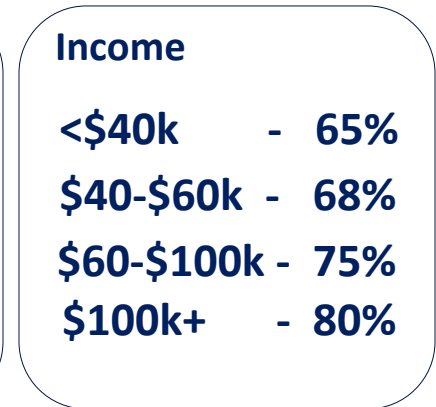
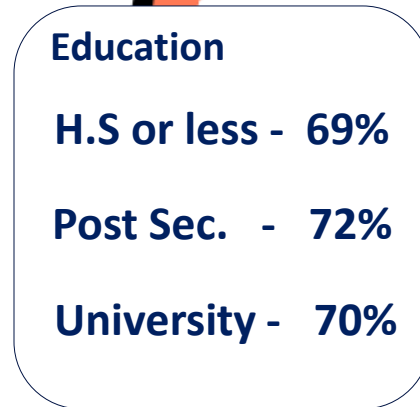
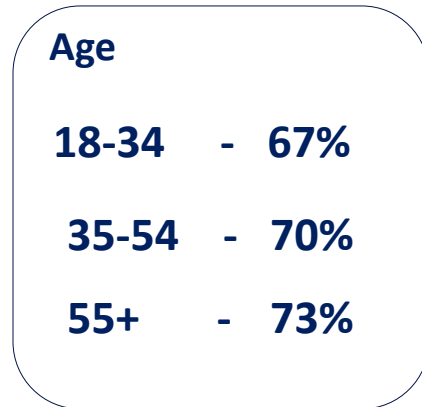
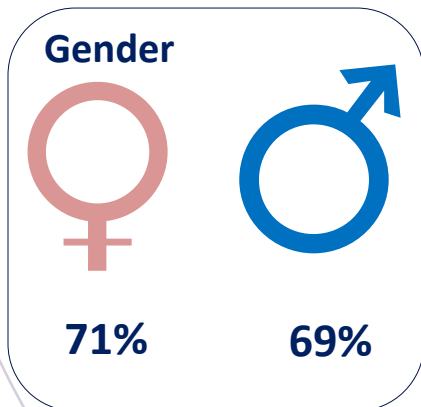
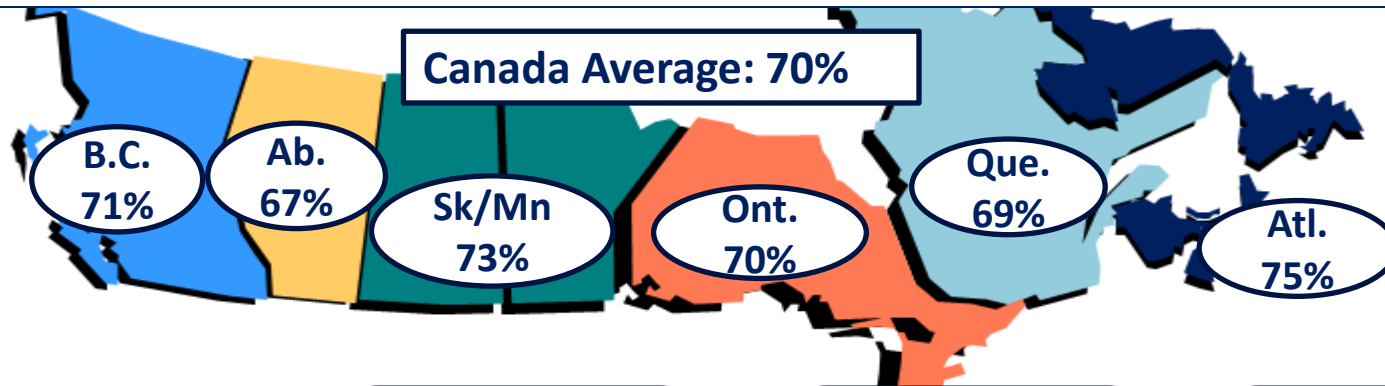
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

Integrated Palliative Care – Demographic Highlight

Variation across the regional and demographic subgroups is relatively minor apart from income, where higher income respondents are much more likely than lower income respondents to say the system performs well in making patients comfortable at the end of life.

% Agree- that the system does a good job making patients as comfortable as possible at the end of life.



Results based on the percent who strongly or somewhat agree with several statements.

Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

Mandatory Frailty Screening

94% recognize that some seniors are more vulnerable and in need of more support than other seniors...

90% say the system needs to do a better job of identifying the needs of frail seniors and providing them with the additional care they require...

... however...

61% say the system currently does a good job in providing preventative care that can help older Canadians remain healthier for longer.

Results based on the percent who strongly or somewhat agree with several statements.

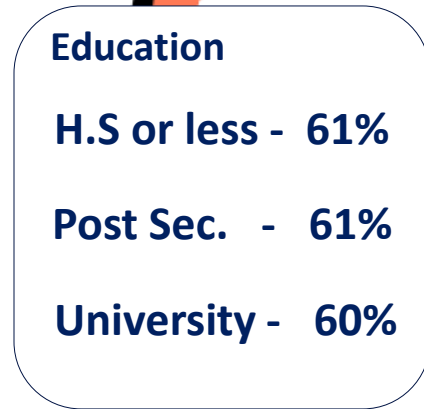
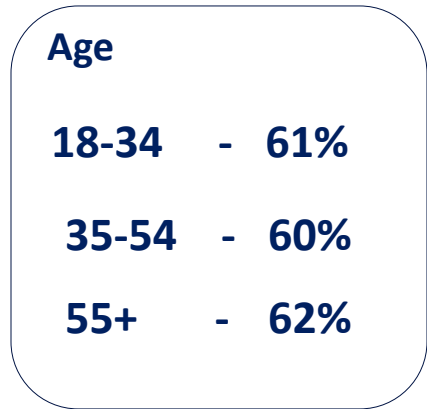
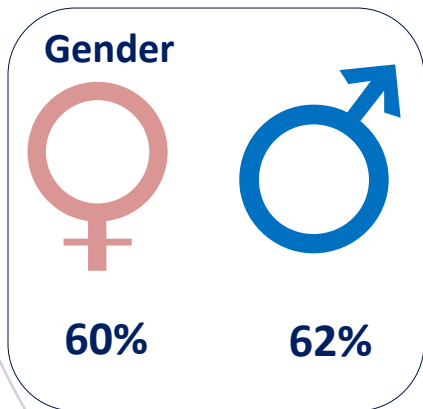
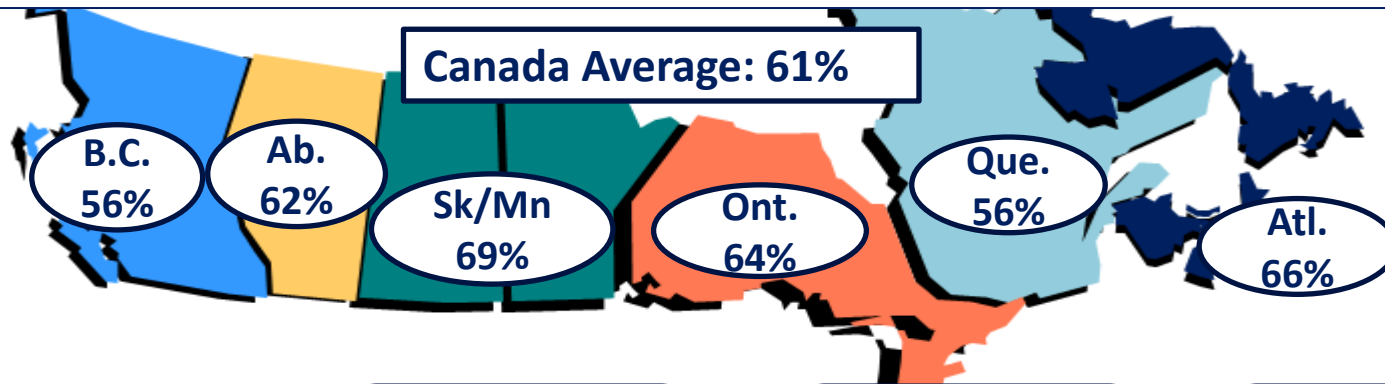
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

Mandatory Frailty Screening– Demographic Highlight

Regionally, residents of Saskatchewan, Manitoba and Ontario are most likely to say the system does well in helping older Canadians stay healthier for longer; residents of Quebec and B.C. are least likely to say so.

% Agree- that the health care system does a good job in providing preventative care that can help older Canadians remain healthier for longer.



Results based on the percent who strongly or somewhat agree with several statements.
 Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.
 Base: All respondents (n=1,230)

Eligibility for Federal Infrastructure Programs

78% say that hospitals and other health care facilities in their area are well maintained...

65% say hospitals and other health care facilities in their area are modern and state of the art...

77% say that while governments mostly talk about the need to invest in roads and bridges, investing in ageing hospitals is a higher priority.

Results based on the percent who strongly or somewhat agree with several statements.

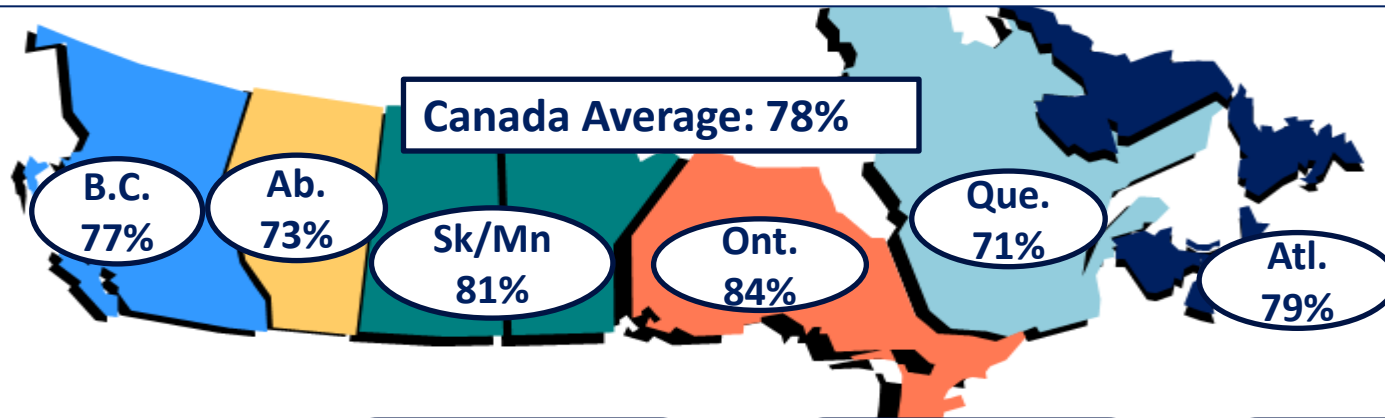
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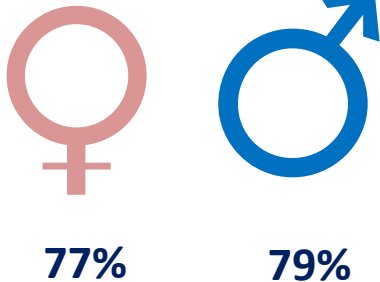
Eligibility for Federal Infrastructure Programs— Demographic Highlight

Regionally, residents of Saskatchewan, Manitoba and Ontario are most likely to say that hospitals and other health care facilities in their area are well maintain; residents of Quebec and Alberta are least likely to say so.

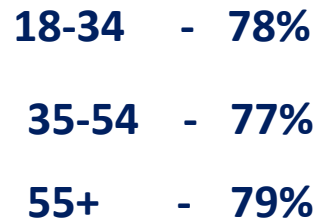
% Agree- that hospitals and other health care facilities in their area are well maintained.



Gender



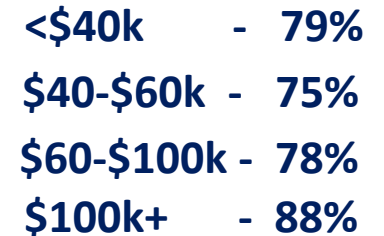
Age



Education



Income



Results based on the percent who strongly or somewhat agree with several statements.

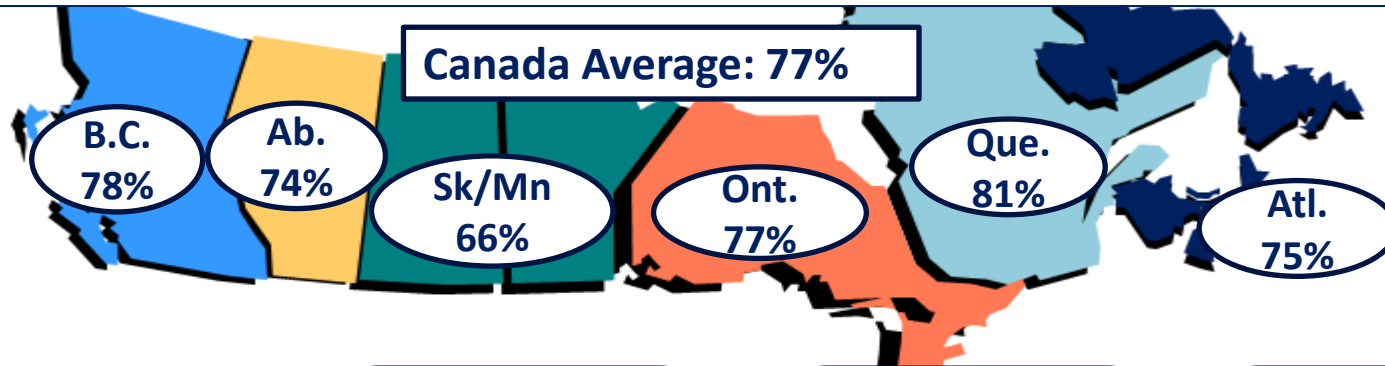
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1,230)

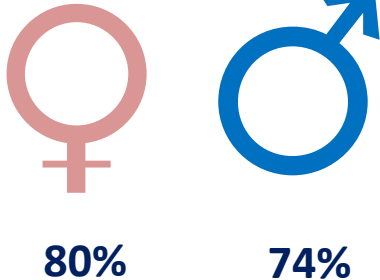
Eligibility for Federal Infrastructure Programs— Demographic Highlight

Regionally, residents of Quebec are most likely to prioritize investment in ageing hospitals over roads and bridges, while residents of Saskatchewan and Manitoba are least likely. Lower income and less educated respondents are more likely to prioritize investment in ageing hospitals.

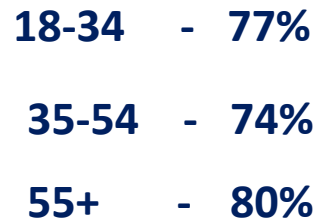
% Agree- that investing in ageing hospitals is a higher priority in their area than roads and bridges.



Gender



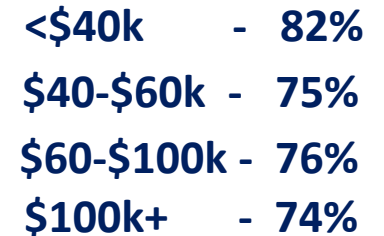
Age



Education



Income



Results based on the percent who strongly or somewhat agree with several statements.

Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

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