

Report

HEALTH CARE SYSTEM

Survey of Canadians



MEI

Ideas for a
More Prosperous
Society

DATE 27/11/2019

PROJECT NUMBER 13026-038



Leger



METHODOLOGY

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A **Web survey** was conducted from **November 22nd to November 25th, 2019** among **1,527 English and French-speaking Canadians**, 18 years of age or older.

Using data from Statistics Canada, results were weighted according to gender, age, region, mother tongue, education and presence of minor children in the household in order to ensure a representative sample of the entire population under review.

For comparison purposes, a probability sample of 1,527 respondents would have a margin of error of **± 2.5%**, 19 times out of 20.

READER'S NOTE

- The numbers presented in this report have been rounded out and their sum (based on the actual numbers before rounding) might not correspond to the manual addition of rounded numbers.
- In this report, data in bold **red** characters indicate a significantly lower proportion than that of other respondents. Conversely, data in bold **green** characters indicate a significantly higher proportion than that of other respondents.
- Results presenting statistically significant differences are indicated beside the presentation of overall results in boxes.

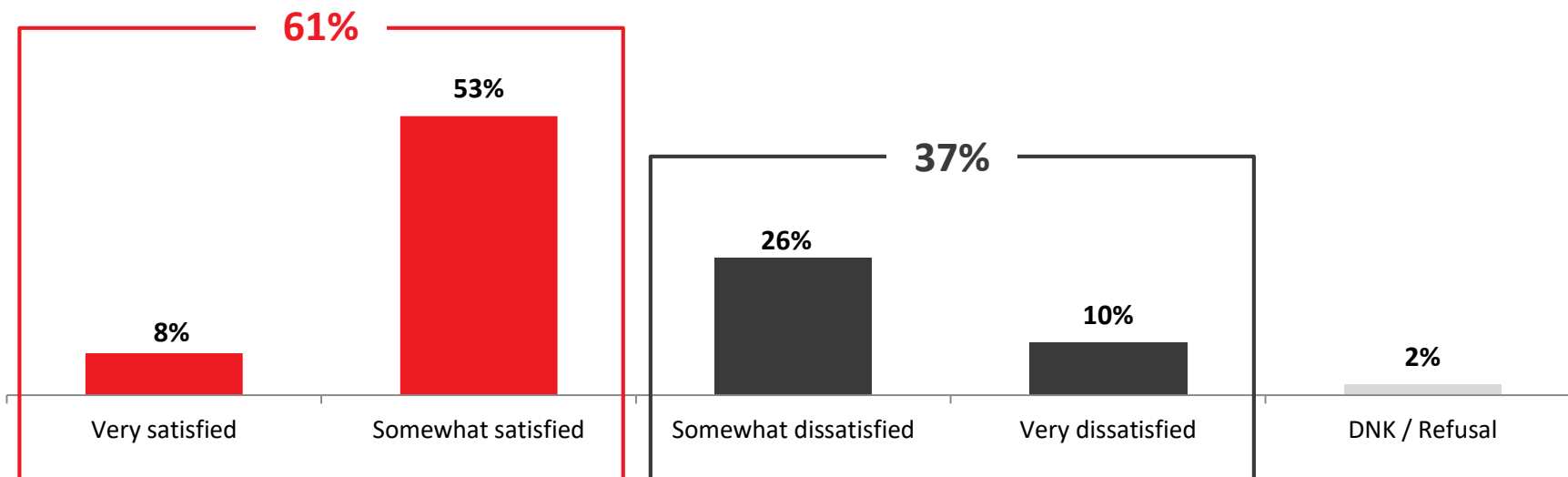


DETAILED RESULTS

SATISFACTION TOWARD THE HEALTH CARE SYSTEM

Q1. In general, are you satisfied or dissatisfied with the health care system?

Base : All respondents (n=1,527)

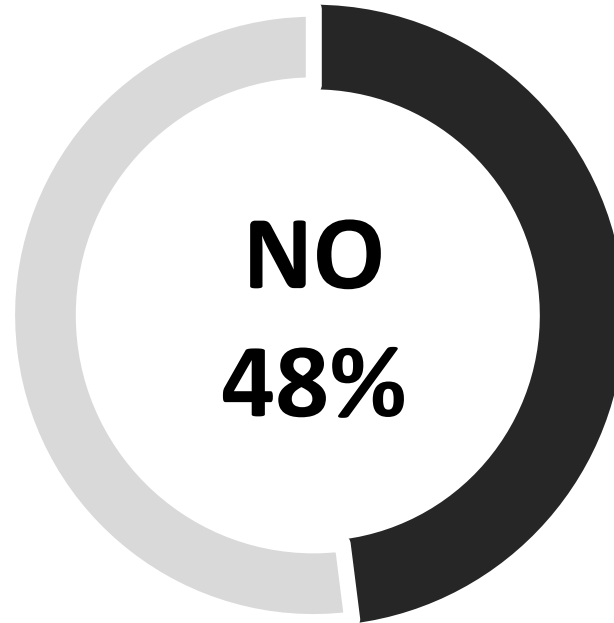


	Total	Gender		Age			Region					
		Male	Female	18-34	35-54	55+	Atlantic	Québec	Ontario	MB/SK	Alberta	BC
	n= 1,527	801	726	399	509	619	100	417	606	126	125	153
TOTAL SATISFIED	61%	65%	58%	65%	57%	62%	50%	54%	69%	60%	69%	52%
Very satisfied	8%	11%	6%	12%	8%	6%	7%	5%	11%	7%	11%	7%
Somewhat satisfied	53%	55%	52%	53%	50%	57%	43%	49%	59%	53%	58%	45%
TOTAL DISSATISFIED	37%	32%	40%	31%	40%	37%	49%	42%	30%	38%	28%	46%
Somewhat dissatisfied	26%	23%	29%	24%	27%	27%	29%	31%	22%	28%	19%	33%
Very dissatisfied	10%	9%	11%	7%	13%	10%	19%	12%	8%	10%	9%	13%
Don't know / Refusal	2%	2%	2%	4%	3%	0%	1%	3%	1%	2%	3%	2%

RESULTS OF THE ADDITIONAL AMOUNTS INJECTED INTO THE HEALTH CARE SYSTEM

Q2. In your opinion, have the additional amounts injected into the health care system over the past ten years by the government of your province produced good results?

Base : All respondents (n=1,527)

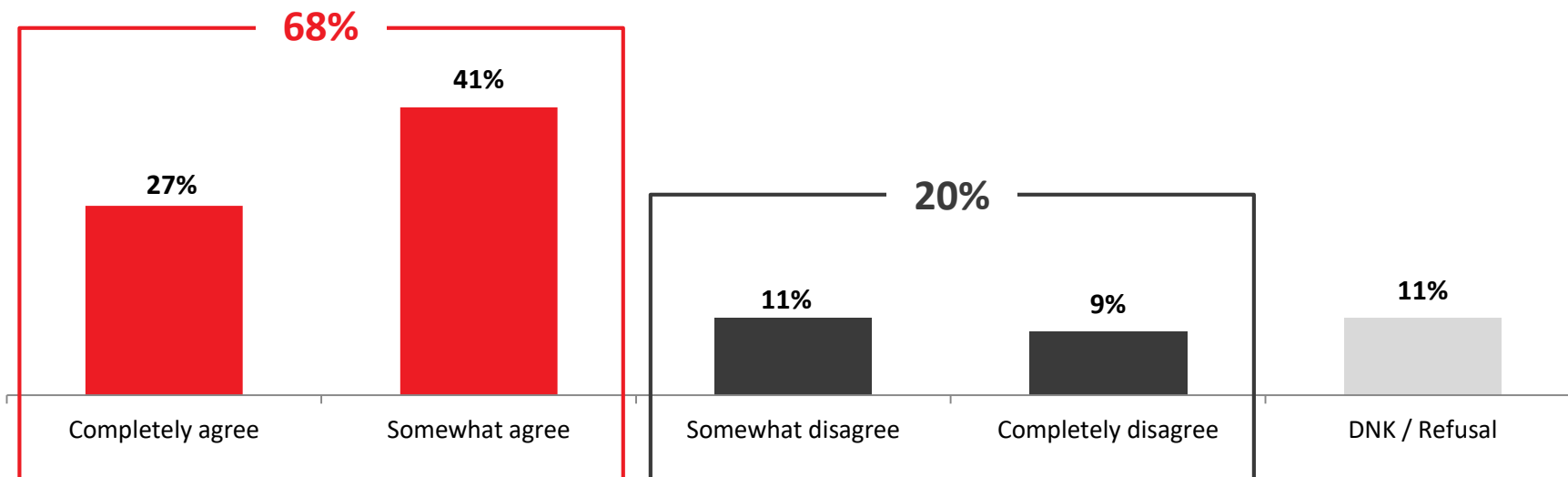


	Total	Gender		Age			Region						Satisfaction Health Care System (Q1)	
		Male	Female	18-34	35-54	55+	Atlantic	Québec	Ontario	MB/SK	Alberta	BC	Satisfied	Dissatisfied
	n= 1,527	801	726	399	509	619	100	417	606	126	125	153	958	539
Yes	30%	32%	29%	34%	30%	28%	31%	22%	32%	36%	31%	35%	42%	12%
No	48%	47%	49%	37%	49%	55%	58%	62%	44%	49%	43%	37%	33%	75%
Don't know / Refusal	22%	21%	22%	29%	21%	17%	12%	16%	24%	14%	26%	29%	25%	13%

INCREASED ACCESS TO CARE PROVIDED BY PRIVATE HEALTH ENTREPRENEURS

Q3. Would you agree or disagree that the government should allow patients increased access to care provided by private health entrepreneurs, as long as medically required care remains covered by the government?

Base : All respondents (n=1,527)

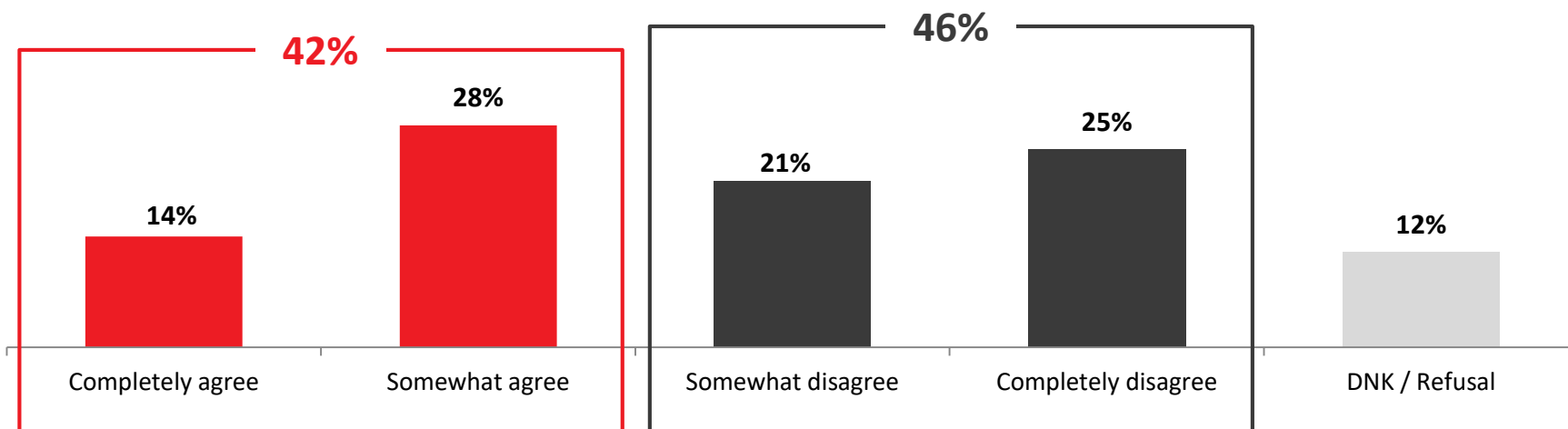


	Total	Gender		Age			Region						Satisfaction Health Care System (Q1)	
		Male	Female	18-34	35-54	55+	Atlantic	Québec	Ontario	MB/SK	Alberta	BC	Satisfied	Dissatisfied
	n= 1,527	801	726	399	509	619	100	417	606	126	125	153	958	539
TOTAL AGREE	68%	69%	67%	72%	65%	68%	70%	75%	64%	75%	63%	66%	69%	69%
Completely agree	27%	29%	25%	28%	28%	26%	27%	32%	23%	25%	25%	32%	25%	32%
Somewhat agree	41%	40%	42%	44%	37%	42%	44%	43%	41%	50%	38%	35%	44%	38%
TOTAL DISAGREE	20%	22%	19%	16%	20%	24%	19%	16%	23%	12%	24%	21%	22%	19%
Somewhat disagree	11%	11%	11%	11%	10%	12%	8%	11%	13%	9%	8%	12%	12%	11%
Completely disagree	9%	11%	8%	5%	9%	12%	11%	5%	10%	3%	16%	9%	10%	8%
Don't know / Refusal	11%	9%	13%	12%	15%	8%	10%	9%	12%	13%	13%	12%	9%	12%

ALLOW PRIVATE COMPANIES TO MANAGE PUBLIC HOSPITALS

Q4. Would you agree or disagree that the government should allow private companies to manage public hospitals, provided that medically required care remains covered by the government?

Base : All respondents (n=1,527)

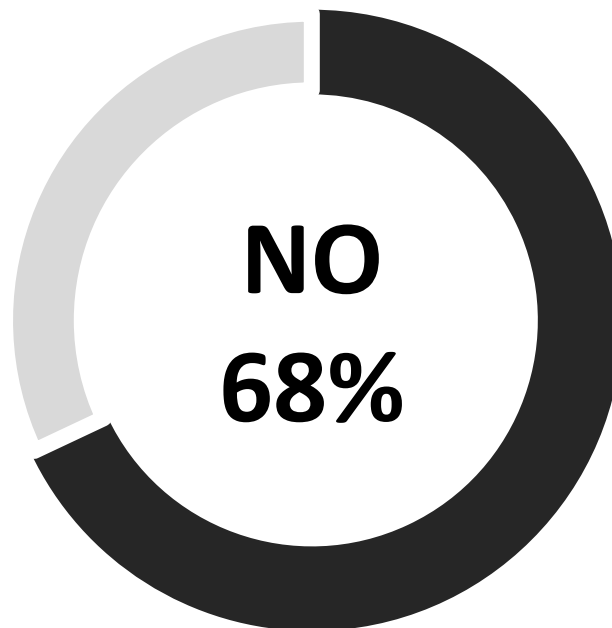


	Total	Gender		Age			Region						Satisfaction Health Care System (Q1)	
		Male	Female	18-34	35-54	55+	Atlantic	Québec	Ontario	MB/SK	Alberta	BC	Satisfied	Dissatisfied
	n= 1,527	801	726	399	509	619	100	417	606	126	125	153	958	539
TOTAL AGREE	42%	47%	38%	46%	44%	38%	43%	55%	38%	43%	33%	37%	42%	43%
Completely agree	14%	16%	12%	17%	15%	12%	11%	23%	11%	9%	16%	11%	13%	17%
Somewhat agree	28%	30%	26%	29%	29%	26%	32%	32%	27%	35%	17%	26%	30%	26%
TOTAL DISAGREE	46%	44%	48%	42%	43%	51%	44%	33%	51%	43%	57%	47%	48%	43%
Somewhat disagree	21%	20%	22%	21%	20%	22%	13%	21%	20%	23%	21%	28%	22%	20%
Completely disagree	25%	24%	26%	21%	23%	29%	31%	12%	31%	20%	36%	19%	27%	23%
Don't know / Refusal	12%	10%	14%	12%	13%	11%	13%	11%	11%	14%	10%	16%	9%	14%

PATIENTS TREATED IN A TIMELY MANNER

Q5. Do you believe that your health care system currently treats patients in a timely manner?

Base : All respondents (n=1,527)

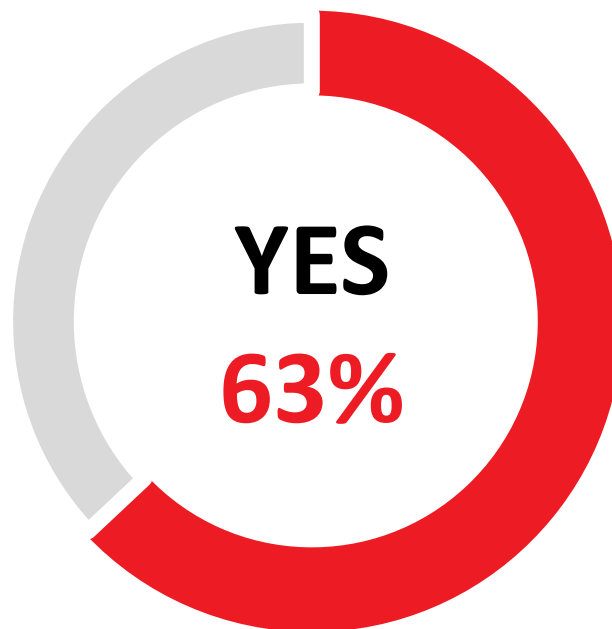


	Total	Gender		Age			Region						Satisfaction Health Care System (Q1)	
		Male	Female	18-34	35-54	55+	Atlantic	Québec	Ontario	MB/SK	Alberta	BC	Satisfied	Dissatisfied
	n= 1,527	801	726	399	509	619	100	417	606	126	125	153	958	539
Yes	25%	30%	21%	26%	24%	26%	16%	21%	29%	29%	32%	20%	37%	7%
No	68%	61%	73%	65%	69%	68%	76%	73%	64%	61%	62%	72%	56%	88%
Don't know / Refusal	7%	8%	6%	10%	6%	6%	8%	6%	7%	10%	6%	8%	7%	5%

THE RIGHT TO BUY PRIVATE HEALTH INSURANCE

Q6. Do you believe that individuals should have the right to take charge of their health and buy private health insurance if they are not treated within a reasonable time in the public health care system?

Base : All respondents (n=1,527)

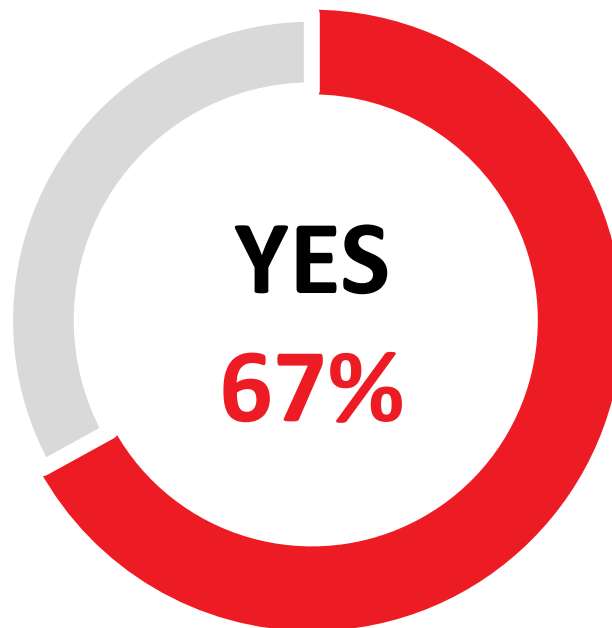


	Total	Gender		Age			Region						Satisfaction Health Care System (Q1)	
		Male	Female	18-34	35-54	55+	Atlantic	Québec	Ontario	MB/SK	Alberta	BC	Satisfied	Dissatisfied
	n= 1,527	801	726	399	509	619	100	417	606	126	125	153	958	539
Yes	63%	62%	64%	67%	64%	59%	60%	62%	65%	62%	62%	63%	63%	64%
No	21%	24%	17%	17%	22%	23%	26%	25%	20%	14%	19%	17%	21%	21%
Don't know / Refusal	16%	14%	18%	15%	14%	18%	13%	13%	15%	24%	19%	20%	15%	15%

VIRTUAL CONSULTATIONS WITH A DOCTOR PROVIDED BY THEIR EMPLOYER

Q7. It is now possible to have virtual consultations with a doctor (by video or chat, for example), and avoid having to travel to the clinic or hospital. Would you like your employer to provide you with access to this type of service?

Base : Respondents with a job (n=804)



Proportion significantly higher among :

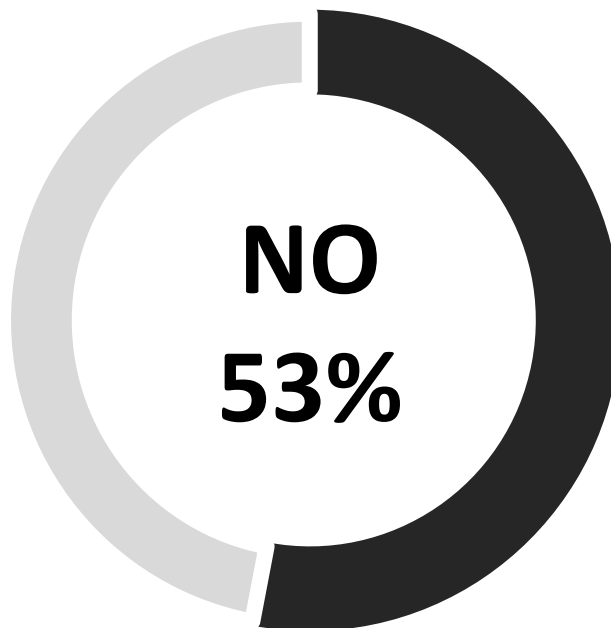
- Respondents living in a household with annual revenues of \$100k or higher (79%)

	Total	Gender		Age			Region						Satisfaction Health Care System (Q1)	
		Male	Female	18-34	35-54	55+	Atlantic	Québec	Ontario	MB/SK	Alberta	BC	Satisfied	Dissatisfied
	n= 804	479	325	244	381	179	38	224	322	65	65	90	507	282
Yes	67%	64%	70%	68%	70%	57%	75%	76%	64%	61%	57%	65%	65%	72%
No	21%	25%	15%	22%	18%	26%	11%	17%	23%	23%	26%	19%	23%	17%
Don't know / Refusal	13%	11%	15%	10%	13%	17%	14%	8%	13%	16%	16%	16%	12%	11%

WILLINGNESS TO PAY FOR VIRTUAL CONSULTATIONS WITH THEIR DOCTOR

Q8. Would you be willing to pay for virtual consultations with your doctor to avoid having to travel or wait?

Base : All respondents (n=1,527)



Proportion of « yes » significantly higher among :

- Respondents living in a household with annual revenues of \$100k or higher (44%)

	Total	Gender		Age			Region						Satisfaction Health Care System (Q1)	
		Male	Female	18-34	35-54	55+	Atlantic	Québec	Ontario	MB/SK	Alberta	BC	Satisfied	Dissatisfied
	n= 1,527	801	726	399	509	619	100	417	606	126	125	153	958	539
Yes	34%	35%	33%	41%	35%	29%	37%	48%	30%	26%	27%	33%	33%	37%
No	53%	53%	53%	43%	55%	58%	52%	44%	56%	60%	58%	53%	53%	53%
Don't know / Refusal	13%	12%	14%	16%	10%	13%	11%	8%	14%	15%	15%	14%	14%	10%



RESPONDENT PROFILE

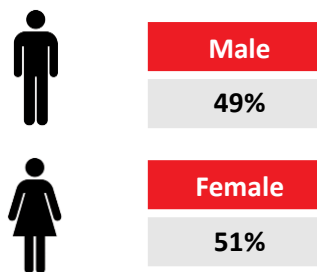
RESPONDENT PROFILE

REGION

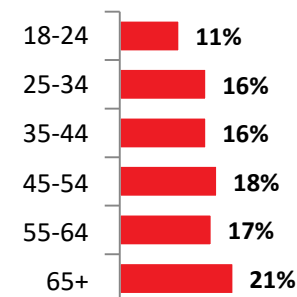


CANADA	
Atlantic	7%
Québec	23%
Ontario	38%
Manitoba / Saskatchewan	7%
Alberta	11%
British-Columbia	14%

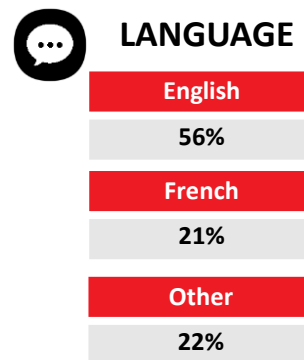
GENDER



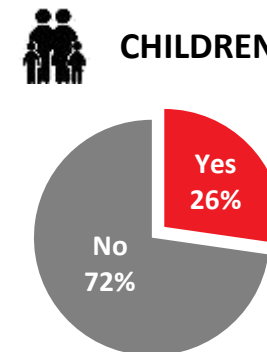
AGE



LANGUAGE



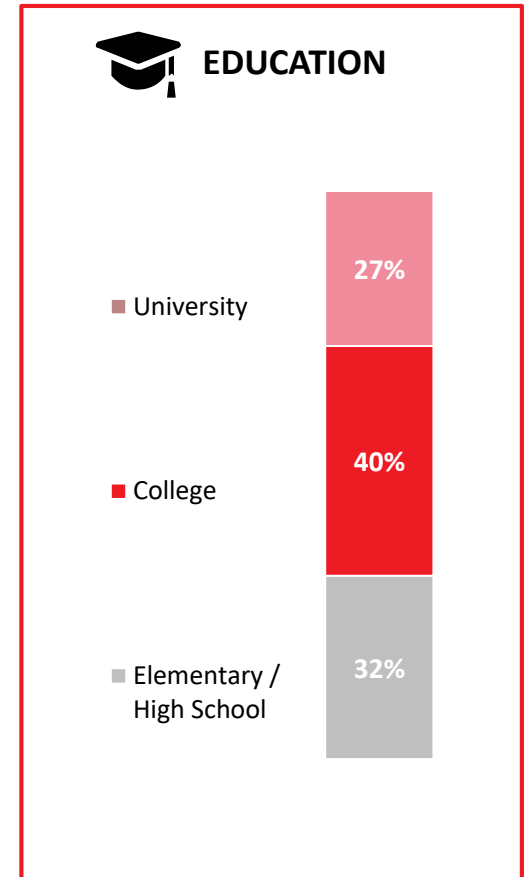
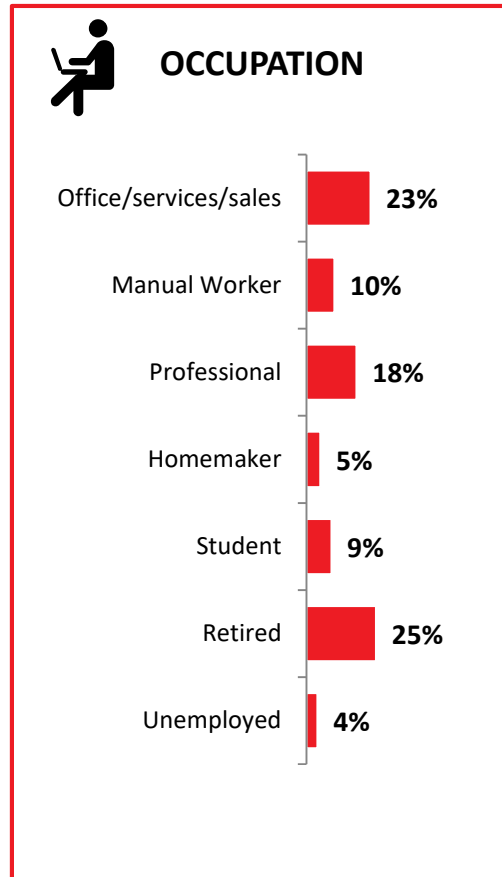
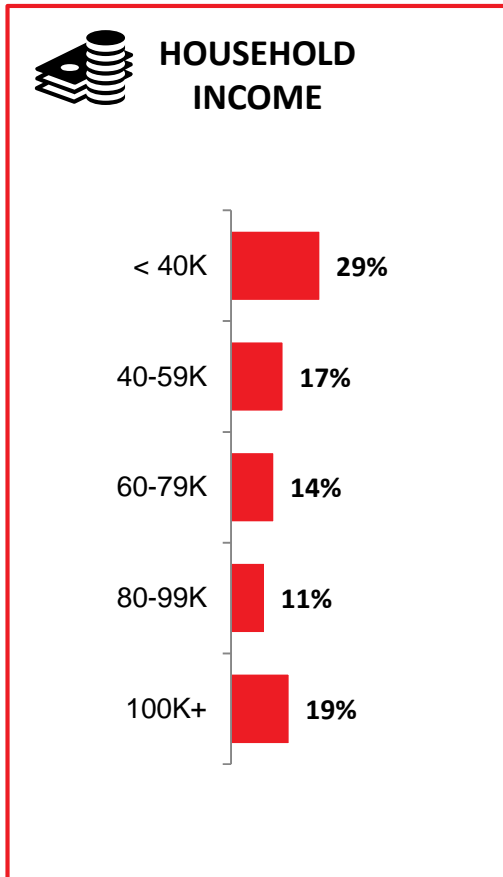
CHILDREN



Base: All respondents (n=1,527)

Note: For each profile category, the complement to 100% represents the mentions "Don't know" and "Refusal".

RESPONDENT PROFILE



Base: All respondents (n=1,527)

Note: For each profile category, the complement to 100% represents the mentions "Don't know" and "Refusal".



TEAM

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Real-time VOC satisfaction measurement
- **Leger Analytics**
Data modeling and analysis
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EMPLOYEES



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