



# Health Care in Canada Survey

2006



# Health Care in Canada Partners

- **Association of Canadian Academic Healthcare Organizations**
- **Canadian College of Health Service Executives**
- **Canadian Healthcare Association**
- **Canadian Home Care Association**
- **Canadian Medical Association**
- **Canadian Nurses Association**
- **Canadian Pharmacists Association**
- **Canadian Public Health Association**
- **Health Charities Coalition of Canada**
- **Merck Frosst Canada Ltd.**
- **POLLARA**
- **Rogers Media**

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# Methodology

Survey results are based on telephone interviews with nationally representative samples of the Canadian public, doctors, nurses, pharmacists and health administrators.

Fielding of the core questionnaire was conducted between August 14 and September 13, 2006.

| Groups          | Sample Size | Margin of Error |
|-----------------|-------------|-----------------|
| Canadian Public | 1,004       | $\pm 3.1\%$     |
| Doctors         | 104         | $\pm 9.7\%$     |
| Pharmacists     | 100         | $\pm 9.9\%$     |
| Nurses          | 100         | $\pm 9.9\%$     |
| Managers        | 100         | $\pm 9.9\%$     |

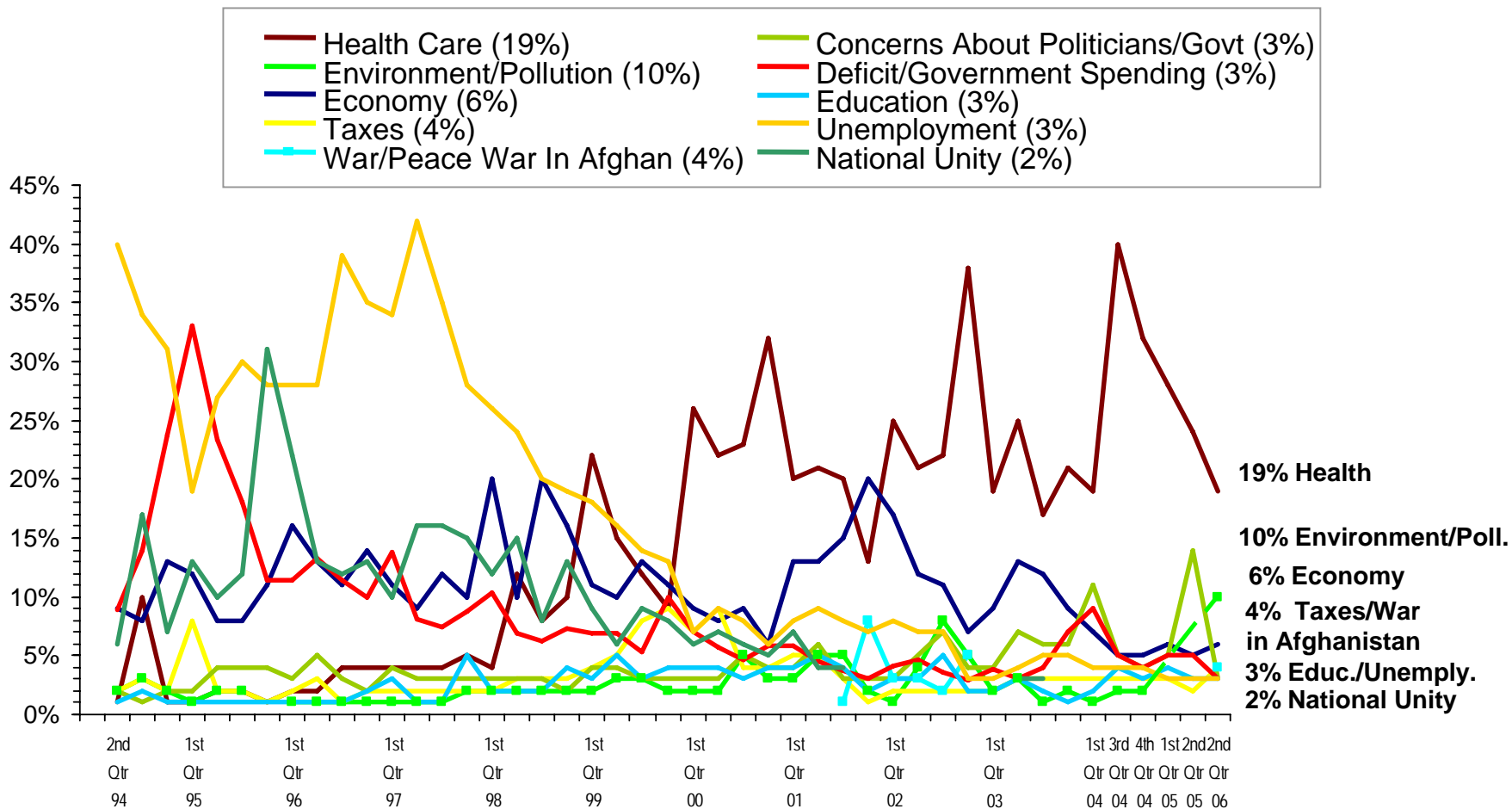
Questionnaires were developed by POLLARA working in close consultation with the HCIC partners.



# Detailed Findings



# Most Important Issue Facing Canada: Tracking



Q: In your opinion, what is the single most important issue facing Canada today?  
(n=1011) May 2006

Source: Perspectives Canada

# Quality of Health Care in Canada

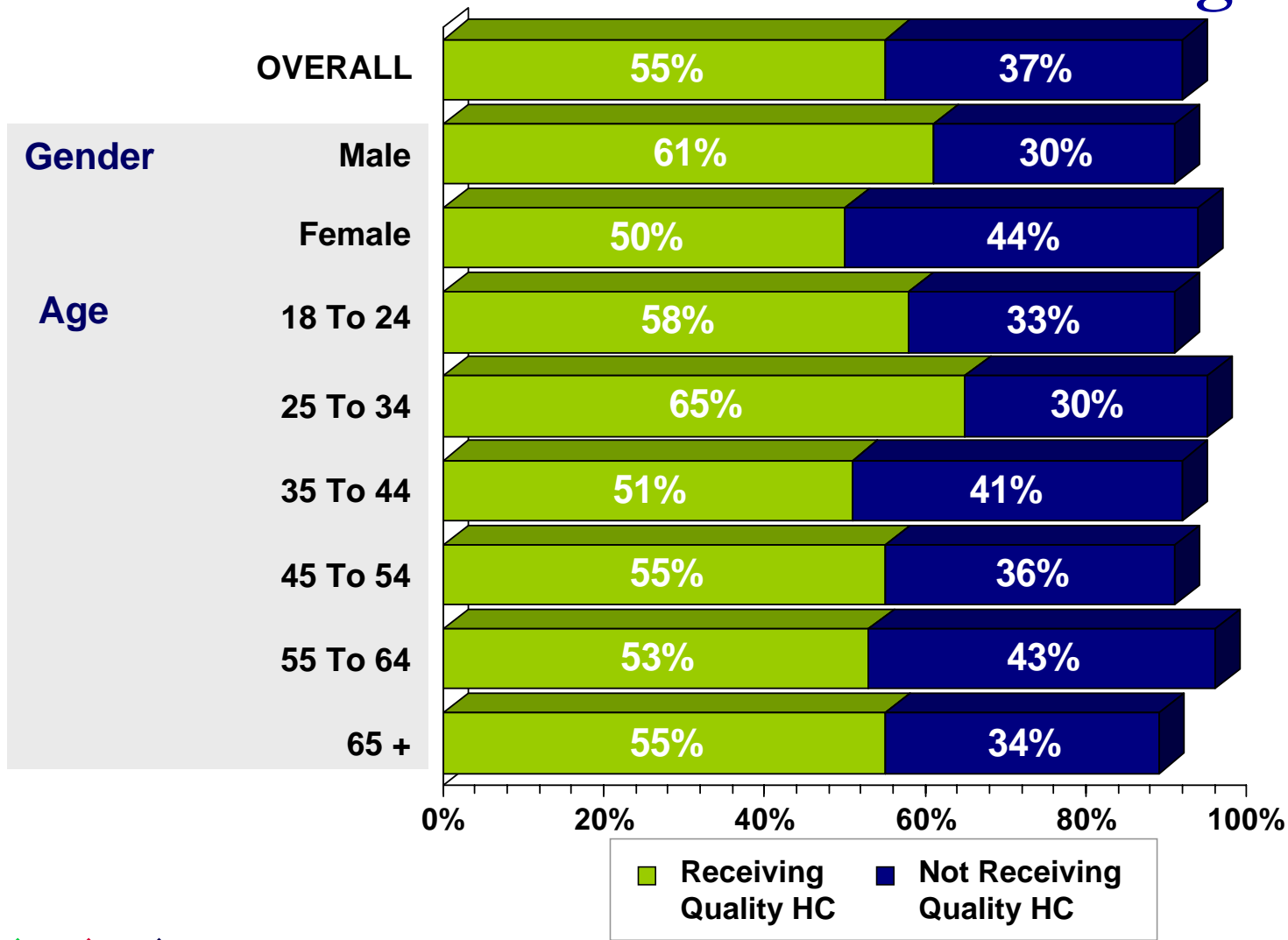


# Quality of Health Care Services in Canada

- **55% of the public believe that Canadians are receiving quality health care services, yet a significant number (37%) do not think Canadians are receiving quality health care services.**
- **43% of Canadians 55-64 years old and 44% of woman think that Canadians are not receiving quality health care services.**
- **The percentage saying Canadians are receiving quality health care services increases with income.**
- **Canadians' perceptions have remained fairly consistent over the last few years in terms of the quality of health care they receive.**



# Canadians' Perceptions of the Quality of Health Care Services: Gender & Age

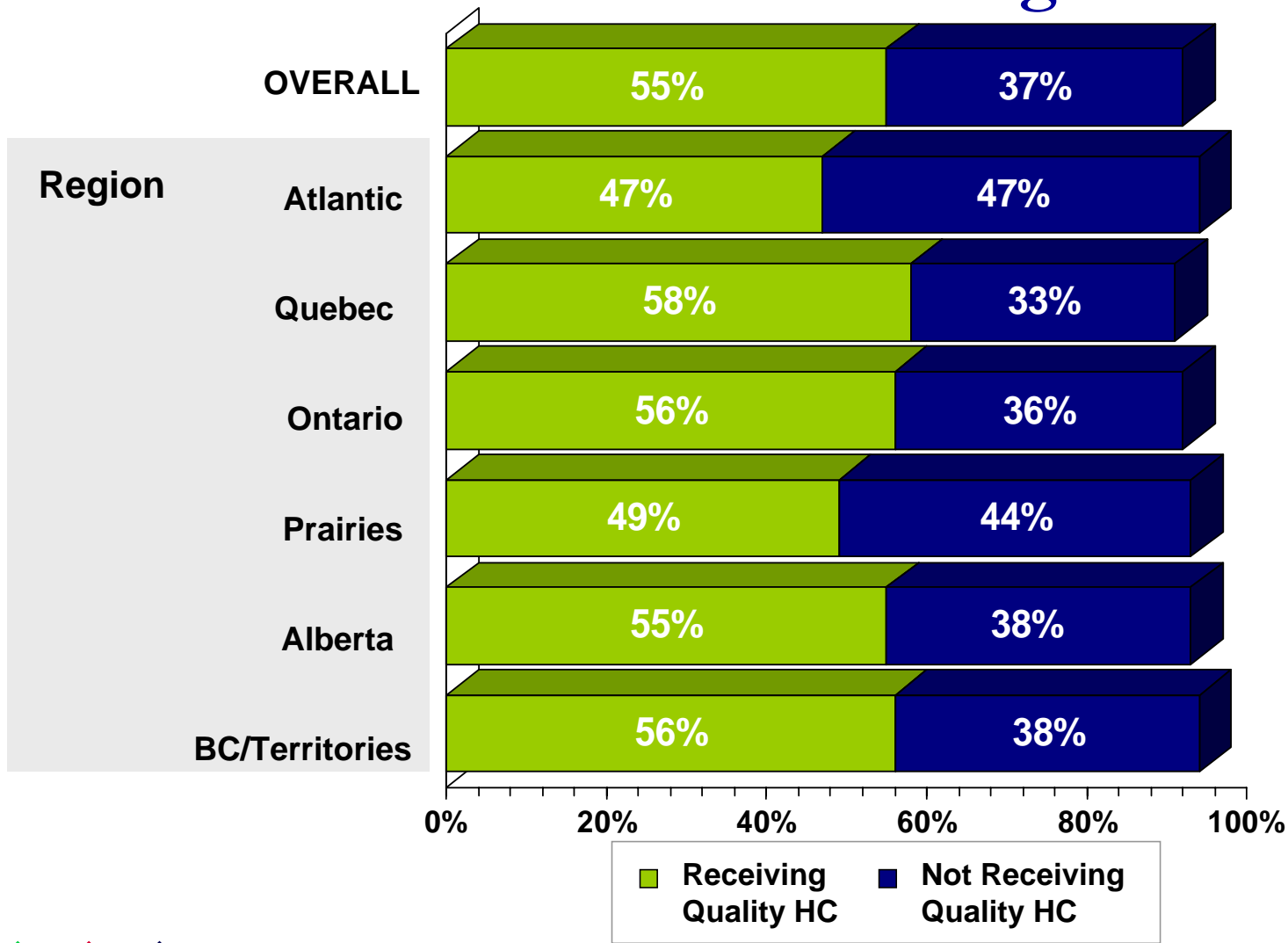


Q2: OVERALL, would you say that Canadians are or are not receiving quality health care services right now?

Base: GENPOP

Source: HCIC 2006

# Canadians' Perceptions of the Quality of Health Care Services: Region

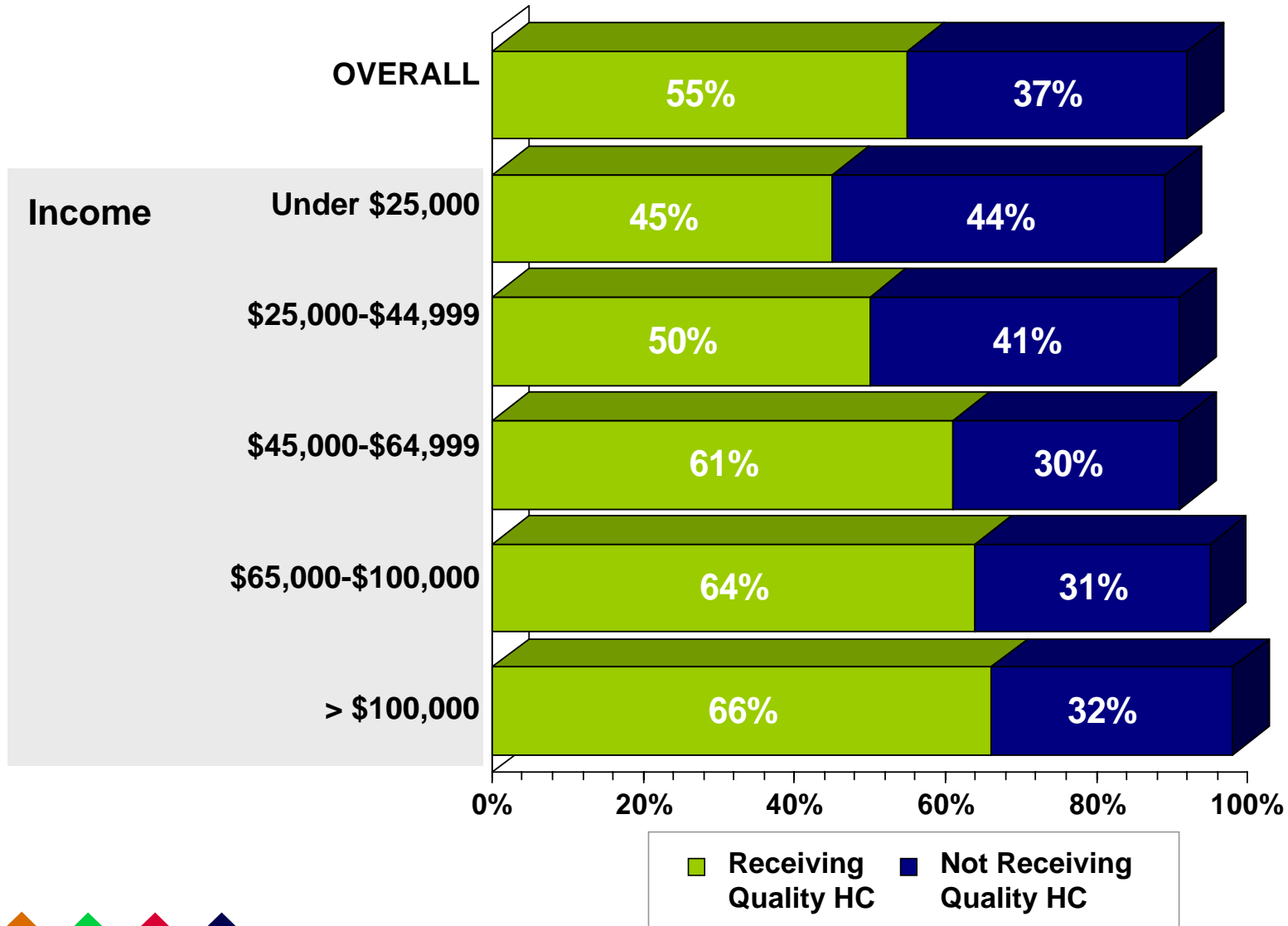


Q2: OVERALL, would you say that Canadians are or are not receiving quality health care services right now?

Base: GENPOP

Source: HCIC 2006

# Canadians' Perceptions of the Quality of Health Care Services: Income



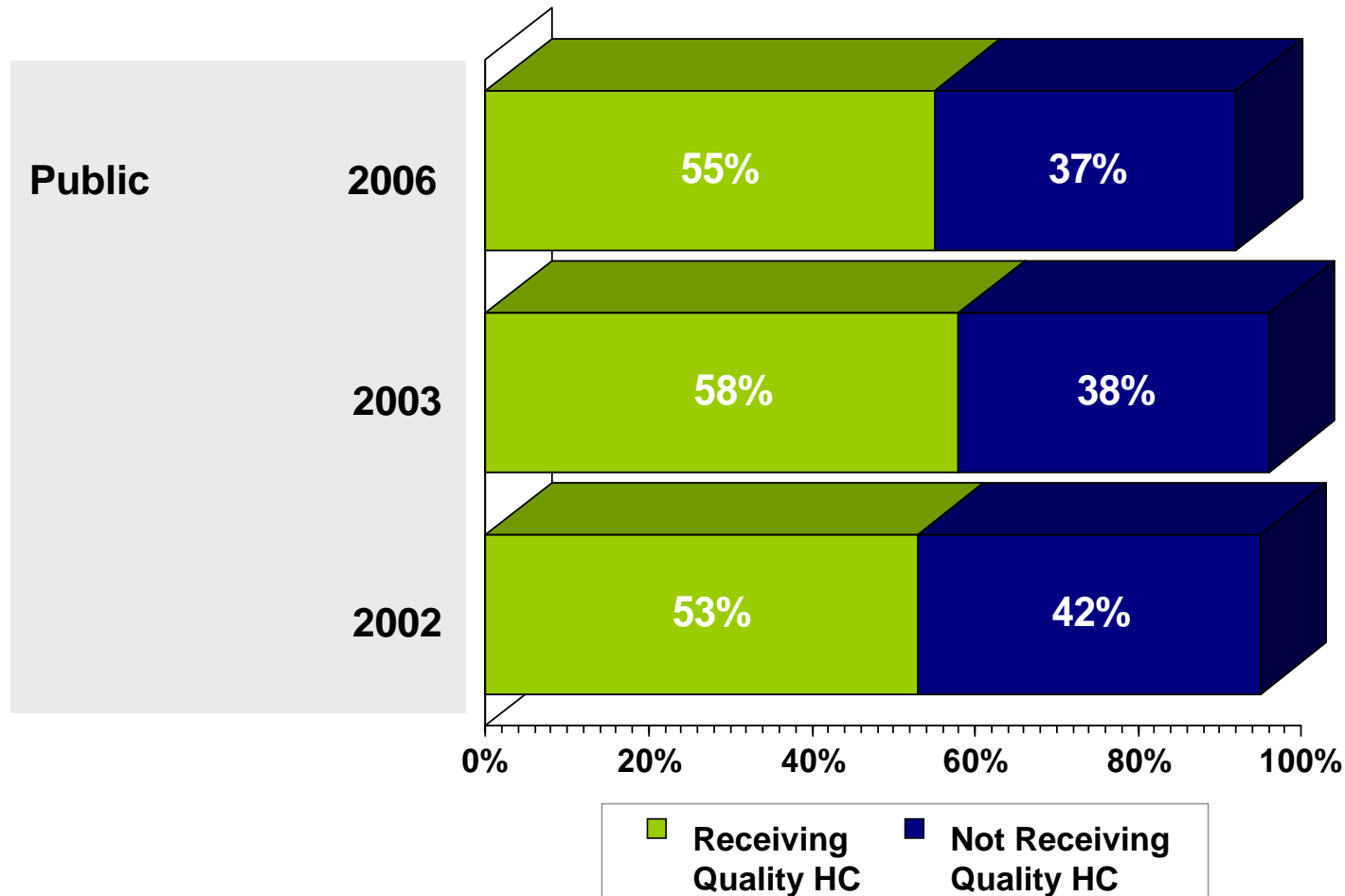
Q2: OVERALL, would you say that Canadians are or are not receiving quality health care services right now?

Base: GENPOP

Source: HCIC 2006



# Perceptions of Health Care Services: Tracking

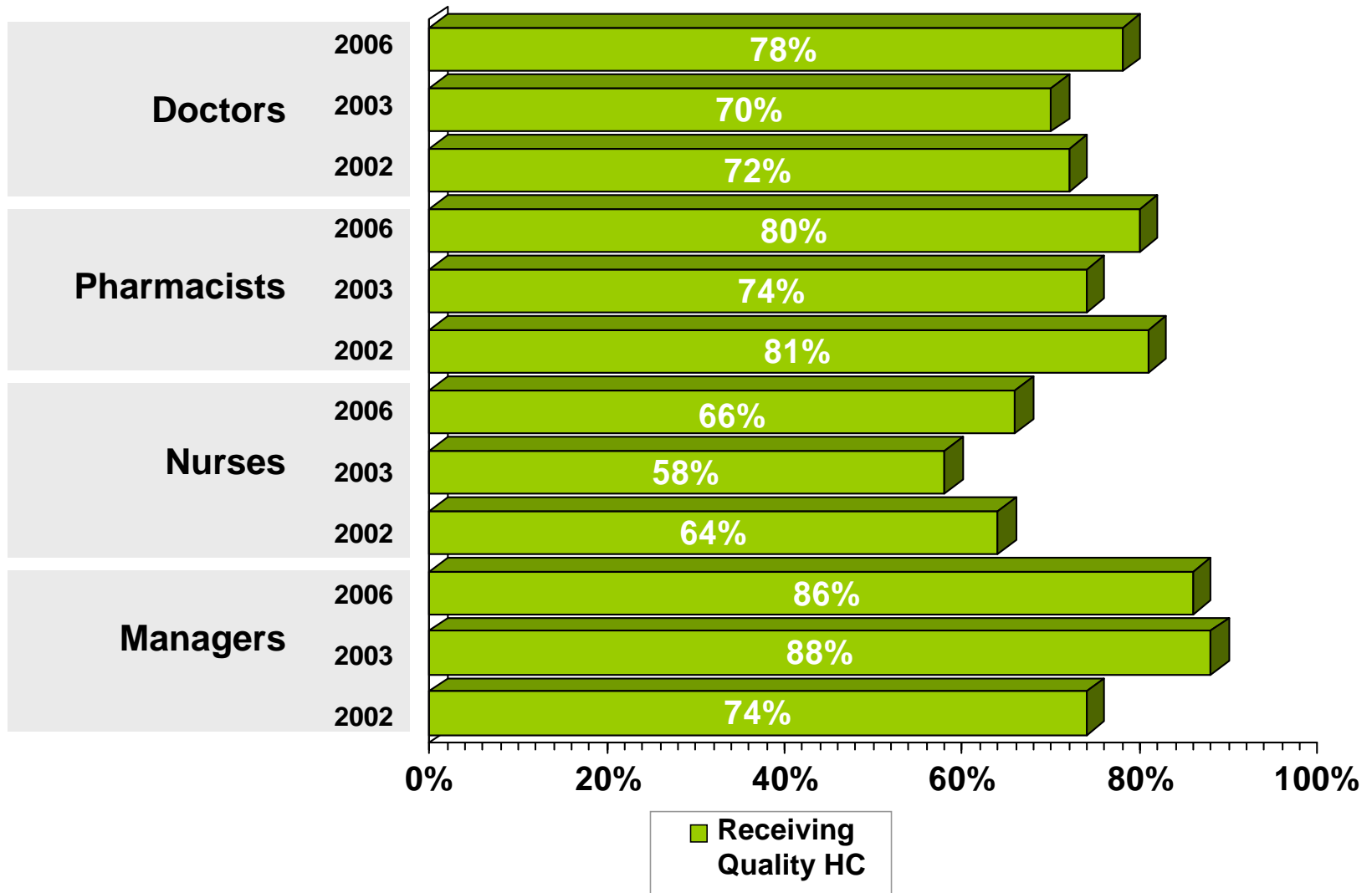


Q2: OVERALL, would you say that Canadians are or are not receiving quality health care services right now?

Base: GENPOP

Source: HCIC 2006, 2003, 2002

# Perceptions of Health Care Services: Providers



Q2: OVERALL, would you say that Canadians are or are not receiving quality health care services right now?

Source: HCIC 2006, 2003, 2002

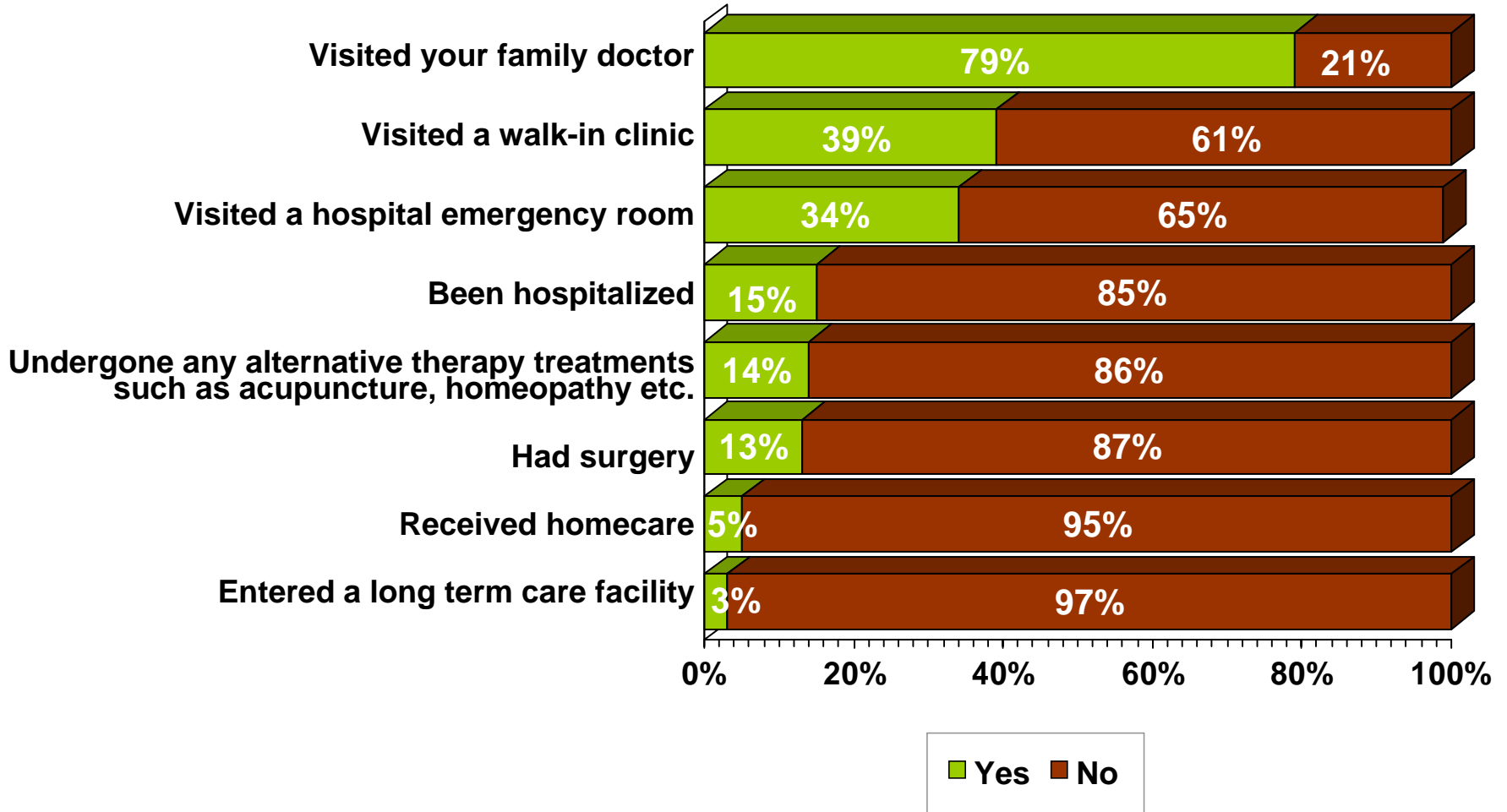
# Personal Experience with the Health System



# Personal Experience

- In the last 12 months, 79% of Canadians sought medical advice by visiting their family doctor.
- 17% of Canadians are having difficulty finding a family doctor. This appears to be more of a challenge in Quebec (28%) and Alberta (20%) and less so in Atlantic and BC/Territories (9%).
- 26% of all Canadians and 30% of Atlantic Canadians have cared for a family member or close friend with a serious health problem in the last 12 months.
- 41% of those caring for a family member or close friend have had to use personal savings to survive during this time and/or have taken one or more months off work (22%).
- The result of caring for a family member or close friend with a serious health problem has had a negative impact on mental (41%) and physical (38%) health.

# Recent Health Care Experience



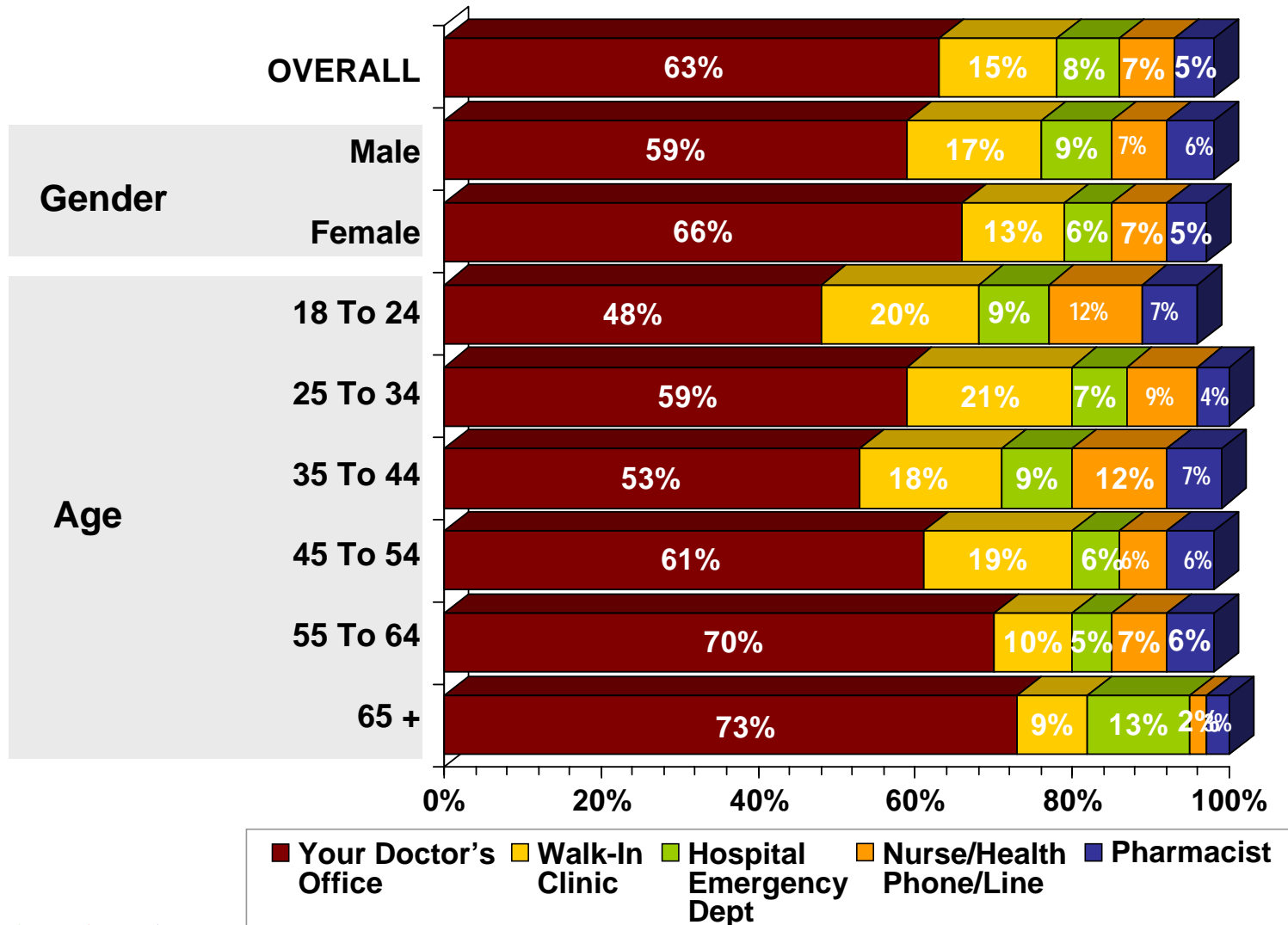
Q33A-H: Have you personally sought medical advice for a health problem in the last 12 months in one of the following ways? Have you: (READ AND ROTATE)

Base: GENPOP

Source: HCIC 2006



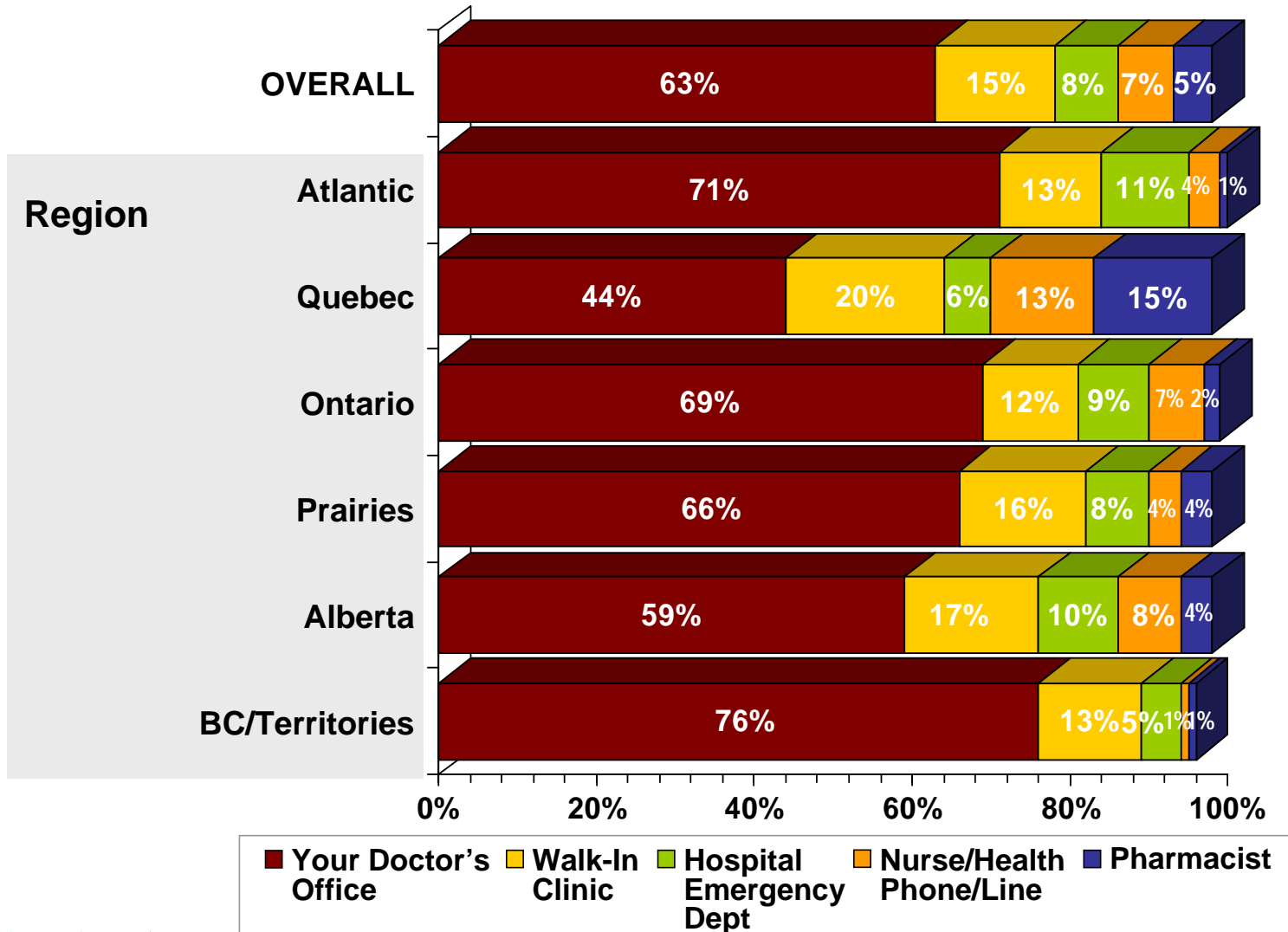
# Treatment of Non-Life Threatening Illness



Q34: If you had a non-life threatening illness, would you first seek treatment through:  
Base: GENPOP

Source: HCIC 2006

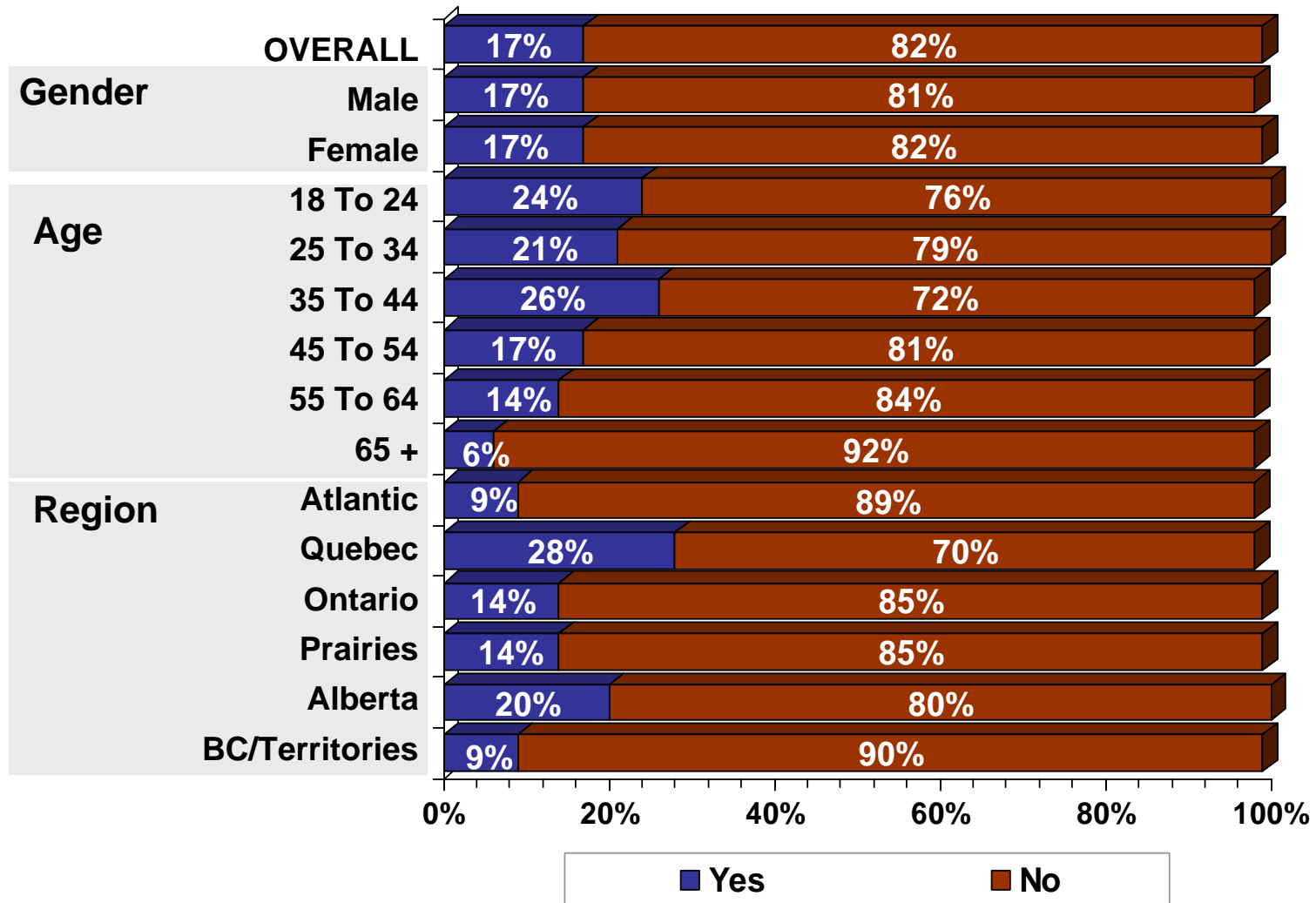
# Treatment of Non-Life Threatening Illness



Q34: If you had a non-life threatening illness, would you first seek treatment through:  
Base: GENPOP

Source: HCIC 2006

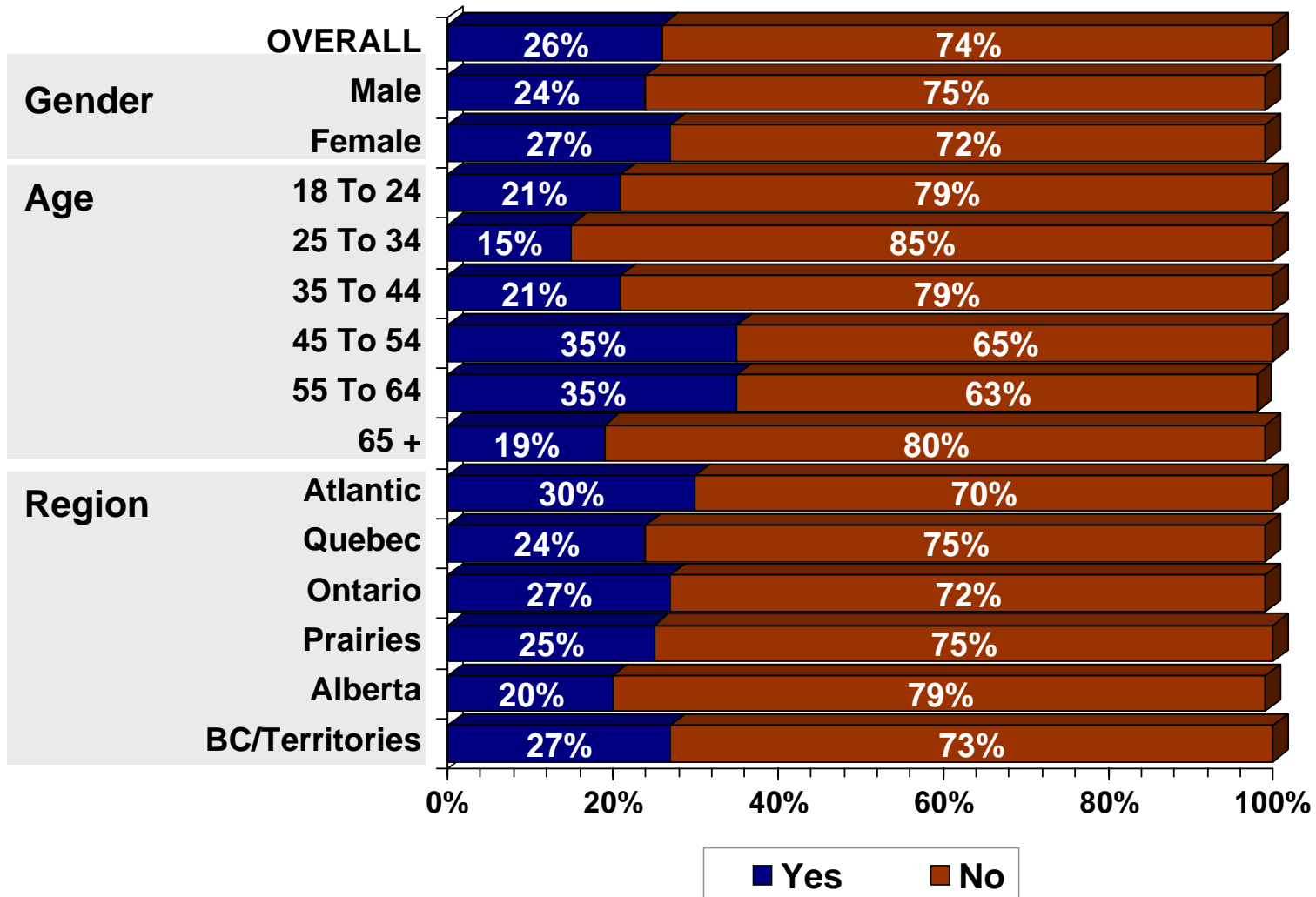
# Difficulty Finding A Doctor



Q35: Are you having difficulty finding a doctor?  
Base: GENPOP

Source: HCIC 2006

# Cared for a Family Member or Close Friend with a Serious Health Problem in Past 12 Months

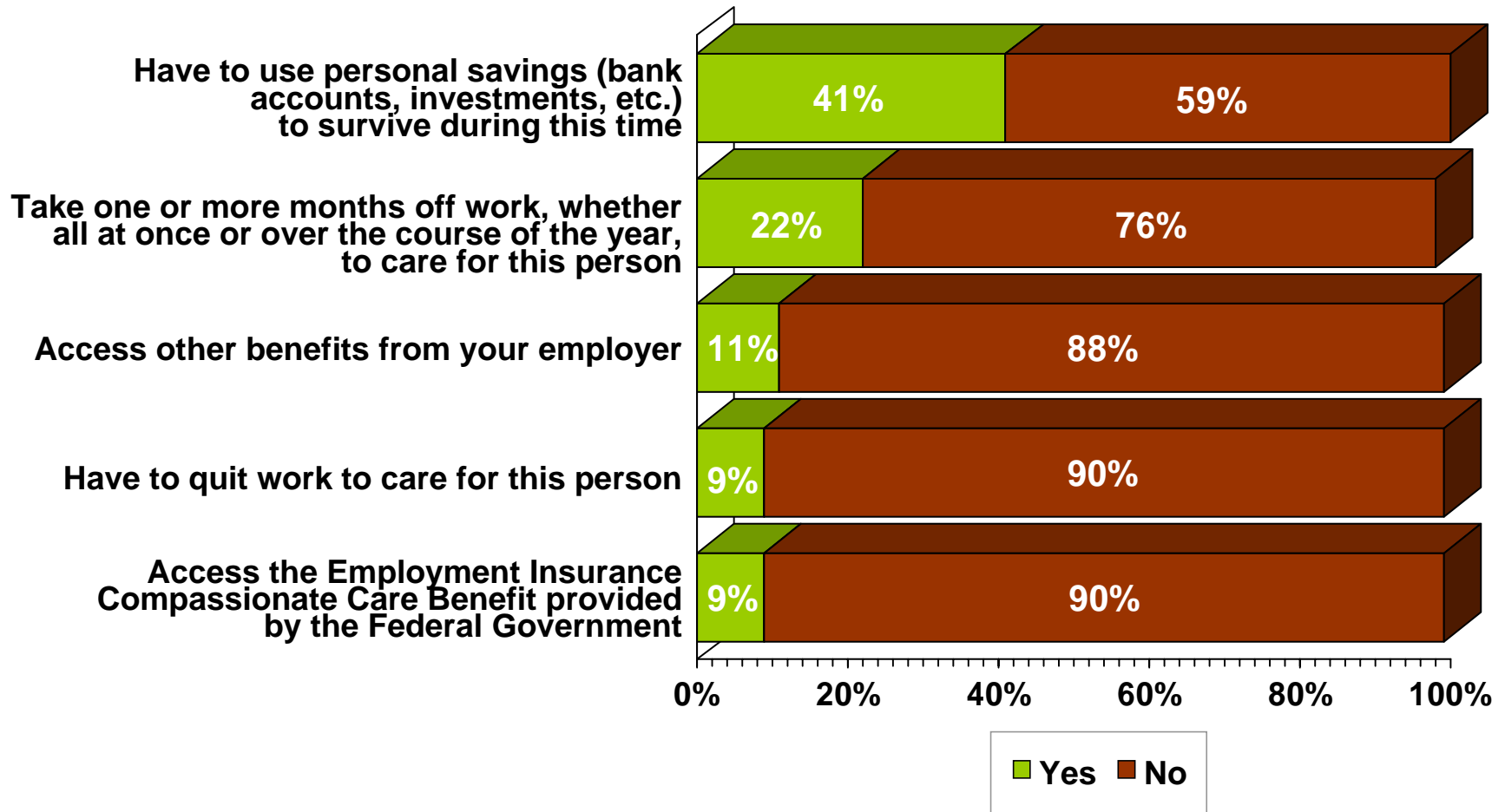


Q36: Have you personally had to care for a family member or close friend with a serious health problem in the past 12 months?

Base: GENPOP

Source: HCIC 2006

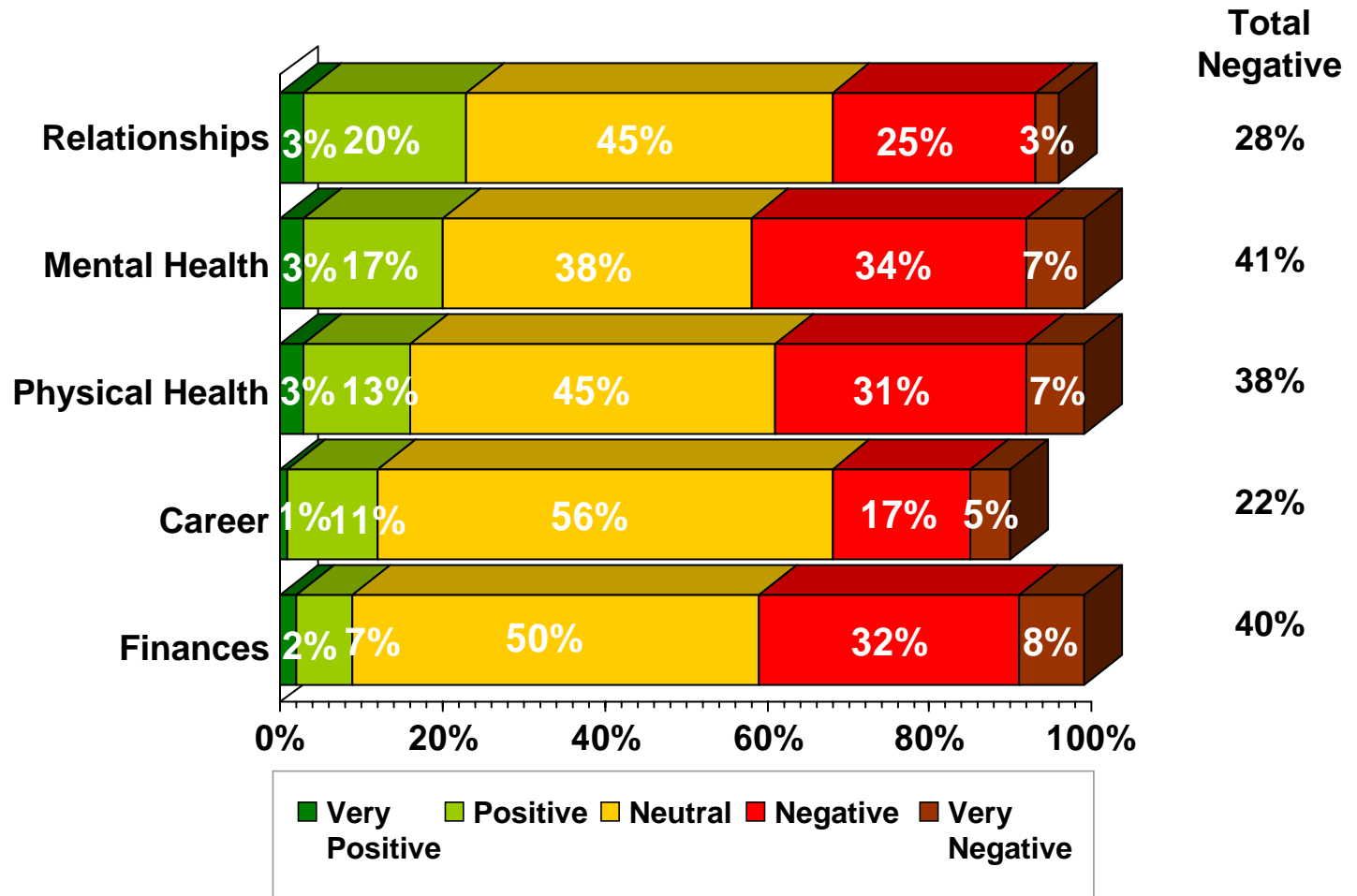
# Result of Caring for a Family Member or Close Friend with a Serious Health Problem



Q37A-E: When caring for this person did you: (READ AND ROTATE)  
Base: GENPOP

Source: HCIC 2006

# Result of Caring for a Family Member or Close Friend with a Serious Health Problem



Q38A-E: Has the impact of this experience been very positive, positive, neutral, negative or very negative on your: (READ AND ROTATE)

Base: GENPOP

Source: HCIC 2006

# The Environment and Public Health

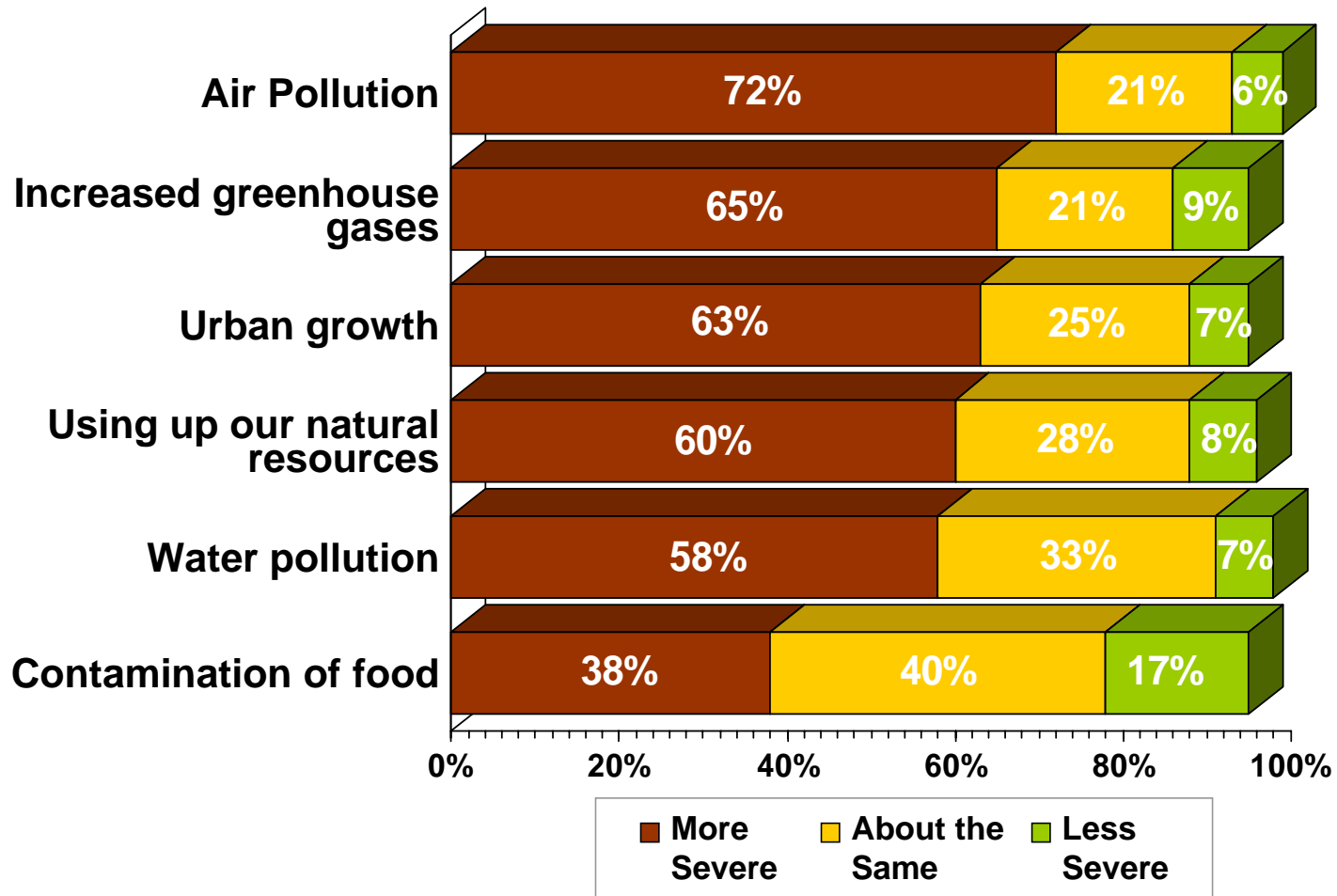


# Negative Health Impact from Specific Sources

- A majority of Canadians are concerned about the negative health impact from:
  - air pollution (72%)
  - increased greenhouse gases (65%)
  - urban growth (63%)
  - using up natural resources (60%)
  - water pollution (58%)
- Compared to the Canadian public and other health care providers, nurses are generally more concerned that the negative impact from the specified sources will become more severe in the next few years.
- Canadians are least concerned about the negative impact from contamination of food becoming more severe over the next few years.



# Negative Health Impact from Specific Sources: Public

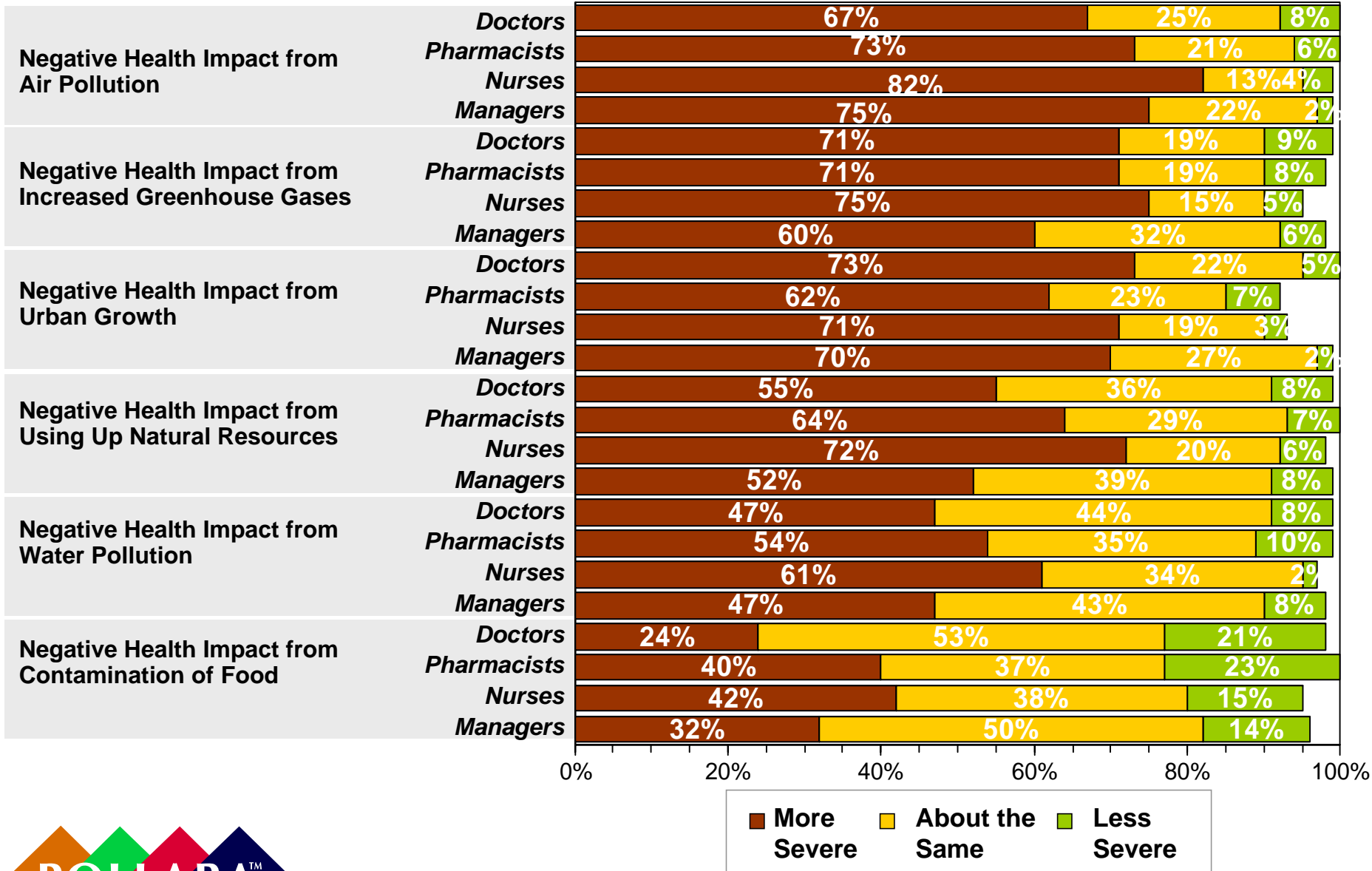


Q5A-F: Do you believe that the negative health impact from the following sources will become more severe, less severe or about the same over the next few years?

Base: GENPOP

Source: HCIC 2006

# Negative Health Impact from Specific Sources



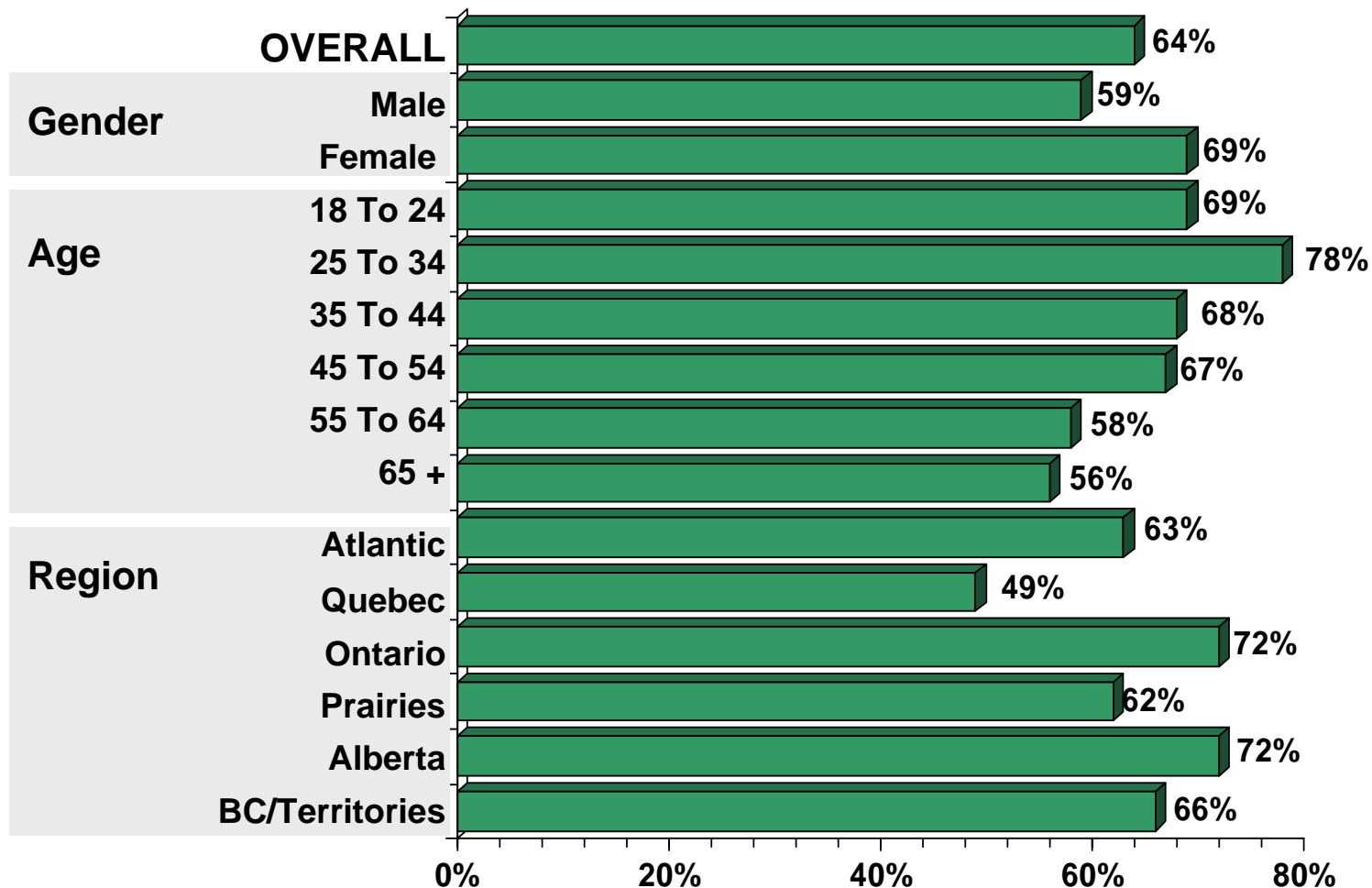
Q5: Do you believe that the negative health impact from the following sources will become more severe, less severe or about the same over the next few years? 26

Source: HCIC 2006

# Public and Providers Willingness to Help Improve the Canadian Environment

- A majority of Canadians are willing to:
  - Buy more energy efficient appliances (64%)
  - Drive a smaller or more fuel efficient vehicle (62%)
  - Reduce use of A/C and heating (50%)
- Fewer Canadians are willing to:
  - Drive less (41%)
  - Use public transportation instead of driving (41%)
- Females are generally more willing than men to make certain lifestyle changes in their homes in order to improve the Canadian environment.

# Willingness to Help Improve the Canadian Environment: Buy More Energy Efficient Appliances



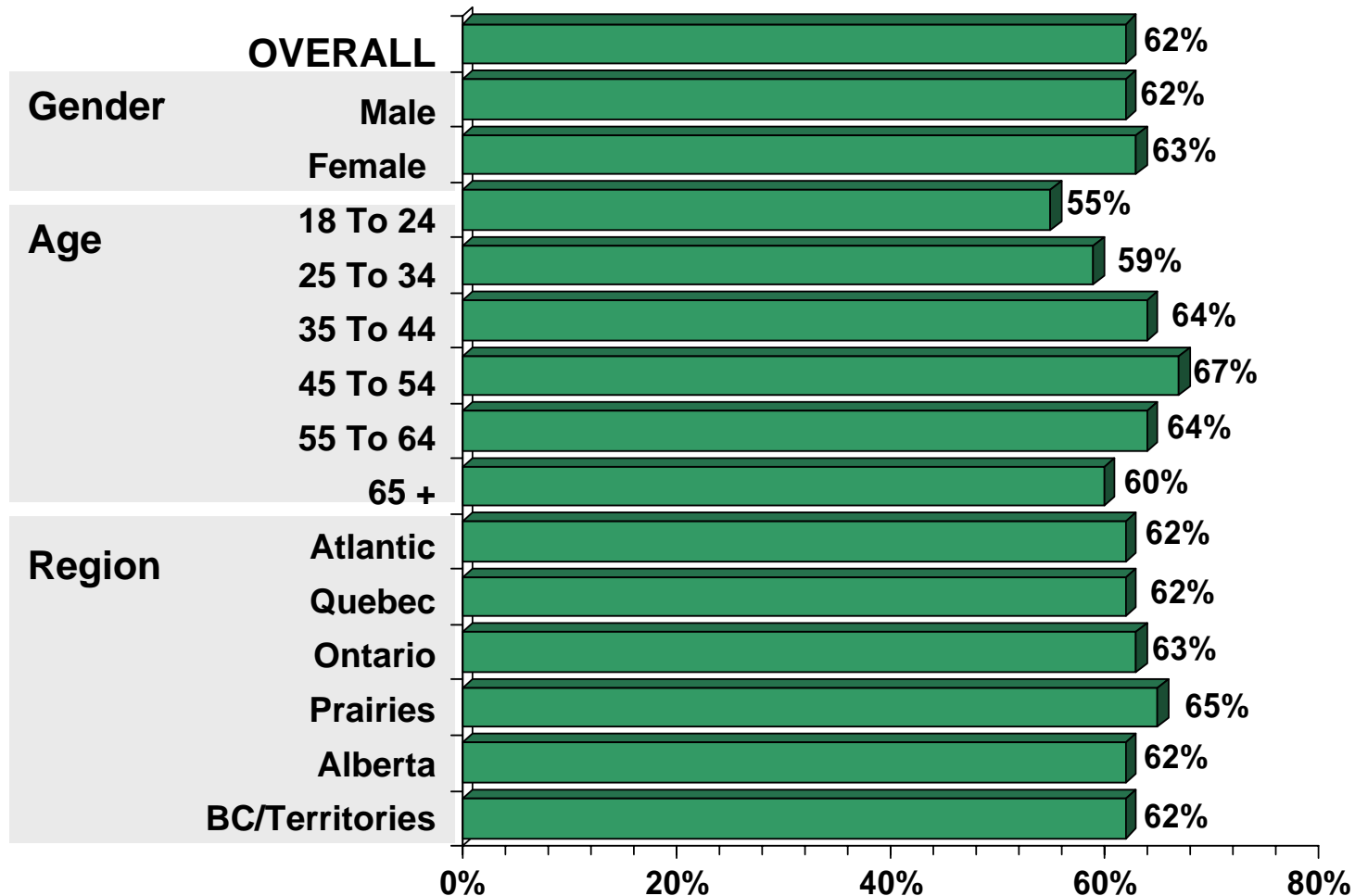
Q6: Which of the following would you be willing to do to help improve the Canadian environment?

Buy More Energy Efficient Appliances

Base: GENPOP

Source: HCIC 2006

# Willingness to Help Improve the Canadian Environment: Drive a Smaller or More Fuel Efficient Vehicle



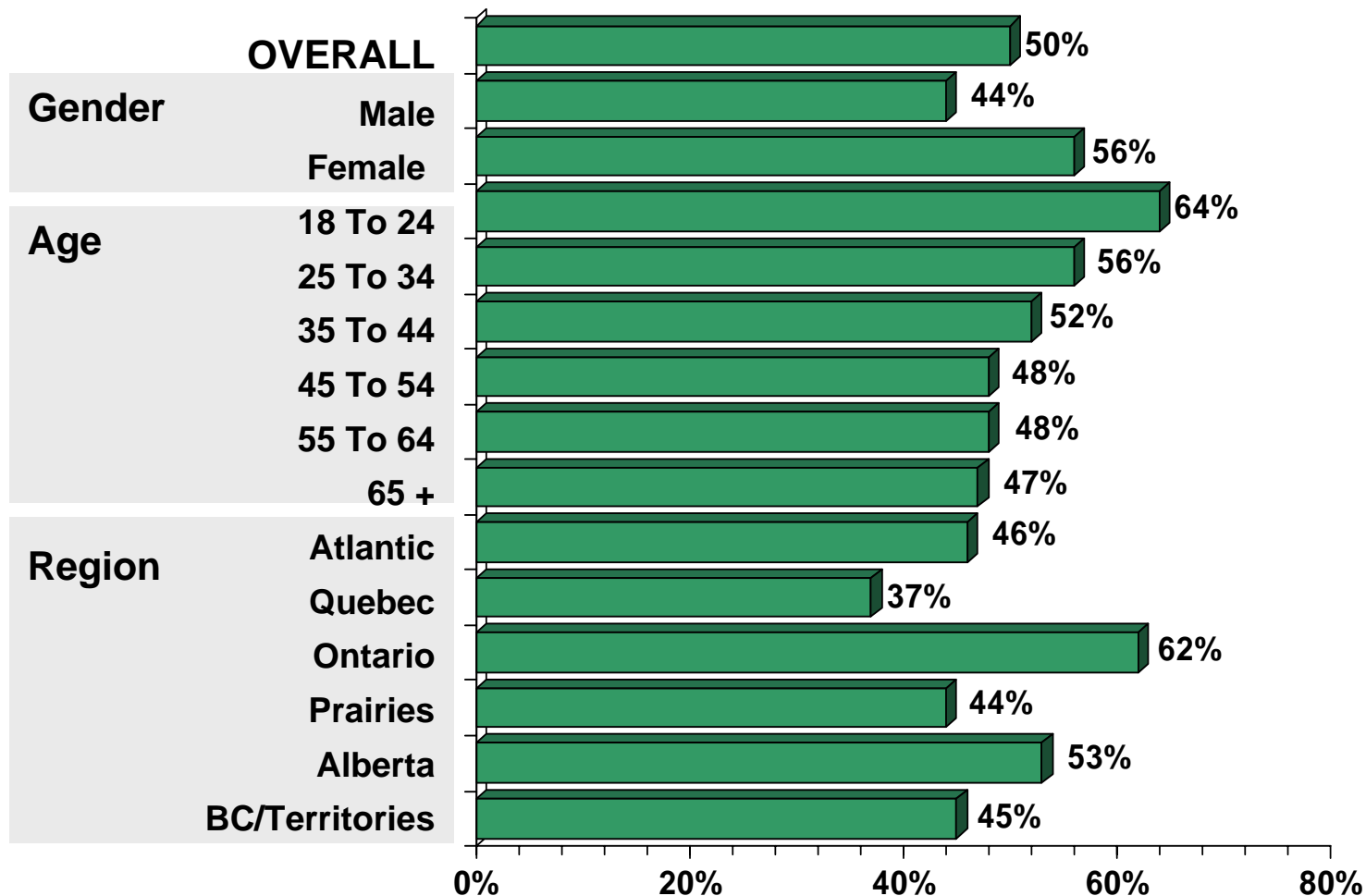
Q6: Which of the following would you be willing to do to help improve the Canadian environment?

Drive A Smaller or More Fuel Efficient Vehicle

Base: GENPOP

Source: HCIC 2006

# Willingness to Help Improve the Canadian Environment: Reduce Use of A/C, Heating



Q6: Which of the following would you be willing to do to help improve the Canadian environment?

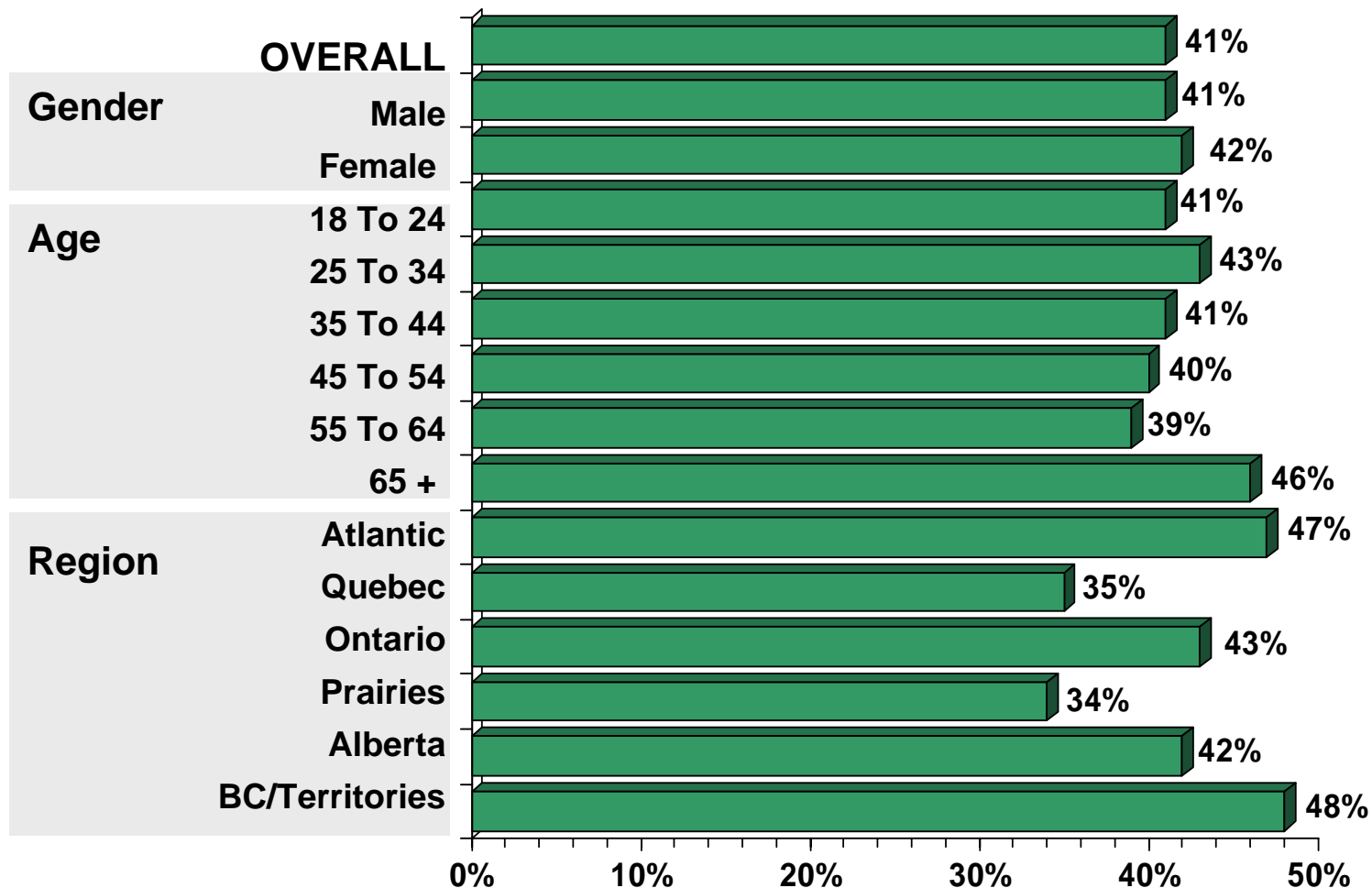
Reduce My Use of Air-Conditioning/Heating At Home

Base: GENPOP

Source: HCIC 2006



# Willingness to Help Improve the Canadian Environment: Drive Less



Q6: Which of the following would you be willing to do to help improve the Canadian environment?

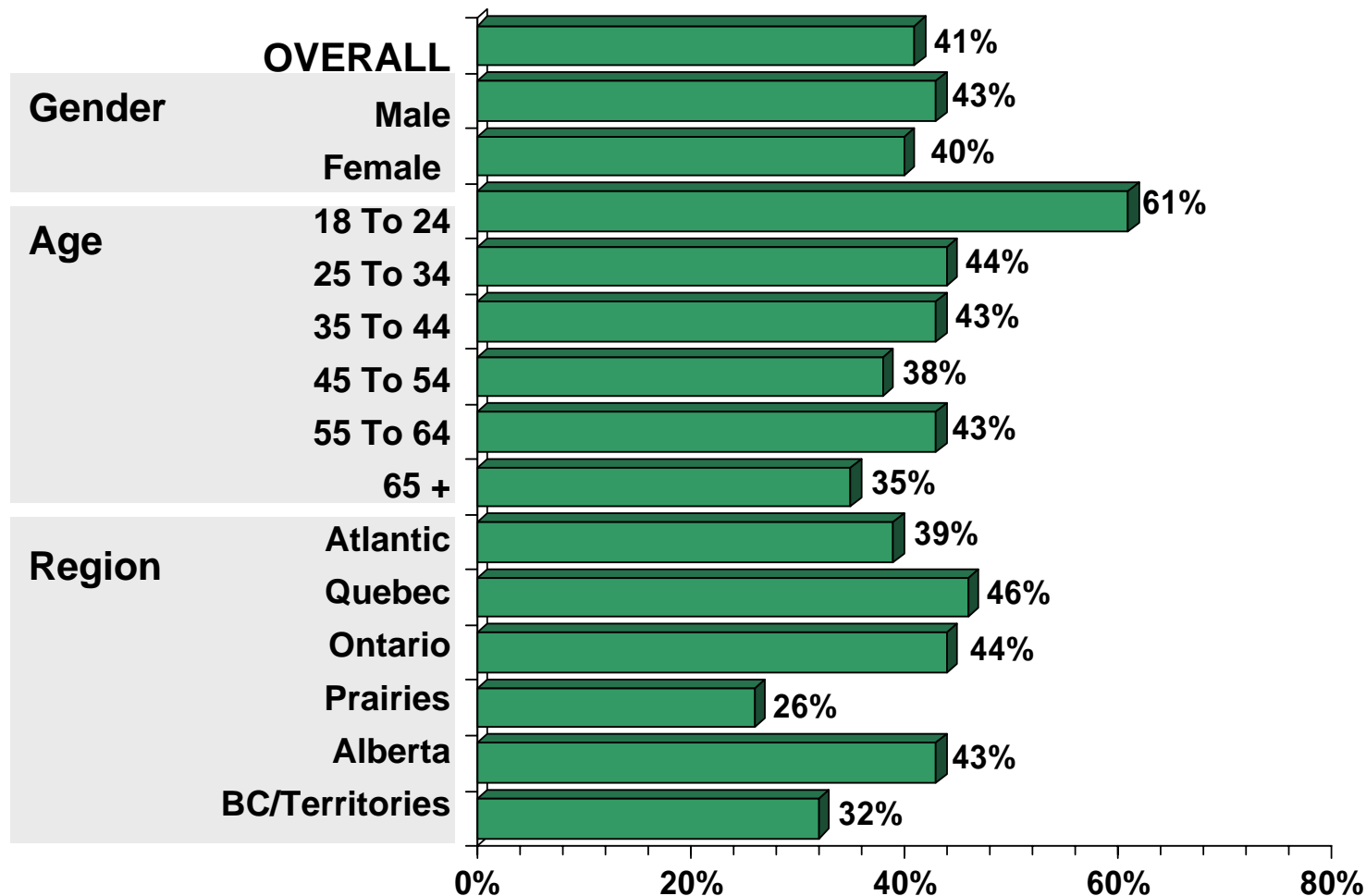
Drive Less

Base: GENPOP

Source: HCIC 2006



# Willingness to Help Improve the Canadian Environment: Use Public Transportation Instead of Driving



Q6: Which of the following would you be willing to do to help improve the Canadian environment?

Use Public Transport or Alternative Means of Transport Instead of Driving

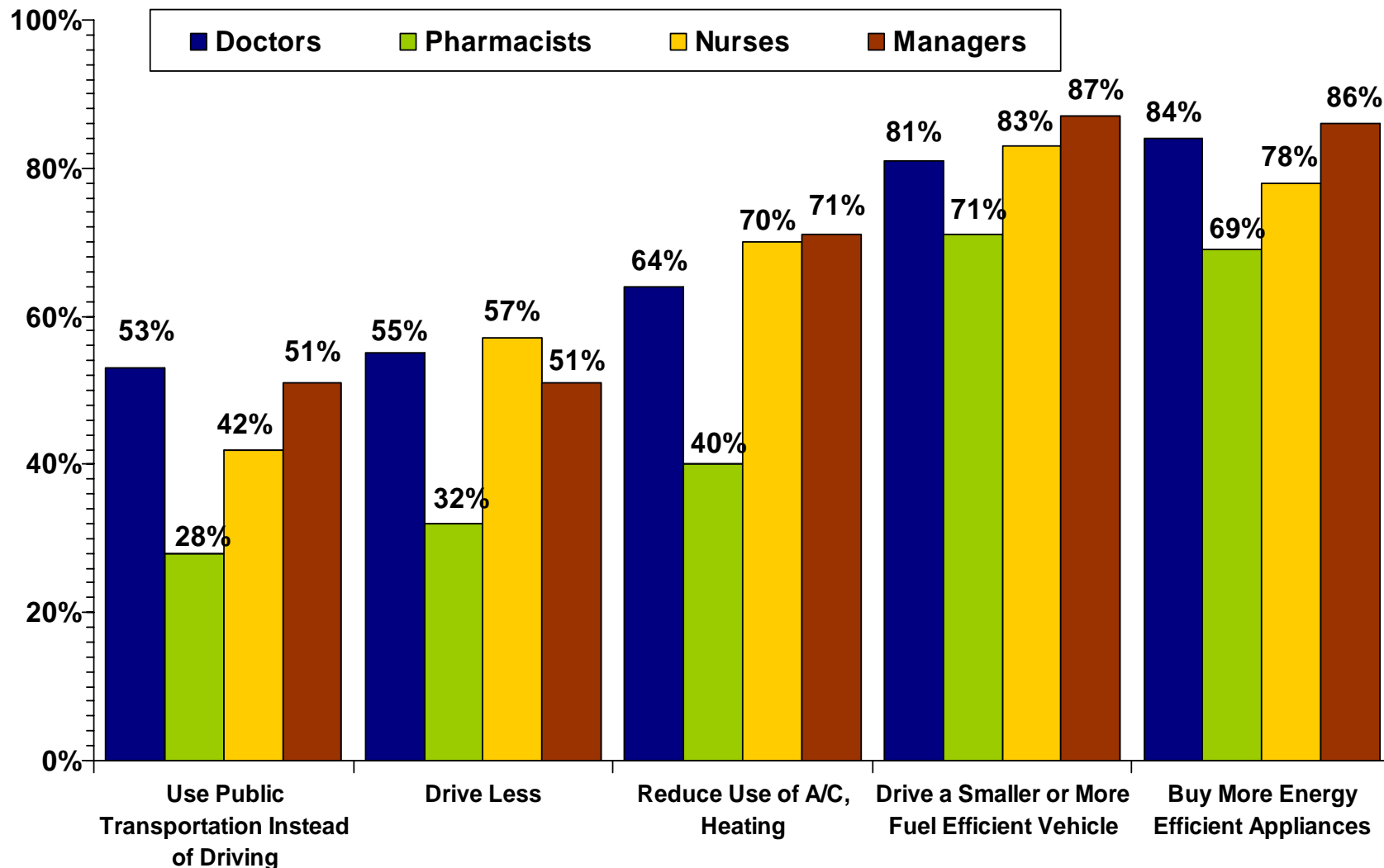
Base: GENPOP

Source: HCIC 2006





# Willingness to Help Improve the Canadian Environment



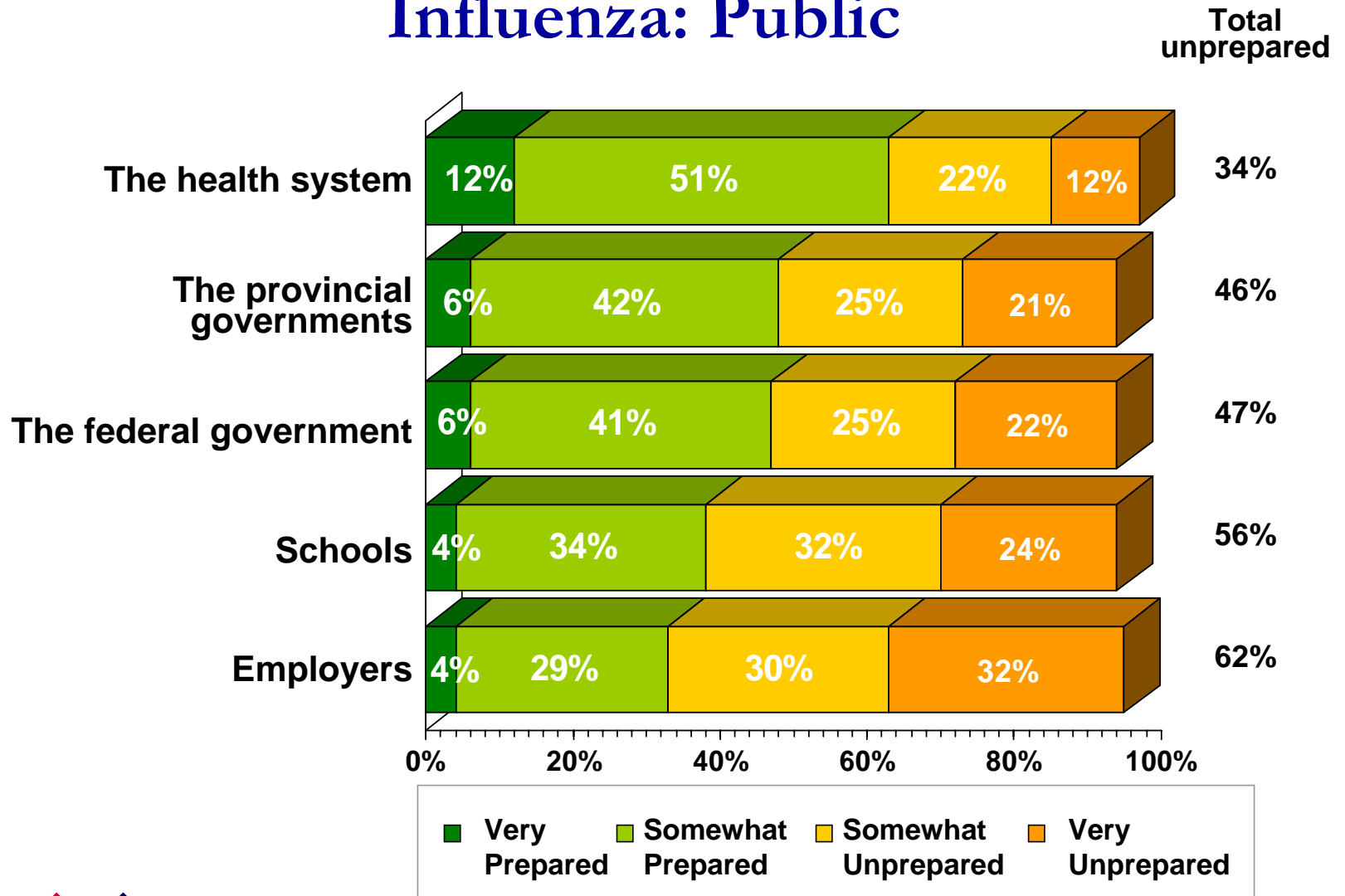
Q6: Which of the following would you be willing to do to help improve the Canadian environment?

Source: HCIC 2006

# Public Health

- **A majority of Canadians believe that employers (62%) and schools (56%) are unprepared to limit the spread of pandemic influenza, while 34% of Canadians feel that the health system is unprepared.**
- **A majority of healthcare providers are willing to work as front-line workers during a pandemic influenza outbreak.**
- **Overall, 41% of Canadians had a flu shot in the last 12 months, including 67% of those 65 years of age and older.**
- **Canadians strongly support a national immunization strategy to ensure that Canadians have access to the latest vaccines. 83% support ensuring the security of the Canadian supply of vaccines for Canadians and 76% support having improved access to timely immunization programs (76%)**
- **80% of Canadians agree that schools should be banned from selling junk food.**

# Preparedness to Limit Spread of Pandemic Influenza: Public

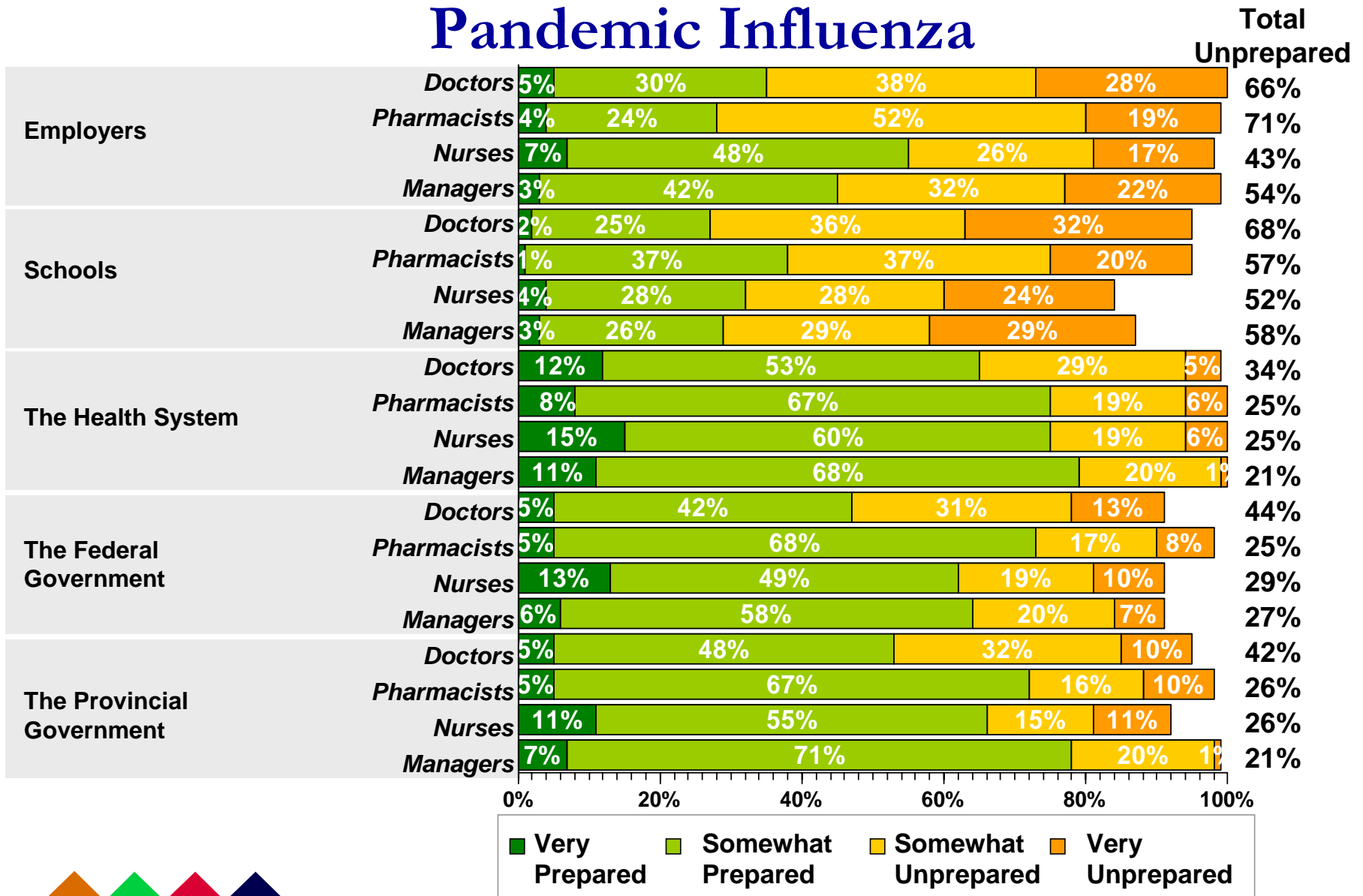


Q11A-E: How prepared do you think each of the following groups are to limit the spread of pandemic influenza: Are they very prepared, somewhat prepared, somewhat unprepared, very unprepared? (READ AND ROTATE)

Base: GENPOP

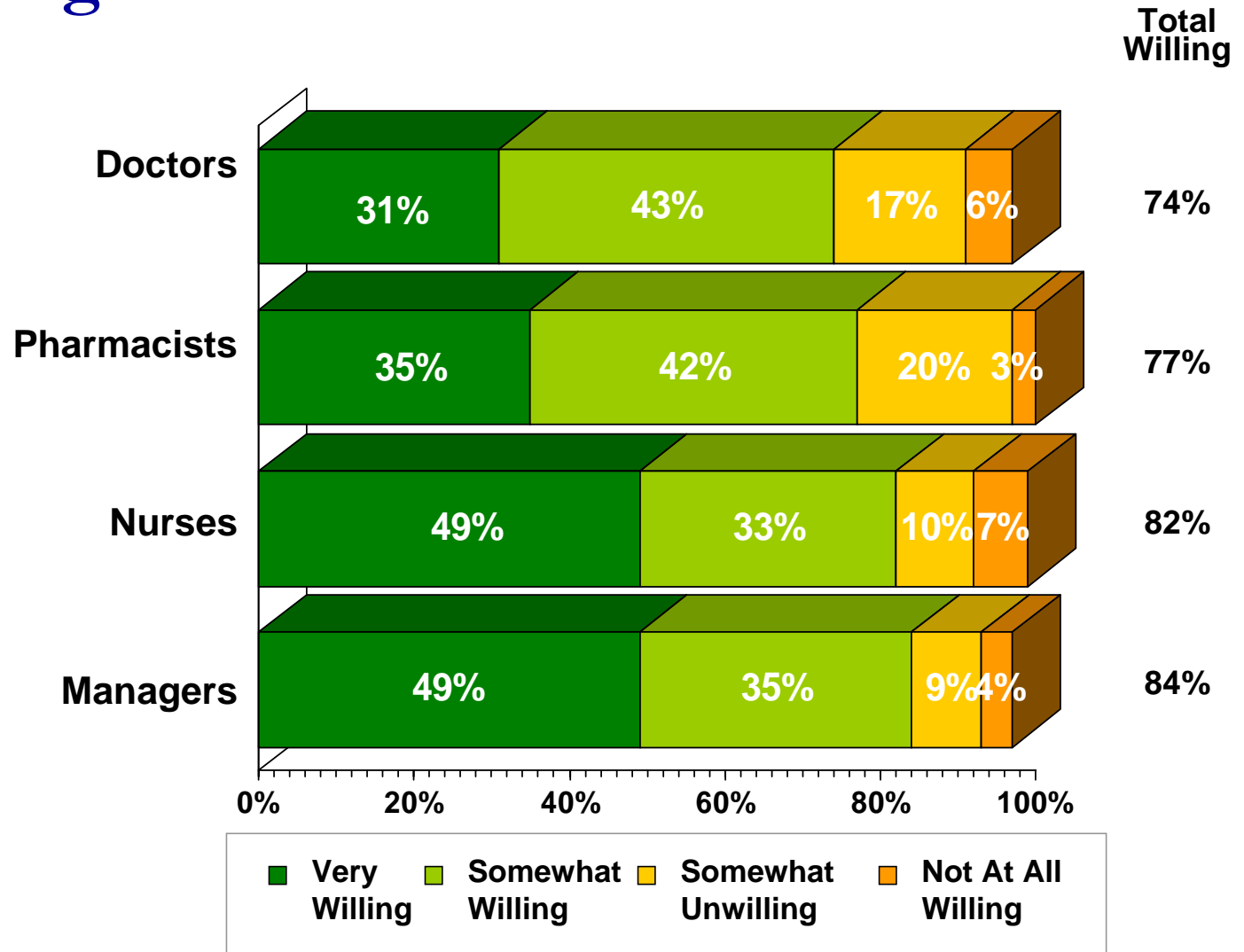
Source: HCIC 2006

# Preparedness to Limit Spread of Pandemic Influenza



Q11A-E: How prepared do you think each of the following groups are to limit the spread of pandemic influenza: Are they very prepared, somewhat prepared, somewhat unprepared, very unprepared?  
 Source: HCIC 2006

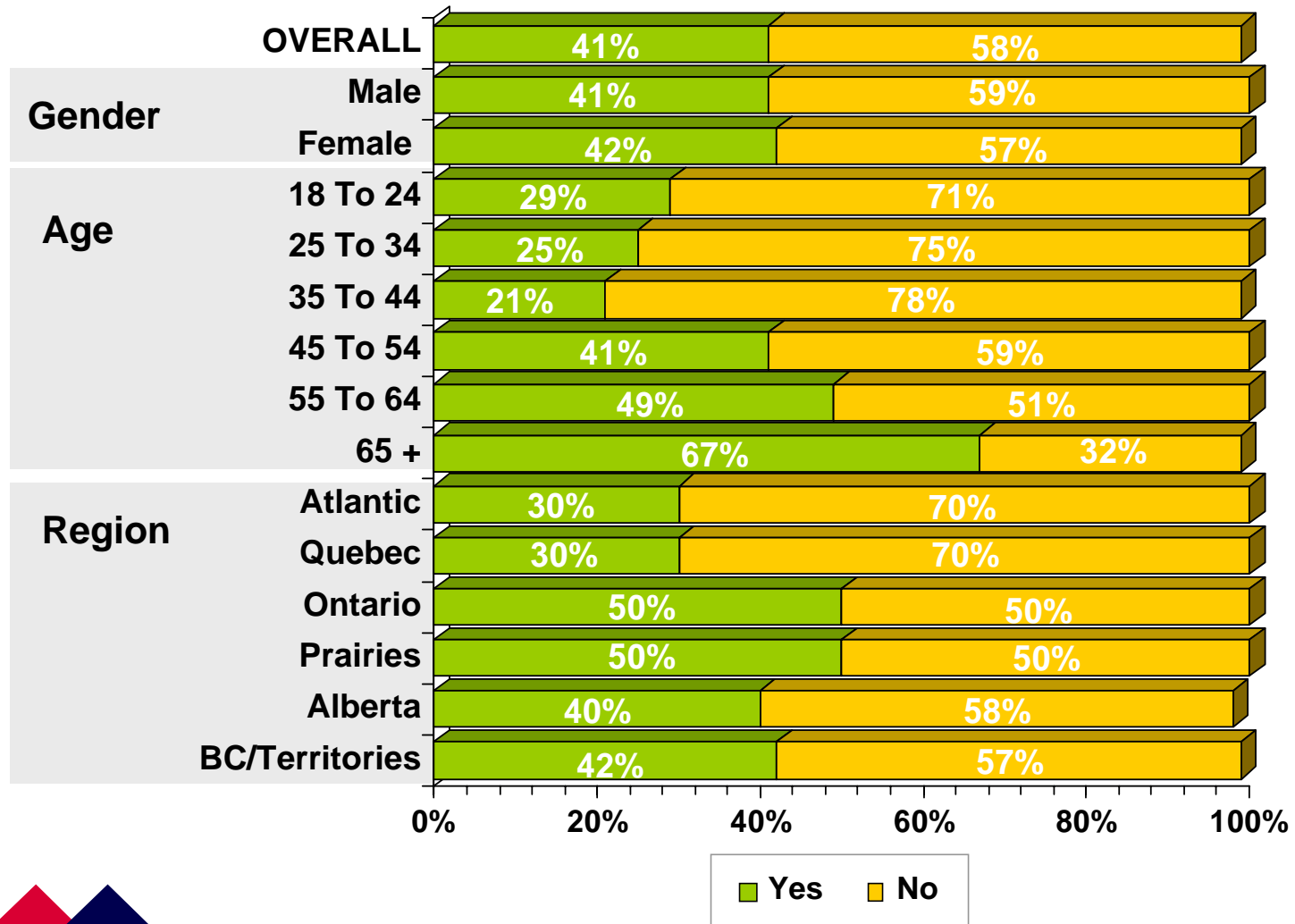
# Willingness to Work as a Front-Line Worker During Pandemic Influenza Outbreak



Q11: How willing would you be to work as a front-line worker during a pandemic influenza outbreak? Would you be very willing, somewhat willing, somewhat unwilling or not at all willing?

Source: HCIC 2006

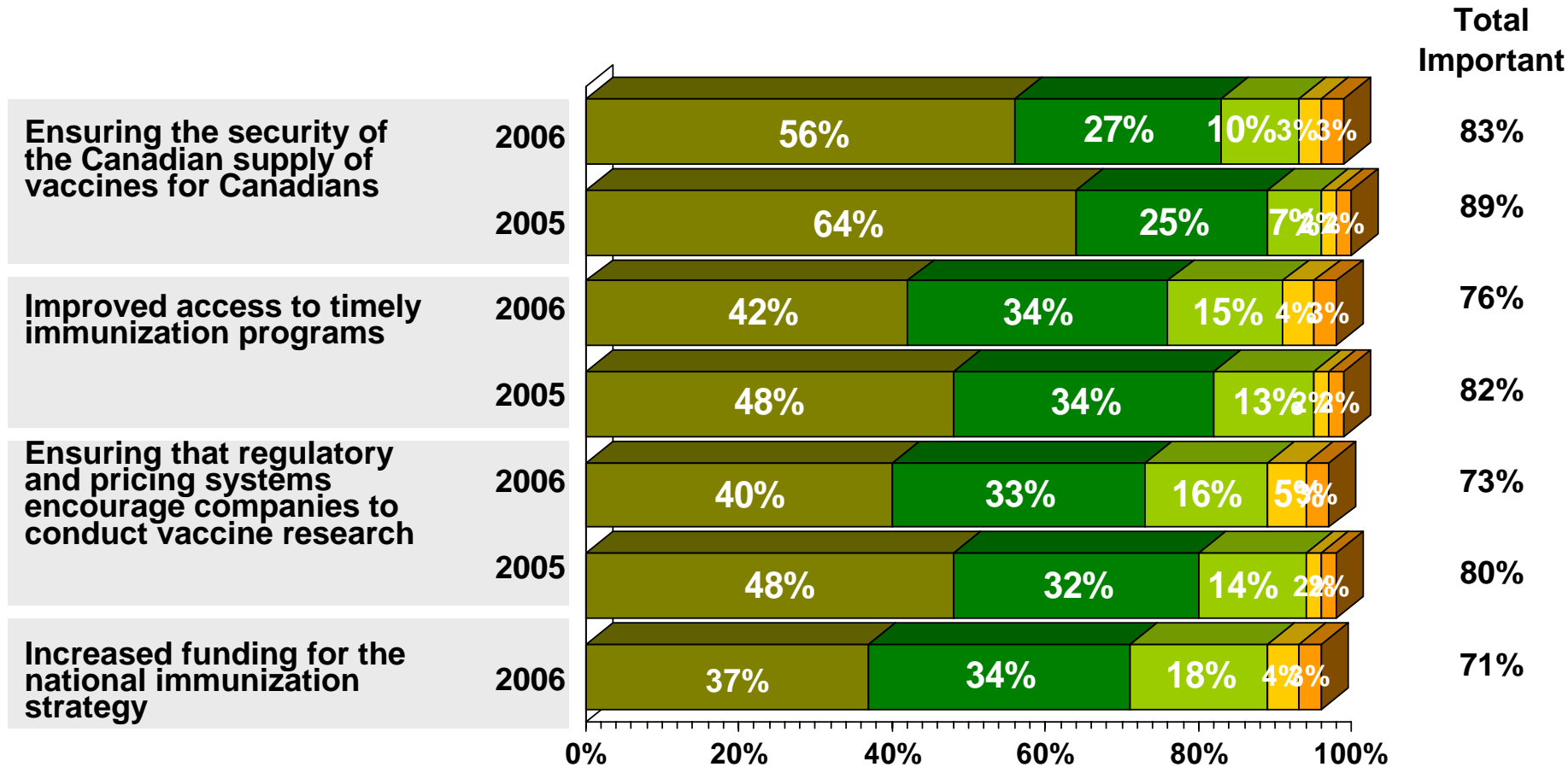
# Flu Shot Vaccinations Among Public



Q13: Have you had a flu shot in the last 12 months?  
Base: GENPOP

Source: HCIC 2006

# National Immunization Strategy



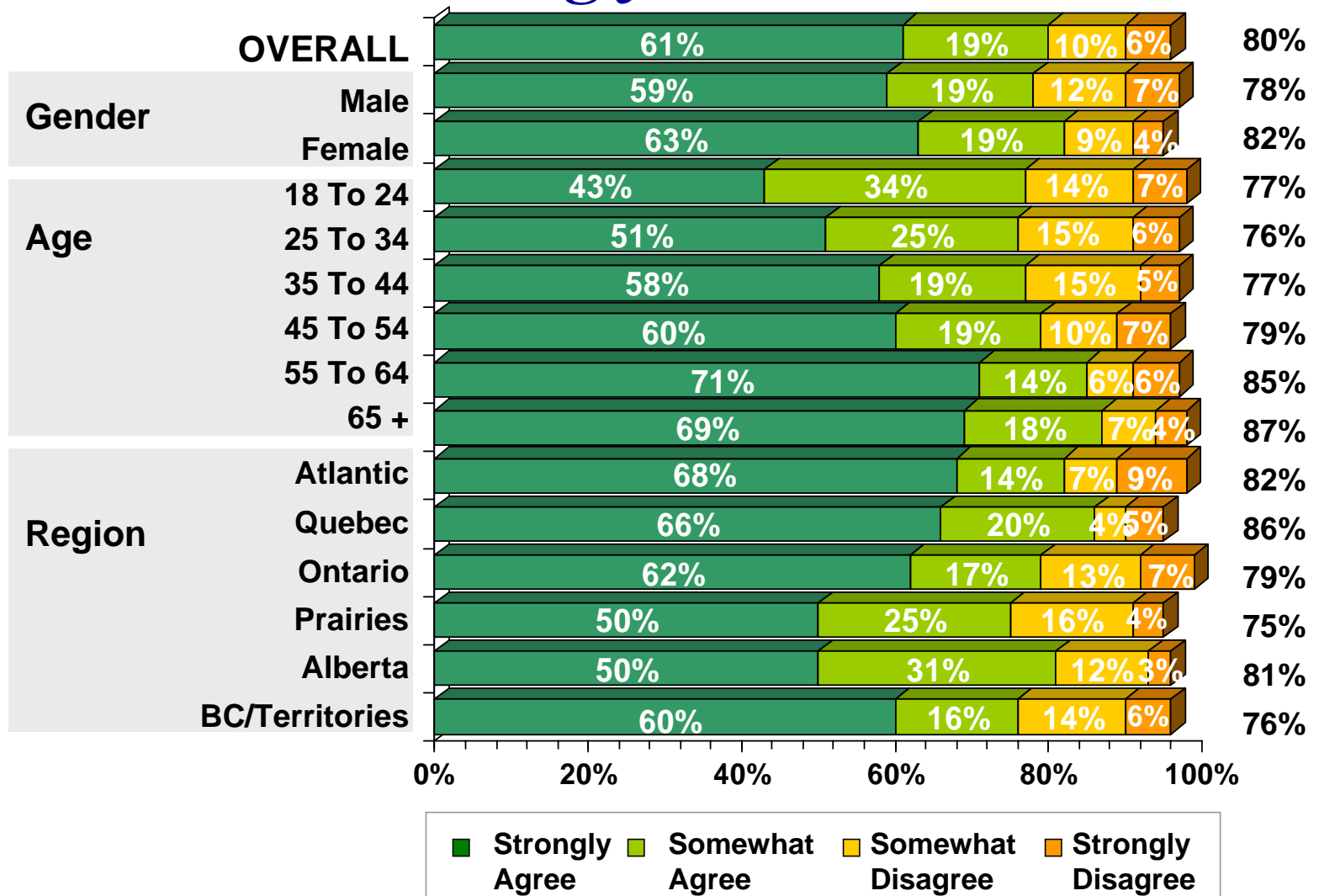
■ Extremely Important (9,10)   
 ■ Somewhat Important (7,8)   
 ■ Neutral (5,6)   
 ■ Somewhat Not Important (3,4)   
 ■ Not At All Important (1,2)



Q12A-D: The federal and provincial governments are working together on a national immunization strategy to ensure that Canadians have access to the latest vaccines. On a scale from 1 to 10 where one means it is not at all important and ten means that it is extremely important, how important are each of the following: (READ AND ROTATE). Source: HCIC 2006. 2005

# Schools Being Banned from Selling Junk Food

Total Agree



Q7: Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree that schools should be banned from selling junk food?

Base: GENPOP

Source: HCIC 2006



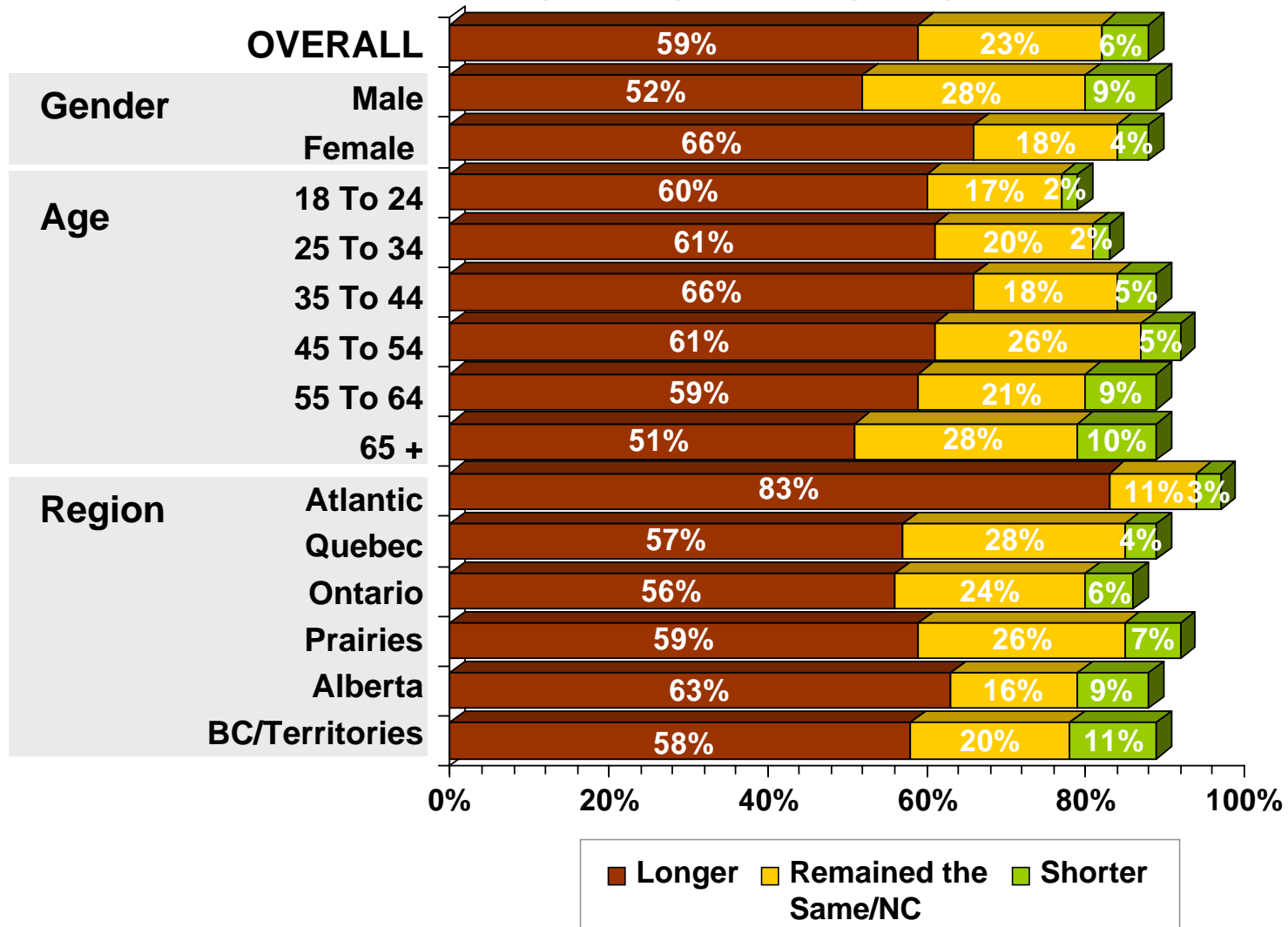
# Waiting Times, Safety in Hospitals and Emergency Preparedness



# Waiting Times

- A majority of all groups except for managers think that waiting times for elective surgery have become longer in the past 2 years, and this is consistent with data from 2005.
- 78% of nurses think waiting times have become longer. This is up 14% since 2005, when 64% of nurses thought waiting times had become longer.
- Few people think waiting times have decreased, ranging from 4% of nurses to a high of 18% of managers who think wait times for elective surgery have become shorter over the last 2 years.
- Women and Canadians living in the Atlantic region are more likely to think waiting times have become longer.

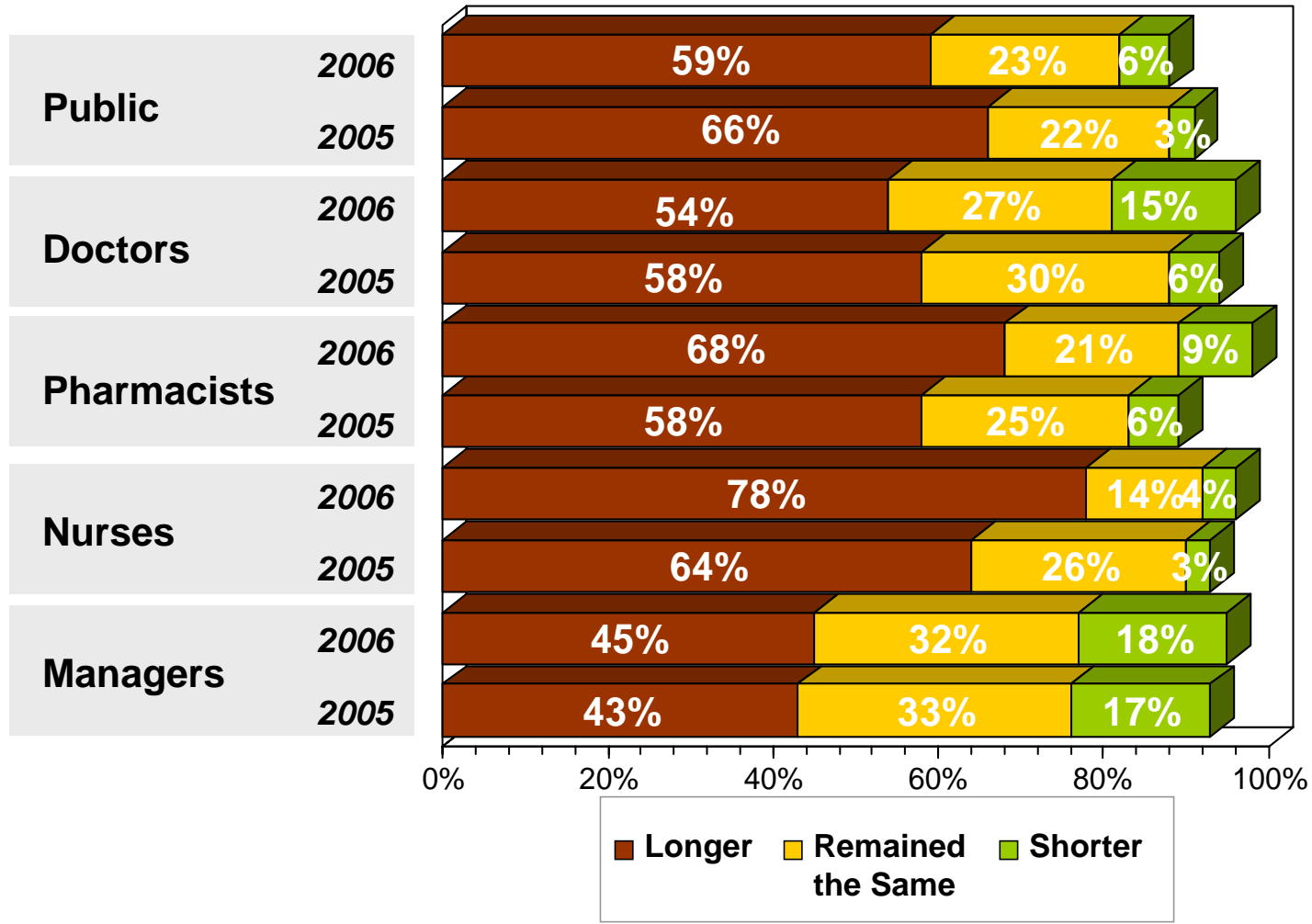
# Waiting Times for Elective Surgery in the Past 2 Years



Q8: In the past 2 years, do you think that waiting times for elective surgery have become longer or shorter or have they remained the same?  
 Base: GENPOP

Source: HCIC 2006

# Waiting Times for Elective Surgery in the Past 2 Years



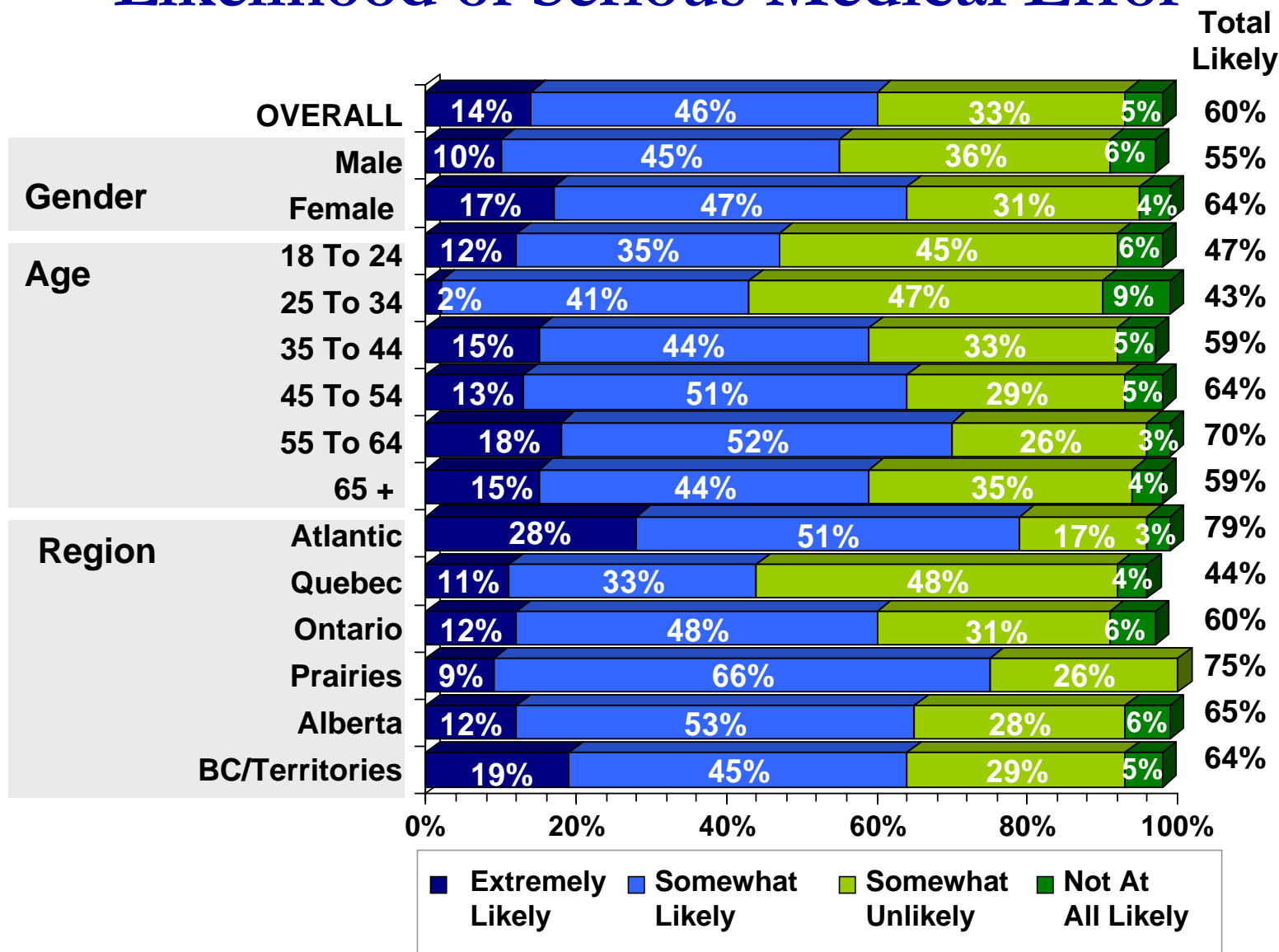
Q8: In the past 2 years, do you think that waiting times for elective surgery have become longer or shorter or have they remained the same?



# Safety in Hospitals

- **60% of the public and 40% of doctors think it is likely that someone might be subject to a serious medical error while being treated at a Canadian hospital. This is consistent with findings from 2005.**
- **The view that a serious medical error is likely to occur has increased among pharmacists (62%, up from 51%), nurses (74%, up from 62%) and managers (77%, up from 57%) since 2005.**
- **Women and Canadians living in the Atlantic region and the Prairies are the most likely to think someone might be subject to serious medical error while being treated at a Canadian hospital.**

# Likelihood of Serious Medical Error



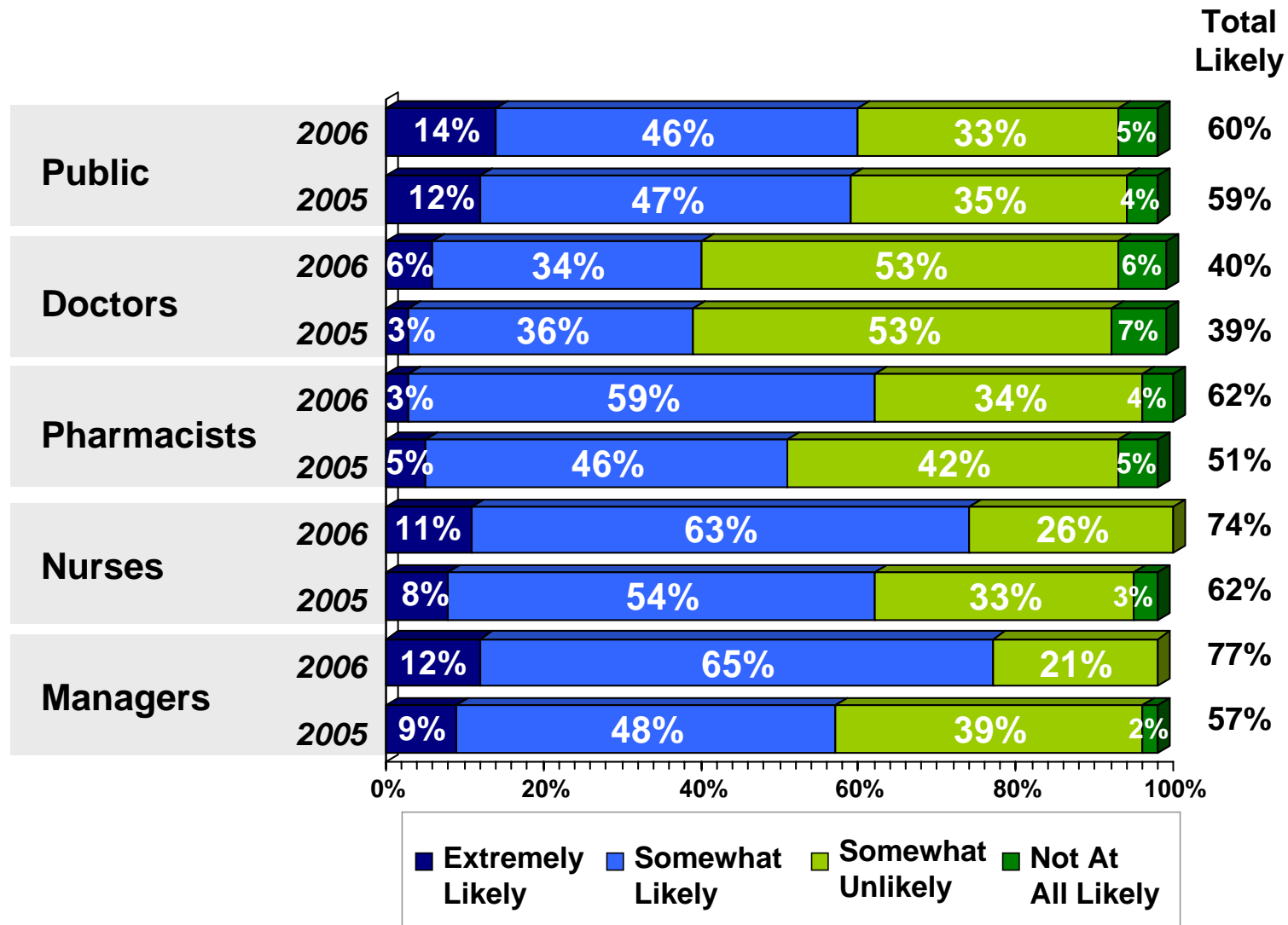
Q9: How likely do you feel it is that someone might be subject to a serious medical error while being treated at a Canadian hospital? Would you say that it is not at all likely, somewhat unlikely, somewhat likely or extremely likely?

Base: GENPOP

Source: HCIC 2006



# Likelihood of Serious Medical Error



Q9: How likely do you feel it is that someone might be subject to a serious medical error while being treated at a Canadian hospital? Would you say that it is not at all likely, somewhat unlikely, somewhat likely or extremely likely?

Source: HCIC 2006 & 2005

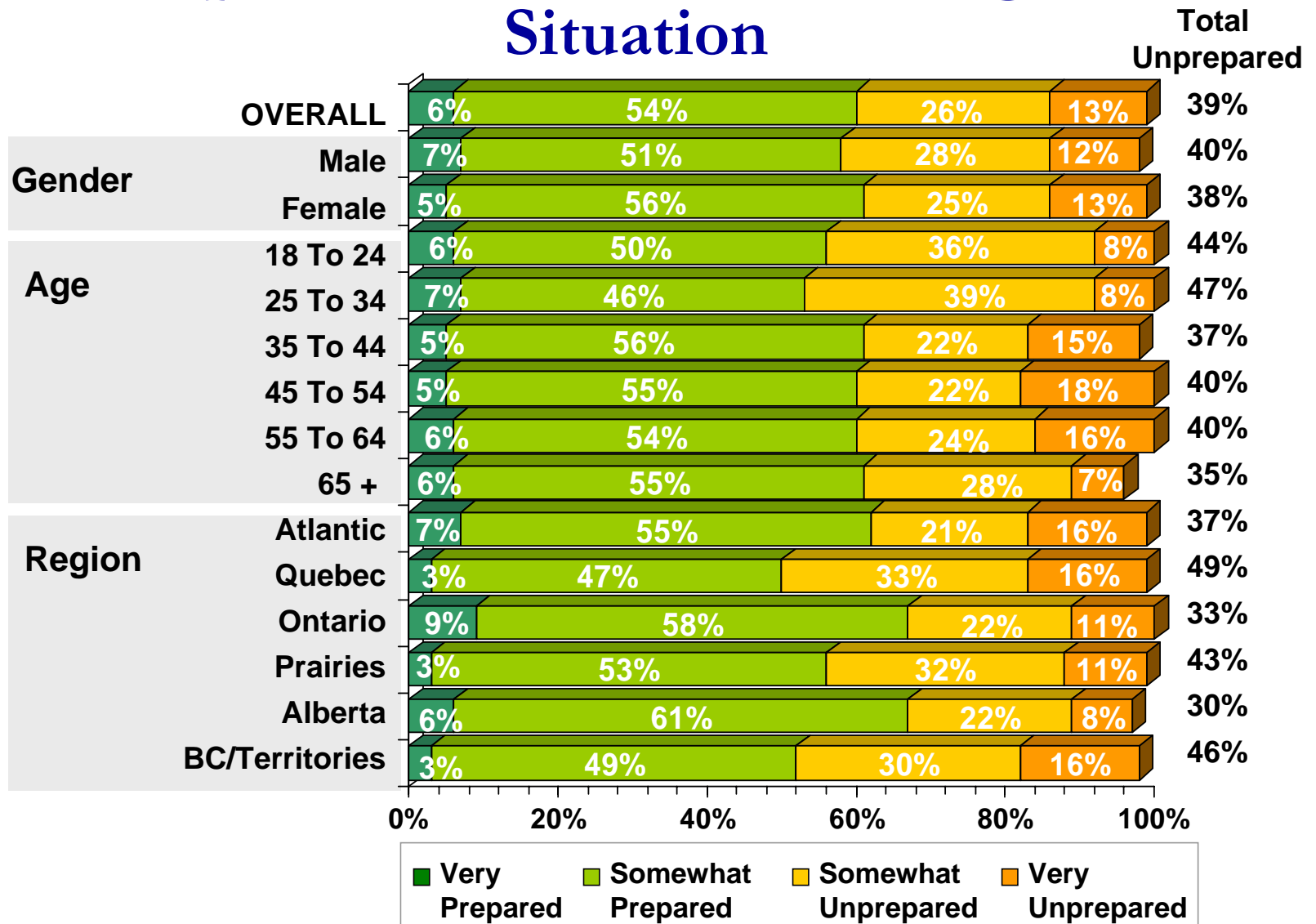


# Emergency Preparedness

- **Few Canadians (6%) think the health system is “very prepared” for a public emergency situation like flooding or a disease outbreak like the SARS outbreak.**
- **Among the groups, the public (39%) is most likely to think the health system is unprepared for such an emergency, followed by doctors (34%), pharmacists (32%), nurses (26%) and managers (24%).**
- **However, all groups are more likely to believe that the health system is prepared than they were in 2005.**
- **A majority of health providers are concerned of a situation like the SARS outbreak happening again.**
- **Concerns have decreased slightly among doctors and managers since 2005, but have increased among nurses and pharmacists.**



# Preparedness for Public Emergency Situation

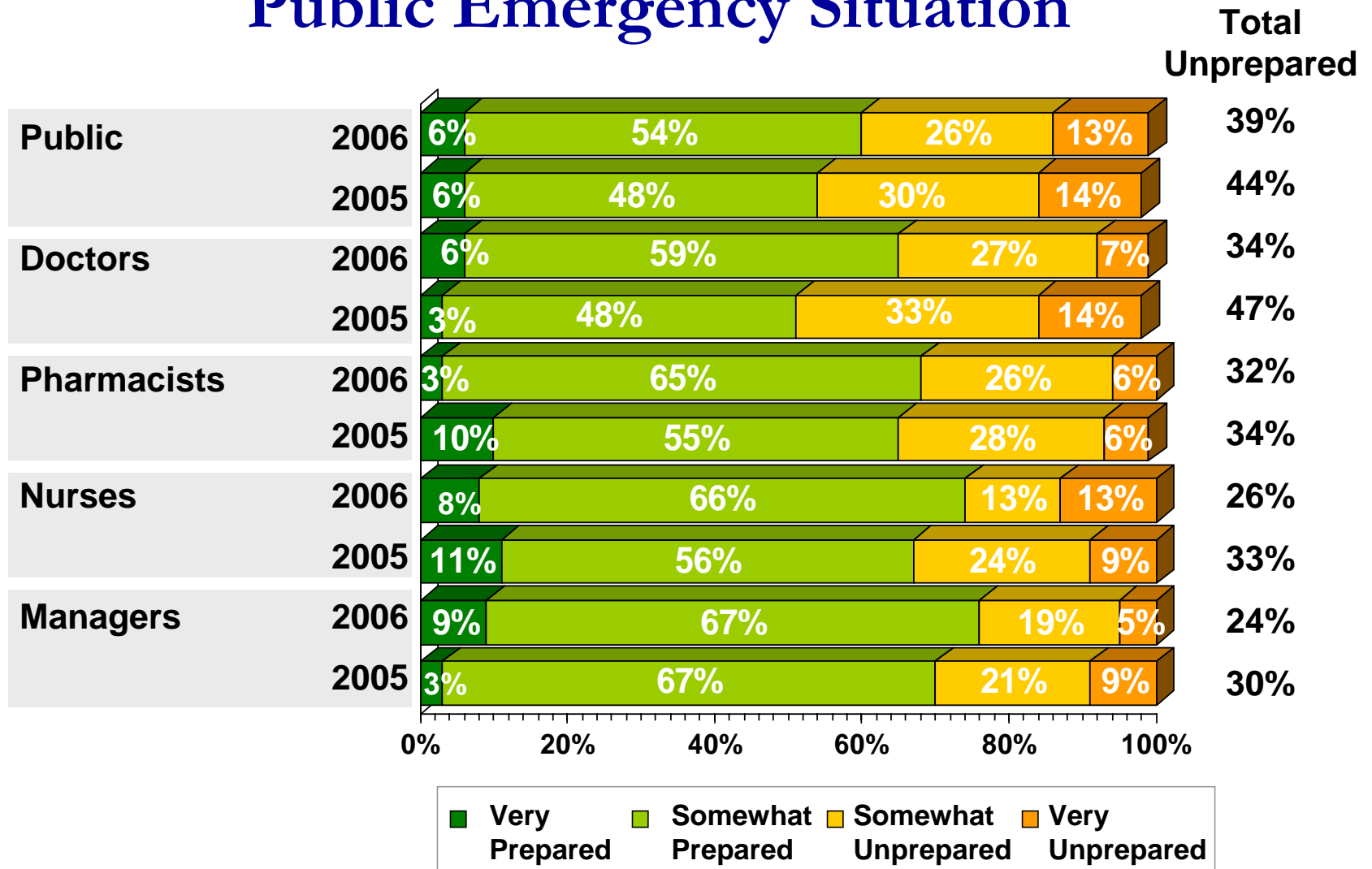


Q10: If there was a public emergency situation like flooding, or a disease outbreak like SARS for example, how prepared do you think the health system is to deal with it today? Is it very prepared, somewhat prepared, somewhat unprepared, or very unprepared?

Base: GENPOP

Source: HCIC 2006

# Preparedness for Public Emergency Situation

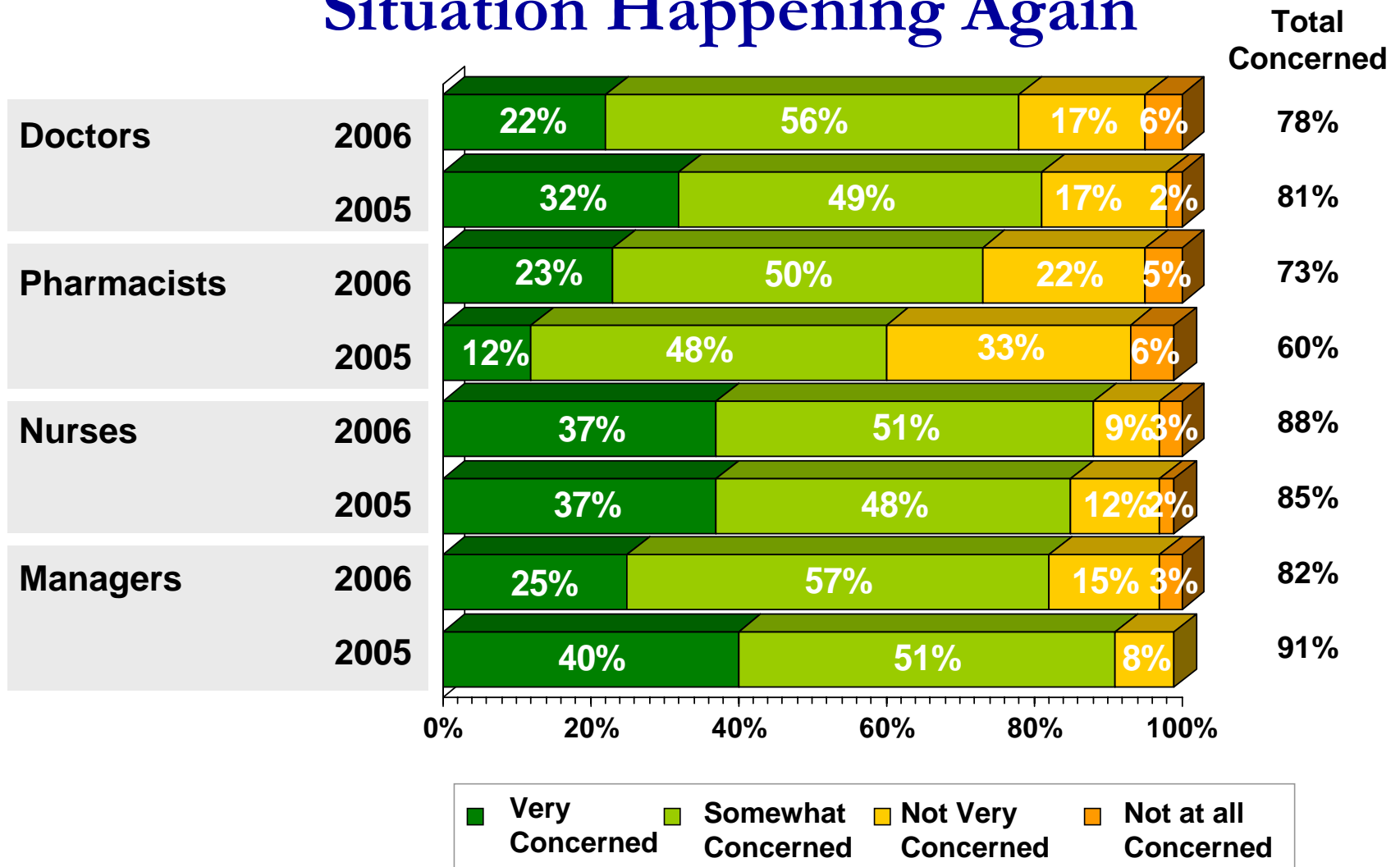


Q10: If there was a public emergency situation like flooding, or a disease outbreak like SARS for example, how prepared do you think the health system is to deal with it today? Is it very prepared, somewhat prepared, somewhat unprepared, or very unprepared?

Source: HCIC 2006 & 2005



# Concerns of Another Emergency Situation Happening Again



Q9: How concerned are you that this type of situation might occur again? Are you very concerned, somewhat concerned, not very concerned, not at all concerned?

Source: HCIC 2006 & 2005



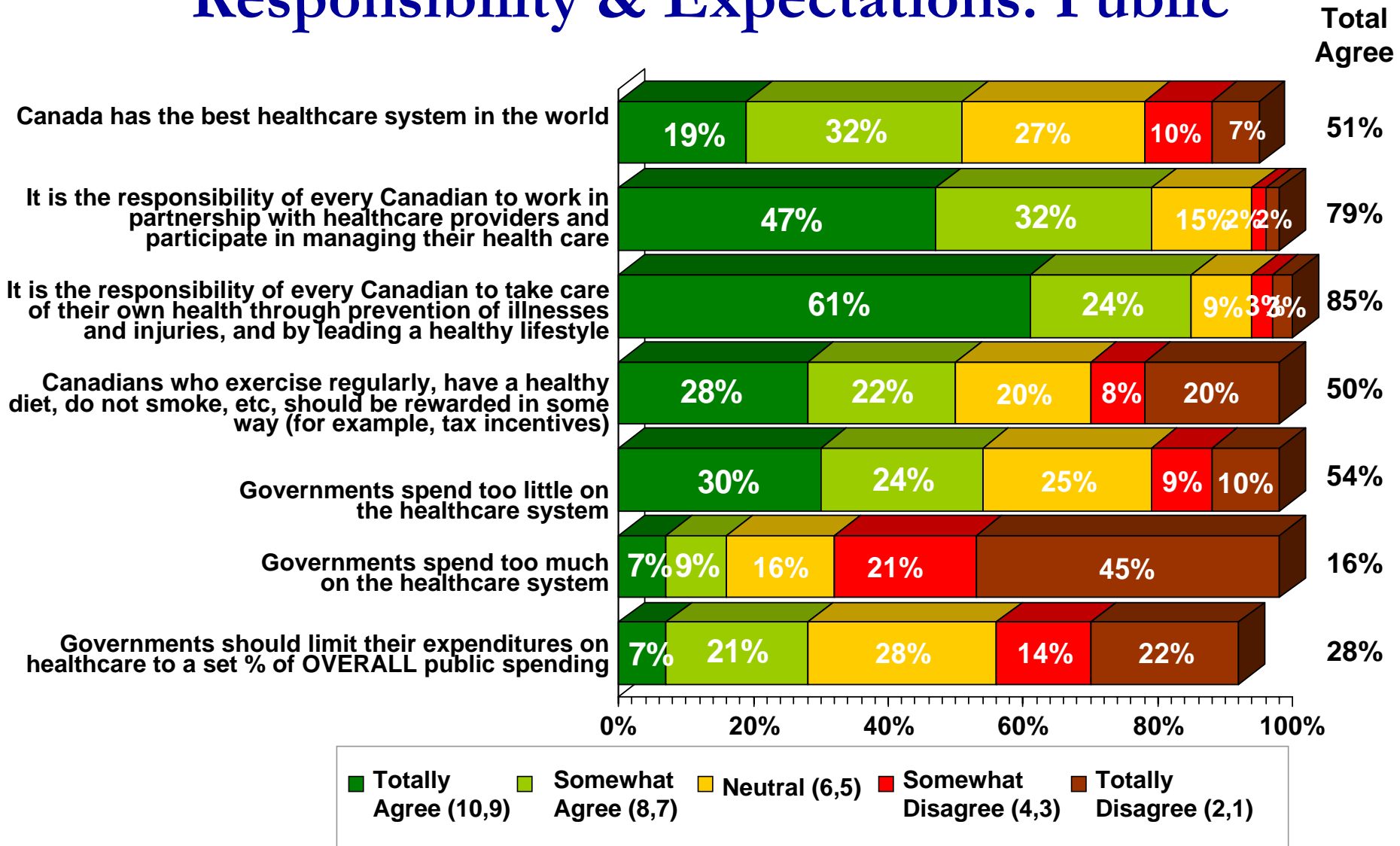
# Personal Responsibility & Public Expenditures



# Personal Responsibility & Public Expenditures

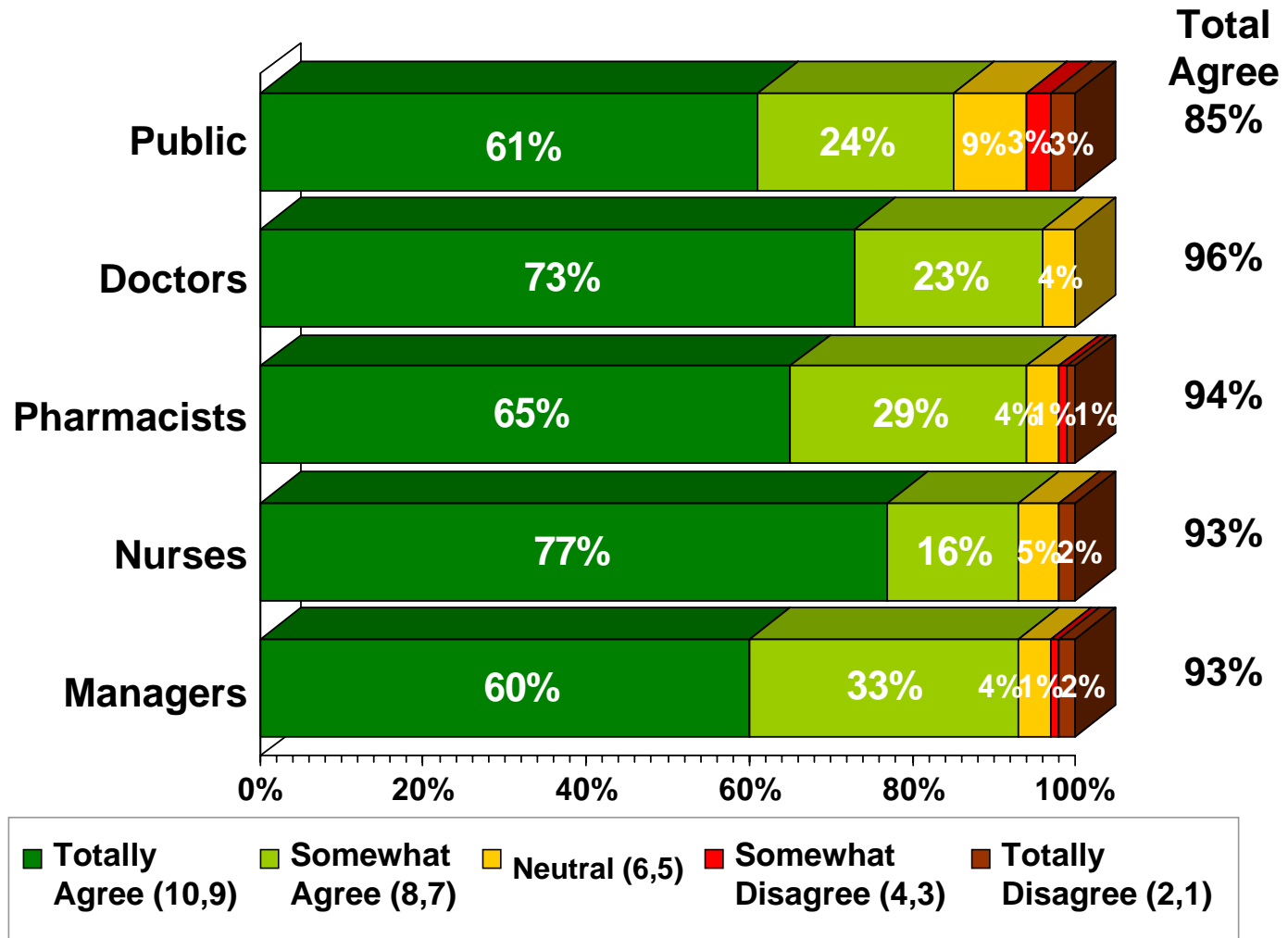
- **85% of Canadians agree that it is the responsibility of every Canadian to take care of their own health through prevention of illnesses and injuries, and by leading a healthy lifestyle.**
- **79% of Canadians agree that it is the responsibility of every Canadian to work in partnership with healthcare providers and participate in managing their healthcare.**
- **To increase money to improve the health care system Canadians prefer:**
  - **moving money from other non-health care government-funded services (33%) or having private insurance cover a portion of the cost (27%)**
  - **rather than increasing taxes (18%) or requiring patients to pay a portion of costs (13%)**

# Responsibility & Expectations: Public



Q15-21: To what extent do you agree with the following statements, on a scale of 1 to 10 where 1 means you Totally Disagree and 10 means you Totally agree? (ROTATE)  
 Base: GENPOP

# Agreement – Responsibility of Canadians to Take Care of Health by Leading Healthy Lifestyles

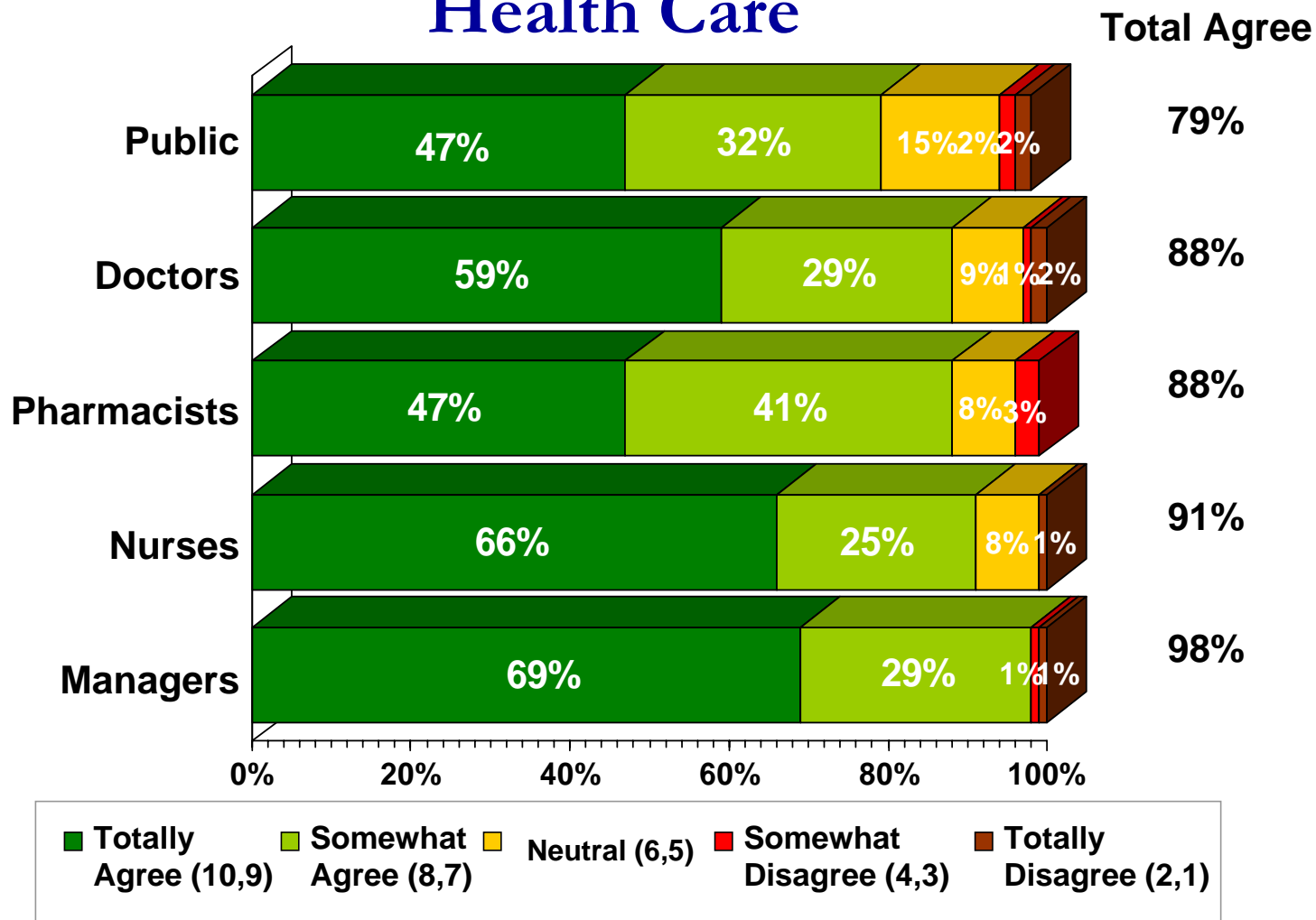


Q15: To what extent do you agree with the following statements, on a scale of 1 to 10 where 1 means you Totally Disagree and 10 means you Totally agree? (ROTATE)

It is the responsibility of every Canadian to take care of their own health through prevention of illnesses and injuries, and by leading a healthy lifestyle.

Source: HCIC 2006

# Agreement – Responsibility of Canadians to Work with Healthcare Providers & Participate in Managing Health Care

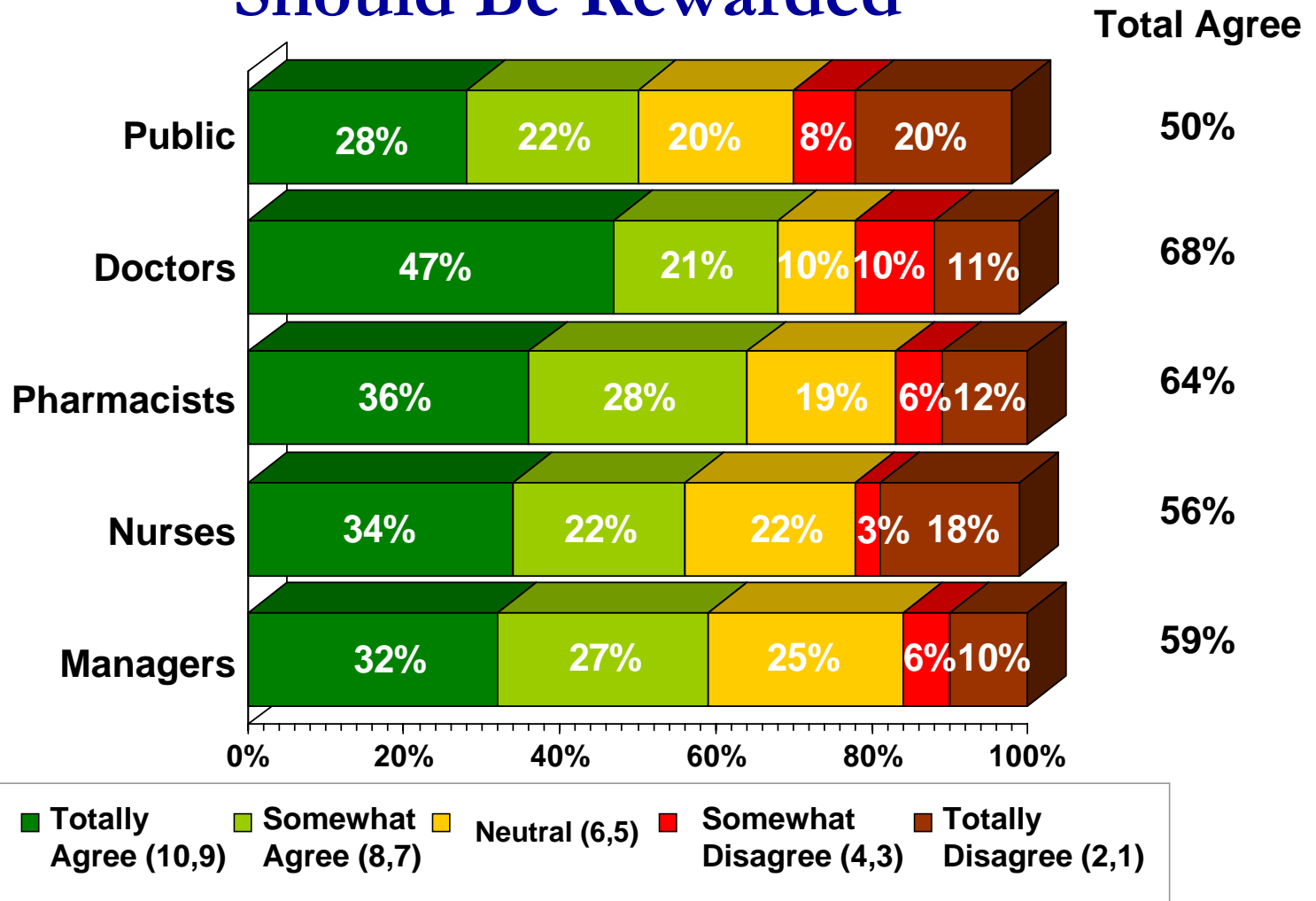


Q16: To what extent do you agree with the following statements, on a scale of 1 to 10 where 1 means you Totally Disagree and 10 means you Totally agree? (ROTATE)  
 It is the responsibility of every Canadian to work in partnership with healthcare providers and participate in managing their health care.





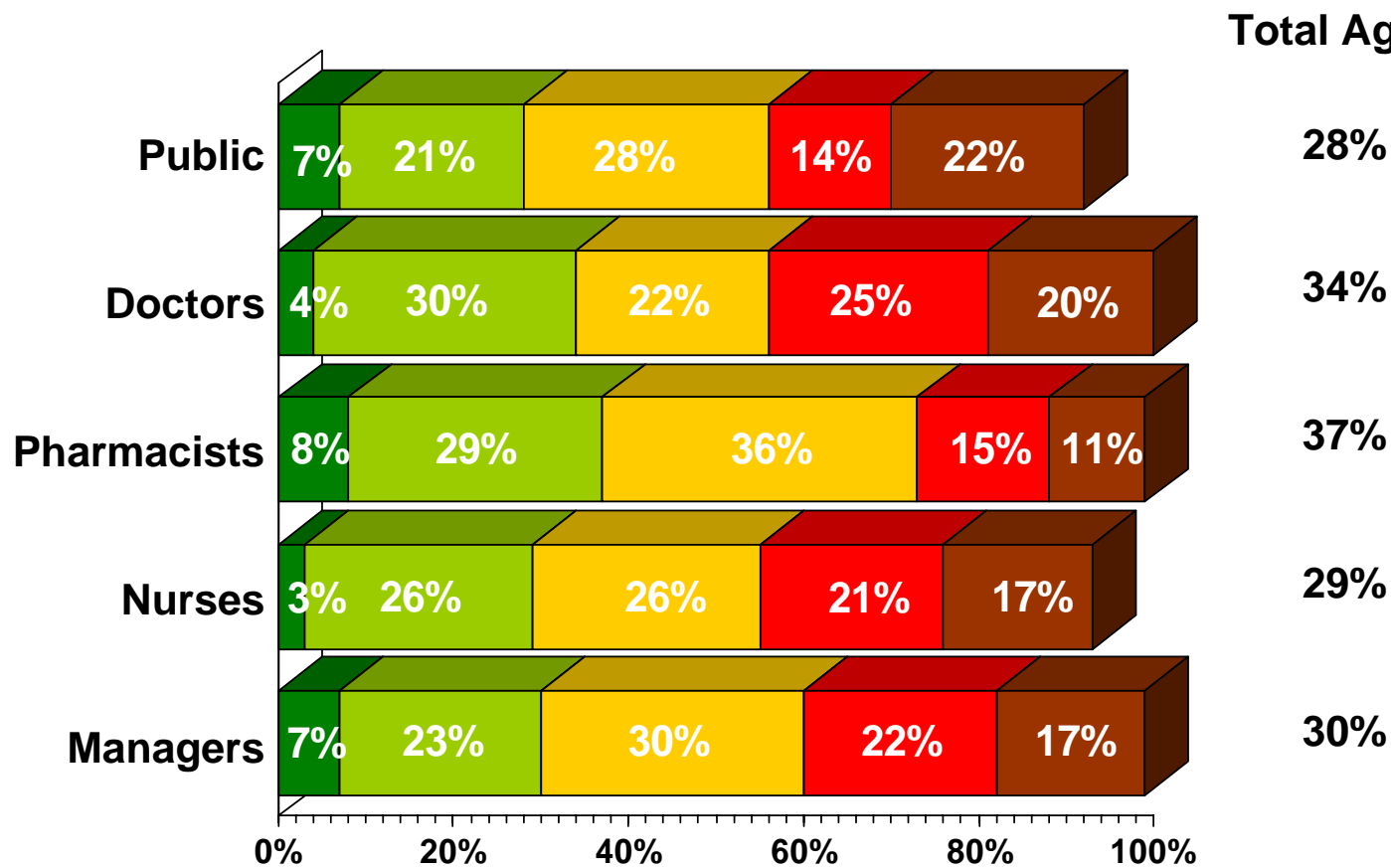
# Agreement – Canadians Who Live Healthy Lives Should Be Rewarded



Q17: To what extent do you agree with the following statements, on a scale of 1 to 10 where 1 means you Totally Disagree and 10 means you Totally agree? (ROTATE)  
 Canadians who exercise regularly, have a healthy diet, do not smoke, etc, should be rewarded in some way (for example, tax incentives).



# Agreement - Governments Should Limit Expenditures on Healthcare to a Set Percentage

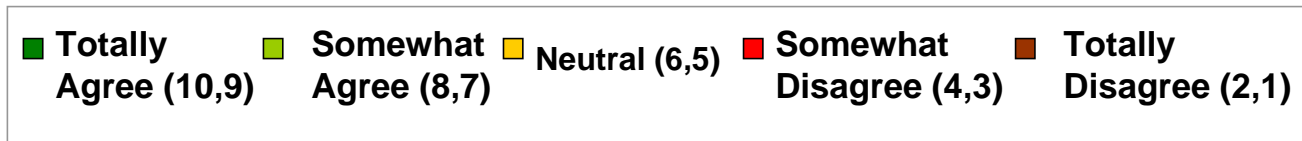
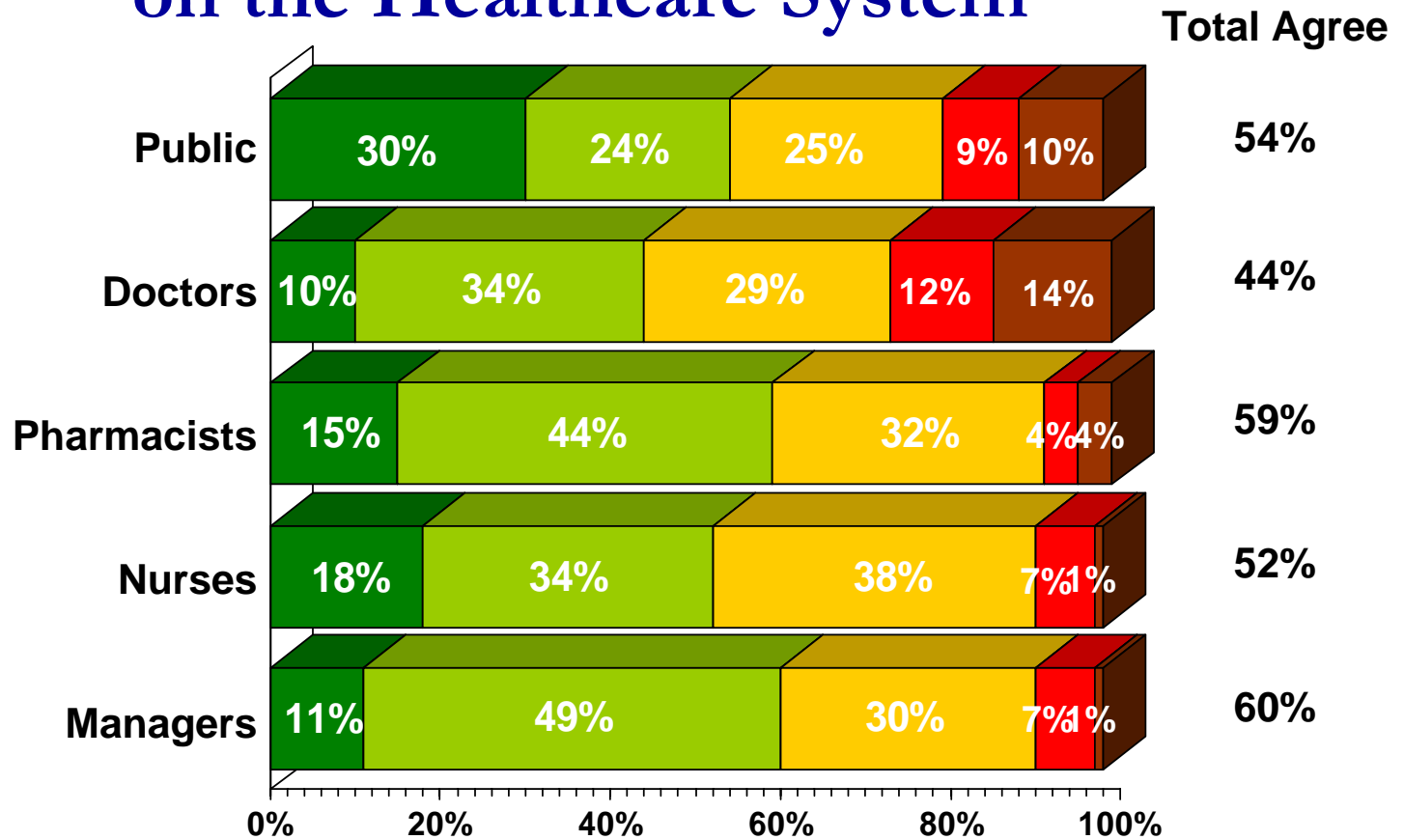


■ **Totally Agree (10,9)**    
 ■ **Somewhat Agree (8,7)**    
 ■ **Neutral (6,5)**    
 ■ **Somewhat Disagree (4,3)**    
 ■ **Totally Disagree (2,1)**

Q18: To what extent do you agree with the following statements, on a scale of 1 to 10 where 1 means you Totally Disagree and 10 means you Totally agree? (ROTATE)  
 Governments should limit their expenditures on healthcare to a set % of OVERALL public spending



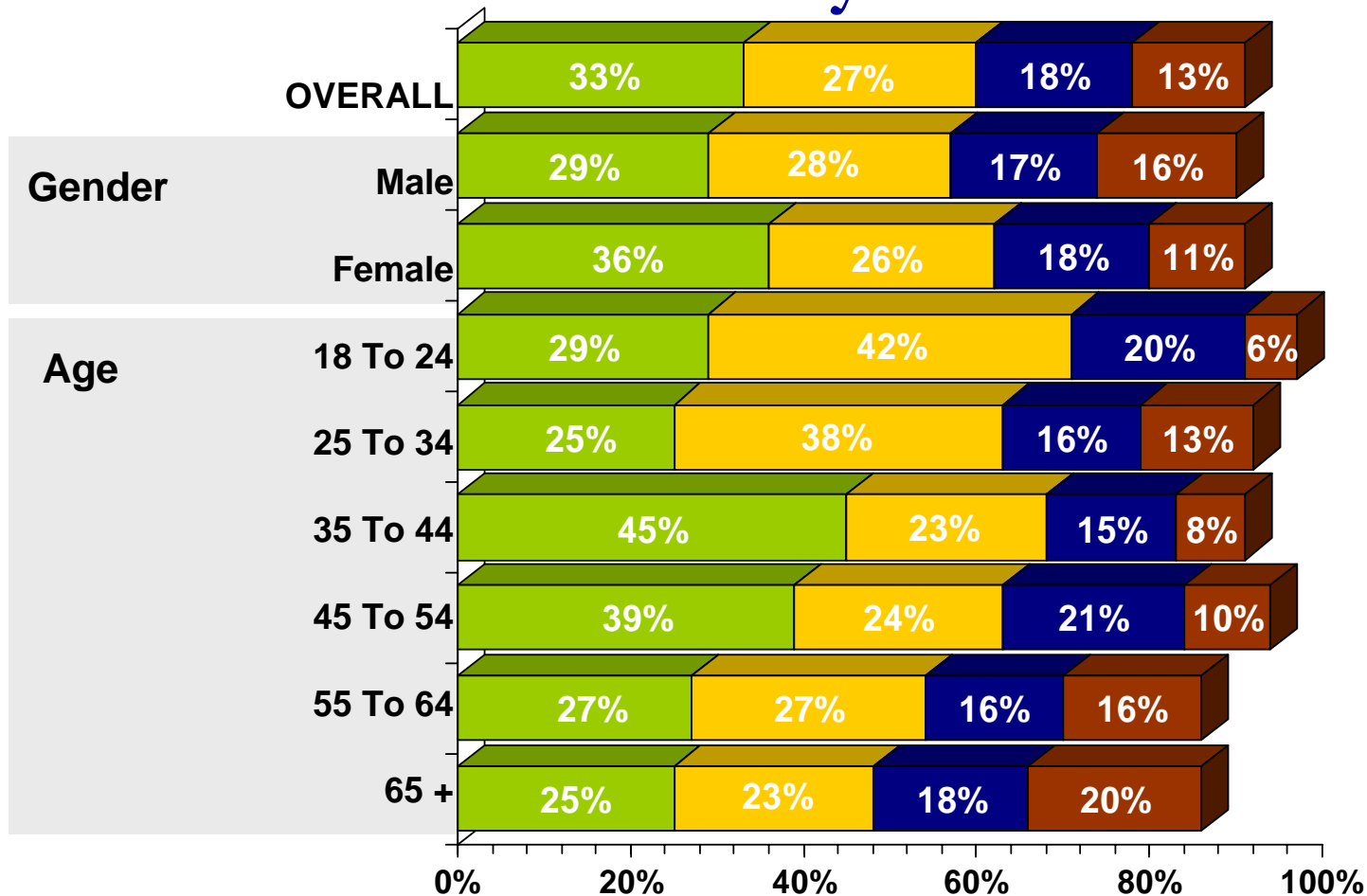
# Agreement - Governments Spend Too Little on the Healthcare System



Q19: To what extent do you agree with the following statements, on a scale of 1 to 10 where 1 means you Totally Disagree and 10 means you Totally agree? (ROTATE)  
 Governments spend too little on the healthcare system.



# Options To Increase Money for Health Care System

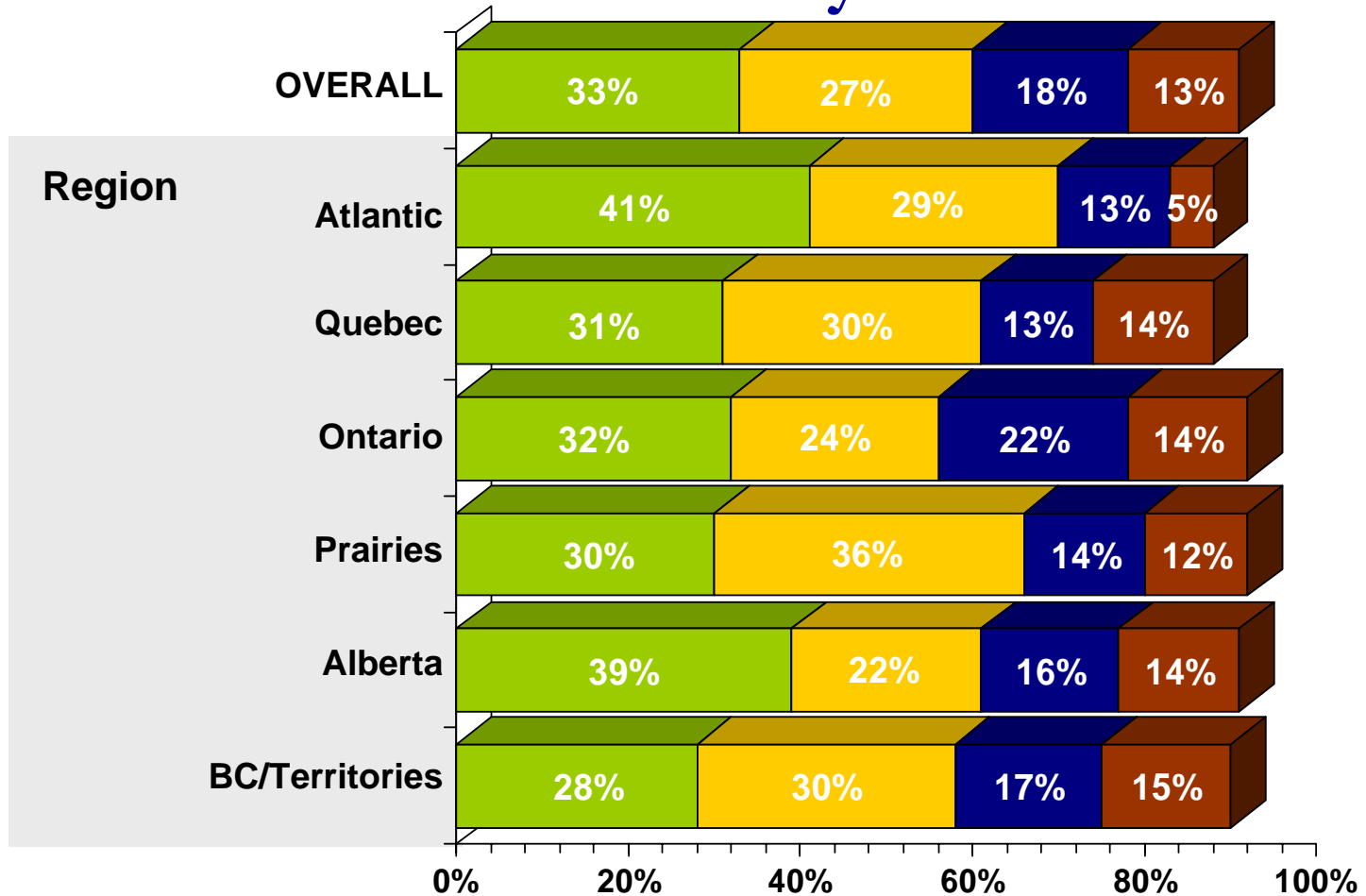


■ Moving Money From Other Non-Health Care  
■ Having Private Ins Cover Portion of Cost  
■ Increasing Taxes & Directing it to the Healthcare System  
■ Requiring Patients To Pay Portion of Costs

Q22: If more money was needed to improve the health care system, which of the following options would you most strongly support? (CHOOSE ONE ONLY) *Source: HCIC 2006*  
 Base: GENPOP



# Options To Increase Money for Health Care System



■ Moving Money From Other Non-Health Care  
■ Having Private Ins Cover Portion of Cost  
■ Increasing Taxes & Directing it to the Healthcare System  
■ Requiring Patients To Pay Portion of Costs



Q22: If more money was needed to improve the health care system, which of the following options would you most strongly support? (CHOOSE ONE ONLY) *Source: HCIC 2006*  
 Base: GENPOP

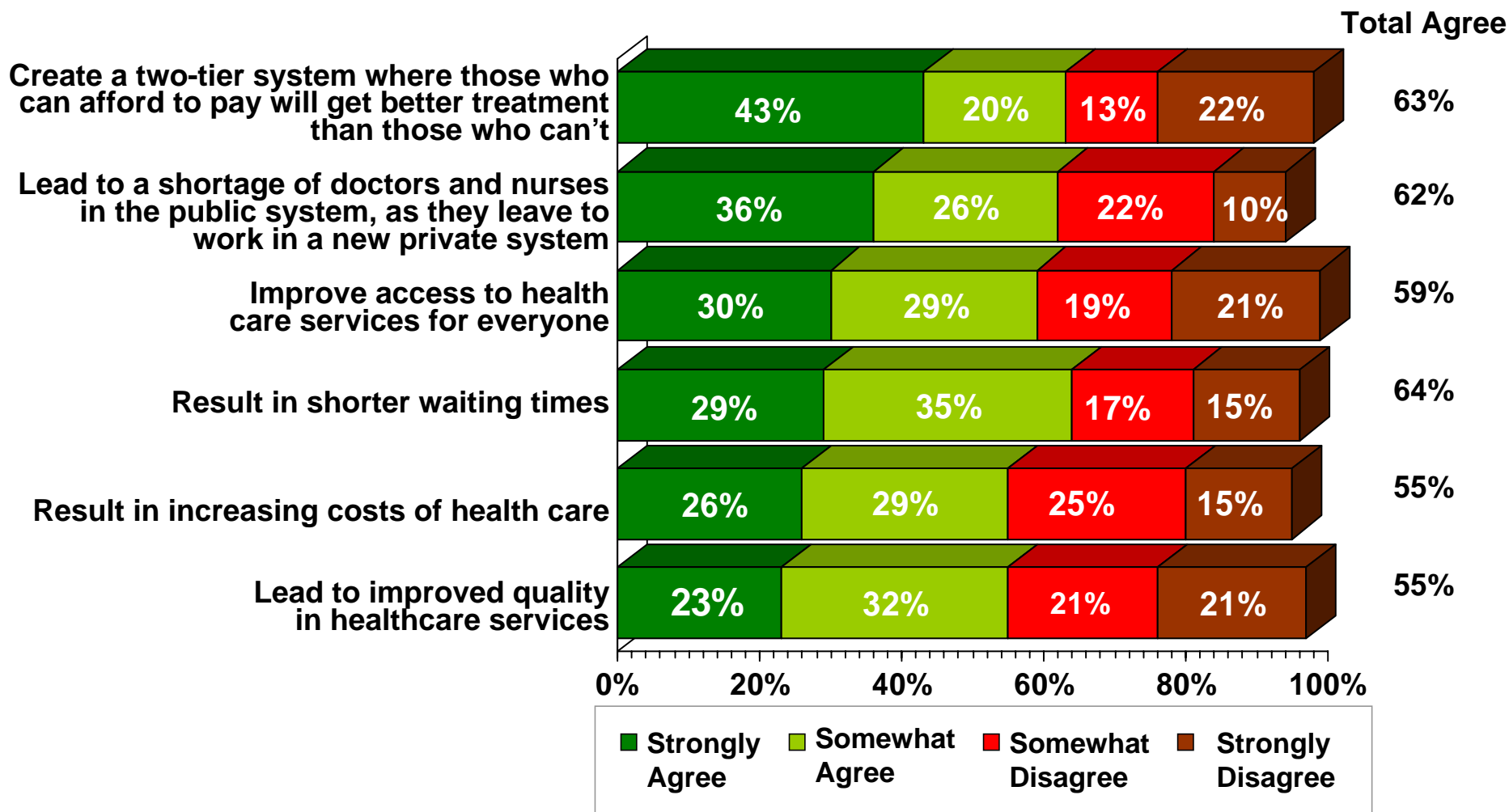
# Role of Public vs. Private Insurance



# Private Insurance & Delivery

- The public is divided on the value of allowing Canadians to purchase private insurance for health services already covered under medicare.
- Canadians believe that allowing the purchase of private insurance would:
  - create a two tiered system (63%),
  - lead to a shortage of doctors & nurses in the public system (62%)
  - result in increasing costs of health care (55%).
- Canadians also believe that allowing the purchase of private insurance would have some positive impact:
  - result in shorter waiting times (64%)
  - improve access to health care services for everyone (59%)
  - lead to improved quality in healthcare services (55%)
- Doctors (72%) and pharmacists (69%) are more optimistic than nurses (54%) and managers (48%) in their thinking that allowing private insurance will improve access to health care services for everyone.
- More nurses and managers agree now than did in 2005 that private insurance will improve access to healthcare services for everyone.

# Impact of Private Insurance for Health Care Services Already Covered Under Public System



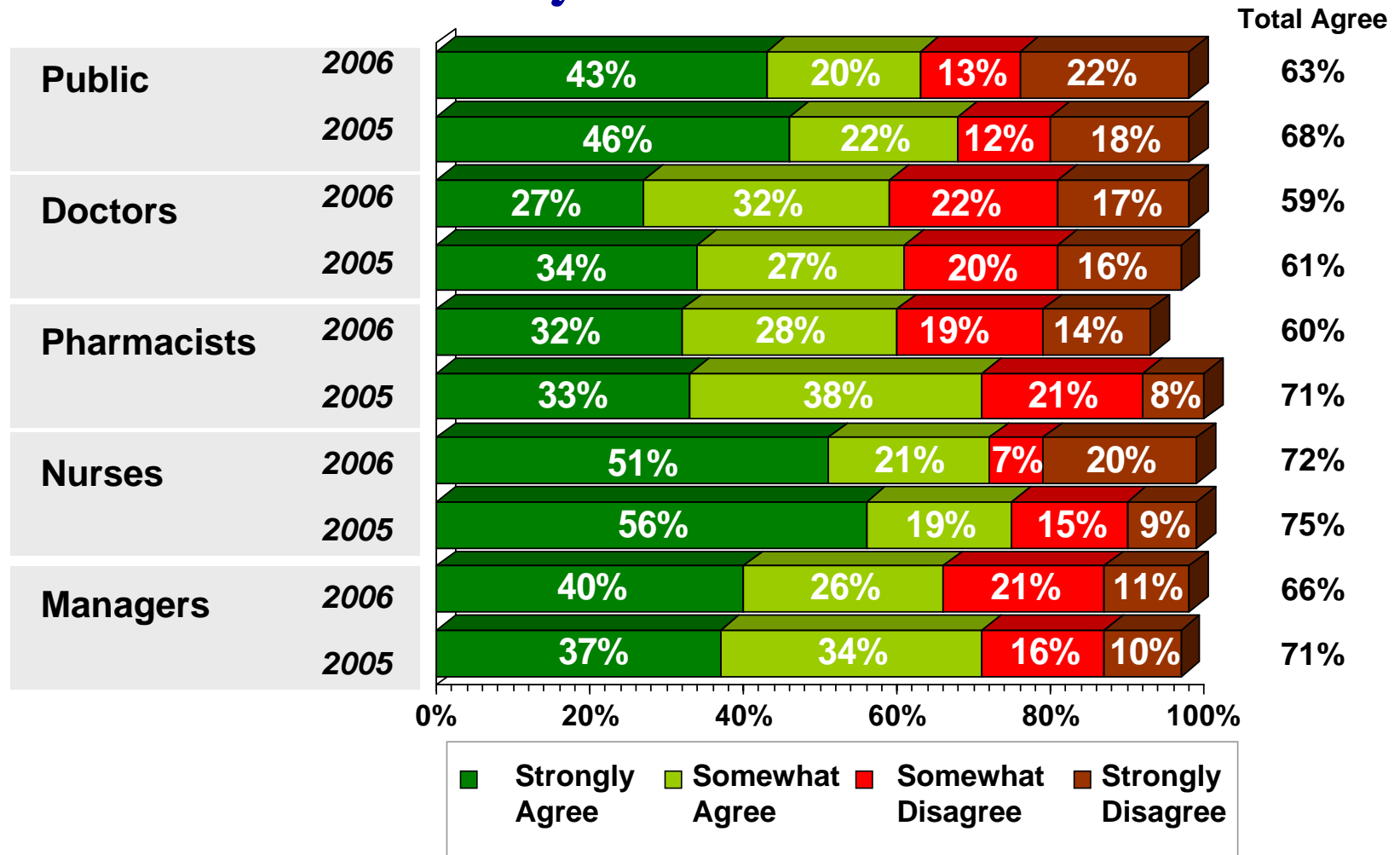
Q23A-F: In your opinion, if Canadians were allowed to purchase private insurance for health services already covered under medicare, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree, that this would: (ROTATE)

Base: GENPOP

Source: HCIC 2006



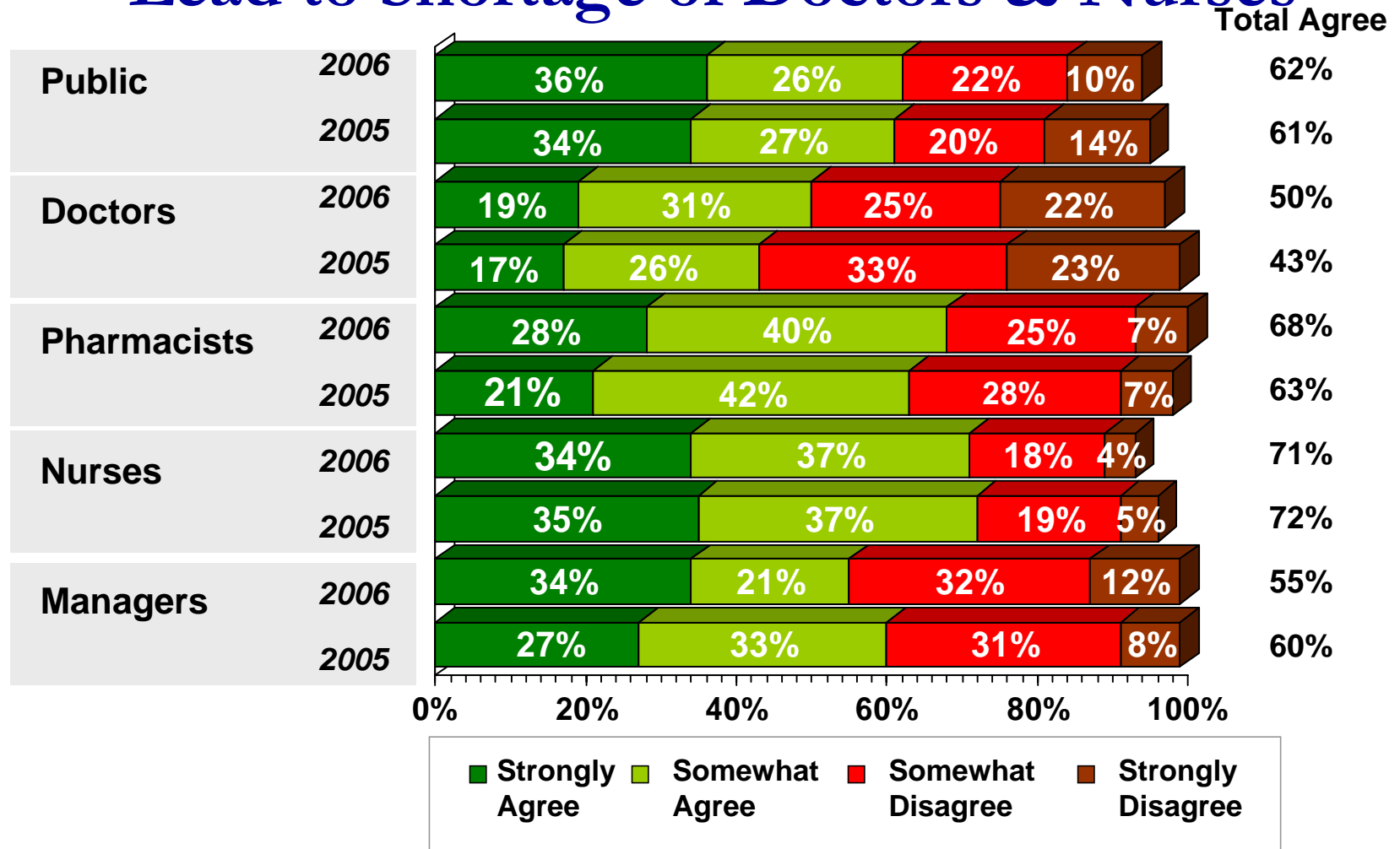
# Agreement – Two-Tier System Where Those Who Can Afford to Pay Will Get Better Treatment



Q23B: In your opinion, if Canadians were allowed to purchase private insurance for health services already covered under medicare, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree, that this would: (ROTATE)  
 Create a two-tier system where those who can afford to pay will get better treatment than those who can't.



# Agreement – Private Insurance Will Lead to Shortage of Doctors & Nurses

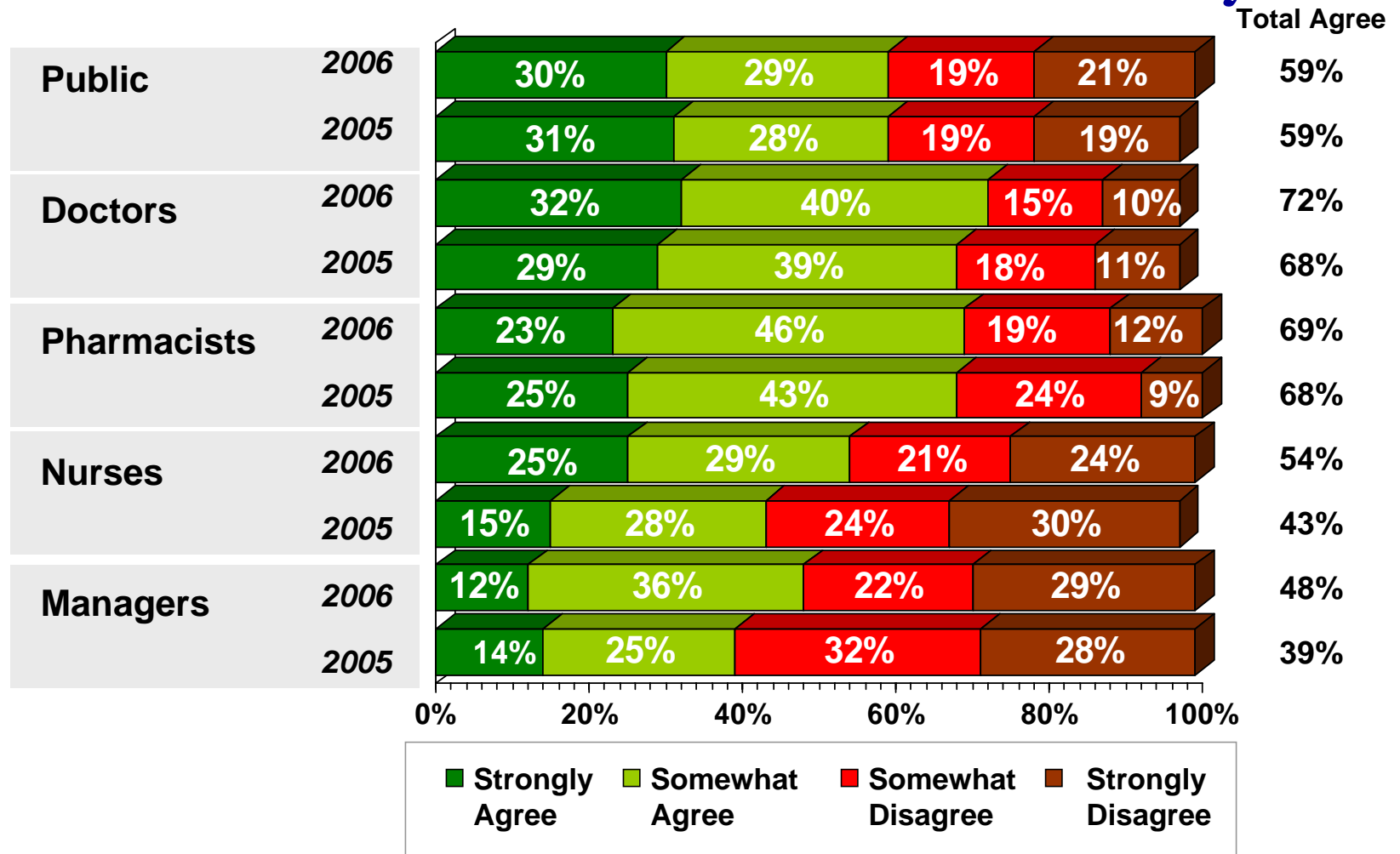


Q23F: In your opinion, if Canadians were allowed to purchase private insurance for health services already covered under medicare, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree, that this would: (ROTATE)  
 Lead to a shortage of doctors and nurses in the public system, as they leave to work in a new private system



Source: HCIC 2006, 2005

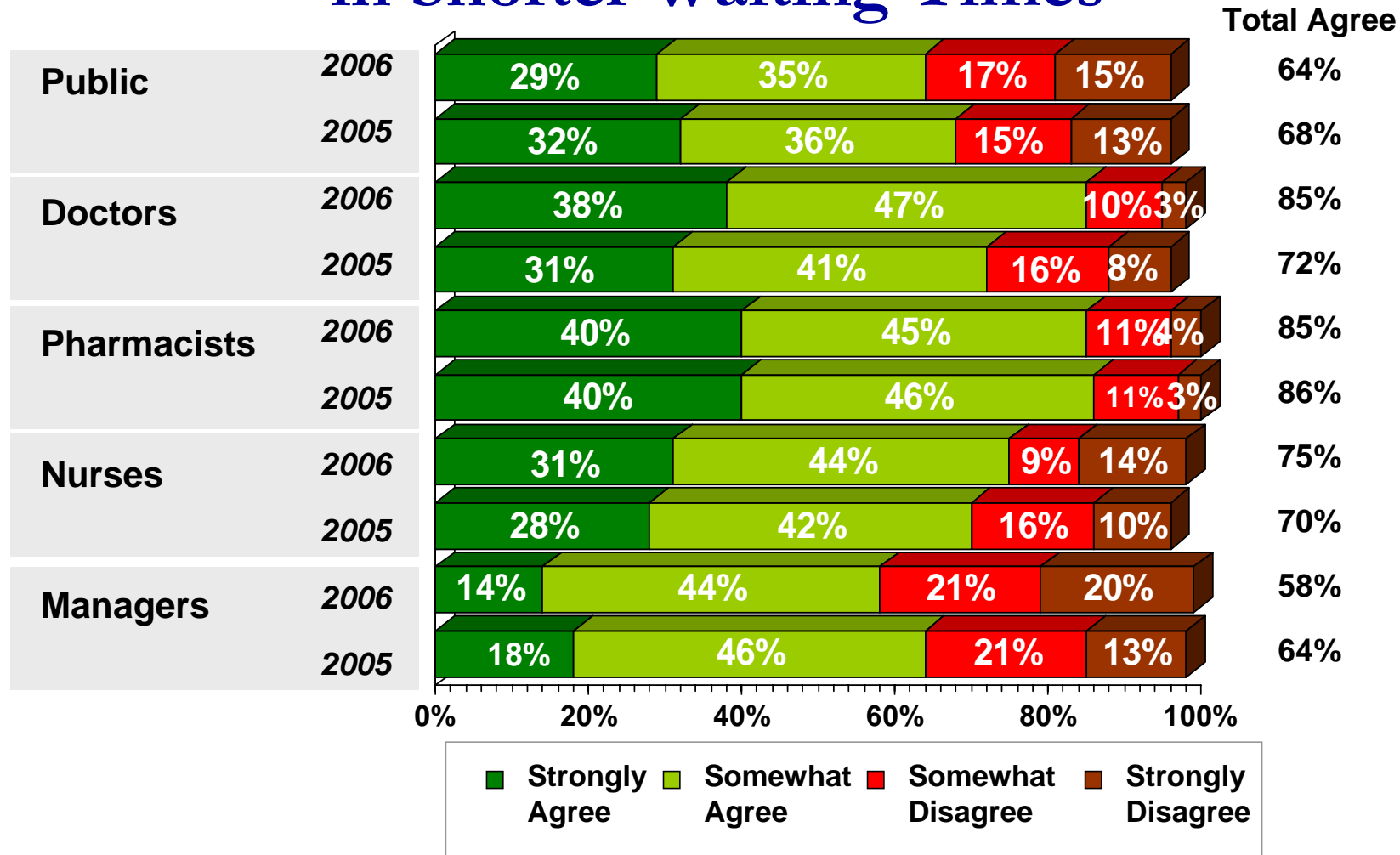
# Agreement – Private Insurance Would Improve Access to Healthcare Services for Everyone



Q23A: In your opinion, if Canadians were allowed to purchase private insurance for health services already covered under medicare, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree, that this would: (ROTATE)  
Improve access to health care services for everyone



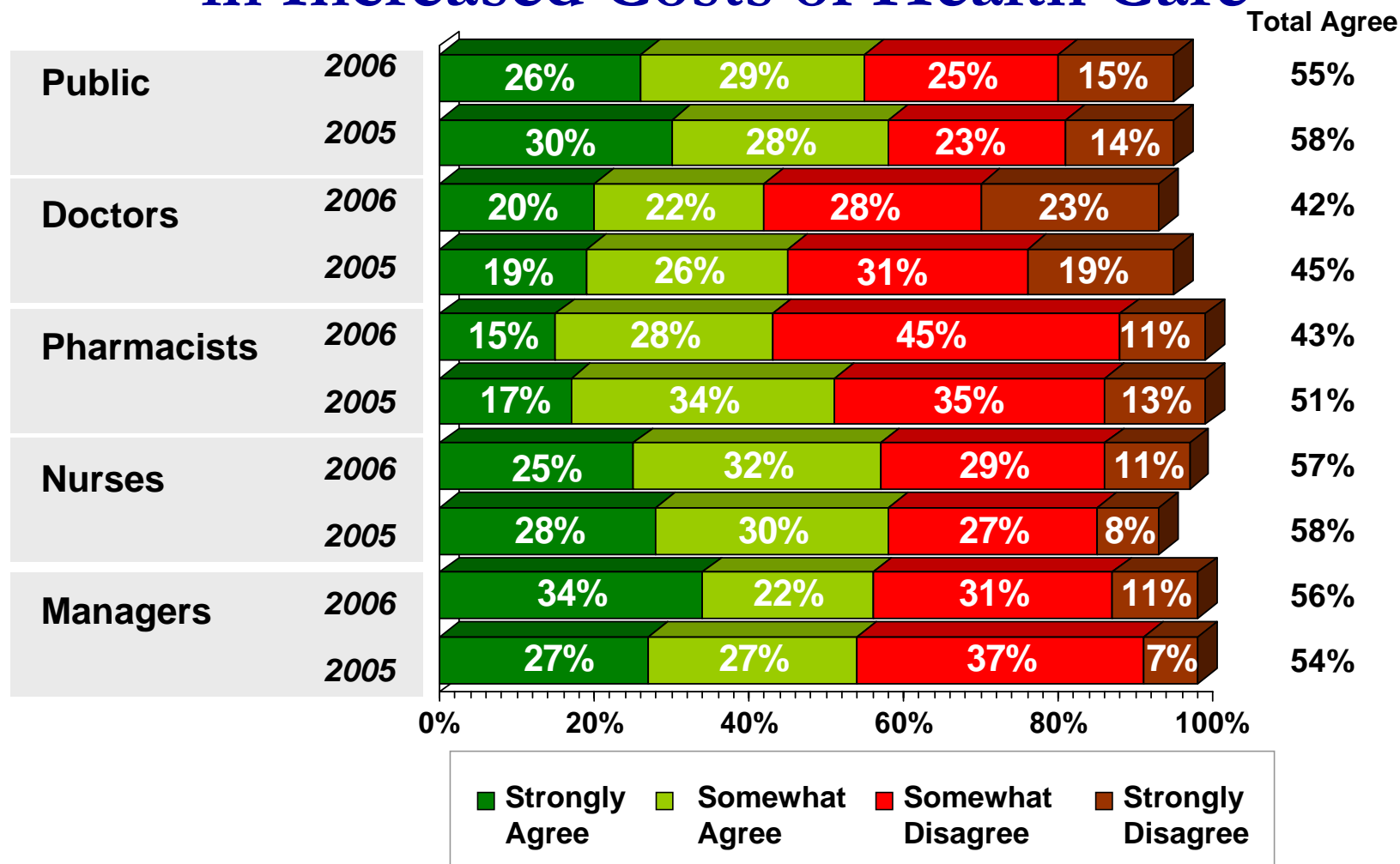
# Agreement – Private Insurance Will Result in Shorter Waiting Times



Q23D: In your opinion, if Canadians were allowed to purchase private insurance for health services already covered under medicare, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree, that this would: (ROTATE)  
Result in shorter waiting times



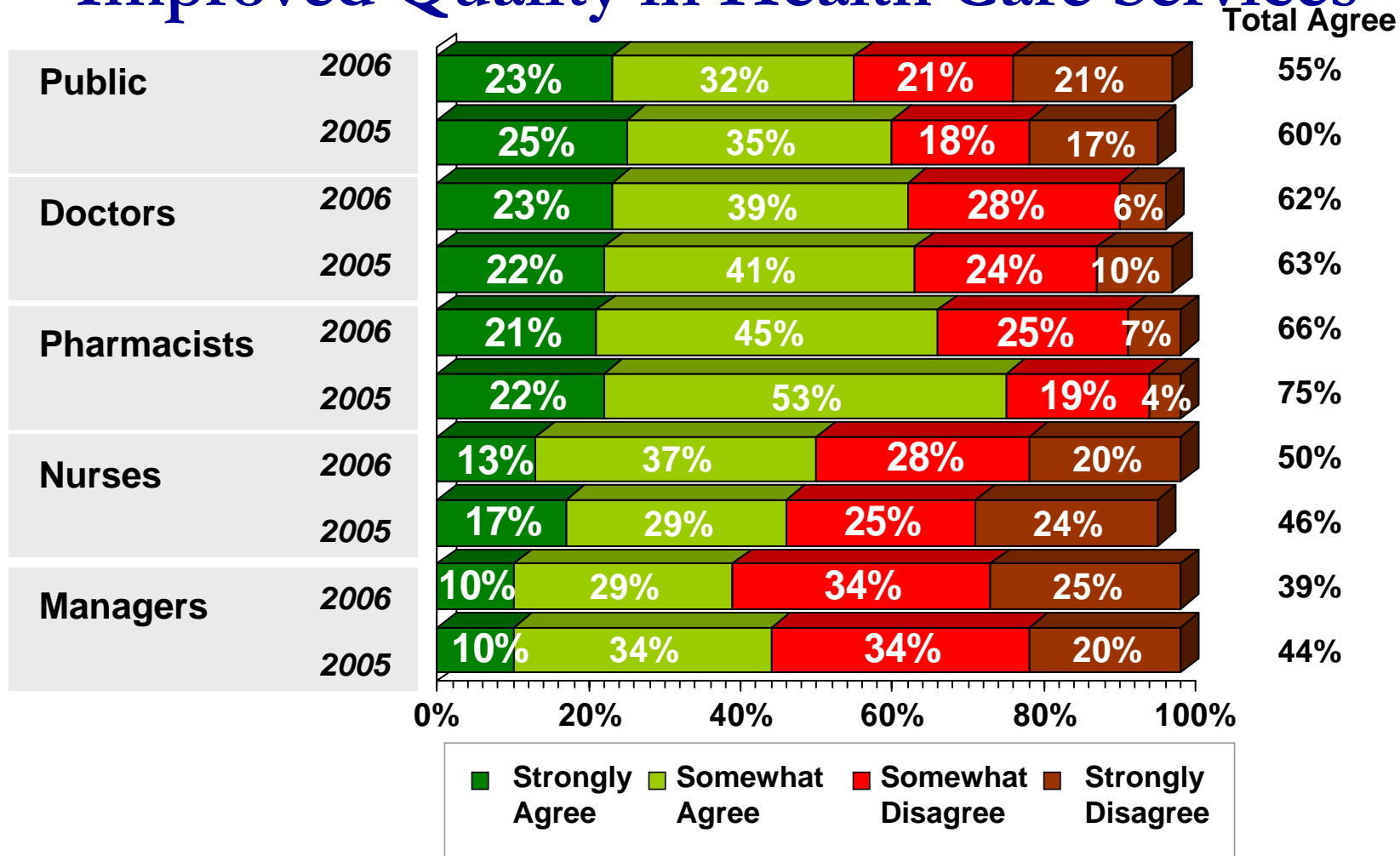
# Agreement – Private Insurance Will Result in Increased Costs of Health Care



Q23C: In your opinion, if Canadians were allowed to purchase private insurance for health services already covered under medicare, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree, that this would: (ROTATE)  
Result in increasing costs of health care



# Agreement – Private Insurance Will Lead to Improved Quality in Health Care Services



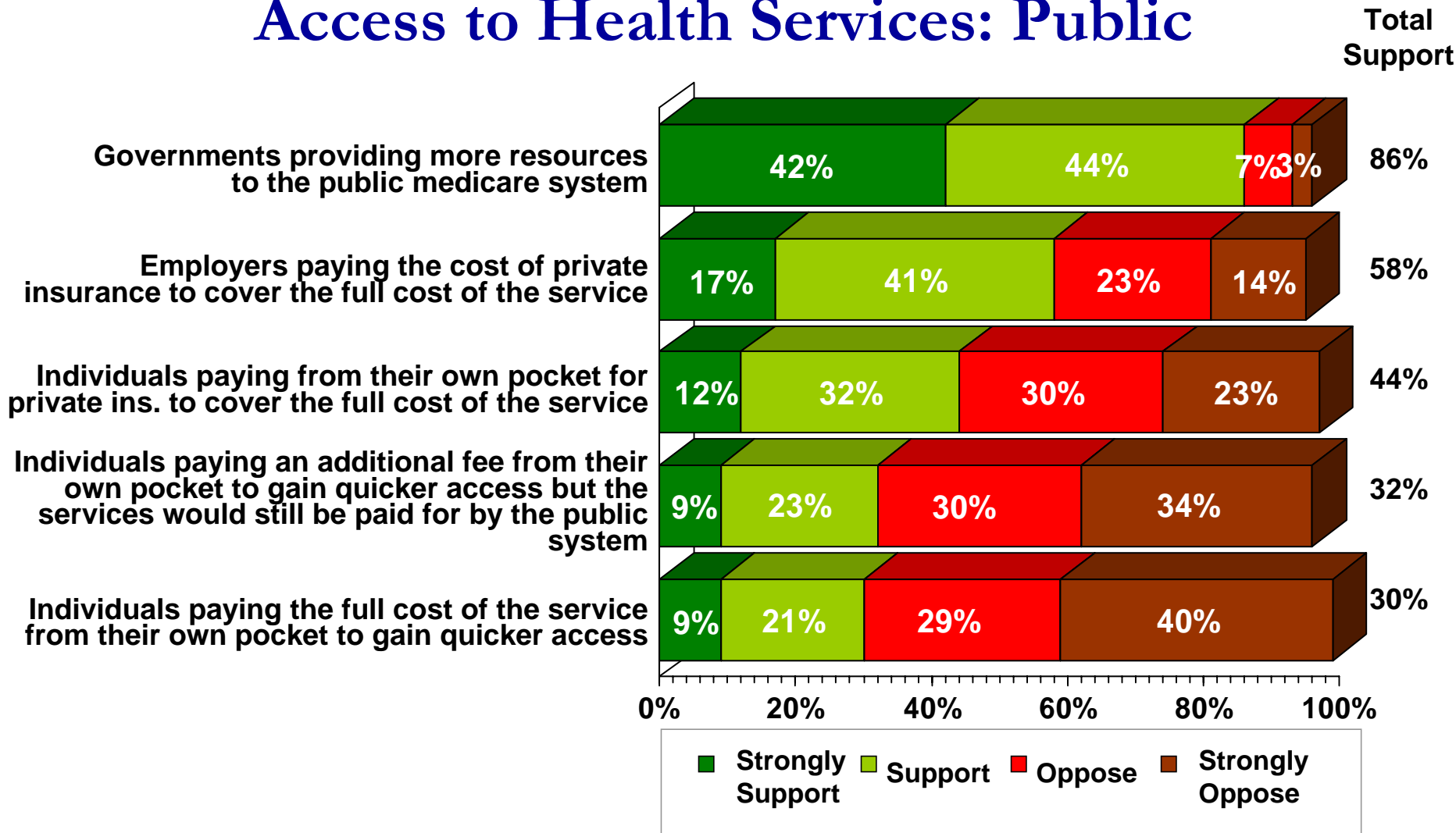
Q23E: In your opinion, if Canadians were allowed to purchase private insurance for health services already covered under medicare, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree, that this would: (ROTATE)  
 Lead to improved quality in healthcare services



# Options to Gain Quicker Access to Health Services

- To gain quicker access to health services, 69% of Canadians oppose the option of individuals paying the full cost of the service, and 64% oppose paying an additional fee.
- In contrast, a majority of doctors (62%) and pharmacists (53%) support the option of individuals paying the full cost of service to gain quicker access, and 52% and 45% respectively support paying an additional fee .
- Doctors (75%) and pharmacists (73%) are more supportive than nurses (47%), managers (52%) and the public (44%) of individuals paying from their own pocket for private insurance to cover the full cost of service.
- Approximately one third of Canadians are willing to pay to gain faster access to specific treatments and tests.
- 86% of Canadians support governments providing more resources to the public medicare system in order to gain quicker access to health services.

# Options to Gain Quicker Access to Health Services: Public

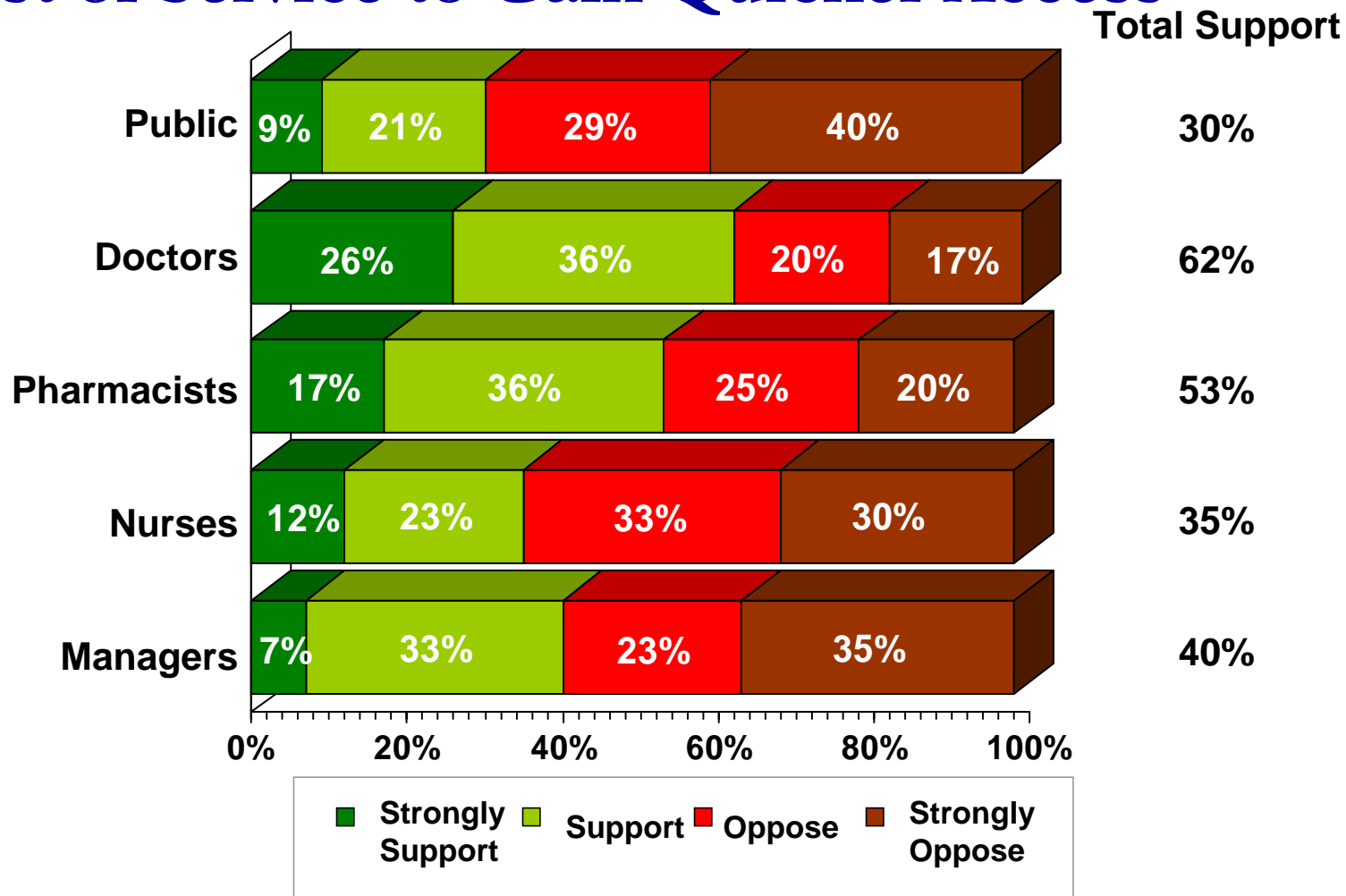


Q24A-E: Do you support individuals having the following options to gain quicker access to health services that currently are fully covered under the public medicare system? Would you say you strongly support, support, oppose, strongly oppose:  
 Base: GENPOP

Source: HCIC 2006



# Support – Individuals Paying Full Cost of Service to Gain Quicker Access

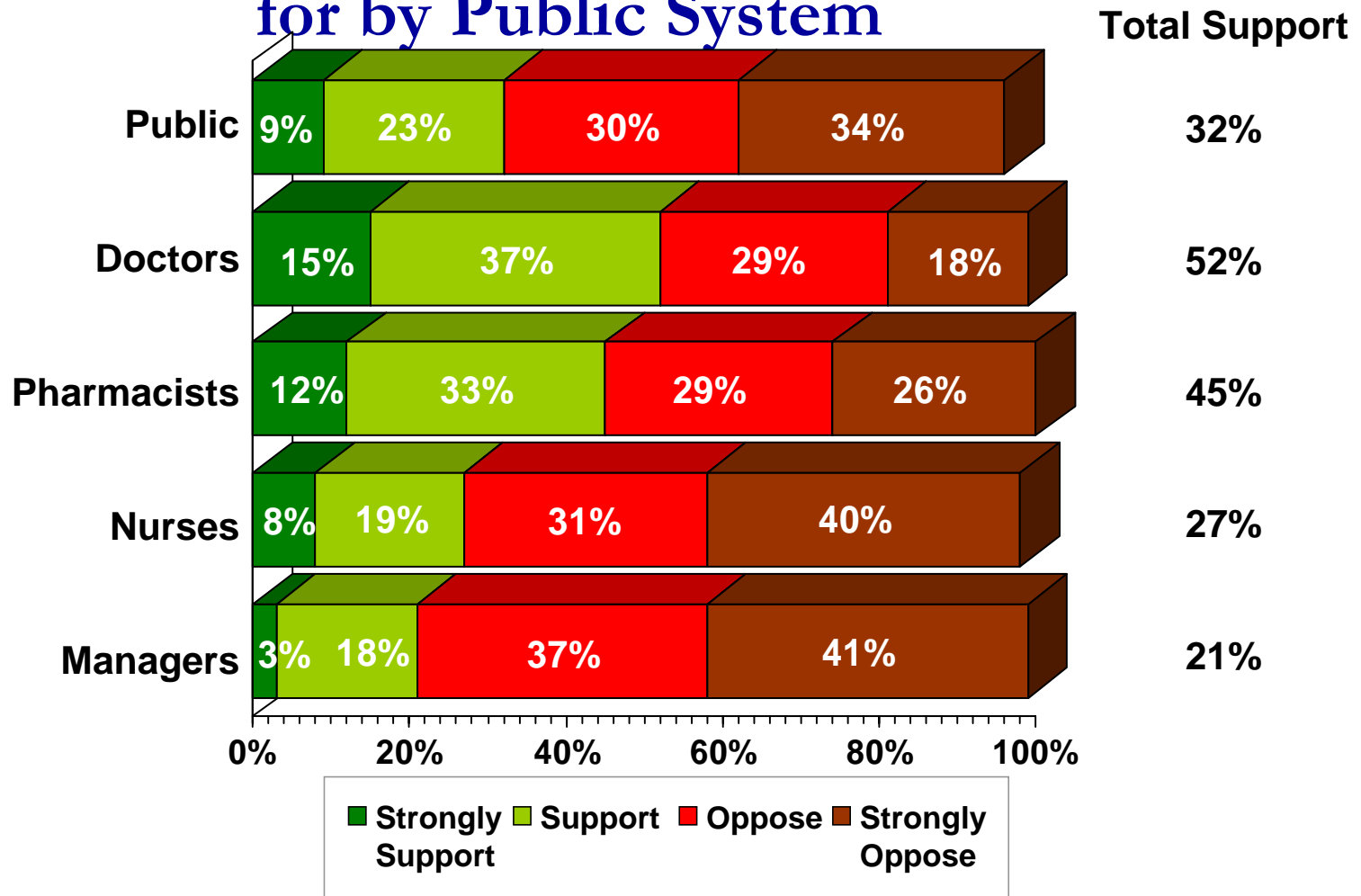


Q24A: Do you support individuals having the following options to gain quicker access to health services that currently are fully covered under the public medicare system? Would you say you strongly support, support, oppose, strongly oppose:

Individuals paying the full cost of the service from their own pocket to gain quicker access?



# Support – Individuals Paying Additional Fee to Gain Quicker Access, But Services Still Paid for by Public System

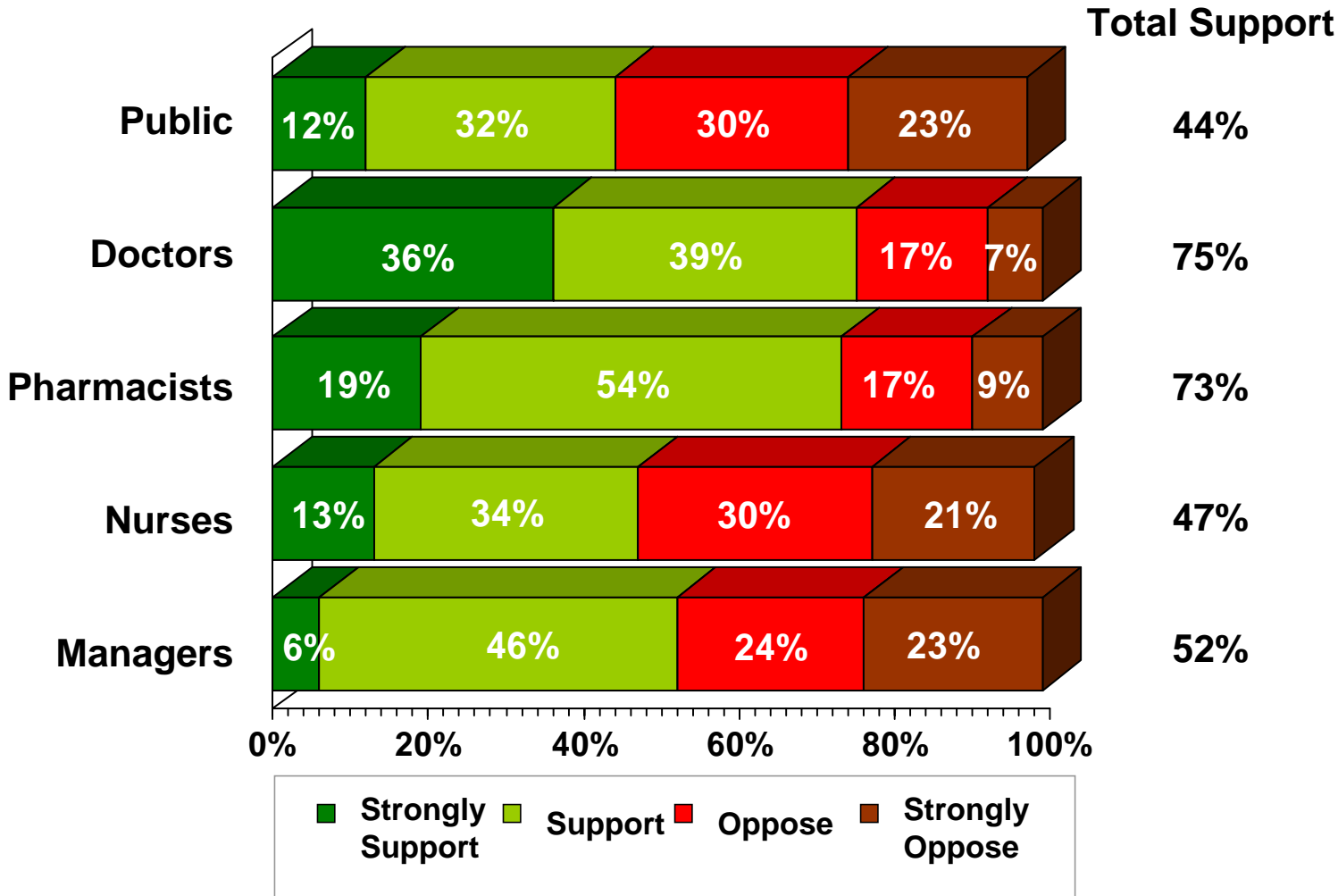


Q24B: Do you support individuals having the following options to gain quicker access to health services that currently are fully covered under the public medicare system? Would you say you strongly support, support, oppose, strongly oppose:  
 Individuals paying an additional fee from their own pocket to gain quicker access but the services would still be paid for by the public system?

Source: HCIC 2006



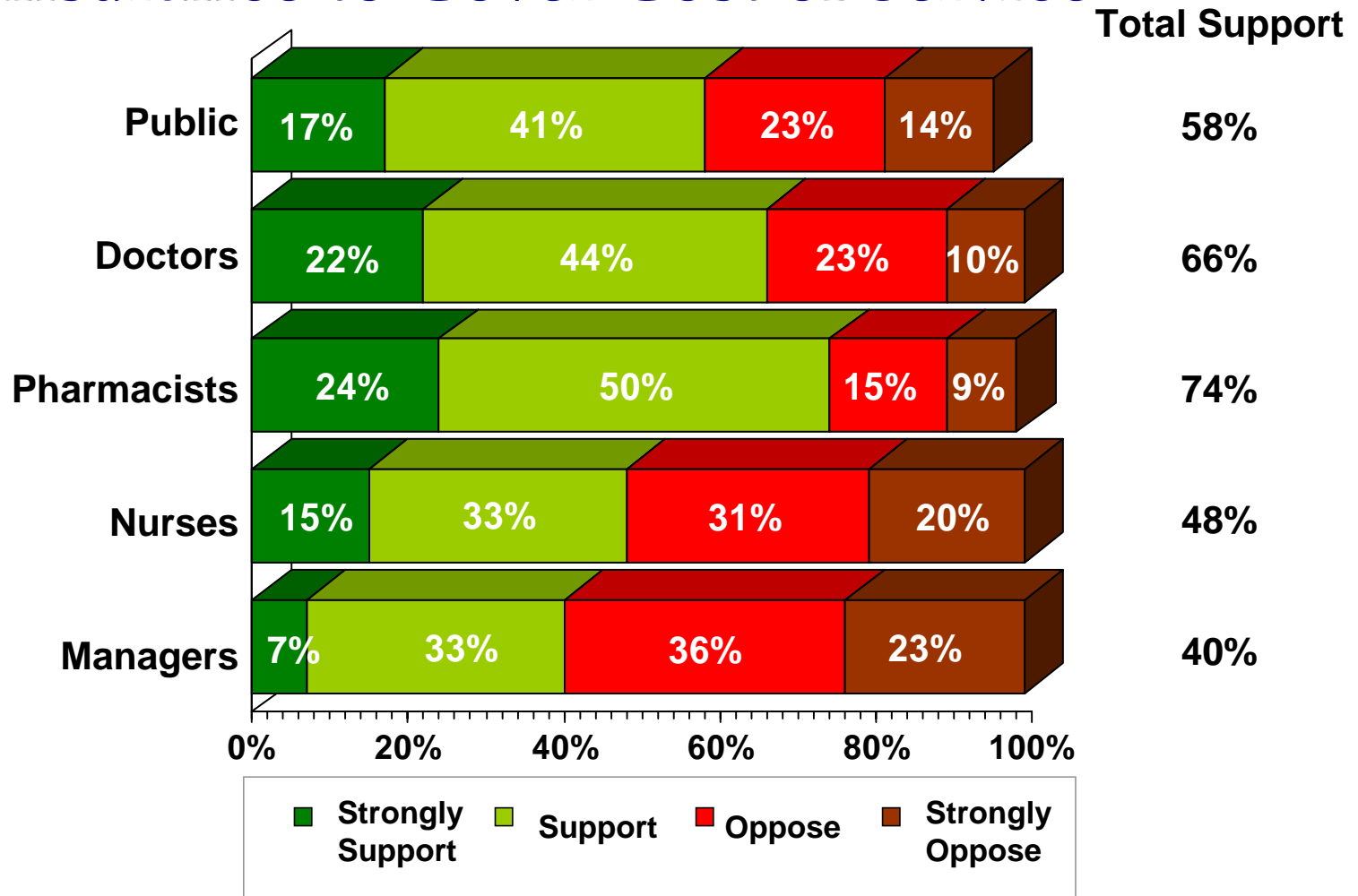
# Support – Individuals Paying From Pocket for Private Insurance to Cover Full Cost of Service



Q24C: Do you support individuals having the following options to gain quicker access to health services that currently are fully covered under the public medicare system? Would you say you strongly support, support, oppose, strongly oppose:  
 Individuals paying from their own pocket for private insurance to cover the full cost of the service?

Source: HCIC 2006

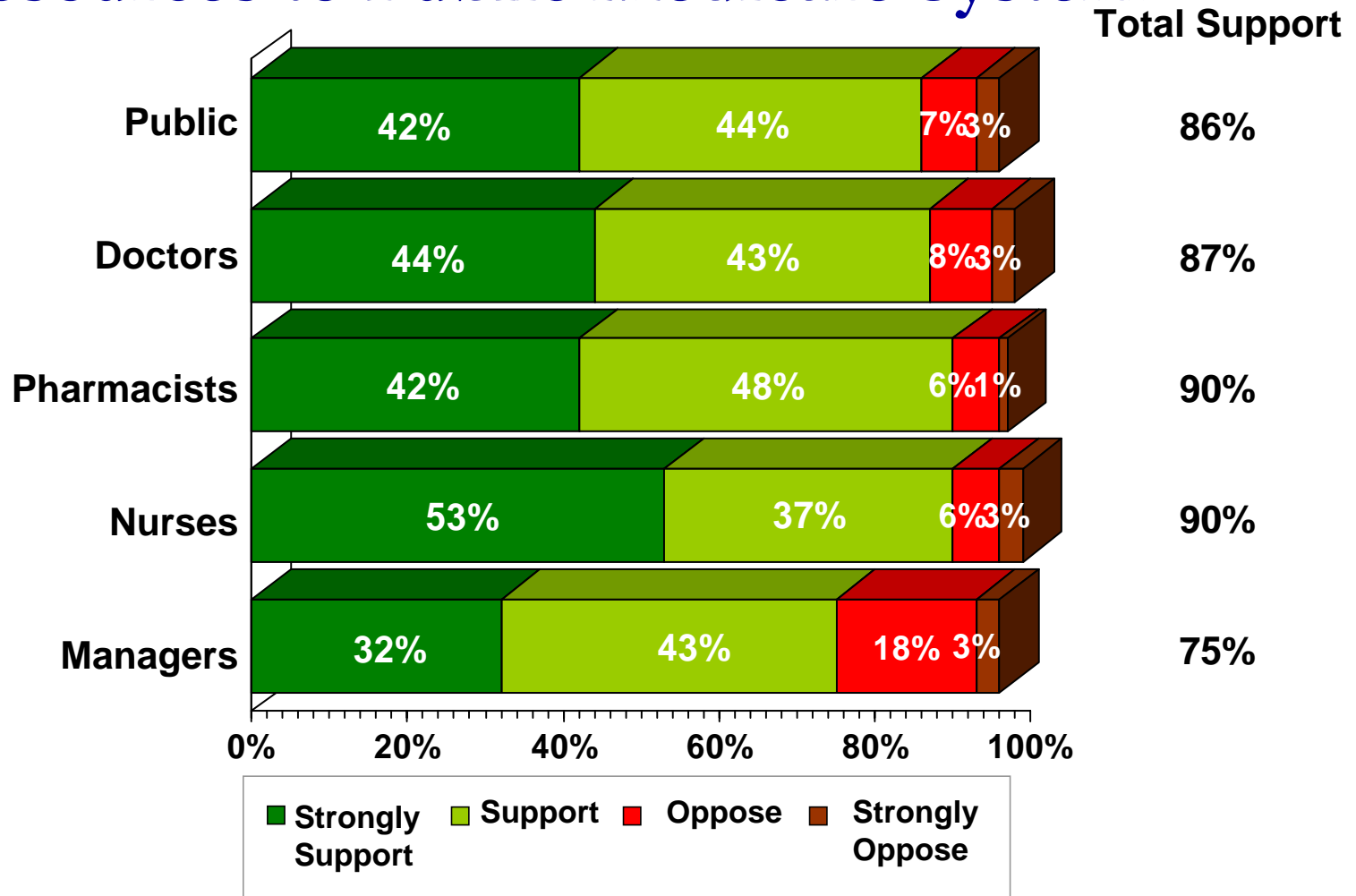
# Support – Employers Paying Cost of Private Insurance to Cover Cost of Service



Q24D: Do you support individuals having the following options to gain quicker access to health services that currently are fully covered under the public medicare system? Would you say you strongly support, support, oppose, strongly oppose:  
 Employers paying the cost of private insurance to cover the full cost of the service?



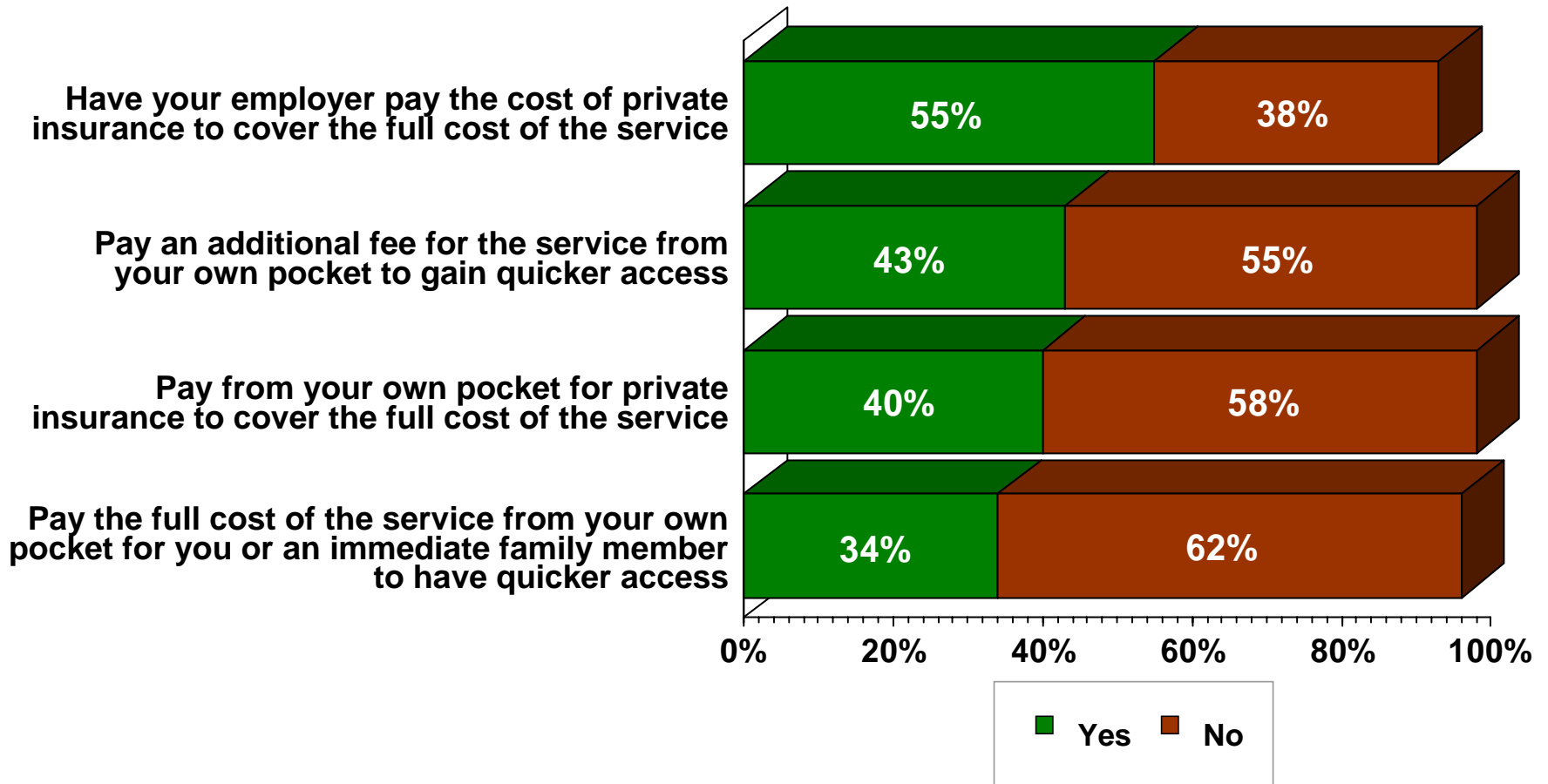
# Support – Governments Providing More Resources to Public Medicare System



Q24E: Do you support individuals having the following options to gain quicker access to health services that currently are fully covered under the public medicare system? Would you say you strongly support, support, oppose, strongly oppose:  
 Governments providing more resources to the public medicare system?



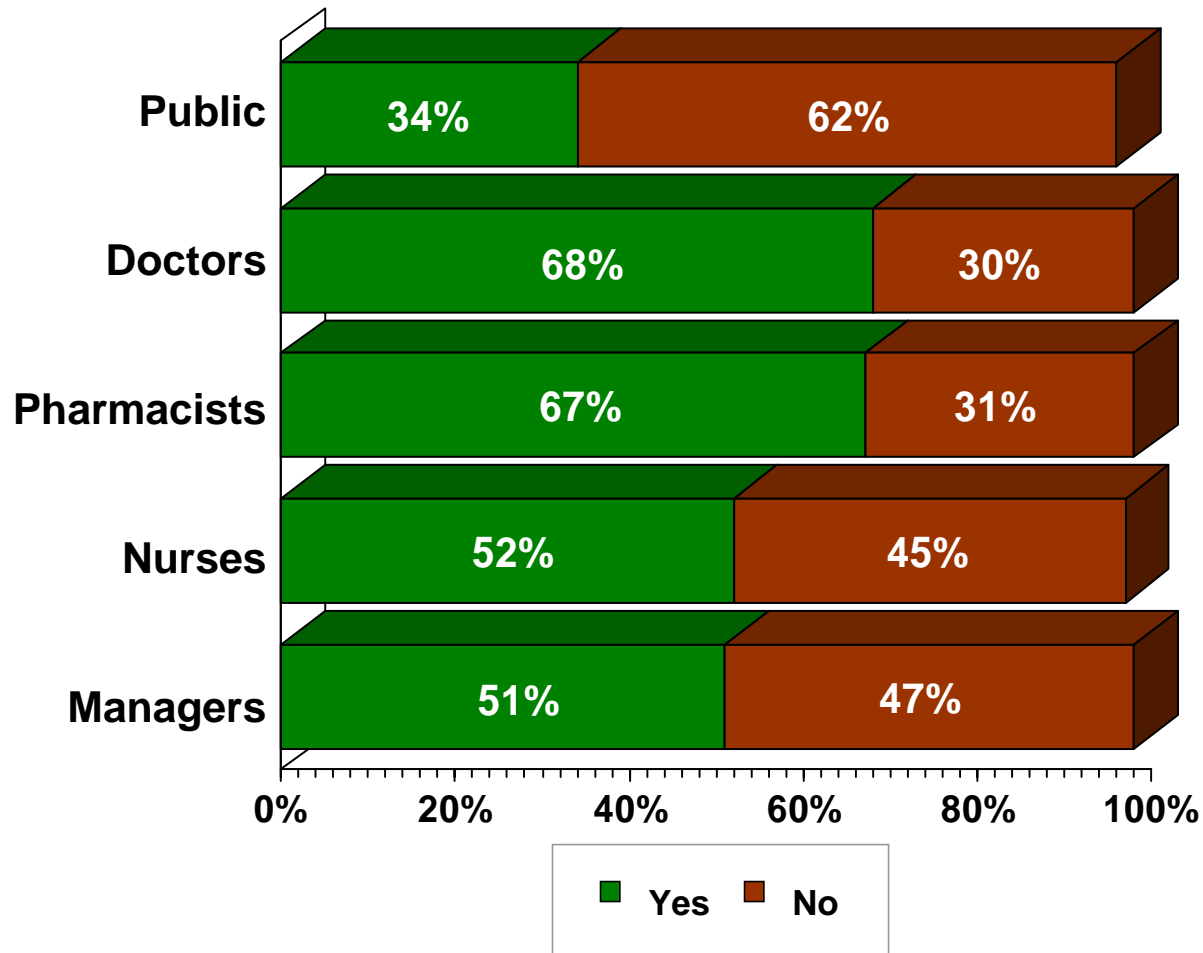
# Actions to Gain Quicker Access to Health Services Currently Covered by Public Medicare System



Q25A-D: And would you personally be willing to do the following to gain quicker access for yourself or an immediate family member to health services that currently are fully covered under the public medicare system? Would you be willing to:  
 Base: GENPOP

Source: HCIC 2006

# Pay Full Cost of Service from Pocket for Quicker Access

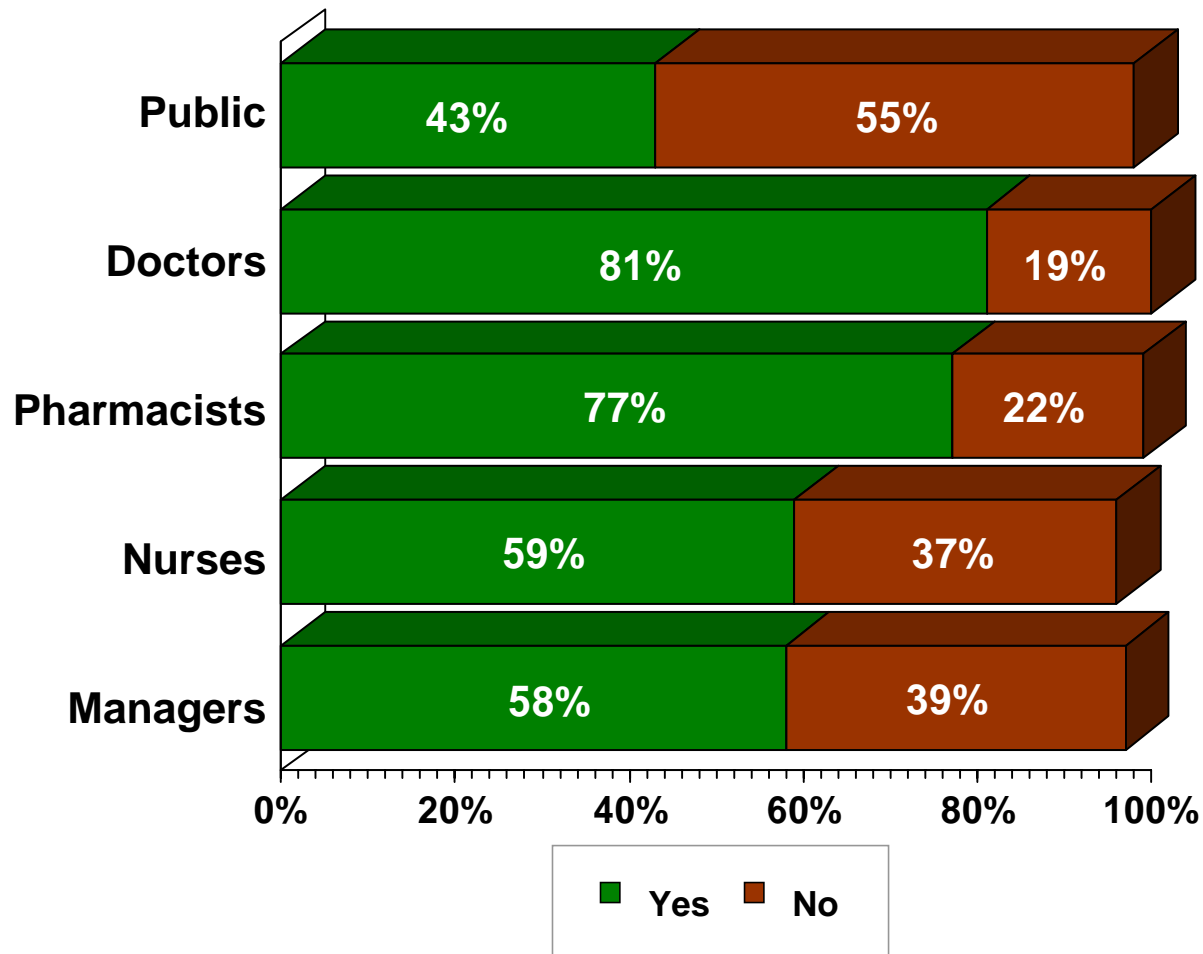


Q25A: And would you personally be willing to do the following to gain quicker access for yourself or an immediate family member to health services that currently are fully covered under the public medicare system? Would you be willing to:

Pay the full cost of the service from your own pocket for you or an immediate family member to have quicker access?



# Pay Additional Fee for Service from Pocket for Quicker Access

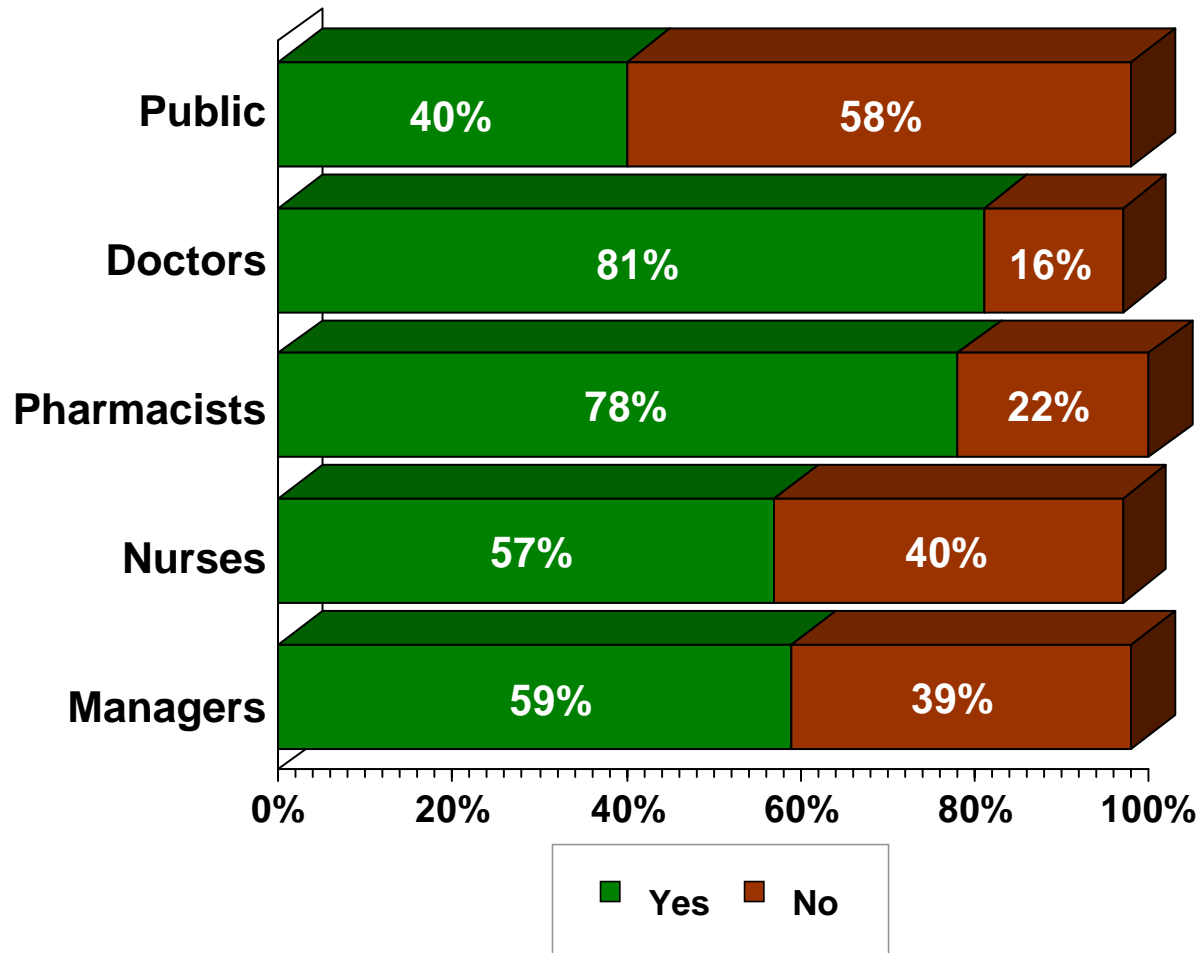


Q25B: And would you personally be willing to do the following to gain quicker access for yourself or an immediate family member to health services that currently are fully covered under the public medicare system? Would you be willing to:  
Pay an additional fee for the service from your own pocket to gain quicker access?





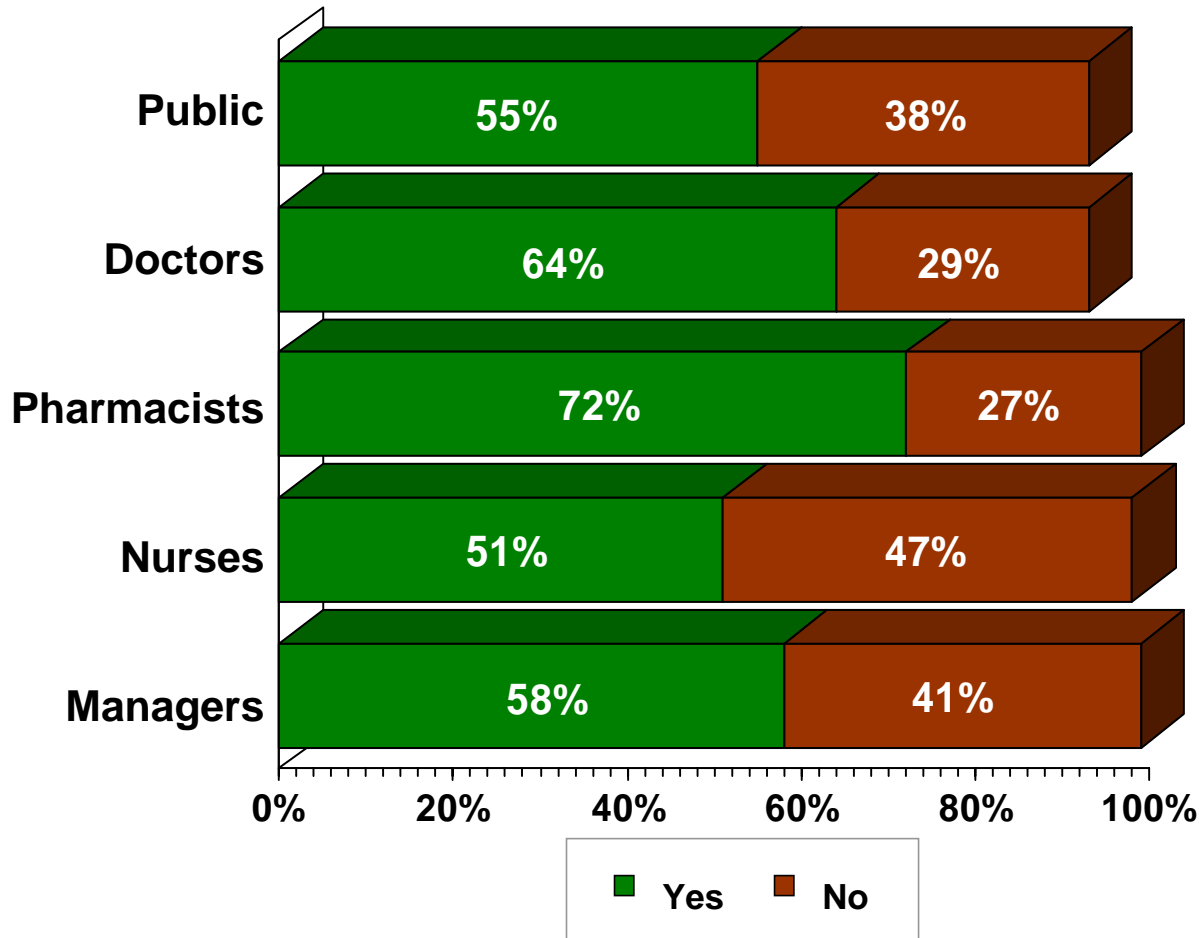
# Pay from Pocket for Private Insurance to Cover Full Cost of Service



Q25C: And would you personally be willing to do the following to gain quicker access for yourself or an immediate family member to health services that currently are fully covered under the public medicare system? Would you be willing to:  
Pay from your own pocket for private insurance to cover the full cost of the service?



# Employer Pay Cost of Private Insurance to Cover Full Cost of Service

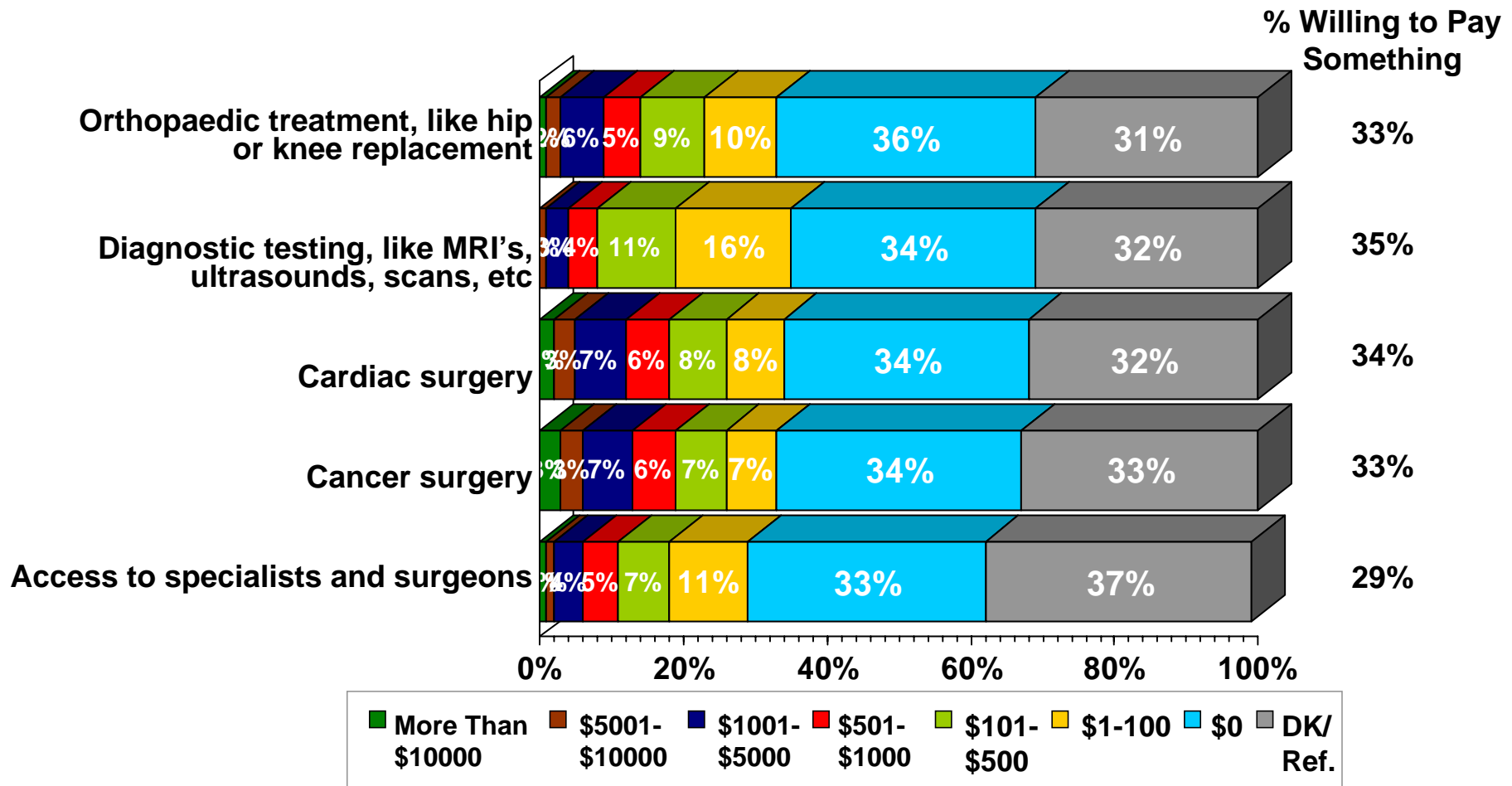


Q25D: And would you personally be willing to do the following to gain quicker access for yourself or an immediate family member to health services that currently are fully covered under the public medicare system? Would you be willing to:

Have your employer pay the cost of private insurance to cover the full cost of the service?



# Amount Willing to Pay to Gain Faster Access by Paying Full Amount from Pocket

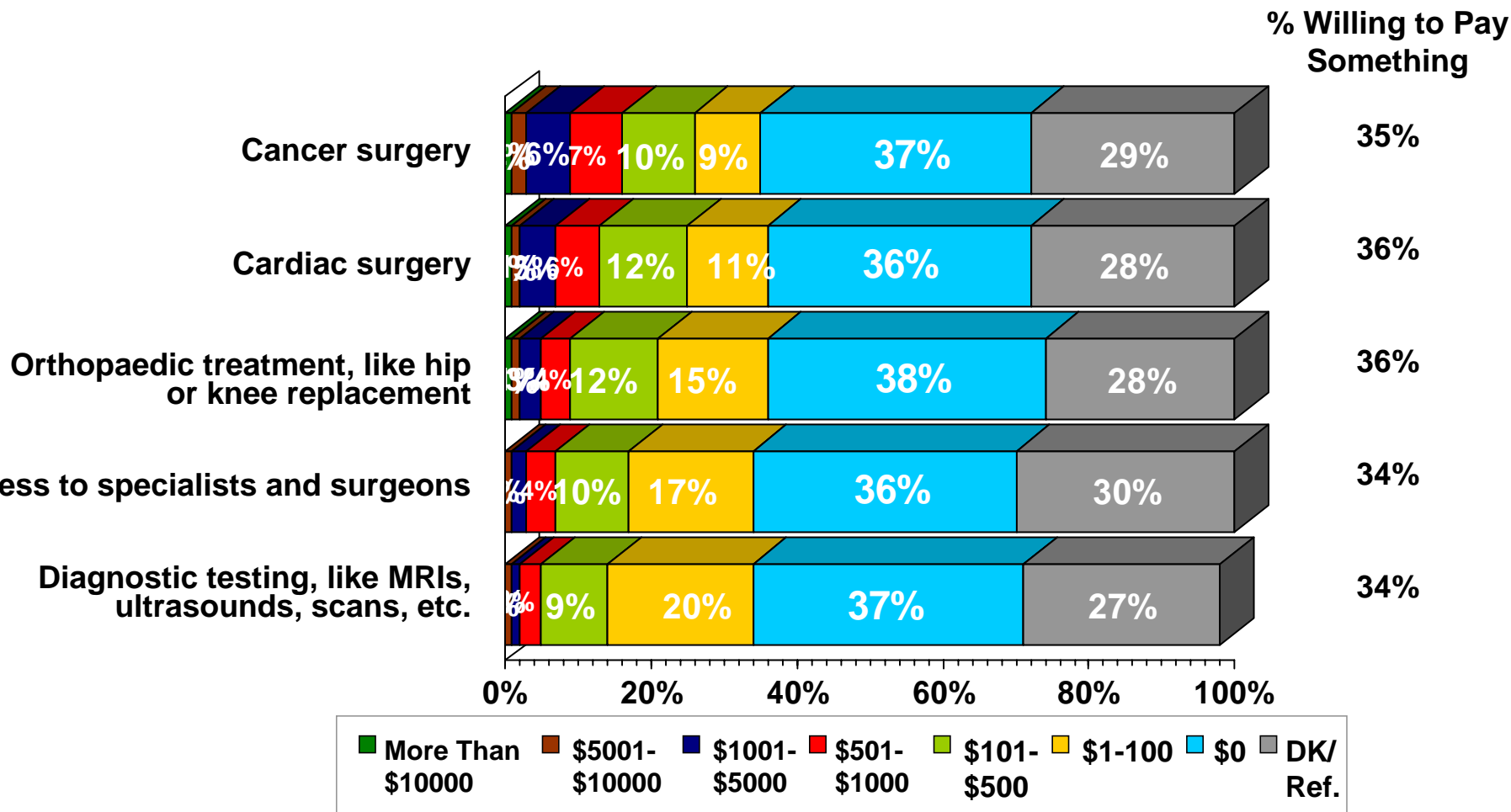


Q26A-E: Let's assume you had the option of paying to gain faster access to various services. How much would you personally be willing to pay to gain faster access to the following services by paying the full amount yourself from your own pocket?

Base: GENPOP

Source: HCIC 2006

# Amount Willing to Pay to Gain Faster Access by Paying an Additional Fee From Pocket

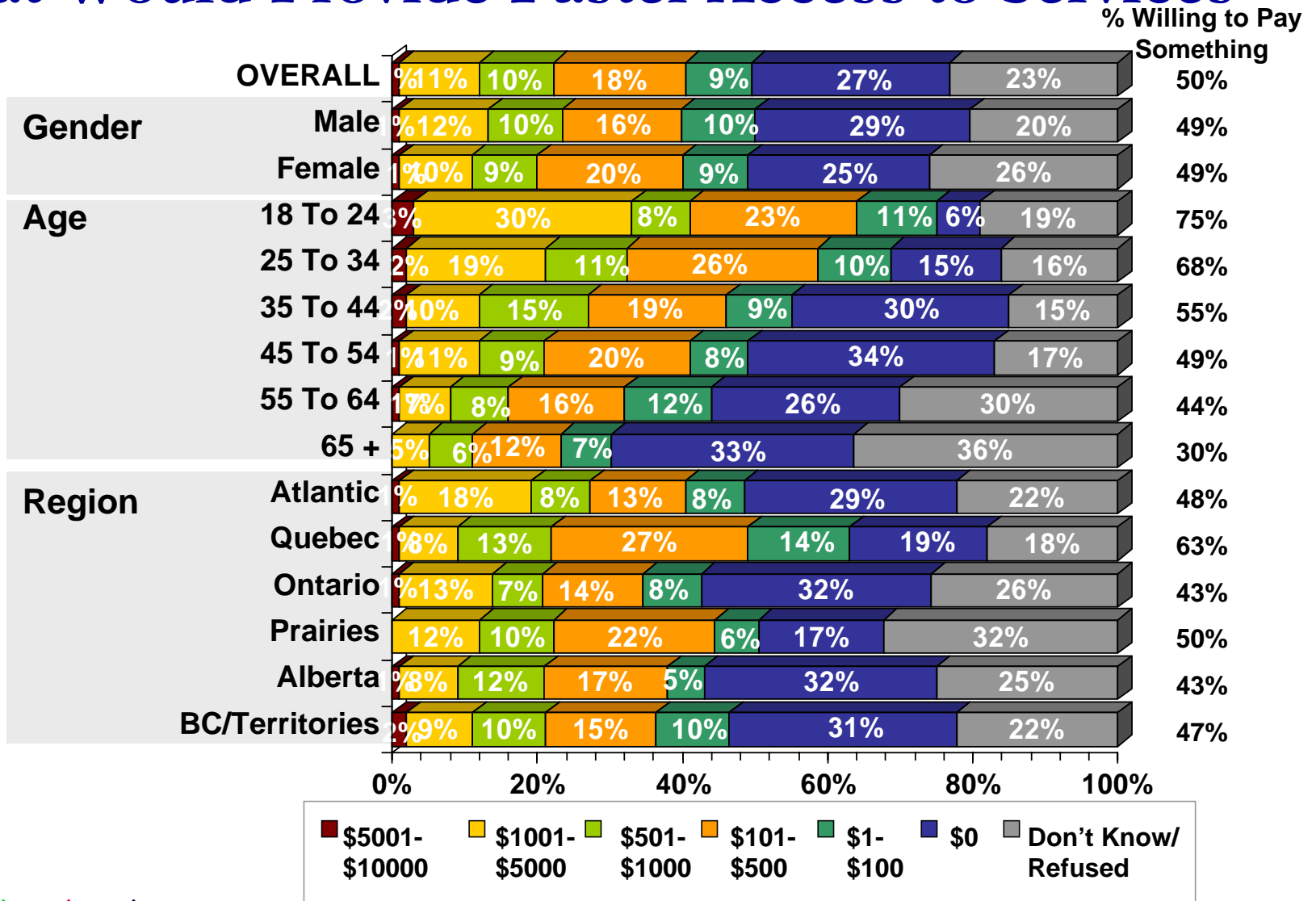


Q27A-E: And how much would you personally be willing to pay to gain faster access to the following services by paying an additional fee from your own pocket instead? The cost of the services themselves would be paid for by the public system as they are today.

Base: GENPOP

Source: HCIC 2006

# Amount Willing to Pay Annually for Insurance that Would Provide Faster Access to Services

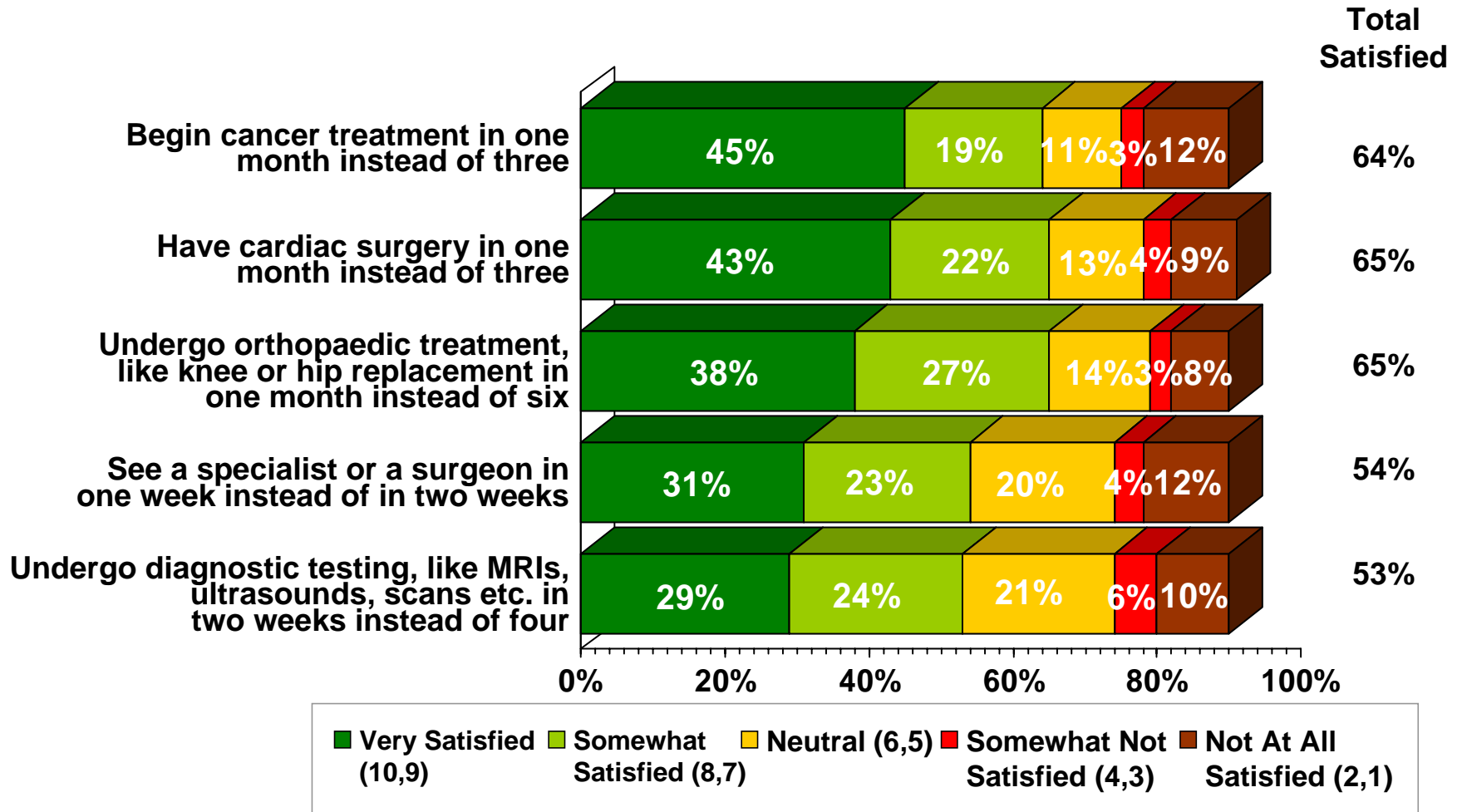


Q28: How much would you personally be willing to pay annually for insurance that would provide you with faster access to all of the services we just discussed and pay for those services? 85

Base: GENPOP

Source: HCIC 2006

# Expectations for Faster Treatment



Q29: We have just discussed a few options of paying to gain faster access to various health services. I would like to ask you how much faster you would expect these services to be delivered. On a scale of 1-10, where 1 means Not at all satisfied, and 10 means Very satisfied, how satisfied would you be with the following reductions in wait time if you paid the amounts you just indicated:

Base: GENPOP

Source: HCIC 2006



# Transforming the Healthcare System

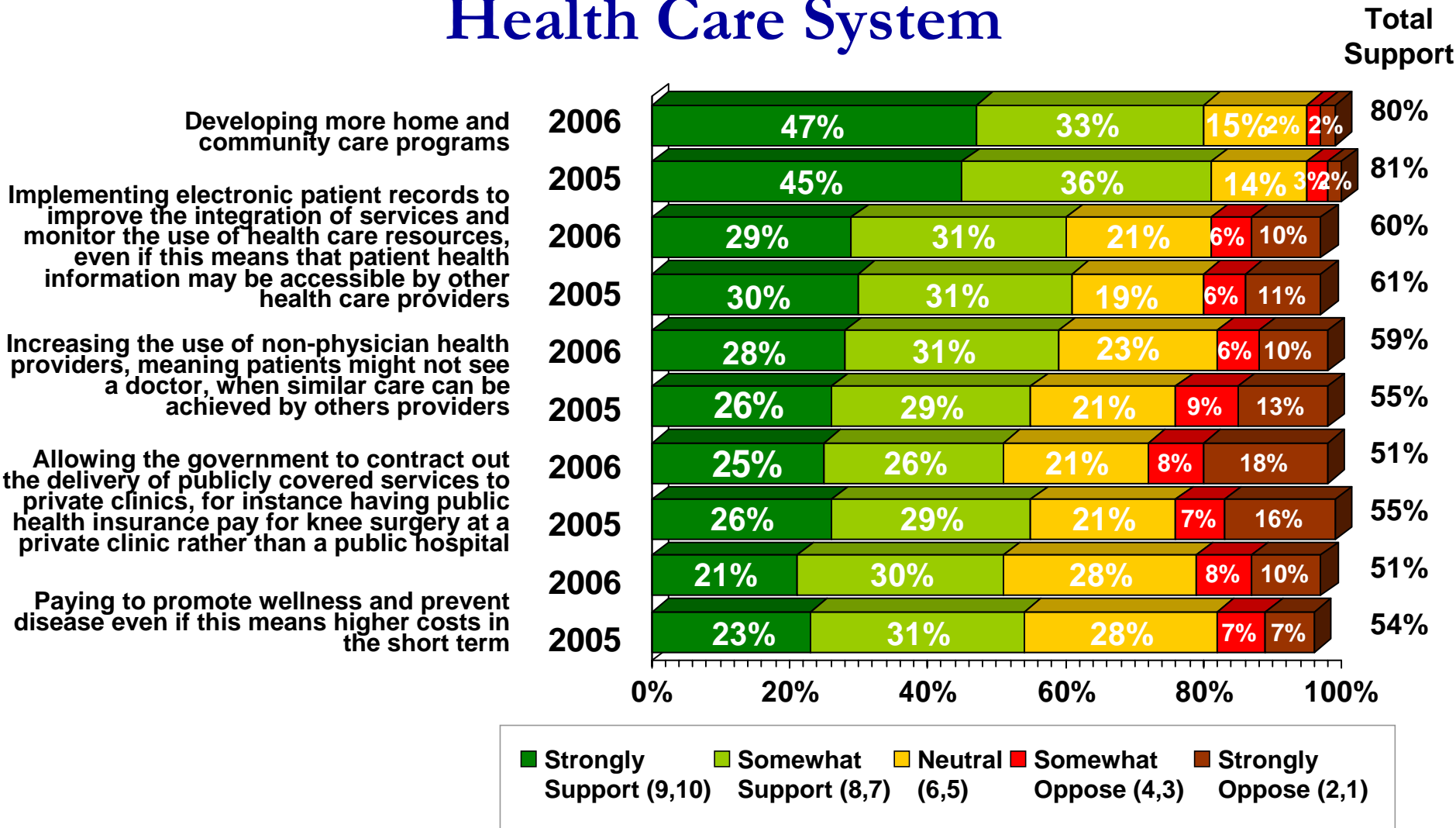


# Health System Improvements

- The following initiatives were all supported by a majority of Canadians:
- developing more home and community care programs (80%);
  - implementing electronic patient records (60%);
  - increasing the use of non-physician health providers (59%);
  - allowing the government to contract out the delivery of publicly covered services to private clinics (51%);
  - paying to promote wellness and prevent disease even if this means higher costs in the short term (51%).



# Support for Initiatives to Improve the Health Care System



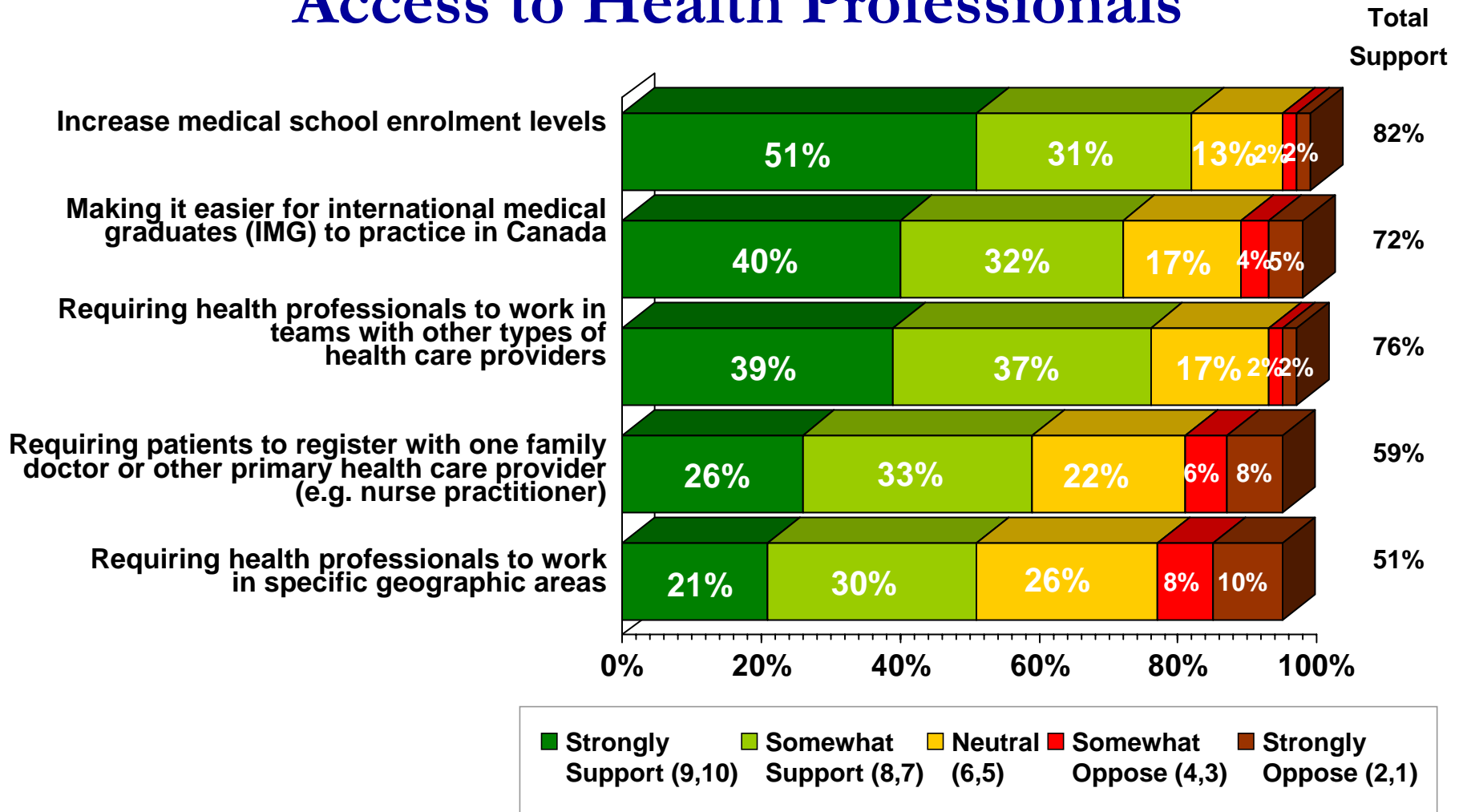
Q31A-E: I am going to read you a list of initiatives that may lead to a better health system. Thinking of how effective these might be, I would like you to tell me if you would support or oppose the implementation of any of these, using a 10-point scale where 1 means that you Strongly oppose and 10 means you Strongly support each one. What about... (READ AND ROTATE) Base: GENPOP



# Health Provider Initiatives

- A majority of all groups, except doctors (47%) supported requiring health professionals to work in teams: public (76%), pharmacists (83%), nurses (88%), managers (94%).
- All groups support the idea increased medical school enrolment levels and making it easier for international medical graduates to practice in Canada.
- A majority of doctors and pharmacists would value an employer sponsored pension plan if offered.

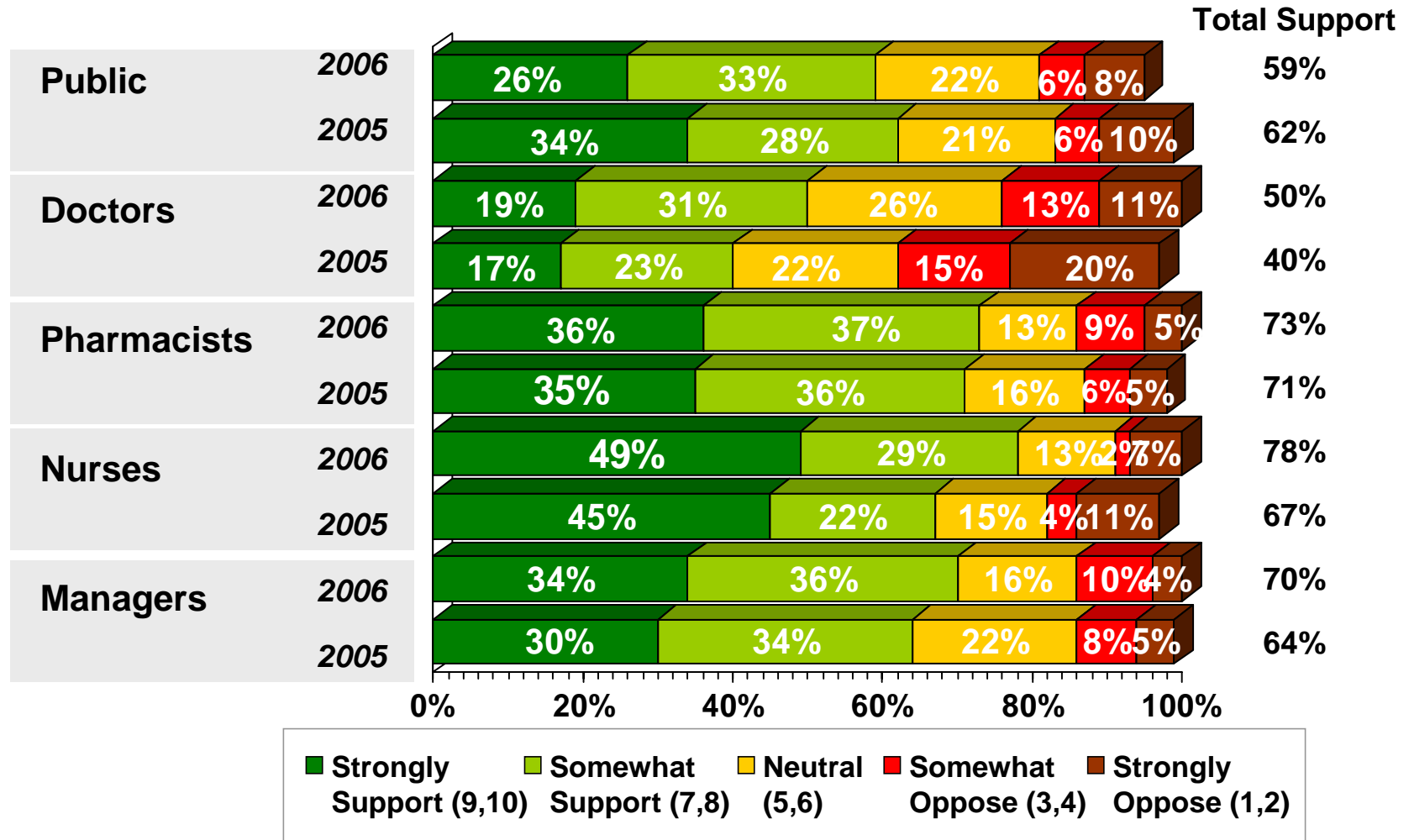
# Public Support for Policies to Increase Access to Health Professionals



Q32A-E: And to what extent would you support or oppose each of the following policies to increase access to health professionals? (SAME SCALE-READ AND ROTATE)  
 Base: GENPOP

Source: HCIC 2006

# Support for Requiring Patients to Register With One Family Doctor or Other Primary Health Care Provider\*



Q32A: And to what extent would you support or oppose each of the following policies to increase access to health professionals? (SAME SCALE-READ AND ROTATE)

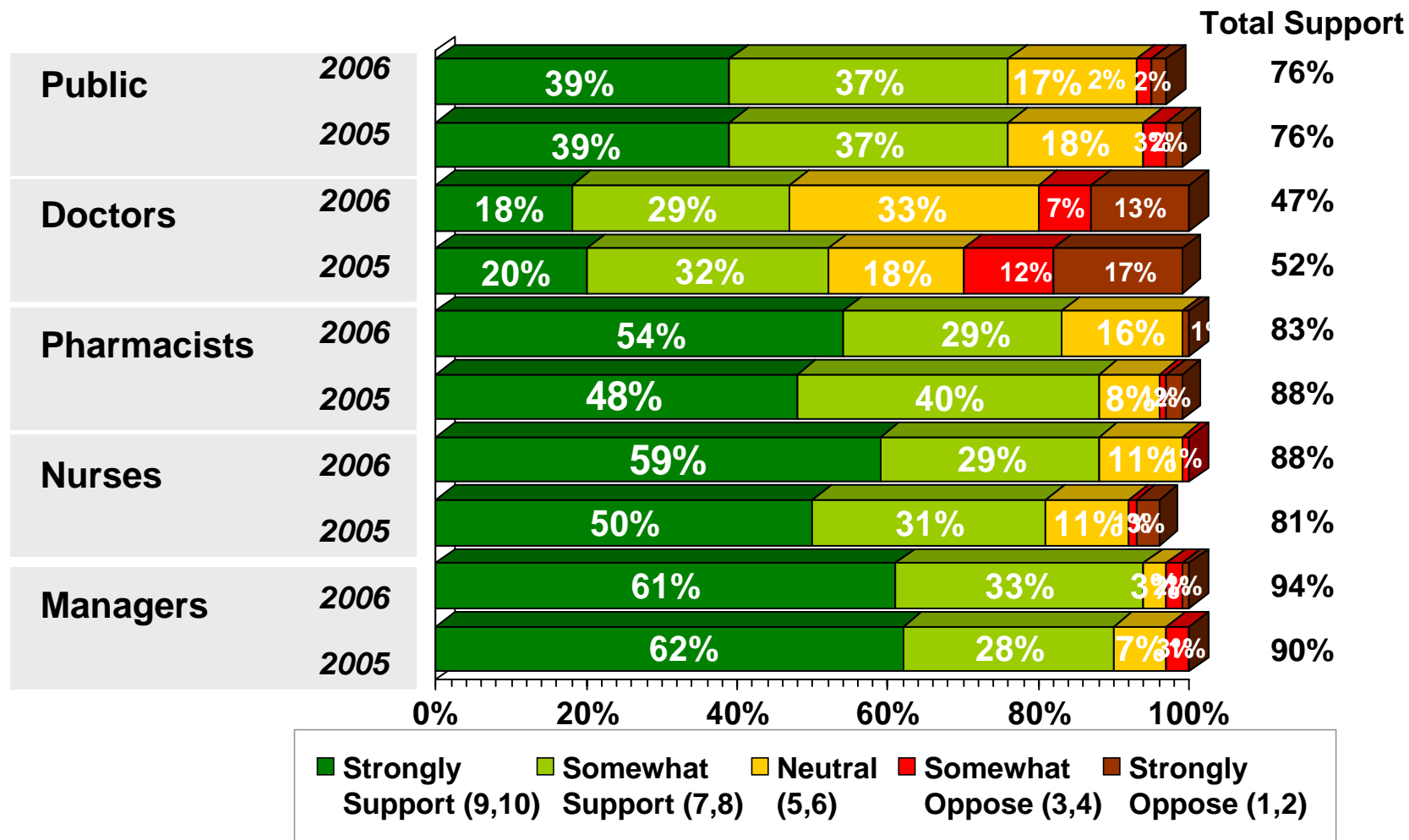
Requiring patients to register with one family doctor or other primary health care provider (e.g. nurse practitioner)

Source: HCIC 2006, 2005

\*In 2005 the question was: Requiring patients to register with one family doctor.



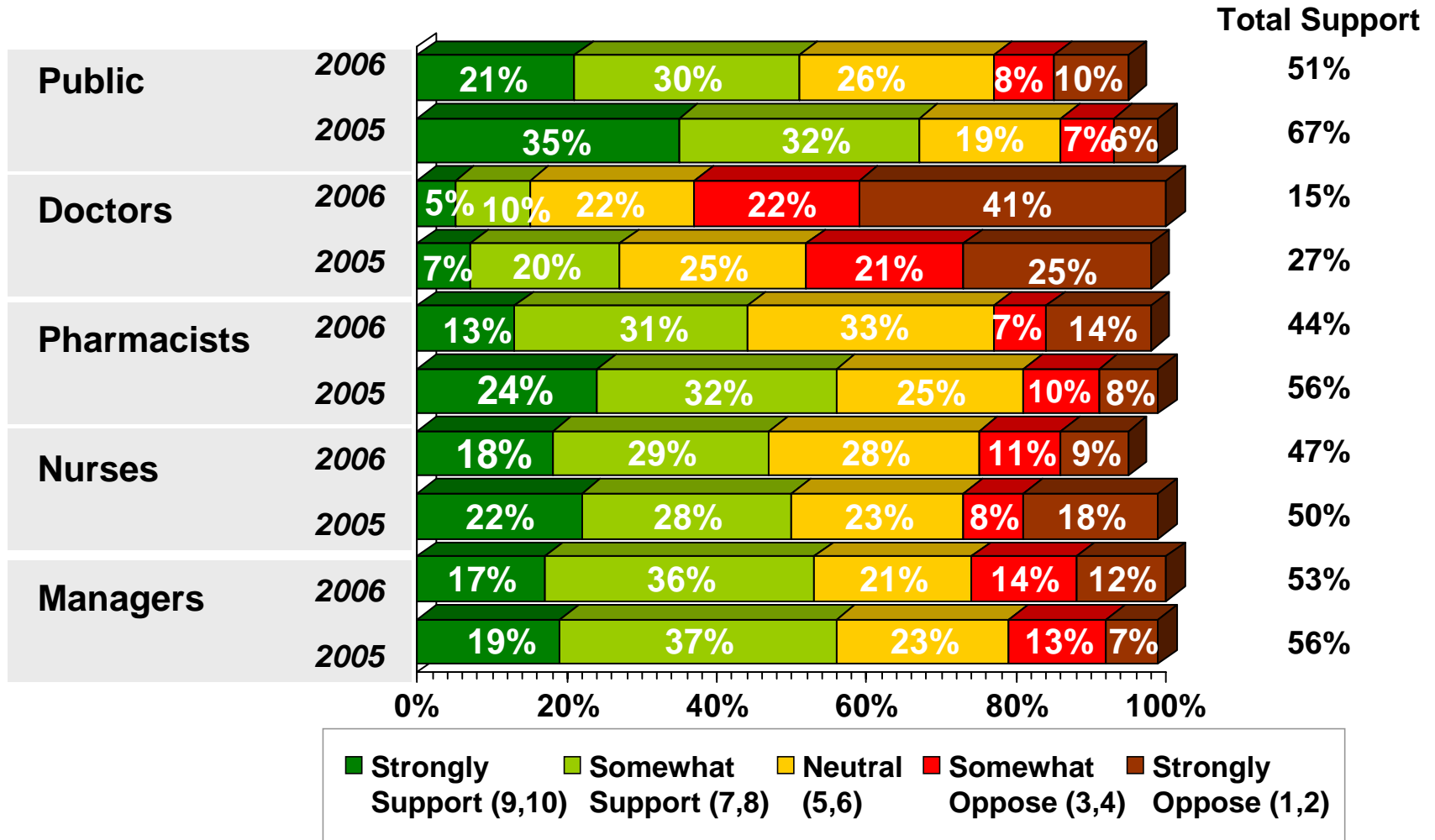
# Support for Requiring Health Professionals to Work In Teams With Other Health Care Providers



Q32B: And to what extent would you support or oppose each of the following policies to increase access to health professionals? (SAME SCALE-READ AND ROTATE)  
 Requiring health professionals to work in teams with other types of health care providers



# Support for Requiring Health Professionals to Work In Specific Geographic Areas\*



Q32C: And to what extent would you support or oppose each of the following policies to increase access to health professionals? (SAME SCALE-READ AND ROTATE)

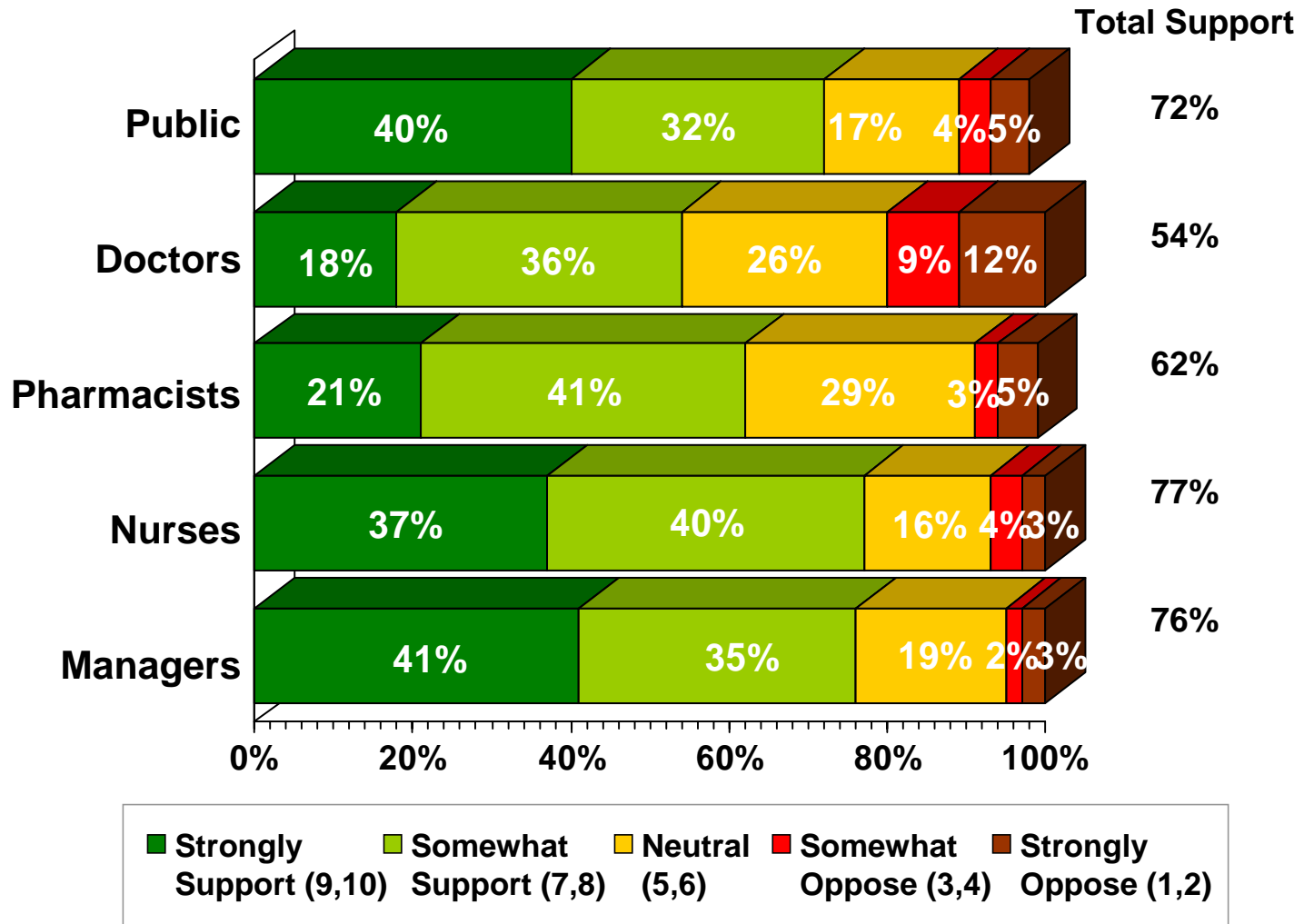
Requiring health professionals to work in specific geographic areas

\*In 2005 the question was: requiring health professionals to work in the parts of the country where they are most needed.

Source: HCIC 2006, 2005



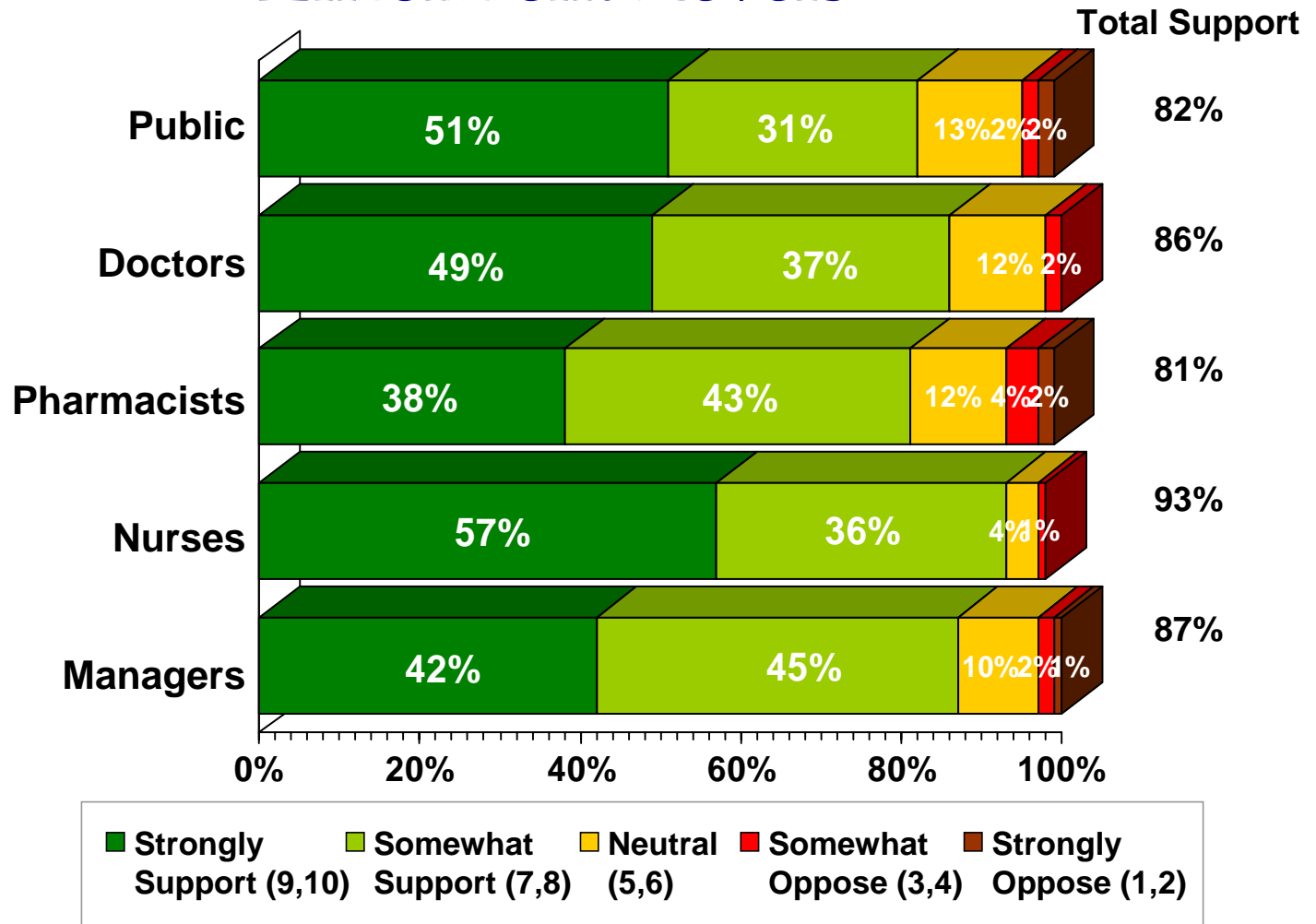
# Support for Making it Easier for International Medical Graduates to Practice in Canada



Q32D: And to what extent would you support or oppose each of the following policies to increase access to health professionals? (SAME SCALE-READ AND ROTATE)  
 Making it easier for international medical graduates (IMG) to practice in Canada.



# Support for Increasing Medical School Enrolment Levels

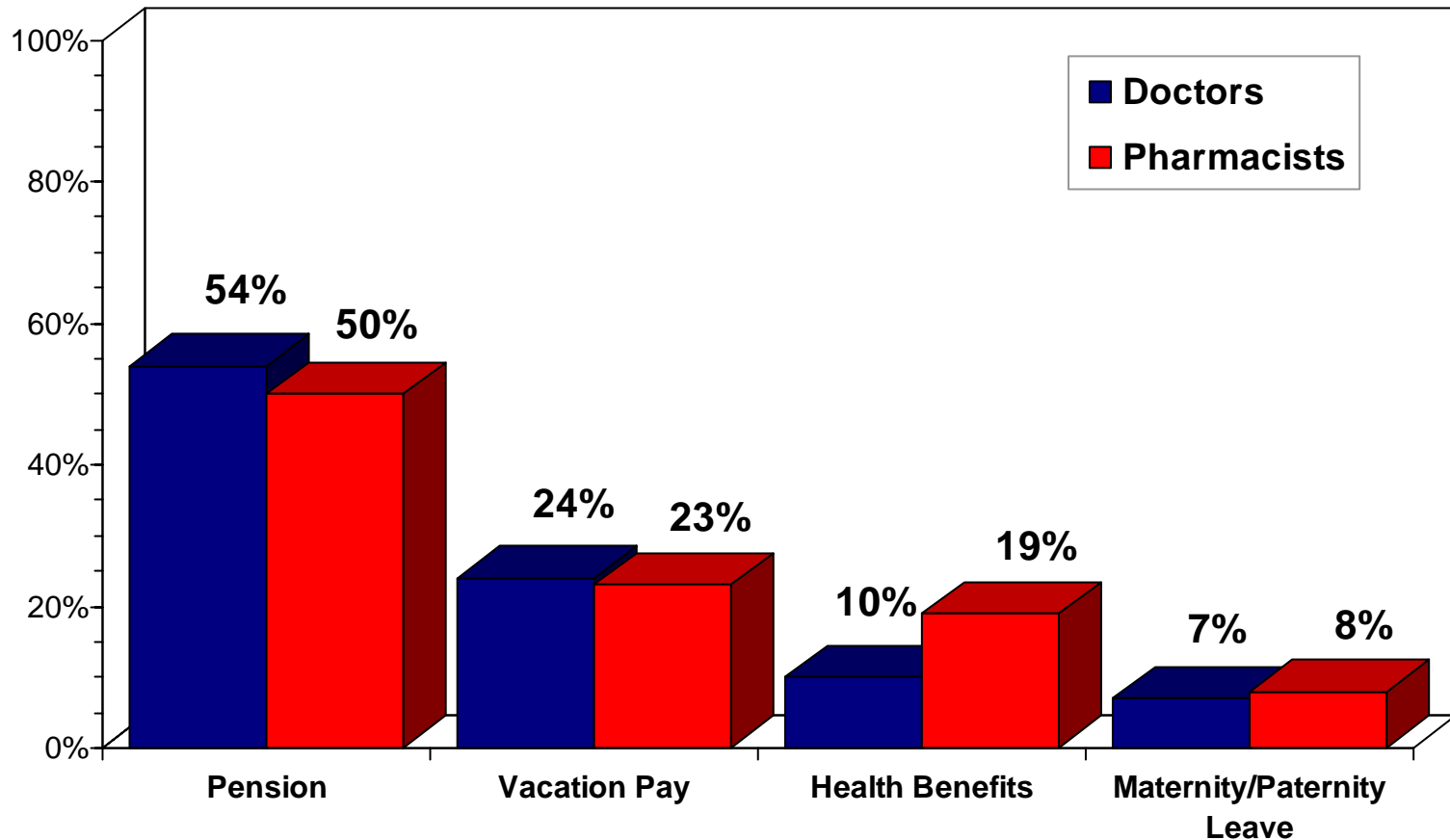


Q32E: And to what extent would you support or oppose each of the following policies to increase access to health professionals? (SAME SCALE-READ AND ROTATE)  
 Increase medical school enrolment levels.





# Most Valued Benefit for Healthcare Providers



Q23: (PHYSICIANS AND PHARMACISTS ONLY) Which benefit for healthcare providers would you value most if it were to be offered to you: Vacation pay, health benefits, maternity/paternity leave, pension?

Source: HCIC 2006

# Pharmaceuticals and Health Research



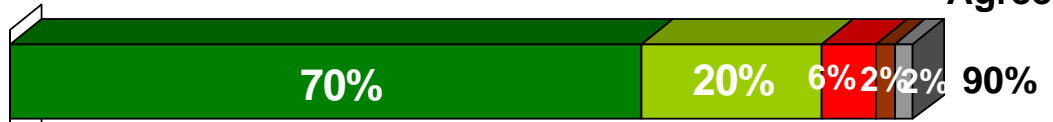
# Pharmaceuticals

- **Consistent with findings in 2005, a majority of the public think that all Canadians should have access to all needed medications:**
  - **92% agree that government drug plans should cover any medication that a patient and their doctor agree are the most effective treatment;**
  - **90% agree that if a drug is covered by one province, it should automatically be covered by other provinces;**
  - **89% believe that employer drug plans should include coverage for any medications that a patient and their health care provider agree are the most effective treatment;**
  - **83% believe that governments should ensure that there is a maximum limit to how much individuals should personally pay for drug costs.**
  
- **A majority of the public (72%), nurses (74%), managers (79%) and pharmacists (89%) agree that it is appropriate for pharmacists and nurses to prescribe medications in certain circumstances. Agreement level is lower (56%) among doctors.**

# Pharmaceuticals: Public

Total Agree

If a drug is covered by one province, it should automatically be covered by other provinces



Government drug plans should include coverage for any medications that patients and their healthcare provider agree are the most effective treatment



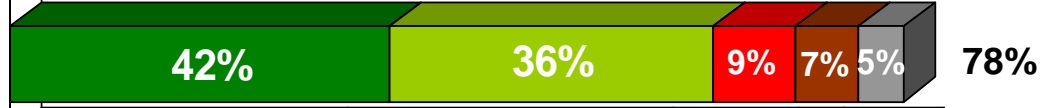
Employer drug plans should include coverage for any medications that a patient and their healthcare provider agree are the most effective treatment



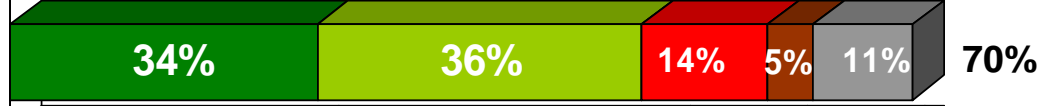
Governments should ensure that there is a maximum limit to how much individuals should have to personally pay for drug costs



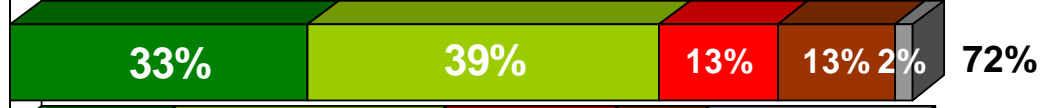
Pharmaceutical prices in Canada need to be competitive with the rest of the world in order to attract research and development funding to Canada



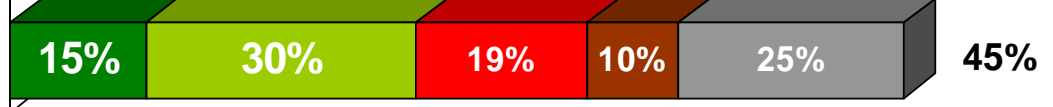
Many patients who should be taking medications regularly are not taking them



It is appropriate for Pharmacists and Nurses to be permitted to prescribe medications in certain circumstances



The Canadian drug approval system is faster than the systems in other countries



0% 20% 40% 60% 80% 100%

■ Strongly Agree   
 ■ Somewhat Agree   
 ■ Somewhat Disagree   
 ■ Strongly Disagree   
 ■ DK/Ref.

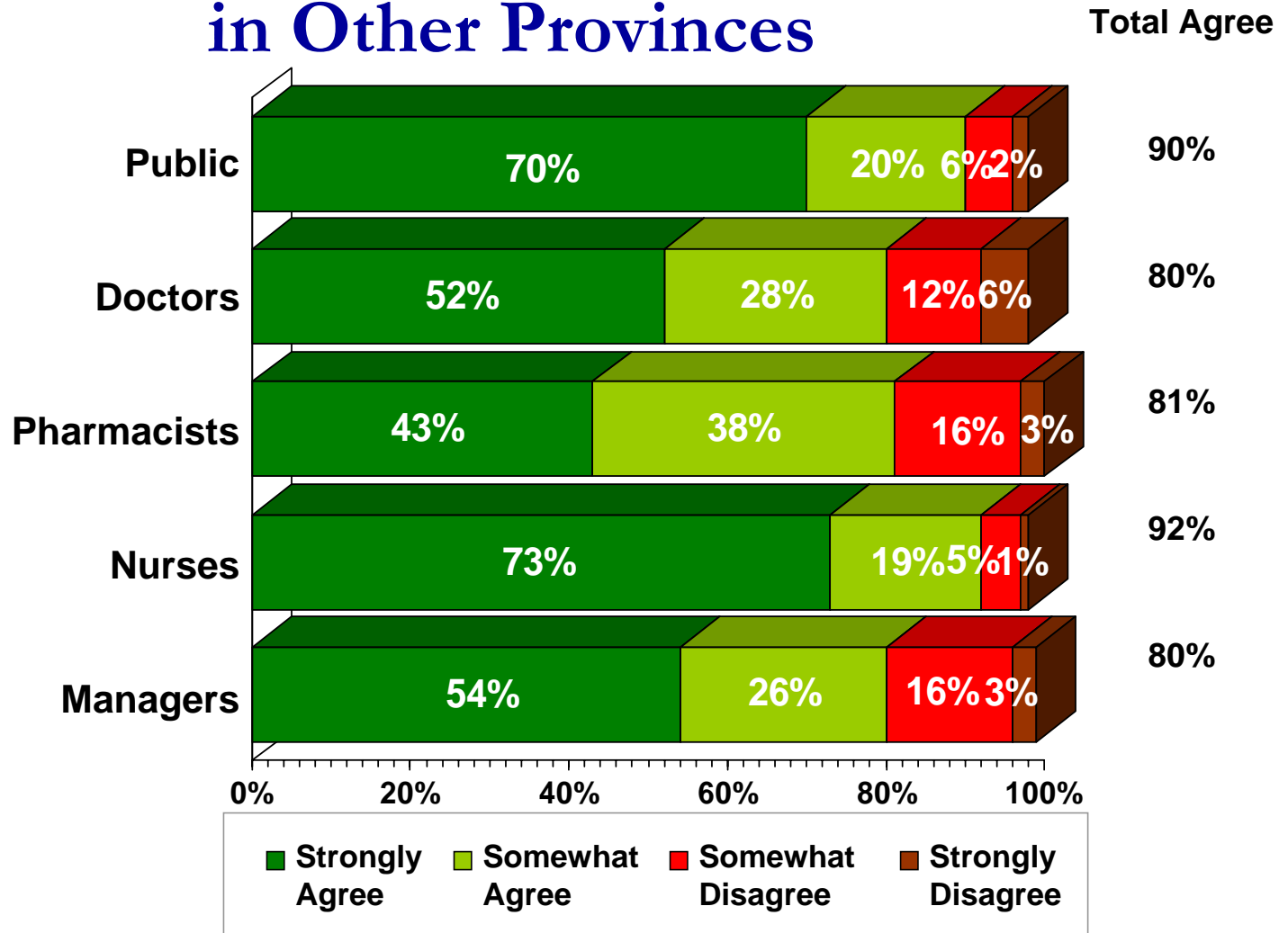


Q14A-H: I am going to read you a number of statements, and I'd like you to tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each (READ AND ROTATE)

Base: GENPOP

Source: HCIC 2006

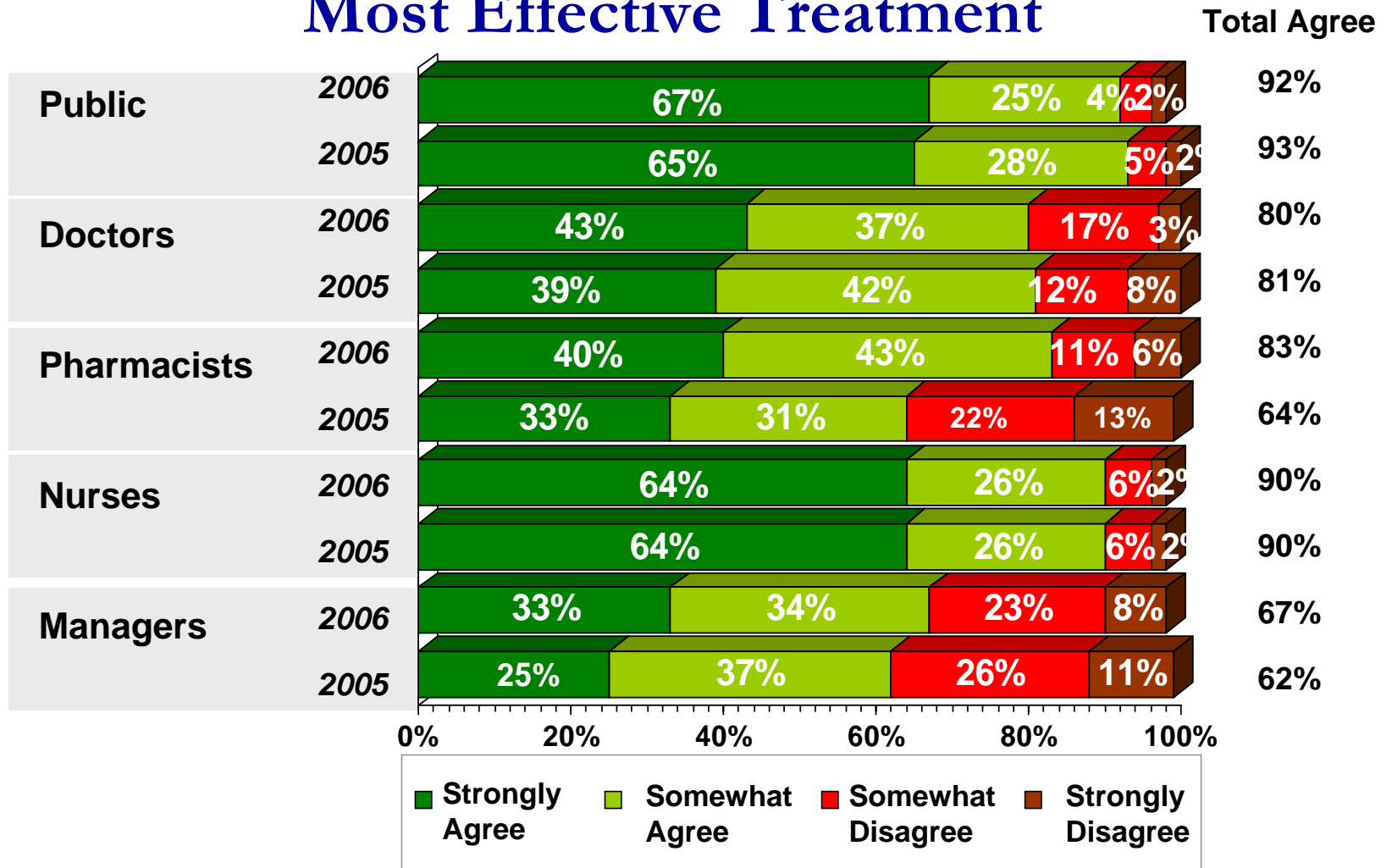
# Agreement – Drugs Covered in One Province Should Automatically Be Covered in Other Provinces



Q14H: I am going to read you a number of statements, and I'd like you to tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each (READ AND ROTATE)

If a drug is covered by one province, it should automatically be covered by other provinces.

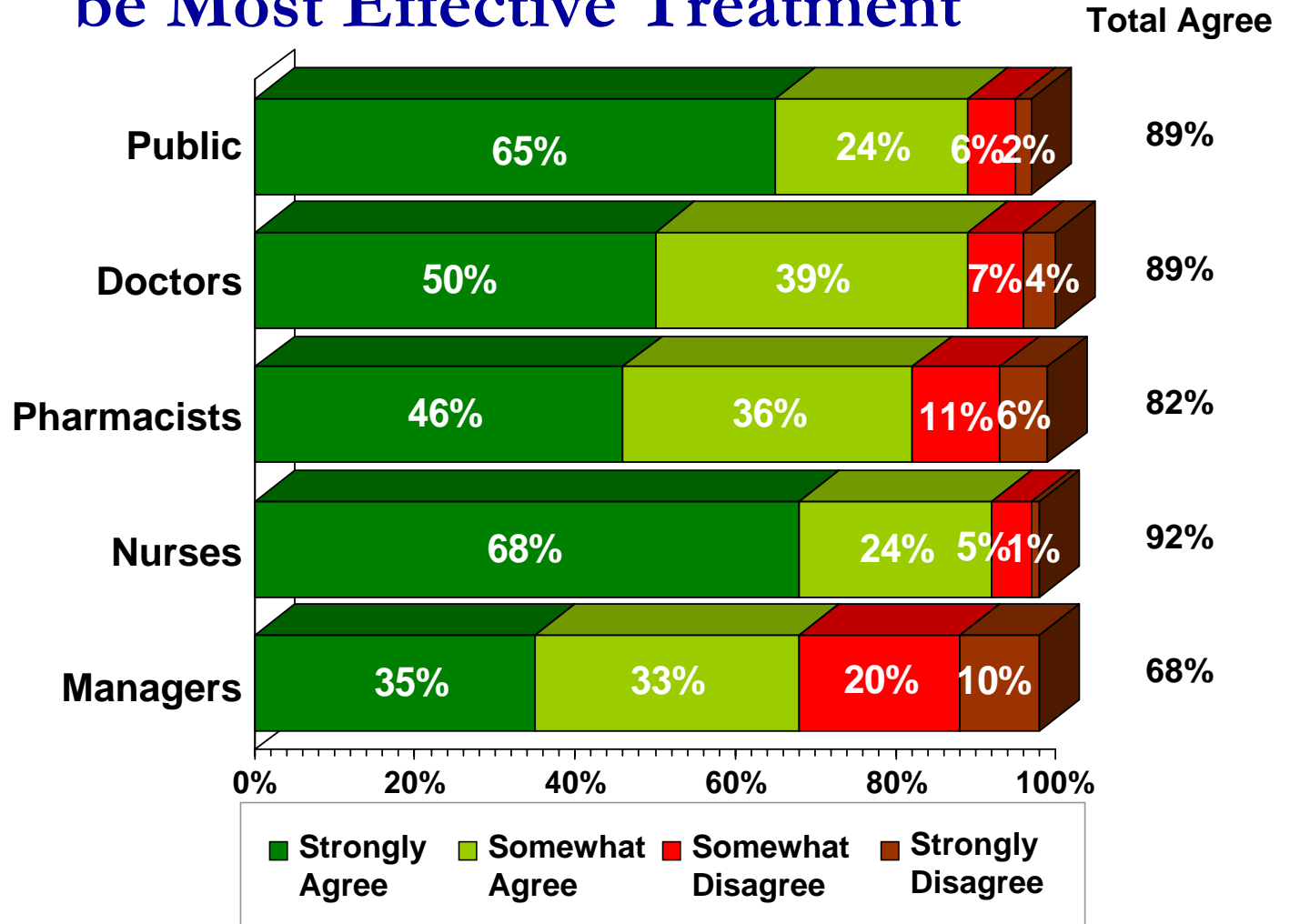
# Agreement – Govt Drug Plans Should Include Coverage For Any Medications Deemed to Be Most Effective Treatment



Q14E: I am going to read you a number of statements, and I'd like you to tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each (READ AND ROTATE)

Government drug plans should include coverage for any medications that patients and their healthcare provider agree are the most effective treatment.

# Agreement – Employer Drug Plans Should Include Coverage for Medications Deemed to be Most Effective Treatment

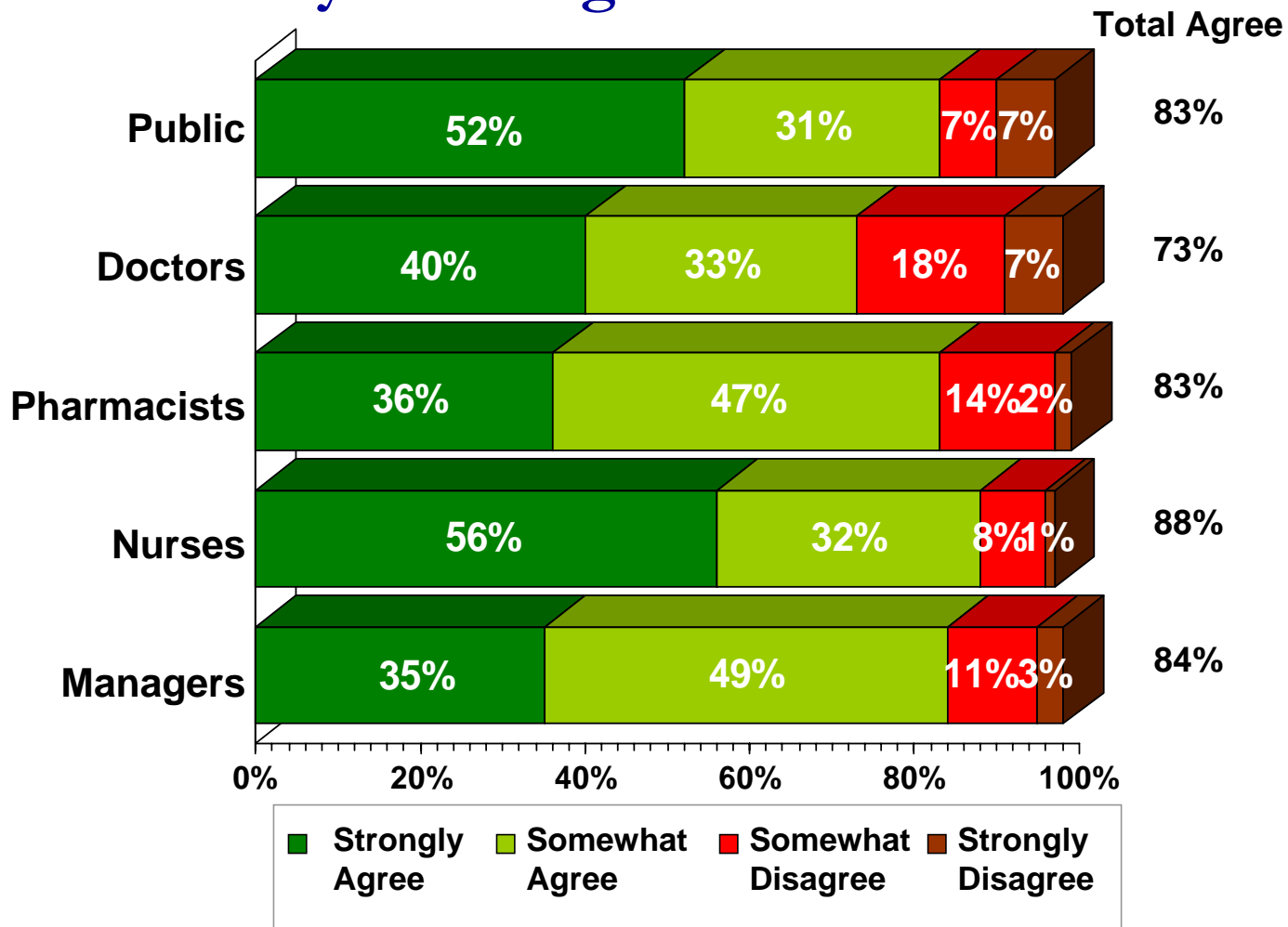


Q14G: I am going to read you a number of statements, and I'd like you to tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each (READ AND ROTATE)

Employer drug plans should include coverage for any medications that a patient and their healthcare provider agree are the most effective treatment.

Source: HCIC 2006

# Agreement – Government Should Ensure Maximum Limit on How Much Money Individuals Personally Pay for Drug Costs



Q14C: I am going to read you a number of statements, and I'd like you to tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each (READ AND ROTATE)

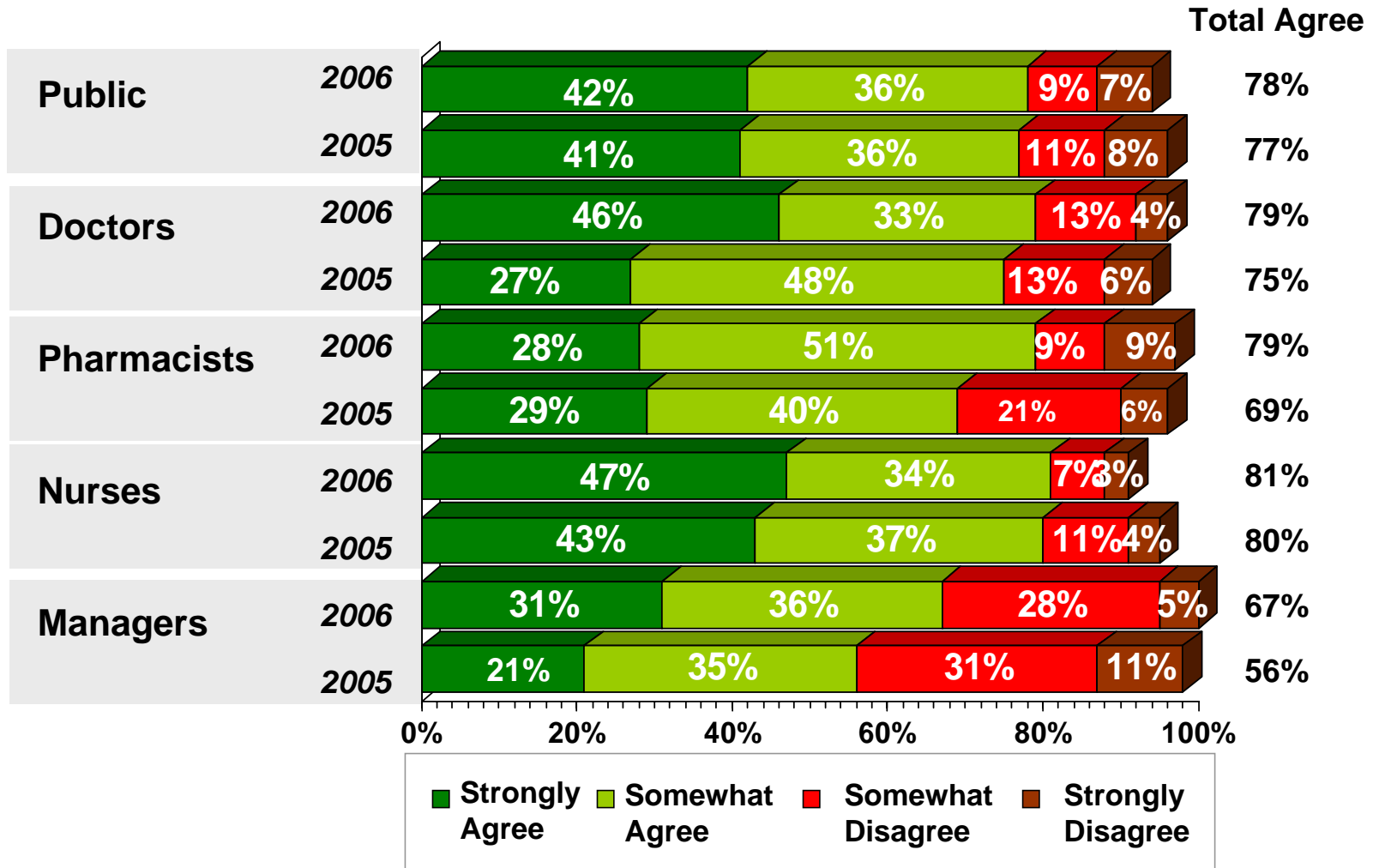
Governments should ensure that there is a maximum limit to how much individuals should have to personally pay for drug costs.

Source: HCIC 2006





# Agreement – Pharma. Prices in Canada Need to Be Competitive to Attract R&D Funding

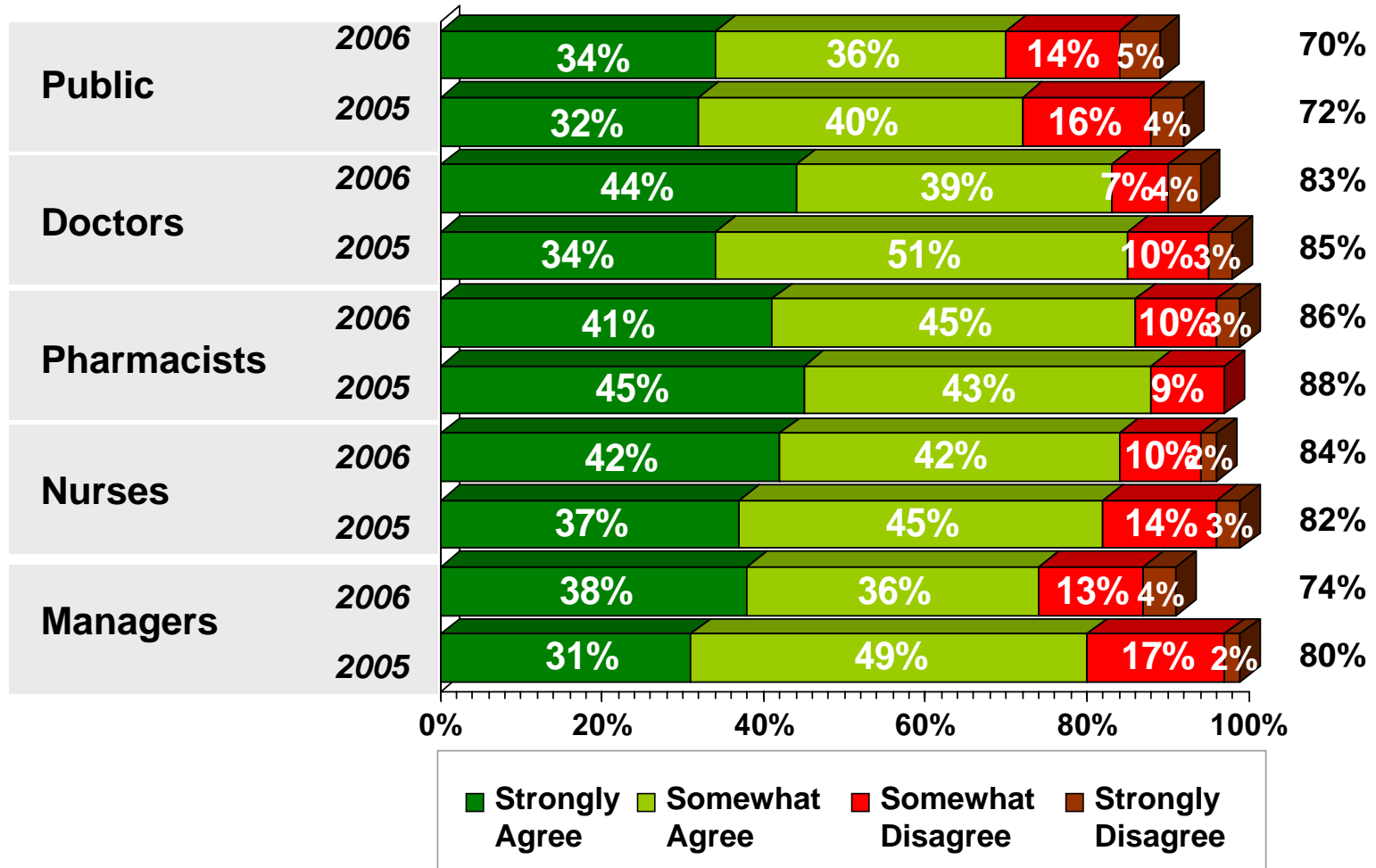


Q14D: I am going to read you a number of statements, and I'd like you to tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each (READ AND ROTATE)

Pharmaceutical prices in Canada need to be competitive with the rest of the world in order to attract research and development funding to Canada.

# Agreement – Many Patients Who Should Be Taking Medication Are Not

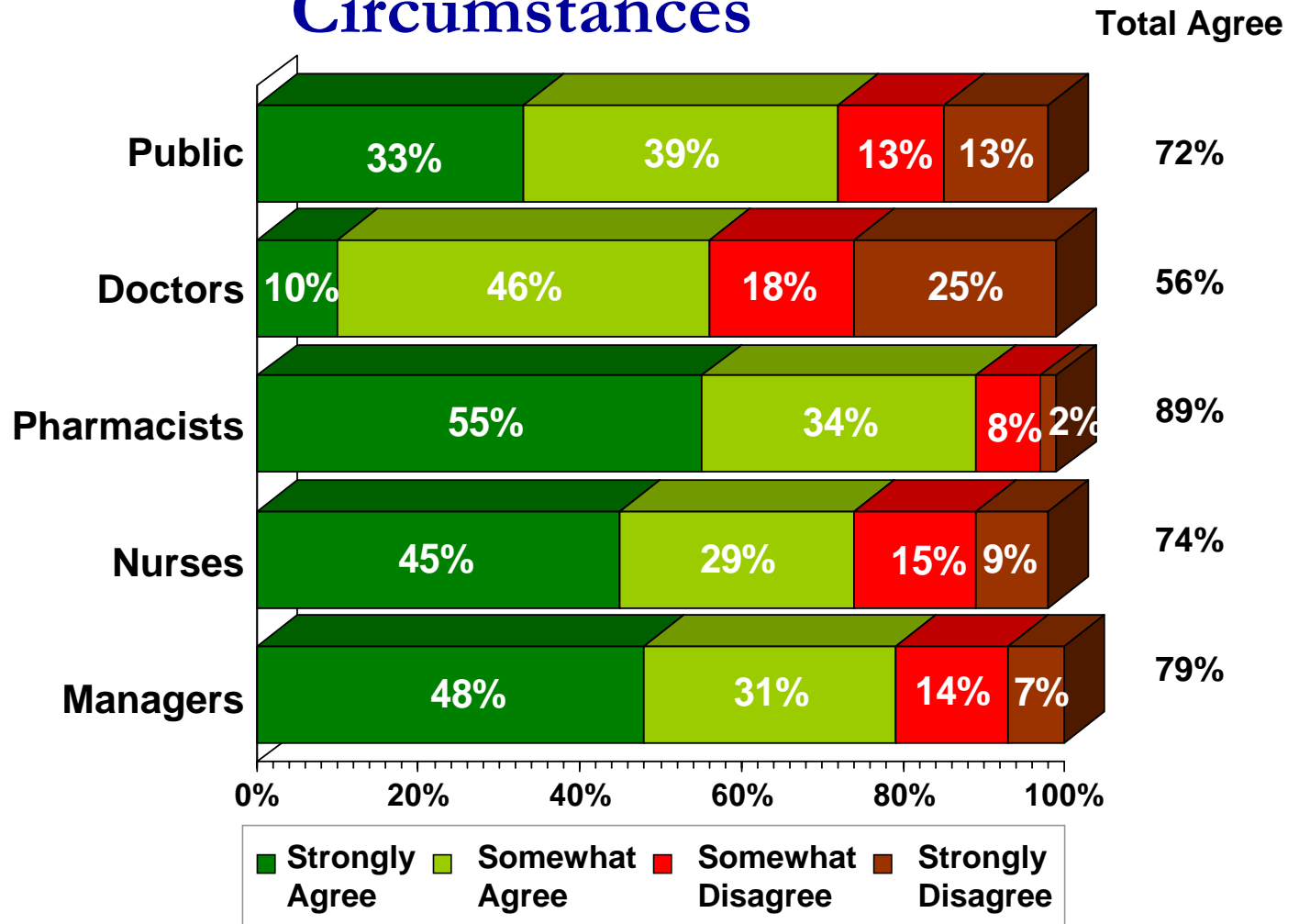
Total Agree



Q14A: I am going to read you a number of statements, and I'd like you to tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each (READ AND ROTATE)

Many patients who should be taking medications regularly are not taking them.

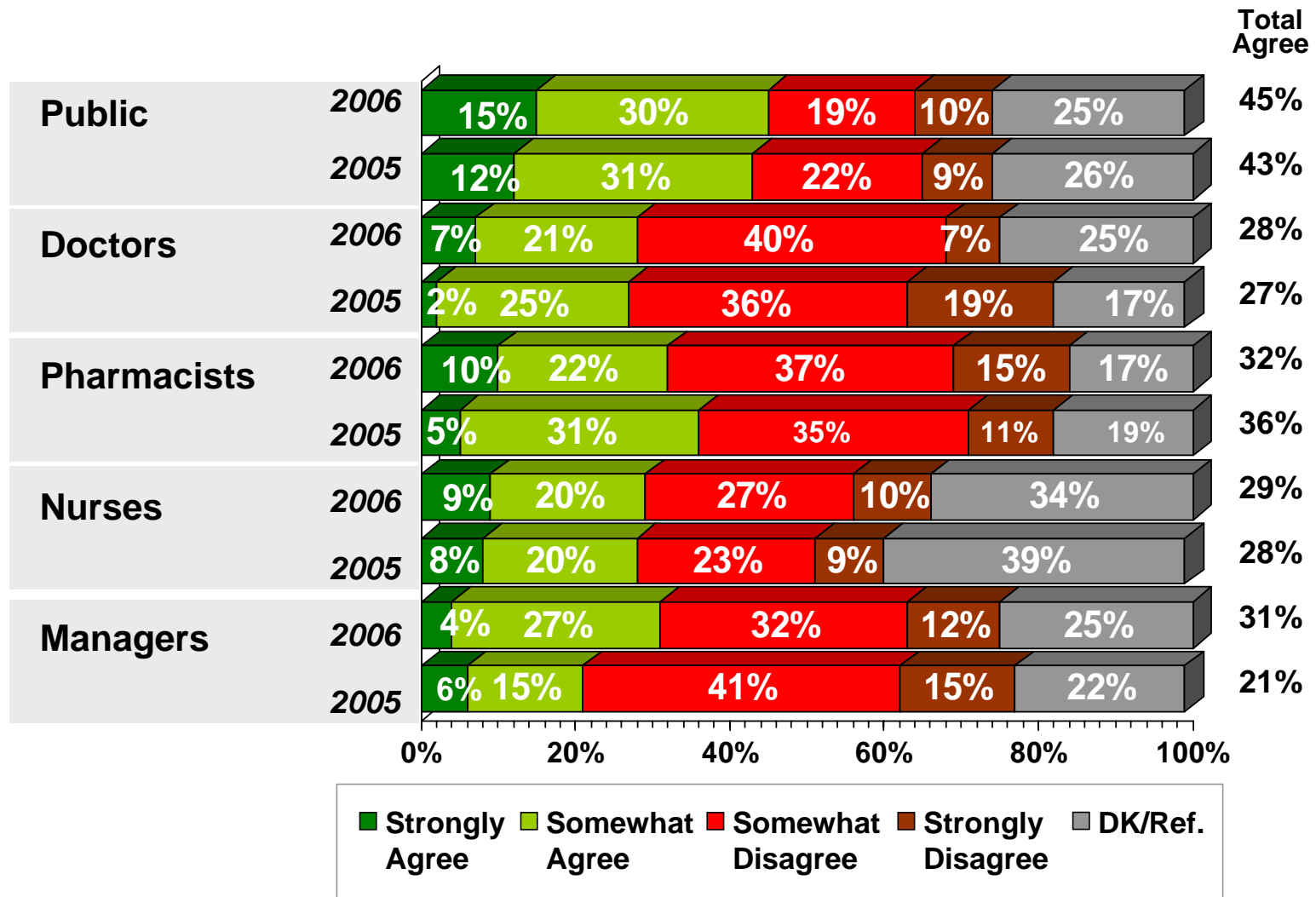
# Agreement – Appropriate for Pharmacists & Nurses to Prescribe Medications in Certain Circumstances



Q14F: I am going to read you a number of statements, and I'd like you to tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each (READ AND ROTATE)

It is appropriate for Pharmacists and Nurses to be permitted to prescribe medications in certain circumstances.

# Agreement – Canadian Drug Approval System Is Faster Than Other Countries



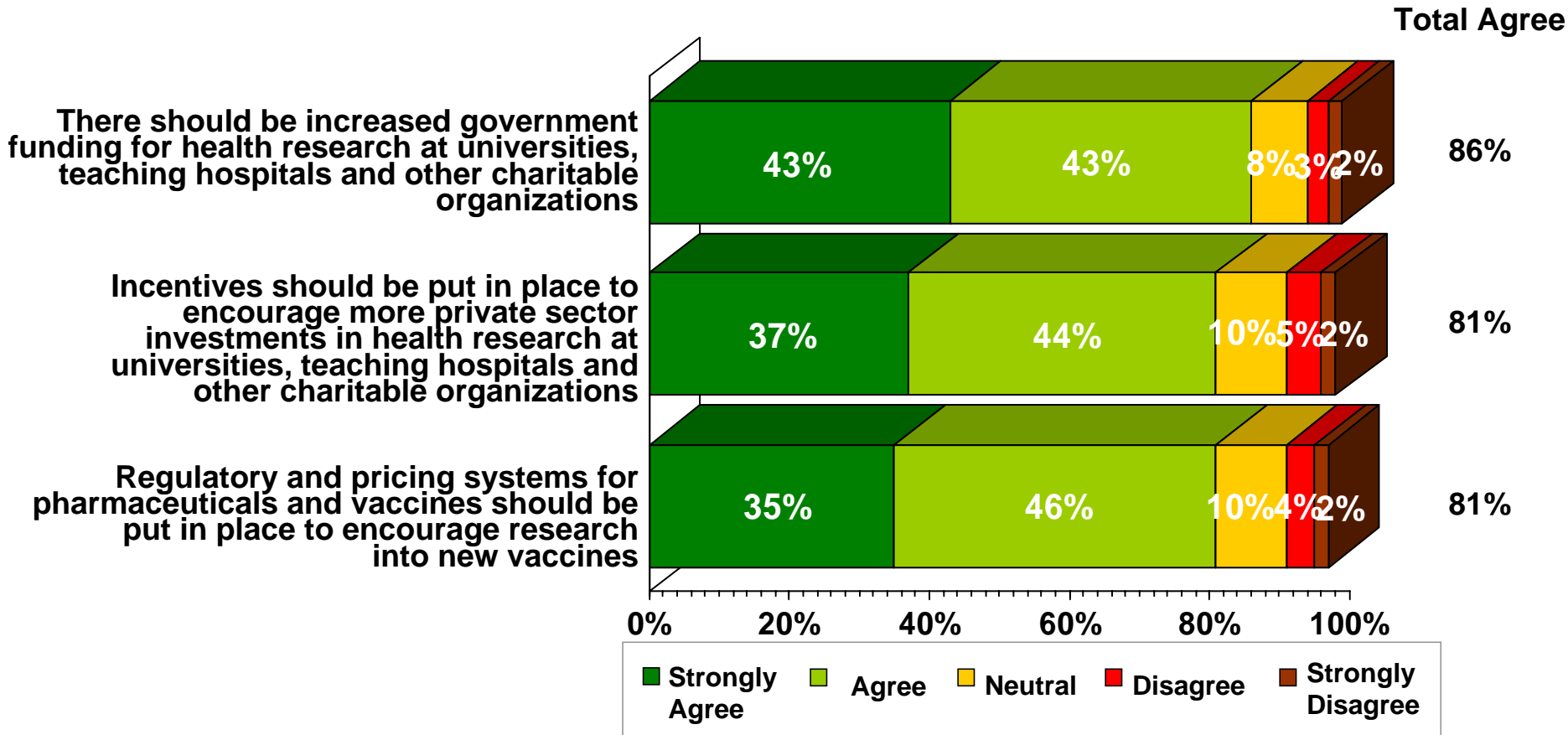
Q14B: I am going to read you a number of statements, and I'd like you to tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each (READ AND ROTATE)

The Canadian drug approval system is faster than the systems in other countries.

# Health Research

- There continues to be strong agreement that there should be:
- Increased government funding for health research at universities, teaching hospitals and other charitable organization (86% public, 88% doctor and 91% of pharmacist support).
  - Incentives to encourage more private sector investments in health research (91% doctors support).
  - Regulatory and pricing systems to encourage research and development into new pharmaceuticals and vaccines (87% nurses support).

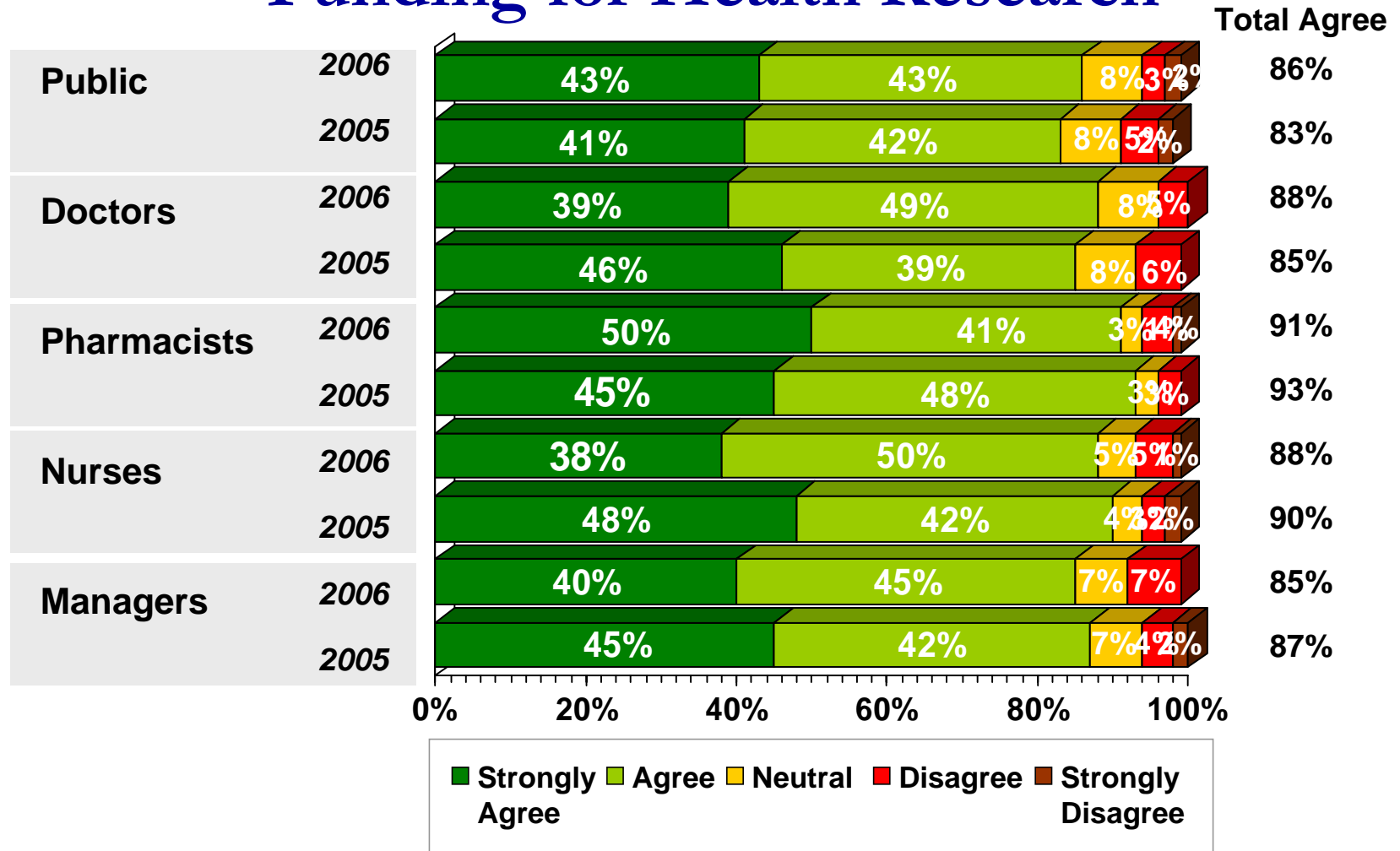
# Public Support for Health Research



Q30: Health research can include research into treatments, into the best ways to provide care, and into management of the health care system. Would you say that you strongly agree, agree, are neutral, disagree, or strongly disagree with each of the following? (READ AND ROTATE)  
 Base: GENPOP



# Agreement – Increase Government Funding for Health Research

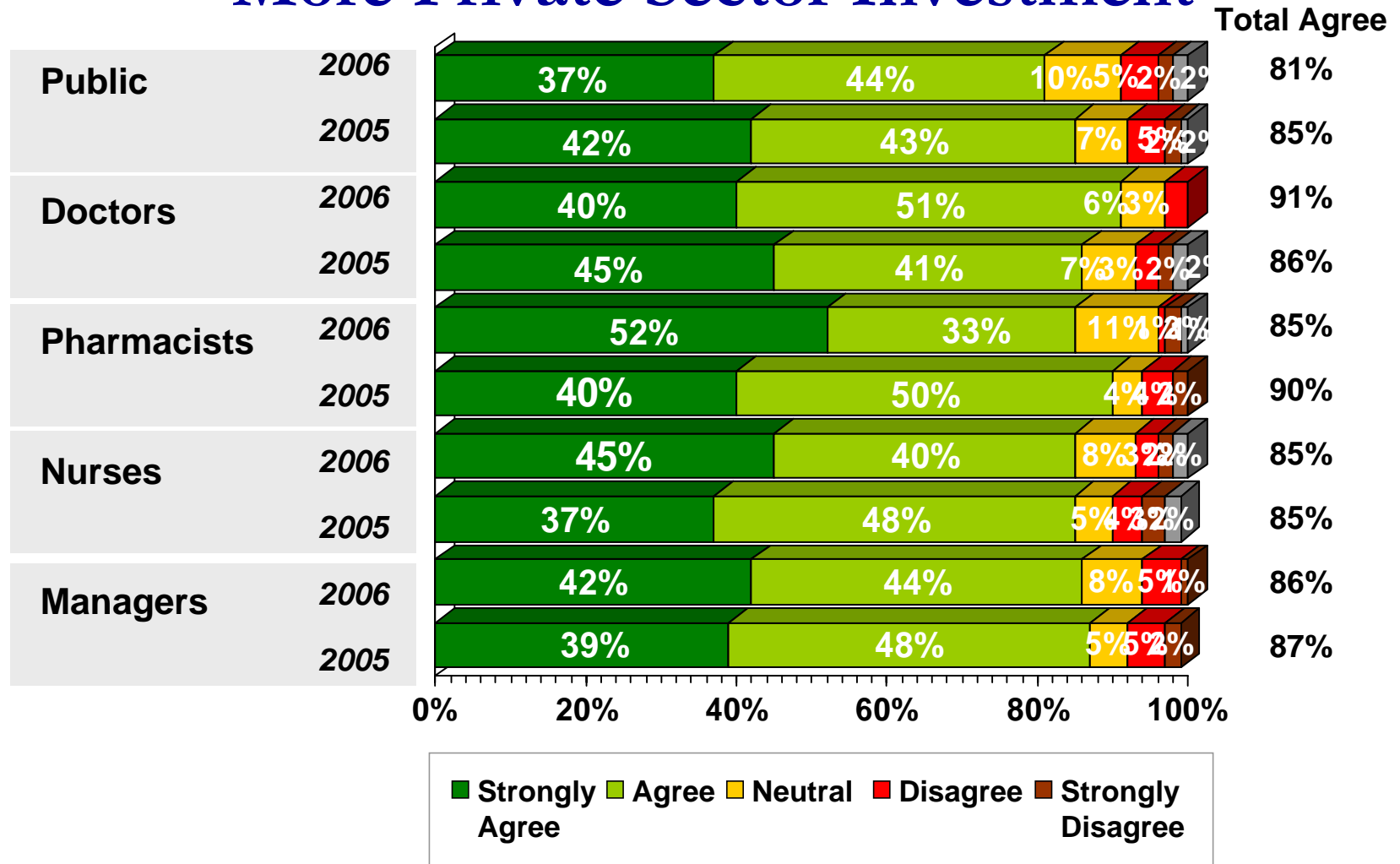


Q30A: Health research can include research into treatments, into the best ways to provide care, and into management of the health care system. Would you say that you strongly agree, agree, are neutral, disagree, or strongly disagree with each of the following? (READ AND ROTATE)  
 There should be increased government funding for health research at universities, teaching hospitals and other charitable organizations.

Source: HCIC 2006, 2005



# Agreement – Incentives to Encourage More Private Sector Investment

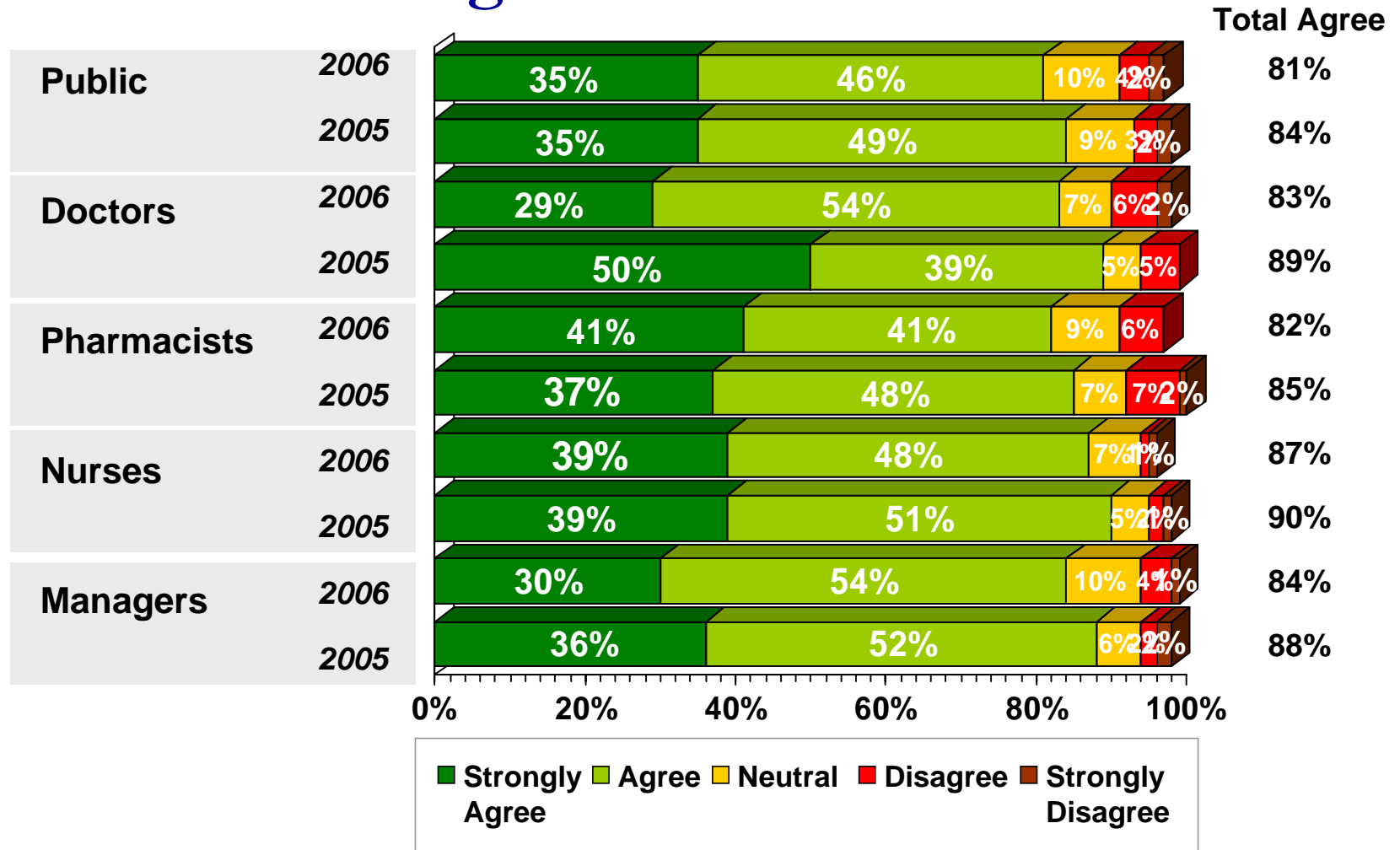


Q30B: Health research can include research into treatments, into the best ways to provide care, and into management of the health care system. Would you say that you strongly agree, agree, are neutral, disagree, or strongly disagree with each of the following? (READ AND ROTATE)  
 Incentives should be put in place to encourage more private sector investments in health research at universities, teaching hospitals and other charitable organizations





# Agreement – Systems Should Be Put In Place To Encourage R&D Into New Vaccines



Q30C: Health research can include research into treatments, into the best ways to provide care, and into management of the health care system. Would you say that you strongly agree, agree, are neutral, disagree, or strongly disagree with each of the following? (READ AND ROTATE)  
 Regulatory and pricing systems for pharmaceuticals and vaccines should be put in place to encourage research into new vaccines.

Source: HCIC 2006, 2005



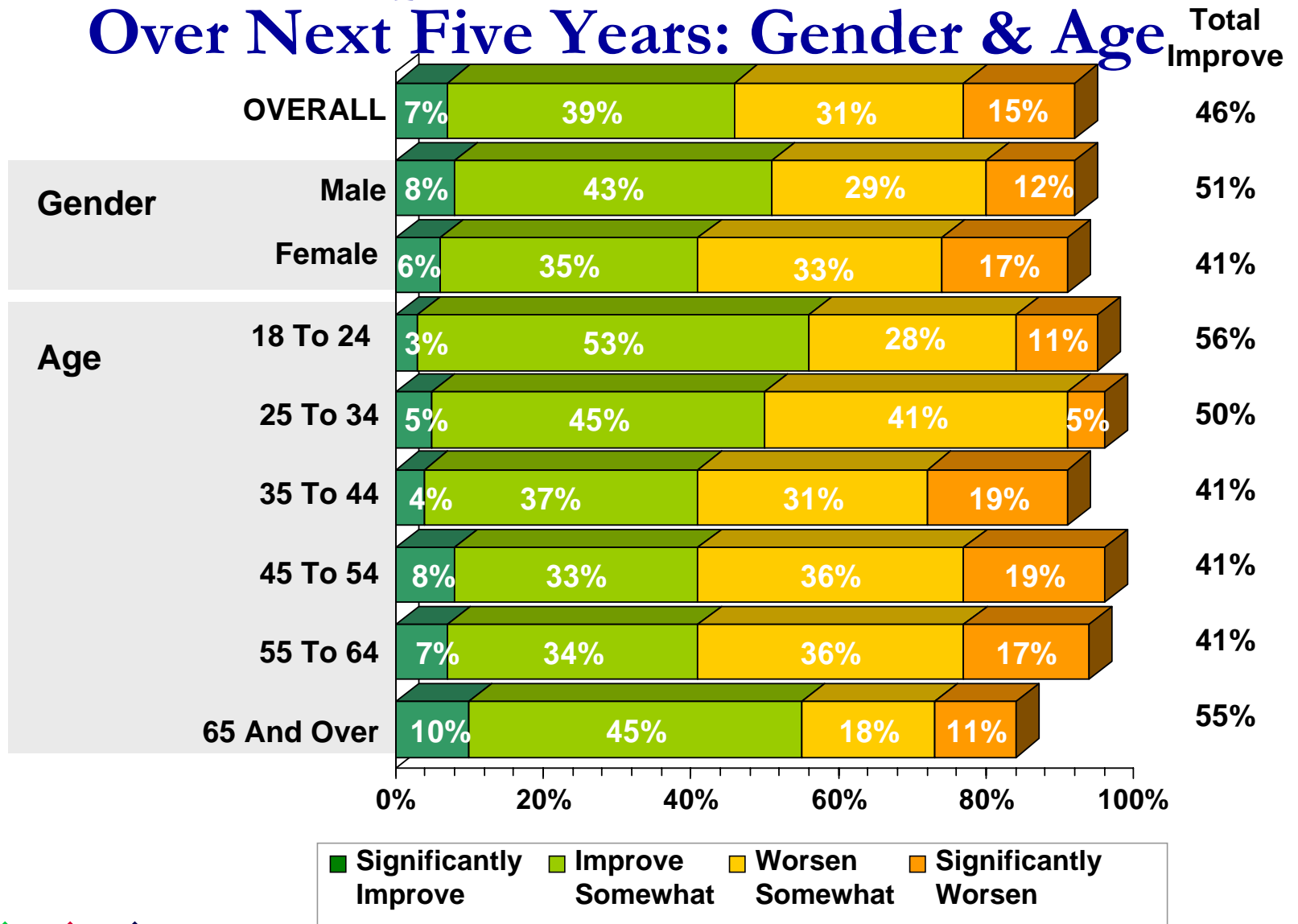
# The Future of Health Care



# The Future of Health Care

- **Canadians' perceptions are divided on the issue of whether access to timely, quality health care services will improve (46%) or worsen (46%) over the next five years.**
- **Canadians are more optimistic now at 46% than in 2004, when 38% thought access would improve.**
- **Men (51%) are more optimistic about access to timely, quality health care improving, as are Canadians 18-24 years of age (56%), those over 65 (55%) and those living in the Prairies (58%).**
- **61% of Canadians who received homecare in the past 12 months are more likely to think access will improve over the next five years.**
- **Canadians who underwent alternative therapy treatment (54%) or who cared for someone in the last 12 months (54%) are more likely to think access will worsen.**

# Perceptions of Health Care Over Next Five Years: Gender & Age



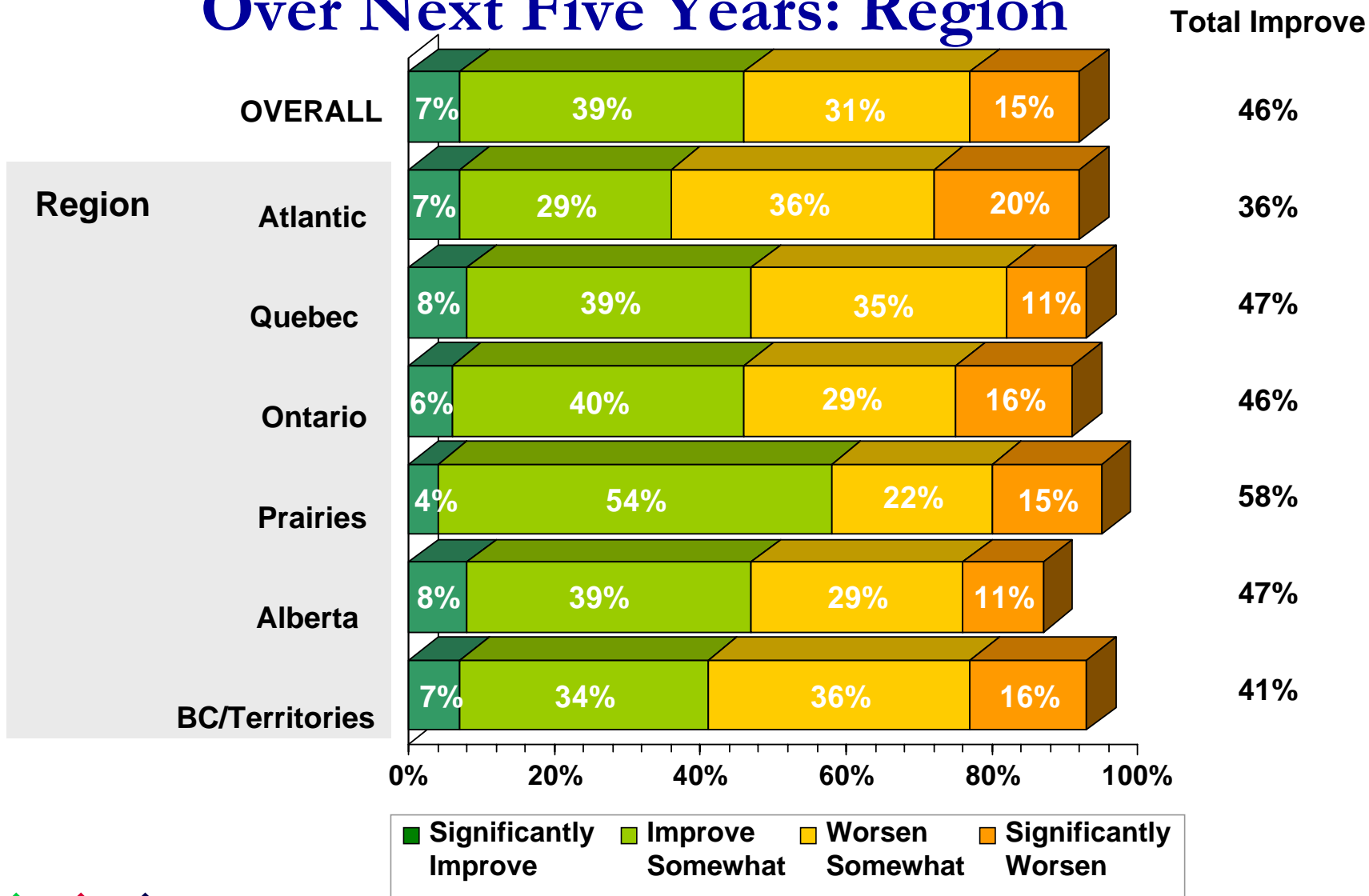
Q3: Over the next five years, do you believe that Canadians' access to timely, quality health care services will significantly improve, improve somewhat, worsen somewhat or significantly worsen?

Base: GENPOP

Source: HCIC 2006



# Perceptions of Health Care Over Next Five Years: Region

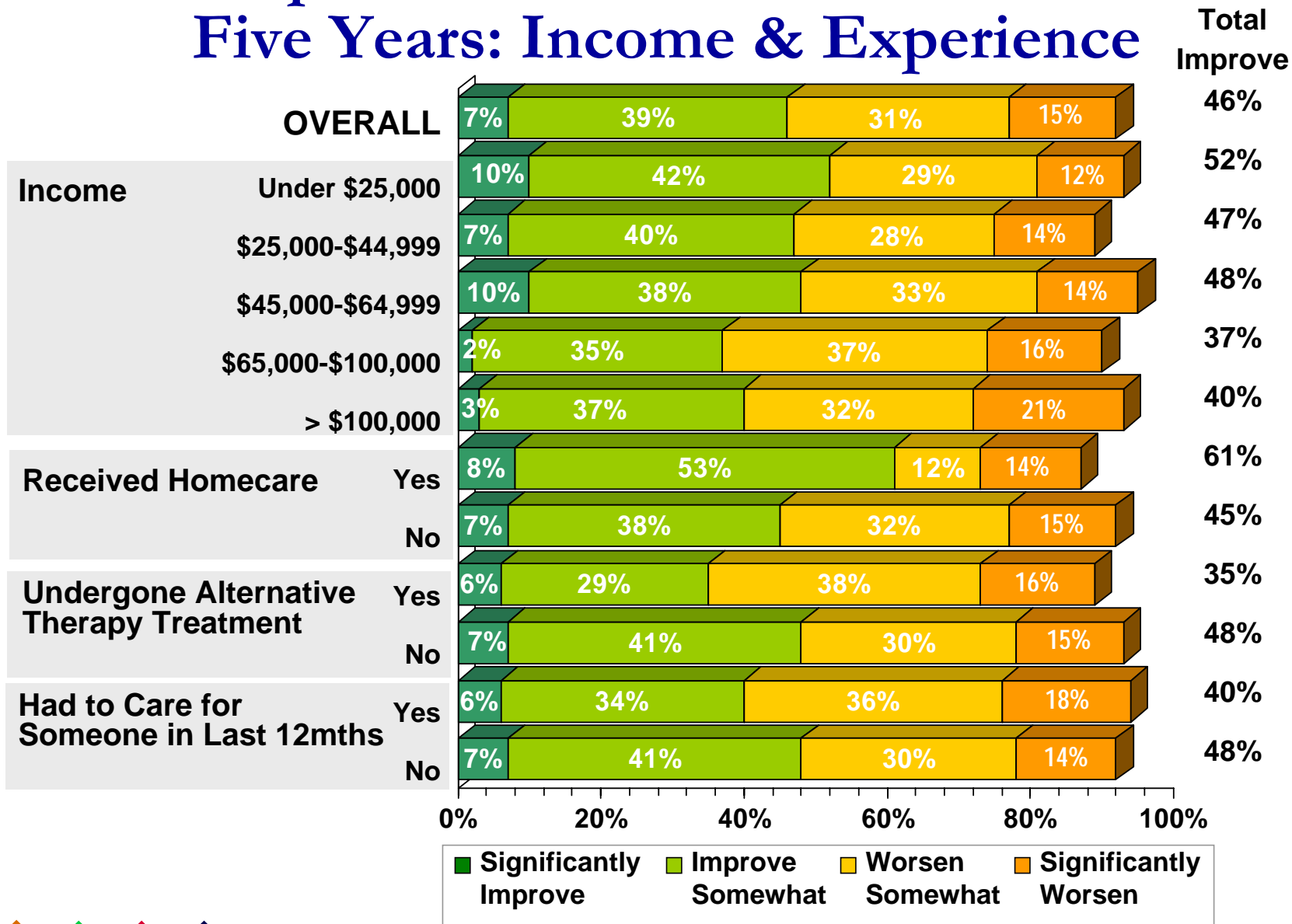


Q3: Over the next five years, do you believe that Canadians' access to timely, quality health care services will significantly improve, improve somewhat, worsen somewhat or significantly worsen?

Base: GENPOP

Source: HCIC 2006

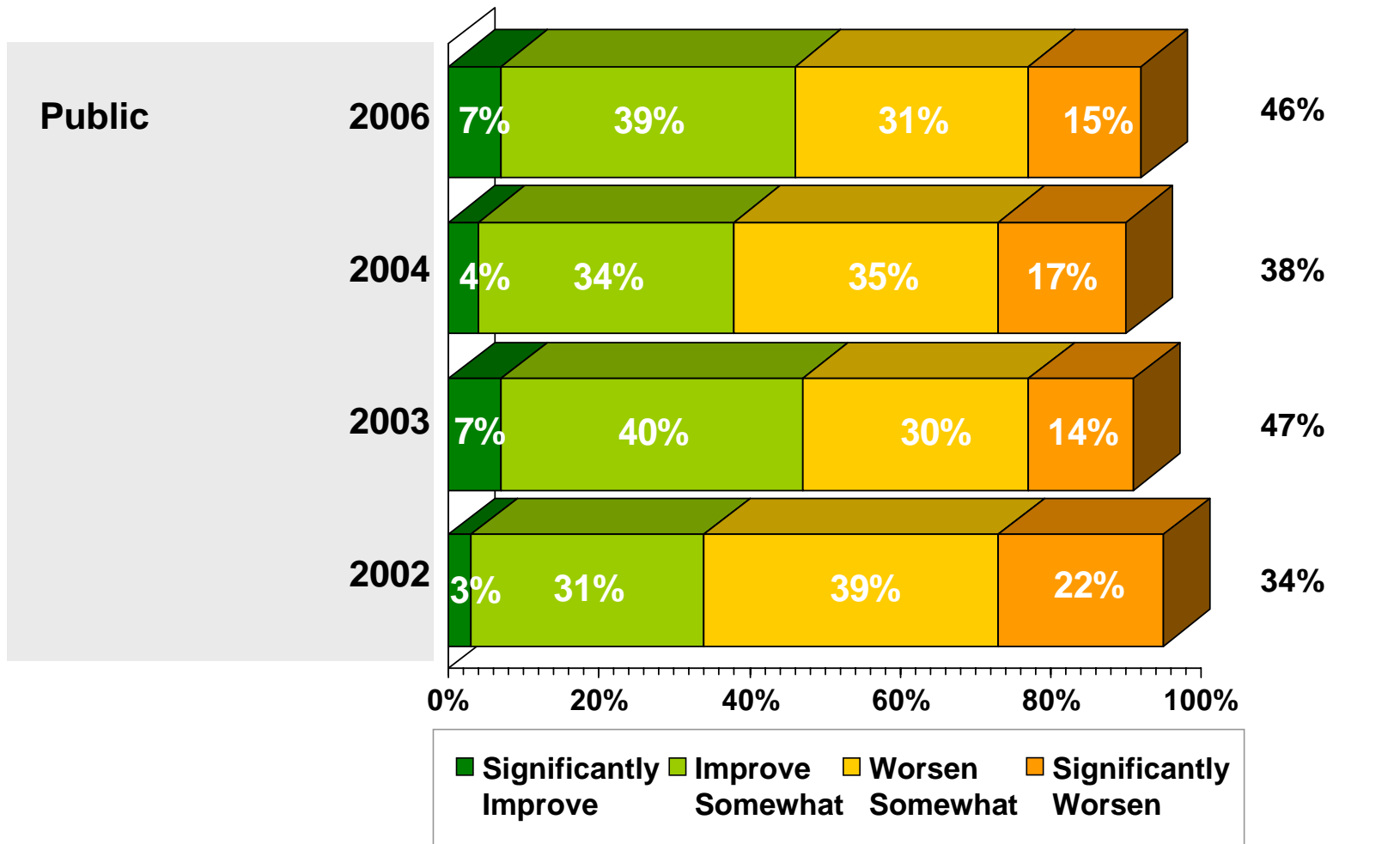
# Perceptions of Health Care Over Next Five Years: Income & Experience



Q3: Over the next five years, do you believe that Canadians' access to timely, quality health care services will significantly improve, improve somewhat, worsen somewhat or significantly worsen?  
 Source: HCIC 2006

Base: GENPOP

# Perceptions of Health Care Over Next Five Years: Tracking

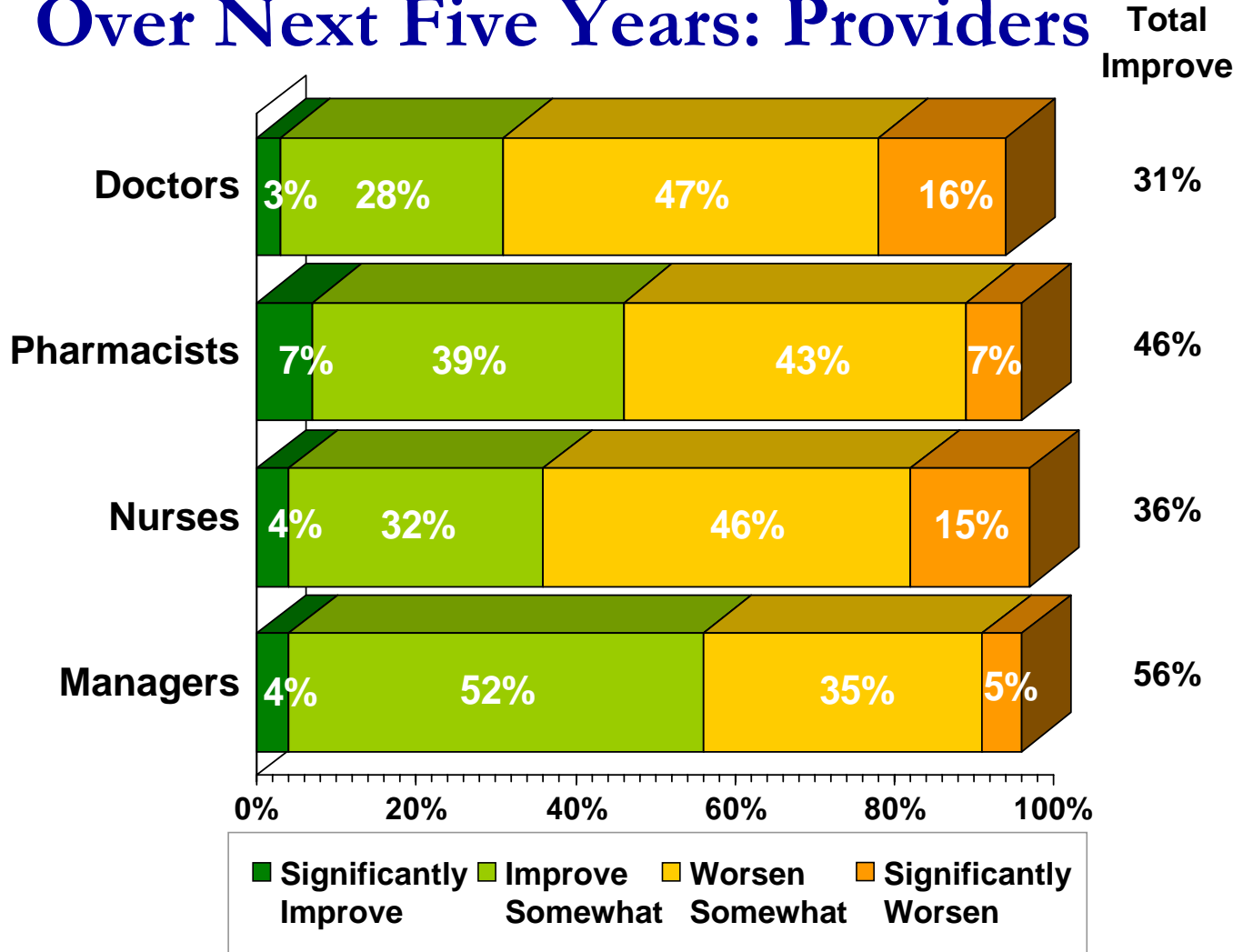


Q3: Over the next five years, do you believe that Canadians' access to timely, quality health care services will significantly improve, improve somewhat, worsen somewhat or significantly worsen?

Base: GENPOP

Source: HCIC 2006, 2004, 2003, 2002

# Perceptions of Health Care Over Next Five Years: Providers



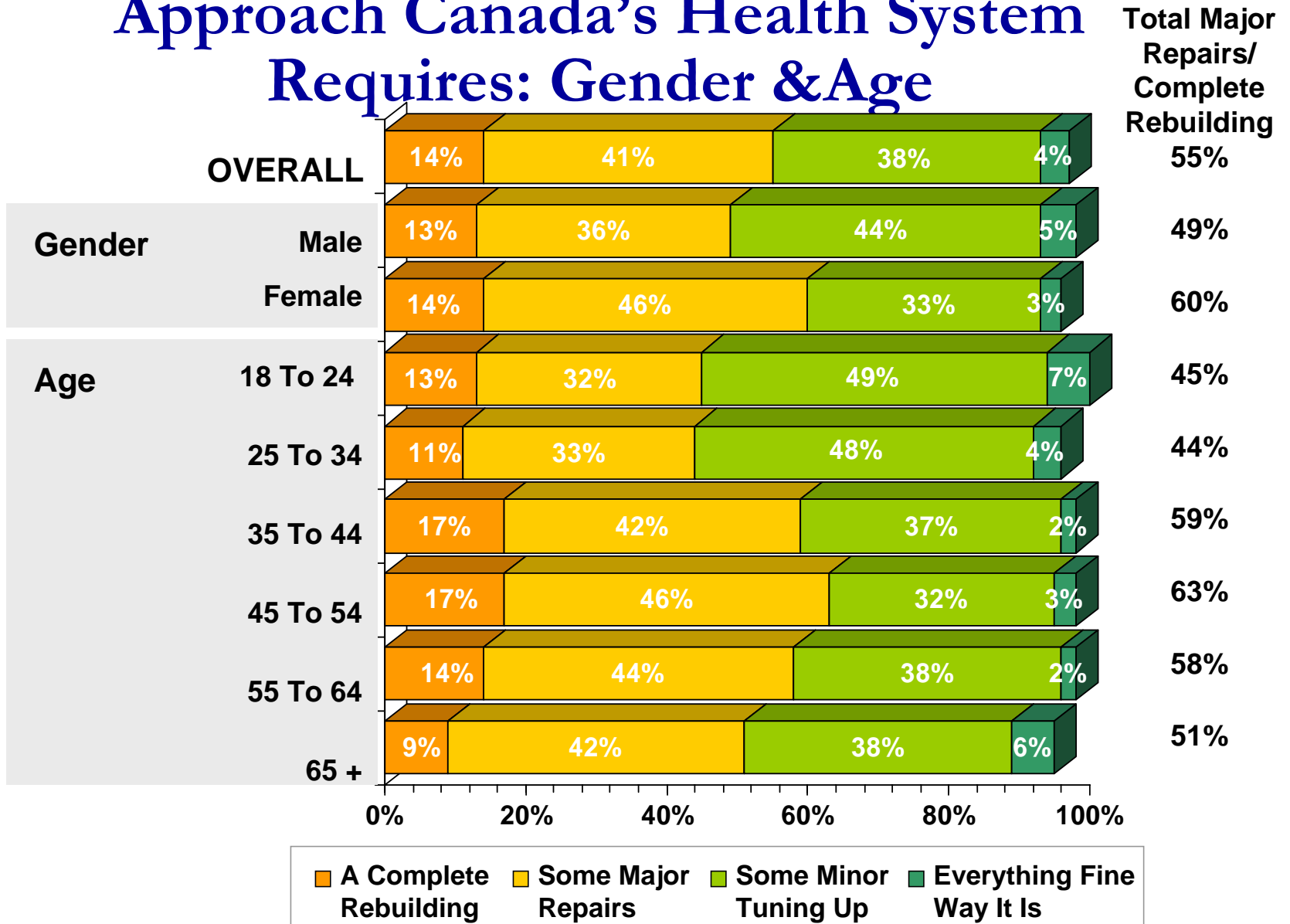
Q3: Over the next five years, do you believe that Canadians' access to timely, quality health care services will significantly improve, improve somewhat, worsen somewhat or significantly worsen?  
Source: HCIC 2006



# What Approach does Canada's Health System Require?

- **Over half of Canadians (55%) believe that Canada's health system requires either a complete rebuilding from the ground up (14%) or some fairly major repairs (41%). That number is at its lowest level since 1999 (55%), having peaked in 2004 (71%).**
- **60% of women, respondents aged 35-64 (58% to 63%), and those living in the Atlantic provinces (64%) are the most inclined to believe that the system requires major repairs or a complete rebuilding.**

# Approach Canada's Health System Requires: Gender & Age

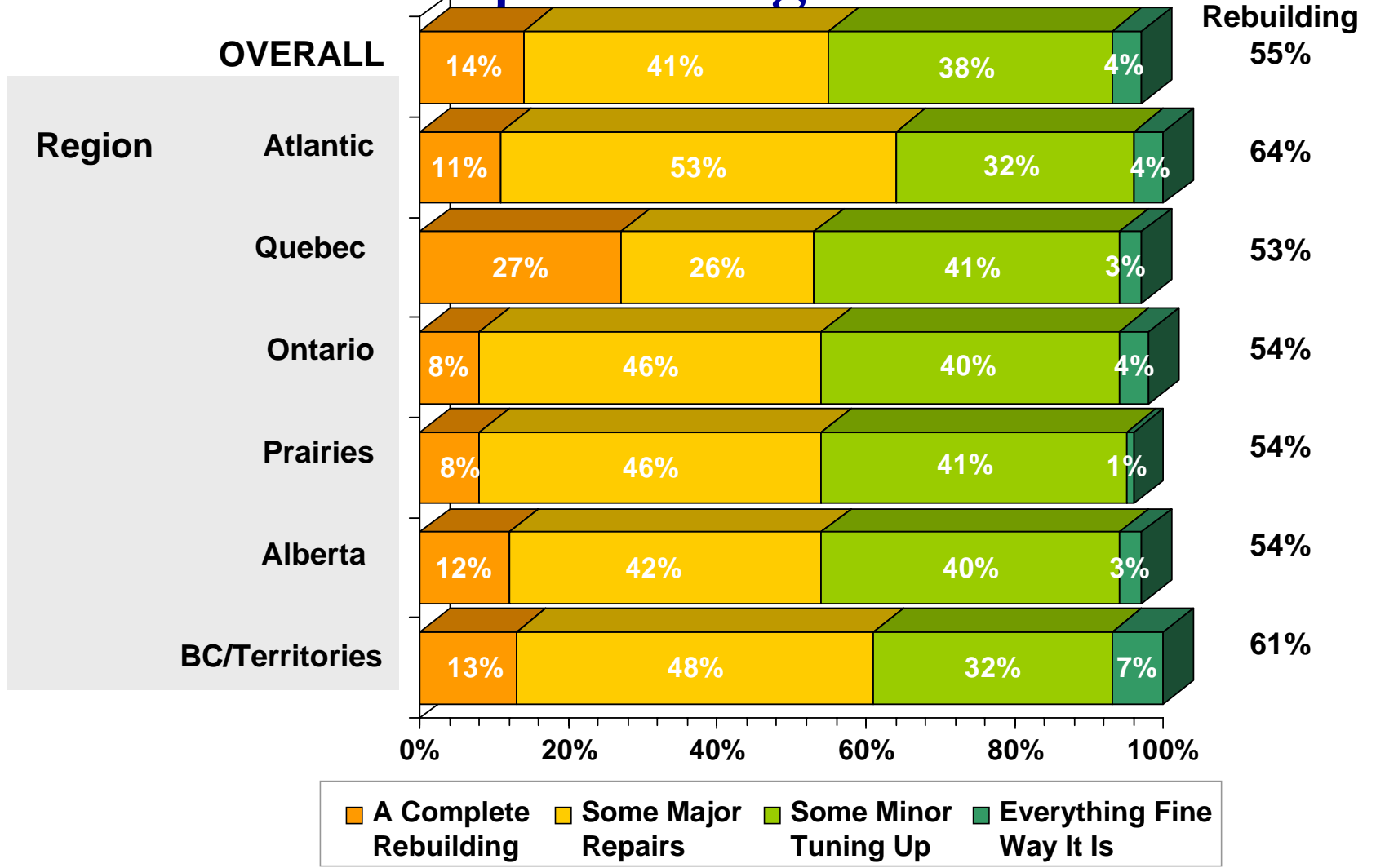


Q4: What approach would you say that Canada's health system requires at present - a complete rebuilding from the ground up, some fairly major repairs or some minor tuning up, or is everything fine the way it is?

Base: GENPOP

Source: HCIC 2006

# Approach Canada's Health System Requires: Region



Q4: What approach would you say that Canada's health system requires at present - a complete rebuilding from the ground up, some fairly major repairs or some minor tuning up, or is everything fine the way it is?

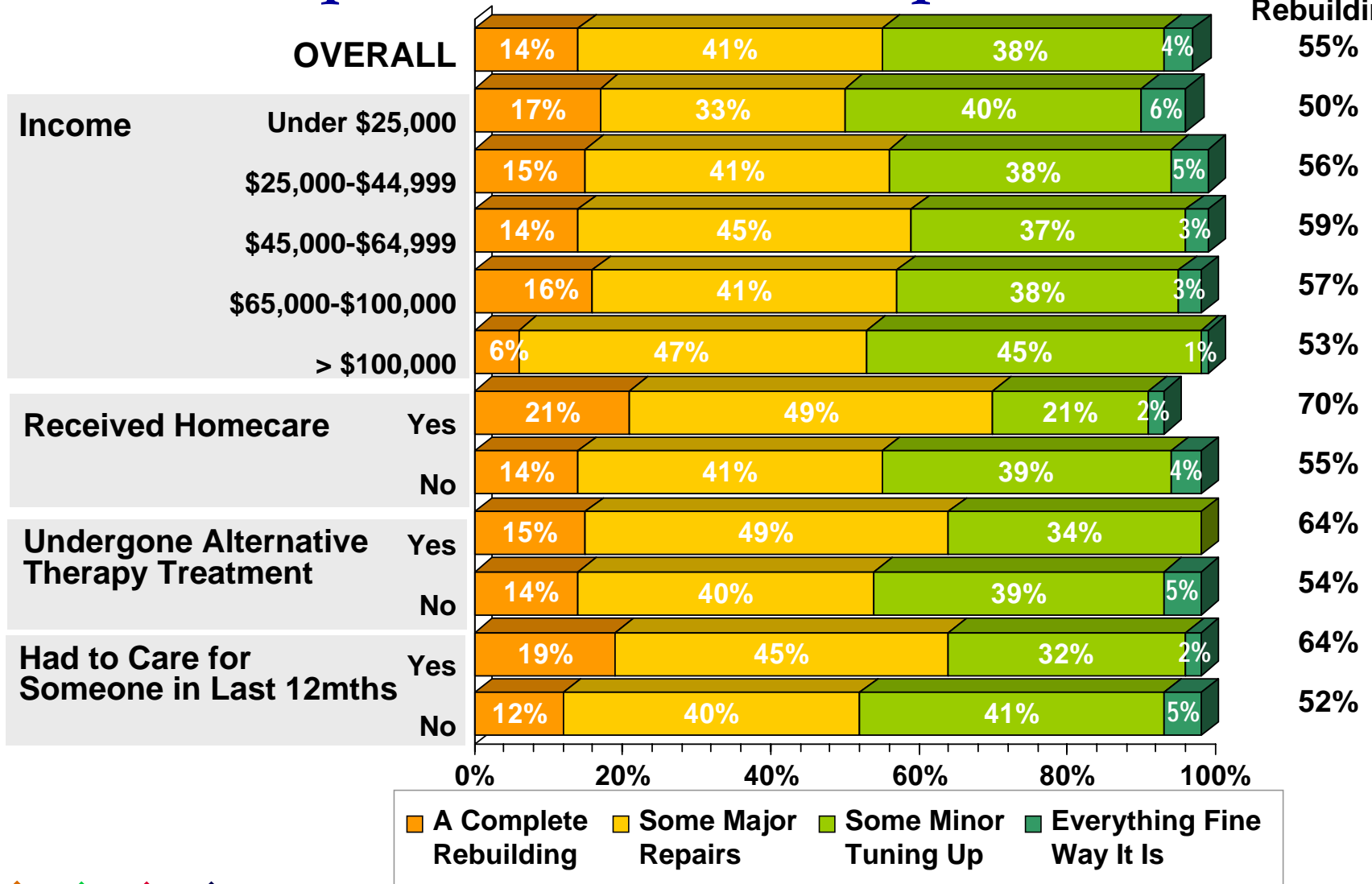
Base: GENPOP

Source: HCIC 2006



# Approach Canada's Health System Requires: Income & Experience

Total Major Repairs/ Complete Rebuilding

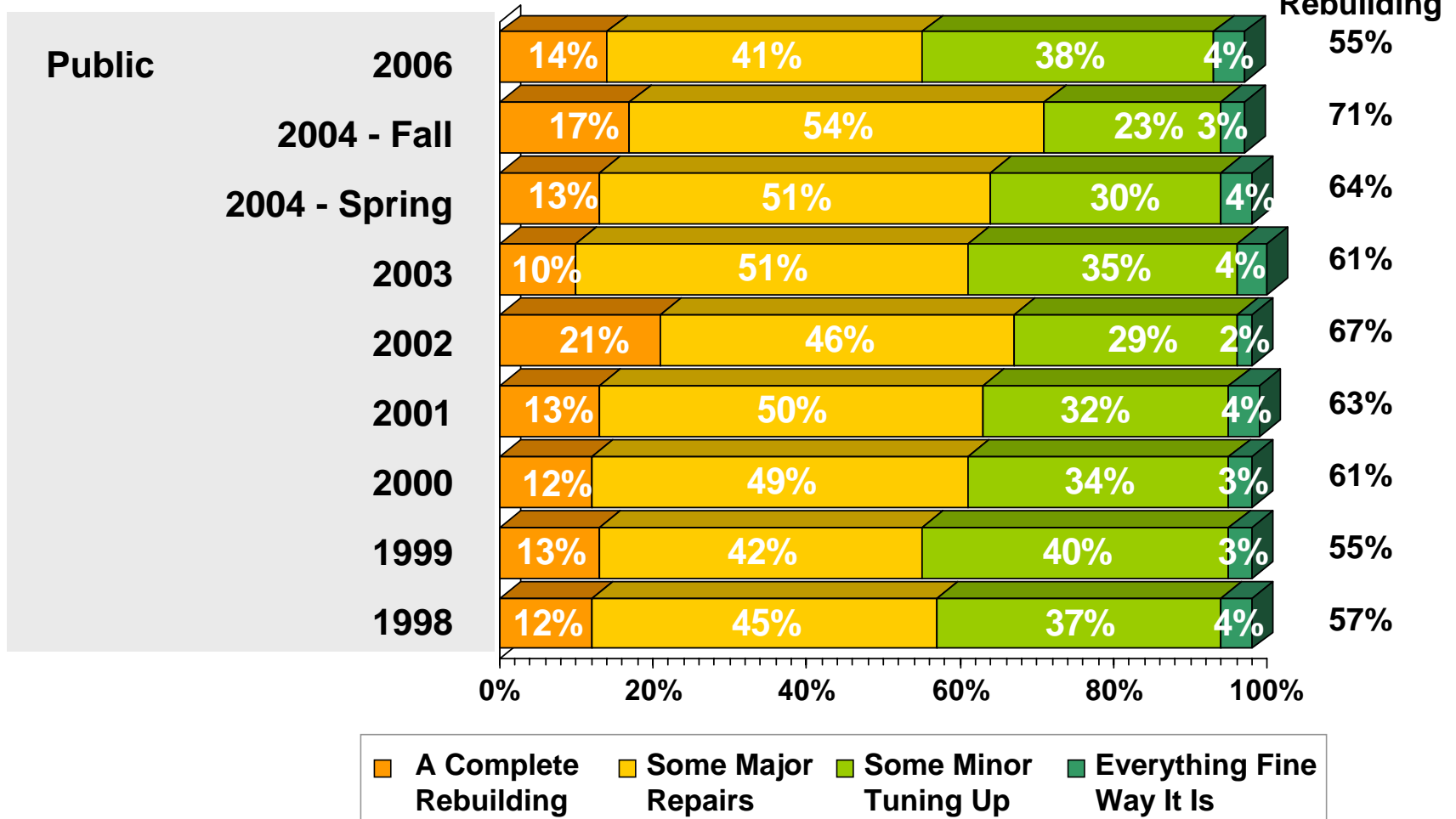


Q4: What approach would you say that Canada's health system requires at present - a complete rebuilding from the ground up, some fairly major repairs or some minor tuning up, or is everything fine the way it is?

Base: GENPOP

Source: HCIC 2006

# Approach Canada's Health System Requires: Tracking

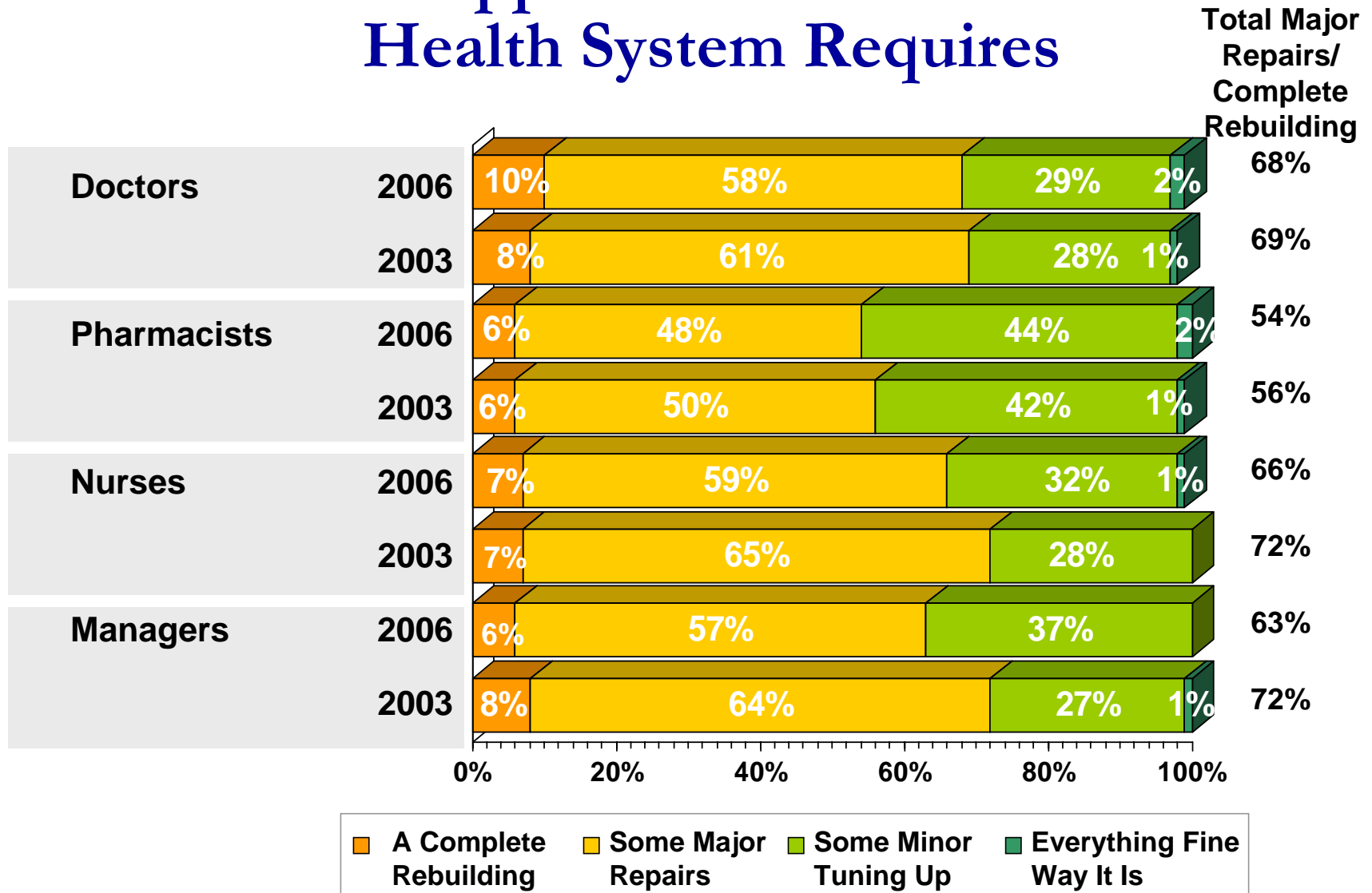


Q4: What approach would you say that Canada's health system requires at present - a complete rebuilding from the ground up, some fairly major repairs or some minor tuning up, or is everything fine the way it is?


Base: GENPOP

Source: HCIC 2006, 2004, 2003, 2002, 2001, 1999, 1998

# Approach Canada's Health System Requires



Q4: What approach would you say that Canada's health system requires at present - a complete rebuilding from the ground up, some fairly major repairs or some minor tuning up, or is everything fine the way it is?  
 Source: HCIC 2006



# Health Care in Canada Survey

2006

