



The 10th Annual Health Care in Canada Survey



A national survey of health care providers, managers, and the public



This is the tenth edition of the Health Care in Canada Survey, the most comprehensive survey of Canadian public and health care providers' opinions on health care issues. A decade ago, lack of funding/government cutbacks was deemed the most important issue; this year, wait times and the shortage of doctors top the list. Just over half of all Canadians feel that we are receiving quality health care services in Canada. Almost half of Canadians believe that access to timely, quality health care will improve over the next five years, but poor access to doctors remains a concern. As well, environmental health issues such as air and water pollution are important to public and health professionals alike.

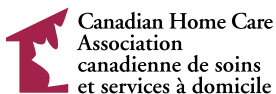
For the first time, the survey asked questions on chronic illness. Over one-third of the Canadians surveyed reported that they have been diagnosed with a chronic illness, and seven in eight of those take at least one regularly prescribed medication. In addition, almost one-quarter of Canadians provided care for a family member or friend with a serious health problem within the last year.

The survey finds widespread support for a variety of initiatives to improve the health care system. As Don Guy, president of POLLARA, notes, "While Canadians view government investments in health care as contributing to a healthy productive society, the survey also highlights their willingness to take care of their own health and to work in partnership with healthcare providers."

This document presents a summary of key findings. For full survey results, visit www.hcic-sssc.ca.

The 10th edition of the Health Care in Canada Survey was conducted by POLLARA Research between October 3rd and November 8th, 2007. Results for the survey are based on telephone interviews with nationally representative samples of 1,223 members of the Canadian public, 202 doctors, 201 nurses, 202 pharmacists and 201 health managers. Public results are considered to be accurate within $\pm 2.8\%$, 19 times out of 20, while the margin of error for results for doctors, nurses, pharmacists and managers is $\pm 6.9\%$. The questions were developed by POLLARA Research working in consultation with the Survey partner organizations.

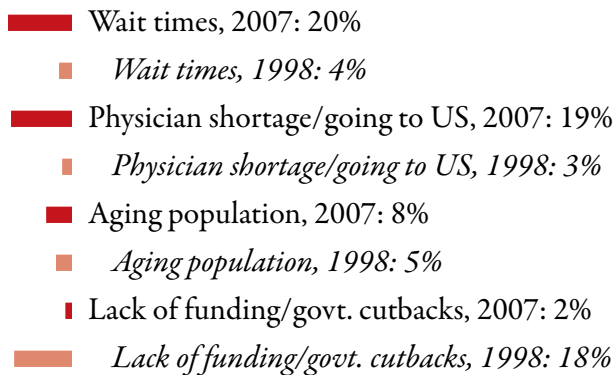
Survey partner organizations include the Association of Canadian Academic Healthcare Organizations, Canadian Healthcare Association, Canadian Home Care Association, Canadian Medical Association, Canadian Nurses Association, Health Charities Coalition of Canada, Université de Montréal – Groupe de recherche en gestion thérapeutique, Merck Frosst Canada Ltd., POLLARA Research, and Rogers Media.



Quality of Health Care in Canada

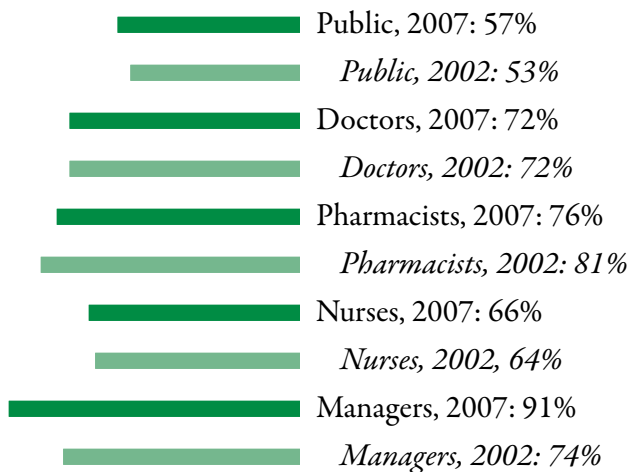
What is **the most important health care issue** facing Canada today? (*open-ended*)

public:



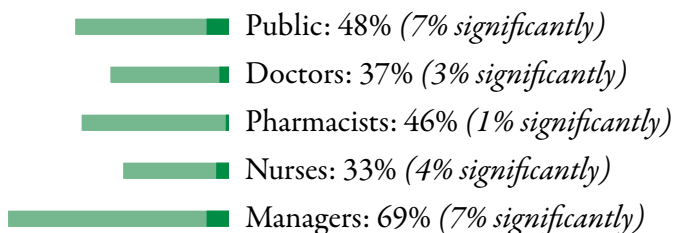
Overall, would you say that Canadians are or are not receiving **quality health care services** right now?

who says yes:




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?

who says significantly improve or improve somewhat:

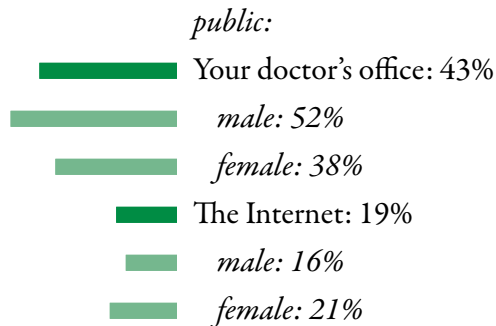


Personal Values and Experience

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.

 Public, strongly agree or somewhat agree: 93% (66% strongly)

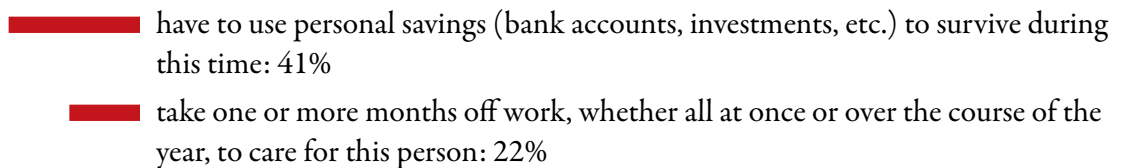
When you have a non-life-threatening illness or condition, where do you usually first seek **information**?



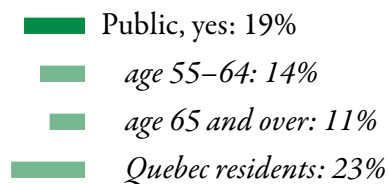
Have you personally had to **care for a family member or close friend** with a serious health problem in the past 12 months?

 Public, yes: 23%

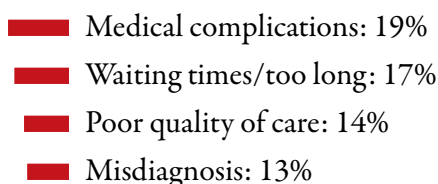
(if yes) When caring for this person, did you:



Within the past 2 years, have either yourself or a member of your family experienced any **adverse effects or events** as a result of care received in Canada's health care system?



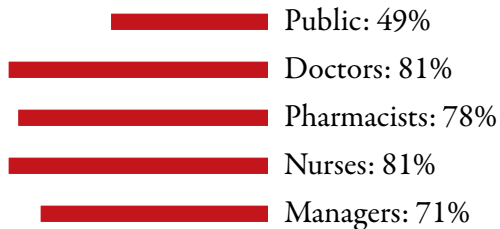
(if yes) What was the **nature** of this experience? *(open-ended)*



Access to Health Care and Health Care Professionals

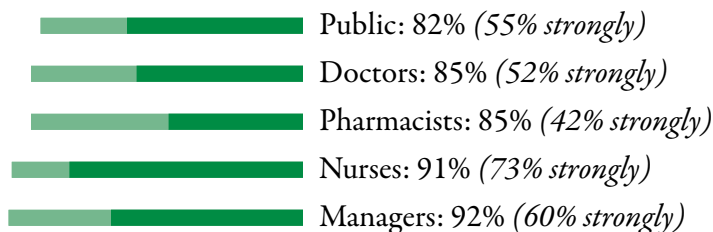
For each of the following, please indicate whether **timely access** over the past 2 years has improved, worsened or remained the same: ... **Family doctors.**

who says worsened:



And to what extent would you support or oppose each of the following policies to increase access to health professionals? ... **Increase medical and nursing school enrolment levels.**

who says strongly support or somewhat support:



Health Care Funding

If **more money** was needed to improve the health care system, which of the following options would you most strongly support? (*choose one only*)

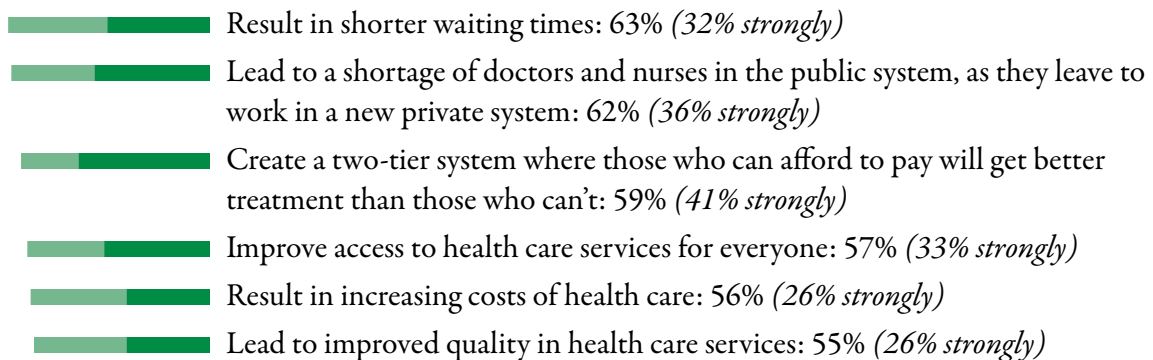
public:

- Moving money from other, non-healthcare government-funded services, recognizing that these other services would be reduced: 29%
- Increasing taxes and directing it to the health care system: 19%
- Having the public purchase supplemental, private health insurance to cover a portion of the cost of health care, either directly themselves or through their employer: 13%
- Requiring patients to directly pay a portion of the cost of medical care and services they receive at the point of use: 12%
- Offering off-hours access to tests and surgery in the public system to private paying clients: 9%
- Offering off-hour access to tests and surgery in the public system to private paying patients from other countries: 5%



In your opinion, if Canadians were allowed to purchase **private insurance** for health services already covered under medicare, do you [agree] that this would:

public, agree or strongly agree:



Chronic Illness

Have you been diagnosed by a physician with any **chronic conditions or illnesses** such as asthma, arthritis, diabetes, heart failure, osteoporosis or high blood pressure?



(if yes) Do you currently take any **prescription medications** on a regular basis, so either daily or weekly?

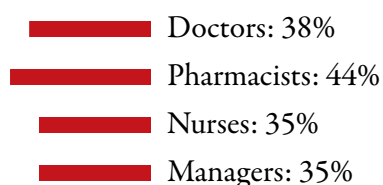


Many [chronic diseases] have **care gaps**, or gaps between recommended care and the care actually received. Which of the following do you see as the primary cause of these care gaps? (*four options; choose only one*)

... Inadequate access to care

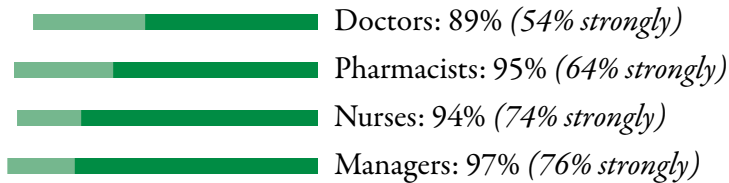


... Poor patient adherence to treatment regimen



Please indicate how strongly you support or oppose each of the following specific interventions to improve patient care: ... **Regular communication** between patients and care providers regarding test results, adherence and disease education.

who says strongly support or somewhat support:



Health and the Environment

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?

... Air pollution



... Water pollution



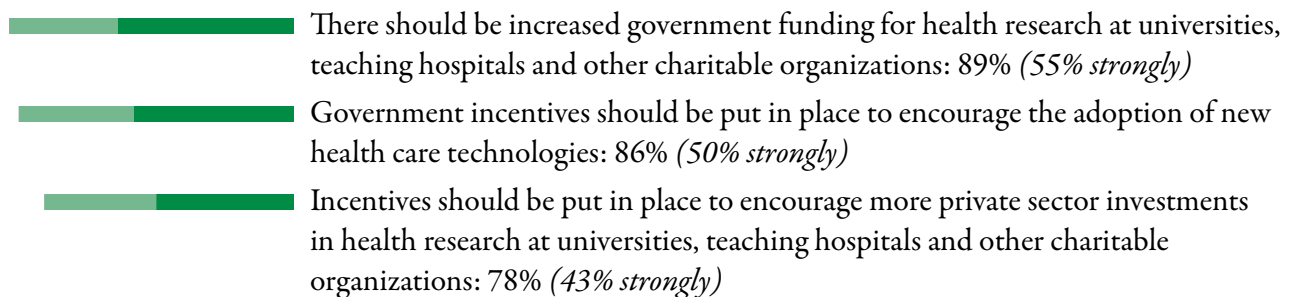
... Increased greenhouse gases



Innovation in the Health Care System

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?

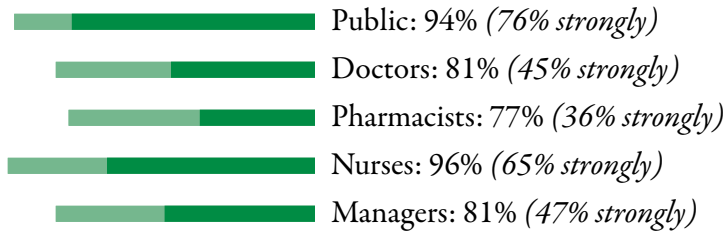
public, strongly agree or agree:



Pharmaceuticals and Vaccines

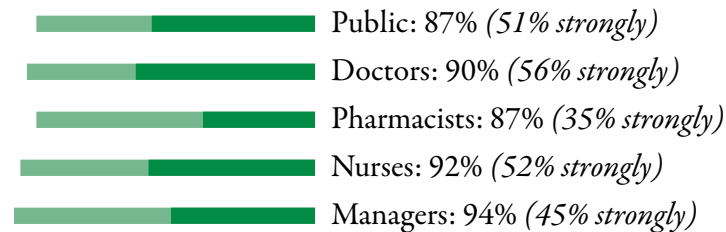
If a health professional prescribes a new medication or vaccine for you, it should be **covered by your prescription drug plan**.

who says strongly agree or somewhat agree:



The federal government should develop programs to stimulate the development and use of **new vaccines**.

who says strongly agree or somewhat agree:



Initiatives to Improve the Health Care System

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.

public, strongly support or somewhat support:

