HEALTH CARE SYSTEM

Survey of Canadians
METHODOLOGY

A Web survey was conducted from November 22\textsuperscript{nd} to November 25\textsuperscript{th}, 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 that that of other respondents.

• Results presenting statistically significant differences are indicated beside the presentation of overall results in boxes.
Q1. In general, are you satisfied or dissatisfied with the health care system?
Base: All respondents (n=1,527)

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Somewhat satisfied</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
<th>DNK / Refusal</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>61%</td>
<td>53%</td>
<td>26%</td>
<td>10%</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Very satisfied</strong></td>
<td>8%</td>
<td>58%</td>
<td>6%</td>
<td>7%</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Somewhat satisfied</strong></td>
<td>53%</td>
<td>52%</td>
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<td>57%</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Somewhat dissatisfied</strong></td>
<td>26%</td>
<td>3%</td>
<td>13%</td>
<td>10%</td>
<td>3%</td>
</tr>
<tr>
<td><strong>Very dissatisfied</strong></td>
<td>10%</td>
<td>11%</td>
<td>9%</td>
<td>11%</td>
<td>9%</td>
</tr>
<tr>
<td><strong>Don’t know / Refusal</strong></td>
<td>2%</td>
<td>2%</td>
<td>4%</td>
<td>3%</td>
<td>2%</td>
</tr>
</tbody>
</table>

**Breakdown by Gender:**
- Total: 801 (Male), 726 (Female)
- Very satisfied: 11% (Male), 6% (Female)
- Somewhat satisfied: 55% (Male), 52% (Female)
- Somewhat dissatisfied: 23% (Male), 29% (Female)
- Very dissatisfied: 9% (Male), 11% (Female)

**Breakdown by Age:**
- 18-34: 399, 509
- 35-54: 619
- 55+: 619
- Very satisfied: 12% (18-34), 8% (35-54), 6% (55+)
- Somewhat satisfied: 53% (18-34), 50% (35-54), 50% (55+)
- Somewhat dissatisfied: 24% (18-34), 27% (35-54), 27% (55+)
- Very dissatisfied: 7% (18-34), 5% (35-54), 6% (55+)

**Breakdown by Region:**
- Atlantic: 100, 417
- Québec: 606
- Ontario: 126
- MB/SK: 125
- Alberta: 153
- BC: 100
- Very satisfied: 7% (Atlantic), 5% (Québec), 11% (Ontario), 7% (MB/SK), 11% (Alberta), 7% (BC)
- Somewhat satisfied: 43% (Atlantic), 49% (Québec), 59% (Ontario), 53% (MB/SK), 58% (Alberta), 45% (BC)
- Somewhat dissatisfied: 49% (Atlantic), 42% (Québec), 30% (Ontario), 38% (MB/SK), 28% (Alberta), 26% (BC)
- Very dissatisfied: 19% (Atlantic), 12% (Québec), 8% (Ontario), 10% (MB/SK), 9% (Alberta), 13% (BC)

**Total Satisfied:**
- Total: 61%
- Very satisfied: 8%
- Somewhat satisfied: 53%

**Total Dissatisfied:**
- Total: 37%
- Somewhat dissatisfied: 26%
- Very dissatisfied: 10%

**Total DNK / Refusal:**
- Total: 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)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Total</th>
<th>Male</th>
<th>Female</th>
<th>Age</th>
<th>Region</th>
<th>Satisfaction Health Care System (Q1)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n=1,527</td>
<td>801</td>
<td>726</td>
<td>399</td>
<td>509</td>
<td>619</td>
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<td>30%</td>
<td>32%</td>
<td>29%</td>
<td>34%</td>
<td>30%</td>
<td>28%</td>
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<tr>
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<td>49%</td>
<td>37%</td>
<td>49%</td>
<td>55%</td>
</tr>
<tr>
<td>Don’t know / Refusal</td>
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<td>21%</td>
<td>22%</td>
<td>29%</td>
<td>21%</td>
<td>17%</td>
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### 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)

<table>
<thead>
<tr>
<th>Agreement Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
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<td>27%</td>
</tr>
<tr>
<td>Somewhat agree</td>
<td>41%</td>
</tr>
<tr>
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<td>DNK / Refusal</td>
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#### Satisfaction Health Care System (Q1)

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<th>Female</th>
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<th>35-54</th>
<th>55+</th>
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<th>Québec</th>
<th>Ontario</th>
<th>MB/SK</th>
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<th>BC</th>
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<th>Dissatisfied</th>
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<tr>
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<td>69%</td>
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<tr>
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<td>16%</td>
<td>20%</td>
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</tbody>
</table>
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)

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<th>Agreement Level</th>
<th>Completely Agree</th>
<th>Somewhat Agree</th>
<th>Somewhat Disagree</th>
<th>Completely Disagree</th>
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<tr>
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<table>
<thead>
<tr>
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<tr>
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<td>726</td>
<td>399</td>
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<td>619</td>
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<tr>
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<td>38%</td>
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<td>29%</td>
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<td>26%</td>
</tr>
<tr>
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<td>48%</td>
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<td>51%</td>
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<tr>
<td>Somewhat disagree</td>
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<td>22%</td>
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<table>
<thead>
<tr>
<th>Region</th>
<th>Total</th>
<th>Atlantic</th>
<th>Québec</th>
<th>Ontario</th>
<th>MB/SK</th>
<th>Alberta</th>
<th>BC</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
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<tbody>
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<td>33%</td>
<td>37%</td>
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<td>43%</td>
</tr>
<tr>
<td>Completely agree</td>
<td>14%</td>
<td>11%</td>
<td>23%</td>
<td>11%</td>
<td>9%</td>
<td>16%</td>
<td>11%</td>
<td>13%</td>
<td>17%</td>
</tr>
<tr>
<td>Somewhat agree</td>
<td>28%</td>
<td>32%</td>
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<td>27%</td>
<td>35%</td>
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<tr>
<td>TOTAL DISAGREE</td>
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<td>51%</td>
<td>43%</td>
<td>57%</td>
<td>47%</td>
<td>48%</td>
<td>43%</td>
</tr>
<tr>
<td>Somewhat disagree</td>
<td>21%</td>
<td>13%</td>
<td>21%</td>
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<tr>
<td>Completely disagree</td>
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<td>36%</td>
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<td>27%</td>
<td>23%</td>
</tr>
<tr>
<td>Don't know / Refusal</td>
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<td>13%</td>
<td>11%</td>
<td>14%</td>
<td>10%</td>
<td>16%</td>
<td>9%</td>
<td>14%</td>
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</tbody>
</table>
Q5. Do you believe that your health care system currently treats patients in a timely manner?
Base: All respondents (n=1,527)

<table>
<thead>
<tr>
<th>Satisfaction Health Care System (Q1)</th>
<th>Total</th>
<th>Gender</th>
<th>Age</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,527</td>
<td>Male</td>
<td>Female</td>
<td>Atlantic</td>
</tr>
<tr>
<td>Satisfied</td>
<td></td>
<td>801</td>
<td>726</td>
<td>100</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td></td>
<td>509</td>
<td>619</td>
<td>606</td>
</tr>
<tr>
<td>Don’t know / Refusal</td>
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<td>1,527</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

- **Yes**: 25%
  - Male: 30% | Female: 21%
  - 18-34: 26% | 35-54: 24% | 55+: 26%
  - Atlantic: 16% | Québec: 21% | Ontario: 29% | MB/SK: 29% | Alberta: 32% | BC: 20%
  - Satisfied: 37% | Dissatisfied: 7%

- **No**: 68%
  - Male: 61% | Female: 73%
  - 18-34: 65% | 35-54: 69% | 55+: 68%
  - Atlantic: 76% | Québec: 73% | Ontario: 64% | MB/SK: 61% | Alberta: 62% | BC: 72%
  - Satisfied: 56% | Dissatisfied: 88%

- **Don’t know / Refusal**: 7%
  - Male: 8% | Female: 6%
  - 18-34: 10% | 35-54: 6% | 55+: 6%
  - Atlantic: 8% | Québec: 6% | Ontario: 7% | MB/SK: 10% | Alberta: 6% | BC: 8%
  - Satisfied: 7% | Dissatisfied: 5%
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)

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Male</th>
<th>Female</th>
<th>18-34</th>
<th>35-54</th>
<th>55+</th>
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<td>22%</td>
<td>23%</td>
<td>26% 25% 20% 14% 19% 17% 21%</td>
</tr>
<tr>
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<td>14%</td>
<td>18%</td>
<td>15%</td>
<td>14%</td>
<td>18%</td>
<td>13% 13% 15% 24% 19% 20% 15%</td>
</tr>
</tbody>
</table>

Base: All respondents (n=1,527)
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)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Total</th>
<th>Male</th>
<th>Female</th>
<th>18-34</th>
<th>35-54</th>
<th>55+</th>
<th>18-34</th>
<th>35-54</th>
<th>55+</th>
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<th>MB/SK</th>
<th>Alberta</th>
<th>BC</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
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</thead>
<tbody>
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<td>67%</td>
<td>64%</td>
<td>70%</td>
<td>68%</td>
<td>70%</td>
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<tr>
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<td>16%</td>
<td>12%</td>
<td>11%</td>
</tr>
</tbody>
</table>

Proportion significantly higher among:
- Respondents living in a household with annual revenues of $100k or higher (79%)
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%)
REGION

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

GENDER
- Male: 49%
- Female: 51%

AGE
- 18-24: 11%
- 25-34: 16%
- 35-44: 16%
- 45-54: 18%
- 55-64: 17%
- 65+: 21%

LANGUAGE
- English: 56%
- French: 21%
- Other: 22%

CHILDREN
- Yes: 26%
- No: 72%

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**

**HOUSEHOLD INCOME**

- < 40K: 29%
- 40-59K: 17%
- 60-79K: 14%
- 80-99K: 11%
- 100K+: 19%

**OCCUPATION**

- Office/services/sales: 23%
- Manual Worker: 10%
- Professional: 18%
- Homemaker: 5%
- Student: 9%
- Retired: 25%
- Unemployed: 4%

**EDUCATION**

- University: 32%
- College: 40%
- Elementary / High School: 27%

Base: All respondents (n=1,527)

Note: For each profile category, the complement to 100% represents the mentions “Don’t know” and “Refusal.”
OUR SERVICES

• **Leger**
  Marketing research and polling

• **Leger Metrics**
  Real-time VOC satisfaction measurement

• **Leger Analytics**
  Data modeling and analysis

• **Legerweb**
  Panel management

• **Leger Communities**
  Online community management

• **Leger Digital**
  Digital strategy and user experience

• **International Research**
  Worldwide Independent Network (WIN)
OUR CREDENTIALS

Leger is a member of the Canadian Research Insights Council (CRIC), the industry association for the market/survey/insights research industry.

Leger is a member of ESOMAR (European Society for Opinion and Market Research), the global association of opinion polls and marketing research professionals. As such, Leger is committed to applying the international ICC/ESOMAR code of Market, Opinion and Social Research and Data Analytics.

Leger is also member of the Insights Association, the American Association of Marketing Research Analytics.
TEAM

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