

Checking in With Canadians and Checking Up On How They View their Healthcare System

January 2013



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- These are some of the findings of an Ipsos Reid survey conducted between January 4th and 18th, 2013, on behalf of Canadian Foundation for Healthcare Improvement.
- For this survey, a sample of 1,000 Canadians aged 18 to 64 from Ipsos' Canadian online panel was interviewed online.
- Weighting was then employed to balance demographics to ensure that the sample's composition reflects that of the adult population according to Census data and to provide results intended to approximate the sample universe. The precision of Ipsos online surveys is measured using a credibility interval. In this case, the survey is accurate to within +/- 3.5 percentage points had all Canadians adults been polled.

Purpose...

- To check in with Canadian citizen-patients and understand their perceptions and experiences in a current and time comparison basis
- To Be able to compare various regions/provinces with a net scoring system for analysis and future tracking
- Ipsos examined 24 specific elements in four categories:

Ease of Access and Patient Experience

Care and Compassion

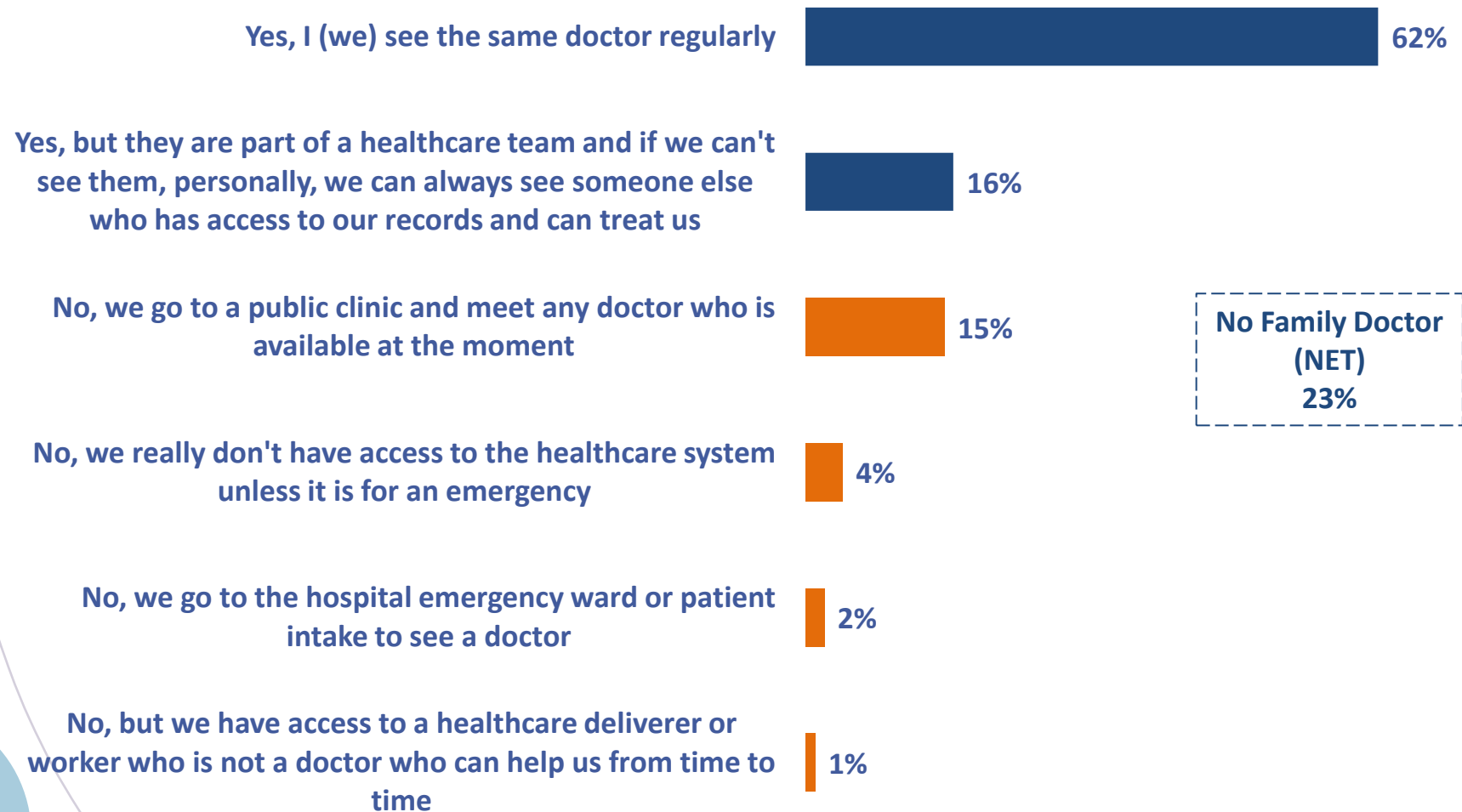
Coordination and Communication

Efficiency of Time and Money

- Ipsos then employed a scorecard based on the net findings (removing “no change” and subtracting the positive from the negative findings) and on the gap scores in the statements sections.

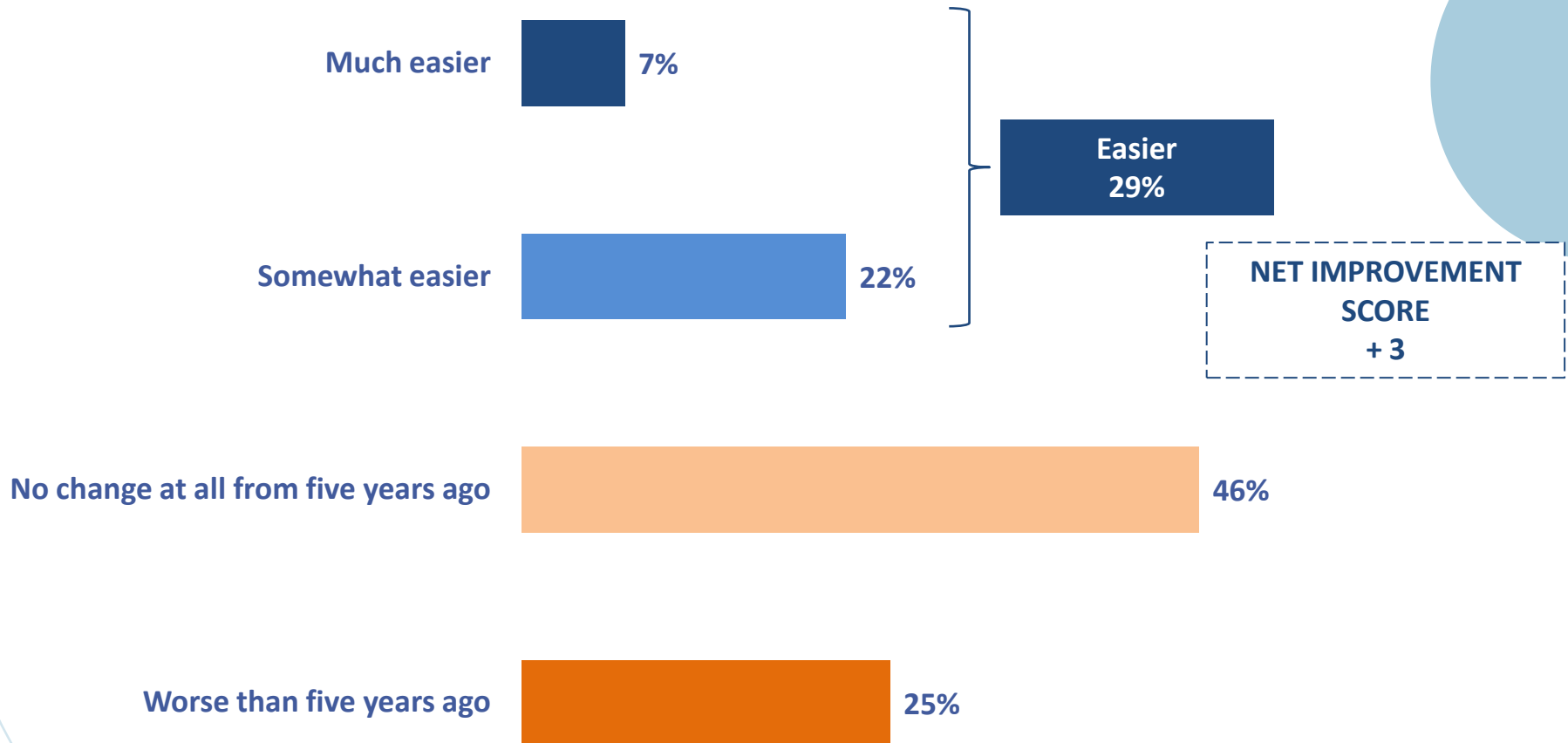
Overall Access to the Healthcare System

Access to a Family Doctor / General Practitioner

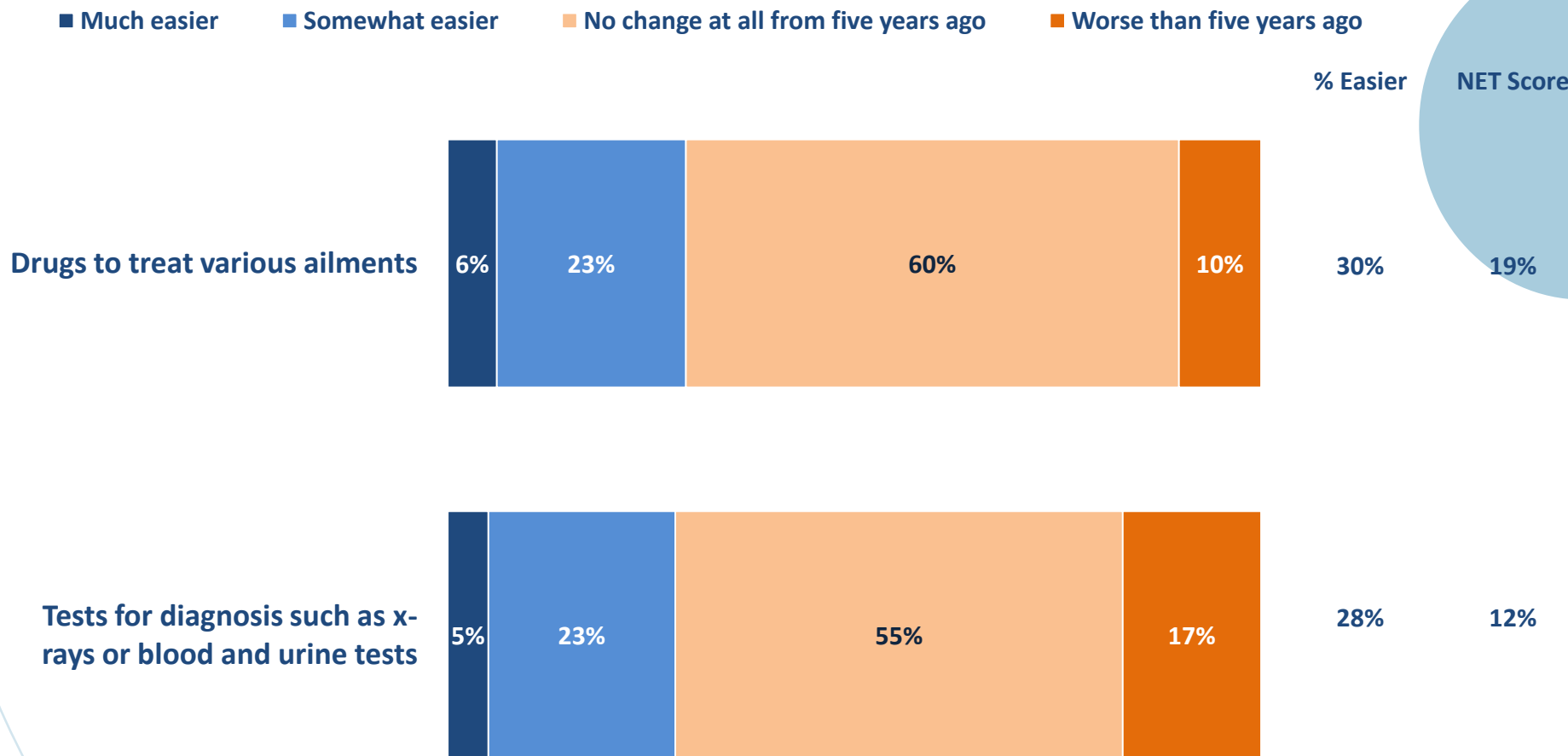


Access to Aspects of the Healthcare System

Nationally, the General Easier Access to Their Healthcare System Compared to Five Years Ago for Many (29%) is Traded Off Against Those Who Find it Worse (25%) for Only +3 Momentum...



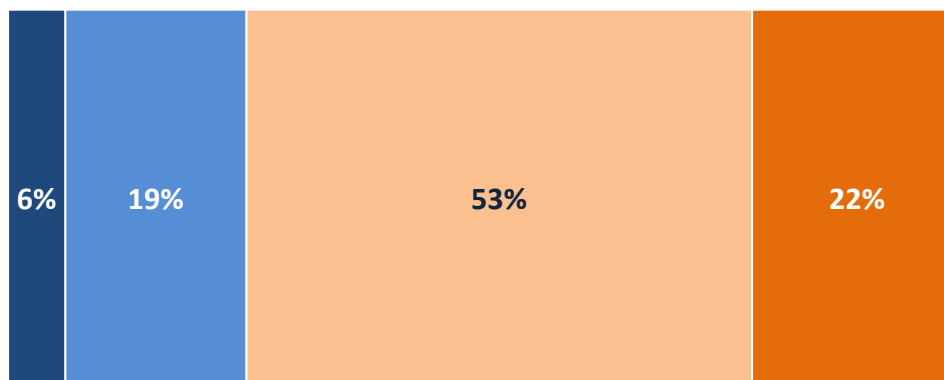
National Majorities Cite No Change, But Improvements to Access Evident...



Nationally, Majority (53%) Say No Change to Access...

■ Much easier ■ Somewhat easier ■ No change at all from five years ago ■ Worse than five years ago

A doctor



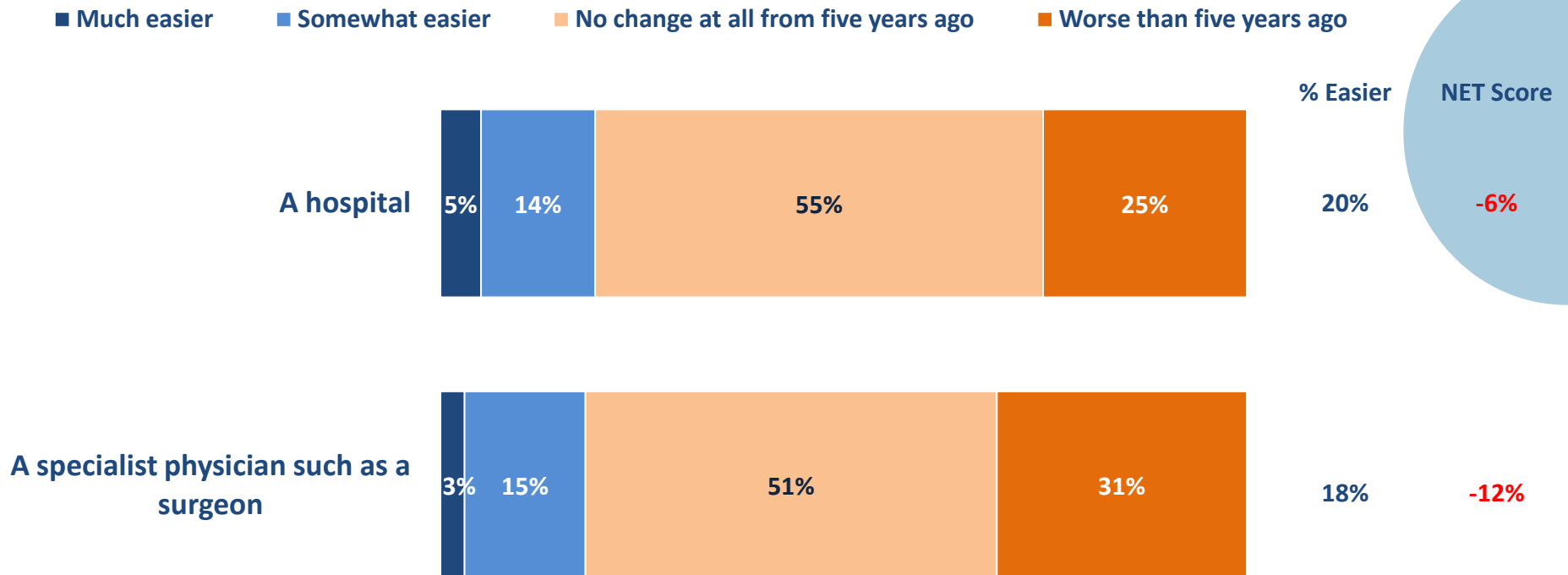
% Easier

NET Score

25%

3%

National majorities Also Say No Change But Worsening Access Evident...



Net Scores: *Ease of Access* Compared to Five Years Ago...

	Net Scores By Region						
	Overall	BC	Alberta	Prairies (Sask/Man)	Ontario	Quebec	Atlantic
Total Access Perception	4	-1	4	15	11	-9	8
Drugs	19	10	12	29	20	24	13
Test for diagnosis	12	2	3	10	18	13	-3
A doctor	3	-3	8	11	10	-7	-3
A hospital	-6	1	-13	-6	1	-15	-7
Specialist such as a surgeon	-12	-18	-18	-9	-5	-17	-21
Net Total	+20	-9	-4	+50	+55	-11	-13

Respondents were asked to think about the access that they and members of their household personally have to healthcare services overall—including doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments—as a patient in their local community and indicate how much easier is their ability to access those services today compared to five years ago (in 2008). *Net scores were determined on select questions by removing those who felt there was “no change” and then calculating the difference from the positive and negative results.

Net Scores: *Ease of Access* Compared to Five Years Ago...

Most Improved

Least Improved

Overall (Net)	Ontario	+ 55	Atlantic Canada	- 13
Perceived Total Access	Sask/Man	+ 15	Quebec	- 9
Drugs	Sask/Man	+ 29	British Columbia	+ 10
Test for Diagnosis	Ontario	+ 18	Atlantic	- 3
A Doctor	Sask/Man	+ 11	Quebec	- 7
A Hospital	BC/Ont	+ 1	Quebec	- 15
Specialist (i.e. surgeon)	Ontario	- 5	Atlantic Canada	- 21

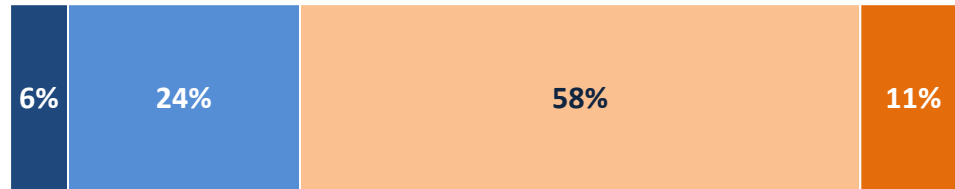


Rating the Patient Experience

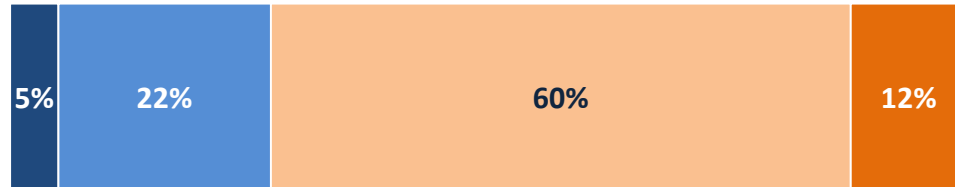
Much Improved Patient Experience

■ Agree very much ■ Agree somewhat ■ No change at all from five years ago ■ Worse than five years ago

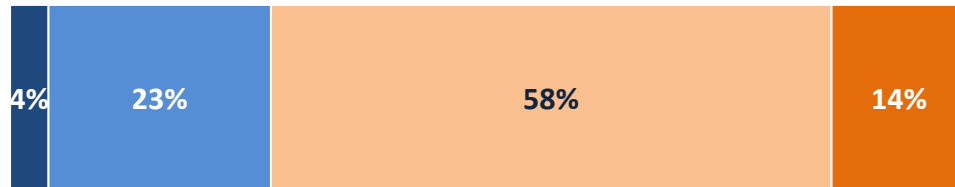
Better information shared with me



More options given to me for treatment



Better coordinated



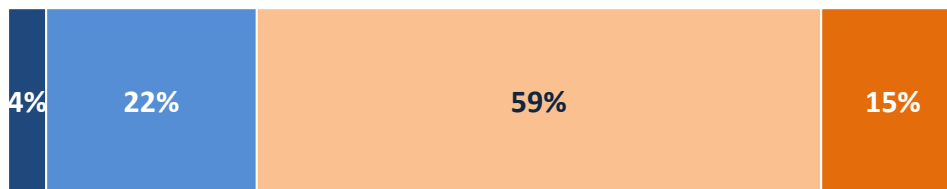
% Agree
 NET
 30% 19%
 28% 16%
 28% 14%

Somewhat Improved Patient Experience

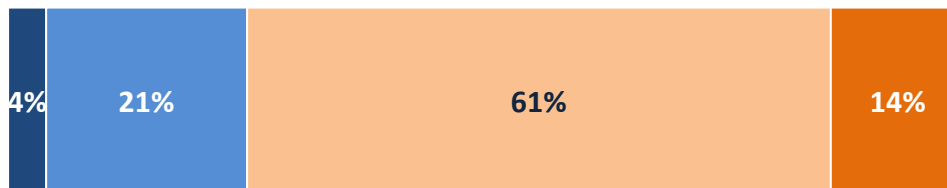
■ Agree very much
■ Agree somewhat
■ No change at all from five years ago
■ Worse than five years ago

% Agree
 NET
 26%
 12%

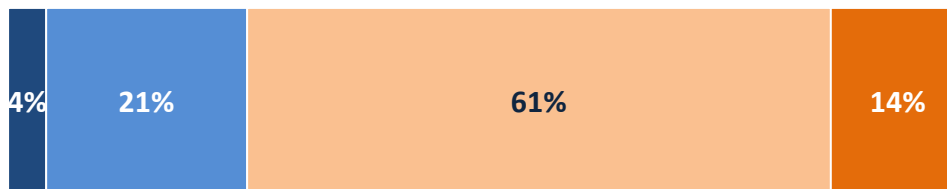
More sensitive to my needs



Better level of care



Better quality

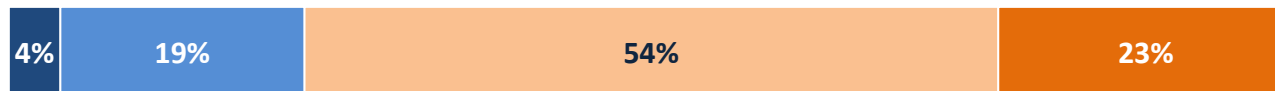


26%
 12%
 25%
 12%

No Improvement in Patient Experience: Not Speedier, but Not Slower Either

■ Agree very much ■ Agree somewhat ■ No change at all from five years ago ■ Worse than five years ago

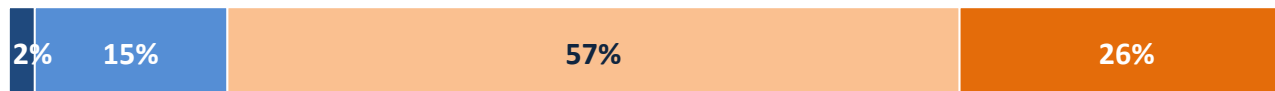
Speedier



% Agree

NET

BC



23%

0%

Alberta



23%

-10%

Prairies



11%

-3%

Ontario



23%

10%

Quebec



26%

0%

Atlantic



25%

-11%

Net Scores: *Patient Experience Compared to Five Years Ago...*

	Net Scores By Region						
	Overall	BC	Alberta	Prairies (Sask/Man)	Ontario	Quebec	Atlantic
Better information shared	18	8	28	14	19	22	15
More options for treatment	16	4	23	17	18	14	16
Better level of care	12	3	11	13	10	21	3
Better coordinated	14	7	18	11	12	18	14
More sensitive to needs	12	3	7	20	10	15	15
Better quality	12	1	16	9	11	18	8
Speedier	0	-6	-2	3	8	0	-3
Net Total	+84	+20	+101	+87	+88	+108	+68

Now thinking about your patient experience recently compared to five years ago (in 2008) in going to a doctor and then being diagnosed, referred to a specialist or for surgery, or treated for an accident or serious ailment or condition, have you found it to be: (element) Agreed very much, Agreed somewhat, No change at all, Worse. Net scores were determined by selecting questions by removing those who felt there was "no change" and then calculating the difference from the positive and negative results.

Net Scores: *Patient Experience* Compared to Five Years Ago...

Most Improved

Least Improved

Overall (Net)	Quebec	+108	British Columbia	+20
Better Info Shared	Alberta	+ 28	British Columbia	+ 8
More Treatment Options	Alberta	+ 23	British Columbia	+ 4
Better Level of Care	Quebec	+ 21	British Columbia	+ 3
Better Coordinated	Alberta/Quebec	+ 18	British Columbia	+ 7
More Sensitive to Needs	Sask/Man	+ 20	British Columbia	+ 3
Better Quality	Quebec	+ 18	British Columbia	+ 1
Speedier	Ontario	+ 8	British Columbia	- 6

Adding it Up

Net Scores: *Ease of Access & Patient Experience* Combined Compared to Five Years Ago:

	Overall	BC	Alberta	Prairies (Sask/Man)	Ontario	Quebec	Atlantic
Net Total Access	+20	-9	-4	+50	+55	-11	-13
Net Total Experience	+84	+20	+101	+87	+88	+108	+68
Net Total	+104	+11	+97	+137	+143	+97	+55

Respondents were asked to think about the access that they and members of their household personally have to healthcare services overall—including doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments—as a patient in their local community and indicate how much easier is their ability to access those services today compared to five years ago (in 2008); and, Now thinking about your patient experience recently compared to five years ago (in 2008) in going to a doctor and then being diagnosed, referred to a specialist or for surgery, or treated for an accident or serious ailment or condition, have you found it to be: (element) Agreed Very Much, Agreed Somewhat, No change at all, Worse. *Net scores were determined on select questions by removing those who felt there was “no change” and then calculating the difference from the positive and negative results.

Net Scores: *Ease of Access & Patient Experience* Combined Compared to Five Years Ago:

Net Total

Overall	BC	Alberta	Prairies (Sask/Man)	Ontario	Quebec	Atlantic
+104	+11	+97	+137	+143	+97	+55

Three Other Sections:

Care and Compassion

Coordination and

Communication

Efficiency of Time and Money

Agreement With Statements: CARE AND COMPASSION

■ Agree very much
■ Agree somewhat
■ Disagree Somewhat
■ Disagree Very much

% Agree

Generally, as a patient I am treated with respect and sensitivity when I'm interacting with health care providers



84%

My experience has made me not trust any process in the healthcare system or its professionals: I personally stay on top of everything, whether for me or my family, and I question, monitor and demand full explanations for decisions along the way and thereafter



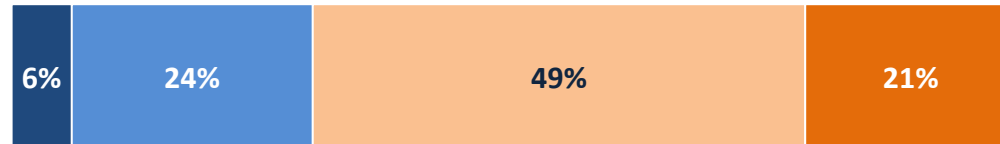
43%

I feel abandoned and on my own to figure out what to do next



35%

I'm scared to be referred to other parts of the healthcare system because ultimately my experience in terms of how others treat me for my ailment will be bad



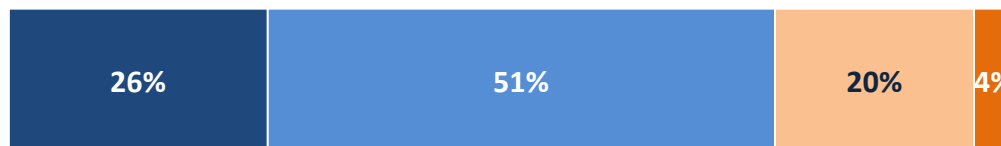
31%

Agreement With Statements: COORDINATION AND COMMUNICATION

■ Agree very much ■ Agree somewhat ■ Disagree Somewhat ■ Disagree Very much

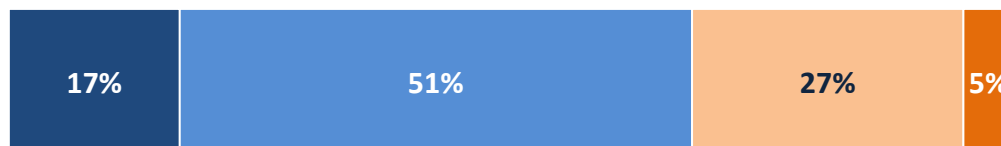
% Agree

My personal Doctor who refers me is always up to date with information about my diagnosis and treatment



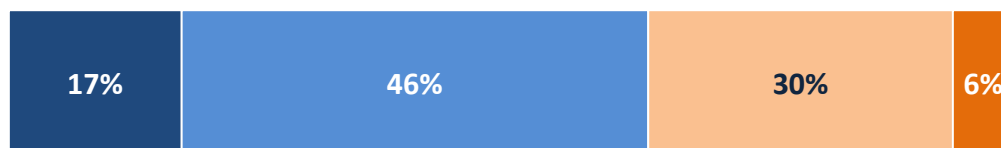
76%

I am confident that once I am referred into the healthcare system for further diagnosis and treatment that the doctor or caregiver that referred me will get continuous updates and copies of what's happening to me so everything is in one place



68%

It is really very easy where all of the doctors and caregivers talk to each other along the way and know what the other person has done or is doing



64%

It seems that no parts of the diagnosis and treatment process are coordinated to get regular and important information about my condition



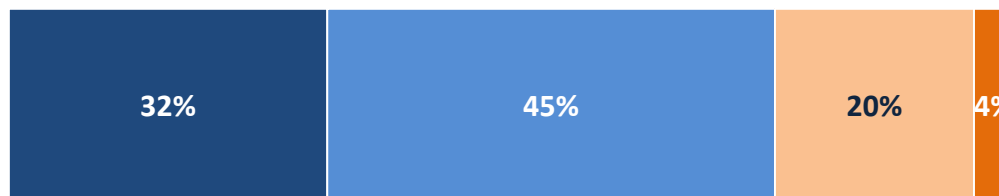
41%

Agreement With Statements: EFFICIENCY AND RESOURCES

■ Agree very much ■ Agree somewhat ■ Disagree Somewhat ■ Disagree Very much

% Agree

If a diagnosis came back to my doctor that was bad and I required urgent treatment I know they would call me at home right away and tell me what to do



76%

The healthcare system I experience is efficient in the best possible way without wasting time or effort



55%

The healthcare system I experience is efficient in a way that maximizes the use of dollars allocated or paid for healthcare in ways that don't waste money or resources



48%

Agreement/Disagreement with Statements on CARE AND COMPASSION

Net Gap Scores	Net Scores By Region						
	Overall	BC	Alberta	Prairies (Sask/Man)	Ontario	Quebec	Atlantic
Generally, as a patient I am treated with respect and sensitivity when I'm interacting with health care providers	+ 68	+ 74	+ 80	+ 86	+ 62	+ 60	+ 84
I'm scared to be referred to other parts of the healthcare system because ultimately my experience in terms of how others treat me for my ailment will be bad (results inverse to actual Q)	+ 38	+50	+ 46	+ 46	+ 38	+ 26	+ 60
I feel abandoned and on my own to figure out what to do next (results inverse to actual Q)	+ 30	+ 22	+ 44	+ 18	+ 42	+ 6	+ 56
My experience has made me trust any process in the healthcare system or its professionals: I personally stay on top of everything, whether for me or my family, and I question, monitor and demand full explanations for decisions along the way and thereafter (results inverse to actual Q)	+ 14	+ 22	+ 14	+ 14	+ 22	- 6	+ 32
Net Total	+ 150	+ 168	+ 184	+ 164	+ 164	+ 86	+ 232



Agreement/Disagreement with Statements on COORDINATION and COMMUNICATION

Net Gap Scores

Net Gap Scores	Net Scores By Region						
	Overall	BC	Alberta	Prairies (Sask/Man)	Ontario	Quebec	Atlantic
My personal Doctor who refers me is always up to date with information about my diagnosis and treatment	+ 52	+ 52	+ 45	+ 34	+ 54	+ 54	+ 64
I am confident that once I am referred into the healthcare system for further diagnosis and treatment that the doctor or caregiver that referred me will get continuous updates and copies of what's happening to me so everything is in one place	+ 36	+34	+ 38	+ 18	+ 36	+ 42	+ 42
It is really very easy where all of the doctors and caregivers talk to each other along the way and know what the other person has done or is doing	+28	+ 12	+ 12	+ 4	+ 24	+ 54	+ 26
It seems that no parts of the diagnosis and treatment process are coordinated to get regular and important information about my condition (results <i>inverse to actual Q</i>)	+ 18	+ 10	+ 28	+ 26	+ 28	- 6	+ 44
If a diagnosis came back to my doctor that was bad and I required urgent treatment I know they would call me at home right away and tell me what to do	+ 52	+ 54	+ 68	+ 52	+ 50	+ 48	+ 54
Net Total	+ 186	+ 162	+ 191	+ 134	+ 192	+ 192	+ 230

Agreement/Disagreement with Statements on EFFICIENCY of Time and Money

Net Gap Scores	Net Scores By Region						
	Overall	BC	Alberta	Prairies (Sask/Man)	Ontario	Quebec	Atlantic
The healthcare system I experience is efficient in the best possible way without wasting time or effort	+ 10	- 24	- 0 -	+ 10	+ 6	+ 30	+ 28
The healthcare system I experience is efficient in a way that maximizes the use of dollars allocated or paid for healthcare in ways that don't waste money or resources	- 4	- 12	+ 6	+ 20	- 4	- 10	+ 4
Net Total	+ 6	- 36	+ 6	+ 30	+ 2	+ 20	+ 32

Adding it All Up: The Net Scores Combined

Net Gap Scores	Net Scores By Region						
	Overall	BC	Alberta	Prairies (Sask/Man)	Ontario	Quebec	Atlantic
Ease of Access and Patient Experience	+ 104	+ 11	+ 97	+ 137	+ 143	+ 97	+ 55
Care and Compassion	+ 150	+ 168	+ 184	+ 164	+ 164	+ 86	+ 232
Coordination and Communication	+ 186	+ 162	+ 191	+ 134	+ 192	+ 192	+ 230
Efficiency of Time and Money	+ 6	- 36	+ 6	+ 30	+ 2	+ 20	+ 32
Net Total	+ 446	+ 305	+ 478	+ 465	+ 501	+ 395	+ 549



Thank You

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