

HEALTHCARE IS THE TOP ISSUE OF NATIONAL CONCERN



Canadian adults identify **health care** as the **TOP ISSUE** of public concern, followed by employment and jobs.

Health care has been the top area of concern for Canadians since the 1990s.

Public Expectations Of The Health Care System

MOST EXPECT TO USE THE SYSTEM MORE THAN EVER, BUT WORRY THEY'LL FALL THROUGH THE CRACKS

82% of Canadian adults expect to access the health care system more than ever in the next five to 10 years. *Yet... **70%** worry they may fall through the cracks*

HEALTH CARE IS SEEN AS AN INDISPENSABLE SERVICE

Canadians expect more from the health care system than they do from...
*Other public sector services (**84%**) ... or... Private sector services (**79%**)*

EFFICIENT SPENDING AND BETTER CARE GO HAND IN HAND

89% say more efficient spending by the health care system would lead to better care.
52% say they don't care how the money is spent as long as the quality of care is high



ALTHOUGH MOST SAY THE SYSTEM IS AMONG THE BEST IN THE WORLD, MANY SEE IT FALLING BEHIND

75% think the health care system is among the best in the developed world...
*However.... **64%** worry it is falling behind... and...*
40% know people who have sought for care outside their province

Who's Responsible For Improving The System?

Governments haven't "solved" the health care problem.
The public mood is a combination of fatigue and frustration.

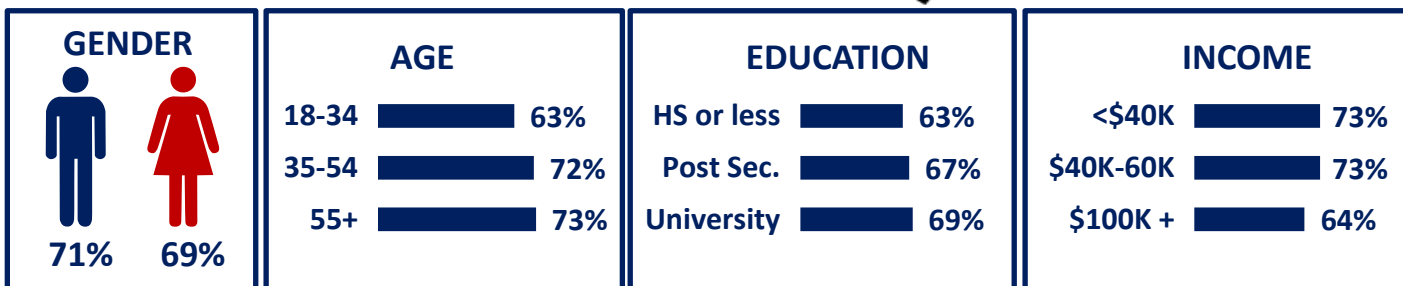
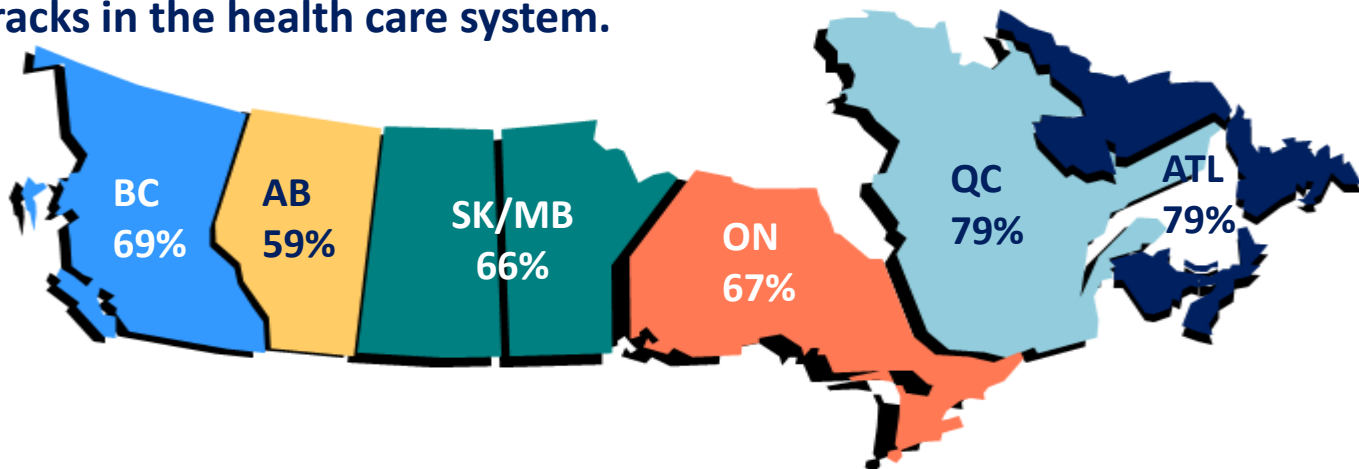
The challenge for health care leaders is how to turn public attitudes away from fatigue and frustration towards accountability and change.

- Canadians expect health care professionals, particularly **doctors (70%)**, **nurses (66%)** and **health researchers (62%)** to play a greater role in improving the health care system
- Nearly three in five (**58%**) say the **people who run Canada's hospitals and health institutions** should also play a greater role
- Fewer think **policy makers (39%)**, **politicians (37%)** or **business people (29%)** should play a greater role in improving the system

Public Concern At A Glance

% **WORRIED** they will fall through the cracks in the health care system.

CANADA AVERAGE: 70%



What Are Canadians Worried About?

IF 70% ARE WORRIED ABOUT FALLING THROUGH THE CRACKS, WHERE ARE THE FAULT LINES?

- 91% want more done to improve the quality and accessibility of **mental health care**
- 90% want more done to identify and provide for **frail seniors**
- 90% want more done on **palliative care**
- 77% prioritize **investments in ageing hospitals** over roads and bridges
- 66% are worried about the **risk of infection** in hospitals

