

# Report

## Health Care System Reform Survey



DATE 2024-03-22

PROJECT NUMBER 83192-003



## Methodology



An online survey.



2,017 Canadians, 18+.



Completed between January 30th and February 12th, 2024, using Leger's online panel.



A margin of error should technically not be associated with a non-probability sample (i.e. a web panel in this case).

For comparative purposes, a probability sample of 2,017 respondents would have a margin of error of  $\pm 2.2\%$ , 19 times out of 20.

## Leger's online panel

Leger's online panel has more than 400,000 members nationally and has a retention rate of 90%.

## Quality control

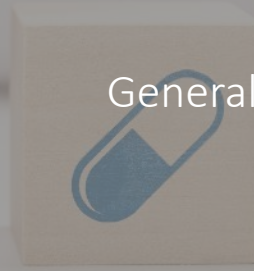
Stringent quality assurance measures allow Leger to achieve the high-quality standards set by the company. As a result, its methods of data collection and storage outperform the norms set by WAPOR (The World Association for Public Opinion Research). These measures are applied at every stage of the project: from data collection to processing, through to analysis. We aim to answer our clients' needs with honesty, total confidentiality, and integrity.

Leger is the largest Canadian-owned market research and analytics company, with more than 600 employees in eight Canadian and US offices. Leger has been working with prestigious clients since 1986.



## DETAILED RESULTS

General Opinions of Healthcare System



# For Canadians, the most important issue in need of attention is cost of living and inflation. Healthcare 3<sup>rd</sup> most important, but higher among women.

In fact, nearly a quarter (23%) identified cost of living/inflation as the most pressing issue. Slightly fewer mentioned housing (17%) and healthcare (16%) which round out a very clear top three; all other issues were mentioned by no more than 5%. Demographically, those aged 18-54 (27% vs 18% of those aged 55+) and those residing outside of Quebec are particularly concerned with cost of living and inflation while women, those aged 55+, and Quebec residents are more likely to be concerned about healthcare compared to their counterparts.

MOST IMPORTANT ISSUE FOR GOVERNMENT FOCUS		GENDER		AGE			REGION	
		Male	Female	18-34	35-54	55+	Quebec	ROC
Cost of living / inflation	23%	23%	23%	26%	27%	18%	13%	26%
Housing	17%	16%	17%	21%	15%	15%	17%	17%
Healthcare	16%	11%	20%	9%	15%	21%	20%	14%
Climate change / environment	5%	6%	5%	6%	5%	6%	7%	5%
Immigration	5%	6%	5%	4%	4%	7%	9%	4%
Economy	5%	6%	4%	4%	5%	5%	6%	5%
Homelessness	3%	1%	5%	2%	3%	3%	1%	4%
Taxes	3%	3%	2%	2%	3%	4%	1%	3%
I don't know / refusal	4%	5%	3%	10%	3%	1%	5%	4%

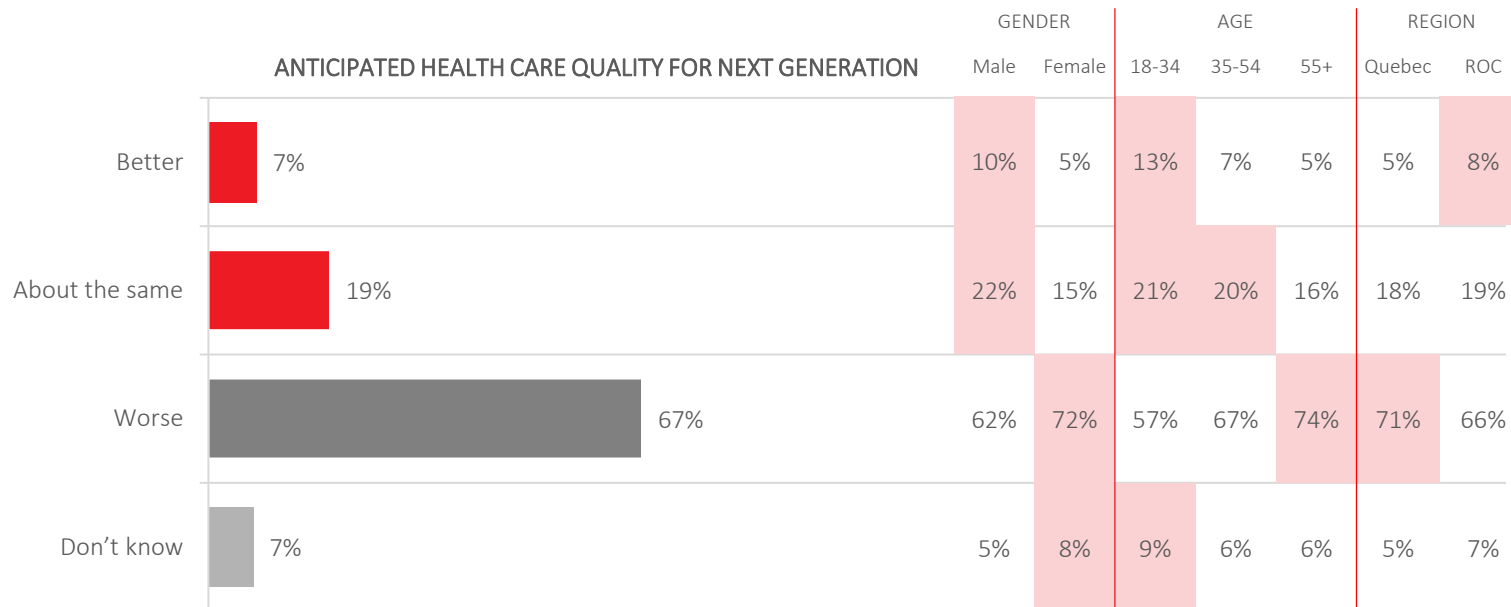
All other mentions <3% not shown

**Q1** When you think about things currently going on in Canada these days, what is the one issue or area that you feel is the most important one for governments to be focused on in terms of trying to improve or address? Why is that most important issue to you?  
 Base: All (n=2017).

Significantly higher

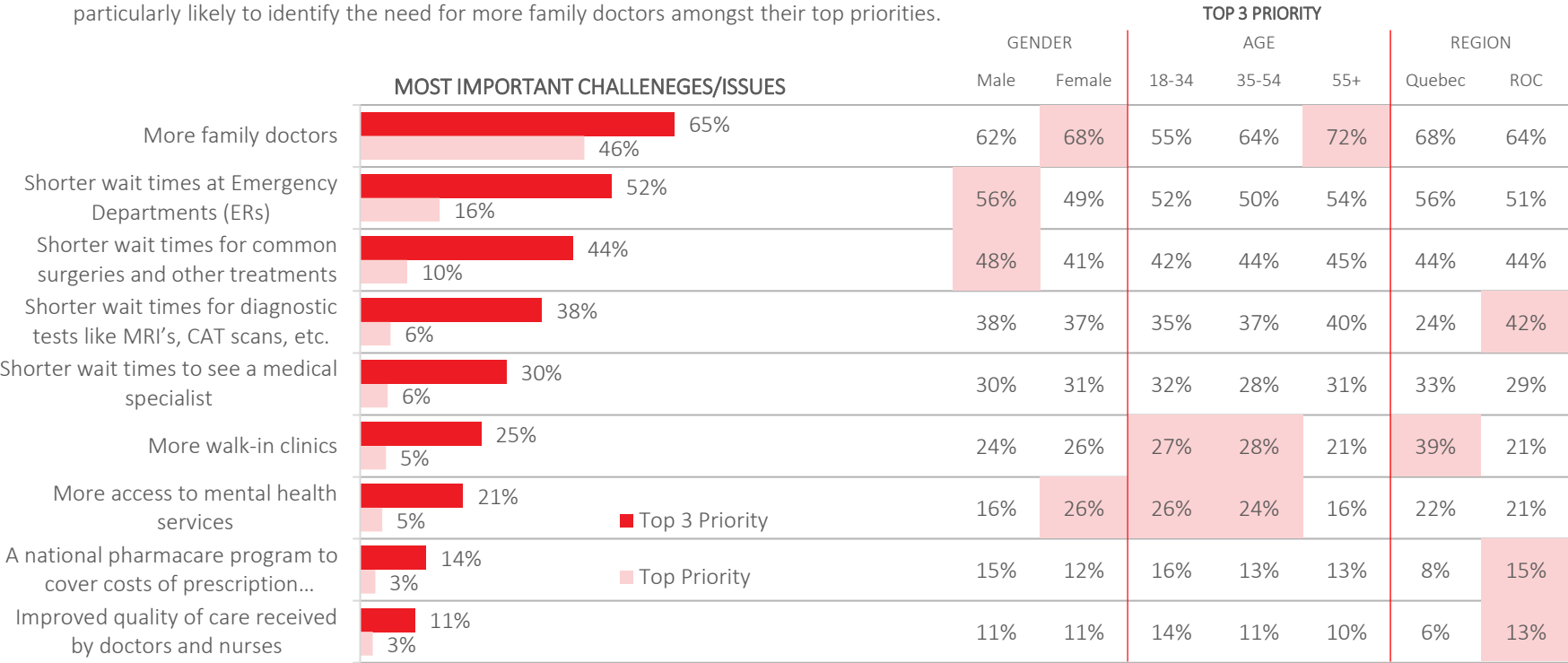
# Without change, two-thirds of Canadians (67%) anticipate that health care and health services will be worse for subsequent generations.

One-in-five (19%) believe they will remain the same while only 7% believe that they will improve. Those particularly likely to foresee health care and health service quality worsening without intervention include women, those aged 55+, and Quebec residents.



# The need for more family doctors is a top health system priority for Canadians.

In fact, nearly half of Canadians (46%) identified this as the most important health care issue in their province, at least four times that of any other issue, except for shorter ER wait times (16%). Furthermore, women (vs men) and those aged 55+ (vs those aged 18-54) are particularly likely to identify the need for more family doctors amongst their top priorities.



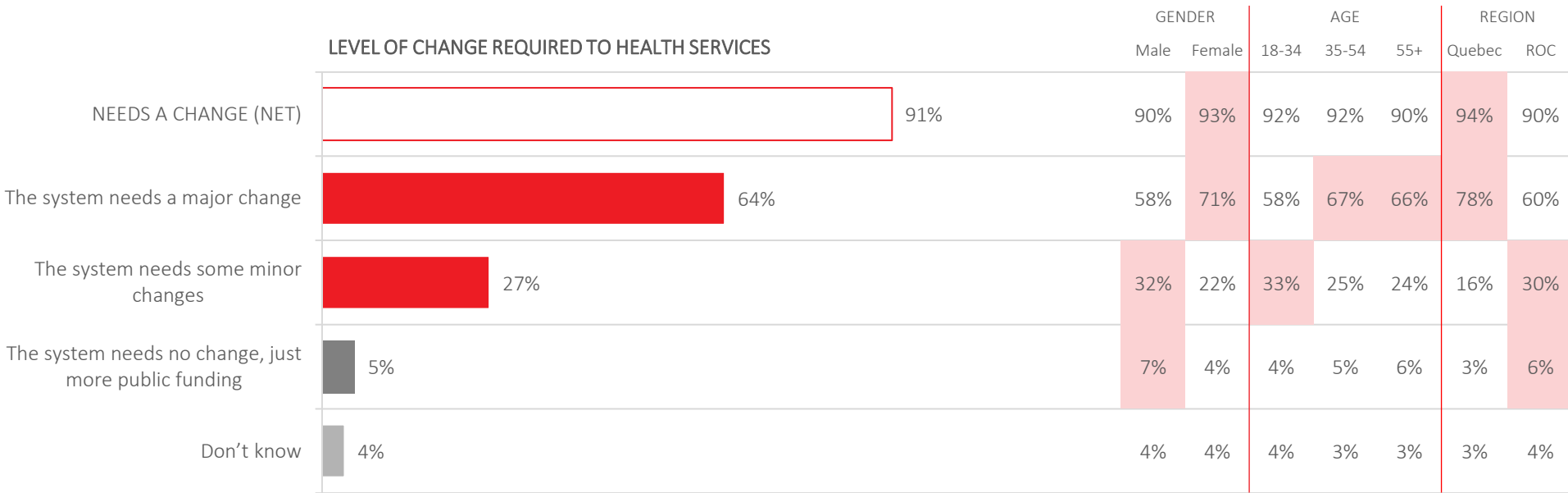
**Q3** Below are a number of service challenges/issues that have been identified in the Canadian health care system. Please sort the list in terms of the challenge/issue being, in your opinion, the most important one that needs fixing in your province. And then the next most important one to fix and so on.

Base: All (n=2017).

Significantly higher

# Most Canadians (91%) agree some level of change to the health care system is needed. Quebec residents and women are most desirous of major change.

Roughly two-thirds (64%) believe that the system needs major change while only 5% believe that no change is needed at all, and that the solution is just more public funding. Demographically, women, those aged 35+, and Quebec residents are more likely than their counterparts to believe major change to be necessary.



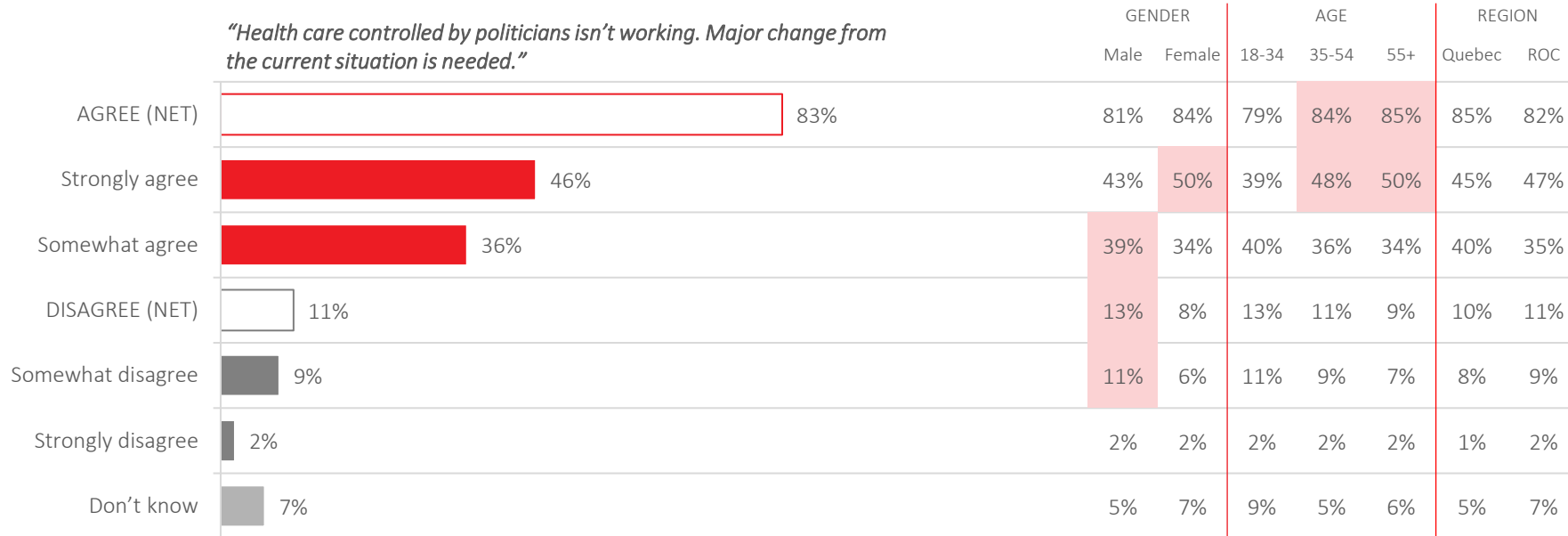
**Q4** When you think of the changes necessary to improve health services where you live, which of the following best describes the level of change you feel is required to the system?

Base: All (n=2017).

Significantly higher

# Eight-in-ten (83%) believe a change from the current politician-controlled health care is necessary. Women are strongly of this view.

Moreover, nearly half (46%) *strongly* agree with this sentiment, particularly women and those aged 35+ (vs their counterparts).



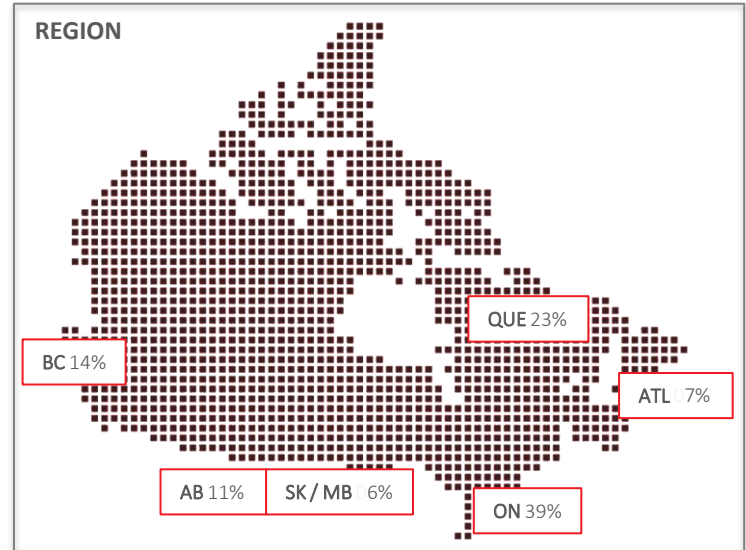
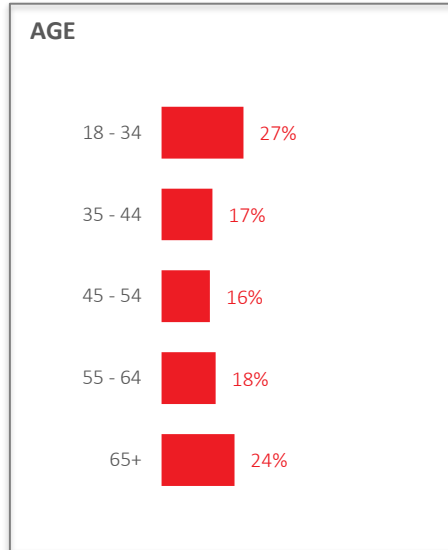
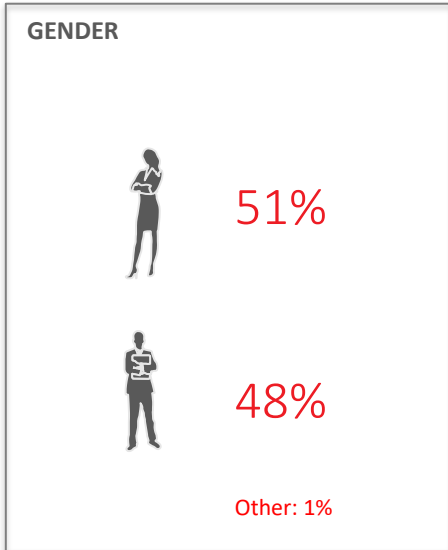




# RESPONDENT PROFILE

# Respondent profile

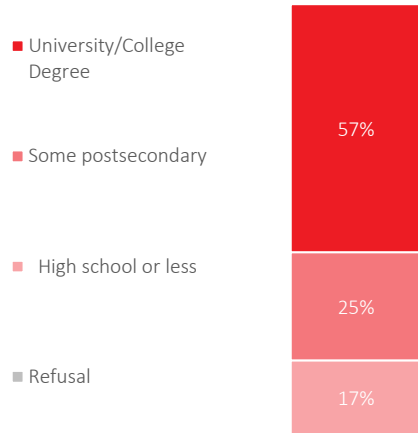
Base: All (n=2017)



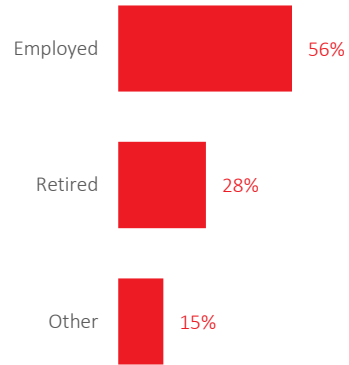
# Respondent profile

Base: All (n=2017)

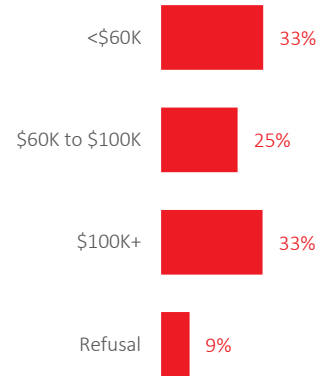
## EDUCATION



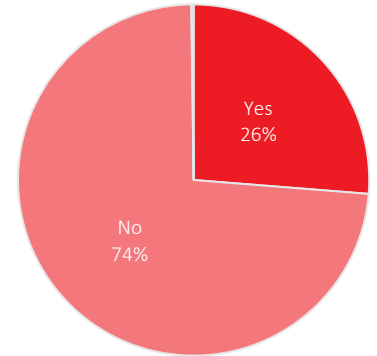
## EMPLOYMENT



## HOUSEHOLD INCOME



## CHILDREN <18 AT HOME?



## BORN IN CANADA?



# Leger

*We know Canadians*

