

# Leger

IN COLLABORATION WITH



POSTMEDIA-LEGER POLL

Report

**Impressions of Canada's  
Healthcare System – Poll  
Results**

March 2022

DATE 2022-03-03 PROJECT NUMBER 45952-0117

**Leger**

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*We know Canadians*

# METHODOLOGY

# Methodology

## Study Population

- Canadian residents, ages 18 and older.

## Data Collection

- A total of n=1519 online surveys were conducted via Leger's online LEO panel.
- Interviews were conducted from February 25 to February 27, 2022

## Statistical Analysis

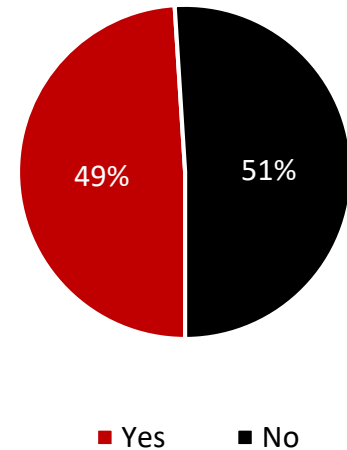
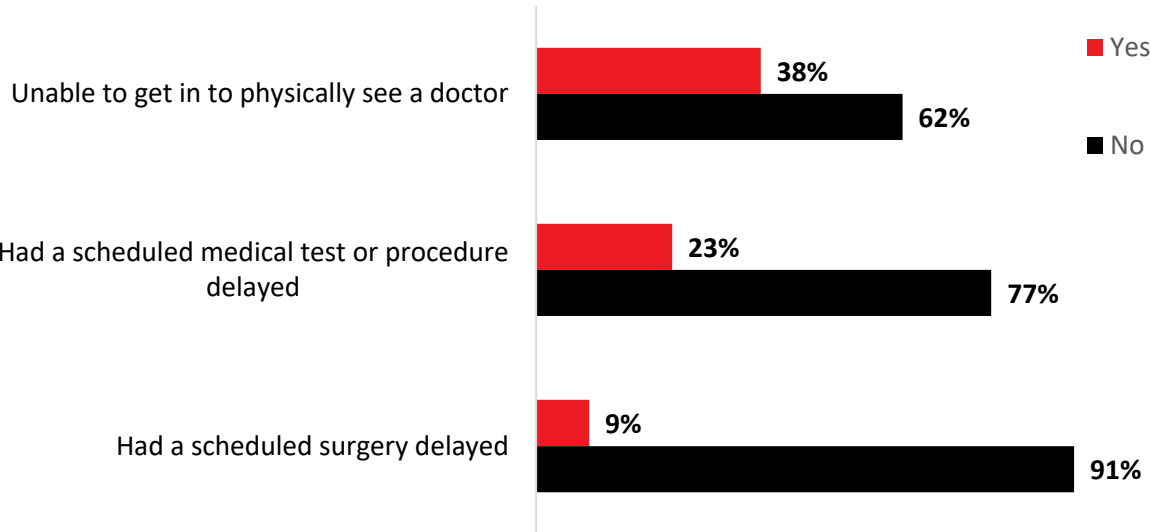
- As a non-probability online survey, a margin of error is technically not generally reported.
- If the data were collected through a probability sample, the margin of error would be (n=1519)  $\pm 2.5\%$ , 19 times out of 20.
- Using data from the 2016 Census, results were weighted according to age, gender, and region in order to ensure a representative sample of the population.
- The numbers presented have been rounded to the nearest whole number. However, raw values were used to calculate the sums presented and therefore may not correspond to the manual addition of these numbers.

# DETAILED RESULTS

# Majority of Canadians did not experience the following impacts on their healthcare experience due to the pandemic – although half of the population knows someone who did

Q1. Have you experienced any of the following situations in the last two years (during the pandemic)?  
Base=1519 respondents

Q2. Do you know someone who has experienced any of these situations in the last 2 years?  
Base=1519 respondents



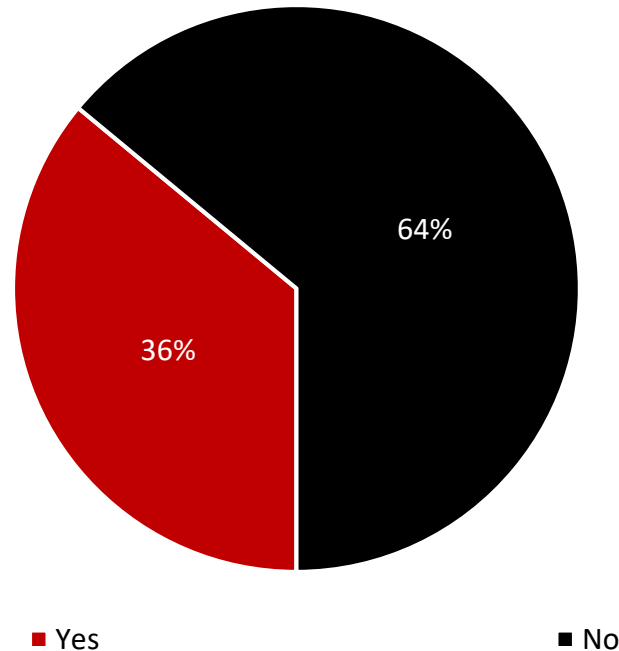
## Q1: “YES” – DETAILED RESULTS

Have you experienced any of the following situations in the last two years (during the pandemic)?

Base=1519 respondents

%YES	TOTAL	Male	Female	18-34	35-54	55+	Atlantic	Quebec	Ontario	MB/SK	Alberta	British Columbia
n =	1519	738	781	414	518	587	104	356	583	99	170	206
Unable to get in to physically see a doctor	38%	32%	44%	36%	34%	43%	39%	37%	41%	26%	34%	42%
Had a scheduled medical test or procedure delayed	23%	19%	26%	18%	23%	26%	26%	23%	21%	23%	24%	24%
Had a scheduled surgery delayed	9%	10%	9%	8%	10%	10%	9%	7%	9%	12%	11%	10%

## Over one-third of Canadians deliberately avoided accessing the health system because of COVID related concerns



Q3. In the last 2 years did you deliberately avoid trying to access the health system because of concerns you had associated with the COVID-19 pandemic?

Base=1519 respondents

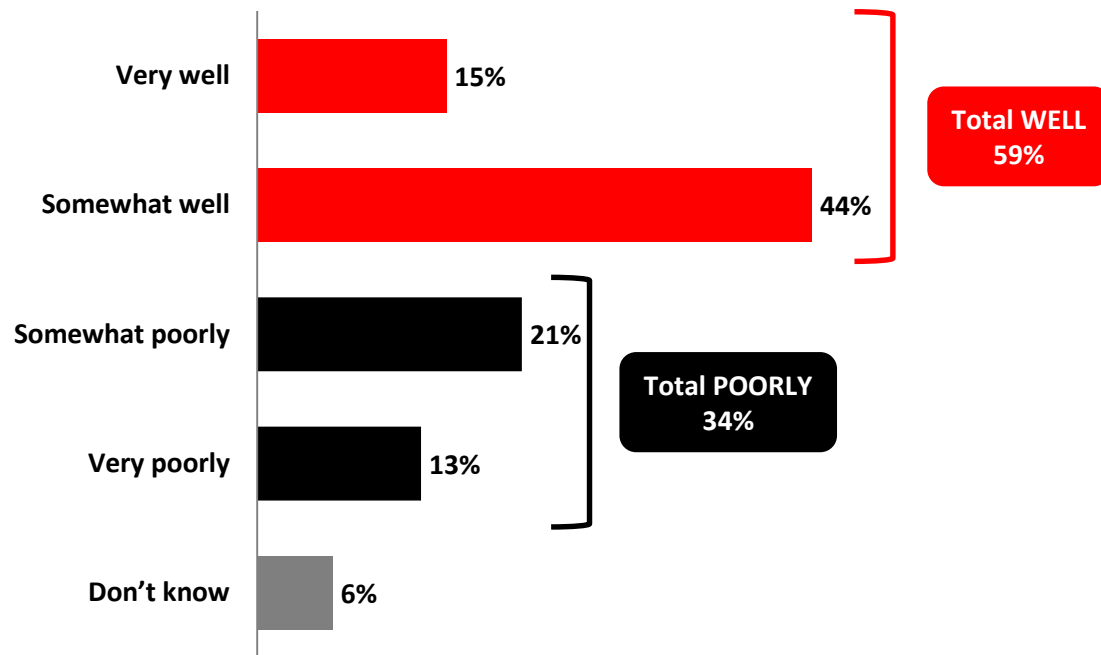


### Q3 – DETAILED RESULTS

In the last 2 years did you deliberately avoid trying to access the health system because of concerns you had associated with the COVID-19 pandemic? Base=1519

		TOTAL	Male	Female	18-34	35-54	55+	Atlantic	Quebec	Ontario	MB/SK	Alberta	British Columbia
n =		1519	738	781	414	518	587	104	356	583	99	170	206
Yes		36%	30%	42%	38%	35%	36%	33%	33%	38%	32%	41%	36%
No		64%	70%	58%	62%	65%	64%	67%	67%	62%	68%	59%	64%

# Over one-third of Canadians feel Canada's health system has performed poorly throughout the pandemic

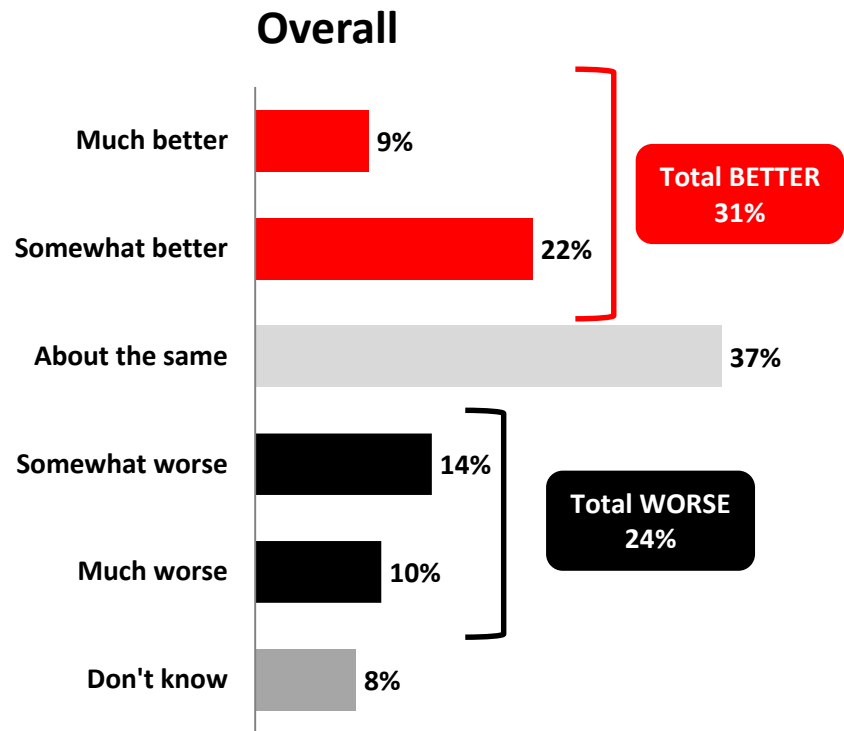


## Q4 – DETAILED RESULTS

As we approach the two-year anniversary of the COVID-19 pandemic, overall, how do you feel Canada’s health system performed. Please consider the system itself as opposed to the medical professionals who have been working very hard during this time.

	TOTAL	Male	Female	18-34	35-54	55+	Atlantic	Quebec	Ontario	MB/SK	Alberta	British Columbia
n =	1519	738	781	414	518	587	104	356	583	99	170	206
Well	59%	61%	59%	48%	60%	68%	69%	46%	63%	52%	57%	76%
Poorly	34%	34%	35%	43%	36%	27%	28%	49%	31%	42%	33%	18%

# A strong majority of Canadians feel their province's health system has either performed better than or about the same as other provinces'



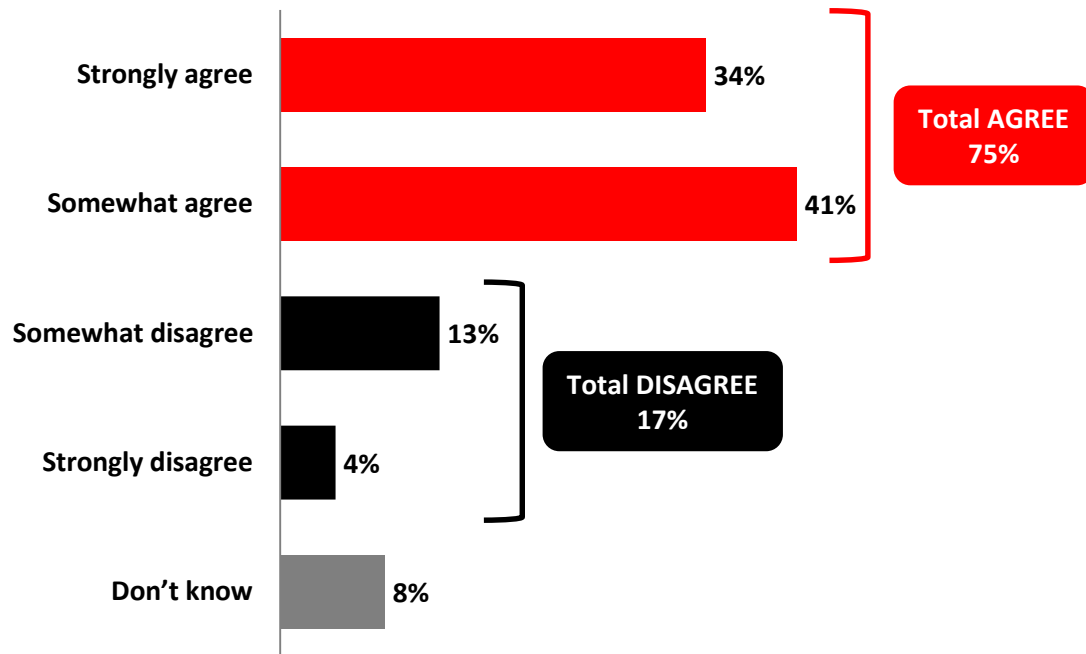
	Atlantic	Quebec	Ontario	MB/SK	Alberta	British Columbia
n=	104	356	583	99	170	206
Better	46%	18%	36%	20%	14%	49%
About the same	36%	35%	35%	42%	52%	29%
Worse	16%	40%	18%	32%	26%	14%

## Q5 – DETAILED RESULTS

How do you feel your province's health system performed compared to the health systems in other provinces? Base=1519 respondents

	TOTAL	Male	Female	18-34	35-54	55+
n =	1519	738	781	414	518	587
Better	31%	32%	30%	24%	31%	36%
About the same	37%	36%	38%	36%	35%	40%
Worse	24%	26%	23%	31%	27%	17%

# Three-quarters of Canadians agree the pandemic made them question if Canada's system is truly one of the 'best in the world'



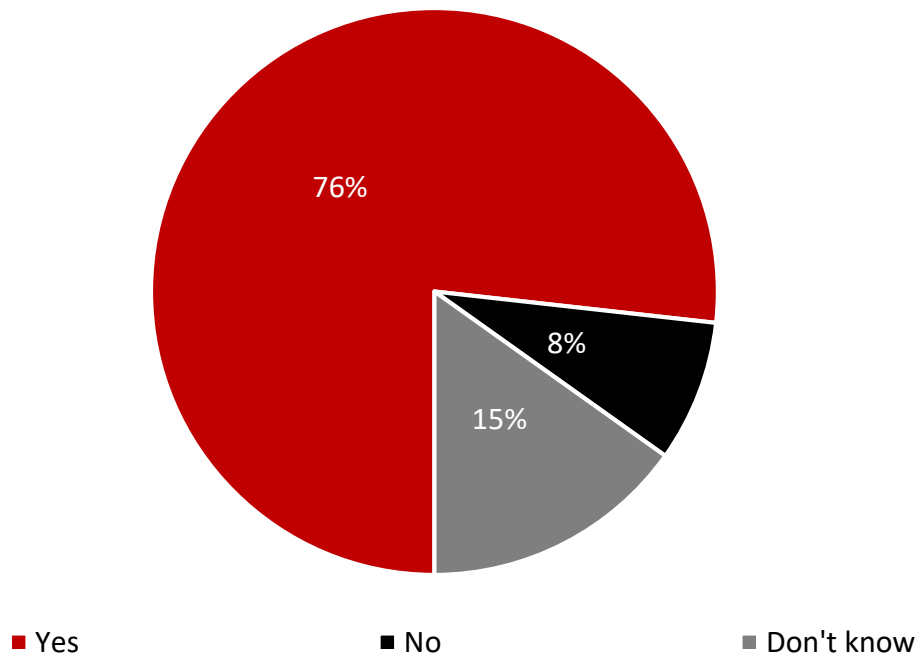
## Q6 – DETAILED RESULTS

Do you agree or disagree with the statement, the pandemic exposed significant weaknesses in Canada's health system which has made me question whether it is truly one of the 'best systems in the world'?

Base=1519 respondents

	TOTAL	Male	Female	18-34	35-54	55+	Atlantic	Quebec	Ontario	MB/SK	Alberta	British Columbia
n =	1519	738	781	414	518	587	104	356	583	99	170	206
Agree	75%	76%	73%	73%	75%	76%	74%	82%	75%	73%	72%	66%
Disagree	17%	16%	18%	15%	18%	17%	21%	13%	16%	16%	22%	22%

## Over three-quarters of Canadians feel the pandemic provided evidence that meaningful healthcare reforms are needed





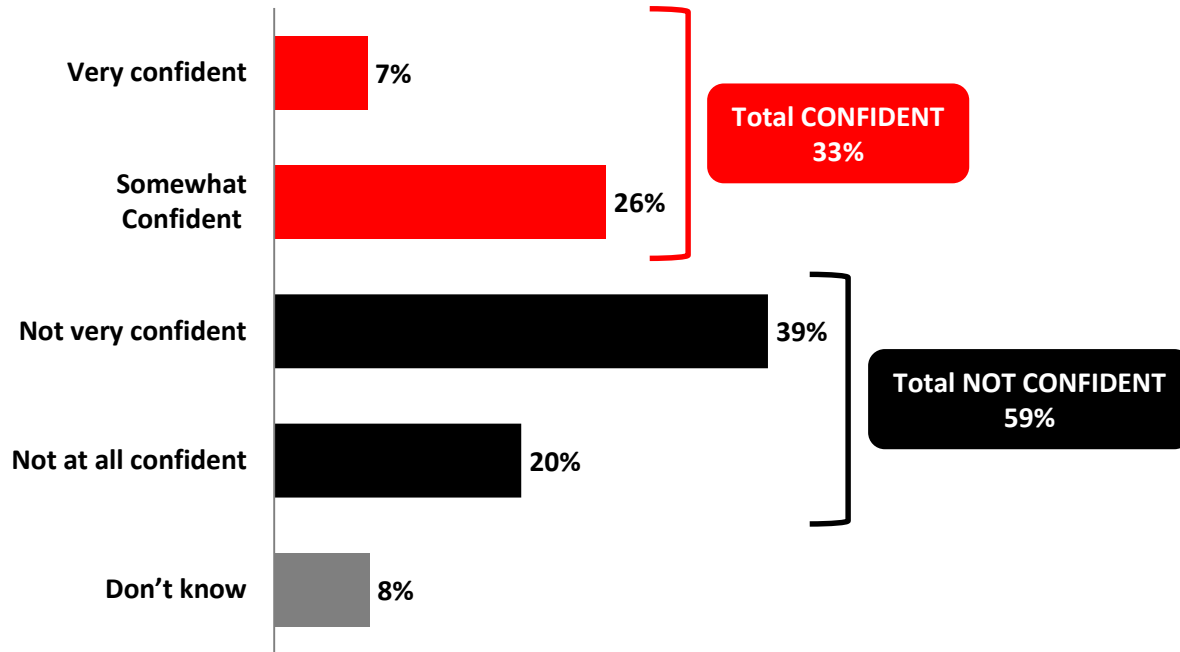
## Q7 – DETAILED RESULTS

Do you feel that the challenges Canada’s health system faced during the pandemic are evidence meaningful reforms are needed to improve the delivery and accessibility of health services?

Base=1519 respondents

	TOTAL	Male	Female	18-34	35-54	55+	Atlantic	Quebec	Ontario	MB/SK	Alberta	British Columbia
n =	1519	738	781	414	518	587	104	356	583	99	170	206
Yes	76%	73%	80%	70%	75%	82%	79%	90%	72%	75%	70%	70%
No	8%	11%	6%	12%	7%	7%	6%	4%	10%	8%	12%	10%
Don't know	15%	17%	14%	17%	18%	12%	14%	6%	19%	17%	17%	21%

# Nearly 60% of Canadians are not confident political leaders will make reforms to ensure that the system is able to meet future challenges

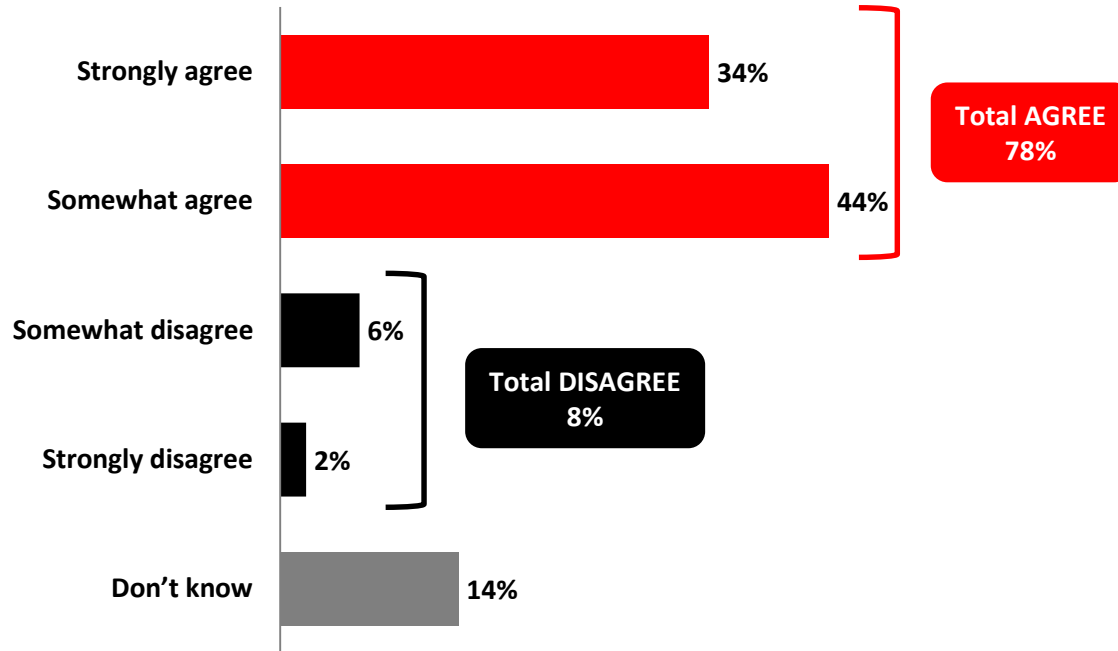


## Q8 – DETAILED RESULTS

How confident are you that once the pandemic is over, Canada’s political leaders will seriously look at how Canada’s health system performed during the pandemic and make the necessary reforms to ensure that it is able to meet future challenges? Base=1519 respondents

	TOTAL	Male	Female	18-34	35-54	55+	Atlantic	Quebec	Ontario	MB/SK	Alberta	British Columbia
n =	1519	738	781	414	518	587	104	356	583	99	170	206
Confident	33%	35%	33%	31%	35%	34%	30%	38%	34%	25%	27%	36%
Not confident	59%	58%	59%	58%	57%	61%	64%	58%	57%	67%	65%	54%

# Nearly 8 in 10 Canadians agree we need to be more open minded to significant reforms to our healthcare system



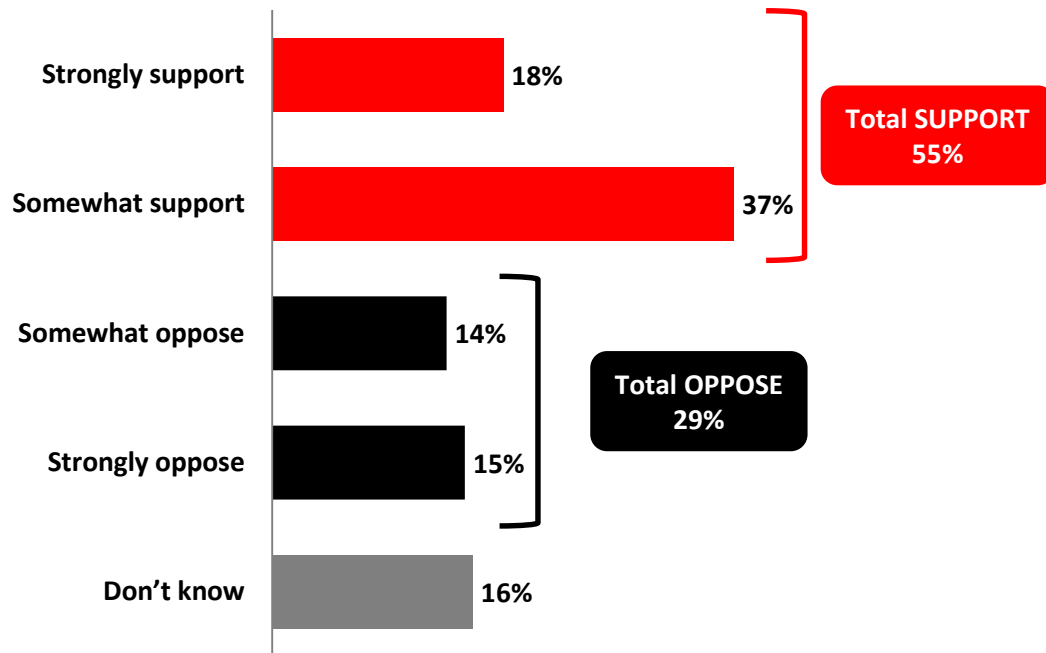
Q9. Do you agree or disagree with the following statement? Our leaders in Canada needs to be more open minded when considering significant reforms to our health system, including looking at innovative approaches to the delivery of care in other countries. Base=1519 respondents

## Q9 – DETAILED RESULTS

Do you agree or disagree with the following statement? Our leaders in Canada needs to be more open minded when considering significant reforms to our health system, including looking at innovative approaches to the delivery of care in other countries. Base=1519 respondents

		TOTAL	Male	Female	18-34	35-54	55+	Atlantic	Quebec	Ontario	MB/SK	Alberta	British Columbia
n =		1519	738	781	414	518	587	104	356	583	99	170	206
Agree		78%	80%	75%	75%	77%	80%	73%	81%	78%	77%	74%	77%
Disagree		8%	8%	8%	9%	8%	8%	13%	8%	8%	7%	6%	9%

# Over half of Canadians would support more private sector delivery of healthcare procedures, so long as universality maintained



## Q10 – DETAILED RESULTS

Would you support or oppose more private sector delivery of healthcare procedures, including surgeries, so long as the principal of universal access and coverage is maintained? Base=1519 respondents

	TOTAL	Male	Female	18-34	35-54	55+	Atlantic	Quebec	Ontario	MB/SK	Alberta	British Columbia
n =	1519	738	781	414	518	587	104	356	583	99	170	206
Support	55%	58%	52%	55%	56%	54%	60%	67%	47%	55%	50%	58%
Oppose	29%	29%	29%	25%	26%	34%	27%	22%	34%	29%	34%	24%

# RESPONDENT PROFILE



# RESPONDENT PROFILE

	Weighted	Unweighted
n=	1519	1519
<b>Gender</b>	#	#
Male	738	805
Female	781	714
<b>Age</b>		
18 to 34	414	446
35 to 54	518	556
55 years of age or older	587	517
<b>Household Income</b>		
Less than \$40,000	320	272
\$40,000 to less than \$80,000	449	442
\$80,000 or more	627	689

	Weighted	Unweighted
n=	1519	1519
<b>Region</b>	#	#
British Columbia	206	154
Alberta	170	125
MB/SK	99	125
Ontario	583	607
Quebec	356	408
Atlantic	104	100

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Strategic and operational customer experience consulting services
- **Leger Analytics (LEA)**  
Data modelling and analysis
- **Leger Opinion (LEO)**  
Panel management
- **Leger Communities**  
Online community management
- **Leger Digital**  
Digital strategy and user experience
- **International Research**  
Worldwide Independent Network (WIN)

**600**  
EMPLOYEES



**185**  
CONSULTANTS



**8**  
OFFICES

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