

Leger

REPORT

HealthCare in Canada

Survey of Canadians



THE
CANADIAN
PRESS

DATE 2024-01-22

Methodology



Method

Online survey among respondents 18 years of age or older.

(Canadian sample: n= 1,536).

Respondents had the option of completing the survey in English or in French and were randomly recruited using LEO's online panel.



When

January 19 to
January 21, 2024



Margin of error

For comparison purposes, a probability sample of this size yields a margin of error no greater than $\pm 2.50\%$, (19 times out of 20) for the Canadian sample.



Weighting

Results were weighted according to **age, gender, mother tongue, region, education and presence of children in the household** in order to ensure a representative sample of the Canadian population.

Methodology



Significant differences

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 than that of other respondents.



Rounded data

The numbers presented have been rounded up. However, the numbers before rounding were used to calculate the sums presented and might therefore not correspond to the manual addition of these numbers.



Questions

Have questions about the data presented in this report? Please contact Christian Bourque, Executive Vice-President, Eastern Canada at the following e-mail addresses: cbourque@leger360.com

A more detailed methodology is presented in the Appendix.

Methodology

Leger is the polling firm that has presented the most accurate election survey data, on average, over the last ten years in Canada. During the last federal election in 2021, Leger was once again **the most accurate firm in the country**. This accuracy is attributed to the quality of the LEO panel and rigorous application of methodological rules by Leger's 600 employees, including 200 professionals in Leger's eight offices across Canada (Montreal, Toronto, Quebec City, Winnipeg, Calgary, Edmonton and Vancouver) and in the United States (New York).

Poll aggregator 338Canada.com gave Leger the highest rating among all polling firms in Canada for the accuracy of its studies. See <https://338canada.com/pollster-ratings.htm>

2021 CANADIAN FEDERAL ELECTION



LEGER SURVEY

Published in *Le Journal de Montréal*
and *The National Post/Postmedia*
September 18, 2021

OFFICIAL RESULTS

2021 Canadian Federal Election*

33%	32%	19%	7%	6%	2%
33.7%	32.6%	17.8%	7.7%	5.0%	2.3%

Key Highlights (1/2)

From January 19 to 21, 2024, we surveyed Canadians to find out about their opinion and perceptions of the healthcare system in Canada.

Some of the key highlights of our survey about Healthcare in Canada include...

- More than a quarter of Canadians (28%) think that the healthcare system in their province is good, while 35% consider it as fair, and 37% as poor. Residents of Alberta (46%) or British Columbia (40%) are more likely to think that the healthcare system in their province is good, while Canadians living in Quebec are more likely to view their healthcare system as poor.
- Seven-in-ten Canadians (70%) are worried about not being able to receive good quality medical attention if they need it.
- Looking forward two years from now, 40% of Canadians think that the healthcare system will remain the same, while 36% think it will get worse and 17% think it will get better.
- Long waits (66%), stressed (42%), and failing (40%) are the top three words that come to mind for Canadians when thinking about the current healthcare system.



Key Highlights (2/2)

- A majority of Canadians (67%) think that the primary cause of worker shortages in the healthcare system is poor working conditions in hospitals. This is followed by funding cuts (40%), the COVID-19 pandemic leading to retirements (39%), and low-paying jobs (34%). Quebecers are more likely to attribute the shortages to poor working conditions, with 75% holding this view.
- Most Canadians (70%) think that the Canadian government should prioritize its efforts on the public healthcare system and restrict the development of private healthcare in the country to ensure that it does not impede access to high-quality services in the public system. However, 52% of Canadians support the idea of retaining the public healthcare system while allowing patients to use their own funds to pay for surgeries or tests at local private clinics.



REPORT

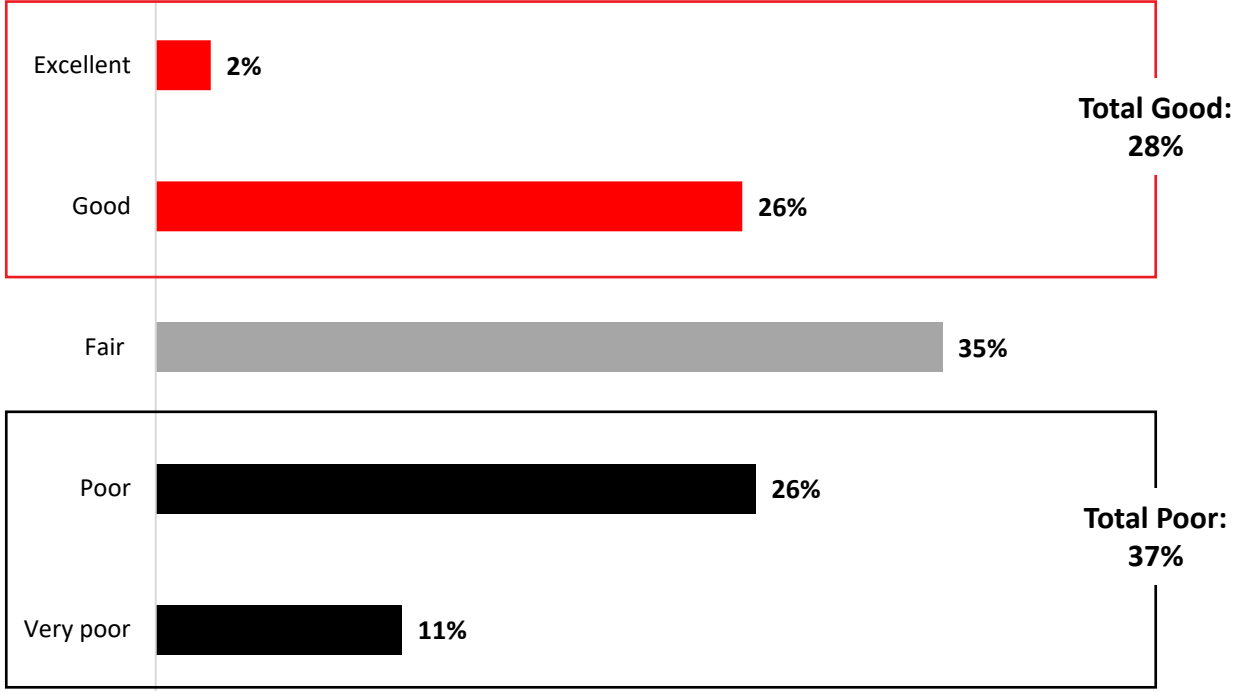
Detailed Results



Rating of the HealthCare System (1/2)

Q1. Overall, how would you rate the healthcare system in your province?

Base: All respondents (n=1,536)



Rating of the HealthCare System (2/2)

Q1. Overall, how would you rate the healthcare system in your province?

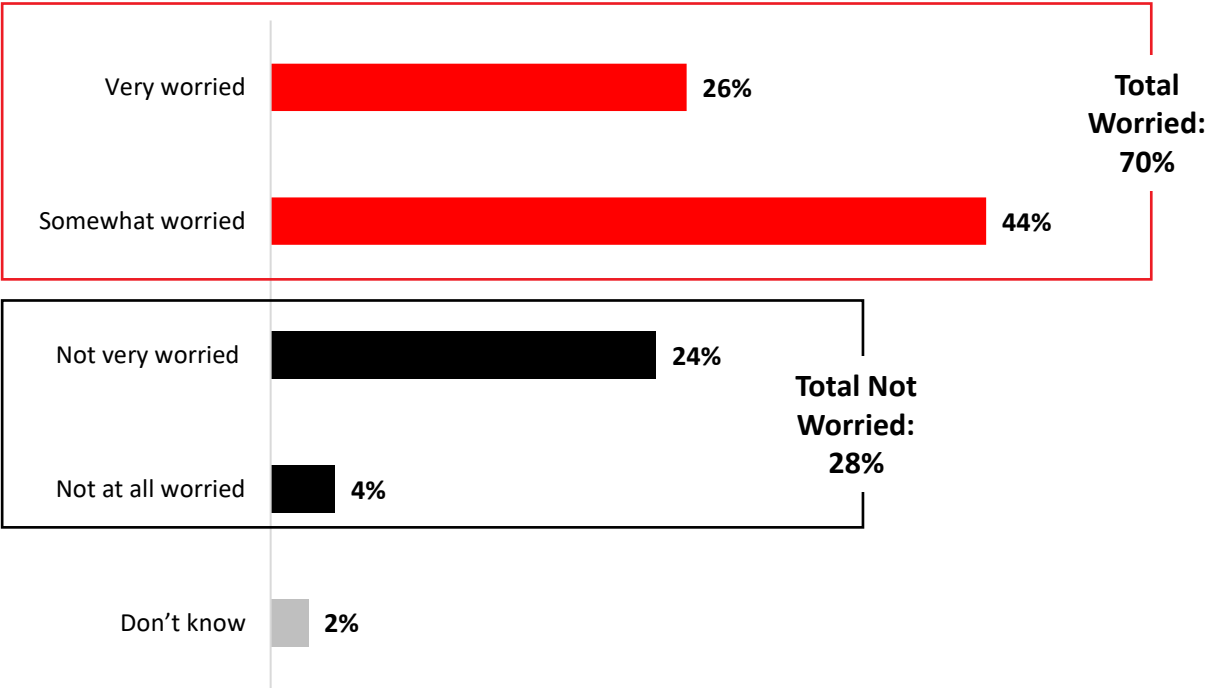
Base: All respondents

	Total Canada	ATL	QC	ON	MB/SK	AB	BC	Male	Female	18-34	35-54	55+	Urban	Sub-Urban	Rural
Weighted n=	1,536	104	358	600	99	167	207	747	789	393	511	632	648	586	282
Unweighted n=	1,536	101	426	601	126	129	153	576	960	480	528	528	656	575	287
Total Good	28%	9%	15%	31%	26%	46%	40%	33%	23%	35%	27%	26%	29%	28%	26%
Excellent	2%	0%	2%	3%	0%	3%	3%	3%	2%	3%	3%	2%	3%	2%	2%
Good	26%	9%	14%	27%	26%	44%	37%	30%	22%	32%	24%	24%	26%	27%	24%
Fair	35%	25%	34%	38%	37%	26%	36%	30%	39%	36%	32%	36%	37%	34%	31%
Total Poor	37%	66%	51%	31%	37%	28%	25%	37%	38%	29%	42%	38%	34%	38%	43%
Poor	26%	39%	34%	24%	28%	23%	16%	28%	24%	22%	29%	27%	24%	27%	31%
Very poor	11%	27%	16%	7%	9%	4%	9%	8%	13%	7%	13%	12%	10%	11%	12%

Worries About Not Getting a Good Medical Attention (1/2)

Q2. When you think about the current state of the healthcare system where you live, how worried are you about NOT being able to get good quality medical attention if you or a family member needs it?

Base: All respondents (n=1,536)



Worries About Not Getting a Good Medical Attention (2/2)

Q2. When you think about the current state of the healthcare system where you live, how worried are you about NOT being able to get good quality medical attention if you or a family member needs it?

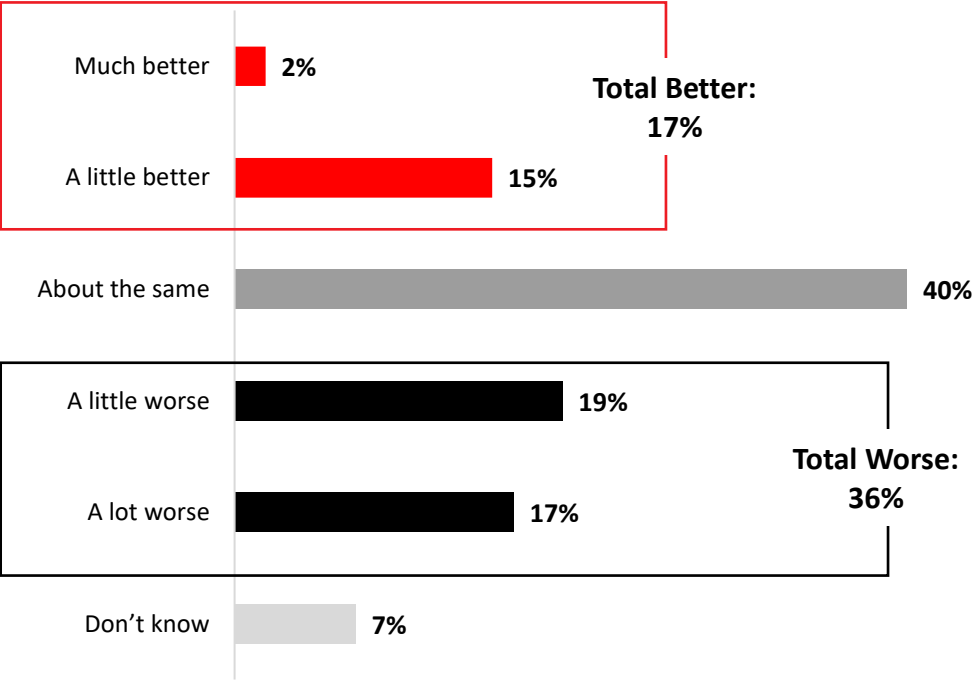
Base: All respondents

	Total Canada	ATL	QC	ON	MB/SK	AB	BC	Male	Female	18-34	35-54	55+	Urban	Sub-Urban	Rural
Weighted n=	1,536	104	358	600	99	167	207	747	789	393	511	632	648	586	282
Unweighted n=	1,536	101	426	601	126	129	153	576	960	480	528	528	656	575	287
Total Worried	70%	87%	62%	72%	72%	68%	70%	67%	72%	66%	72%	71%	67%	74%	68%
Very worried	26%	41%	26%	23%	14%	24%	31%	23%	29%	18%	31%	26%	24%	28%	25%
Somewhat worried	44%	46%	36%	48%	58%	43%	39%	45%	44%	48%	40%	45%	43%	46%	43%
Total Not worried	28%	13%	37%	25%	23%	31%	28%	30%	25%	30%	25%	29%	29%	25%	30%
Not very worried	24%	13%	32%	21%	21%	25%	23%	26%	22%	26%	23%	24%	24%	21%	28%
Not at all worried	4%	0%	5%	4%	2%	6%	4%	4%	4%	4%	3%	5%	5%	4%	2%
Don't know	2%	0%	1%	4%	5%	1%	2%	2%	2%	4%	3%	1%	4%	1%	2%

State of the HealthCare System in the Future (1/2)

Q3. And thinking ahead 2 years from now, do you feel the healthcare system where you live will be better, worse or about the same as it is now?

Base: All respondents (n=1,536)



State of the HealthCare System in the Future (2/2)

Q3. And thinking ahead 2 years from now, do you feel the healthcare system where you live will be better, worse or about the same as it is now?

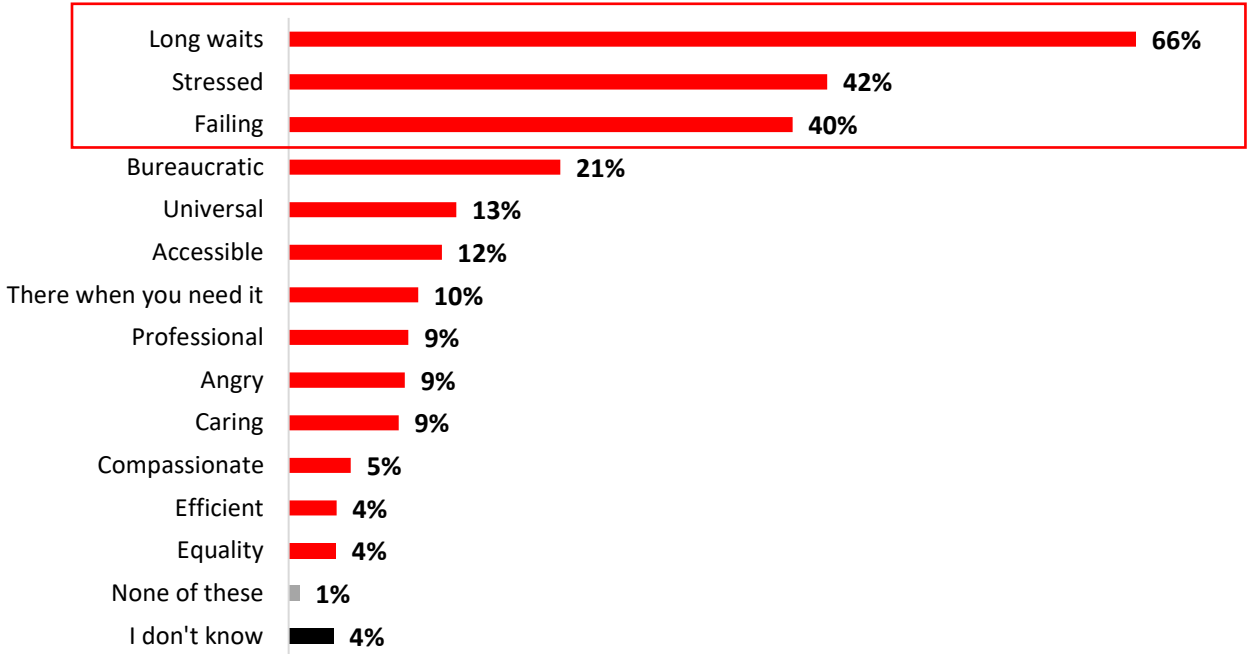
Base: All respondents

	Total Canada	ATL	QC	ON	MB/SK	AB	BC	Male	Female	18-34	35-54	55+	Urban	Sub-Urban	Rural
Weighted n=	1,536	104	358	600	99	167	207	747	789	393	511	632	648	586	282
Unweighted n=	1,536	101	426	601	126	129	153	576	960	480	528	528	656	575	287
Total Better	17%	20%	19%	13%	20%	18%	21%	20%	14%	20%	14%	18%	20%	15%	13%
Much better	2%	1%	2%	2%	1%	2%	1%	2%	2%	3%	1%	2%	2%	1%	2%
A little better	15%	19%	18%	11%	19%	16%	20%	19%	12%	17%	13%	16%	18%	14%	11%
About the same	40%	27%	43%	37%	43%	43%	45%	40%	39%	44%	41%	37%	37%	42%	40%
Total Worse	36%	39%	35%	42%	30%	28%	27%	35%	37%	30%	40%	36%	35%	35%	39%
A little worse	19%	18%	19%	22%	23%	17%	14%	19%	20%	22%	17%	20%	18%	19%	23%
A lot worse	17%	21%	16%	21%	6%	11%	13%	16%	17%	9%	23%	16%	17%	16%	17%
Don't know	7%	15%	3%	8%	7%	11%	7%	5%	10%	6%	4%	10%	7%	7%	8%

Characteristics that Describe the HealthCare System (1/2)

Q4. When you think about Canada’s healthcare system, what words or short phrases comes to mind? *Please select up to 3 from the list provided below*

Base: All respondents (n=1,536)



Characteristics that Describe the HealthCare System (2/2)

Q4. When you think about Canada's healthcare system, what words or short phrases comes to mind? *Please select up to 3 from the list provided below*

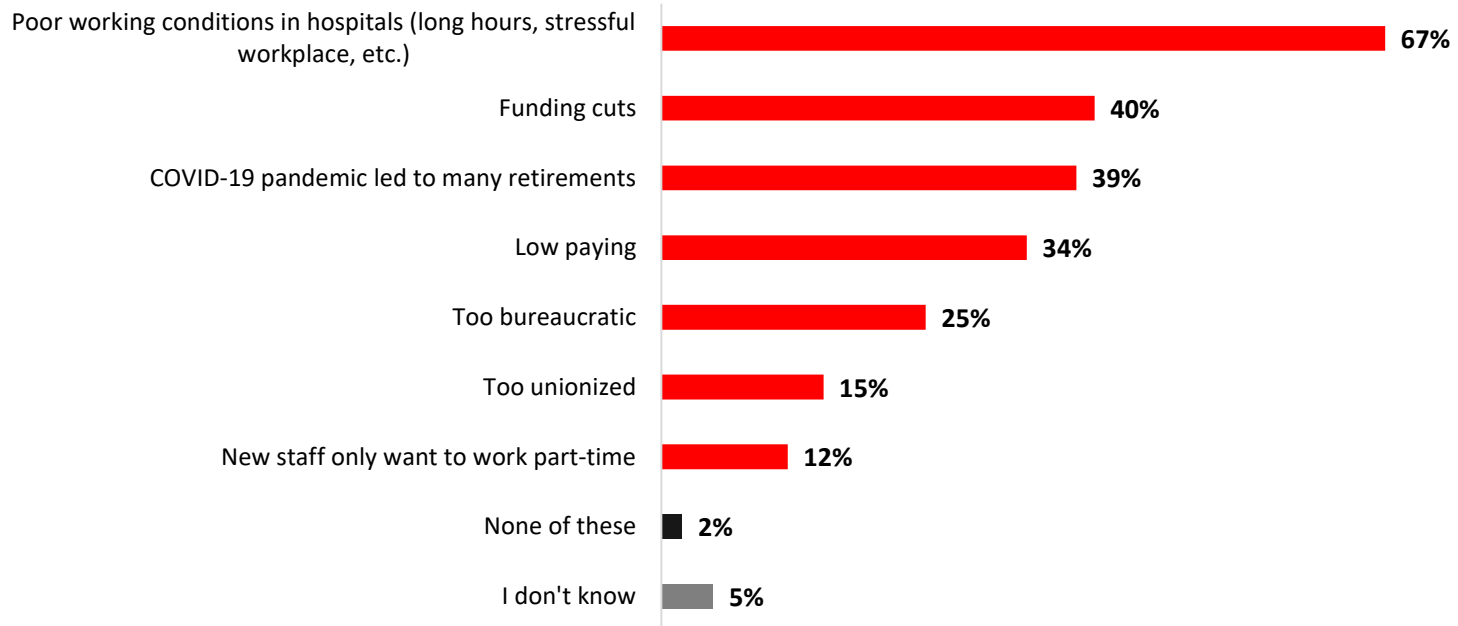
Base: All respondents

	Total Canada	ATL	QC	ON	MB/SK	AB	BC	Male	Female	18-34	35-54	55+	Urban	Sub-Urban	Rural
Weighted n=	1,536	104	358	600	99	167	207	747	789	393	511	632	648	586	282
Unweighted n=	1,536	101	426	601	126	129	153	576	960	480	528	528	656	575	287
Long waits	66%	82%	67%	69%	72%	56%	57%	59%	73%	60%	65%	71%	62%	69%	72%
Stressed	42%	50%	28%	49%	48%	38%	44%	40%	44%	41%	38%	46%	37%	45%	49%
Failing	40%	55%	33%	42%	39%	36%	39%	35%	44%	31%	41%	44%	35%	45%	39%
Bureaucratic	21%	24%	32%	15%	17%	22%	20%	22%	20%	16%	22%	24%	21%	20%	26%
Universal	13%	9%	10%	12%	16%	19%	18%	15%	11%	14%	16%	10%	16%	13%	8%
Accessible	12%	3%	12%	14%	10%	12%	11%	13%	12%	13%	12%	11%	14%	12%	7%
There when you need it	10%	7%	9%	9%	12%	14%	14%	11%	10%	7%	9%	13%	11%	10%	7%
Professional	9%	5%	11%	8%	8%	9%	13%	12%	7%	11%	7%	10%	11%	8%	9%
Angry	9%	12%	12%	10%	7%	5%	5%	9%	9%	11%	10%	7%	9%	9%	11%
Caring	9%	1%	7%	8%	10%	10%	15%	10%	7%	10%	8%	8%	10%	8%	7%
Compassionate	5%	7%	3%	4%	2%	5%	9%	5%	5%	6%	2%	6%	5%	5%	3%
Efficient	4%	0%	6%	4%	2%	3%	2%	5%	3%	6%	2%	4%	5%	3%	3%
Equality	4%	1%	4%	5%	3%	3%	4%	5%	3%	6%	5%	2%	5%	3%	2%
None of these	1%	0%	1%	1%	0%	2%	1%	1%	1%	1%	1%	0%	2%	0%	0%
I don't know	4%	0%	3%	5%	6%	4%	1%	3%	4%	7%	4%	1%	3%	3%	5%

Reasons Behind Shortage of Health Workers (1/2)

Q5. In many parts of Canada, healthcare systems are dealing with shortages in staff, particularly a lack of nurses and healthcare aides. In your opinion, what are the reasons behind shortages of nurses and healthcare aides? *Please select up to 3 reasons from the list provided below.*

Base: All respondents (n=1,536)



Reasons Behind Shortage of Health Workers (2/2)

Q5. In many parts of Canada, healthcare systems are dealing with shortages in staff, particularly a lack of nurses and healthcare aides. In your opinion, what are the reasons behind shortages of nurses and healthcare aides? *Please select up to 3 reasons from the list provided below.*

Base: All respondents

	Total Canada	ATL	QC	ON	MB/SK	AB	BC	Male	Female	18-34	35-54	55+	Urban	Sub-Urban	Rural
Weighted n=	1,536	104	358	600	99	167	207	747	789	393	511	632	648	586	282
Unweighted n=	1,536	101	426	601	126	129	153	576	960	480	528	528	656	575	287
Poor working conditions in hospitals (long hours, stressful workplace, etc.)	67%	71%	75%	65%	69%	61%	62%	62%	73%	63%	65%	72%	64%	69%	74%
Funding cuts	40%	29%	18%	54%	49%	50%	34%	41%	40%	39%	42%	40%	39%	41%	41%
COVID-19 pandemic led to many retirements	39%	44%	27%	42%	43%	37%	44%	37%	40%	35%	32%	46%	38%	39%	39%
Low paying	34%	25%	34%	37%	24%	32%	36%	31%	37%	45%	33%	28%	35%	33%	34%
Too bureaucratic	25%	25%	34%	20%	18%	23%	27%	29%	20%	15%	26%	30%	24%	24%	28%
Too unionized	15%	20%	23%	10%	19%	16%	9%	19%	12%	11%	19%	14%	14%	17%	12%
New staff only want to work part-time	12%	16%	19%	7%	9%	16%	9%	12%	12%	8%	13%	13%	12%	11%	14%
None of these	2%	5%	1%	3%	1%	0%	1%	3%	1%	2%	3%	1%	2%	2%	1%
I don't know	5%	3%	2%	6%	4%	6%	6%	4%	5%	9%	4%	3%	5%	5%	4%

Level of Agreement on Statements on HealthCare System (1/2) **Leger**

Q6. To what extent do you agree with the following statements:

Base: All respondents (n=1,536)

Canada should focus its efforts on our public healthcare system and limit the development of private healthcare in the country, so that it does not limit access to quality services in the public healthcare system.

% Total Agree Presented

70%

Canada should keep our public healthcare system, but allow patients to use their own money, or their extended health insurance, to pay for surgery or tests at local private clinics.

52%

Level of Agreement on Statements on HealthCare System (2/2)

Q6. To what extent do you agree with the following statements:

Base: All respondents

<i>% Total Agree Presented</i>	Total Canada	ATL	QC	ON	MB/SK	AB	BC	Male	Female	18-34	35-54	55+	Urban	Sub-Urban	Rural
Weighted n=	1,536	104	358	600	99	167	207	747	789	393	511	632	648	586	282
Unweighted n=	1,536	101	426	601	126	129	153	576	960	480	528	528	656	575	287
Canada should focus its efforts on our public health care system and limit the development of private healthcare in the country, so that it does not limit access to quality services in the public healthcare system	70%	68%	65%	74%	64%	74%	67%	70%	70%	70%	68%	71%	70%	70%	69%
Canada should keep our public healthcare system, but allow patients to use their own money, or their extended health insurance, to pay for surgery or tests at local private clinics	52%	57%	59%	49%	58%	42%	54%	56%	49%	55%	55%	49%	53%	54%	48%

REPORT

Detailed Methodology



Weighted and Unweighted Sample (1/2)

The table below presents the Canadian geographic distribution of respondents before weighting.

	Unweighted	Weighted
Province	1,536	1,536
British Columbia	153	207
Alberta	129	167
Manitoba/Saskatchewan	126	99
Ontario	601	600
Quebec	426	358
Atlantic	101	104

Weighted and Unweighted Sample (2/2)

The following tables present the demographic distribution of respondents according to gender, age and language (mother tongue) for Canada.

The table below presents the Canadian geographic distribution of respondents before weighting.

	Unweighted	Weighted
Gender	1,536	1,536
Male	576	747
Female	960	789
Age	1,536	1,536
18 to 34	480	393
35 to 54	528	511
55+	528	632
Language (Mother tongue)	1,536	1,536
English	974	1,040
French	357	306
Other	205	190

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8

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