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*Leadership. Innovation. Collaboration.*



CANADIAN COLLEGE OF  
HEALTH LEADERS  
COLLÈGE CANADIEN DES  
LEADERS EN SANTÉ

Presented to HealthCareCAN and  
the Canadian College of Health Leaders

# National Health Leadership Conference

JUNE 6 2016

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# INTRODUCTION

# Objectives and methodology

- **HealthCareCAN/NHLC** commissioned Ipsos to conduct survey research among the Canadian public on a variety of issues confronting the health care system today.
- The research was conducted in support of the **National Health Leadership Conference**, and specifically to test public opinion with respect to the resolutions at issue during the **Great Canadian Healthcare Debate**.
- The results were obtained through the Ipsos eNation **online** Omnibus survey of Canadian adults.
- Questions were fielded between **May 18 and 23, 2016** among a sample of **n=1,004 Canadian adults**.
- The sample is balanced and weighted on region, age, gender, and education to **represent** the Canadian population according to the most recent Census data.
- The confidence interval; for a sample of this size is **+/-3.1%**.

# Executive Summary

- Healthcare is the most top-of-mind concern for Canadians (along with unemployment, each at 4 in 10) and while perceptions of the country's healthcare system have improved from last year (80%, +5), many Canadians have concerns. Majorities **worry** about:
  - The **risk of infection** at hospitals/healthcare facilities (70%)
  - **Falling through the cracks** (68%)
  - That the system is **falling behind other countries** (64%)
- Indeed, many (43%, +3) have friends/family who have looked into healthcare services outside of their province.
- Those **most concerned are those with the most first-hand experience**.
  - **Informal caregivers** (Canadians caring for an adult loved one) and Canadians **suffering from a chronic condition** are most likely to be worried on all counts.
  - Correspondingly, **women** are more concerned than men and likelihood to **worry increases with age**.
- Regionally, it's residents of **Quebec** who **worry most**.

# Executive Summary

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In advance of the **Great Healthcare Debate**, the public was asked about **five resolutions**:

## 1. Public reporting of the 15 preventable events

- Two-thirds of Canadians are concerned about “preventable events” happening in hospitals in Canada and most (59%) worry for themselves personally, particularly in Quebec (69%).
- Accordingly, virtually all **support mandatory reporting and regulatory bodies**.

# Executive Summary

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## 2. Truth and reconciliation commission health-related recommendations on indigenous health

- Seven in 10 Canadians are concerned about the health disparities of our Indigenous populations.
- Strong majorities are **supportive of governments working with First Nations leaders** to set clear goals and also addressing all of the social determinants of health.
- That said, 8 in 10 believe the Indigenous healthcare concerns will only be solved with a **new approach** from government. The same proportion think that governments should establish a **Federal/Provincial Health Authority**.

# Executive Summary

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## 3. Adopt key recommendations of the report of the advisory panel on healthcare innovation

- Canadians believe our country has a lot to learn from other countries in how to make their health systems more sustainable.
- Nine in 10 think the federal government should **invest substantially** over the next five years to support innovation in the health system and that **finding new ways of delivery is the only way we'll be able to keep up with demand.**



# Executive Summary

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## 4. National seniors health promotion action plan

- Eight in 10 Canadians are concerned about the healthcare available to seniors today; this number increases among women (85%) and those 35+.
- Indeed, 9 in 10 say the government should report on progress for a **National Seniors Health Promotion Strategy**.
- Majorities are concerned about the quality of life as longevity increases (84%), believe seniors need more education on taking care of their health (88%) and that system should provide the right tools (92%).

# Executive Summary

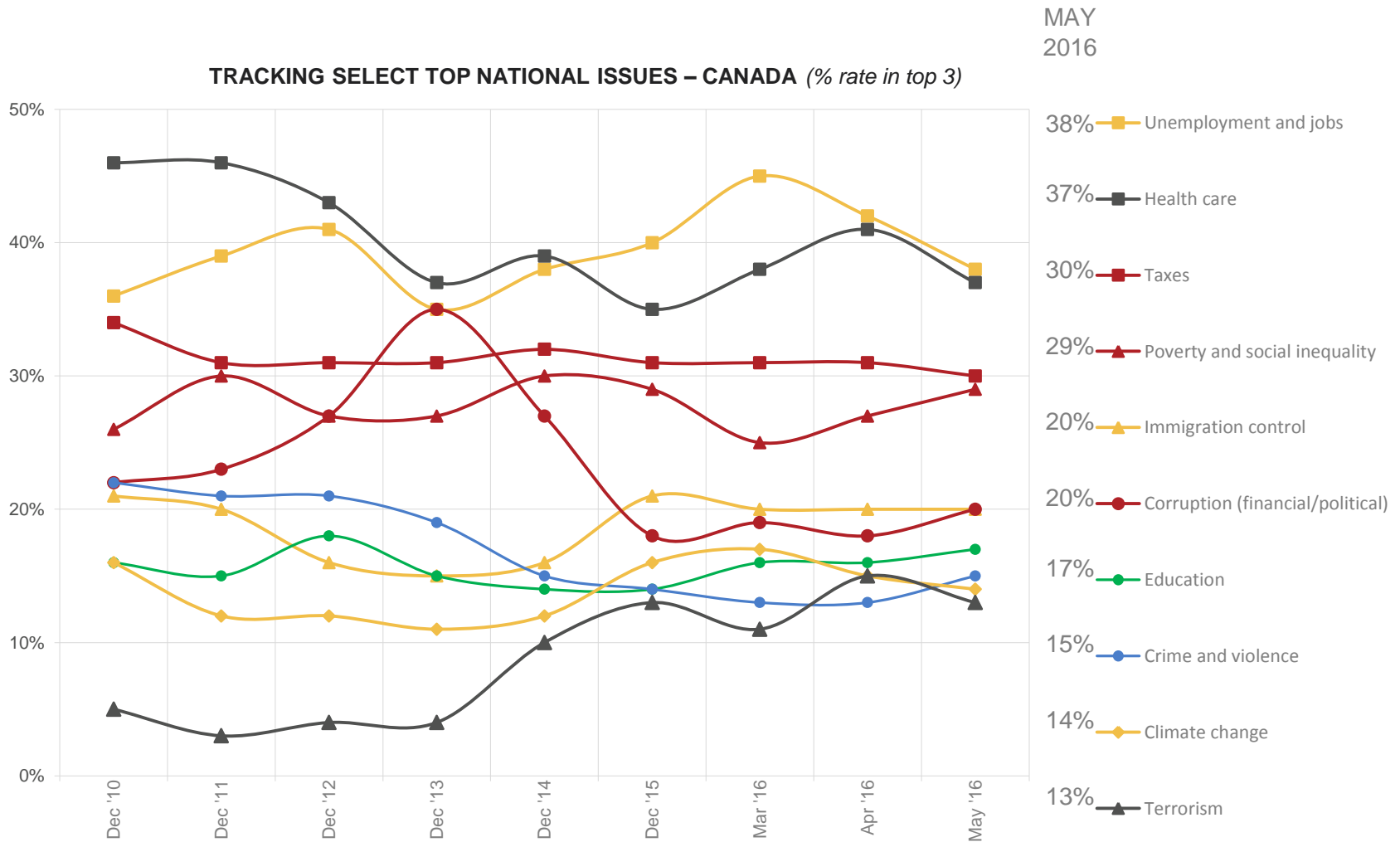
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## 5. Accountability for home and community care

- In the same vein, majorities are concerned about the healthcare available to seniors today and are split on whether or not there is enough support to age at home.
- Indeed, most feel homecare is unaffordable (84%) and are concerned about access to quality home/long-term care (85%).
- A full 9 in 10 say this is something that **governments need to address**.

# HEALTHCARE IN CANADA

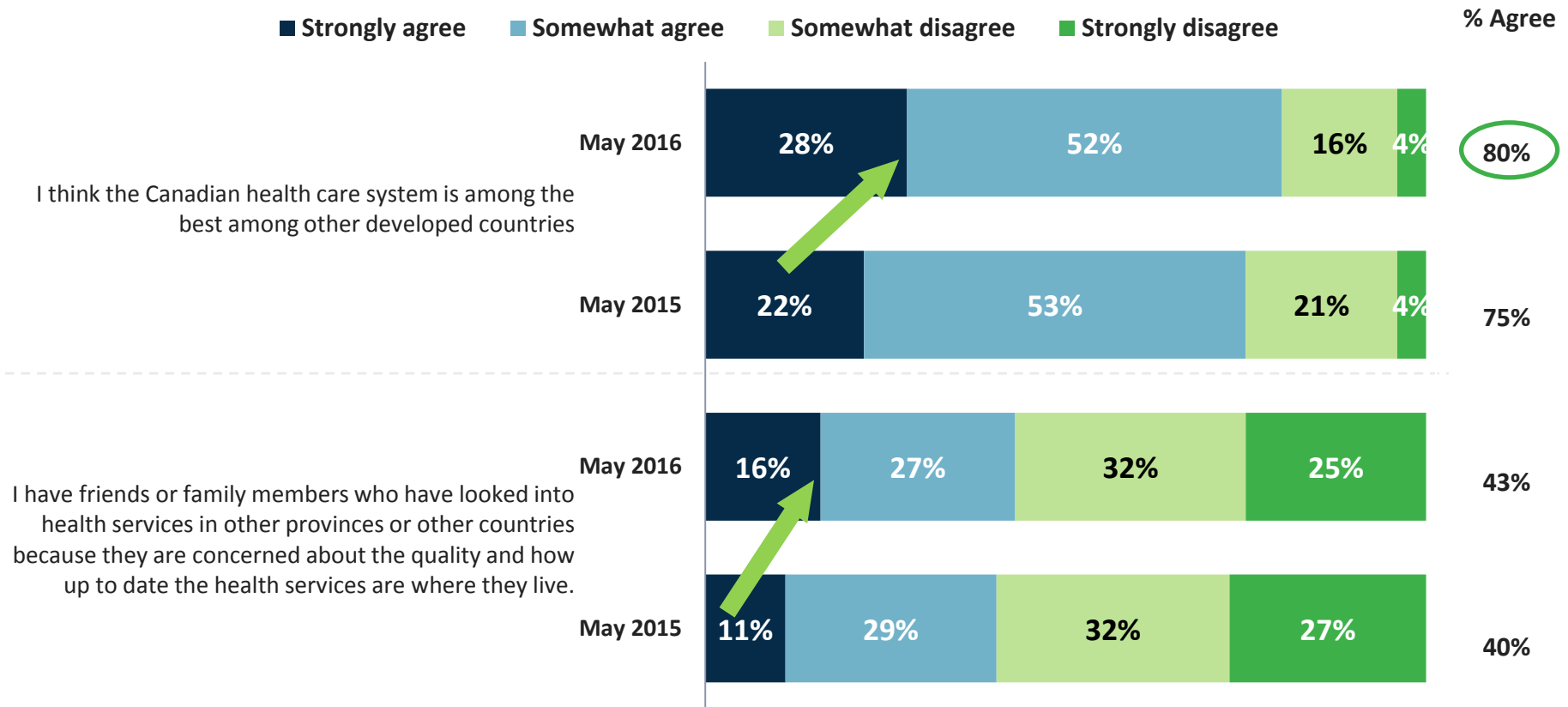
# Healthcare is Canadians' top priority, along with jobs



Which three of the following topics do you find the most worrying in your country? (List provided)  
Source: Ipsos Global @dvisor

# Comparatively, perceptions of Canada's healthcare system has improved

However, the proportion of Canadians who know someone who has looked into health services elsewhere has also increased.

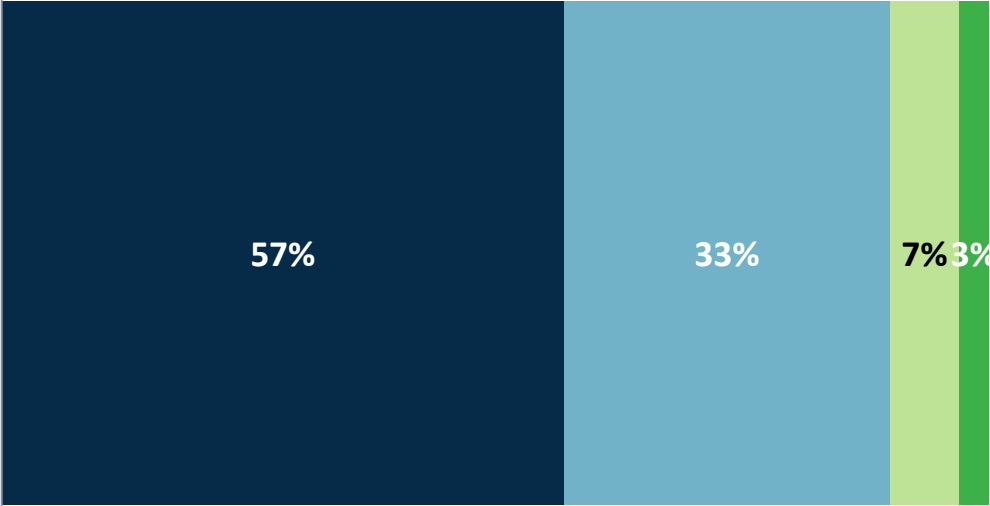


S1. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements?  
 Base: All Respondents May 2016 (n=1004), May 2015 (n=1230)

# Canadians strongly expect Liberals to fulfil promise to work more closely with provinces to improve health

■ Strongly agree   ■ Somewhat agree   ■ Somewhat disagree   ■ Strongly disagree   %Agree

I expect the new federal Government to deliver on its commitment to work more closely with Provincial Governments to improve the health of Canadians as part of a multiyear Health Accord.

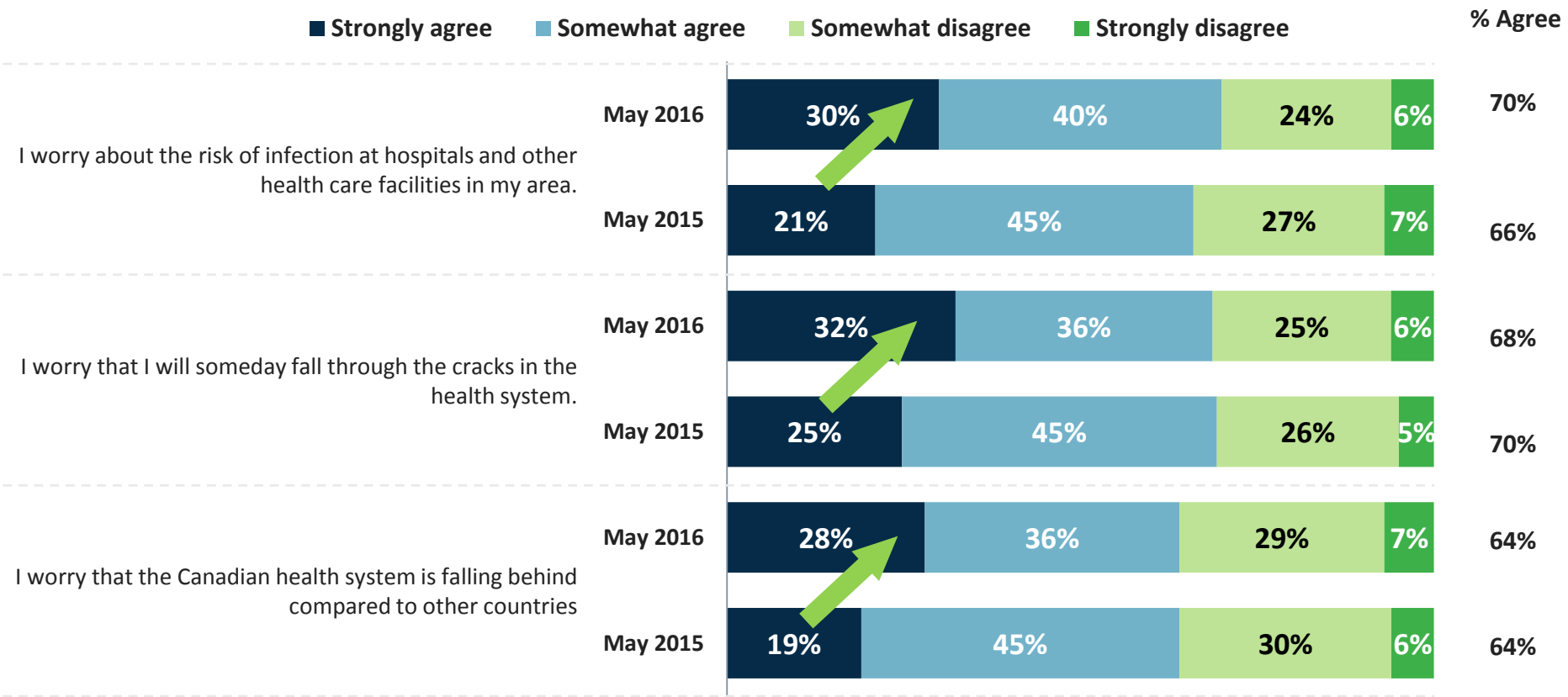


S1. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements?  
Base: All Respondents (n=1004)

# Canadians have many concerns about their healthcare system and worries have intensified



Quebecers are particularly concerned: 80% are worried about the risk of infection at hospitals, 74% worry that they'll fall through the cracks, and 75% worry that the Canada's health system is falling behind that of other countries.



S1. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements?  
 Base: All Respondents May 2016 (n=1004), May 2015 (n=1230)

# Informal caregivers, chronic sufferers, and women among the most worries



3/4

Informal caregivers worry about infection, falling through the cracks, that the system is falling behind other countries.



3/4

Chronic sufferers worry about infection, falling through the cracks.

7/10

Chronic sufferers worry the system is falling behind other countries.



3/4

Women worry about infection, falling through the cracks.

Results based on the percent who strongly or somewhat agree with several statements.

Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1004)

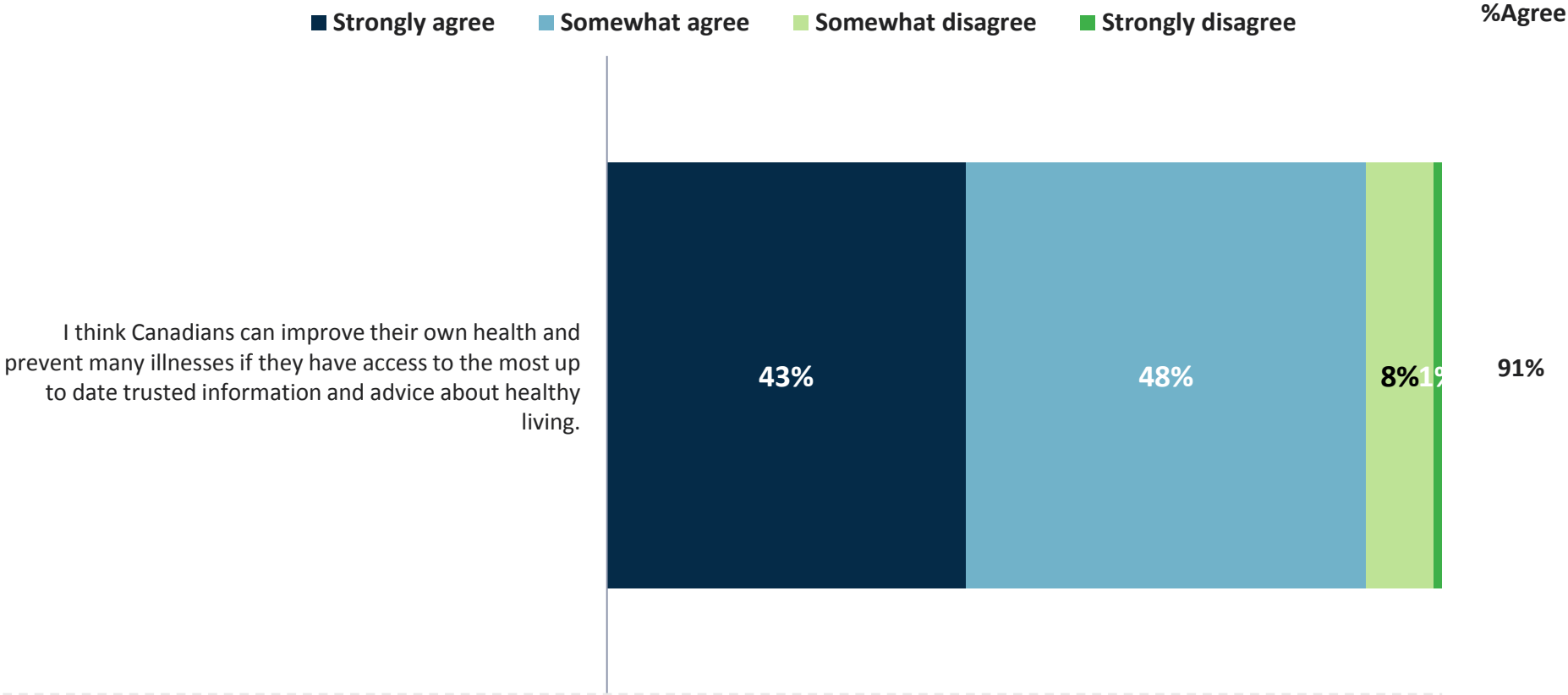


# Likelihood to worry increases with age; decreases with income

Top 2Box	Total	Age			Income			
		18-35	36-54	55+	<\$40K	\$40K - <\$60k	\$60K - <\$100K	\$100K+
Base:	n=1004	n=274	n=359	n=371	n=64	n=184	n=436	n=320
I worry about the risk of infection at hospitals and other health care facilities in my area.	70%	51%	74%	80%	79%	68%	71%	64%
I worry that I will someday fall through the cracks in the health system.	69%	60%	73%	71%	78%	65%	73%	60%
I worry that the Canadian health system is falling behind compared to other countries	64%	54%	69%	66%	74%	61%	64%	62%

Results based on the percent who strongly or somewhat agree with several statements.  
 Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.  
 Base: All respondents (n=1004)

# Most Canadians think personal health can be improved with access to the right info



S1. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements?  
Base: All Respondents (n=1004)

The  
**GREAT CANADIAN  
HEALTH CARE  
DEBATE  
RESOLUTIONS**

# Resolutions

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1. Public reporting of the 15 preventable events
2. Truth and reconciliation commission health-related recommendations on indigenous health
3. Adopt key recommendations of the report of the advisory panel on healthcare innovation
4. National seniors health promotion action plan
5. Accountability for home and community care

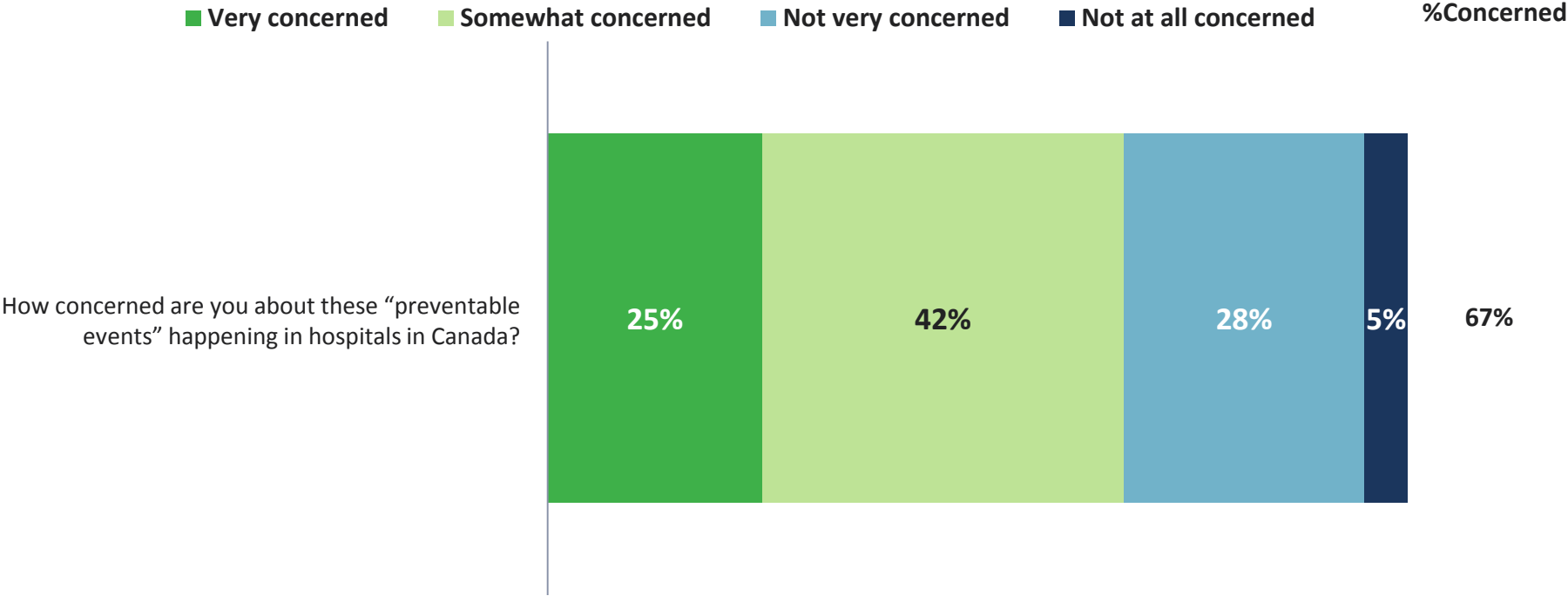
Public Reporting of the

# 15 PREVENTABLE EVENTS

# Two in 3 Canadians worry about “preventable events”

Three-quarters of informal caregivers are concerned about these preventable events.

*The US and UK have identified and publicly report on what they call never events for healthcare. Never Events or Preventable Events are patient safety incidents that lead to serious harm or death and are deemed to be preventable. They include things like having the wrong body part operated on or a tool left in you during surgery, being given a medication that you know you are allergic to, or a baby being abducted or discharged to the wrong person.*



1. How concerned are you about these “preventable events” happening in hospitals in Canada? Very concerned, somewhat concerned, not very concerned, not at all concerned.  
Base: All Respondents (n=1004)

# Patient Safety and Reporting Outcomes



**93%** Support mandatory public reporting of preventable events...



**92%** Think hospitals need to have the same type of regulatory bodies as airlines to ensure public safety...



**70%** worry about the risk of infection in hospitals and other health care facilities in their area....



**68%** Are concerned about preventable events happening in hospitals and other health care facilities in their area...

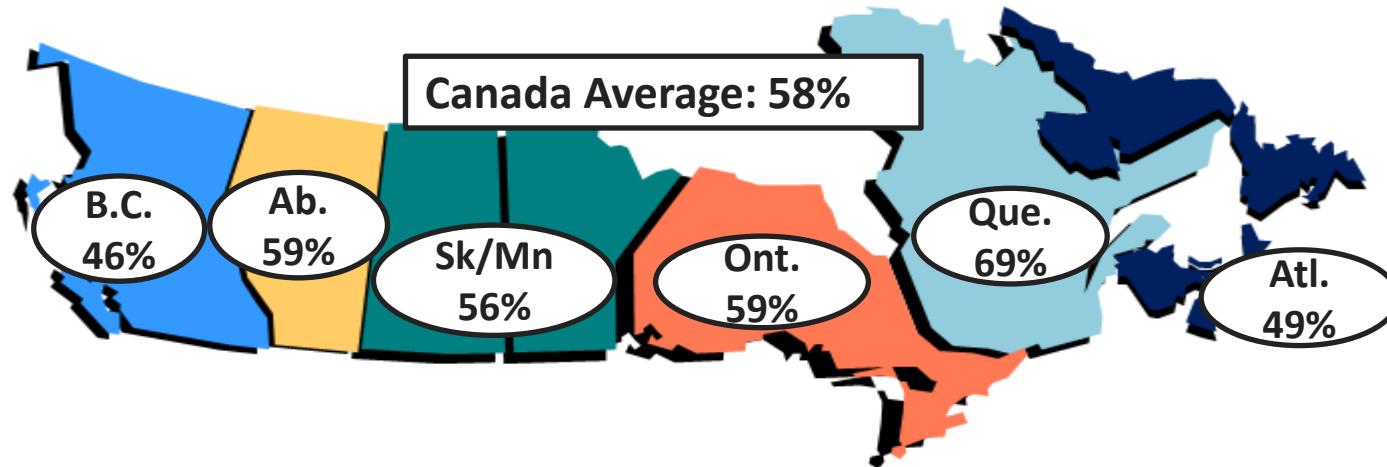
**59%** Worry preventable events would happen to them if they were hospitalized.

Results based on the percent who strongly or somewhat agree with several statements.  
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.  
Base: All respondents (n=1004)

# Canadians personally concerned about preventable events

Quebecers are the most concerned about preventable events occurring if they were to be hospitalized.

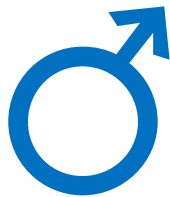
**% Agree – Worried preventable events might occur if they were to be hospitalized**



## GENDER



60%



57%

## Age

18-34	-	54%
35-54	-	64%
55+	-	57%

## Education

< HS.	-	78%
HS.	-	54%
Post Sec.	-	58%
University	-	56%

## Income

<\$40k	-	62%
\$40-\$60k	-	58%
\$60-\$100k	-	61%
\$100k+	-	48%

Results based on the percent who strongly or somewhat agree with several statements.

Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

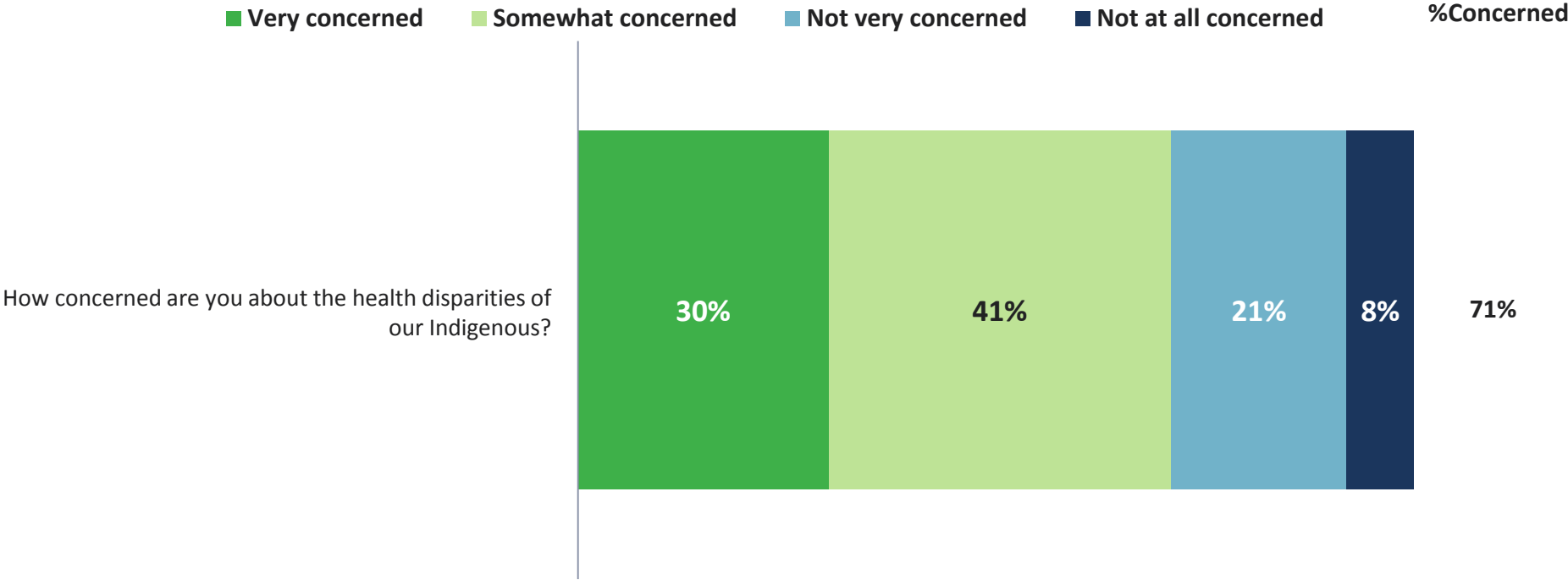
Base: All respondents (n=1004)



Truth and Reconciliation Commission Health-Related  
Recommendations

# INDIGENOUS HEALTH

# Seven in 10 Canadians are concerned about the health disparities of Indigenous populations

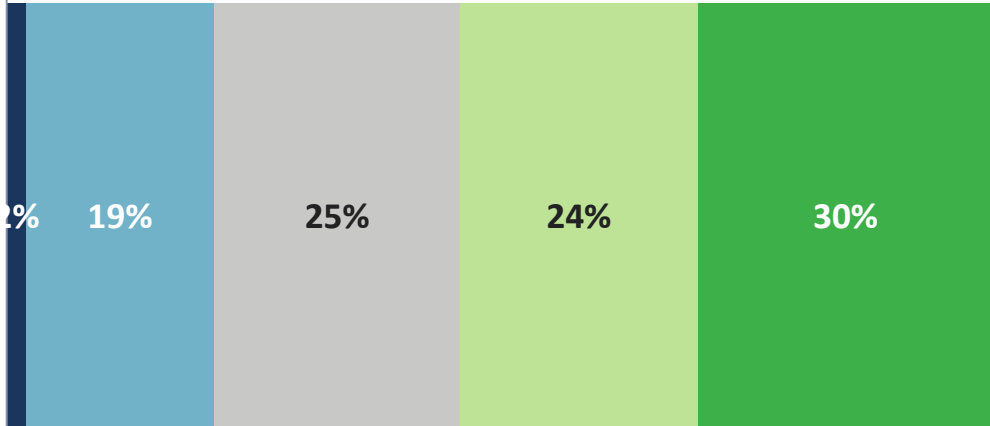


3. How concerned are you about the health disparities of our Indigenous?  
Base: All Respondents (n=1004)

# Very few BC residents familiar with the First Nations Health Authority; many admittedly so

■ Very familiar   
 ■ Somewhat familiar   
 ■ Not very familiar   
 ■ Not at all familiar   
 ■ Never heard of it   
 %Very/  
Somewhat  
Familiar

How familiar are you with the First Nations Health Authority that has been created for devolution of responsibility of federal and provincial governments to British Columbia First Nations for improving the health of Indigenous Canadians living in British Columbia.



4. How familiar are you with the First Nations Health Authority that has been created for devolution of responsibility of federal and provincial governments to British Columbia First Nations for improving the health of Indigenous Canadians living in British Columbia. Base: BC Respondents (n=124)

# Health Care for Indigenous Population



**89%** support governments working with First Nations leaders in establishing clear goals and targets in reducing health disparities.



**89%** To solve the health issues faced by Indigenous patients, governments need to work with indigenous communities to address all of the social determinants of health, such as poverty, poor living conditions, low levels of education, and healthcare access.



**78%** I am optimistic that if Canadian governments make improving Indigenous health a priority Indigenous Canadians can have the same health status as other Canadians.

## HOWEVER



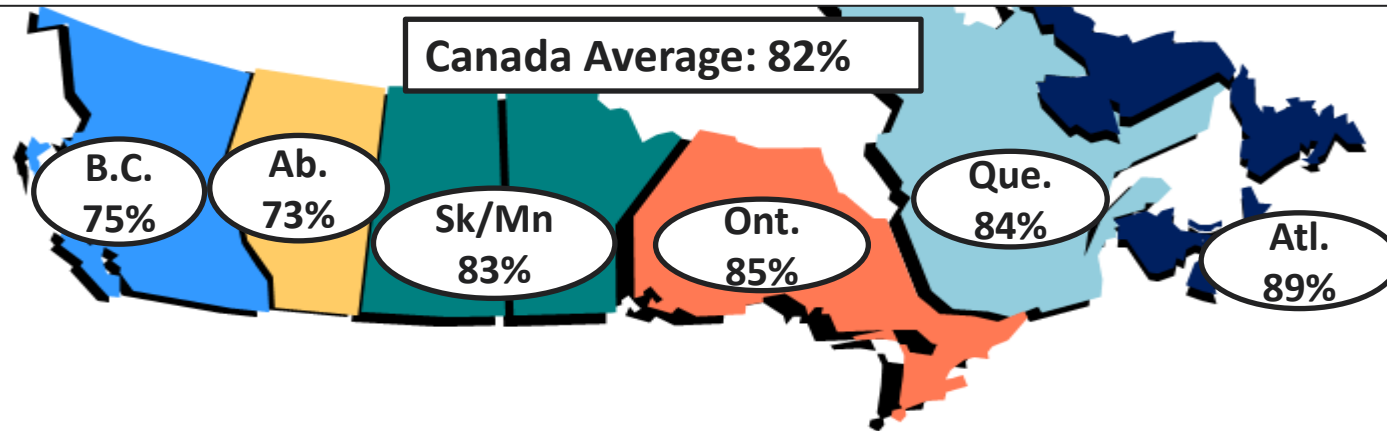
**82%** Believe that the health concerns faced by Indigenous patients will not be solved unless a new approach is used by the federal and provincial governments in delivering health care services.

Results based on the percent who strongly or somewhat agree with several statements.  
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.  
Base: All respondents (n=1004)

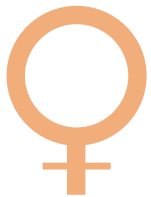
# Canadians call for new approach to Indigenous healthcare

Residents of Western Canada less apt to believe Indigenous health concerns won't be solved without a new delivery approach.

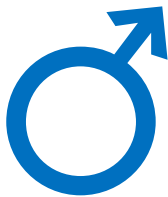
**% Agree – That the health concerns faced by Indigenous patients will not be solved unless a new approach is used by the federal and provincial governments in delivering health care services.**



## GENDER



85%



80%

## Age

18-34 - 79%

35-54 - 84%

55+ - 83%

## Education

< HS. - 84%

HS. - 79%

Post Sec. - 83%

University - 85%

## Income

<\$40k - 83%

\$40-\$60k - 84%

\$60-\$100k - 86%

\$100k+ - 72%

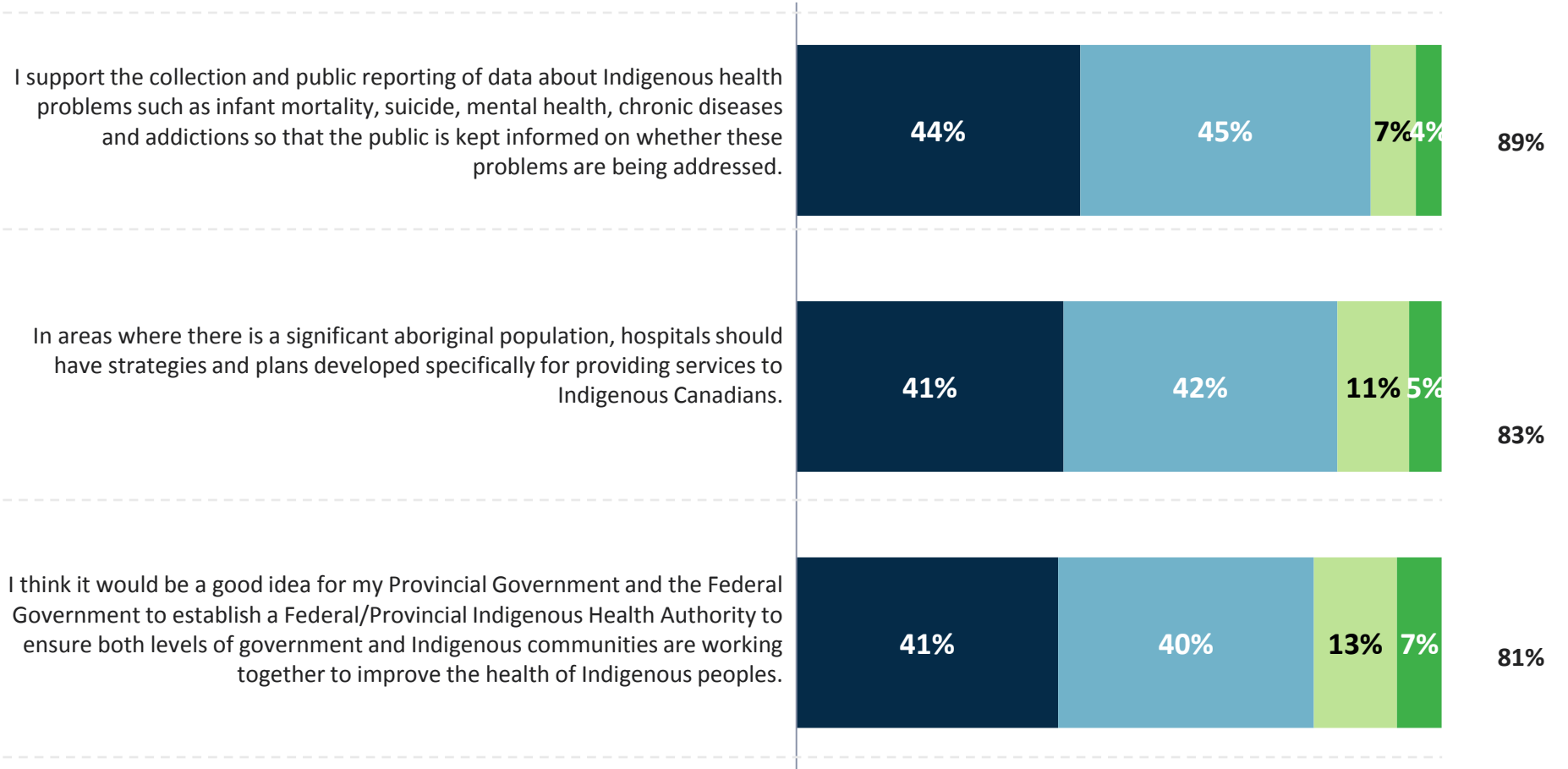
Results based on the percent who strongly or somewhat agree with several statements.

Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1004)

# Strong majorities agree with proposed notions around Indigenous health improvements

■ Strongly agree   
 ■ Somewhat agree   
 ■ Somewhat disagree   
 ■ Strongly disagree   
 %Agree



5. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements about indigenous health?  
 Base: All Respondents (n=1004)

Adopt Key Recommendations of the Report of the

# ADVISORY PANEL ON HEALTHCARE INNOVATION

# Innovation in the Healthcare System



**92%** think it is a good idea for the Government of Canada to invest substantially over the next 5 years as part of the new Health Accord to support innovation in Canada's health system...



**90%** say finding new ways to deliver health is the only way that Canadian governments are going to be able to keep up with the growing demand for health care.

## HOWEVER



**81%** Are concerned about new or innovative ideas taking too long to spread across the country.



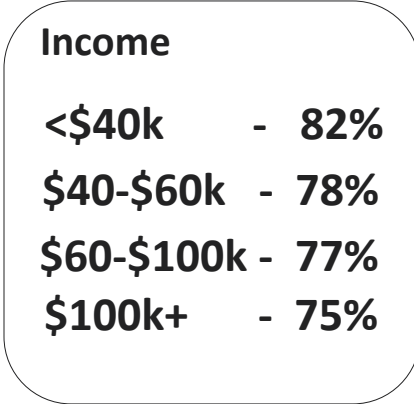
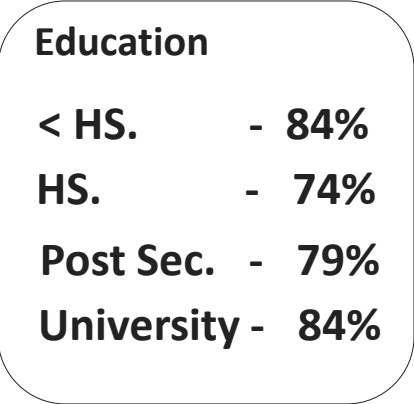
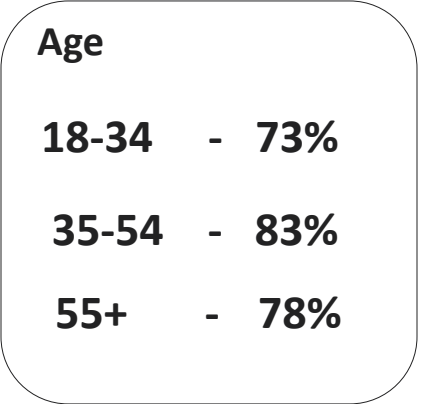
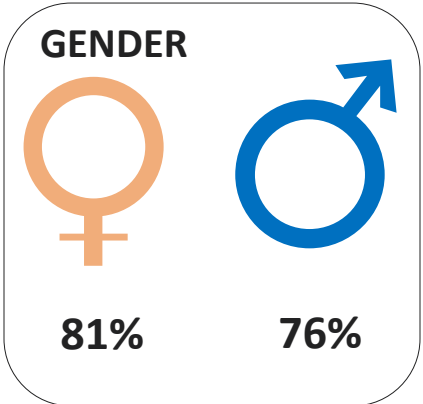
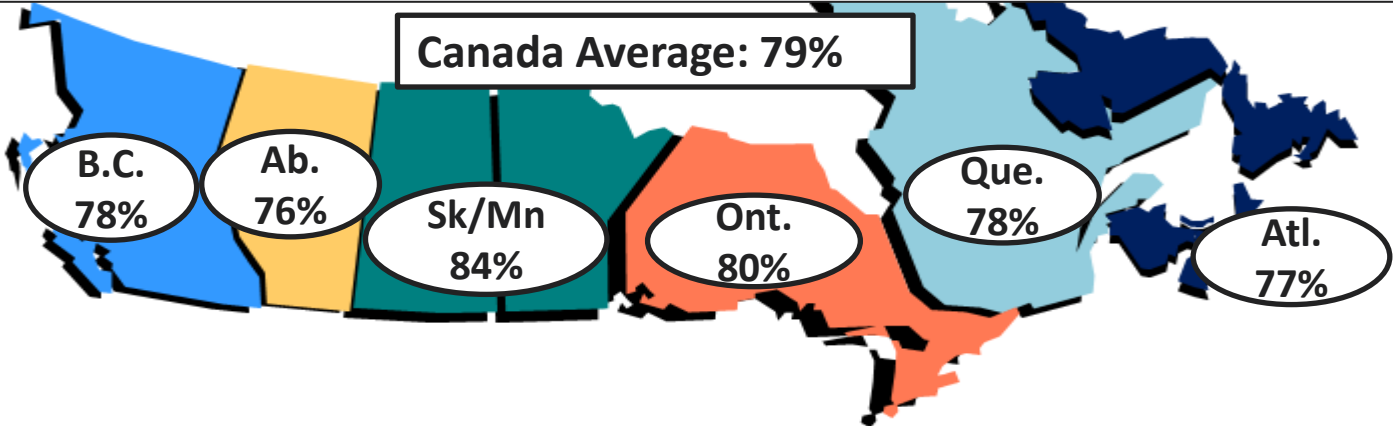
**79%** think Canada has a lot to learn from what other countries doing to make their health systems more sustainable.

Results based on the percent who strongly or somewhat agree with several statements.  
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.  
Base: All respondents (n=1004)



# Canada can learn a lot from other countries

**% Agree- Canada has a lot to learn from what other countries doing to make their health systems more sustainable.**



Results based on the percent who strongly or somewhat agree with several statements.  
 Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.  
 Base: All respondents (n=1004)

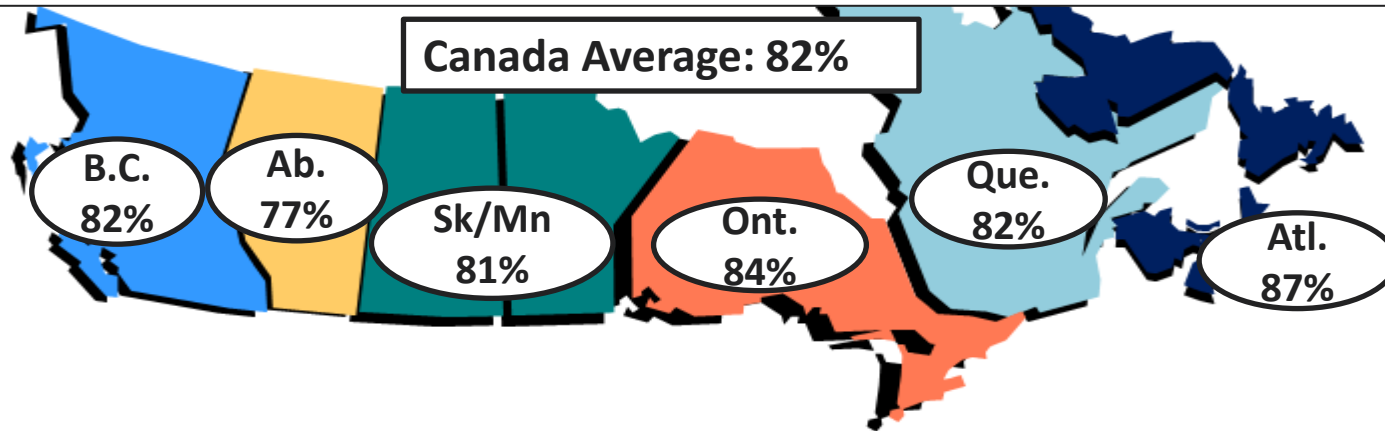
National

# SENIORS HEALTH PROMOTION ACTION PLAN

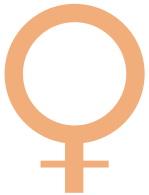
# Eight in 10 Canadians concerned about seniors healthcare

Women and seniors particularly concerned.

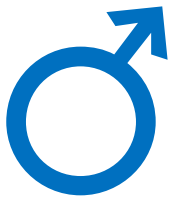
**% Agree – Are concerned about the healthcare available to senior populations in Canada today...**



## GENDER



85%



79%

## Age

18-34 - 69%

35-54 - 87%

55+ - 88%

## Education

< HS. - 90%

HS. - 80%

Post Sec. - 84%

University - 77%

## Income

<\$40k - 80%

\$40-\$60k - 84%

\$60-\$100k - 87%

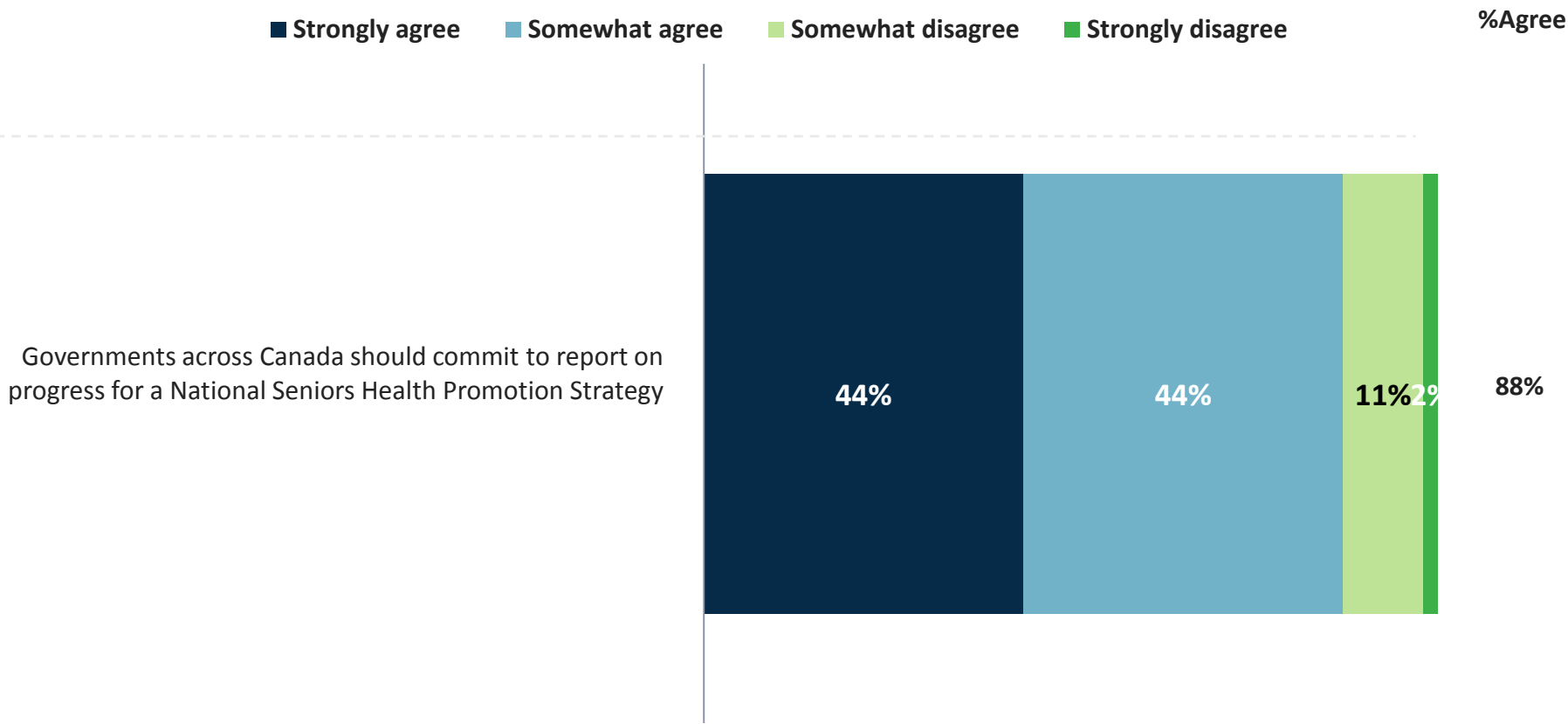
\$100k+ - 72%

Results based on the percent who strongly or somewhat agree with several statements.

Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

Base: All respondents (n=1004)

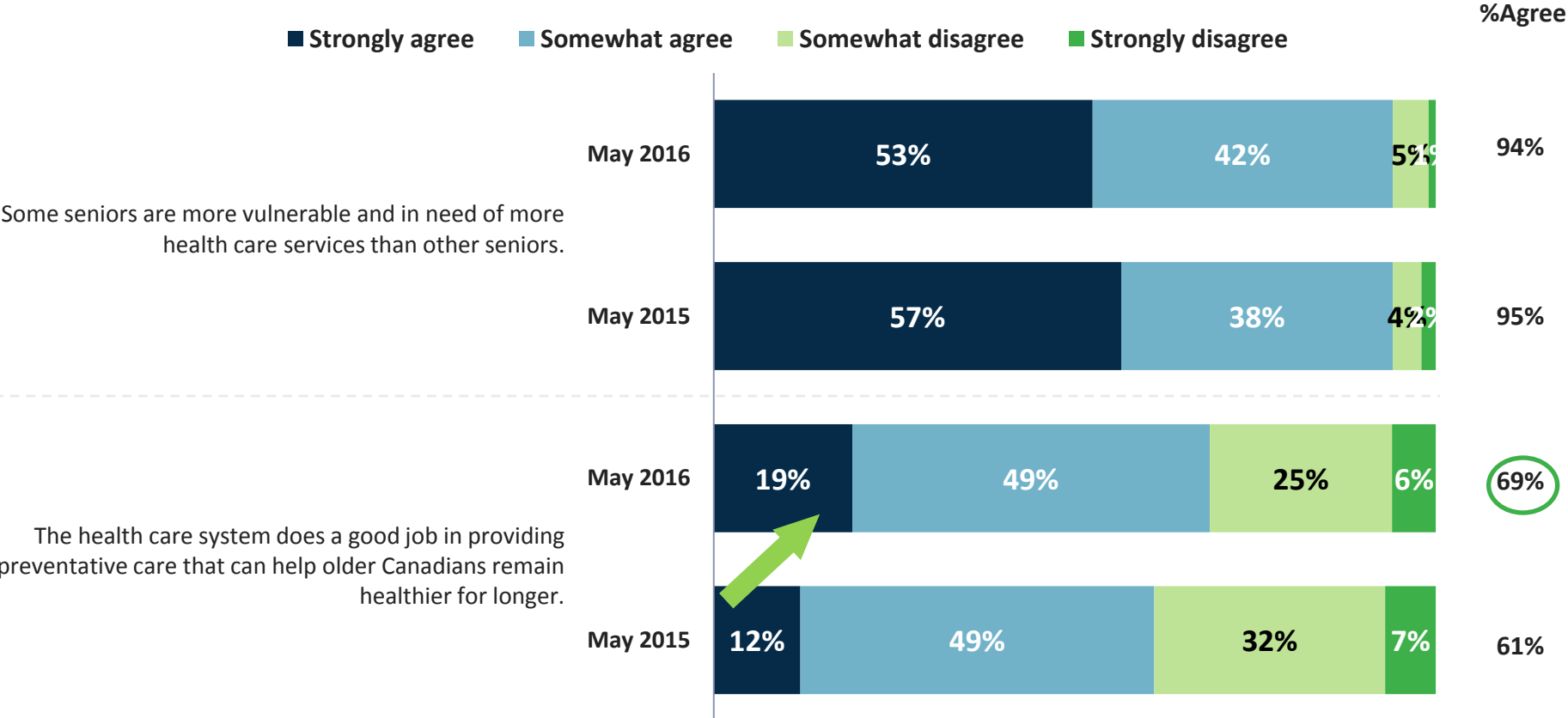
# Nine in 10 Canadians say governments should report on progress for National Seniors Health Promotion Strategy



9. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements about seniors health?  
 Base: All Respondents (n=1004)

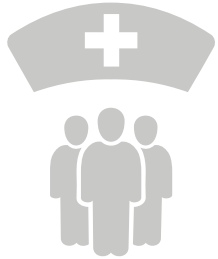
# Perceptions around preventative healthcare up

Canadians agree that some seniors are more vulnerable than others.



9. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements about seniors health?  
 Base: All Respondents May 2016 (n=1004), May 2015 (n=1230)

# Preventative Healthcare for Seniors



**82%** Say it's a good idea for any new government healthcare funding to go toward programs that help promote better health and prevent chronic illnesses rather than putting new money into treating existing illnesses.

## HOWEVER



**91%** Say governments need to do more to help seniors and their family caregivers to manage their chronic health conditions.

**62%** Expect to be very responsible for the care of an ageing parent or grandparent in the near future.

### Additionally...

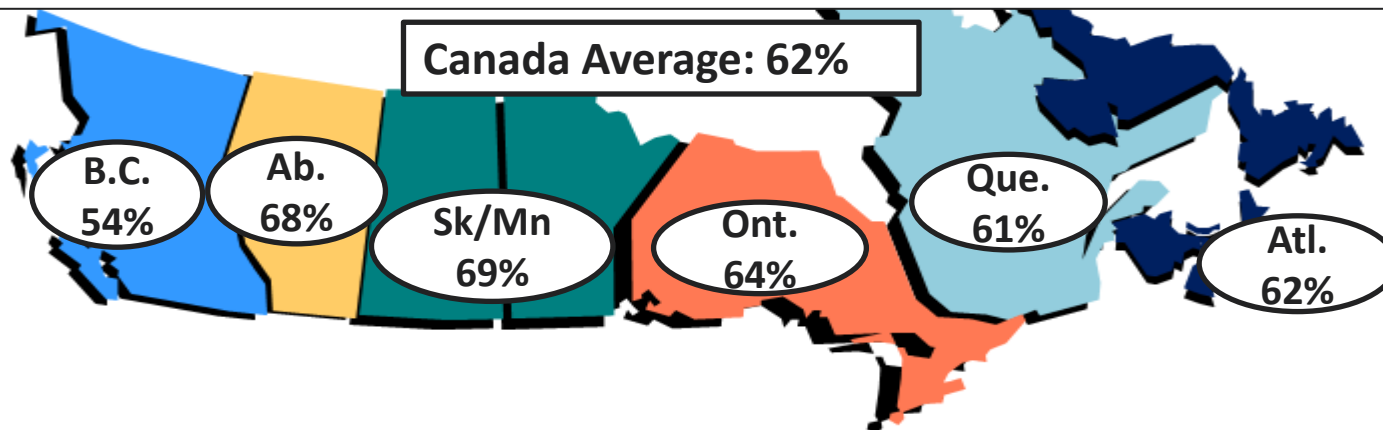
- 84% are concerned that as Canadians live longer their final years will be mainly of poor quality as they cope with chronic diseases
- 88% believe seniors need more education around how to take responsibility for their health as they get older.
- 92% say the healthcare system needs to provide the tools and resources to Canadian seniors to enable them to live a healthier life.

Results based on the percent who strongly or somewhat agree with several statements.  
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.  
Base: All respondents (n=1004)

# Most expect to be very responsible for an ageing relative

Slightly less so in British Columbia.

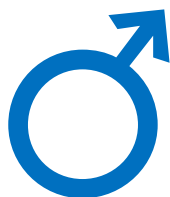
**% Agree – that they expect to be very responsible for the care of an ageing parent or grandparent in the near future.**



## GENDER



64%



61%

## Age

18-34 - 72%

35-54 - 77%

55+ - 39%

## Education

< HS. - 66%

HS. - 62%

Post Sec. - 62%

University - 62%

## Income

<\$40k - 64%

\$40-\$60k - 61%

\$60-\$100k - 62%

\$100k+ - 67%

Results based on the percent who strongly or somewhat agree with several statements.

Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.

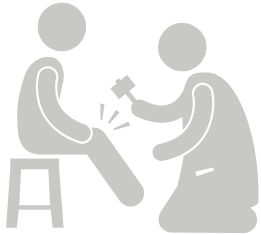
Base: All respondents (n=1004)

# Mandatory Frailty Screening



**94%** recognize that some seniors are more vulnerable and in need of more support than other seniors...

## HOWEVER



**69%** say the system currently does a good job in providing preventative care that can help older Canadians remain healthier for longer

Results based on the percent who strongly or somewhat agree with several statements.  
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.  
Base: All respondents (n=1004)



Accountability for

# HOME AND COMMUNITY CARE

# Community-based Health Care for Seniors



**82%** Are concerned about the healthcare available to senior populations in Canada today...



**53%** say there is enough health care support for seniors in their area to live at home as long as they are able to do so...



**92%** say Canadian governments need to address the limited access to seniors home care and the limited number of spaces in long-term care facilities

In addition...

- 84% feel homecare is unaffordable for most Canadians
- 85% are concerned about having access to high quality home and long-term care in their retirement years.
- 56% lack confidence that hospitals and long-term care facilities can handle the needs of Canada's elderly population.

Results based on the percent who strongly or somewhat agree with several statements.  
Question: Please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements.  
Base: All respondents (n=1004)

# APPENDIX

# Demographics

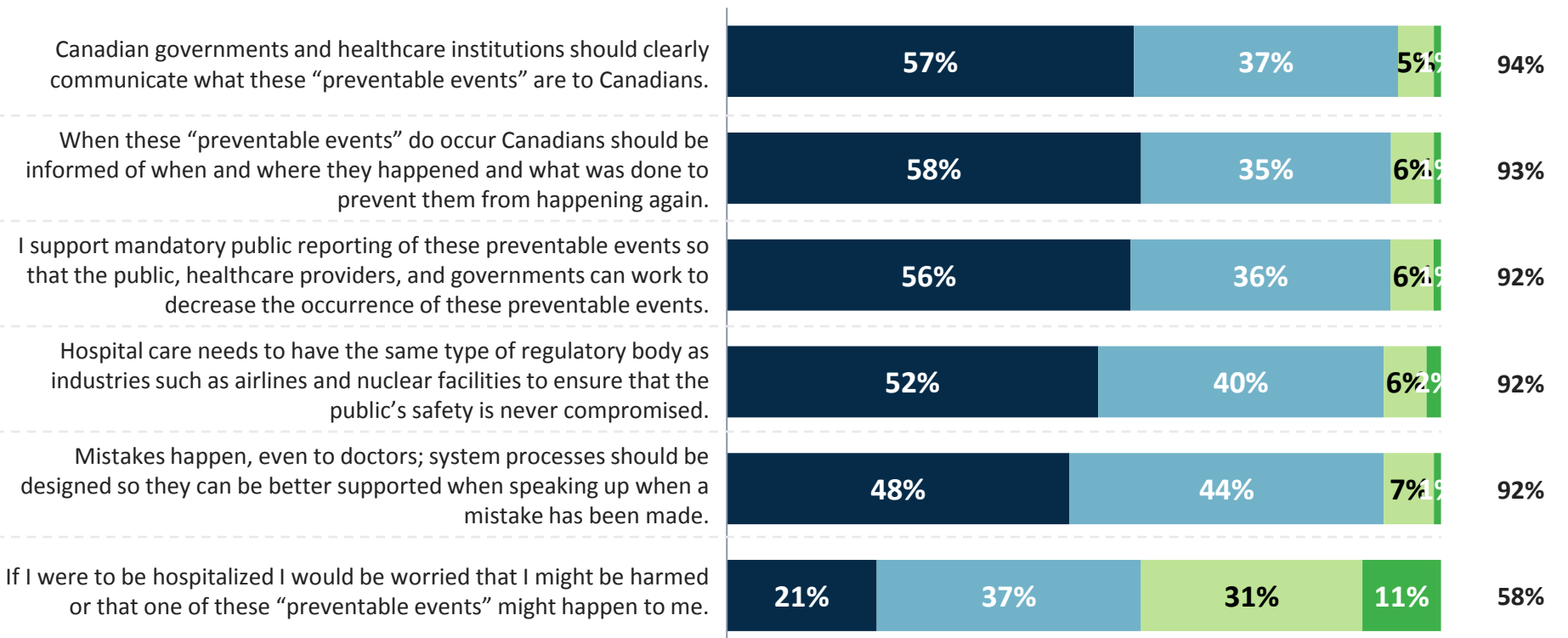
	Total
Base:	n=1004
<b>Gender:</b>	
Male	48%
Female	52%
<b>Age:</b>	
18-34	28%
35-54	37%
55+	35%
<b>Education:</b>	
<High School	12%
High School	34%
Post Secondary	39%
University Grad	15%
<b>Personally help someone with a healthcare issue?</b>	
Yes	37%
<b>Have family physician, doctor, or nurse practitioner?</b>	
Yes	84%
<b>Seen family physician, doctor, or nurse practitioner?</b>	
Yes, personally	76%
Yes, for a loved one	5%
No	18%

	Total
Base:	n=1004
<b>Region:</b>	
BC	13%
AB	11%
SK/MB	7%
ON	38%
QC	24%
Atlantic	7%
<b>Income:</b>	
<\$40K	35%
\$40K - <\$60K	18%
\$60K - <\$100K	22%
\$100K +	13%
<b>Suffer from chronic illness or disease?</b>	
No	56%
Yes, one	23%
Yes, two	13%
Yes, three	5%
Yes, four or more	3%

# Vast majorities agree with propositions around “preventable events”

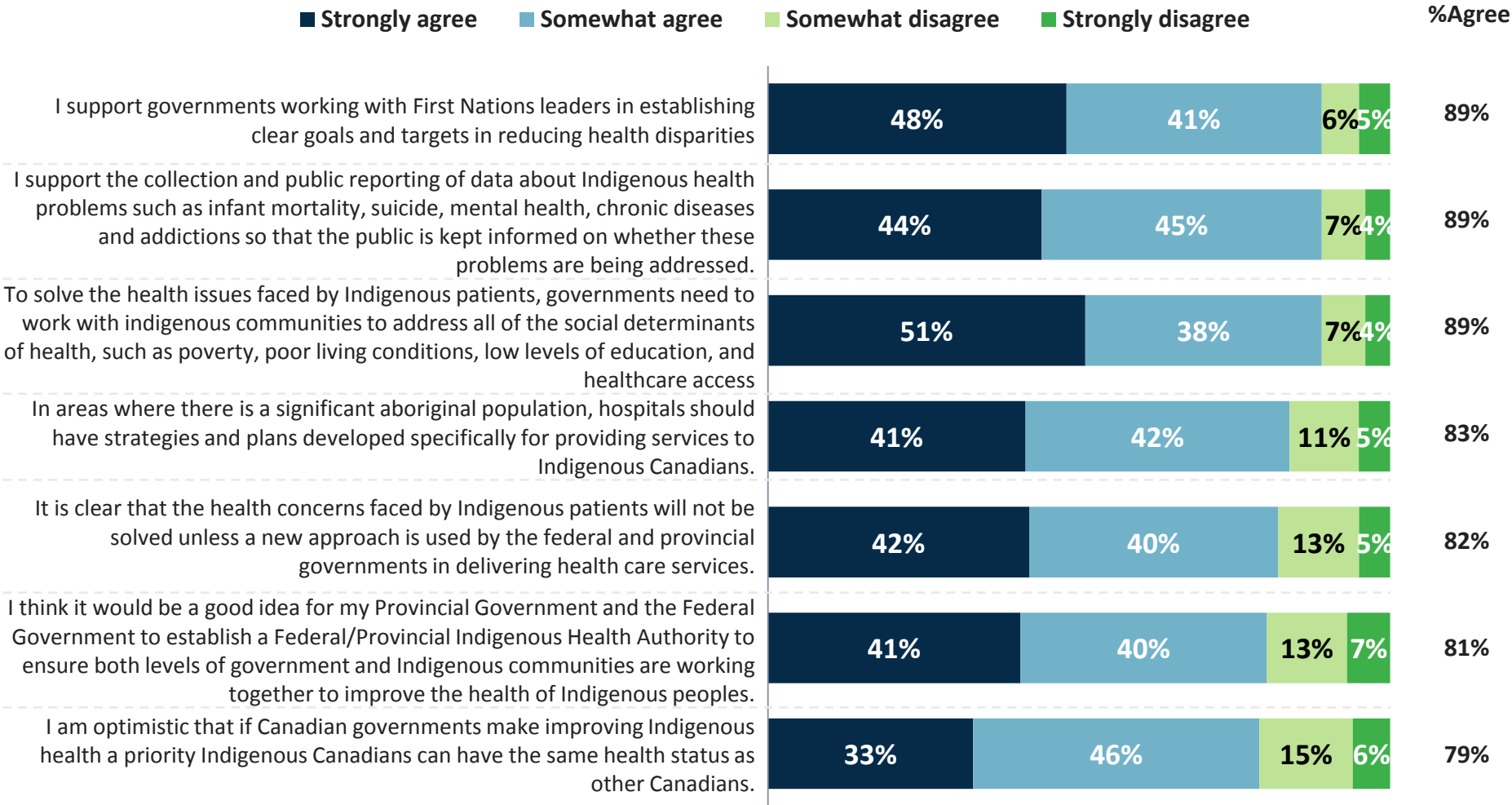
Six in 10 worry about a preventable event happening to them if they were hospitalized; this increases to two-thirds (64%) among informal caregivers.

■ Strongly agree   
 ■ Somewhat agree   
 ■ Somewhat disagree   
 ■ Strongly disagree   
 %Agree



2. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements?  
 Base: All Respondents (n=1004)

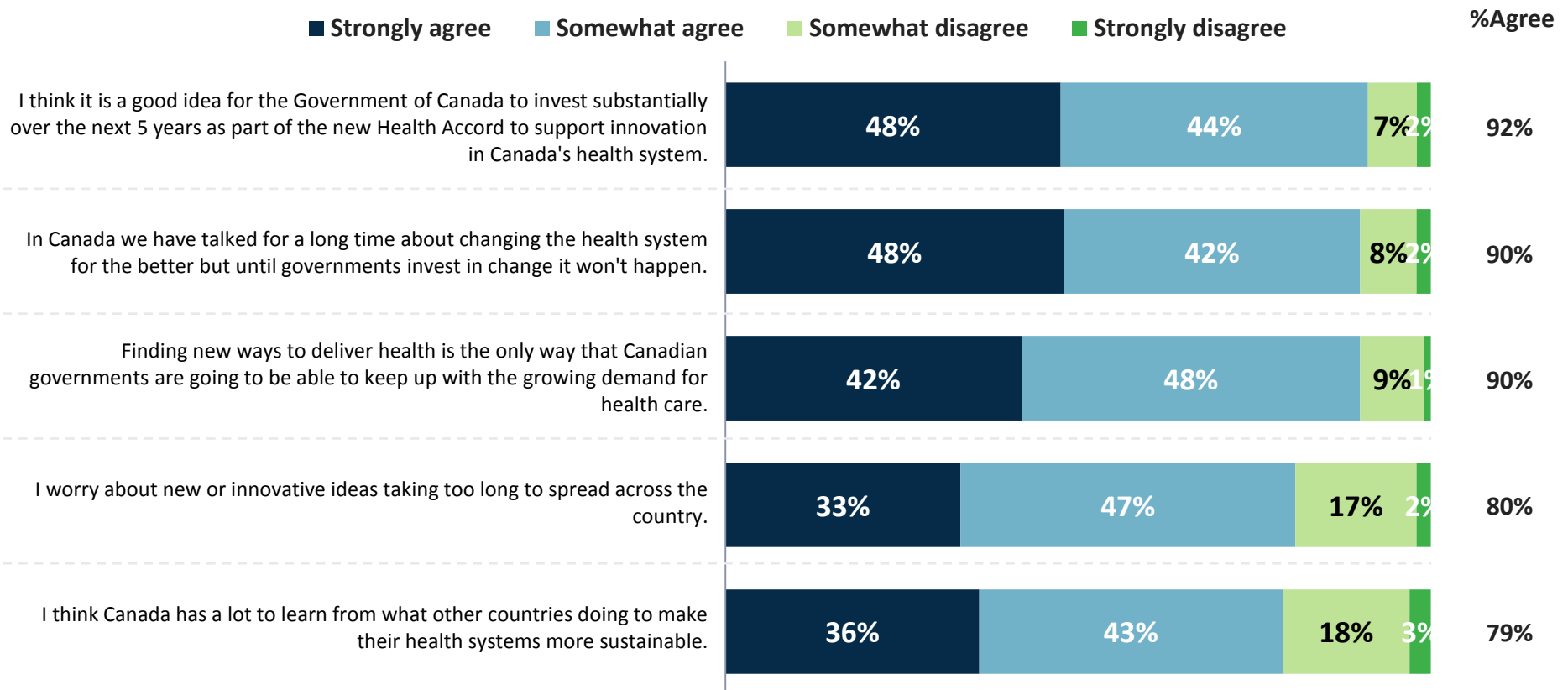
# Strong majorities agree with all notions around Indigenous health improvements



5. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements about indigenous health?  
 Base: All Respondents (n=1004)

# Most Canadians agree with all statements around healthcare innovation

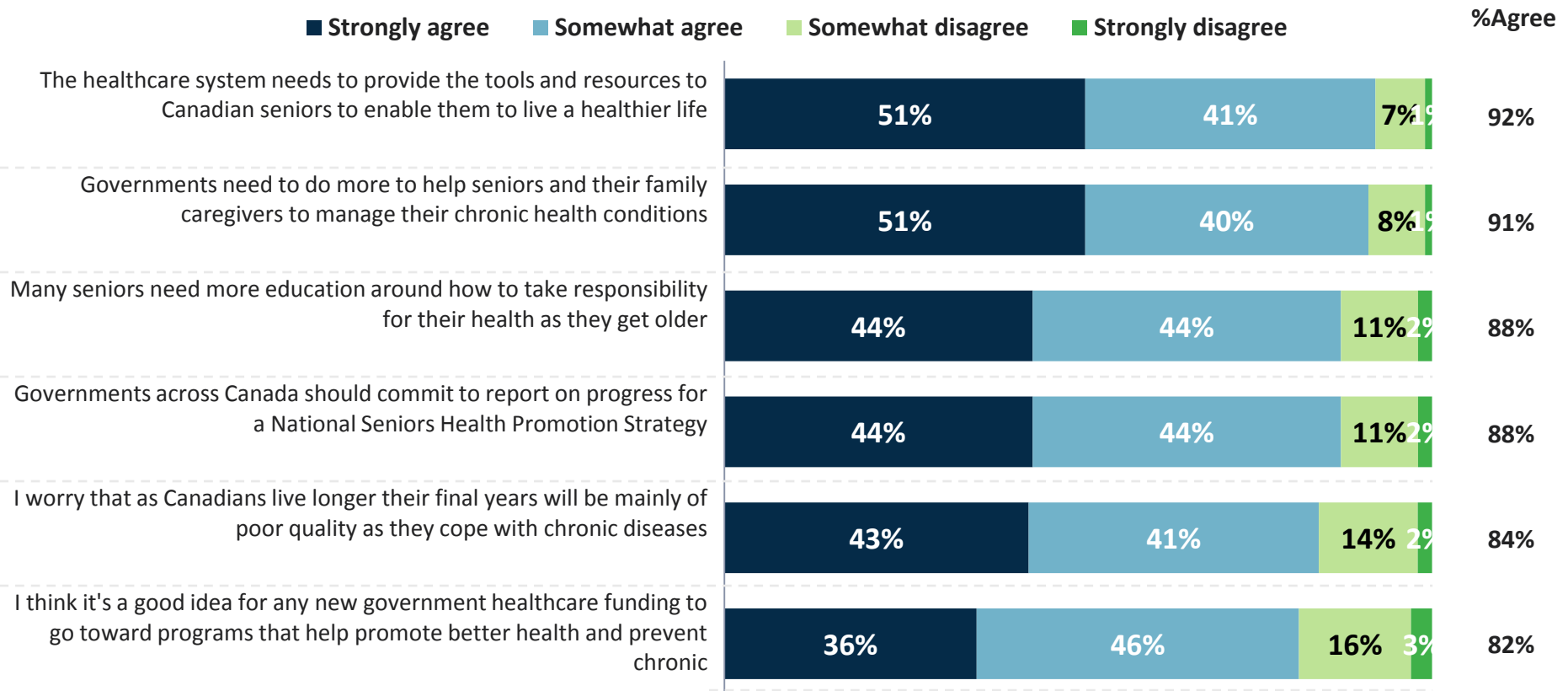
Canadians suffering from a chronic disease (84%) are more likely to worry about how long it will take to implement new innovations.



6. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements about innovation in healthcare?  
 Base: All Respondents (n=1004),

# Canadians favour support for seniors

Nine in 10 informal caregivers (88%) and chronic sufferers (89%) worry about the poor quality of life as Canadians live longer.

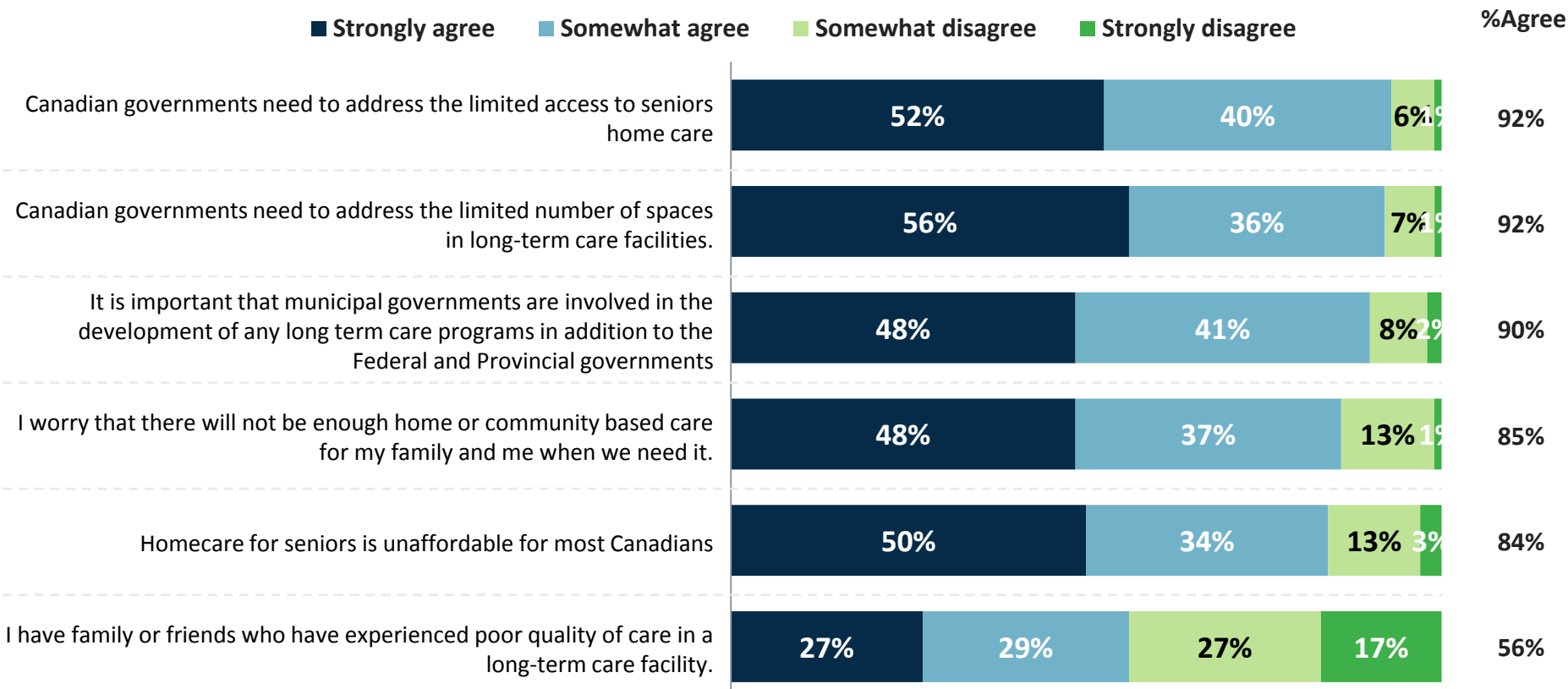


9. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements about seniors health?  
Base: All Respondents (n=1004)



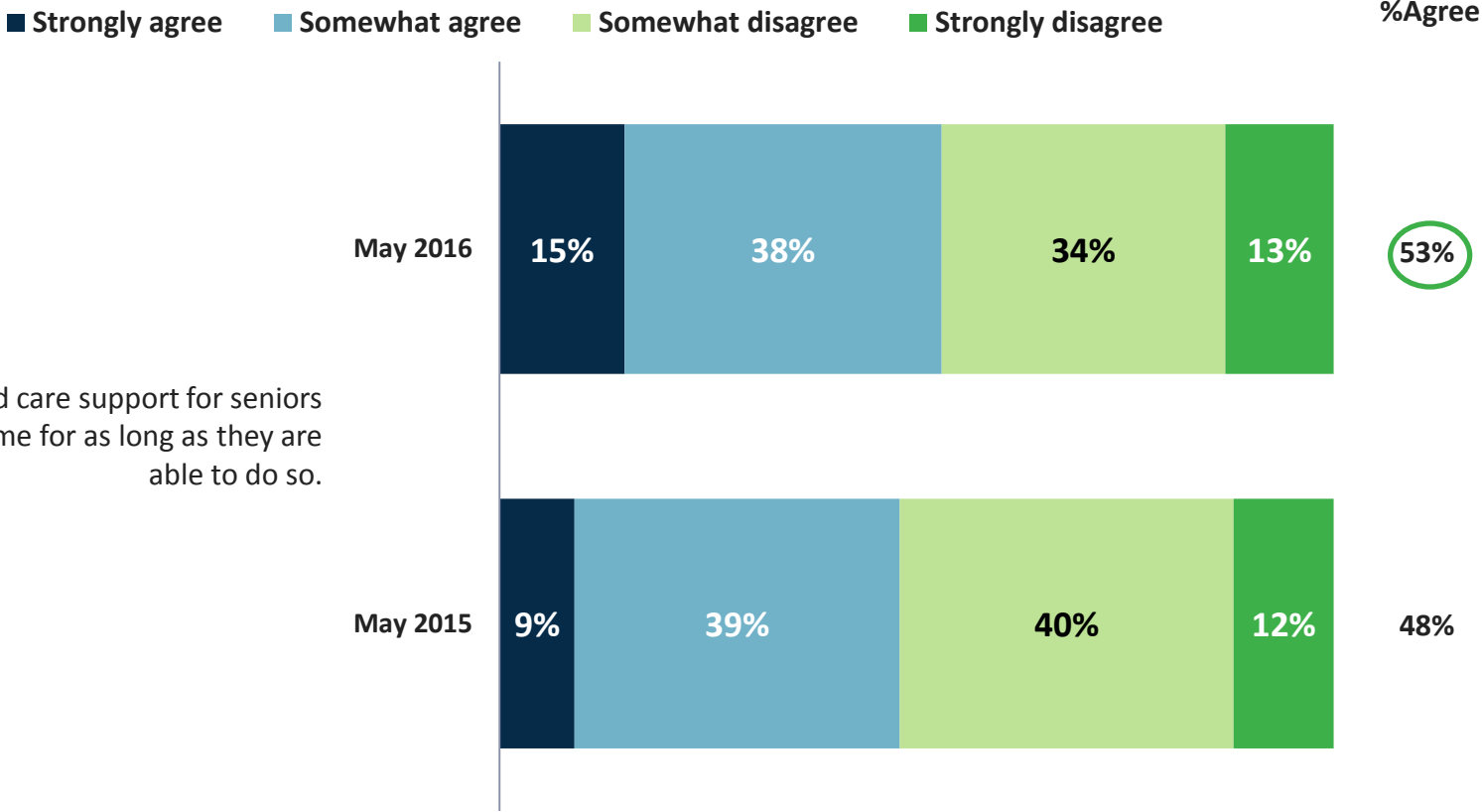
# Strong majorities concerned and call for government intervention in seniors' home and community care

A majority know someone who has experienced poor quality care in a long-term care facility.



10. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements about home care and community care for seniors?  
 Base: All Respondents (n=1004)

# Half feel there is enough support for seniors, up slightly

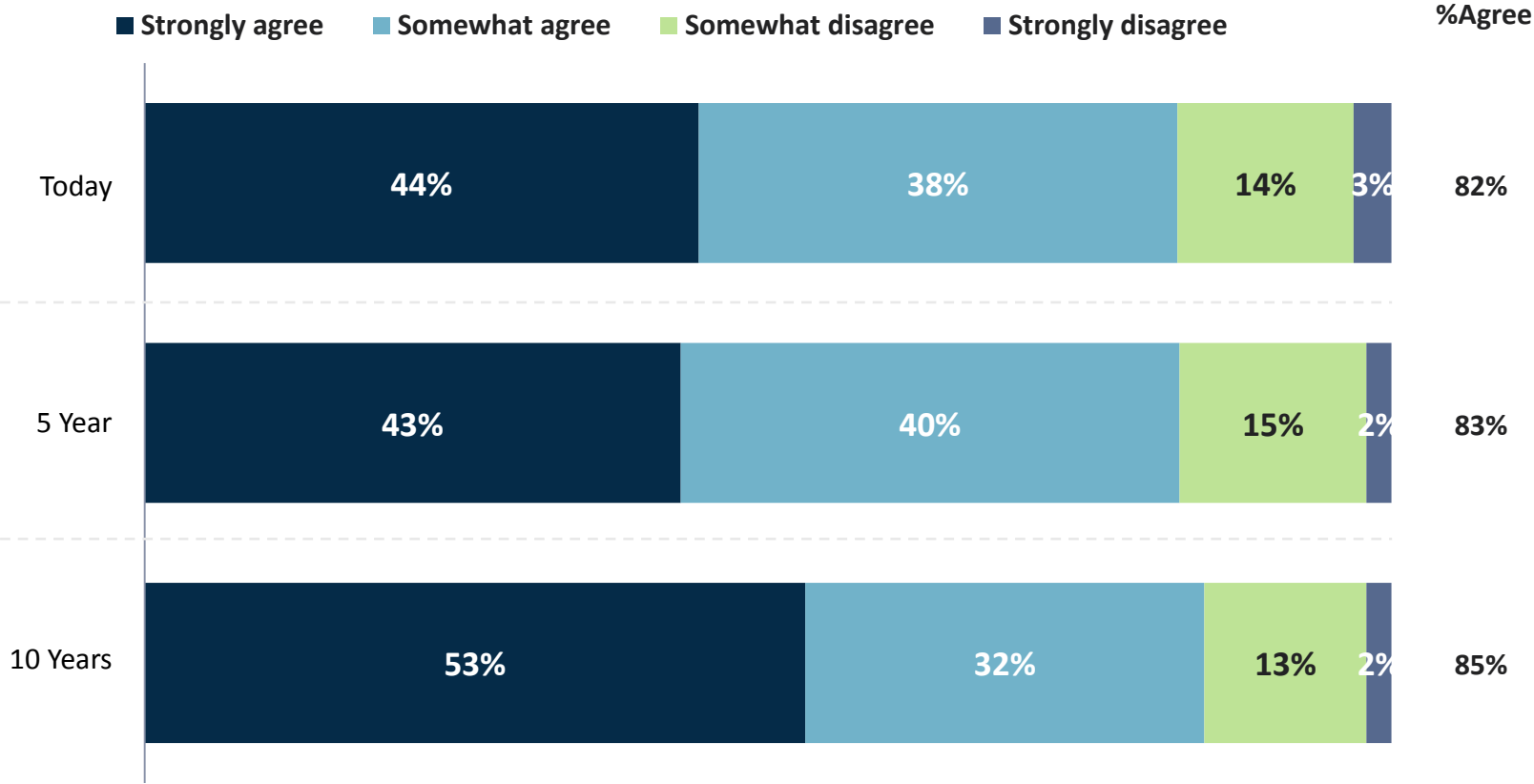


There is enough health and care support for seniors in my area to live at home for as long as they are able to do so.

10. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements about home care and community care for seniors?  
 Base: All Respondents May 2016 (n=1004), May 2015 (n=1230)

# Most concerned about healthcare for seniors

Those most intimate with the system are most concerned today: 91% of informal caregivers and 85% who have accessed the system in the last year.



7. How concerned are you about the healthcare available to senior populations in Canada today?  
 8. And how concerned are you about the healthcare available to senior populations in Canada in 5 years or in 10 years?  
 Base: All Respondents (n=1004),

# Contacts



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