



Wait Time Alliance - Wait Times Project Summary
submitted by Nanos, September, 2014 (Submission 2014-581)



Executive Summary

Canadians are generally divided in their satisfaction with wait times, there is a significant concern with some types of waits and less than half think there has been improvement over the last ten years according to a survey of 1,000 Canadians conducted between September 13th and 16th, 2014 for the Wait Time Alliance.

Canadians are generally divided when it comes to wait times with just over half (52.7%) at least somewhat satisfied but almost as many are dissatisfied or somewhat dissatisfied (47.0%). In addition, only 10.3% think the wait time situation has improved and 29.7% that it has somewhat improved.

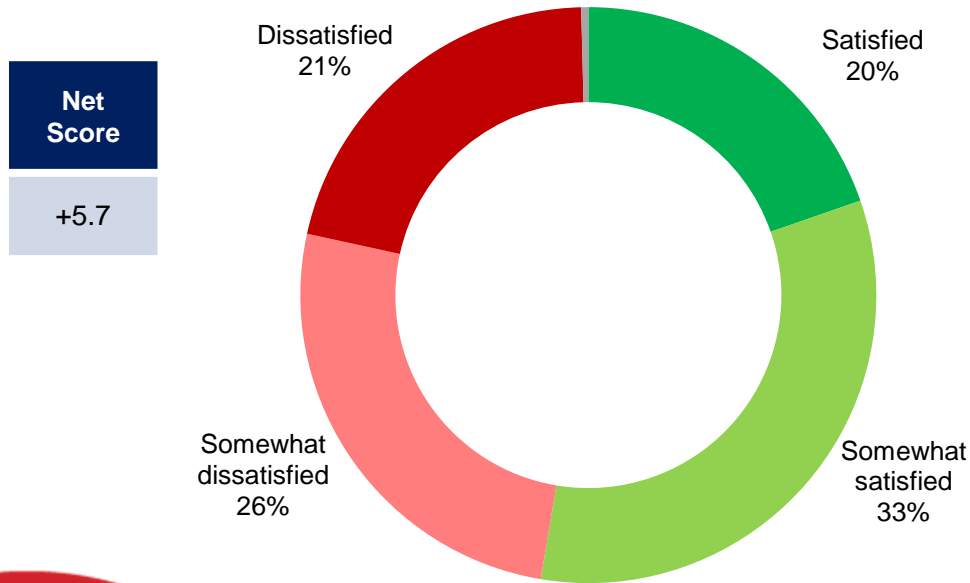
Concern with wait times is high for most aspects of the health care system but highest for waiting too long to see a specialist (64.1% are concerned and 29.9% are somewhat concerned). In comparison, the area of least concern is waiting to see a family physician (33.0% are concerned and 35.6% are somewhat concerned). In this context, 52.2% think it is important for the Federal government to play a leading role to reduce wait times.

Other findings:

- Canadians place a high rate of importance (68.4%) on having equal access for all regardless of where they live. This is higher than the importance of having Canada rate amongst the best countries in the world for healthcare (57.8%).
- When it comes to information sharing, 64.7% say it is important for the provincial government to share more information about how they spend money on health, and 61.3% think it is important that they are able to compare healthcare expenditures and health outcomes across Canada.

Waiting Times Satisfaction

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 13 to 16, 2014, n=1,000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



Subgroups	Satisfied/ Somewhat satisfied
Atlantic (n=100)	42.3%
Quebec (n=250)	51.6%
Ontario (n=300)	59.5%
Prairies (n=200)	53.2%
British Columbia (n=150)	47.0%
Male (n=495)	53.0%
Female (n=505)	52.4%
18 to 29 (n=205)	50.0%
30 to 39 (n=169)	45.2%
40 to 49 (n=208)	49.6%
50 to 59 (n=178)	55.0%
60 plus (n=239)	61.2%

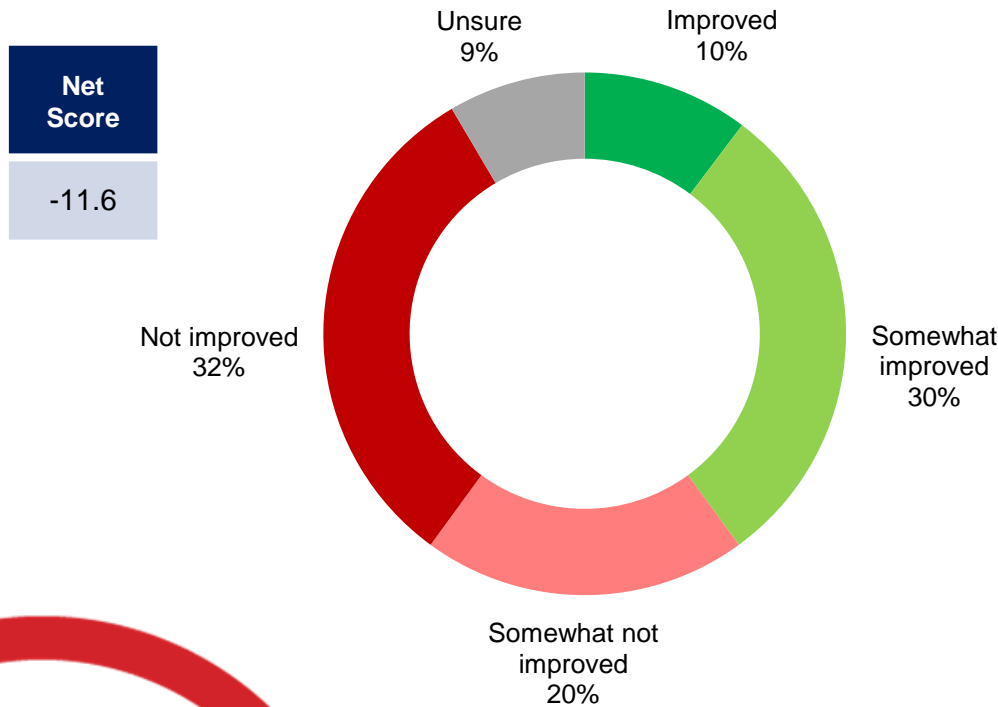
***Note: Charts may not add up to 100 due to rounding**

QUESTION – Are you satisfied, somewhat satisfied, somewhat dissatisfied or dissatisfied with the amount of time you and your family members must wait to access healthcare services?

Canadians are divided when it comes to wait times. Just over half (52.7%) are at least somewhat satisfied but almost as many are dissatisfied or somewhat dissatisfied (47.0%). Older Canadians are more likely to be at least somewhat satisfied.

Improvement of Wait Times

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 13 to 16, 2014, n=1,000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



Subgroups	Improved/Somewhat improved
Atlantic (n=100)	35.3%
Quebec (n=250)	40.9%
Ontario (n=300)	45.4%
Prairies (n=200)	42.3%
British Columbia (n=150)	27.8%
Male (n=495)	37.3%
Female (n=505)	42.6%
18 to 29 (n=205)	39.1%
30 to 39 (n=169)	34.3%
40 to 49 (n=208)	38.2%
50 to 59 (n=178)	40.4%
60 plus (n=239)	45.9%

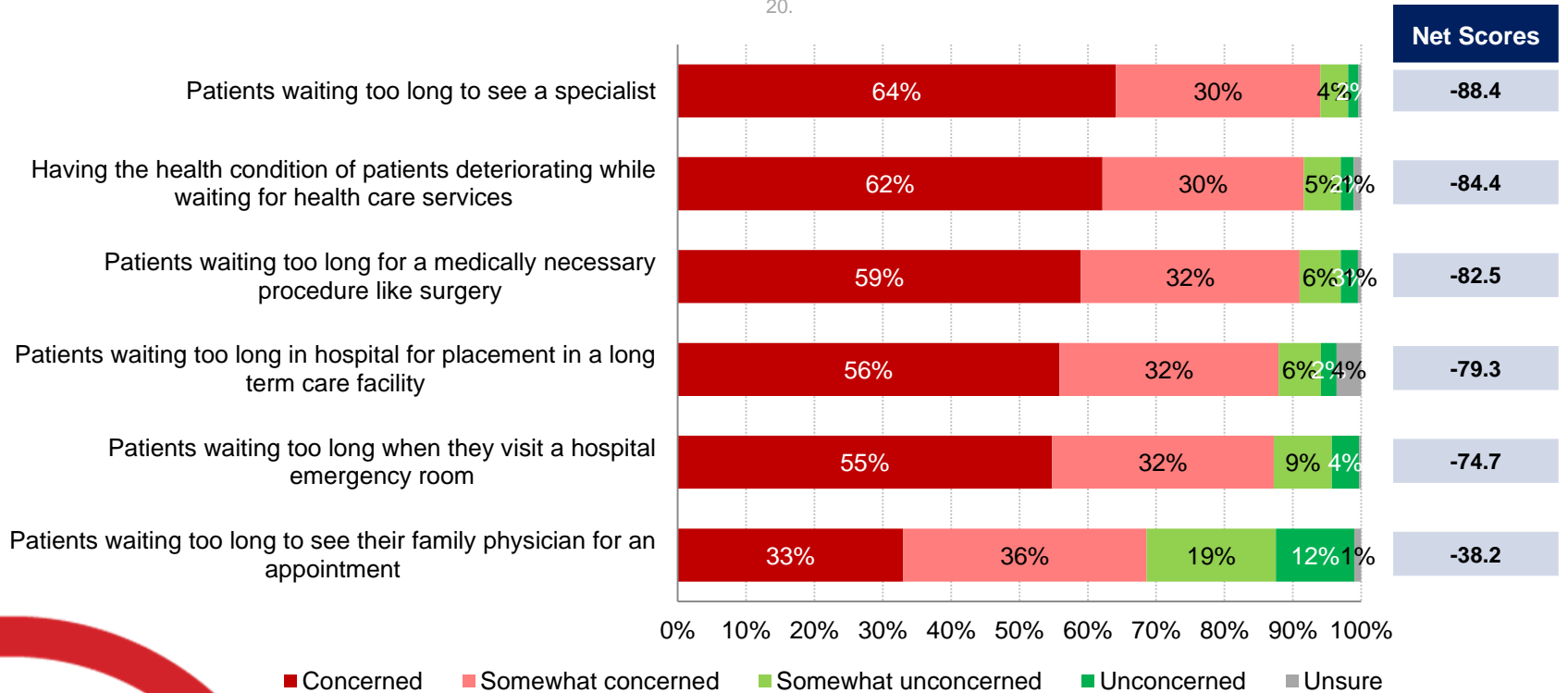
***Note: Charts may not add up to 100 due to rounding**

QUESTION – Overall, do you think the wait times to access healthcare in Canada have generally improved, somewhat improved, somewhat not improved or not improved over the past 10 years?

When it comes to the improvement over the past 10 years, Canadians are more likely to think improvement has worsened.

Health Services Concerns

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 13 to 16, 2014, n=1,000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



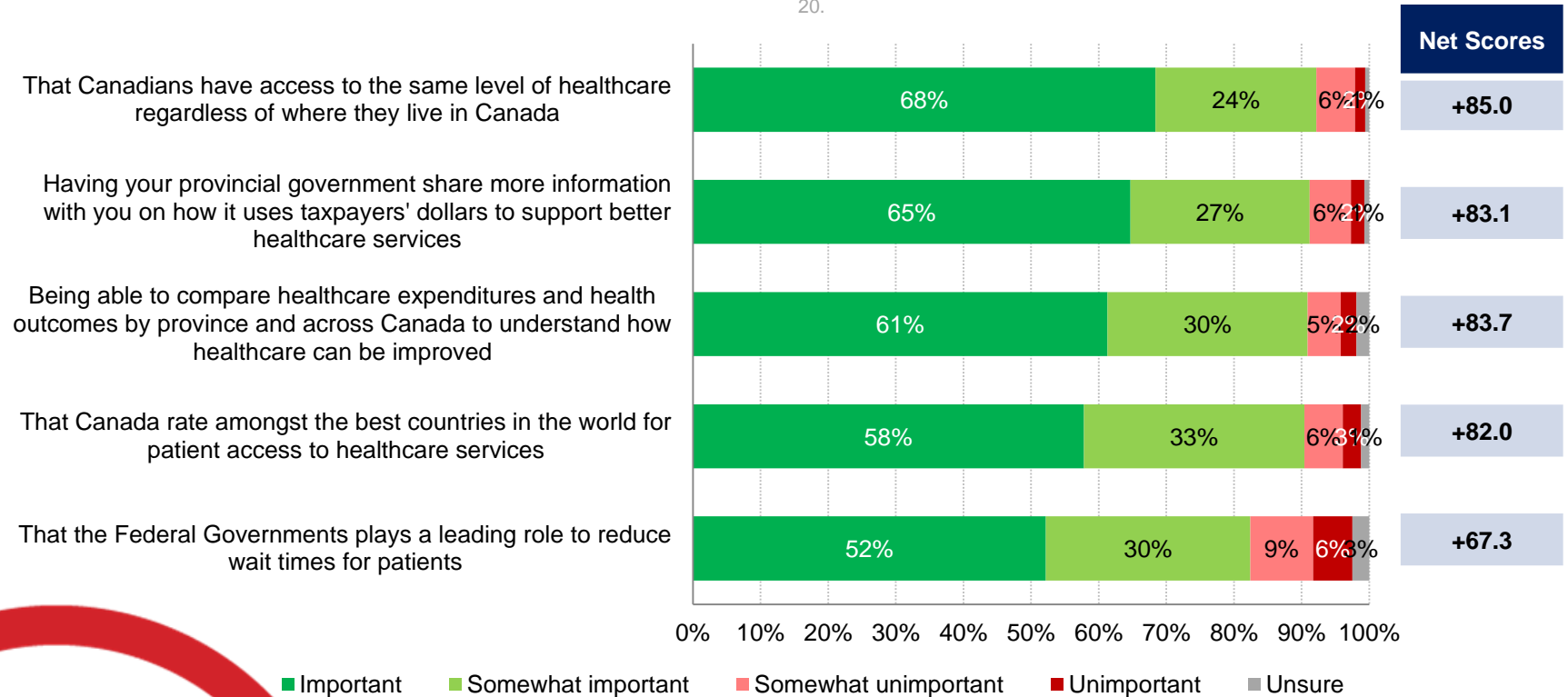
***Note: Charts may not add up to 100 due to rounding**

QUESTION – Are you concerned, somewhat concerned, somewhat unconcerned or unconcerned about the following [RANDOMIZE]

Although there are more people concerned than unconcerned with each of the six scenarios, concern with waiting is the highest for access to a specialist (64.1%) and with having the health condition of patients deteriorating while waiting (62.2%). The least concern is for waiting too long to see a family physician (33.0%), which is considerably lower than the other areas.

Importance of Healthcare Issues

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 13 to 16, 2014, n=1,000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



***Note: Charts may not add up to 100 due to rounding**

QUESTION – Are the following important, somewhat important, somewhat unimportant or unimportant?

Canadians place a high rate of importance (68.4%) on having equal access for all regardless of where they live over having Canada rate amongst the best countries in the world (57.8%). There is also a lot of importance placed on both having one's provincial government share more information about how they spend (64.7%) and being able to compare healthcare expenditures and health outcomes across Canada (61.3%).



Wait Times

- Many Canadians are dissatisfied
- Very strong majority are concerned on a full range of wait time situations
- Path forward includes access, information sharing and Federal leadership



Methodology

Methodology

Nanos conducted an RDD dual frame (land- and cell-lines) hybrid telephone and online random survey of 1,000 Canadians between September 13th and 16th, 2014 as part of an omnibus survey. Participants were randomly recruited by telephone using live agents and administered a survey online. The sample included both land- and cell-lines across Canada. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of Canada.

Individuals randomly called using random digit dialling with a maximum of five call backs.

The margin of error for a random survey of 1,000 Canadians is ± 3.1 percentage points, 19 times out of 20.

The research was commissioned by the Wait Time Alliance.

Note: Charts may not add up to 100 due to rounding.



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Tabulations