

HEALTH CARE

Most Canadians Are Not Upset with Danny Williams Over Trip to U.S. Hospital

Two-in-five respondents say they would pay out of their own pocket or travel to another country to have quicker access to medical services that currently have long wait times.

[TORONTO – Feb. 17, 2010] – Almost half of Canadians have no qualms about Newfoundland and Labrador Premier Danny Williams's decision to seek medical treatment in the United States, a new Angus Reid Public Opinion poll has found.

In the online survey of a representative national sample of 1,001 Canadian adults, 44 per cent of respondents agree with the premier's decision while 30 per cent disagree and 25 per cent are undecided.

Paying and Traveling for Health Care

Overall, 40 per cent of respondents say they would be willing to pay out of their own pocket to have quicker access to medical services that currently have long wait times.

The largest proportions of Canadians who would be willing to pay are in Quebec (48%) and Atlantic Canada (47%).

Also, 42 per cent of Canadians would consider traveling to another country to have quicker access to medical services that currently have long wait times.

At least two-in-five respondents in Ontario and all of the Western Provinces would be willing to

KEY FINDINGS

- **44% agree with Williams's decision to seek treatment in the United States; 30% disagree**
- **40% would be willing to pay out of their own pocket to have quicker access to medical services that currently have long wait times; 42% would consider traveling to another country**
- **76% are confident that they would have access to all the help from doctors and hospitals that they would need if they were to become sick**

Full topline results are at the end of this release.

From February 12 to February 13, 2010, Angus Reid Public Opinion conducted an online survey among 1,001 randomly selected Canadian adults who are Angus Reid Forum panelists. The margin of error—which measures sampling variability—is +/- 3.1%. The results have been statistically weighted according to the most current education, age, gender and region Census data to ensure samples representative of the entire adult population of Canada. Discrepancies in or between totals are due to rounding.

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travel.

Views on the Health Care System

Three-in-five Canadians (59%) think there are some good things in the country's health care system, but many changes are required. Three-in-ten (29%) believe the health care system works well, and only minor changes are needed to make it work better, and just nine per cent say the health care system has so much wrong with it that it has to be completely rebuilt.

Confidence in the System

Three-in-four Canadians (76%) are "very confident" or "moderately confident" that they would have access to all the help from doctors and hospitals that they would need if they were to become sick today. Respondents in this group say they trust Canadian physicians and nurses (54%), that the health care system will work in a timely manner (31%), and that medical facilities are up-to-date (also 31%).

About one-in-four Canadians (23%) are "not very confident" or "not confident at all" in having access to all the help from doctors and hospitals that they would need if they were to become sick today. Respondents in this group are primarily concerned with long wait times (77%), but also cite ill-equipped medical facilities (32%) and high costs (22%).

Biggest Problem

Canadians identify three key problems with Canada's health care system: a shortage of doctors and nurses (27%), long wait times (26%), and bureaucracy and poor management (21%). Fewer respondents are worried about inadequate resources and facilities (9%), little focus on preventive care (6%), lack of a wider range of services for patients (3%), or insufficient standards of hygiene (1%).

There are some significant regional differences on this question. While Albertans are primarily concerned about long wait times (32%), Quebecers (33%) are more likely to cite a shortage of doctors and nurses. British Columbians (36%) place bureaucracy and poor management at the top of the list of problems.

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Health Care

As you may know, Newfoundland and Labrador Premier Danny Williams recently travelled to the United States for treatment of an undisclosed heart condition. Over the course of the past two weeks, have you followed this story in the media?

| | Region | | | | | | |
|---|--------|-----|-----|-------|-----|-----|-----|
| | Total | BC | AB | MB/SK | ON | PQ | ATL |
| Yes, very closely | 5% | 5% | 2% | 1% | 8% | 1% | 11% |
| Yes, moderately closely | 21% | 24% | 22% | 25% | 23% | 13% | 26% |
| Yes, but not too closely | 28% | 33% | 38% | 21% | 31% | 17% | 35% |
| No, I have not followed this story at all | 46% | 38% | 38% | 53% | 39% | 68% | 28% |

Health Care

From what you have seen, read or heard about this, do you agree or disagree with Danny Williams's decision to seek treatment in the United States?

| | Region | | | | | | |
|---------------------|--------|-----|-----|-------|-----|-----|-----|
| | Total | BC | AB | MB/SK | ON | PQ | ATL |
| Strongly agree | 18% | 14% | 13% | 15% | 18% | 19% | 29% |
| Moderately agree | 26% | 30% | 32% | 27% | 30% | 17% | 24% |
| Moderately disagree | 15% | 13% | 18% | 17% | 16% | 14% | 16% |
| Strongly disagree | 15% | 17% | 14% | 9% | 12% | 22% | 11% |
| Not sure | 25% | 25% | 22% | 32% | 24% | 28% | 19% |

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| Health Care | | | | | | | |
|---|--------|-----|-----|-------|-----|-----|-----|
| Which one of the following statements comes closest to expressing your view of Canada's health care system? | | | | | | | |
| | Region | | | | | | |
| | Total | BC | AB | MB/SK | ON | PQ | ATL |
| The health care system works well, and only minor changes are needed to make it work better | 29% | 32% | 23% | 32% | 36% | 15% | 45% |
| There are some good things in our health care system, but many changes are required | 59% | 55% | 68% | 54% | 55% | 66% | 49% |
| The health care system has so much wrong with it that we need to completely rebuild it | 9% | 10% | 4% | 12% | 6% | 16% | 1% |
| Not sure | 3% | 3% | 6% | 2% | 3% | 3% | 5% |

| Health Care | | | | | | | |
|--|--------|-----|-----|-------|-----|-----|-----|
| If you were to become sick, how confident are you that you would have access to all the help from doctors and hospitals that you would need? | | | | | | | |
| | Region | | | | | | |
| | Total | BC | AB | MB/SK | ON | PQ | ATL |
| Very confident | 24% | 29% | 12% | 17% | 30% | 23% | 20% |
| Moderately confident | 52% | 41% | 68% | 63% | 48% | 49% | 62% |
| Not too confident | 18% | 19% | 16% | 16% | 17% | 23% | 12% |
| Not confident at all | 5% | 9% | 2% | 3% | 4% | 5% | 5% |
| Not sure | 1% | 2% | 2% | 1% | 1% | 0% | 1% |

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Health Care

To 780 respondents who are “**Very or Moderately Confident**” that they would have access to all the help from doctors and hospitals that they would need if they were to become sick: Why do you feel this way? Select all that apply.

| | |
|---|-----|
| I trust Canadian physicians and nurses | 54% |
| I trust the health care system works in a timely manner | 31% |
| I trust the medical facilities are up-to-date | 31% |
| I know I can afford all the help I need | 14% |
| Other | 9% |
| Not sure | 7% |

Health Care

To 212 respondents who are “**Not too confident or Not confident at all**” that they would have access to all the help from doctors and hospitals that they would need if they were to become sick: Why do you feel this way? Select all that apply.

| | |
|---|-----|
| I am worried about long wait times | 77% |
| I think the medical facilities are ill-equipped | 32% |
| I am worried about high costs | 22% |
| I do not trust physicians and nurses | 14% |
| Other | 17% |
| Not sure | 0% |

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| Health Care | | | | | | | |
|--|--------|-----|-----|-------|-----|-----|-----|
| In your view, which is the biggest problem facing Canada's health care system right now? | | | | | | | |
| | Region | | | | | | |
| | Total | BC | AB | MB/SK | ON | PQ | ATL |
| Shortage of doctors and nurses | 27% | 13% | 11% | 36% | 29% | 33% | 27% |
| Long wait times | 26% | 21% | 32% | 30% | 22% | 28% | 35% |
| Bureaucracy, poor management | 21% | 36% | 26% | 17% | 18% | 22% | 14% |
| Inadequate resources and facilities | 9% | 7% | 9% | 6% | 13% | 5% | 7% |
| Little focus on preventive care | 6% | 9% | 9% | 2% | 8% | 3% | 5% |
| Lack of a wider range of services for patients | 3% | 5% | 5% | 6% | 3% | 2% | 4% |
| Insufficient standards of hygiene | 1% | 1% | 0% | 0% | 1% | 1% | 0% |
| Vague legal rights of patients | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Other | 4% | 7% | 6% | 0% | 5% | 3% | 6% |
| Not sure | 2% | 1% | 2% | 2% | 3% | 3% | 2% |

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| Health Care | | | | | | | |
|---|--------|-----|-----|-------|-----|-----|-----|
| If you were able to, would you be willing to pay out of your own pocket to have quicker access to medical services that currently have long wait times? | | | | | | | |
| | Region | | | | | | |
| | Total | BC | AB | MB/SK | ON | PQ | ATL |
| Yes | 40% | 30% | 39% | 35% | 37% | 48% | 47% |
| No | 30% | 39% | 24% | 28% | 36% | 23% | 26% |
| Not sure | 29% | 32% | 37% | 37% | 26% | 29% | 27% |

| Health Care | | | | | | | |
|--|--------|-----|-----|-------|-----|-----|-----|
| If you were able to, would you consider traveling to another country to have quicker access to medical services that currently have long wait times? | | | | | | | |
| | Region | | | | | | |
| | Total | BC | AB | MB/SK | ON | PQ | ATL |
| Yes | 42% | 42% | 47% | 47% | 45% | 37% | 37% |
| No | 33% | 38% | 26% | 25% | 34% | 36% | 34% |
| Not sure | 24% | 20% | 27% | 28% | 21% | 27% | 29% |

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Angus Reid Public Opinion is a practice of Vision Critical—a global research and technology company specializing in custom online panels, private communities, and innovative online methods. Vision Critical is a leader in the use of the Internet and rich media technology to collect high-quality, in-depth insights for a wide array of clients. Dr. Angus Reid and the Angus Reid Public Opinion team are pioneers in online research methodologies, and have been conducting online surveys since 1995

Vision Critical is now one of the largest market research enterprises in the world. In addition to its five offices in Canada—located in Vancouver, Calgary, Regina, Toronto, and Montreal—the firm also has offices in San Francisco, Chicago, New York, London, Paris and Sydney. Its team of specialists provides solutions across every type and sector of research, and currently serves over 200 international clients.

Angus Reid Public Opinion polls are conducted using the Angus Reid Forum (www.angusreidforum.com), Springboard America (www.springboardamerica.com) and Springboard UK (www.springboarduk.com) online panels, which are carefully recruited to ensure representation across all demographic and psychographic segments of these populations. Panel members pass through rigorous screening and a double opt-in process ensuring highly motivated and responsive members. These premier online survey platforms present respondents with highly visual, interactive, and engaging surveys, ensuring that panel members provide thoughtful and reliable responses. Each survey is actively sampled and weighted to model that characteristics of the universe required and employs the latest in quality control techniques to ensure data validity.

Since 2006, Angus Reid has covered eight provincial elections in Canada—more than any other pollster in the country—and the results have accurately predicted the outcome of each of these democratic processes.

Angus Reid, the only public opinion firm to exclusively use online methods to follow the views of the electorate during the 2008 federal campaign, offered the most accurate prediction of the results of Canada's 40th election. More information on our electoral record can be found at:
<http://www.visioncritical.com/record-of-accuracy>

More information on the way Angus Reid conducts public opinion research can be found at
<http://www.visioncritical.com/what-we-do/practices/angus-reid-public-opinion/>

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**For more information, please contact
our spokesperson listed in the footnote.**

Copies of this poll are available on our website:
<http://www.visioncritical.com/category/global-opinions-and-trends>

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