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What underlies Canadians' confidence in the health care system?:

Results from the Canadian Survey of Experiences with Primary Health Care

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Presentation Overview

- *NEW* Data Source – Canadian Survey of Experiences with Primary Care (CSE-PHC) (2007 and 2008)
- Context – why confidence matters?
- Results – what underlies confidence?
- Policy implications

Canadian Survey of Experiences with Primary Care (CSE-PHC)

- Objectives:
 - To provide a picture of access and utilization of primary health care services;
 - To collect data on issues relating to patient experiences with primary health care;
 - To provide information for the development of effective policies and strategies to help improve health care for all Canadians.

- Sponsors:
 - Health Council of Canada (2007, 2008)
 - Canadian Institute for Health Information (2008)

2007/2008 CSE-PHC Survey

	2007	2008
Frame	CCHS 3.1 (2005) 18yrs +	CCHS 4.1 (2007) 18yrs +
Sample	3,800 targeted respondents (national)	16,482 targeted respondents (national / provincial)
Collection Method	Paper/ telephone collection (Ottawa)	CATI application collection (3 regions)
Collection Period	January 15 to February 21, 2007 (6 weeks)	April 14 to June 30, 2008 (11 weeks)
Response	Final rate = 58.1%	Final rate = 76%
Linkage	Permission to link to CCHS	Permission to link to CCHS and admin data

2007 Questionnaire Design

- Conceptual framework: Results-based Logic Model for Primary Health Care (Watson et al) and Prevention and Management of Chronic Conditions (Broemeling)
- Questionnaire based primarily on existing questions from various surveys:
 - CCHS: repeat some questions/modules to create a self-contained data source
 - International Health Policy Survey of the General Public's Views of Their Health care System's Performance in Seven Countries (Commonwealth Fund), Interpersonal Processes of Care Survey (Stewart), Patient Assessment of Chronic Illness Care (Glasgow) Primary Care Assessment Survey

2007/2008 Survey - Domains

- | | |
|--|---|
| <ul style="list-style-type: none">-Health Status-Primary Health Care Use & Type (e.g. multi-disciplinary teams)-Experiences with Primary Care Providers-Access to ER services-Use of Prescription Medication-Primary Health Care Use & Type-Experiences with Primary Care Providers-Access to ER services | <ul style="list-style-type: none">-Use of Prescription Medication-Use of Specialists-Allied Health Professionals and Hospitals-Chronic Disease Management-Patient Activation and Managing Health-Confidence (2007 only)-Demographic and SES-Permission to link |
|--|---|

Confidence in Healthcare - Context

- In Canada, increased investments in health care to
 - To improve effectiveness and efficiency
 - To make systems more « patient –centred »
- Investments have not necessarily coincided with improvements in confidence
- In Canada, there has been an erosion followed by stagnation in public views on health care. Over the past 2 decades...
 - 56% to 41% - individuals who believed that only minor changes were required to the system
 - 5% to 12% - individuals who believed that the system needed to be rebuilt
 - 0% to 25% - individuals who believed that health care should receive the greatest attention from the nations leaders

Question –

What drives confidence in health care?

- Significant investments and focus on select acute care services (“big” 5) but.... not many experience these services;
- By comparison, the majority of Canadians access primary care – a sector that has undergone little structural change over the past two decades
 - Majority of Canadians are not experiencing the investments and improvements in health care
- Little to no guidance in the literature
- Comprehensive look at what drives confidence – consider a broad range of health care encounters and experiences
 - Primary health care (PHC)? Or Specialist care?
 - Is it volume? Or Experience? (Quantity vs quality?)

Methods

- CSE-PHC (2007) (n=2,180)
- “Exploratory” approach
 - Pre-disposing factors; Exposure to health care system (PHC and specialty care); Experience with the health care system (access, coordination of care, wait times); and Quality of care
- Descriptive statistics, unadjusted and adjusted odds ratios
- Two outcomes of interest:
 - Odds of reporting being « very confident/confident » of receiving quality and safe care when needed;
 - Odds of reporting that system was « fine/needed minor tune-up » (i.e. positive views on reform)

Majority of Canadians are very or somewhat confident in the healthcare system

Overall, how confident are you that if you become seriously ill, you will get quality and safe health care when you need it?



% of Canadians 18 or older:

- Very confident
- Somewhat confident
- Not very confident
- Not at all confident

What approach would you say that Canada’s health system requires at present?

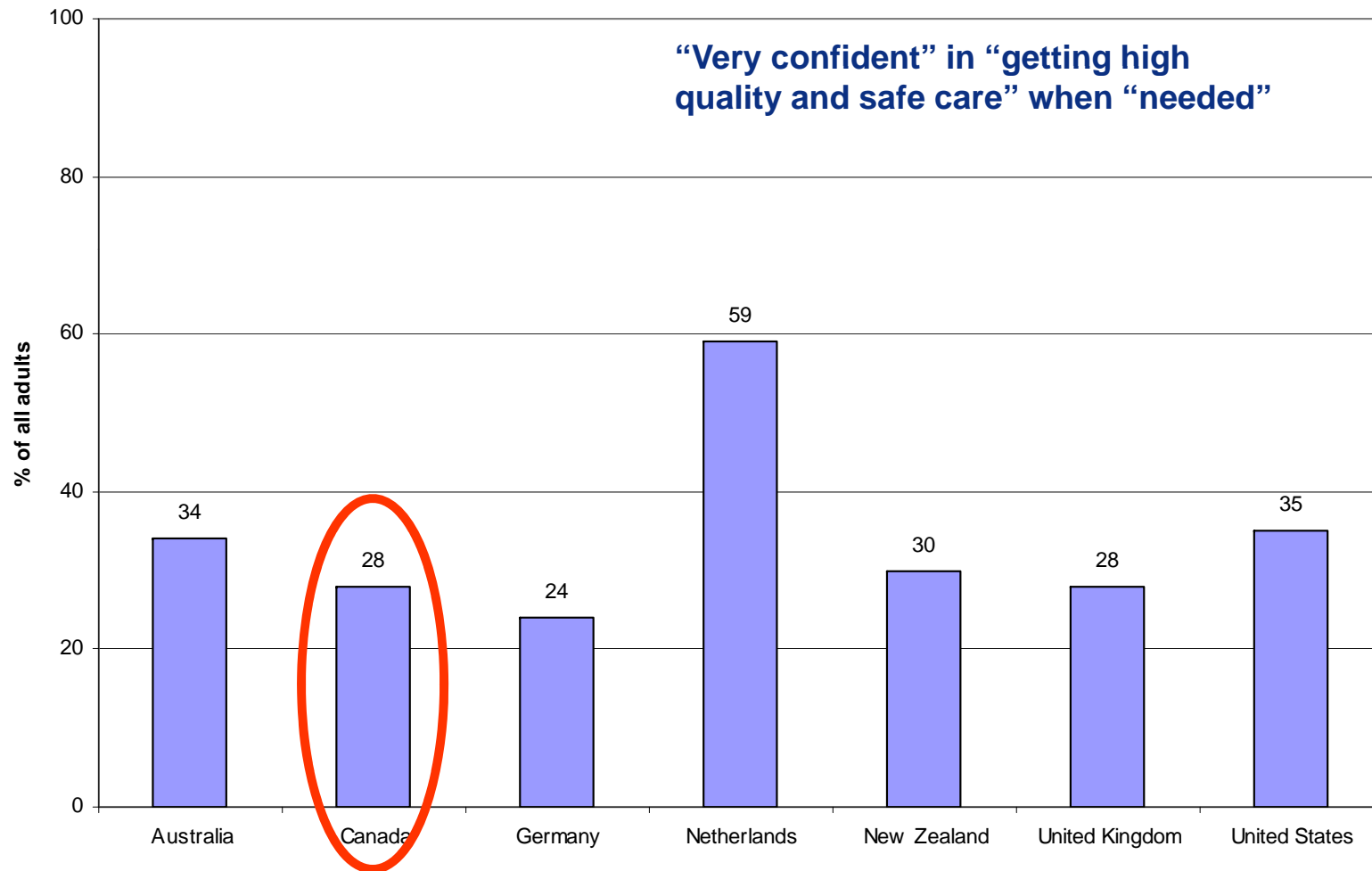


% of Canadians 18 or older:

- Everything is fine the way it is
- Some minor tuning up
- Some fairly major repairs
- A complete rebuilding from the ground up

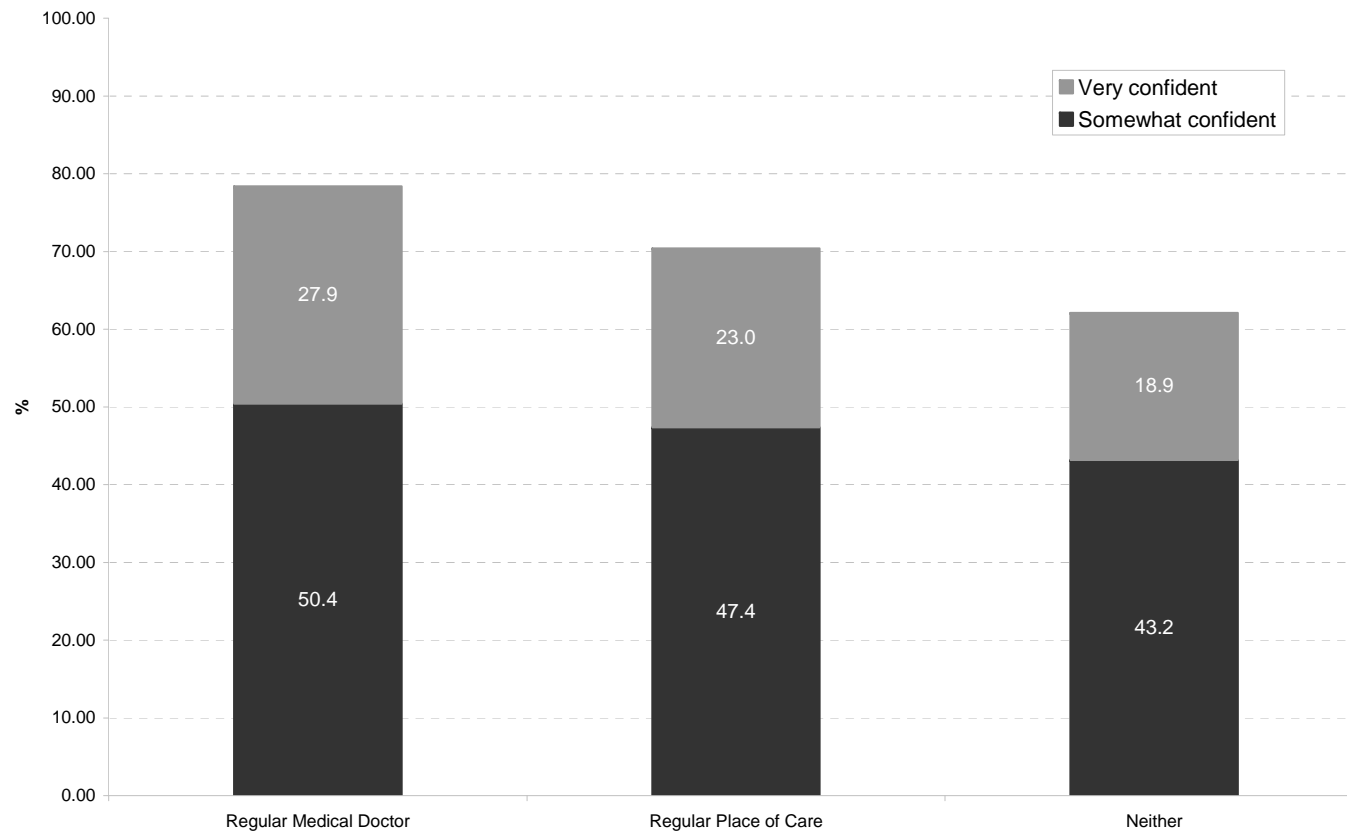
Percentages may not add up to 100% due to missing, refusal, and “don’t know” responses.
 Source: Statistics Canada, Canadian Survey of Experiences with Primary Health Care, 2007.

Overall Confidence in the Health Care System Among Adults in Seven Countries, 2007



Confidence appears to be associated with access to primary care

Figure 1 Prevalence of confidence in receiving quality/safe care when needed by type of care, household population 18 years and older, Canada, 2007



Factors associated with confidence/ views on reform

- Patient Characteristics: Age, gender, income and health status matter; but are not strong predictors of public confidence.
- Exposure: Utilization of family doctors, emergency departments and hospitals was not significantly related to confidence or positive views on reform.
- Experience: Difficulties accessing PHC provider/place, specialists and ER services negatively associated with confidence and /or views on reform
- Quality: Overall poorer views on quality of care associated with less confidence and positive views of the health care system

Conclusions

- First nation wide comprehensive look at what drives confidence in the health care system;
- Experiences with a range of health care services matters for confidence in the system
 - More about experiences accessing care than volume of service use
- Access to a regular PHC provider/place is critical for confidence - even after consider access to specialty care
- Patient's overall assessment of quality of care a key driver of confidence/views on reform

Contact Information

- The 2007 and 2008 CSE-PHC data sets are available through the Statistics Canada Research Data Centers.
- Client Services at Special Surveys Division, Statistics Canada

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