



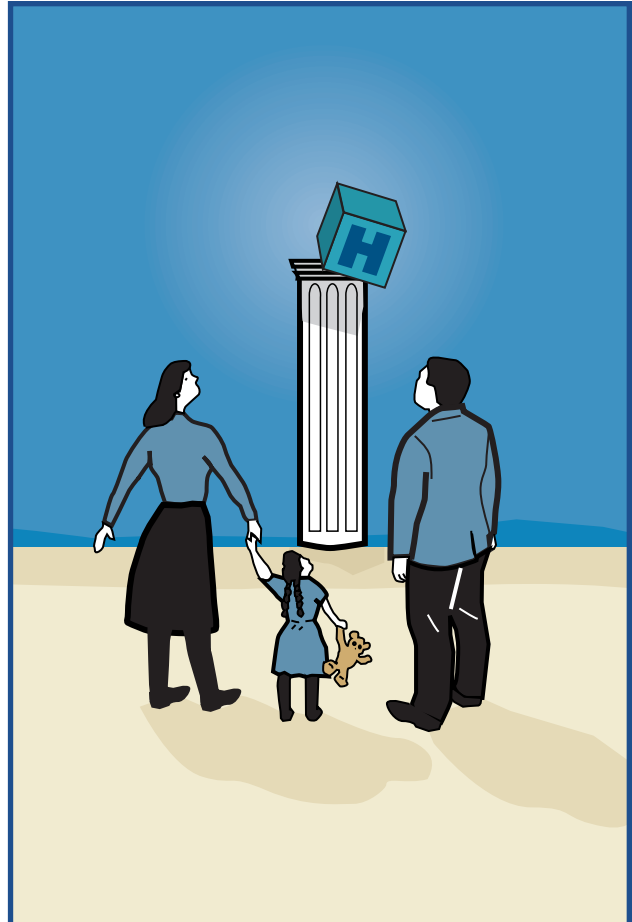
## Quarterly Index

### CANADIANS THINK QUALITY OF CARE HAS DECLINED

More and more Canadians are unhappy with the quality of the medical care they are receiving, according to the results of the 21st *Berger Population Health Monitor* survey. In 1988, 61% of people who had received medical care in the previous six months said they were “very satisfied” with their medical care. Today only 33% of those receiving medical care thought the medical care they received was “excellent.” The questions from 1988 and 2000 are not directly similar, but close enough in wording to indicate a severe drop in public confidence. The sharpest decrease was in Alberta where, in 1988, 69% reported being “very satisfied” with their medical care. Twelve years later only 33% thought the medical care they received was excellent.

Declining satisfaction was found in all other regions:

- British Columbia – 61% of those receiving medical care in 1988 reported being “very satisfied”; in 2000 only 32% thought the care they received was “excellent.”
- Manitoba and Saskatchewan – 68% of medical care users were “very satisfied” in 1988; in 2000 only 40% thought the care they received was “excellent.”
- Ontario – 59% of those receiving medical care in 1988 were “very satisfied”; in 2000 only 39% thought the care was “excellent.”
- Quebec – the decline was from 57% to 38%.
- Atlantic provinces – 66% were “very satisfied” in 1988; in 2000 only 33% thought the care was “excellent.”



Earl Berger, Managing Director, *The Berger Population Health Monitor*, emphasizes in his Report that the actual quality of clinical care is undoubtedly better in 2000 than it had been in 1988. The public’s perceptions of declining quality of care should be understood in the context of public concern over healthcare, media reports of overcrowding, declines in some of the “hotel” aspects of care and, particularly, the increased expectations of informed, “empowered” consumers.

Data supplied by *The Berger Population Health Monitor*, and based on results from the May 2000 survey administered by Environics Research Group among 2,486 Canadians 15 years of age and older.

Topics in *The Berger Population Health Monitor*, which continues *The Canada Health Monitor* surveys of health issues in Canada, are prepared in consultation with The Hay Health Care Consulting Group. For more information contact: Earl Berger, Managing Director by telephone at 416 815-6405 or email at [Earl\\_Berger@haygroup.com](mailto:Earl_Berger@haygroup.com).