

**CARP CPP Expansion/Age-Friendly Health Care Poll Report
December 20, 2013**

Key Findings - CPP

With the federal government publicly refusing to expand CPP, CARP members' support for the Conservative Party has plummeted, and their support for the Liberals has surged sharply. The NDP do not appear to have benefited from the pension issue as much as the Liberals.

Seven-in-ten CARP members say the current government does not deserve power if it does not expand CPP, and this includes a significant minority of Conservative voters, as well as virtually all Liberal, NDP and Green Party voters.

Age-Friendly Health Care

The majority of members disagree the health system is optimized for older Canadians and close to half have had negative care experiences, mostly caused by lack of or incomplete communication. Wait times and the complexity of the system are seen to be other culprits in frustrating seniors seeking care.

Lack of political will is the chief reason why members think the health care system isn't more age-friendly, coupled with ageism, a lack of understanding and the perceived unimportance of seniors as a voting bloc. The solutions advanced by members centre on more home care, community-based living and especially, nurse practitioners taking over duties from doctors (a theme throughout CARP's research). There is wide agreement a more age-friendly system would lead to better health outcomes. House calls are seen as a good way to get a 'holistic' view of the patient and to check meds and are seen to be best done by a nurse practitioner.

Unfortunately, just one half our members agree the health care system will be available for them when they need it, and fewer than one tenth are "very confident".

Detailed Findings - CPP

Almost three quarters of CARP members do not believe the current government deserves power if it does not expand CPP (71%), and just one fifth believe it does (20%). A tenth don't have an opinion (9%). Virtually all Liberal (94%), NDP (95%) and Green Party supporters (96%) agree the government doesn't deserve power if it doesn't expand CPP, as does a significant minority (16%) of the rapidly shrinking Conservative voter base, almost as many of whom can't make up their minds (11%).

Do you believe this government deserves to stay in power or not, if it refuses to accept the best advice of economists, pension experts, business leaders and voters and does not expand CPP?

	TOTAL	Con	Lib	NDP	Green
Deserves power	20%	73%	3%	2%	3%
Does not deserve power	72%	16%	94%	95%	96%
DON'T KNOW	9%	11%	3%	3%	1%

Age-Friendly Health Care

Close to two thirds disagree the health care system is optimized for older people (61%).

As an older Canadian, do you agree or disagree the health care system in this country meets the needs of people like yourself?

AGREE	35%
Agree strongly	3%
Agree	32%
DISAGREE	61%
Disagree	43%
Disagree strongly	18%
DON'T KNOW	4%

Four-in-ten have had negative care experiences (40%), most more than once (25%).

Have you personally had experiences with the health care system in Canada that indicated it was insensitive to the needs of aging Canadians?

YES	40%
Once	15%
More than once	25%
No	61%

Common reasons a care experience was poor are both about communication, being ignored (12%) or not being given a full range of options (14%).

Which one aspect of your care experience made it age-unfriendly?

Wasn't given full range of treatment options	14%
Wouldn't ask my opinion	12%
Told some treatments not appropriate for my age	7%
Doctor talked to kids/spouse/not me	1%
OTHER/DON'T KNOW	7%
NO NEGATIVE CARE EXPERIENCES	44%
NO CARE RECENTLY	16%

Wait times are seen to be the biggest systemic problem with the care system (26%) followed at half this proportion by the system being too complex (14%) or the lack of home care (12%).

What one overall systemic problem with the health care system in Canada makes it non-senior-friendly?

Wait times	26%
Too complex/too many people to deal with	14%
Home care/caregiver support not available	12%
No attention to multiple conditions	9%
Care professionals not attuned to seniors' needs	8%
No attention to chronic conditions	6%
Cost of care services/semi-private/drugs	6%
Difficult to access/long distance for care	5%
NO CARE RECENTLY	16%

Lack of political will is seen to be the biggest single reason the health system stills suffers with respect to seniors' care (28%), followed at half this level by the fact decision-makers don't understand seniors (15%), seniors not being seen as an important voting bloc (12%) or ageism or lack of funding for pilot projects (10% each).

What is the main reason little has been done to improve the health care system's approach to seniors?

Lack of political will	28%
Decision-makers don't understand seniors' needs	15%
Seniors not seen as important voting bloc	12%
Government won't fund innovative/pilot projects	10%
Negative social attitudes to seniors	10%
Seniors don't complain enough	7%
Decision makers are not seniors	5%
More study needed	2%
OTHER/DON'T KNOW	11%

The three solutions to making the care system more age-friendly are more home care (19%), nurses and pharmacists doing doctors' duties (19%) and more long term care beds (18%). Education is also mentioned; more geriatricians (10%) and more age sensitivity training (13%).

What would be the single most effective solution to make the health care system more age-friendly?

More home care/community care	19%
Nurses/pharmacists to take on more doctors' duties	19%
More long term care beds/get seniors out of acute care	18%
Age sensitivity training in med school	13%
Train more geriatricians	10%
More chronic/multiple condition training/care	8%
Funding/training for more house calls	4%
Independent patient complaint mechanism	3%
OTHER/DON'T KNOW	7%

Three quarters agree that age-friendly health care leads to better health outcomes (76%).

As far as you know, will an age-friendly attitude on the part of the health care system lead to better health outcomes for seniors?

Yes	76%
No	7%
DON'T KNOW	18%

There is very wide agreement the health care system is difficult for seniors to navigate (87%).

Do you agree or disagree it can be difficult for many seniors to navigate the health care system?

AGREE	87%
Agree strongly	36%
Agree	51%
DISAGREE	8%
Disagree	7%
Disagree strongly	1%
DON'T KNOW	5%

There is a split in opinion on whether more home care or more community care will do the best job of getting seniors out of acute care beds (34% and 37%, respectively). Fewer, one quarter, opt for more long term care facilities (25%).

Which of the following is the best way to get seniors with long term care needs out of acute care beds and into a more appropriate level of care?

Invest in more community living	37%
Invest in more home care	34%
Invest in more long term care facilities/nursing homes	25%
OTHER/DON'T KNOW	4%

The two key benefits of house calls are seen to be a more holistic view of the patient (25%) which can also defer long term care (30%). Medication monitoring is also seen to be important (18%).

What is the most important benefit of physician house calls?

Defers/prevents need for long term care	30%
Better holistic view of patient	25%
Monitor meds/environment/nutrition	18%
Monitor chronic conditions	8%
Saves health care money	6%
Relieve depression	1%
Companionship	*
NO BENEFIT	6%
OTHER/DON'T KNOW	7%

The majority see house calls as a job for nurse practitioners (52%), followed distantly by a registered nurse (14%) or the family doctor (19%).

Which would be the most appropriate kind of professional to make house calls?

Nurse practitioner	52%
Family doctor	19%
Registered nurse	14%
Home care attendant	5%
Any doctor	4%
Paramedic	1%
Social worker	1%
Clergy	*
Pharmacist	*
OTHER/DON'T KNOW	3%

A bare majority are confident Canada's health care system will be there for them when they need it (52%) and just 6% are "very confident".

How confident are you Canada's health care system will be able to cope with your health care needs when you need it?

CONFIDENT	52%
Very confident	6%
Somewhat confident	46%
DISAGREE	47%
Not very confident	37%
Not at all confident	10%
DON'T KNOW	1%

There is an even split between who will pay for their own elder care (38%) and those who will rely on public care (39%). Few have long term care insurance (6%).

Will you need to rely on public long-term care or home care when you are older, or will you cover your care out of your own pocket?

Will rely on public care	39%
Will pay out of my own pocket	38%
Have long term care insurance	6%
Family/others will pay	1%
Veteran's Affairs will pay	1%
OTHER/DON'T KNOW	14%

The minority of caregivers get respite services (29%).

If you are a caregiver, do you get a rest from caregiving by placing the care recipient in senior care services or day programs? (caregivers only)

Yes	29%
No	71%

Four -in-ten know someone who is housebound and could benefit from house calls (39%), but few are the respondents themselves (3%).

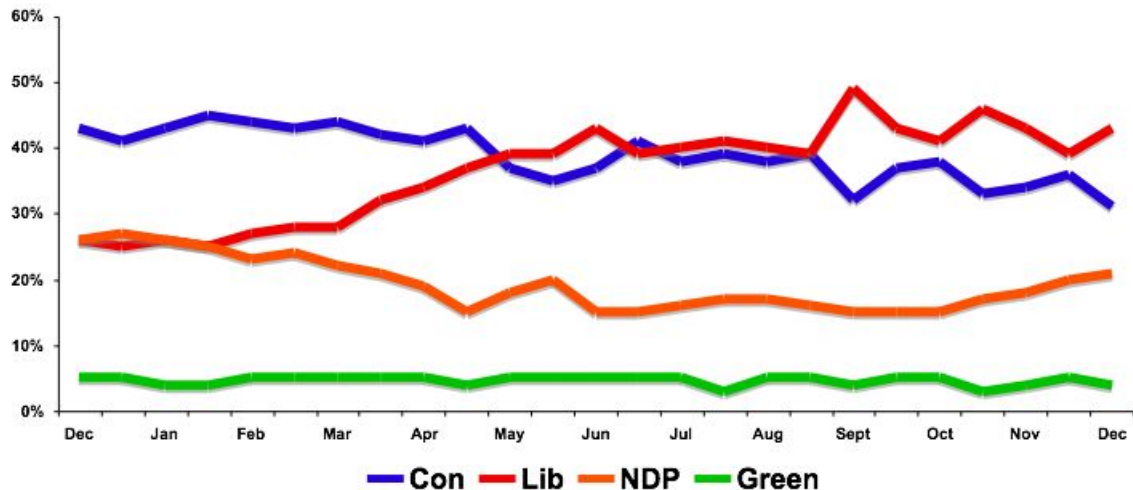
Are you or is anyone you know housebound, and could benefit from house calls from doctors, nurses or care workers?

YES	42%
Me	3%
Someone I know	39%
Family/others will pay	58%

Electoral Preference

With pension reform, and specifically CPP expansion in the news, the support CARP members traditionally give the Conservative Party has slipped even further than previously, to the lowest point we have recorded since we began regular polling five years ago in 2008. It is clear that older Canadians will continue to support their traditional party through almost anything, but inaction on pensions.

Since the surge in Liberal popularity noted three months, when they peaked at 49%, the Conservatives and the Liberals converged again, only to see the Liberals surge (43%) and the Conservatives fall sharply now (31%). The NDP are the third party at 21%, although they are slowly improving their share.



More than 2900 CARP Poll™ panel members responded to this poll between December 6 and 9, 2013. The margin of error for a probability sample this size is about plus or minus 2%, 19 times out of 20