

(Note: Content area on this page may be wider than usual.)

CANSIM - Results

Table 105-4080^{1,2,3,4,5}

Patient satisfaction with any health care services received in past 12 months, by sex, household population aged 15 and over, Canada, provinces and territories, occasional

Survey or program details:

Canadian Community Health Survey - [3226](#)

Geography	Sex	Patient satisfaction, health care services ²	Characteristics ^{5,7,8,9,10}	2000/2001	2003	2005	2007
Yukon Territory	Both sexes	Received health care services in past 12 months ⁶	Number of persons	17,928	22,397	24,423	23,394
			Percent	100.0	100.0	100.0	100.0
		Quality of health care services received rated as excellent or good ³	Number of persons	14,644	19,094	20,627	20,289
			Percent	81.7	85.3	84.5	86.7
		Very or somewhat satisfied with health care services received ⁴	Number of persons	14,774	19,103	21,256	20,444
			Percent	82.4	85.3	87.0	87.4
	Males	Received health care services in past 12 months ⁶	Number of persons	8,299	10,849	11,767	11,310
			Percent	100.0	100.0	100.0	100.0
		Quality of health care services received rated as excellent or good ³	Number of persons	6,910	9,774	10,027	10,083
			Percent	83.3	90.1	85.2	89.2
		Very or somewhat satisfied with health care services received ⁴	Number of persons	7,174	9,777	10,013	10,230
			Percent	86.5	90.1	85.1	90.4
	Females	Received health care services in past 12 months ⁶	Number of persons	9,629	11,548	12,656	12,084
			Percent	100.0	100.0	100.0	100.0
		Quality of health care services received rated as excellent or good ³	Number of persons	7,734	9,320	10,599	10,206
Percent			80.3	80.7	83.8	84.5	
Very or somewhat satisfied with health care services received ⁴		Number of persons	7,600	9,327	11,243	10,214	
		Percent	78.9	80.8	88.8	84.5	
Northwest Territories	Both sexes	Received health care services in past 12 months ⁶	Number of persons	21,486	29,645	31,099	29,877
			Percent	100.0	100.0	100.0	100.0
		Quality of health care services received rated as excellent or good ³	Number of persons	17,287	23,443	24,583	24,246
			Percent	80.5	79.1	79.0	81.2
		Very or somewhat satisfied with health care services received ⁴	Number of persons	17,596	24,050	24,458	25,117
			Percent	81.9	81.1	78.6	84.1
	Males	Received health care services in past 12 months ⁶	Number of persons	10,548	15,299	15,999	14,891
			Percent	100.0	100.0	100.0	100.0
		Quality of health care services received rated as excellent or good ³	Number of persons	8,065	11,812	12,463	12,090
			Percent	76.5	77.2	77.9	81.2
		Very or somewhat satisfied with health care services received ⁴	Number of persons	9,079	12,373	12,596	12,683
			Percent	86.1	80.9	78.7	85.2

	Females	Received health care services in past 12 months ⁶	Number of persons	10,938	14,346	15,099	14,986		
			Percent	100.0	100.0	100.0	100.0		
		Quality of health care services received rated as excellent or good ³	Number of persons	9,222	11,632	12,120	12,156		
			Percent	84.3	81.1	80.3	81.1		
		Very or somewhat satisfied with health care services received ⁴	Number of persons	8,517	11,677	11,862	12,434		
			Percent	77.9	81.4	78.6	83.0		
		Nunavut ¹¹	Both sexes	Received health care services in past 12 months ⁶	Number of persons	9,393	11,194	12,654	
					Percent	100.0	100.0	100.0	
				Quality of health care services received rated as excellent or good ³	Number of persons	6,647	8,626	9,437	
Percent	70.8				77.1	74.6			
Very or somewhat satisfied with health care services received ⁴	Number of persons			7,107	8,379	9,877			
	Percent			75.7	74.9	78.0			
Males	Received health care services in past 12 months ⁶		Number of persons	4,167	5,434	6,278			
			Percent	100.0	100.0	100.0			
	Quality of health care services received rated as excellent or good ³		Number of persons	2,945	4,175	4,793			
			Percent	70.7	76.8	76.3			
	Very or somewhat satisfied with health care services received ⁴		Number of persons	3,361	4,324	4,973			
			Percent	80.7	79.6	79.2			
Females	Received health care services in past 12 months ⁶		Number of persons	5,226	5,760	6,376			
			Percent	100.0	100.0	100.0			
	Quality of health care services received rated as excellent or good ³		Number of persons	3,703	4,452	4,644			
			Percent	70.9	77.3	72.8			
	Very or somewhat satisfied with health care services received ⁴		Number of persons	3,746	4,055	4,904			
			Percent	71.7	70.4	76.9			

Footnotes:

1. Source: Statistics Canada, Canadian Community Health Survey (CCHS), 2000/2001, 2003, 2005 and 2007.
2. Population aged 15 and over who reported receiving health care services in the past 12 months.
3. Population who rate the quality of health care services received as excellent or good, based on the response to the following question: "Overall how would you rate the quality of the health care you received? Would you say it was excellent, good, fair or poor?"
4. Population who report being very or somewhat satisfied with health care services received, based on the response to the following question: "Overall, how satisfied were you with the way health care services were provided? Were you very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied or very dissatisfied?"
5. Rates are age-standardized using the direct method and the 1991 Canadian Census population structure. The use of a standard population results in more meaningful comparisons because it adjusts for variations in population age distributions over time and across geographic areas.
6. These data are not the sum of the other categories.
7. When comparing estimates, it is important to use confidence intervals to determine if differences between values are statistically significant. Confidence intervals describe sampling variability and give an indication of the precision of a given estimate. Bootstrapping techniques were used to produce the coefficient of variation (CV) and 95% confidence intervals (CIs).
8. Data with a coefficient of variation (CV) from 16.6% to 33.3% are identified as follows: (E) use with caution.
9. Data with a coefficient of variation (CV) greater than 33.3% were suppressed due to extreme sampling variability and are identified as follows: (F) too unreliable to be published.
10. The following standard symbols are used in this Statistics Canada table: (..) for figures not available for a specific reference period and (...) for figures not applicable.
11. In 2007, data are not available for Nunavut.

Source: Statistics Canada. *Table 105-4080 - Patient satisfaction with any health care services received in past 12 months, by sex, household population aged 15 and over, Canada, provinces and territories, occasional, CANSIM (database).*

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