

Satisfaction with health-care services: Canadian francophone versus anglophone populations

I) Introduction

Proper communication is essential in the field of health-care. Factors that hinder clear communication, such as linguistic differences, between the health-care professional and the patient could lead to medical errors, less patient contentment and, consequently, impact the quality of received care. Canada is a bilingual country; thus, linguistic disparities exist in almost every domain.

➤ **Objective:** The purpose of this study is to compare satisfaction with received health-care among francophone and anglophone across Canada.

II) Methodology

Data obtained from the 2007 Canadian Community Health Survey (cycle 4.1), which includes information gathered by Statistics Canada about the national rating of health-care quality and satisfaction with care received, was analyzed using the software SPSS Statistics to produce confirming results. Cross-tabulations were run using various variables provided by the above-mentioned survey. The following tables depict an example of the cross-tabulation process.

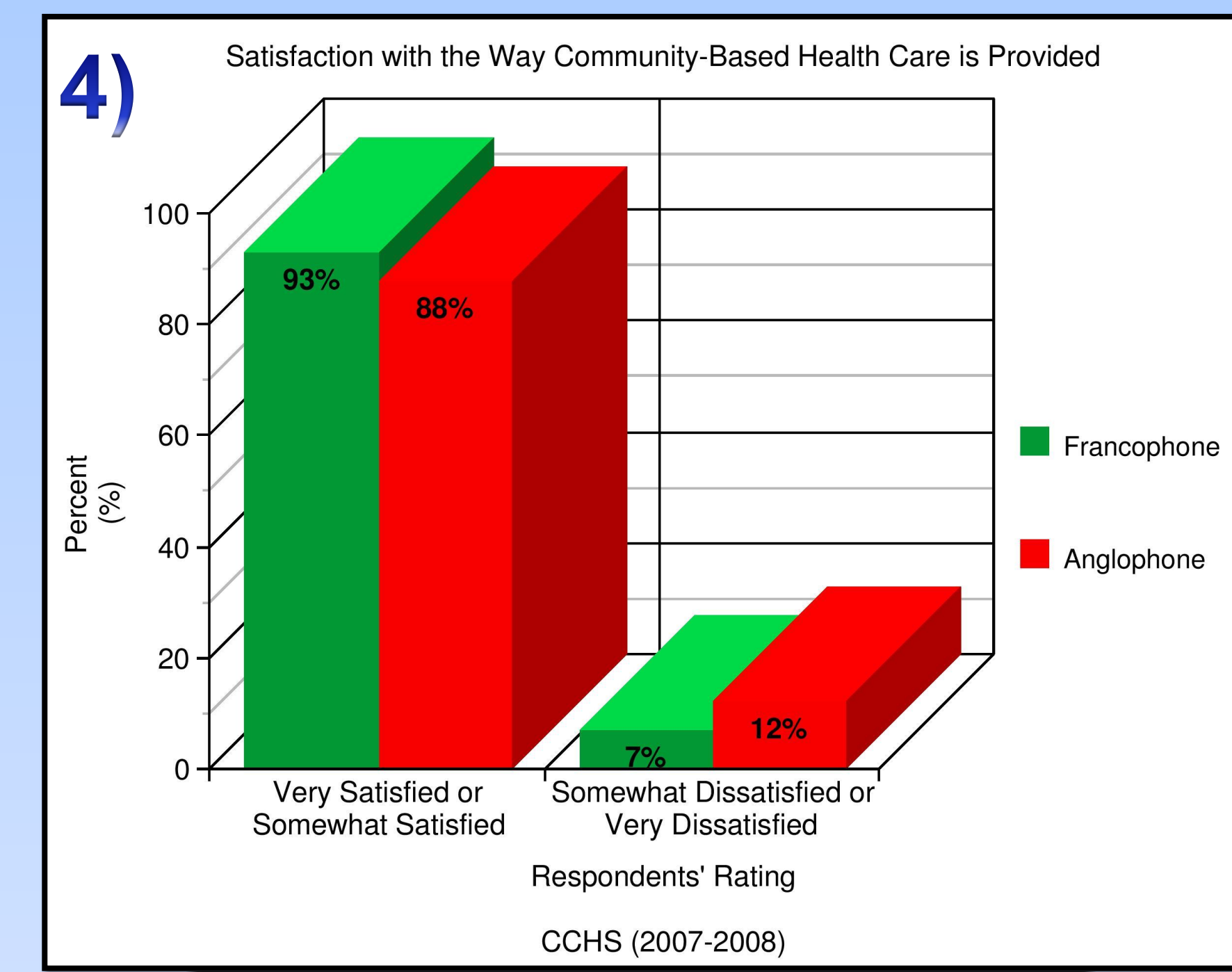
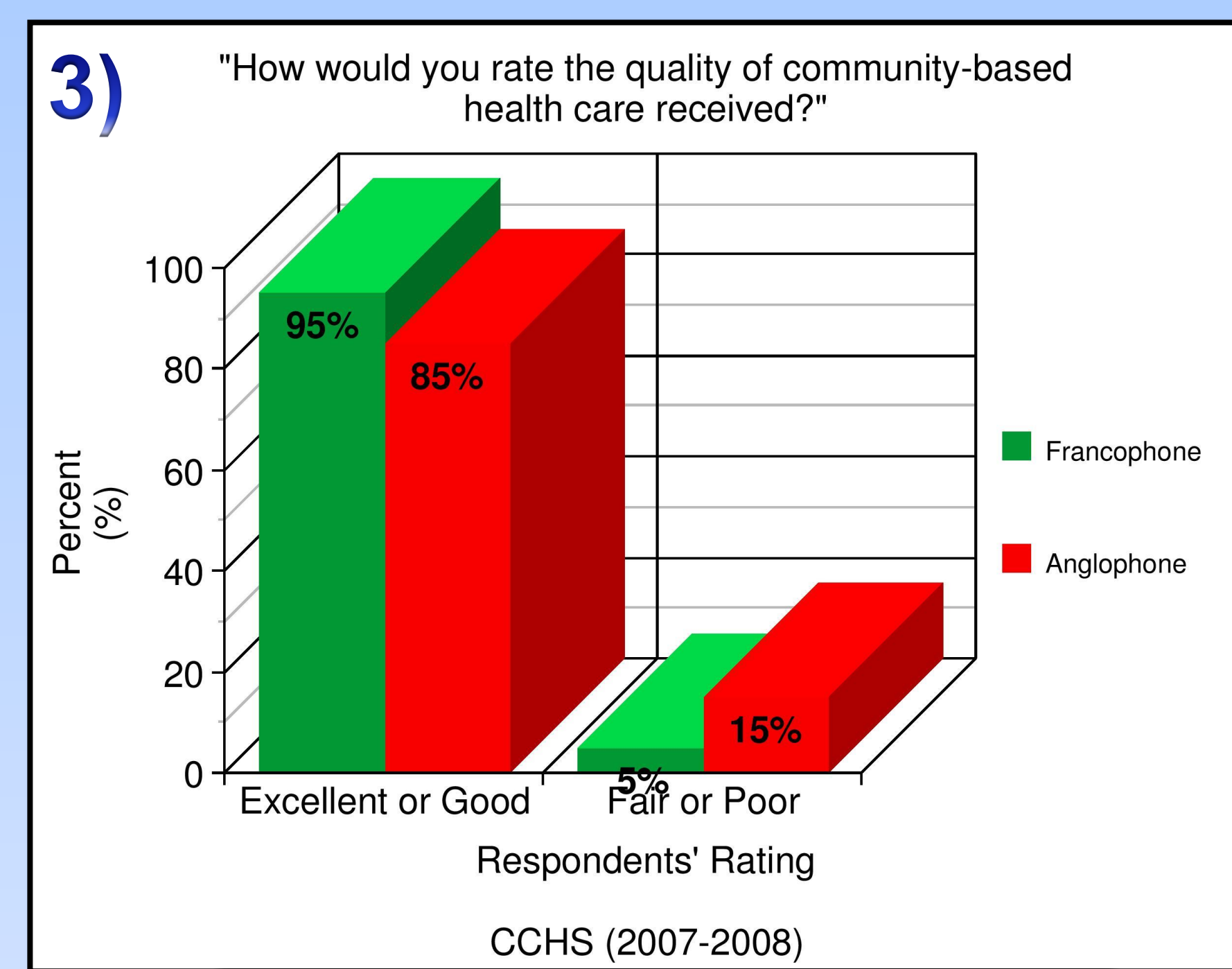
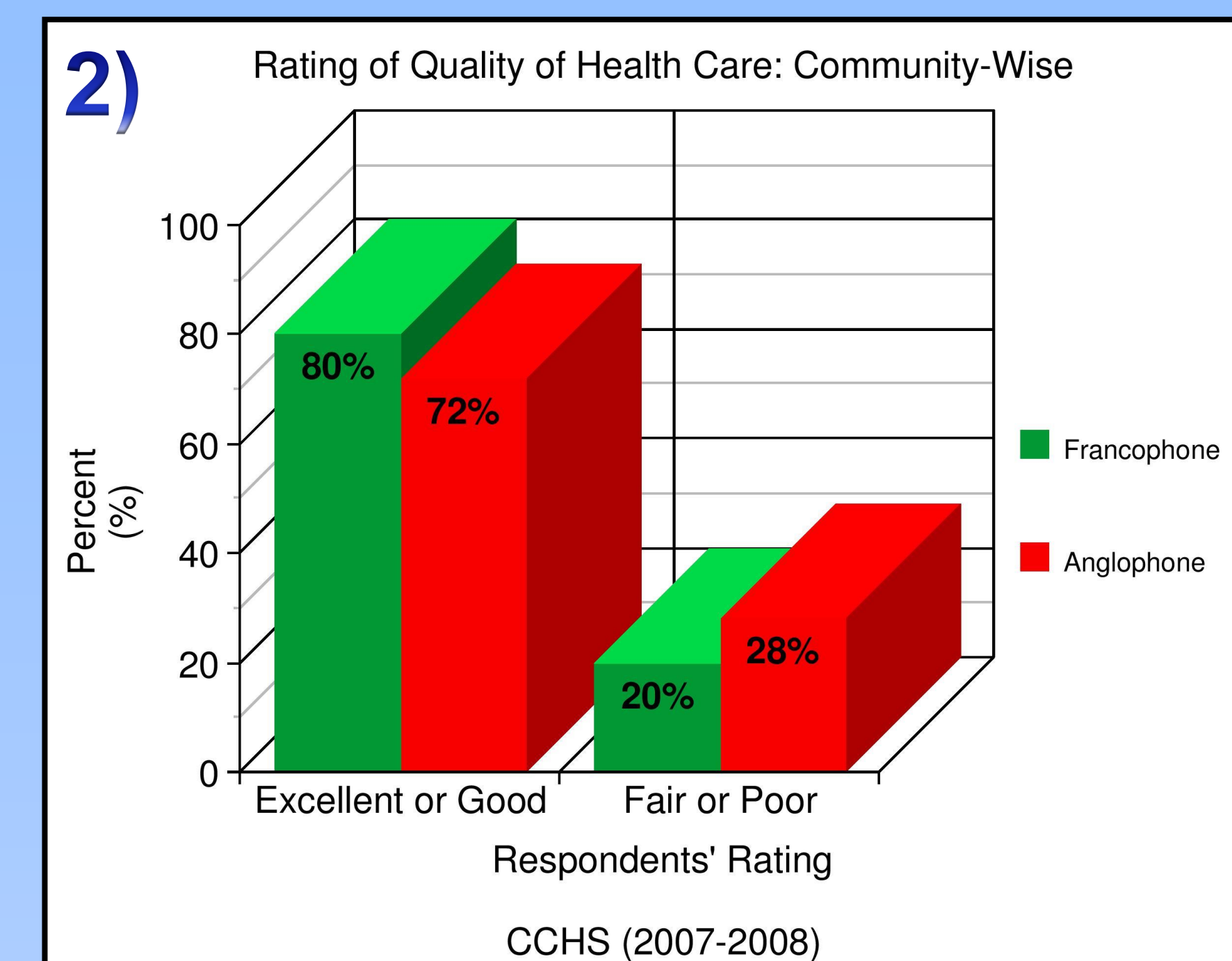
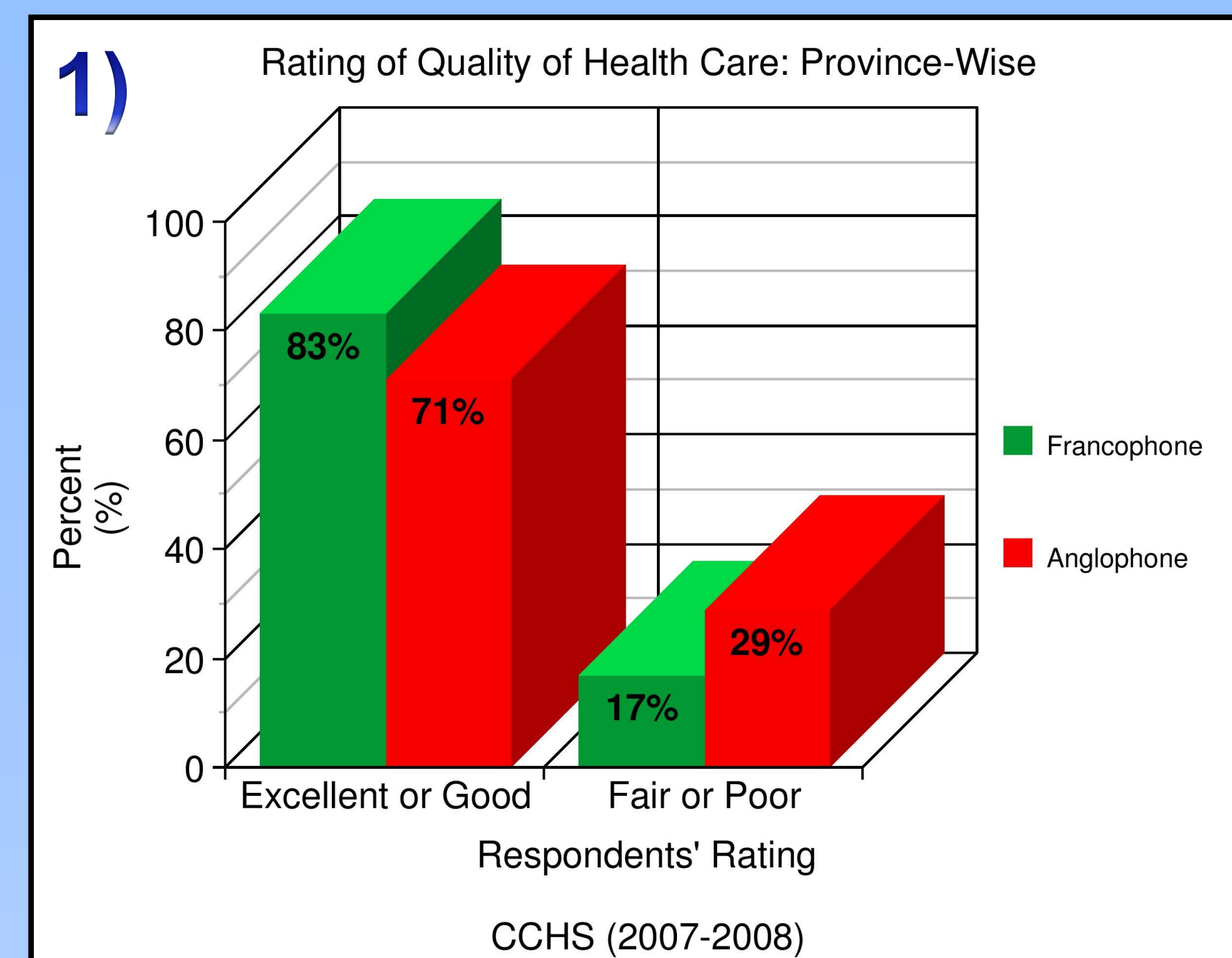
Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Province of residence of respondent - (G) * Languages - can converse - (D,G)	128245	97.9%	2816	2.1%	131061	100.0%
Rating of quality of health care - prov * Languages - can converse - (D,G)	38793	29.6%	92268	70.4%	131061	100.0%

Province of residence of respondent - (G) * Languages - can converse - (D,G) Crosstabulation

Count	Province of residence of respondent - (G)	Languages - can converse - (D,G)					Total
		ENG. W-W/O		FRE. W-W/O		NOT ENGL./FRE.	
		OTHER	OTHER	W/O	W/O		
	NFLD & LAB.	3678	0	371	5	4054	
	PEI	2028	0	317	1	2346	
	NOVA SCOTIA	4375	2	715	8	5100	
	NEW BRUNSWICK	2560	544	2395	2	5441	
	QUEBEC	565	12779	9561	86	23011	
	ONTARIO	34998	131	7159	449	42737	
	MANITOBA	6430	3	932	28	7393	
	SASKATCHEWAN	7061	0	605	12	7678	
	ALBERTA	10536	4	1145	70	11755	
	BRITISH COLUMBIA	13431	9	1606	448	15494	
	YUKON/NW/TINUNA	2786	2	395	53	3236	
	Total	88468	13474	25141	1162	128245	

III) Results



A) The titles of the four graphs indicate the questions chosen for this study. In total, there were 131061 respondents to these questions.

B) For the first question (rating of quality of health-care in all provinces of Canada): 38793 individuals gave their ratings, 106 individuals (~3%) were francophone, of those francophone 83% rated the quality of health-care received as excellent or good, the other 17% provided a rating of fair or poor; the red bars in graph 1 represent the responses provided by the remaining anglophone respondents.

C) For the second question (same idea as the first question, but this time it is for communities within Canada's provinces): 38164 patients participated, 103 patients (~3%) were francophone, of those francophone 80% reported excellent or good quality of health-care and 20% reported fair or poor; the red bars are the responses of the counterpart anglophone patients.

D) Third and fourth questions were chosen to expand and fortify the results.

E) For the third question: 1822 total responses, 44 (~2%) francophone individuals, 95% of the francophone answers were excellent or good; in contrast, 85% of the anglophone answers were excellent or good.

F) For the final question: 1814 individuals involved, 43 (~2%) were francophone, 7% of the francophone reported somewhat dissatisfied or very dissatisfied, whereas 12% of the anglophone reported the same response.



IV) Conclusion

The proposed hypothesis states that the Canadian francophone population are less satisfied with health-care services. However, the results indicate that the **francophone population are more satisfied with health-care services than the anglophone population**. This is surprising because there are significantly less francophone individuals in Canada than anglophone individuals; almost 22% of the Canadian population is francophone whilst 58% anglophone (Census 2006, Statistics Canada), meaning that the majority of the Canadian population is less satisfied than the minority. However, the results need further investigation as they might be statistically insignificant.

Future research on similar or identical topic should focus on statistically confirming the results and suggest effective interventions to equalize the satisfaction levels among Canadians.

References

- Statistics Canada. (2007). *Canadian Community Health Survey 2007, cycle 4.1*
- Statistics Canada. (2007). *Census of Population, 2006: Table 1 Population by mother tongue, Canada, 1996 to 2006*

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