

Overall Satisfaction with Health Care in the Community

Resource for Indicator Standards (RIS)
Health Analytics Branch, Ministry of Health and Long-Term Care

Indicator description

RIS indicator name

Overall Satisfaction with Health Care in the Community

Other names for this indicator

N/A

Indicator description

Percentage of adults (age ≥ 16) who are very or somewhat satisfied with health care in their community.

Accountability agreement(s) or ministry initiative(s) the indicator supports

- Ministry LHIN Accountability Agreement (MLAA), 2015-2018

Numerator

Data source

Health Care Experience Survey, Health Analytics Branch, MOHLTC

Inclusion/exclusion criteria

Includes:

1. All respondents who reported that they were 'very' or 'somewhat' satisfied with the health care in their community.

Excludes:

N/A

Calculation

Steps:

1. Weighted number of survey respondents who reported they were 'very satisfied' or 'somewhat satisfied' with the health care in their community.
2. Multiply by 100.

Denominator

Data source

Health Care Experience Survey, Health Analytics Branch, MOHLTC

Inclusion/exclusion criteria

Includes:

1. All respondents who did not answer the survey question with 'don't know' or who refused to answer the question.

Excludes:

N/A

Calculation

Steps:

1. Weighted number of survey respondents.

Timing and geography

Timing/frequency of release

How often and when data are being released (e.g., be as specific as possible...data are released annually in mid-May)

Data are available quarterly, with four quarters combined being reported (i.e., rolling quarters) in order to maximize sample size.

Trending

Years available for trending

Data for the HCES are available since January 2013. A precursor to the HCES, the Primary Care Access Survey, collected similar data between 2006 and 2010.

Levels of comparability

Levels of geography for comparison

Data are available at LHIN level and for 14 selected communities (Windsor, London, Kitchener, Hamilton, York Region, Toronto, Peel Region, Durham Region, Kingston, Ottawa, Barrie, Sault Ste. Marie, Sudbury, and Thunder Bay).

Additional information

Limitations

Specific limitations

The HCES targets persons 16 years and older who live in private dwellings in Ontario. People living in institutions, in households without telephones, and those with invalid/missing household addresses in the Registered Persons Database (RPDB) are excluded. The RPDB covers approximately 93% of the Ontario population age 16 and older. While individuals without health cards are not found in the RPDB, because the frame is used at the household level, only households where NO member has a valid health card would be excluded.

Comments

Additional information regarding the calculation, interpretation, data source, etc.

The results are based on the Health Care Experience Survey (HCES) question “How satisfied are you with health care in your community?”

Approximately 2,800 responses are collected in each quarter. All results are weighted to account for design characteristics of the survey and post-stratified by sex and age group to reflect the Ontario and LHIN populations.

References

Provide URLs of any key references (e.g., Diabetes in Canada, [http:// ...](#))

N/A

Contact information

For more information about this indicator, please contact RIS@ontario.ca.

Date RIS document created (YYYY-MM-DD)

2015-09-29

Date last reviewed (YYYY-MM-DD)

2018-03-06