

NUPGE Healthcare Member Survey

Detailed Findings

January 2025



Methodology

- Sample size: 6,416 members of the National Union of Public and General Employees (NUPGE).
- Survey field dates: November 22 and December 16, 2024.
- Totals may not add up to 100 due to rounding.
- Significance level colours: **Blue** = significantly higher.
Red = significantly lower.
- The survey highlights the experiences of the diverse range of roles essential to health care delivery. It delves into the challenges, opportunities, contributions, and solutions of NUPGE members, with the goal of providing a deeper, more comprehensive understanding of the health care system and pathways for its improvement.



About NUPGE

The National Union of Public and General Employees (NUPGE) is a family of 13 Component unions. Taken together, we are one of the largest unions in Canada. Most of our 425,000 members work to deliver public services of every kind to the citizens of their home provinces. We also have a large and growing number of members who work for private businesses.

The office of the National Union of Public and General Employees is on the traditional and unceded territory of the Algonquin peoples and is now home to many diverse First Nations, Inuit, and Métis peoples.

We recognize the crimes that have been committed and the harm that has been done and dedicate ourselves as a union to moving forward in partnership with Indigenous communities in a spirit of reconciliation and striving for justice.

Bert Blundon, President
Jason MacLean, Secretary-Treasurer



Table of Contents

20	Part 1: Opportunities & Upside
29	Part 2: Impact on healthcare services
40	<i>Threats to healthcare services</i>
52	Part 3: First-hand accounts from healthcare professionals
66	<i>Staffing levels</i>
76	<i>Heavy workload and burnout</i>
85	<i>Inadequate wages</i>
93	<i>Additional challenges</i>
105	Part 4: Solutions

Executive Summary



Executive Summary – Introduction

This report is based on responses from 6,416 NUPGE members, gathered between November 22 and December 16, 2024. Participants included members from 12 NUPGE components*: BCGEU, HSAA, HSABC, HSAS, MAHCP, MGEU, NBU, NAPE, NSGEU, OPSEU/SEFPO, PEIUPSE, and SGEU.

Healthcare workers represented by the National Union of Public and General Employees (NUPGE) come from a broad spectrum of professions across the health system, many of which are often overlooked. These individuals either deliver direct care or play essential supportive roles. Direct care delivery includes professions in diagnostics, rehabilitation, therapeutic care, and more as well as community-based services. Supportive roles span administrative, security, maintenance, cleaning, supply chain, and food services - each contributing to the smooth functioning of healthcare systems and patient outcomes.

* British Columbia General Employees' Union (BCGEU), Health Sciences Association of Alberta (HSAA), Health Sciences Association of British Columbia (HSABC), Health Sciences Association of Saskatchewan (HSAS), Manitoba Association of Health Care Professionals (MAHCP), Manitoba Government and General Employees' Union (MGEU), New Brunswick Union (NBU), Newfoundland and Labrador Association of Public and Private Employees (NAPE), Nova Scotia Government and General Employees Union (NSGEU), Ontario Public Service Employees Union / Syndicat des employés de la fonction publique de l'Ontario (OPSEU/SEFPO), Prince Edward Island Union of Public Sector Employees (PEIUPSE), and Saskatchewan Government and General Employees' Union (SGEU).

Executive Summary – Overview

1. Health professionals are navigating a critical juncture, facing significant workplace challenges that jeopardize both their well-being, and the quality of care delivered. Staffing shortages, heavy workloads, inadequate wages and lack of recognition top their list of concerns. The vast majority (89%) believe their province's healthcare system is in crisis.
2. Despite these challenges, healthcare professionals remain deeply committed to their roles. They feel a strong sense of purpose: feeling like they are making a difference, experiencing high levels of fulfillment and belief in positive patient outcomes.
3. Healthcare professionals face critical challenges, including staffing shortages, burnout, and inadequate wages, which strain both their well-being and the quality of care they provide. Despite these pressures, their commitment and belief in their work remains strong. They are calling for improved staffing, wages, recognition and collaboration to address systemic issues and retain talent.
4. Nearly 4 in 10 health professionals are considering leaving public healthcare within the next three years. On the other hand, belief in equal access to healthcare and concerns over losing pensions or benefits discourage many from pursuing private sector opportunities.
5. Collaboration between stakeholders to address labour shortages garners near-universal support and enhancing wages and benefits, improving staffing levels, and fostering better work-life balance are seen as critical for workforce retention.

Executive Summary – Part 1: Opportunities and Upside

NUPGE healthcare workers overwhelmingly find meaning and purpose in their roles, with 96% agreeing their work is fulfilling. Most feel their efforts make a positive difference for patients (93%), and many report a strong sense of teamwork (86%) and enthusiasm for their work (83%). For these workers, feelings of making a difference (78%), personal accomplishment (64%), importance (59%), pride (50%), and fulfilment (49%) are widespread.

While the vast majority (79%) see a future in healthcare, fewer would recommend their job to friends and family (57%) or a career in healthcare overall (58%), highlighting a small but notable gap between personal satisfaction and broader advocacy for the field.

Key trends:

- Those who rarely, sometimes, or never work with fewer co-workers than they feel are necessary are more likely to see a future in healthcare (88%) compared to those who always or often face such shortages (72%).
- Those who perceive the healthcare system as being in crisis are less likely to envision a future in the field (78%) than those who do not share this view (89%).
- Those experiencing high and constant stress are less likely to see themselves continuing in healthcare (70%) compared to those with low to manageable stress (90%).

Executive Summary – Part 1: Opportunities and Upside - Continued

- The positions most likely to see a future working in healthcare are rehabilitation assistants (93%), continuing care assistants (91%), recreation therapists (89%), pharmacists (88%), dietary aides (88%), and homecare workers (87%).
- The positions most likely to recommend a job in healthcare to friends and family are homecare workers (77%), continuing care assistants (76%), dietary aides (76%), rehabilitation assistants (69%), recreation therapists (68%), and social workers (67%).
- The positions most likely to recommend their job to friends and family are homecare workers (75%), continuing care assistants (74%), recreation therapists (72%), occupational therapists (70%), speech language pathologists (68%), and social workers (67%).

Executive Summary – Part 2: Impact on Health care Services

Healthcare professionals recognize the critical role they play in healthcare delivery, with 93% believing their absence would negatively impact services and 93% agreeing there are insufficient personnel in their roles. Yet concerningly, 3 in 4 (75%) health professionals feel they lack the time and resources to perform their jobs as effectively as they would like.

When staffing levels are critically low, many see significant potential consequences: reduced quality of care (23%), increased patient wait times (20%), higher risk of errors (10%), and greater staff burnout (9%).

Key trends:

- Resident care workers (65%), recreational therapists (60%) and healthcare aides (58%) are the top three professions to anticipate reduced quality of patient care if their role was extremely short-staffed.
- Radiologic technologists (63%), diagnostic medical sonographers (55%), nuclear medicine technologists (52%), medical radiation technologists (46%) and paramedics (46%) are the professions most likely to anticipate increased patient wait times if their role was extremely short-staffed.
- Pharmacists (64%) and pharmacy technicians (53%) as well as medical laboratory technologists (28%) are the roles most likely to anticipate higher risk of medical errors if their role was extremely short-staffed.

Executive Summary – Part 2: Impact on Health care Services – Continued

- Facility-based care providers (78%) and allied healthcare professionals/other direct/front-line healthcare professionals (82%) are more likely to agree than others that they don't have the time and resources to do their job the way they would like to. Similarly, those who say they are always or often short-staffed are much more likely to say they can't do their job the way they want to (86%) compared to those who never, rarely or sometimes do (62%).

Threats to the healthcare service

Nearly 40% of healthcare professionals are considering leaving public healthcare within the next three years. This includes 19% planning to retire, 8% considering a move to private healthcare, and 13% looking to leave the field entirely. Additionally, 20% are contemplating a job change within healthcare.

Those considering a transition from public healthcare cite improved compensation (78%), flexible working hours (72%), and dissatisfaction with the current state of the public system (65%) as key motivators.

Retention strategies like improved compensation (83%), increased staffing (72%), and better work-life balance (63%) directly address these concerns.

Nearly 4 in 10 (39%) health professionals have been approached by private staffing agencies to consider roles in private or for-profit healthcare, while 3 in 10 (29%) have been approached about opportunities in other countries or provinces. Private staffing agencies primarily reach out through direct methods (41%) or social media (38%). Psychologists (74%), occupational therapists (71%), speech-language pathologists (67%), physiotherapists (62%), nuclear medicine technologists (58%), mental health therapists (55%), diagnostic medical sonographers (55%) and pharmacists (49%) are the most targeted professions.

The most significant reasons healthcare professionals cite for declining careers in private healthcare are a belief in equal access to healthcare (61%), the risk of losing pensions or benefits (60%), and concerns about maintaining high standards of patient care (59%).

Executive Summary – Part 3: First-hand Accounts from Healthcare Professionals

Healthcare professionals are facing major challenges - mainly inadequate staffing (66%), heavy workloads and burnout (61%), and inadequate wages (59%).

The vast majority (89%) believe their province's healthcare system is in crisis.

Along with staffing shortages, healthcare professionals point to rising patient needs (60%) and chronic underfunding (52%) as additional key issues.

Key trends:

- Inadequate staffing is a significant issue in New Brunswick (80%) and Saskatchewan (73%), but less so in Newfoundland and Labrador (55%), Nova Scotia (59%), and British Columbia (62%). Staffing shortages are more pronounced in facility-based care settings like hospitals and medical centers (71%) and among allied healthcare professionals (72%). Radiologic technologists, paramedics, and medical laboratory or radiation technologists are most likely to say they are experiencing inadequate staffing levels.
- Heavy workload and burnout are more prevalent in New Brunswick (69%) and least prevalent in Nova Scotia (56%) and Newfoundland and Labrador (45%). These issues are more common in facility-based care settings like hospitals and medical centers (66%) and among allied healthcare professionals or front-line workers. Younger workers report experiencing heavy workloads and burnout more than other workers. Resident care workers, primary care paramedics, radiologic technologist and paramedics are more likely to say they experience heavy workload and burnout.

Executive Summary – Part 3: First-hand Accounts from Healthcare Professionals - Continued

- Inadequate wages are a significant concern in Atlantic Canada, particularly in PEI (74%), Newfoundland and Labrador (65%), Nova Scotia (63%), and Manitoba (62%). This issue is especially pronounced for those in long-term care facilities and supportive roles within healthcare, including supportive or operations roles (70%). Healthcare aides, medical laboratory assistants, administrative assistants, housekeeping aides, and cooks are most likely to say they experience inadequate wages.
- PEI (97%), Nova Scotia (92%) and New Brunswick (92%) are more likely to say their province is currently in a state of crisis. British Columbia is the least likely to say they are in a crisis (87%).
- Direct care providers and allied/front-line health professionals (91%) are more likely to say healthcare in their province is in crisis.

Staffing levels

More than half (55%) of healthcare professionals are working often or always with fewer colleagues than they feel is needed to provide effective care – implying more than half are working consistently in a way that could compromise quality and effectiveness of care. Recreation therapists, paramedics, addictions and mental health therapists as well as radiological, medical laboratory, nuclear medicine and medical radiation technologists are more likely to report that they are often or always working with fewer co-workers than they feel is needed to provide effective care.

Impact of staffing shortages on healthcare professionals: Being short-staffed is taking a toll, with 80% of healthcare professionals reporting moderate to significant effects on their health and well-being because of this shortage. Among them, this is leading to lower career satisfaction (64%), burnout and mental health challenges (60%), and longer or harder hours being worked to fill gaps (42%). Over a third (36%) are actively considering other job opportunities because of current staffing levels – this is particularly true for clerical and administrative staff as well as paramedics.

Executive Summary – Part 3: First-hand Accounts from Healthcare Professionals - Continued

Administrative assistants and paramedics are most likely to say they feel increasingly burnt out and experiencing mental health challenges as a result of being short-staffed and radiological technologists and primary care paramedics are more likely to work longer hours or harder to cover staffing gaps.

Key trends:

- Healthcare professionals in New Brunswick and Saskatchewan (61%) are more likely to report consistently working with fewer co-workers than necessary to provide effective care. This issue is also more prevalent in facility-based care settings like hospitals and medical centers (60%) and among allied healthcare professionals or direct/front-line workers (60%).
- Healthcare professionals in New Brunswick (86%) and British Columbia (82%) are more likely to report that short-staffing is moderately to significantly affecting their health and well-being. This impact is also higher in facility-based care settings (83%) and long-term care facilities (85%). Allied healthcare professionals and direct/front-line healthcare professionals are similarly experiencing greater effects.

Executive Summary – Part 3: First-hand Accounts from Healthcare Professionals - Continued

Heavy workload and burnout

Healthcare professionals are under immense pressure, with 83% feeling tired, 72% overwhelmed, and 62% worried or anxious. Stress levels are high, with over half (54%) reporting a high and constant level of stress due to their current work conditions, with an additional 32% indicating a moderate level of stress. Only 14% have manageable to low stress. The toll is clear: a majority of healthcare professionals (84%) are emotionally exhausted.

Key trends:

- Stress levels are notably high among healthcare professionals in New Brunswick (59%), British Columbia (58%), and Alberta (57%) who report constant and elevated stress. Healthcare professionals in facility-based care settings (58%) and those in allied healthcare or direct/front-line roles also face significantly higher stress levels. Newfoundland and Labrador (30%) and Nova Scotia (18%) report the highest rates of manageable to low stress, as well as those in community-based care settings (16%) and those in supportive roles within healthcare (18%). Paramedics (72%) and radiologic technologists (71%) are among those with the highest levels of stress.
- Manitobans are most likely to agree to feeling emotionally exhausted (87%) as well as facility-based care setting workers (86%) and allied healthcare professionals or other direct/front-line healthcare professionals (87%). Radiologic technologists (94%), occupational therapists (93%) and pharmacy technicians (91%) are those reporting the highest levels of emotional exhaustion.
- Unsurprisingly, those who feel emotionally exhausted are also those who say they are in a constant state of stress (94%) and are also more likely to be considering leaving their position.
- Young workers are more likely to say they are emotionally exhausted compared to other workers.

Executive Summary – Part 3: First-hand Accounts from Healthcare Professionals - Continued

Financial strain

Despite working harder and longer hours, 72% of healthcare professionals report increased financial stress. A significant proportion of healthcare professionals are struggling financially, with 21% unable to cover basic living expenses and many relying on overtime, extra jobs, or living beyond their means. Only 12% describe themselves as financially comfortable, highlighting widespread financial challenges in the workforce.

Key trends:

- Healthcare professionals in Newfoundland and Labrador (36%), PEI (30%) and Nova Scotia (29%) are most likely to say they are struggling to cover basic living expenses. This is also the case for those working in long-term care facilities (34%) and those working in a supportive or operations role in healthcare (36%).
- Those working in long-term care facilities are also more likely (80%) to agree that they are working harder and longer hours but still experiencing increased financial stress.
- Resident care workers (90%), healthcare aides (89%) and cooks (88%) rank the highest for working harder and longer hours yet still experiencing financial stress among other professions.

Executive Summary – Part 3: First-hand Accounts from Healthcare Professionals - Continued

Lack of recognition and understanding

Healthcare professionals feel their contributions to the healthcare system are largely overlooked, with 88% agreeing that, to some extent, they feel underappreciated.

Many believe the public doesn't fully understand the complexity of their roles, including the specialized tasks they perform, the scope of their responsibilities, and the challenges they face, such as staffing shortages. Healthcare professionals want the public to know their contributions go far beyond patient care. They support other professionals (63%), prioritize patient safety and well-being (62%), provide care and comfort (60%), and enhance the patient experience (47%). They also promote mental health, ensure accurate care, educate patients, and advocate for their needs.

Key trends:

- Facility-based care healthcare professionals are more likely to feel their contributions to the healthcare system are overlooked (91%), a sentiment also shared by allied healthcare professionals and direct/front-line workers (90%).
- Ontario healthcare professionals are the least likely to feel valued and recognized for their contributions in the workplace (46%). This sentiment is similarly low among those in facility-based care settings (51%) and allied healthcare professionals or direct/front-line workers (51%).
- The positions most likely to cite “lack of recognition and understanding” as one of the unique challenges of their profession are recreation therapists (57%), cardiology technologists (44%), and dieticians (42%).

Executive Summary – Part 4: Solutions

The top factors for improving workplace retention are enhancing pensions, benefits, and incentives (93%) and increasing wages (93%). These are closely followed by better work-life balance (91%) and improved staffing levels (91%). Interestingly, these solutions resonate almost equally with those considering leaving their public healthcare role.

When asked about the single most important change to improve healthcare, healthcare professionals most frequently cited increased staffing levels (21%), higher wages (13%), and improved access to services (11%) as key priorities for creating a more responsive system.

Overall, there is overwhelming support (97%) for collaboration between workers, unions, employers, governments, and educational institutions to develop a comprehensive plan to address labour shortages.

Part 1: Opportunities & Upside



Opportunities & upside

Health professionals see their roles as meaningful. The vast majority (78%) feel they are making a difference, and many feel a sense of accomplishment (64%) and importance (59%). About half feel pride (50%) or fulfillment (49%) in their work.

A strong sense of purpose drives them, with 96% finding fulfillment in their roles, 93% believing their efforts lead to positive patient outcomes, and 86% feeling part of a team and maintaining enthusiasm for their work (83%).

While the majority (79%) see a future in healthcare, fewer would recommend their job to friends and family (57%) or a career in healthcare overall (58%), highlighting a gap between personal satisfaction and broader advocacy for the field.

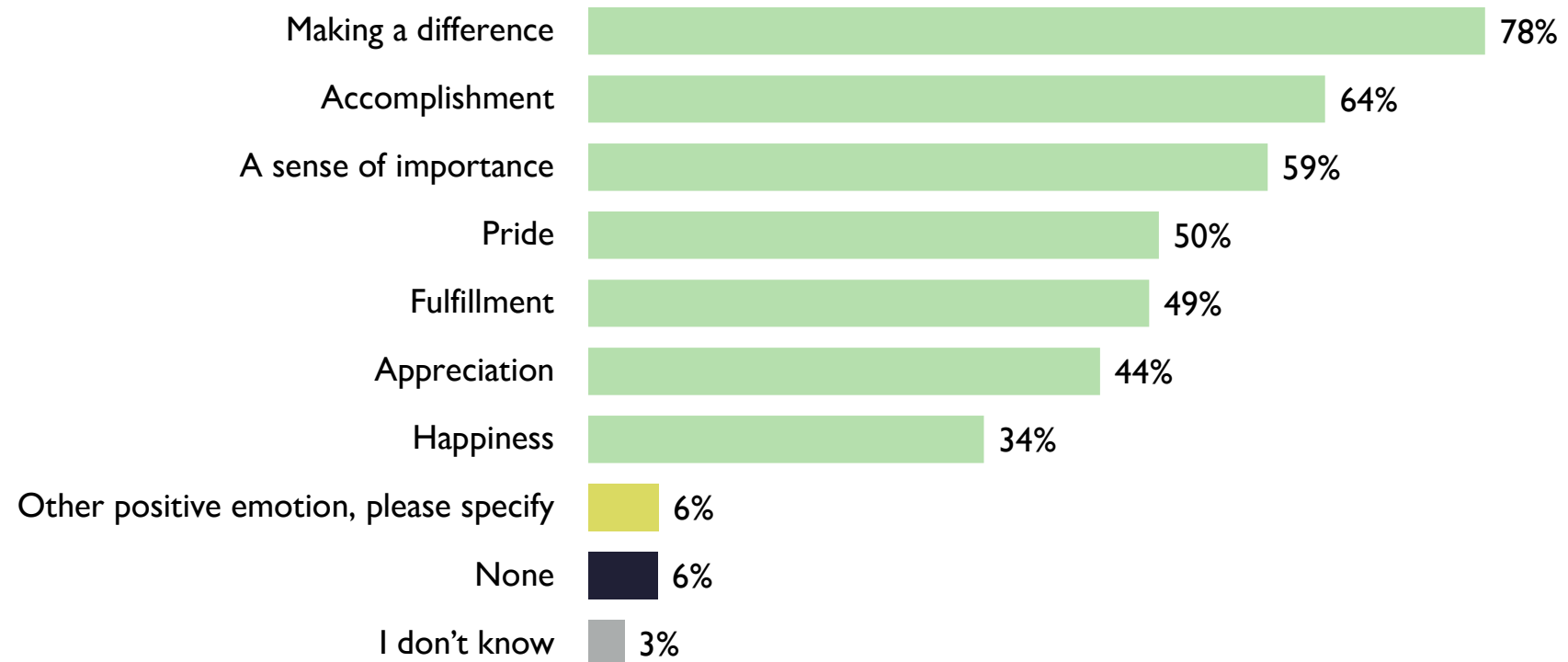
Key trends:

- Those who rarely, sometimes, or never work with fewer co-workers than they feel are necessary are more likely to see a future in healthcare (88%) compared to those who always or often face such shortages (72%).
- Those who perceive the healthcare system as being in crisis are less likely to envision a future in the field (78%) than those who do not share this view (89%).
- Those experiencing high and constant stress are less likely to see themselves continuing in healthcare (70%) compared to those with low to manageable stress (90%).
- The positions most likely to see a future working in healthcare are rehabilitation assistants (93%), continuing care assistants (91%), recreation therapists (89%), pharmacists (88%), dietary aides (88%), homecare workers (87%) and more.
- The positions most likely to recommend a job in healthcare to friends and family are homecare workers (77%), continuing care assistants (76%), dietary aides (76%), rehabilitation assistants (69%), recreation therapists (68%), social workers (67%) and more.
- The positions most likely to recommend their job to friends and family are homecare workers (75%), continuing care assistants (74%), recreation therapists (72%), occupational therapists (70%), speech language pathologists (68%), social workers (67%) and more.



Would you associate your work responsibilities with any of the following positive feelings? Please select all that apply.

The vast majority of healthcare professionals feel they are making a difference (78%), with many also experiencing a sense of accomplishment (64%) and importance (59%). About half report feeling pride (50%) or fulfillment (49%) in their work.



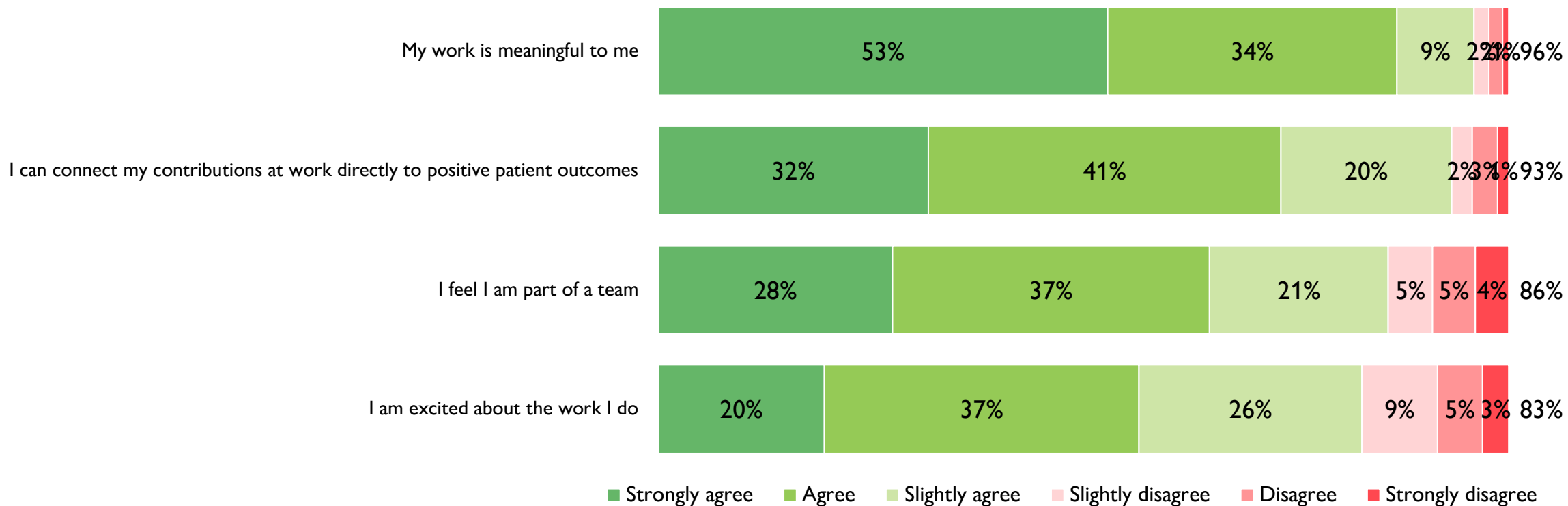
base n = 6416



To what extent do you agree or disagree with the following?

The vast majority of health professionals derive a strong sense of purpose and fulfilment from their roles (96%), feel their efforts directly result in positive patient outcomes (93%), feel they are part of a team (83%), and maintain enthusiasm for their work (83%).

% Slightly agree +

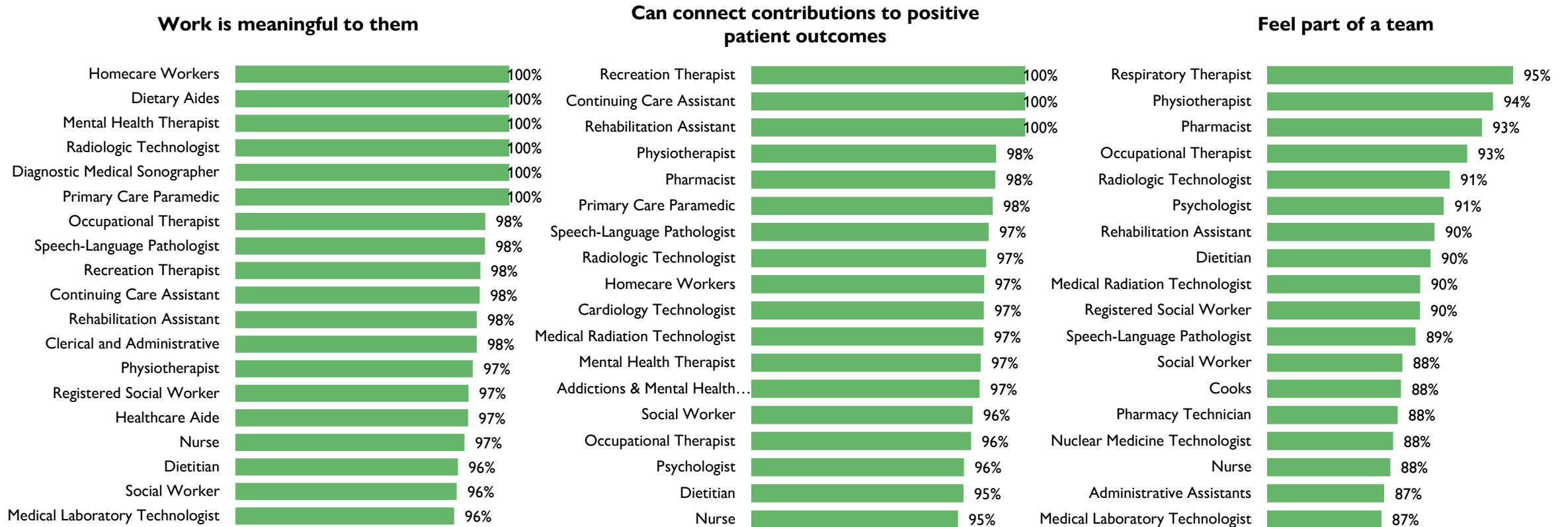


base n = 6416



To what extent do you agree or disagree that ...

Positions most likely to find their work meaningful, see a clear connection between their contributions and positive patient outcomes, and feel a strong sense of teamwork.

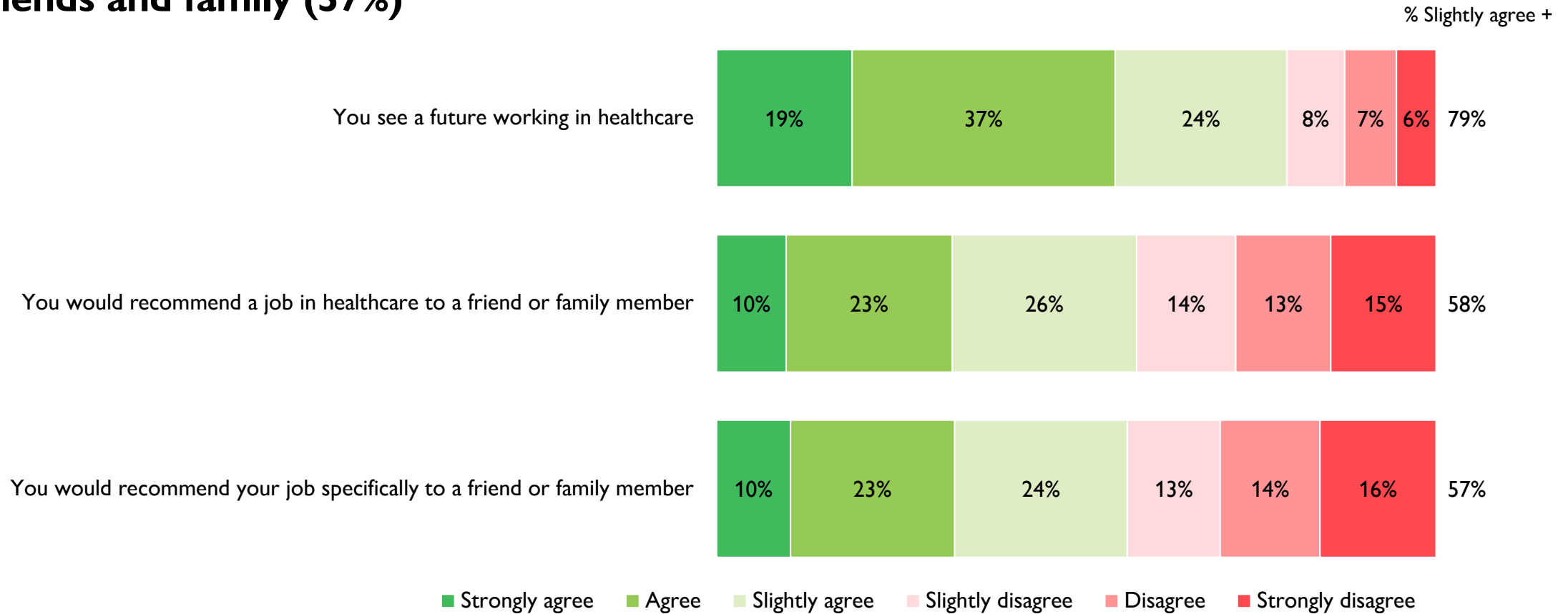


base n = 6416



To what extent do you agree or disagree that ...

Majority agree to some extent to seeing a future working in healthcare (79%), however, they are less likely to recommend a job in healthcare (58%) or their job specifically to friends and family (57%)



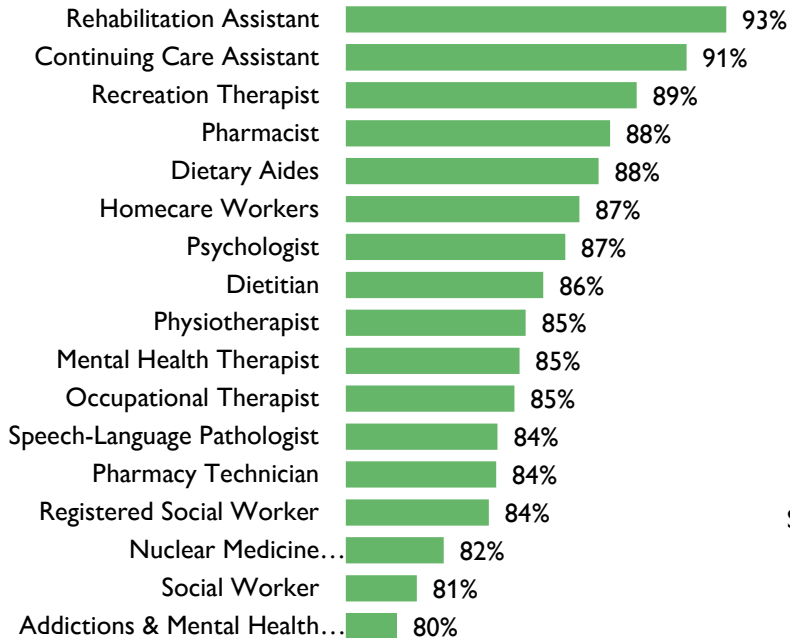
base n = 6416



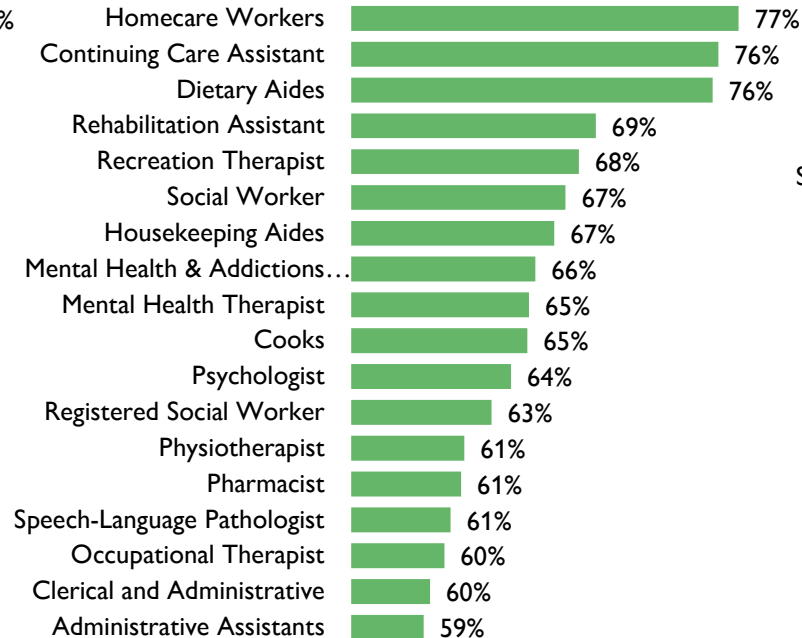
To what extent do you agree or disagree that ...

Jobs most likely to envision a future in healthcare, to recommend a career in healthcare to family or friends, and to endorse their own job to loved ones.

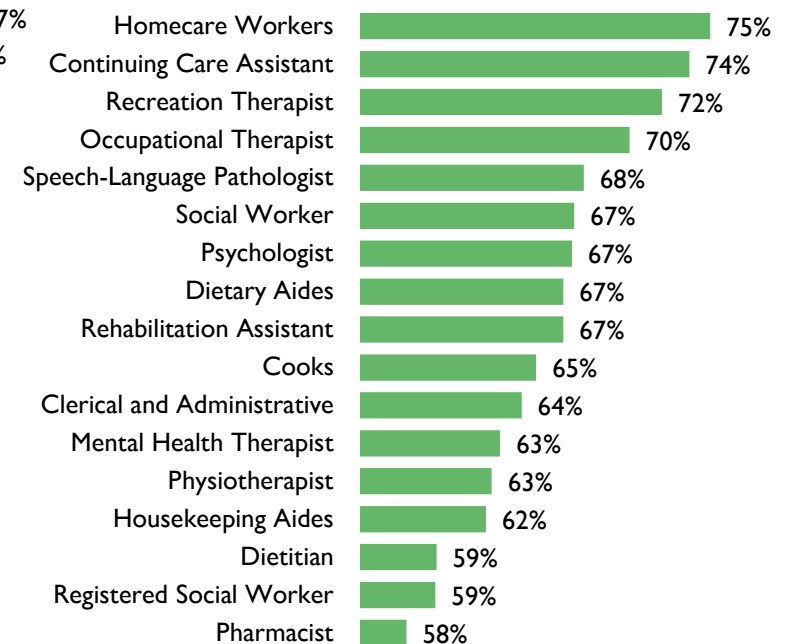
You see a future working in healthcare



Would recommend a job in healthcare to family or friends



Would recommend their job to family or friends

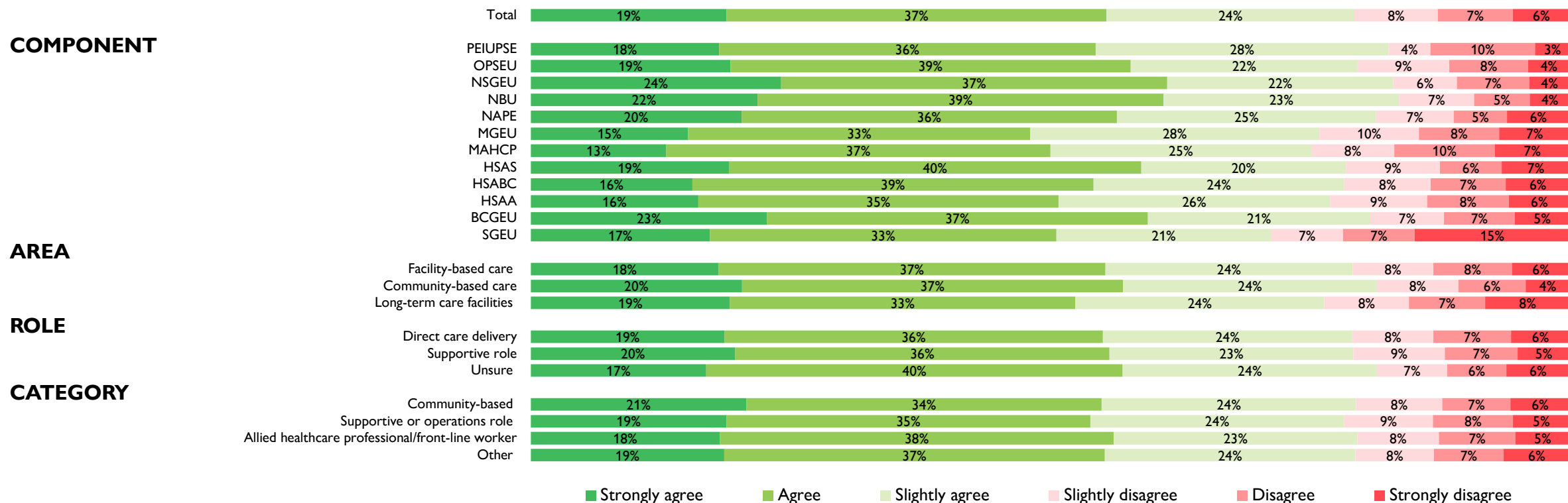


base n = 6416



To what extent do you agree or disagree that ... *You see a future working in healthcare*

Majority agree to some extent to seeing a future working in healthcare (79%)

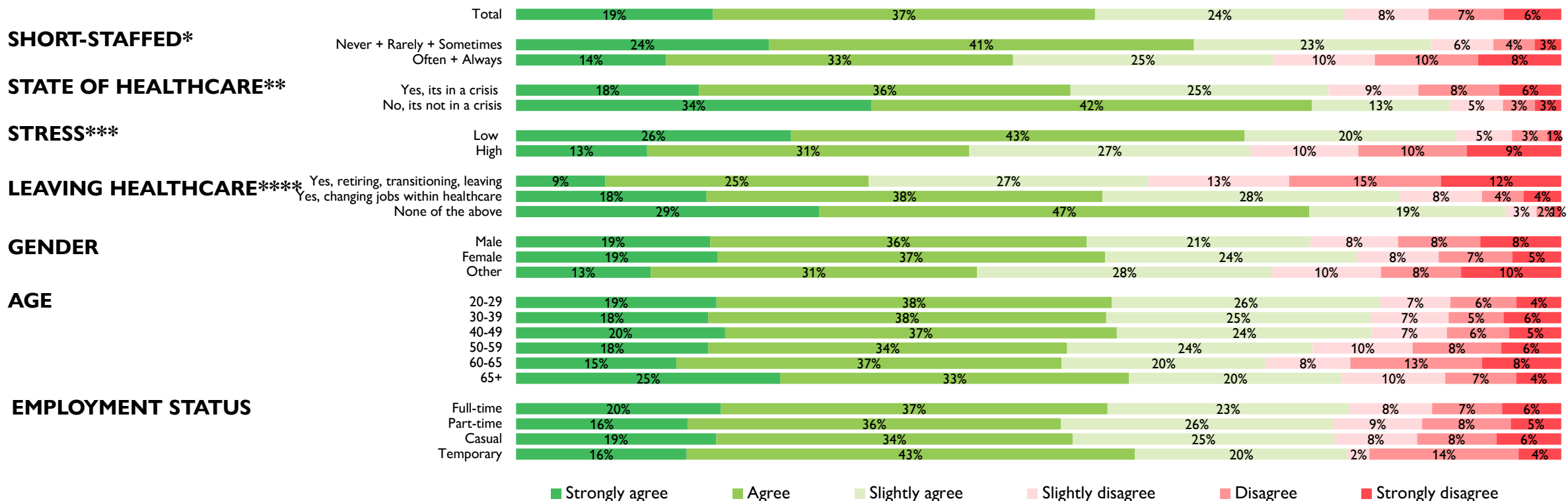


base n = 6416



To what extent do you agree or disagree that ... **You see a future working in healthcare**

Majority agree to some extent to seeing a future working in healthcare (79%)



Base n = 6416

*This demographic compares those who feel short-staffed never, rarely, or sometimes to those who feel it often or always.

** This demographic compares those who say they feel a low level of stress in their job to those who feel a high level of stress.

*** This demographic compares those who agree to seeing a future working in healthcare to those who disagree.

**** This demographic compares those who are considering retiring, transitioning from public to private healthcare and leaving entirely to those who are considering changing jobs within healthcare and finally those who are not considering leaving.

Part 2: Impact on healthcare services



Impact on healthcare services

Healthcare professionals recognize the critical role they play in healthcare delivery, with 93% believing their absence would negatively impact services and 93% agreeing there are insufficient personnel in their roles. Concerningly, 3 in 4 (75%) health professionals feel they lack the time and resources to perform their jobs as effectively as they would like.

When staffing levels are critically low, many see significant potential consequences: reduced quality of care (23%), increased patient wait times (20%), higher risk of errors (10%), and greater staff burnout (9%).

- Resident care workers (65%), recreational therapists (60%) and healthcare aides (58%) are the top three professions to anticipate reduced quality of patient care if their role was extremely short-staffed.
- Radiologic technologists (63%), diagnostic medical sonographers (55%), nuclear medicine technologists (52%), medical radiation technologists (46%) and paramedics (46%) are the roles most likely to anticipate increased patient wait times if their role was extremely short-staffed.
- Pharmacists (64%) and pharmacy technicians (53%) as well as medical laboratory technologists (28%) are the roles that most likely anticipate higher risk of medical errors if their role was extremely short-staffed. It is also most likely health professions operating in facility-based care (74%) and working as an allied professional (70%) that are most likely to anticipate higher risk of medical error.

Key trends:

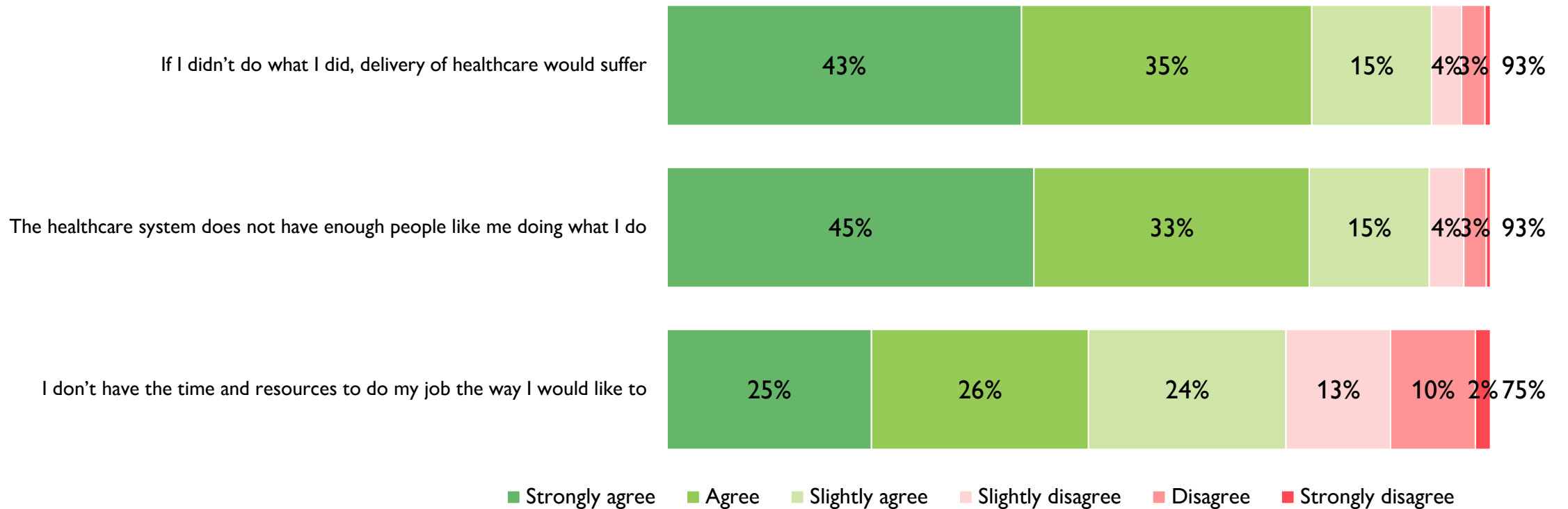
- Facility-based care providers (78%) and allied healthcare professionals/other direct/front-line healthcare professionals (82%) are more likely to agree than others that they don't have the time and resources to do their job the way they would like to. Similarly, those who say they are always or often short-staffed are much more likely to say they can't do their job the way they want to (86%) compared to those who never, rarely or sometimes do (62%).



To what extent do you agree or disagree with the following?

Majority of health professionals believe their absence would harm healthcare delivery (93%), the system lacks sufficient personnel in their roles (93%), and 3 in 4 (75%) feel they don't have the time and resources to do their job the way they would like to.

% Slightly agree +



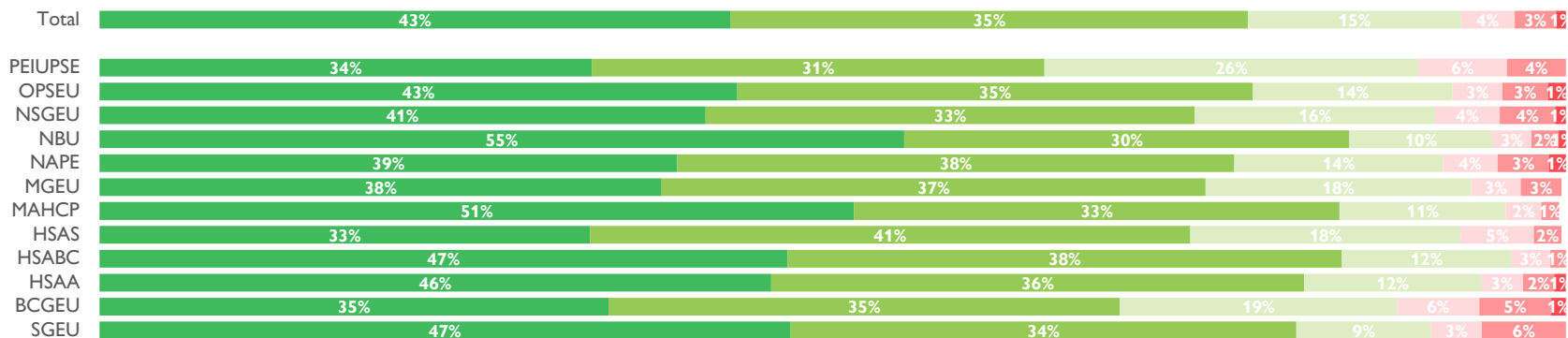
base n = 6416
Some labels <2% have been removed to improve chart legibility.



To what extent do you agree or disagree with the following?

If I didn't do what I did, delivery of healthcare would suffer

COMPONENT



AREA



ROLE



CATEGORY



■ Strongly agree
 ■ Agree
 ■ Slightly agree
 ■ Slightly disagree
 ■ Disagree
 ■ Strongly disagree

base n = 6416



To what extent do you agree or disagree with the following?

If I didn't do what I did, delivery of healthcare would suffer

SHORT-STAFFED

STATE OF HEALTHCARE

STRESS

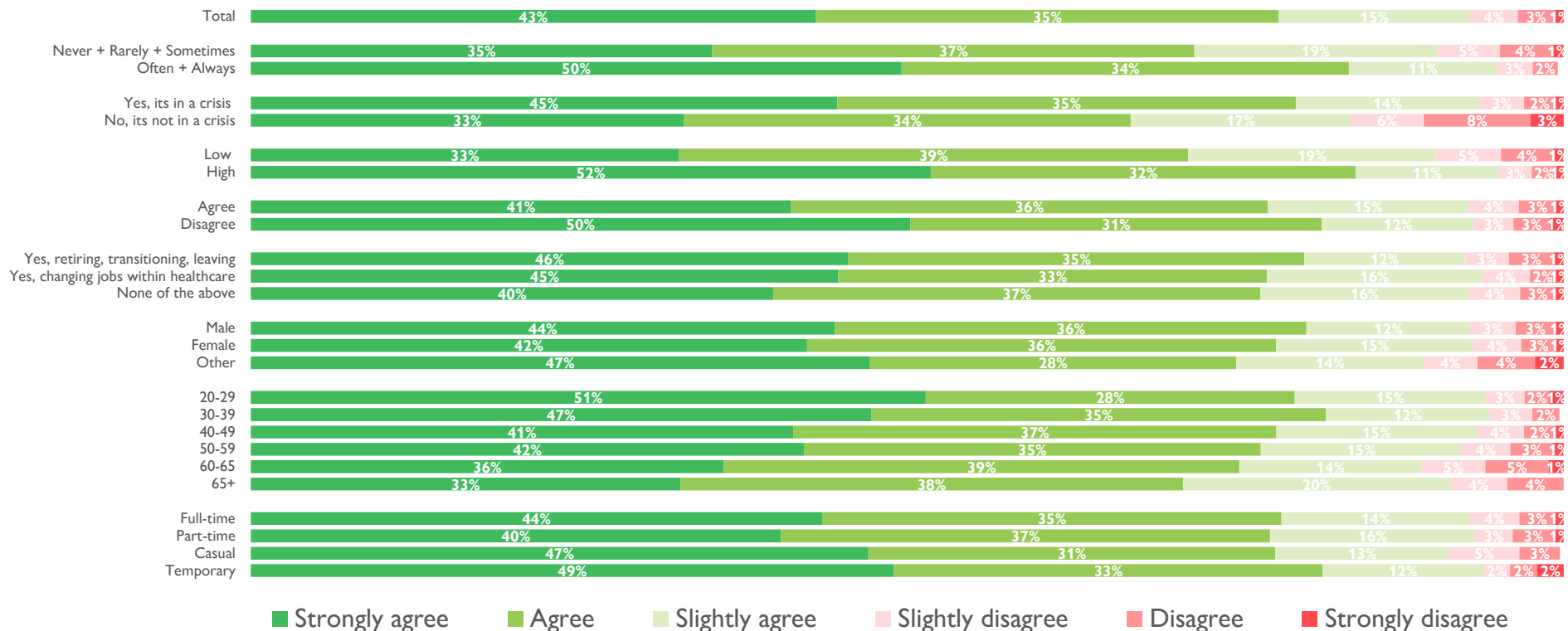
FUTURE IN HEALTHCARE

LEAVING HEALTHCARE

GENDER

AGE

EMPLOYMENT STATUS

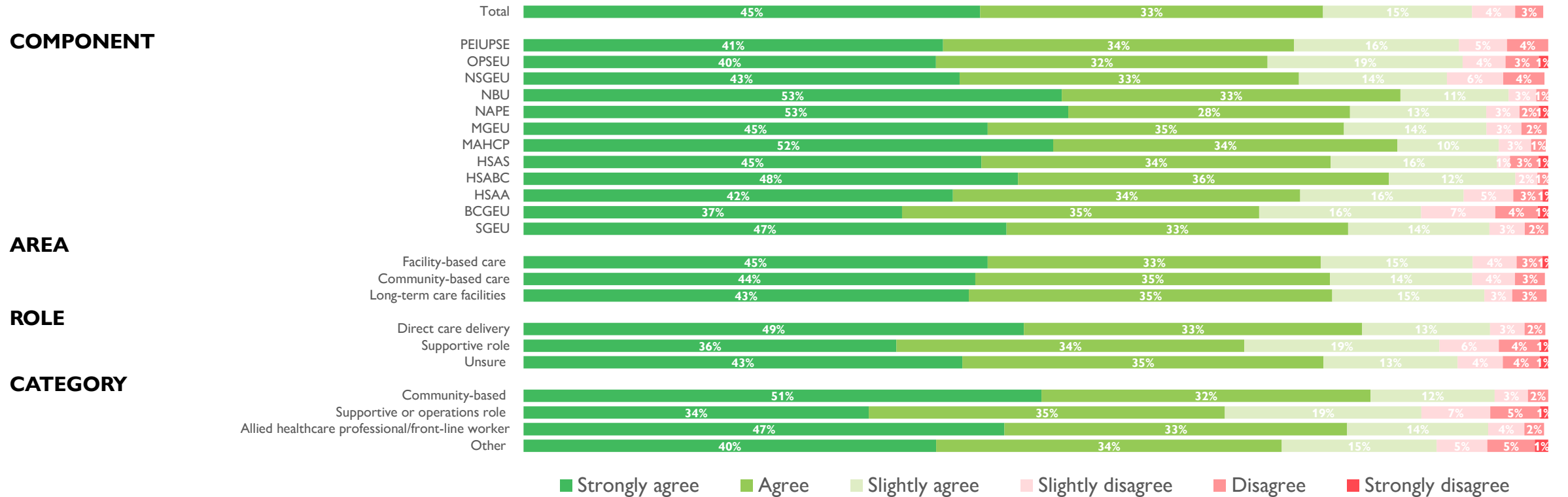


base n = 6416



To what extent do you agree or disagree with the following?

The healthcare system does not have enough people like me doing what I do



base n = 6416



To what extent do you agree or disagree with the following?

The healthcare system does not have enough people like me doing what I do

SHORT-STAFFED

STATE OF HEALTHCARE

STRESS

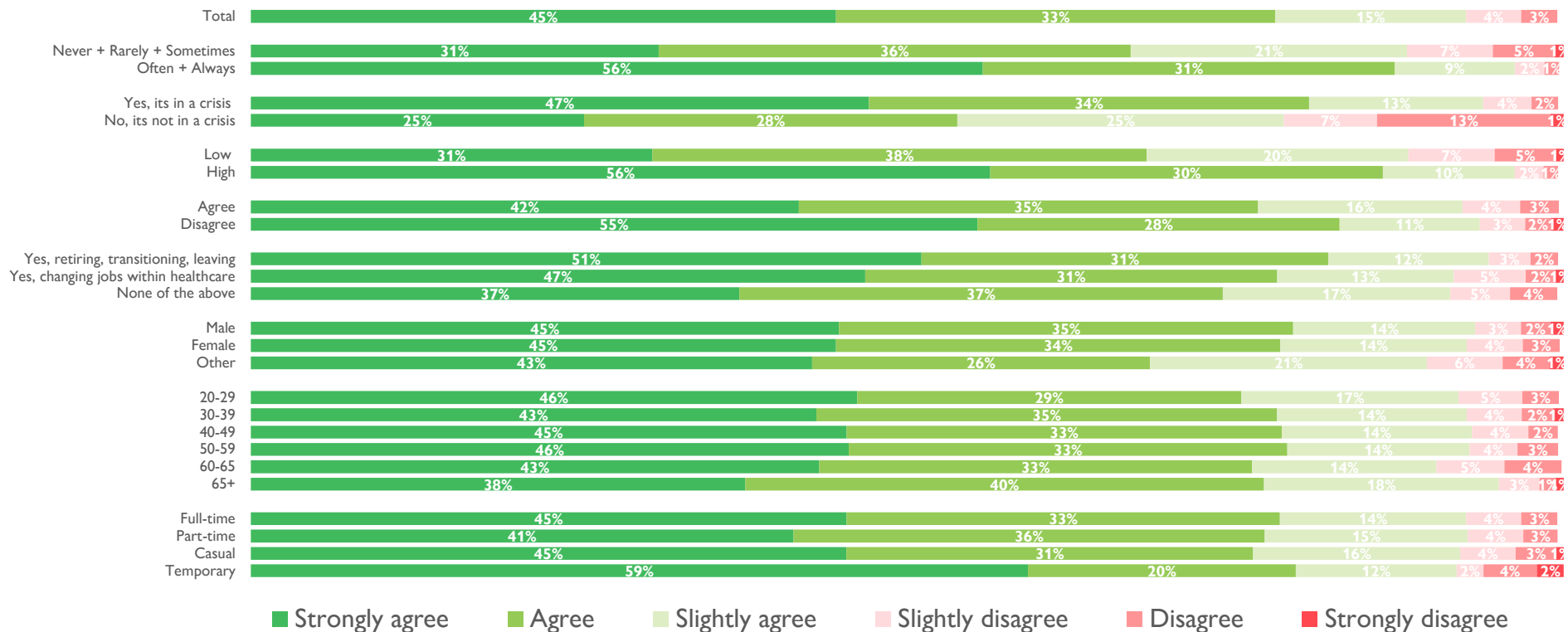
FUTURE IN HEALTHCARE

LEAVING HEALTHCARE

GENDER

AGE

EMPLOYMENT STATUS

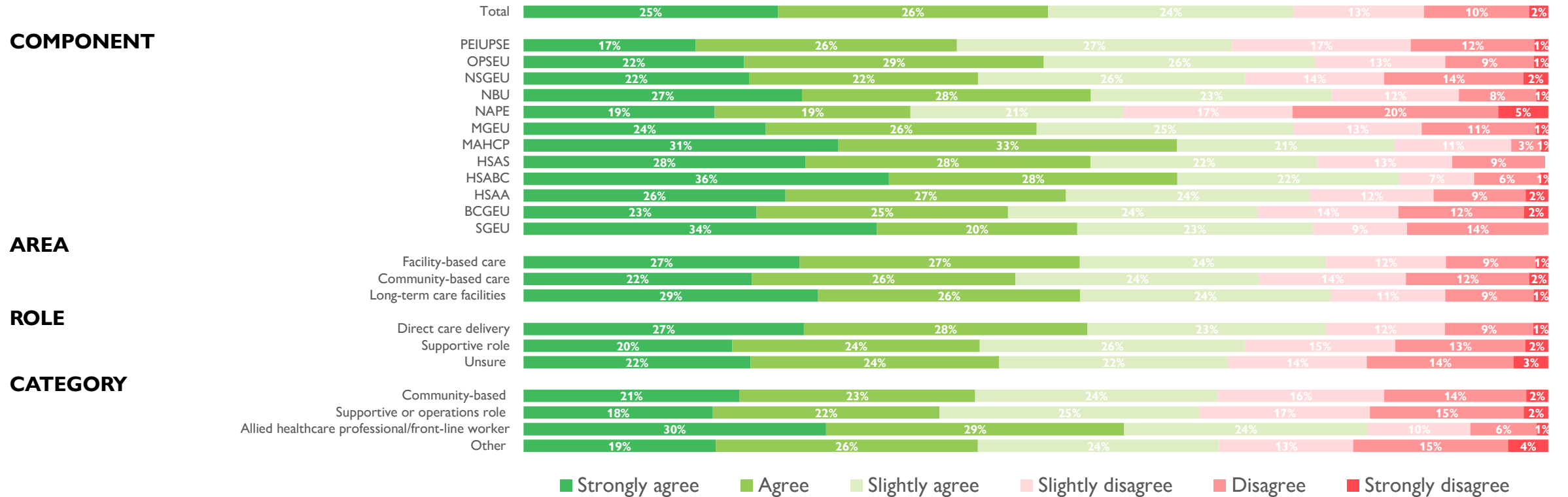


base n = 6416



To what extent do you agree or disagree with the following?

I don't have the time and resources to do my job the way I would like to



base n = 6416



To what extent do you agree or disagree with the following?

I don't have the time and resources to do my job the way I would like to

SHORT-STAFFED

STATE OF HEALTHCARE

STRESS

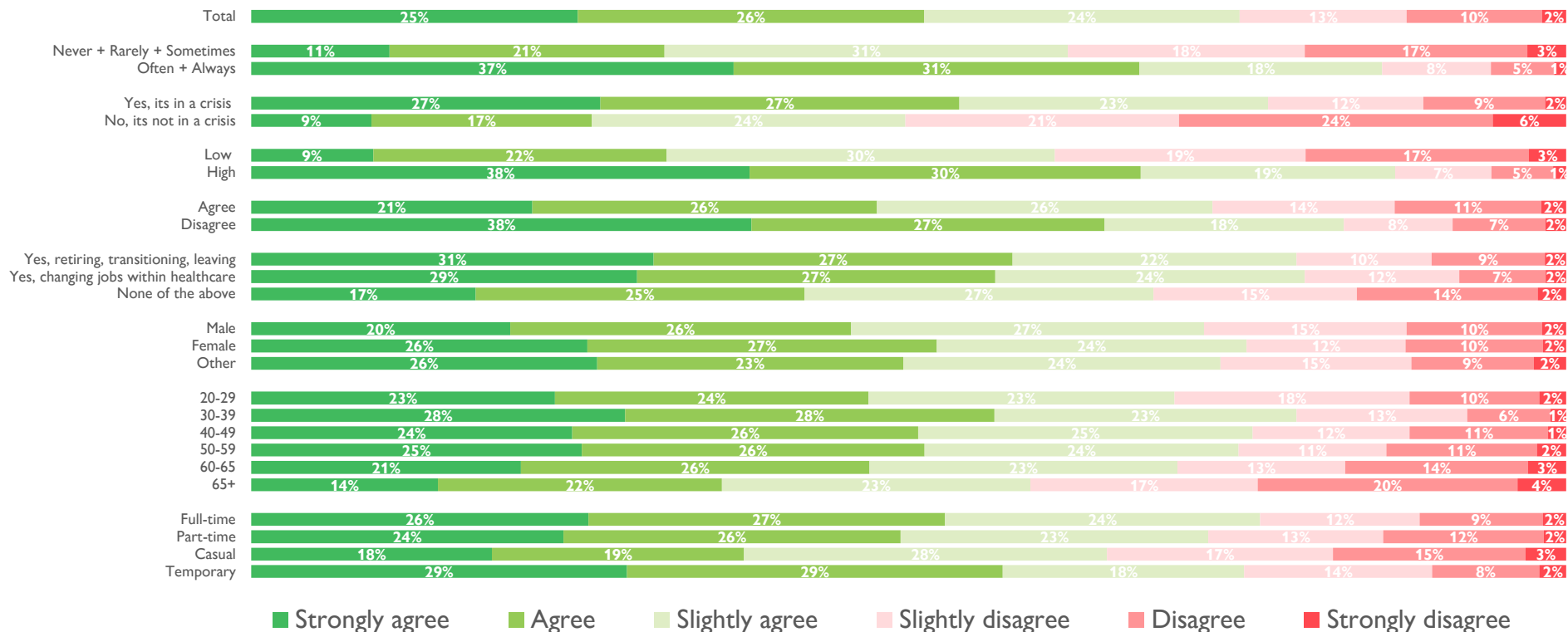
FUTURE IN HEALTHCARE

LEAVING HEALTHCARE

GENDER

AGE

EMPLOYMENT STATUS

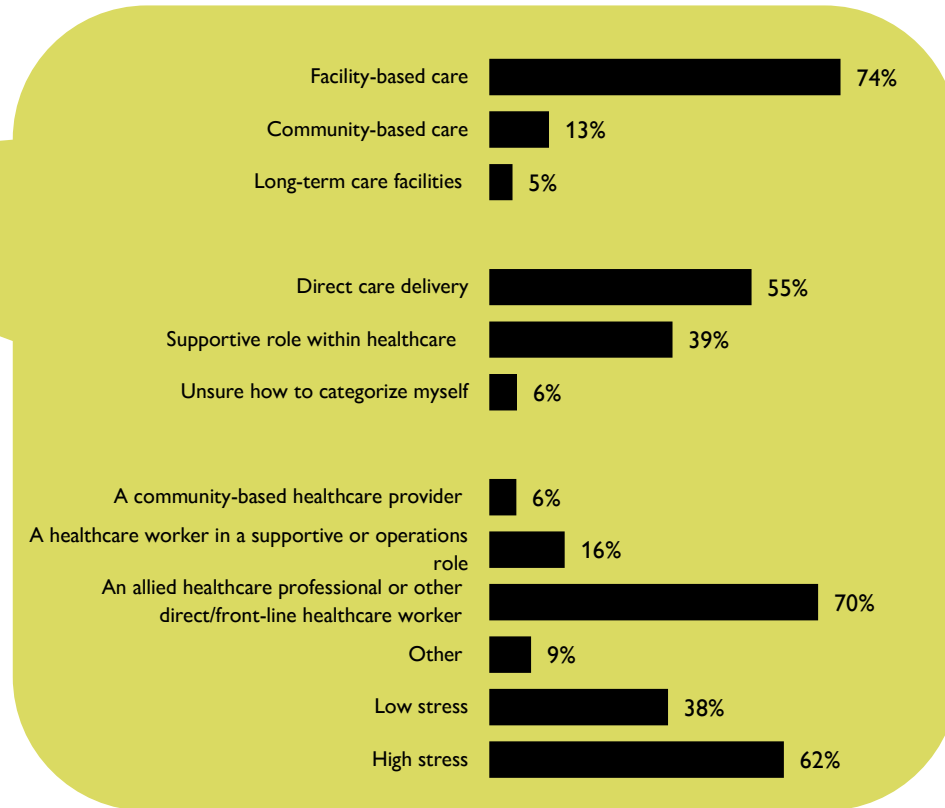
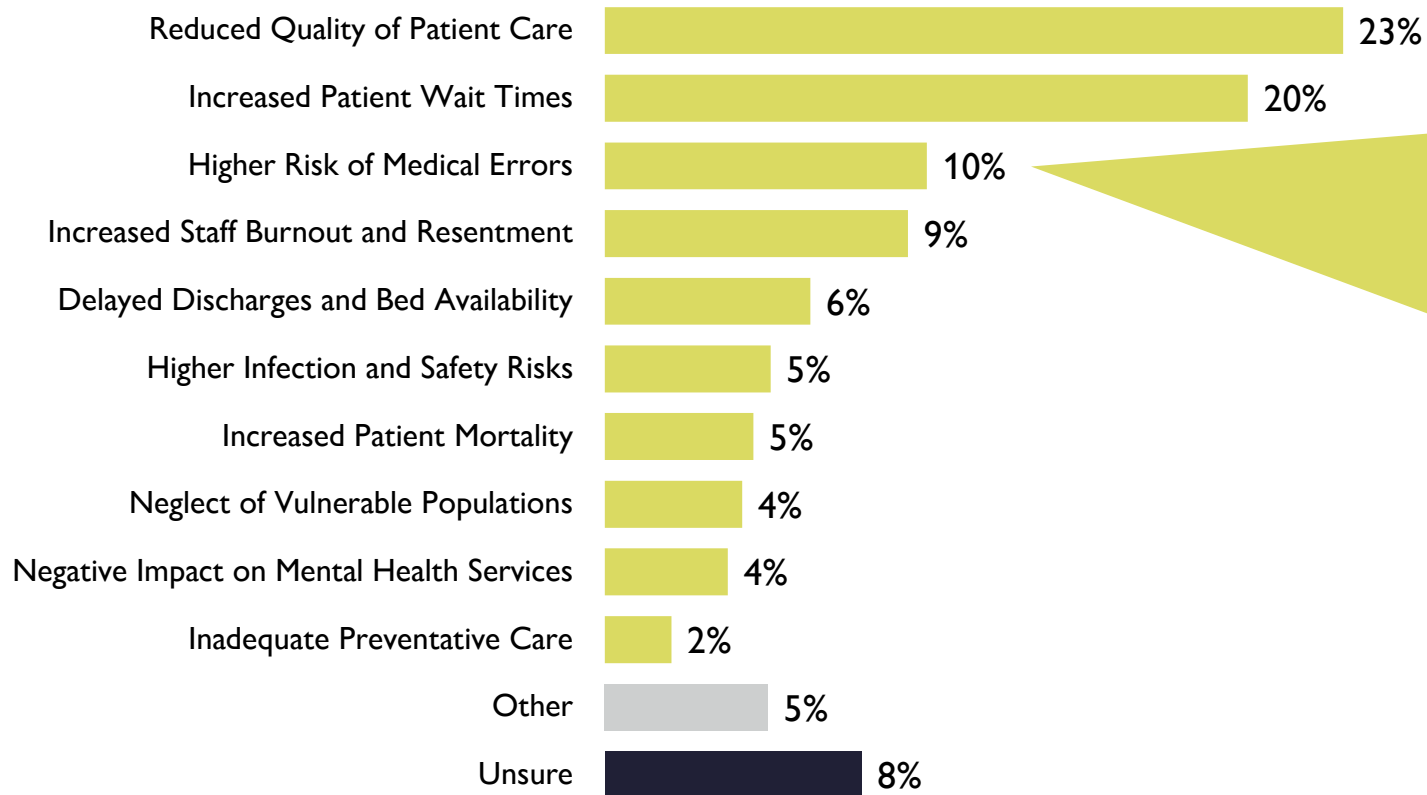


base n = 6416



In instances when your role is critically short-staffed, to an extreme level, what is the impact on patient care and the healthcare system? For instance, if you are a cleaner, it would be higher infection risk and all that would entail, and if you are a specialized healthcare worker, it would be specific to your specialty etc. Please tell us what you envision the impact would be. [CODED]

Reduced care quality (23%), increased wait times (20%), and higher risk of error (10%) and burnout (9%) are the most commonly perceived impacts of critical short-staffing.



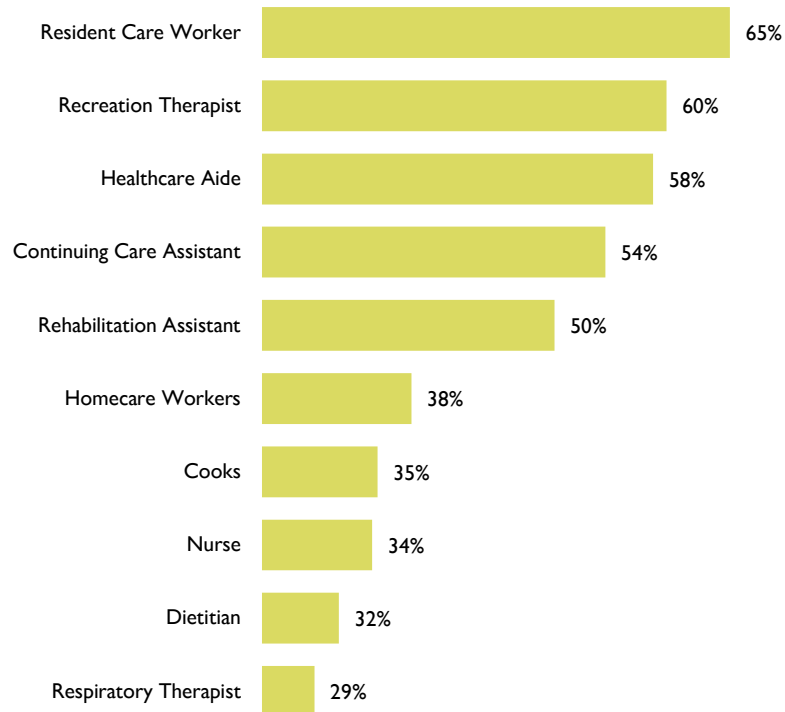
base n = 6416



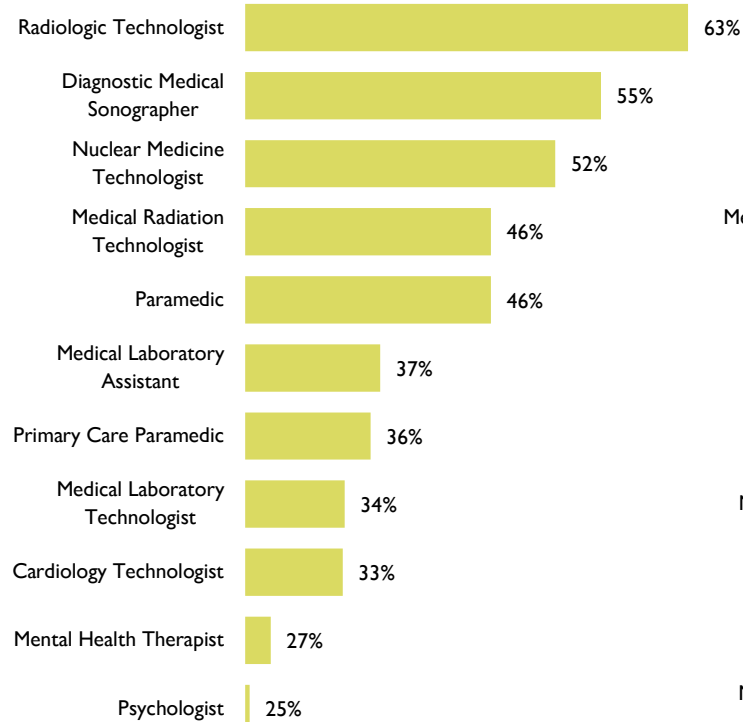
In instances when your role is critically short-staffed, to an extreme level, what is the impact on patient care and the healthcare system? For instance, if you are a cleaner, it would be higher infection risk and all that would entail, and if you are a specialized healthcare worker, it would be specific to your specialty etc. Please tell us what you envision the impact would be. [CODED]

Jobs most likely to envision the following impacts as a result of being critically short-staffed

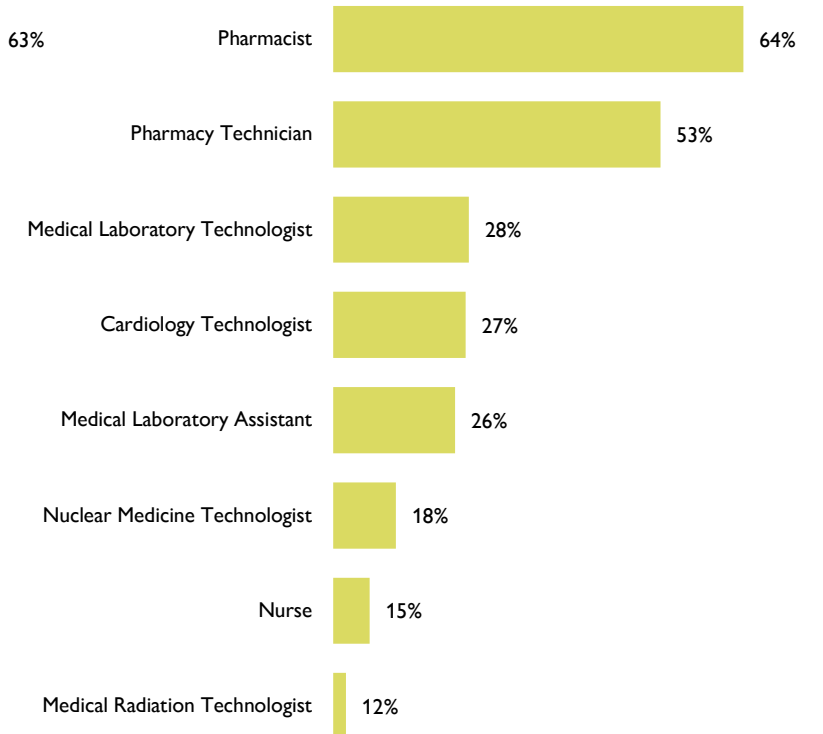
Reduced quality of patient care



Increased patient wait times



Higher risk of medical errors



base n = 6416

Threats to healthcare services

A healthcare workforce under threat

Nearly 40% of healthcare professionals are considering leaving public healthcare within the next three years. This includes 19% planning to retire, 8% considering a move to private healthcare, and 13% looking to leave the field entirely. Additionally, 20% are contemplating a job change within healthcare.

Those considering a transition from public healthcare cite improved compensation (78%), flexible working hours (72%), and dissatisfaction with the current state of the public system (65%) as key motivators.

Retention strategies like improved compensation (83%), increased staffing (72%), and better work-life balance (63%) directly address these concerns.

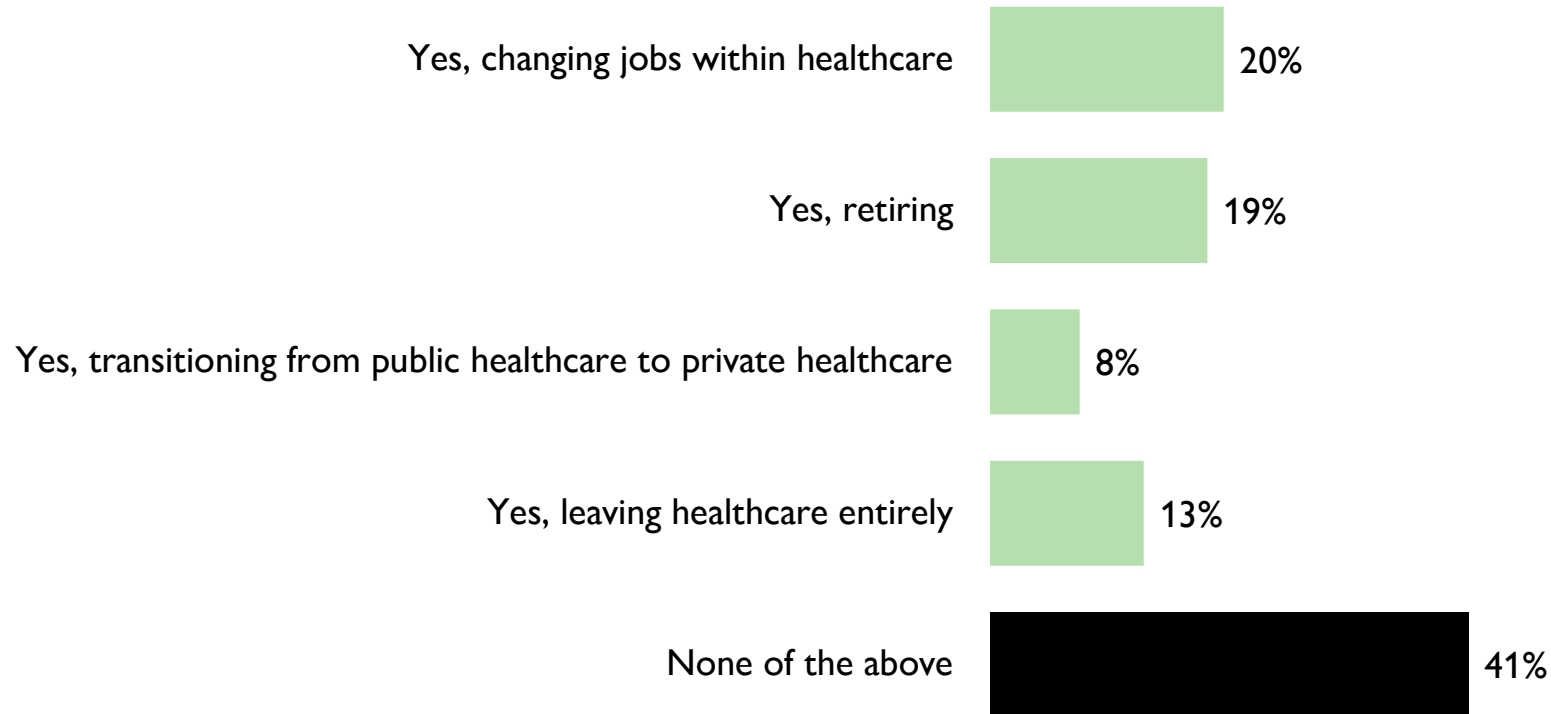
Nearly 4 in 10 (39%) health professionals have been approached by private staffing agencies to consider roles in private or for-profit healthcare, while 3 in 10 (29%) have been approached about opportunities in other countries or provinces. Private staffing agencies primarily reach out through direct methods (41%) or social media (38%). Psychologists (74%), occupational therapists (71%), speech-language pathologists (67%), physiotherapists (62%), nuclear medicine technologists (58%), mental health therapists (55%), diagnostic medical sonographers (55%) and pharmacists (49%) are the most targeted professions.

The most significant reasons healthcare professionals cite for declining careers in private healthcare are a belief in equal access to healthcare (61%), the risk of losing pensions or benefits (60%), and concerns about maintaining high standards of patient care (59%).



Within the next three years, are you considering changing jobs in healthcare, retiring, transitioning from public healthcare to private healthcare or considering leaving healthcare entirely?

Just under 40% are considering a departure from public health care in the next three years – this includes 19% considering retirement, 8% considering a transition to private healthcare, and 13% considering leaving health care entirely. 20% are considering changing their job within healthcare.



base n = 6416



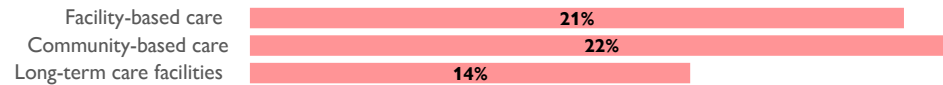
Within the next three years, are you considering changing jobs in healthcare, retiring, transitioning from public healthcare to private healthcare or considering leaving healthcare entirely?

Profile of those considering leaving healthcare

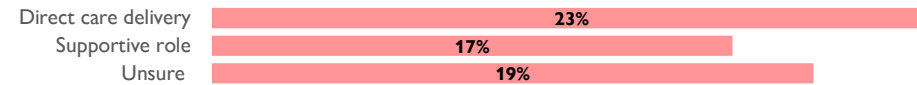
COMPONENT



AREA



ROLE



CATEGORY



base n [Those considering transitioning from public healthcare to private healthcare OR leaving healthcare entirely] = 1331



Within the next three years, are you considering changing jobs in healthcare, retiring, transitioning from public healthcare to private healthcare or considering leaving healthcare entirely?

Profile of those considering leaving healthcare

SHORT-STAFFED



STATE OF HEALTHCARE



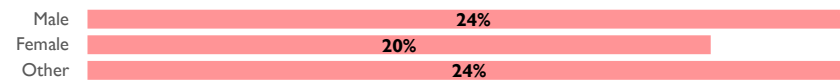
STRESS



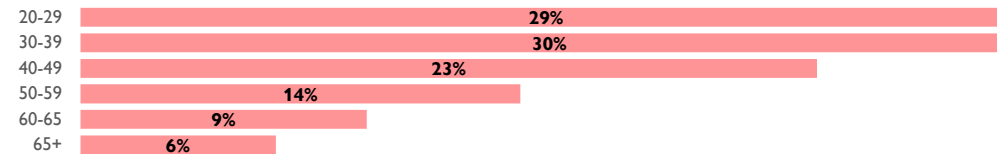
FUTURE IN HEALTHCARE



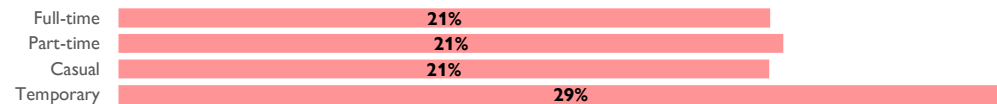
GENDER



AGE



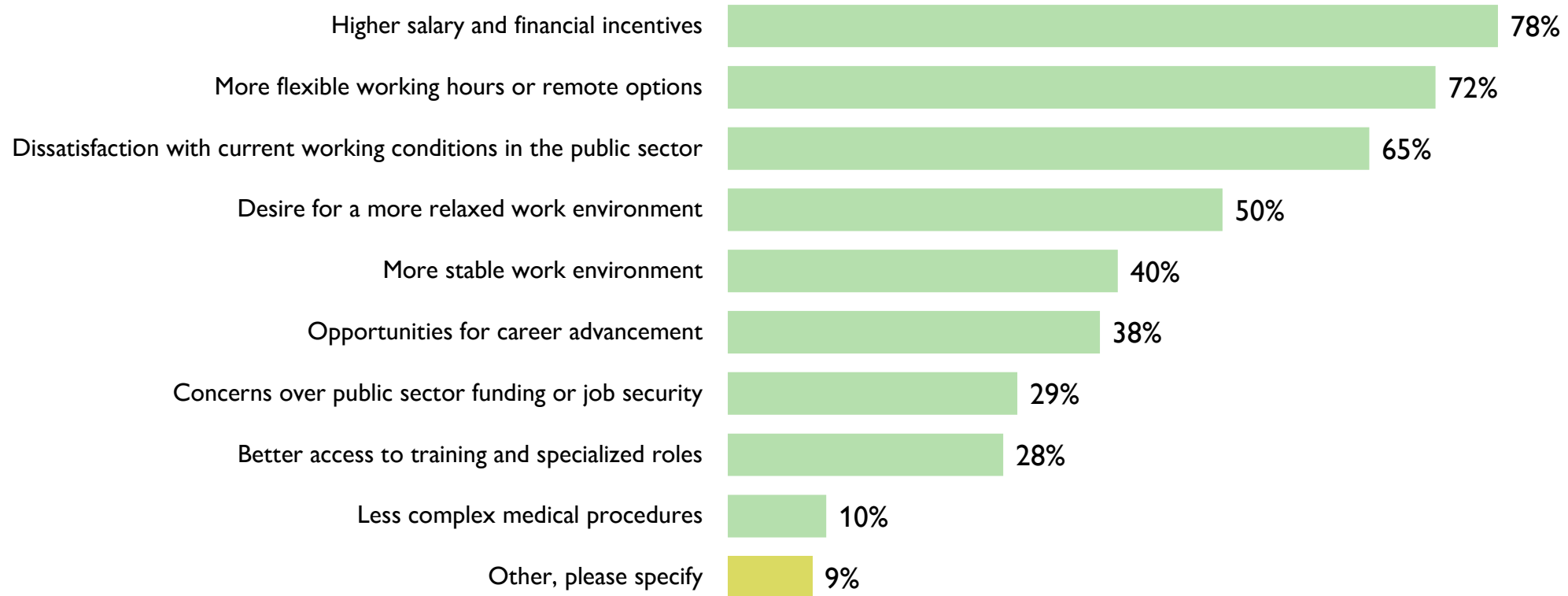
EMPLOYMENT STATUS



base n [Those considering transitioning from public healthcare to private healthcare OR leaving healthcare entirely] = 1331

 If you are considering transitioning from public healthcare to private healthcare, what are your primary reasons? Select all that apply

Those considering transitioning from the healthcare system are doing so for a higher salary (78%), more flexible working hours (72%), and because of a dissatisfaction with the current state of the healthcare system (65%).

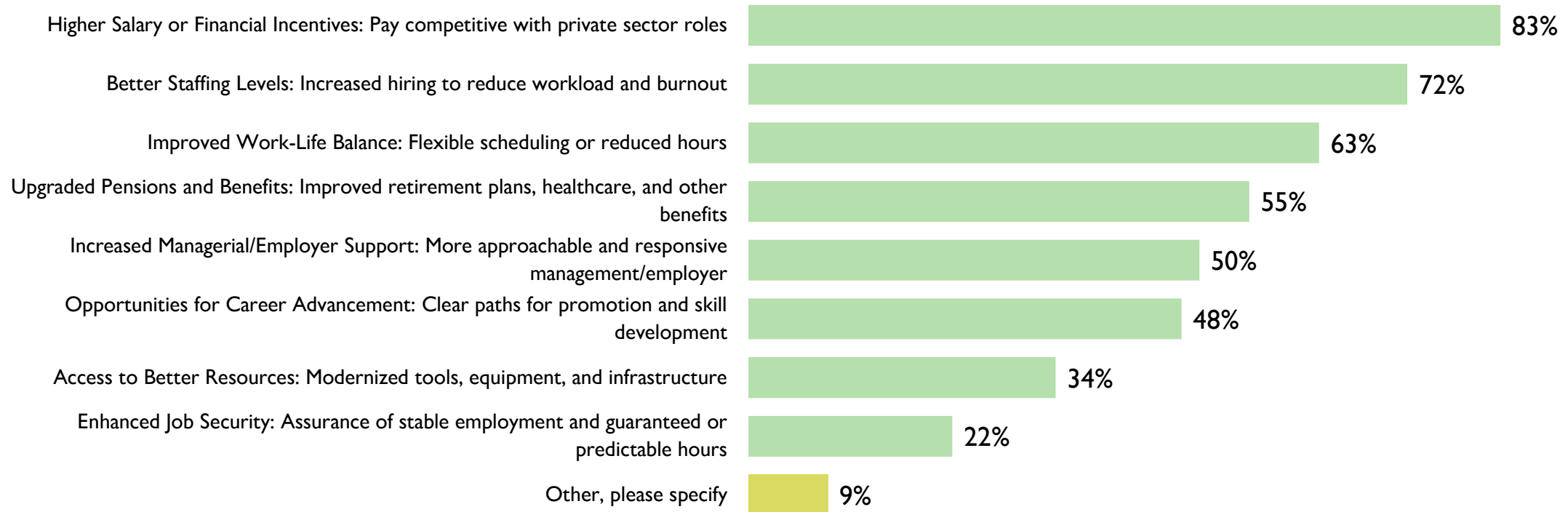


base n [Those considering transitioning from public healthcare to private healthcare] = 490



If you are considering leaving the public healthcare system, what changes in your working conditions would allow you to reconsider? Select all that apply

Salary increases (83%), improved staffing (72%), and work-life balance improvements (63%) are seen as having the highest impact on retention for public healthcare employees.

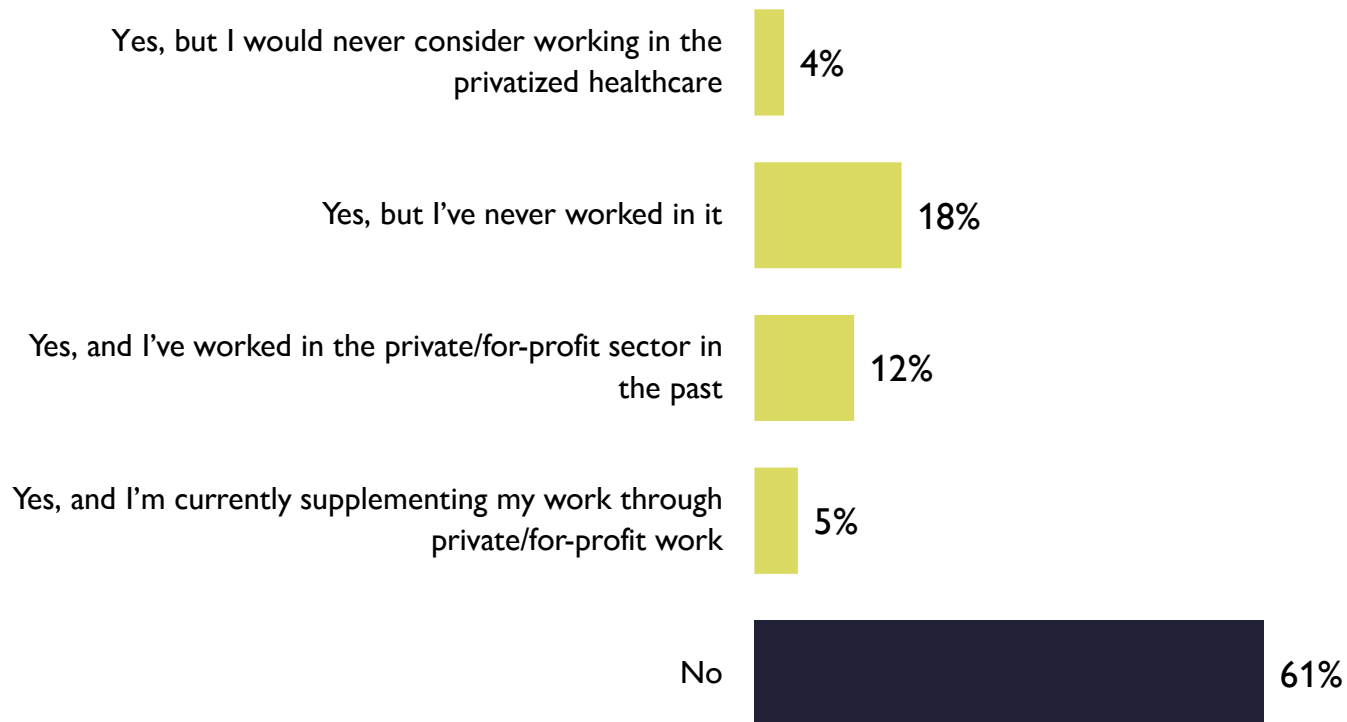


base n [Those considering transitioning from public healthcare to private healthcare OR leaving healthcare entirely] = 1331

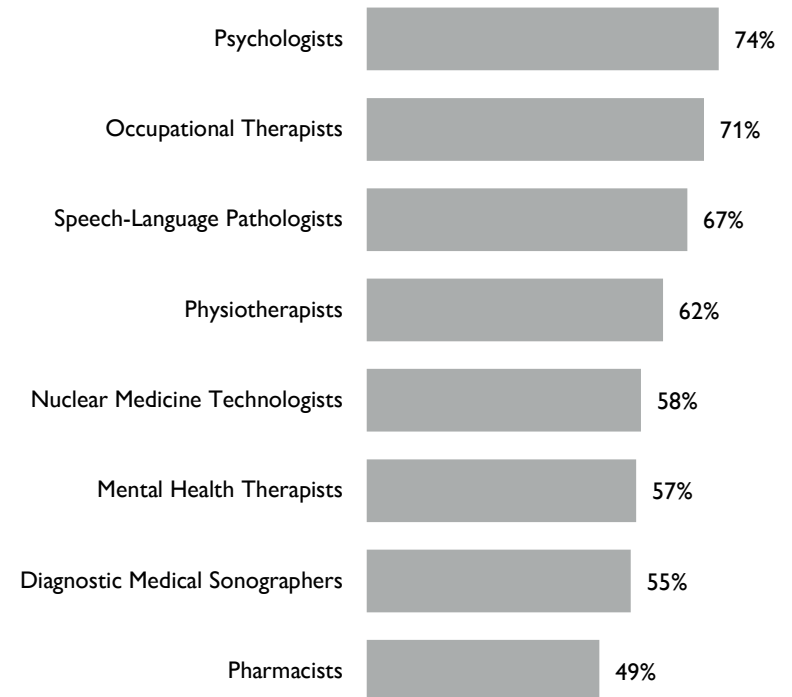


Have you ever been targeted by a private staffing agency for work in private or for-profit healthcare?

39% of health professionals have been approached by a private staffing agency for work in private or for-profit healthcare



Professions most targeted include...

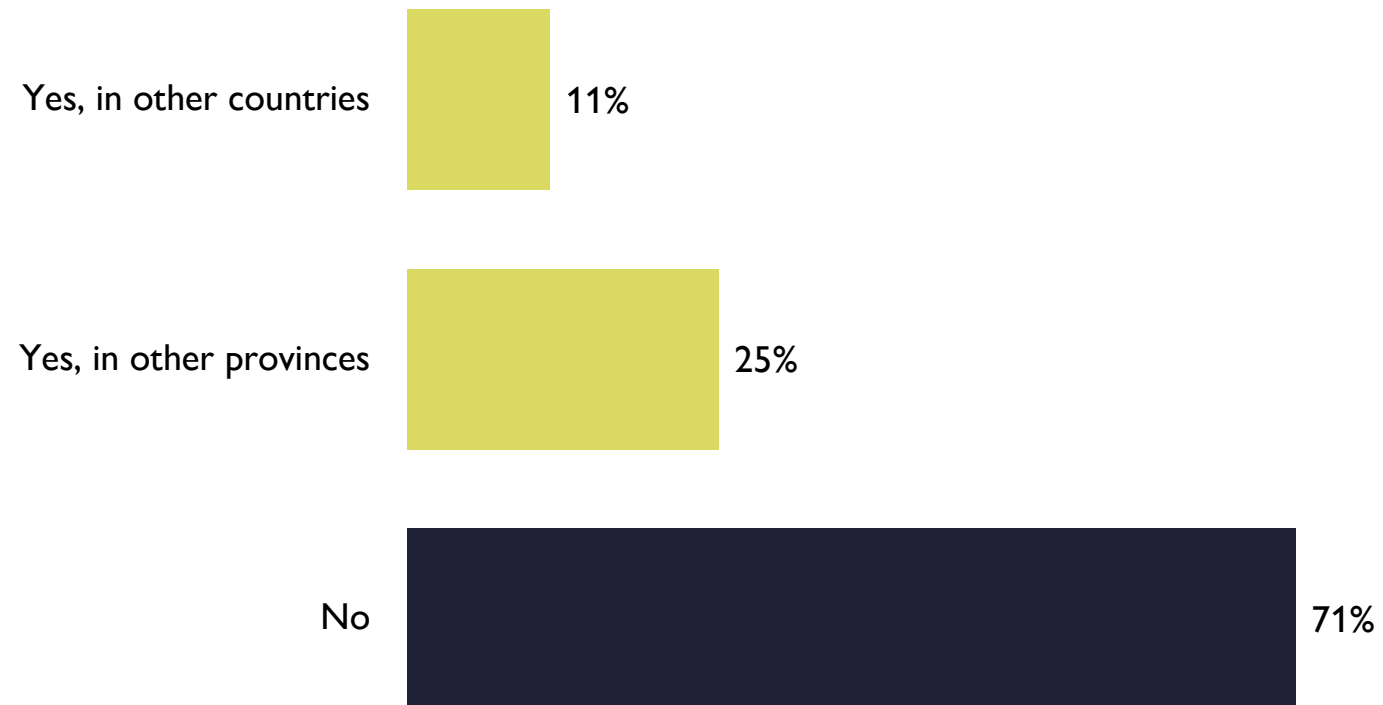


base n [If a community-based healthcare provider, a healthcare worker in a supportive or operations role, OR an allied healthcare professional or other direct/front-line healthcare worker] = 5728



And have you ever been approached to work in other provinces or countries? Please select all that apply

3 in 10 (29%) healthcare professionals have been approached to work in other countries or provinces

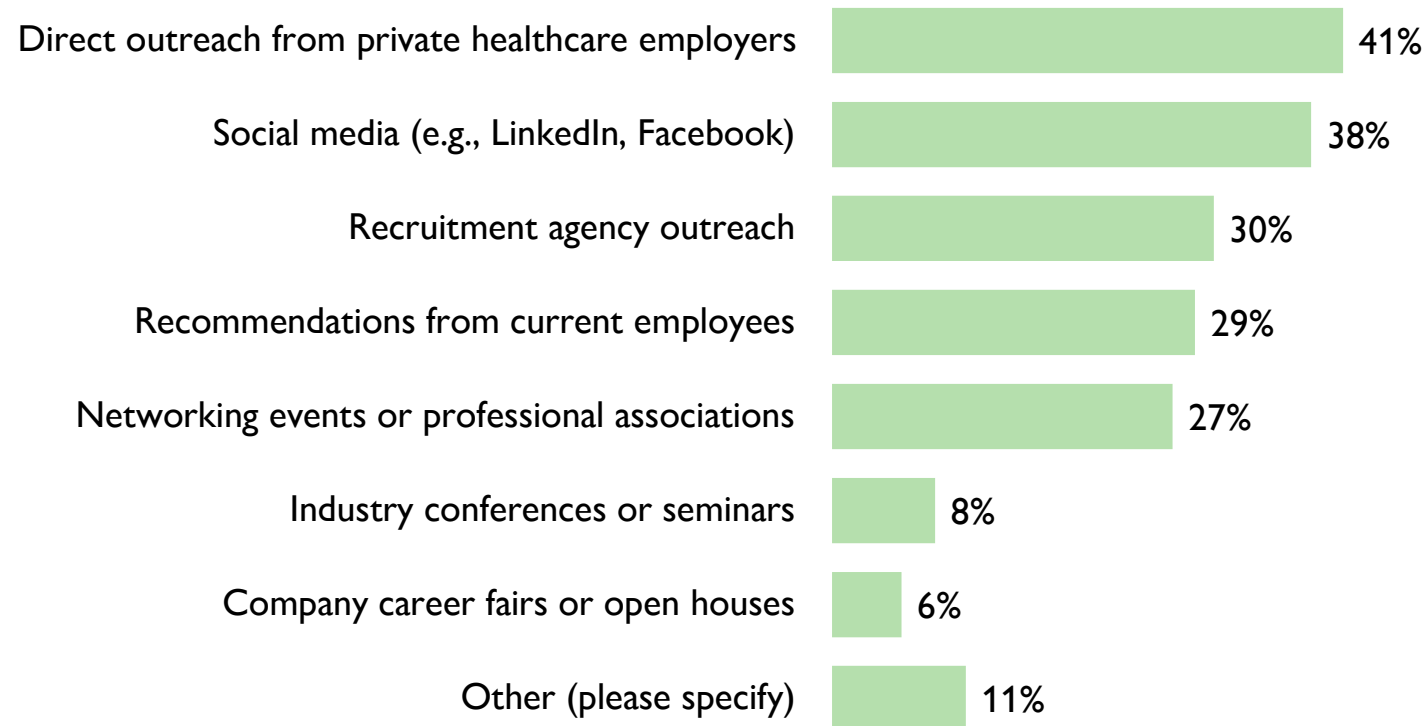


base n [If a community-based healthcare provider, a healthcare worker in a supportive or operations role, OR an allied healthcare professional or other direct/front-line healthcare worker] = 5728



How are you being recruited to the private healthcare sector? Please select all that apply

Those targeted by a private staffing agencies are most commonly being reached via direct outreach (41%) or on social media (38%).



base n [Those targeted by a private staffing agency for work in private or for-profit healthcare] = 2005



What are the reasons you have chosen not to work in private healthcare? Select all that apply

Most commonly, a belief in equal access to healthcare (61%), the risk of losing one's pension/benefits (60%) and concerns over the standards of patient care (59%) are the most important reasons for choosing not to pursue a career in private healthcare.

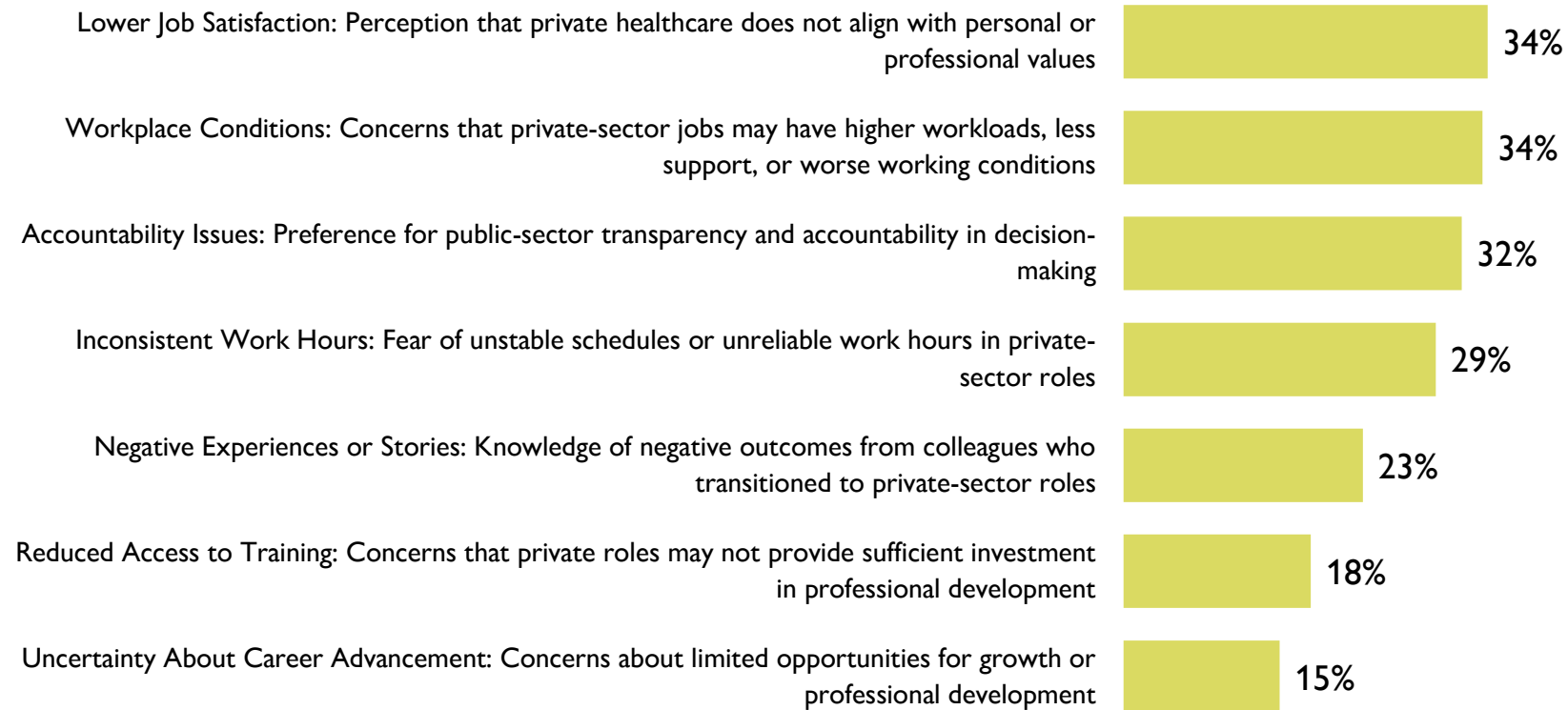


base [If targeted by a private staffing agency for work in private or for-profit healthcare AND would never consider working in the privatized healthcare] n = 204



What are the reasons you have chosen not to work in private healthcare? Select all that apply. [CONTINUED]

Most commonly, a belief in equal access to healthcare (61%), the risk of losing one's pension/benefits (60%) and concerns over the standards of patient care (59%) are the most important reasons for choosing not to pursue a career in private healthcare.



base [If targeted by a private staffing agency for work in private or for-profit healthcare AND would never consider working in the privatized healthcare] n = 204

Part 3: First-hand accounts from healthcare professionals



First-hand accounts from healthcare professionals

Healthcare professionals are facing major challenges - mainly inadequate staffing (66%), heavy workloads and burnout (61%), and low wages (59%). These three issues will be explored in further detail over the next few sections.

The vast majority (89%) believe their province's healthcare system is in crisis.

Along with staffing shortages, they point to rising patient needs (60%) and chronic underfunding (52%) as additional key issues.

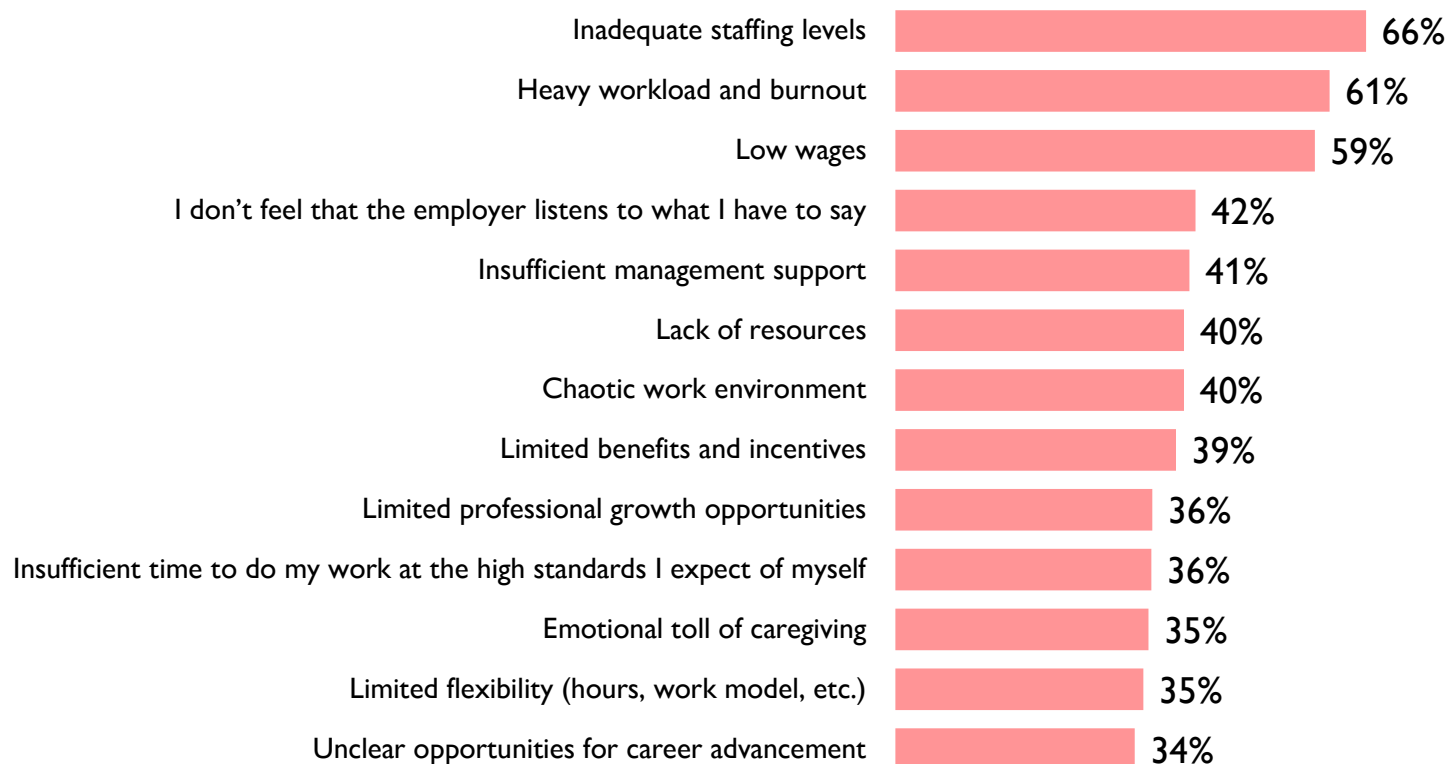
Key trends:

- Inadequate staffing is a significant issue in New Brunswick (80%) and Saskatchewan (73%), but less so in Newfoundland and Labrador (55%), Nova Scotia (59%), and British Columbia (62%). Staffing shortages are more pronounced in facility-based care settings like hospitals and medical centers (71%) and among allied healthcare professionals (72%). Radiologic technologists, paramedics, and medical laboratory or radiation technologists are most likely to say they are experiencing inadequate staffing levels.
- Heavy workload and burnout are more prevalent in New Brunswick (69%) and least prevalent in Nova Scotia (56%) and Newfoundland and Labrador (45%). These issues are more common in facility-based care settings like hospitals and medical centers (66%) and among allied healthcare professionals or front-line workers. Younger workers report experiencing heavy workloads and burnout more than other workers. Resident care workers, primary care paramedics, radiologic technologist and paramedics are more likely to say they experience heavy workload and burnout.
- Inadequate wages are a significant concern in Atlantic Canada, particularly in PEI (74%), Newfoundland and Labrador (65%), Nova Scotia (63%), and Manitoba (62%). This issue is especially pronounced for those in long-term care facilities and supportive roles within healthcare, including supportive or operations roles (70%). Healthcare aides, medical laboratory assistants, administrative assistants, housekeeping aides, and cooks most likely to say they experience inadequate wages.
- PEI (97%), Nova Scotia (92%) and New Brunswick (92%) are more likely to say their province is currently in a state of crisis. British Columbia is the least likely to say they are in a crisis (87%).
- Direct care providers and allied/front-line health professionals (91%) are more likely to say healthcare in their province is in crisis.



Which of the following are you facing in your job? Please select all that apply.

The top issues healthcare professionals are experiencing are inadequate staffing levels (66%), heavy workload and burnout (61%) and low wages (59%).

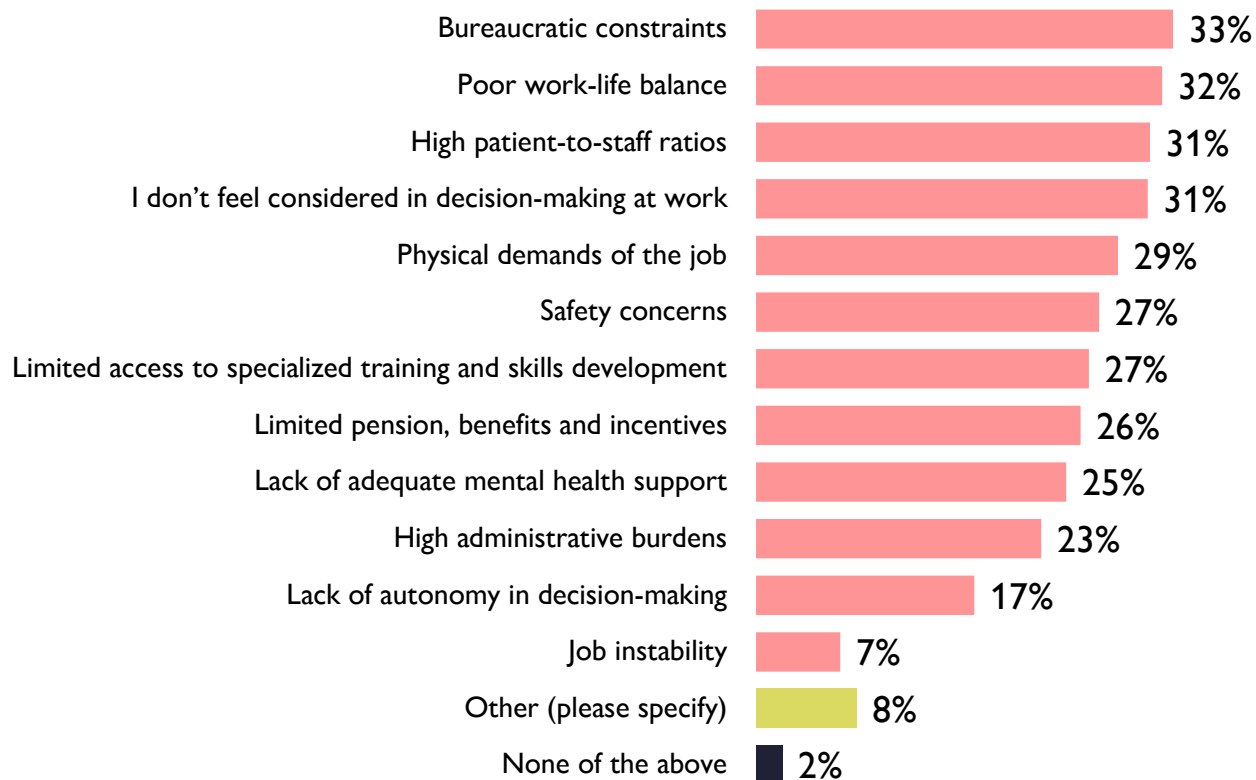


base n = 6416



Which of the following are you facing in your job? Please select all that apply.

The top issues healthcare professionals are experiencing are inadequate staffing levels (66%), heavy workload and burnout (61%) and low wages (59%).



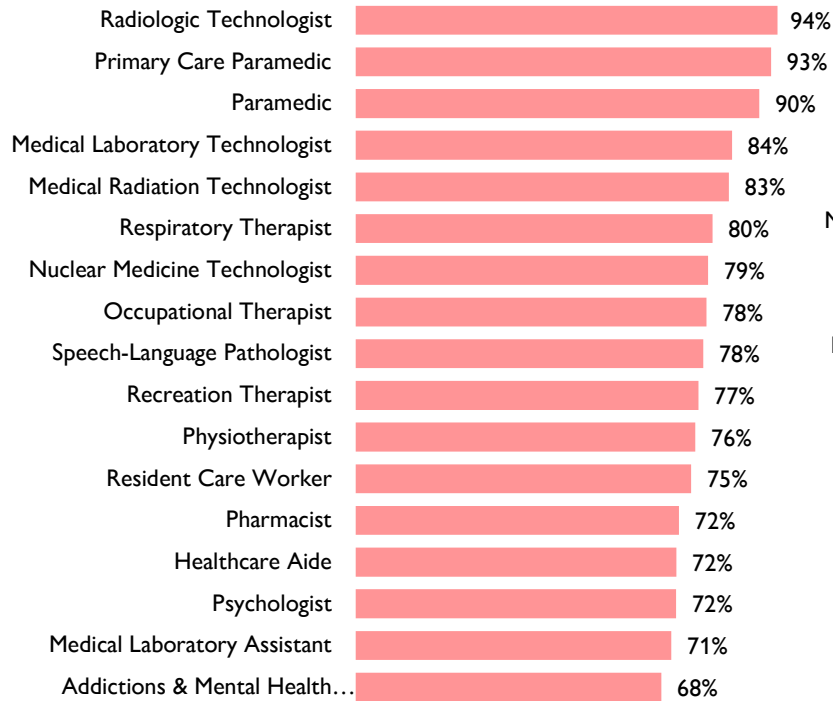
base n = 6416



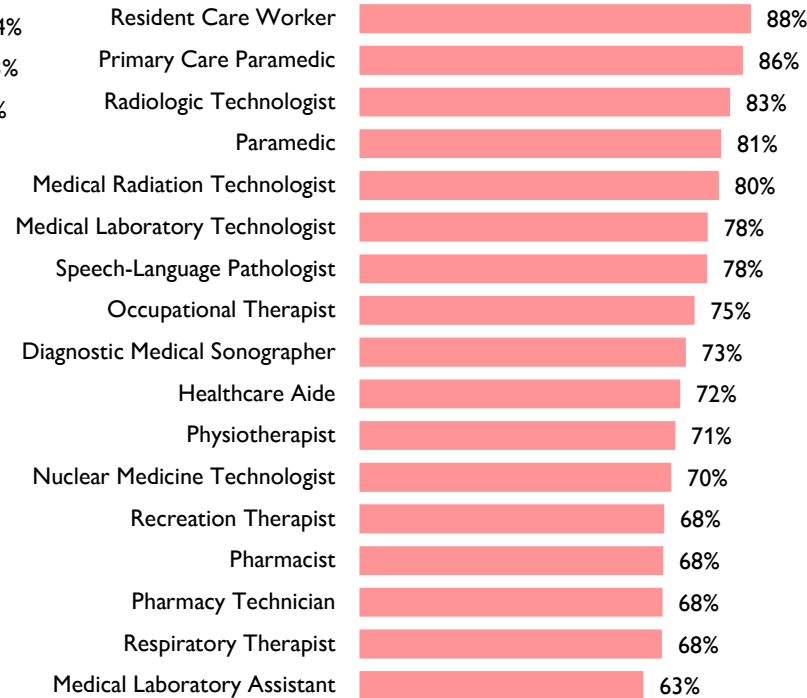
Which of the following are you facing in your job? Please select all that apply.

Jobs most likely to state they are facing inadequate staffing levels, heavy workload and burnout and inadequate wages.

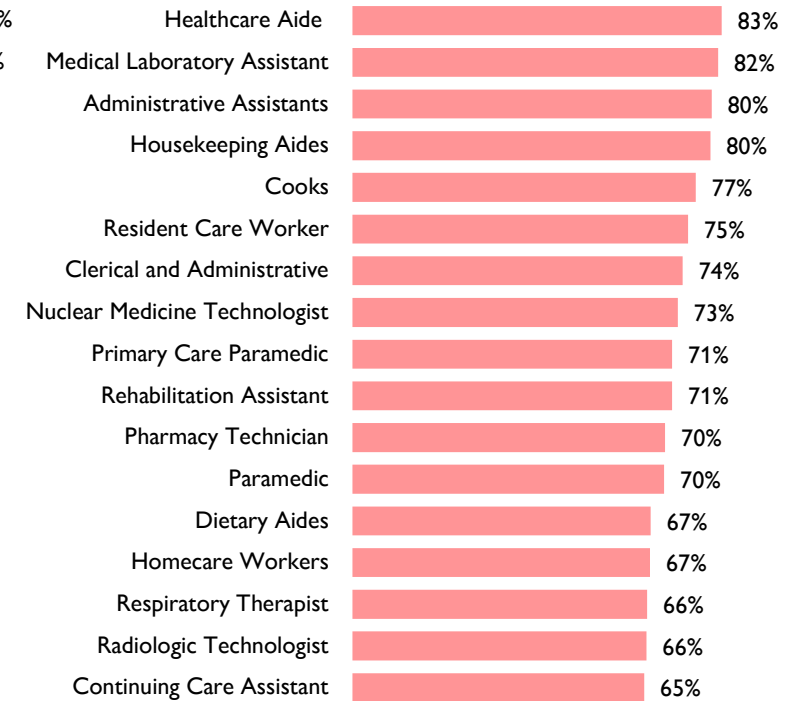
Inadequate staffing levels



Heavy workload and burnout



Inadequate wages



base n = 6416



Which of the following are you facing in your job? Please select all that apply.

Demographics - Inadequate staffing levels

Province	Selected
BC	62%
Alberta	67%
Saskatchewan	73%
Manitoba	68%
Ontario	65%
PEI	62%
Nova Scotia	59%
New Brunswick	80%
NL	55%

Area of healthcare	Selected
Facility-based care – hospital or medical center	71%
Community-based care	58%
Long-term care facilities	65%
Other/Unsure	65%

Role in healthcare	Selected
Direct care delivery	70%
Supportive role within healthcare	60%
Unsure how to categorize myself	56%

Healthcare category	Selected
A community-based healthcare provider	64%
A healthcare worker in a supportive or operations role	56%
An allied healthcare professional or other direct/front-line healthcare worker	72%
Other	55%

State of healthcare crisis	Selected
Yes, it's in a crisis	69%
No, it's not in a crisis	38%
Not sure	41%

Gender	Selected
Man	71%
Woman	65%
Other	73%

Age	Selected
Under 30	69%
30-49	67%
50+	63%

Employment status	Selected
Full-time	67%
Part-time	63%
Casual	61%
Temporary	57%

base n = 6416



Which of the following are you facing in your job? Please select all that apply.

Demographics – Heavy workload and burnout

Province	Selected
BC	60%
Alberta	63%
Saskatchewan	63%
Manitoba	63%
Ontario	61%
PEI	58%
Nova Scotia	56%
New Brunswick	69%
NL	45%

Area of healthcare	Selected
Facility-based care – hospital or medical center	66%
Community-based care	53%
Long-term care facilities	63%
Other/Unsure	55%

Role in healthcare	Selected
Direct care delivery	66%
Supportive role within healthcare	52%
Unsure how to categorize myself	53%

Healthcare category	Selected
A community-based healthcare provider	58%
A healthcare worker in a supportive or operations role	49%
An allied healthcare professional or other direct/front-line healthcare worker	68%
Other	51%

State of healthcare crisis	Selected
Yes, it's in a crisis	64%
No, it's not in a crisis	32%
Not sure	37%

Gender	Selected
Man	59%
Woman	61%
Other	72%

Age	Selected
Under 30	68%
30-49	65%
50+	54%

Employment status	Selected
Full-time	62%
Part-time	58%
Casual	52%
Temporary	61%

base n = 6416



Which of the following are you facing in your job? Please select all that apply.

Demographics – Low wages

Province	Selected
BC	56%
Alberta	57%
Saskatchewan	52%
Manitoba	62%
Ontario	49%
PEI	74%
Nova Scotia	63%
New Brunswick	62%
NL	65%

Area of healthcare	Selected
Facility-based care – hospital or medical center	58%
Community-based care	55%
Long-term care facilities	67%
Other/Unsure	64%

Role in healthcare	Selected
Direct care delivery	57%
Supportive role within healthcare	63%
Unsure how to categorize myself	59%

Healthcare category	Selected
A community-based healthcare provider	61%
A healthcare worker in a supportive or operations role	70%
An allied healthcare professional or other direct/front-line healthcare worker	54%
Other	60%

State of healthcare crisis	Selected
Yes, it's in a crisis	61%
No, it's not in a crisis	40%
Not sure	45%

Gender	Selected
Man	64%
Woman	58%
Other	67%

Age	Selected
Under 30	66%
30-49	61%
50+	55%

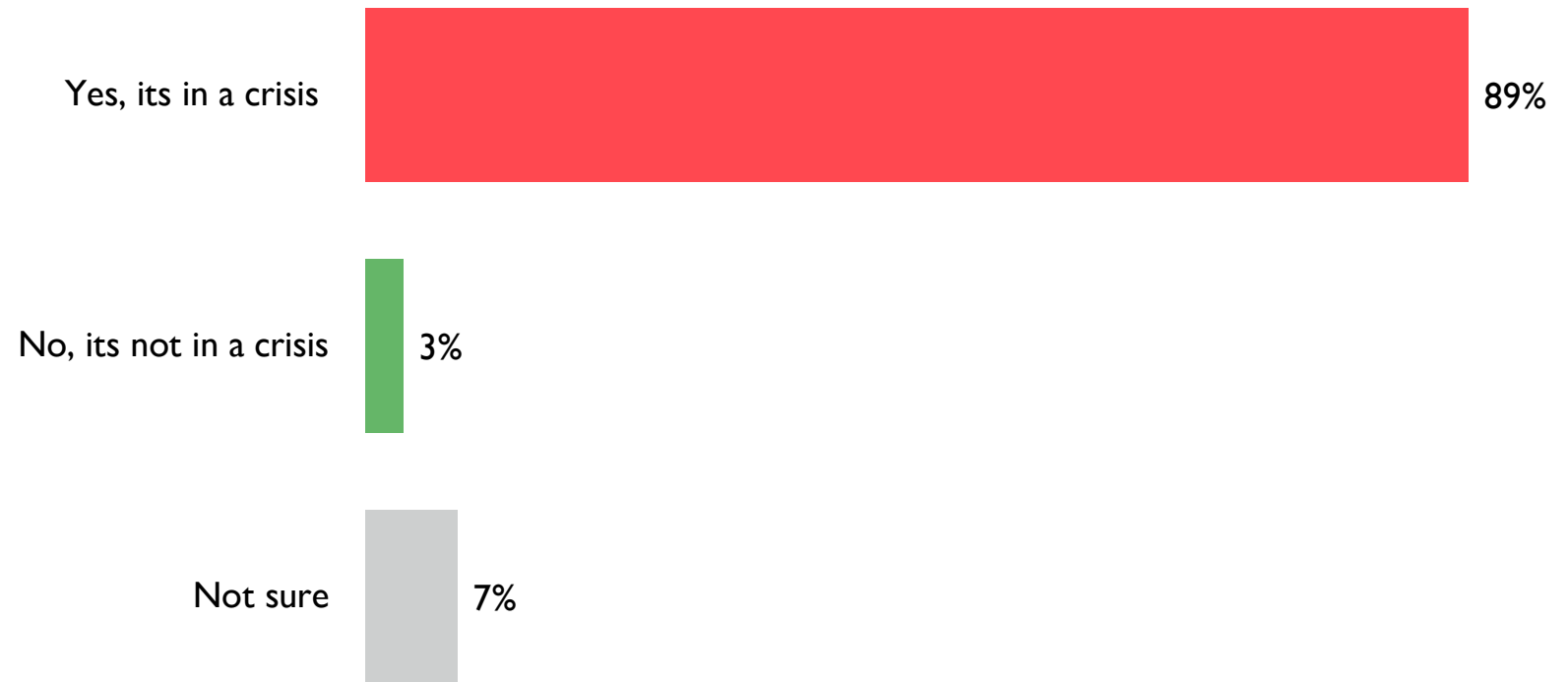
Employment status	Selected
Full-time	60%
Part-time	56%
Casual	54%
Temporary	61%

base n = 6416



Would you say that healthcare in your province is currently in a state of crisis or not?

The vast majority (89%) agree that healthcare in their province is currently in a state of crisis



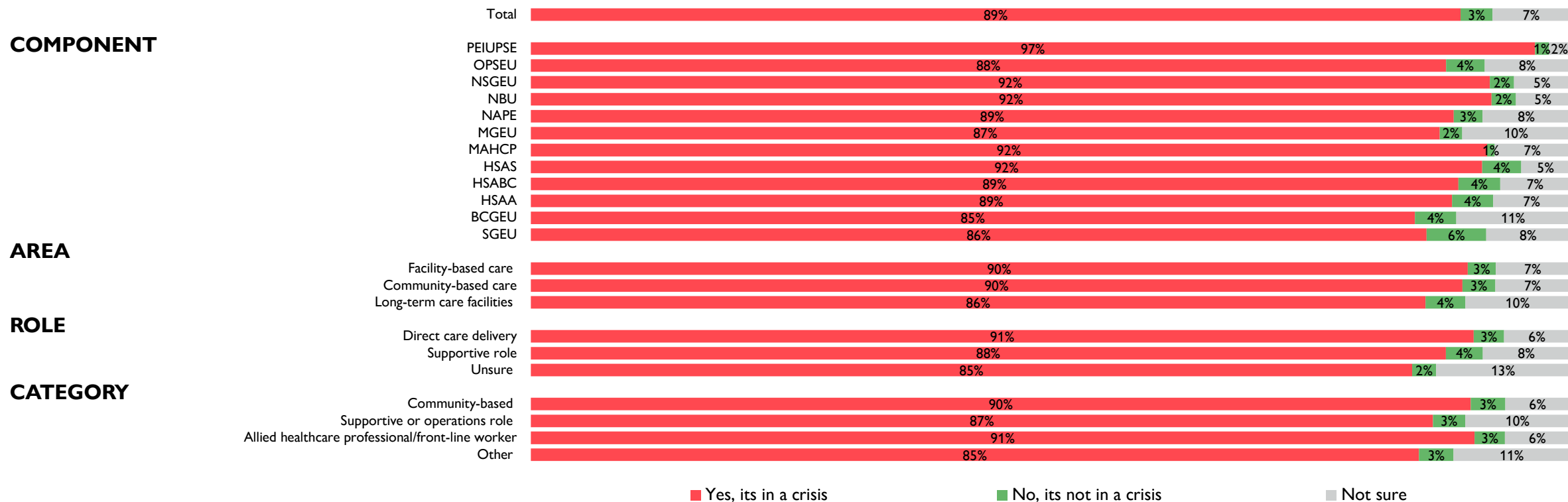
base n = 6416





Would you say that healthcare in your province is currently in a state of crisis or not?

The vast majority (89%) agree that healthcare in their province is currently in a state of crisis

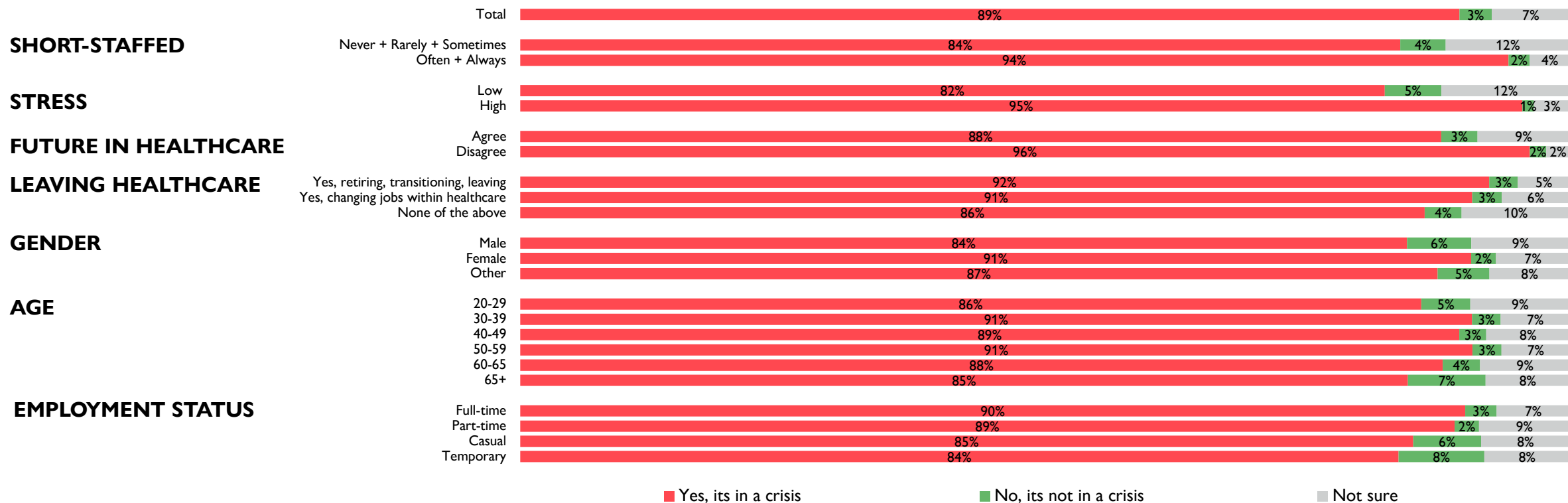


base n = 6416



Would you say that healthcare in your province is currently in a state of crisis or not?

The vast majority (89%) agree that healthcare in their province is currently in a state of crisis

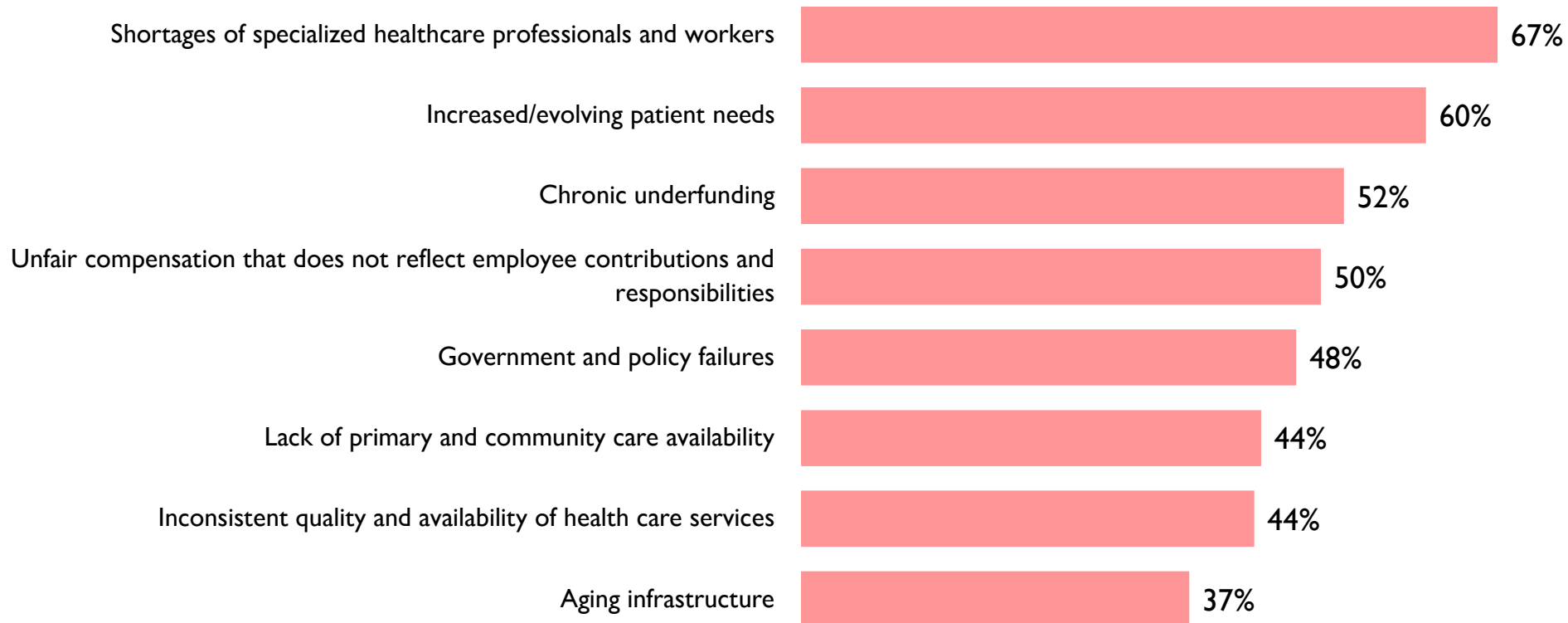


base n = 6416



And which of the following would you identify as the top problems affecting healthcare in your community? Select all that apply.

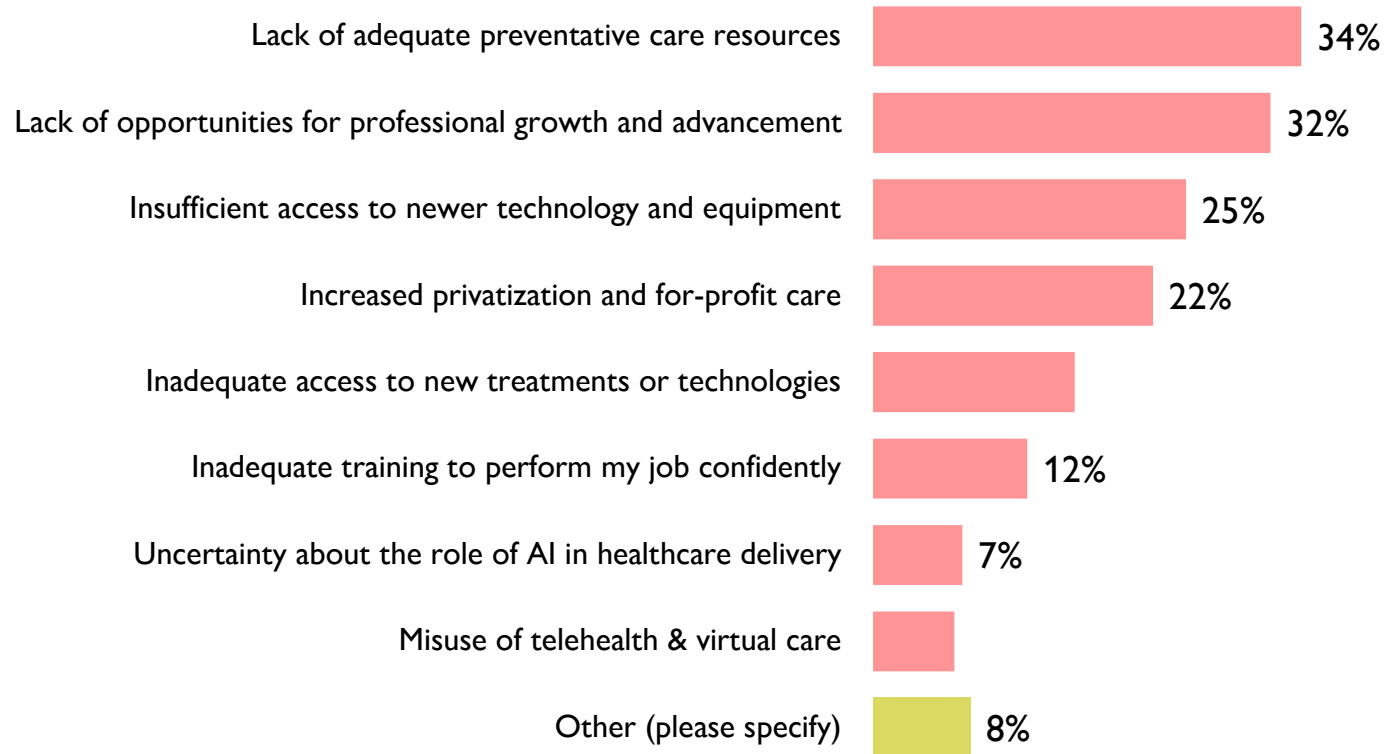
In addition to staffing shortages, healthcare professionals identify increased/evolving patient needs (60%) as well as chronic underfunding (52%) as problems affecting healthcare...



base n = 6416

And which of the following would you identify as the top problems affecting healthcare in your community? Select all that apply

...continued.



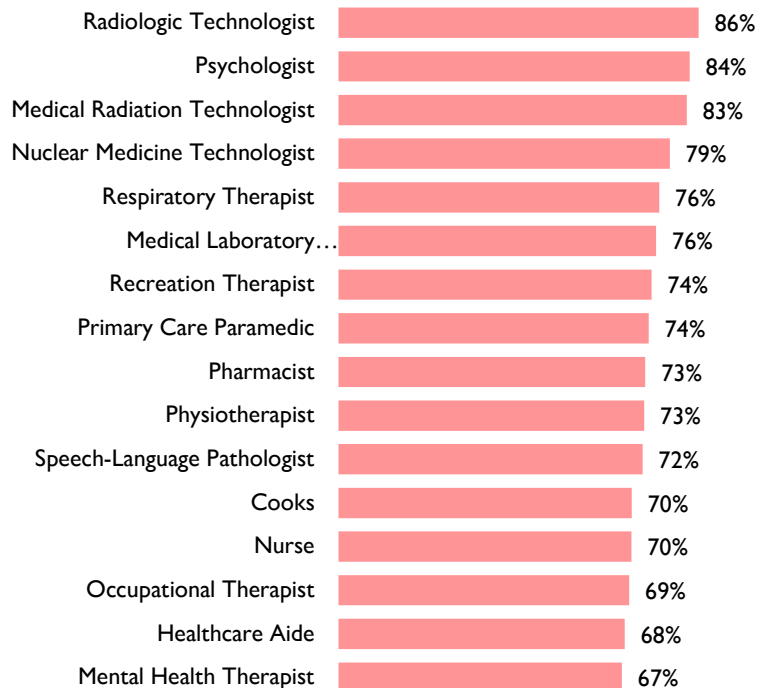
base n = 6416



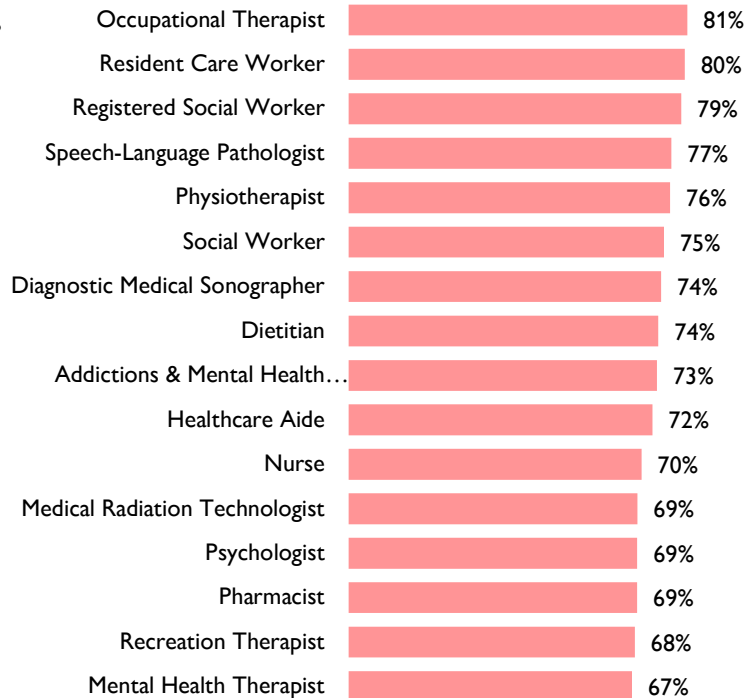
And which of the following would you identify as the top problems affecting healthcare in your community? Select all that apply.

Job categories most likely to identify the following as top problems affecting healthcare in their community...

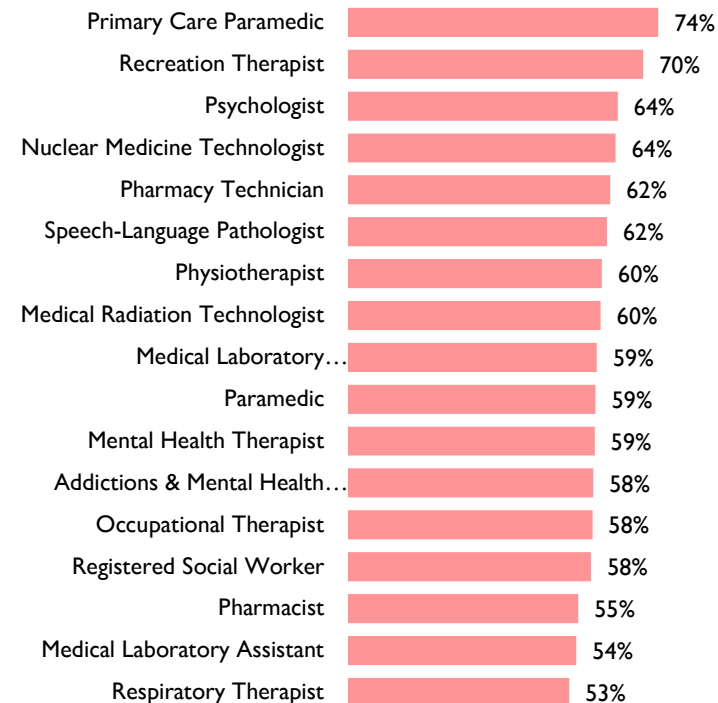
Staffing-shortages



Increased/evolving patient needs



Chronic underfunding



base n = 6416

Challenge: Staffing levels

Key findings

More than half (55%) of healthcare professionals are working often or always with fewer colleagues than they feel is needed to provide effective care – implying more than half are working consistently in a way that could compromise quality and effectiveness of care. Recreation therapists, paramedics, addictions and mental health therapists as well as radiological, medical laboratory, nuclear medicine and medical radiation technologists are more likely to report that they are often or always working with fewer co-workers than they feel is needed to provide effective care.

Impact of staffing shortages on healthcare professionals: Being short-staffed is taking a toll, with 80% of healthcare professionals reporting moderate to significant effects on their health and well-being because of this shortage. Among them, this is leading to lower career satisfaction (64%), burnout and mental health challenges (60%), and longer or harder hours being worked to fill gaps (42%). Over a third (36%) are actively considering other job opportunities because of current staffing levels – this is particularly true for clerical and administrative staff as well as paramedics.

Administrative assistants and paramedics are most likely to say they feel increasingly burnt out and experiencing mental health challenges as a result of being short-staffed and radiological technologists and primary care paramedics are more likely to work longer hours or harder to cover staffing gaps.

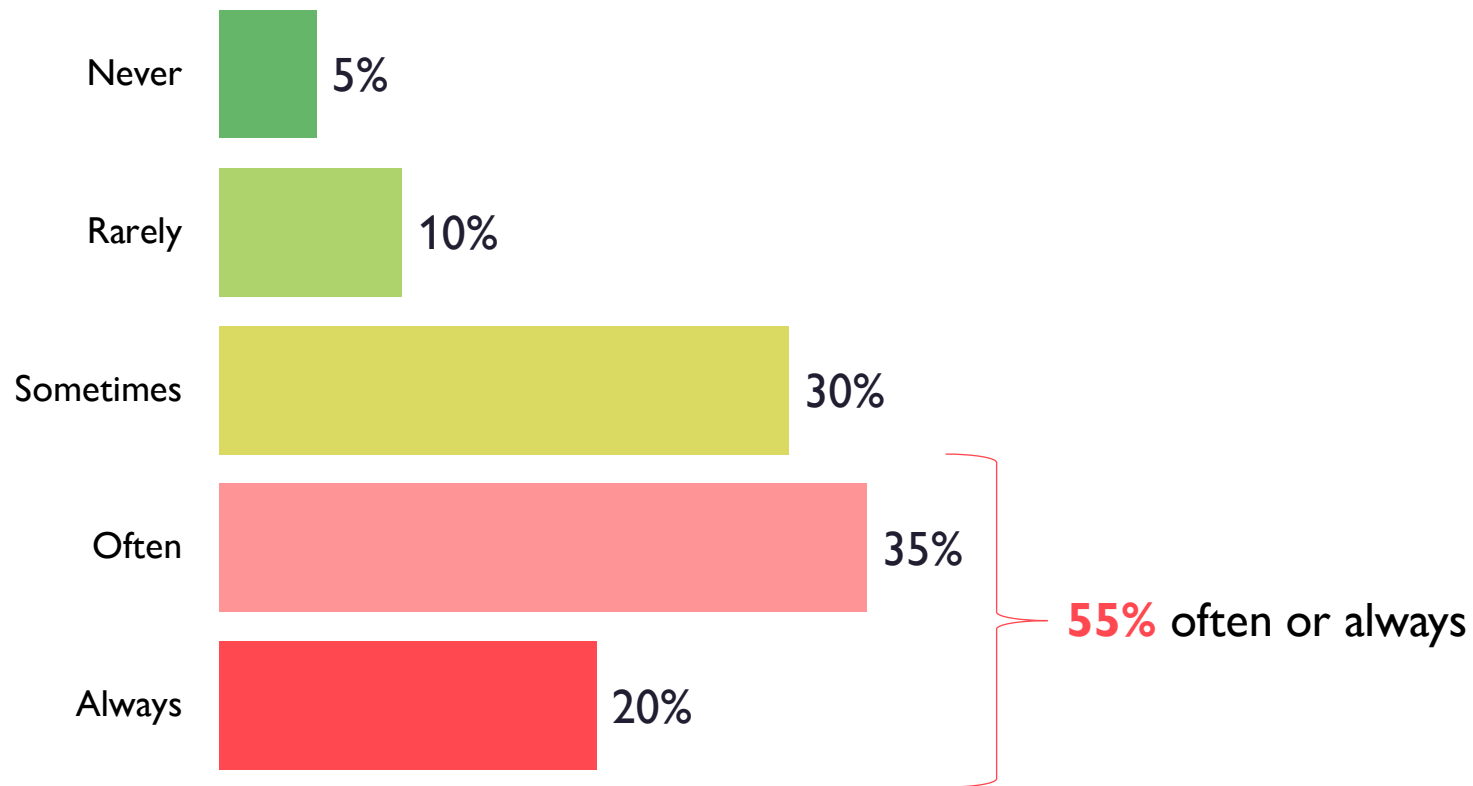
Key trends:

- Healthcare professionals in New Brunswick and Saskatchewan (61%) are more likely to report consistently working with fewer co-workers than necessary to provide effective care. This issue is also more prevalent in facility-based care settings like hospitals and medical centers (60%) and among allied healthcare professionals or direct/front-line workers (60%).
- Healthcare professionals in New Brunswick (86%) and British Columbia (82%) are more likely to report that short-staffing is moderately to significantly affecting their health and well-being. This impact is also higher in facility-based care settings (83%) and long-term care facilities (85%). Allied healthcare professionals and direct/front-line healthcare professionals are similarly experiencing greater effects.
- 10% anticipate short-staffing levels to increase the risk of medical errors – this is particularly among those working in facility-based care settings and among allied healthcare professionals or other direct/front-line healthcare professionals.

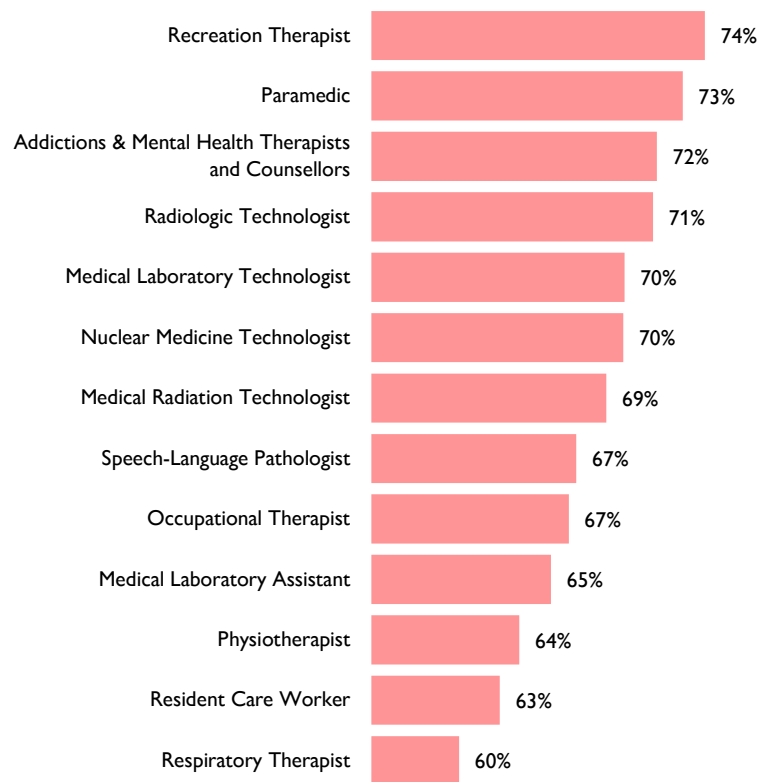


How often do you find yourself working with fewer co-workers than you feel is needed to provide effective care?

More than half (55%) find themselves always or often working with fewer co-workers than they feel is needed to provide effective care.



Jobs categories most frequently reporting that they work with fewer co-workers than they feel is needed to provide effective care (% often or always)

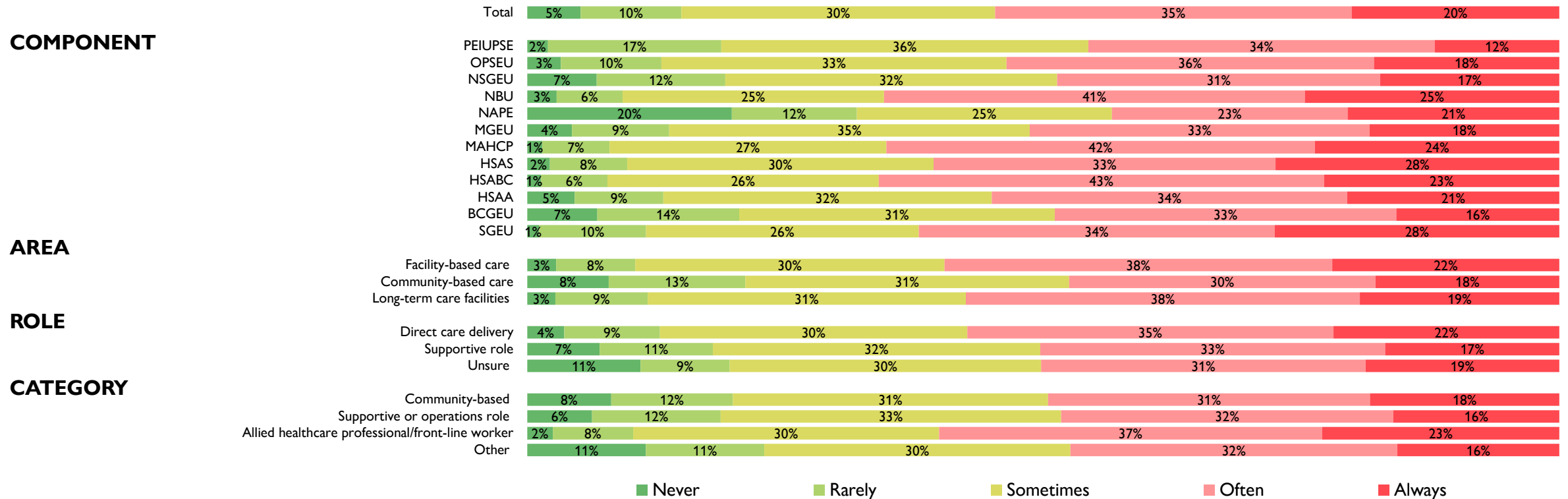


base n = 6416



How often do you find yourself working with fewer co-workers than you feel is needed to provide effective care?

More than half (55%) find themselves always or often working with fewer co-workers than they feel is needed to provide effective care.

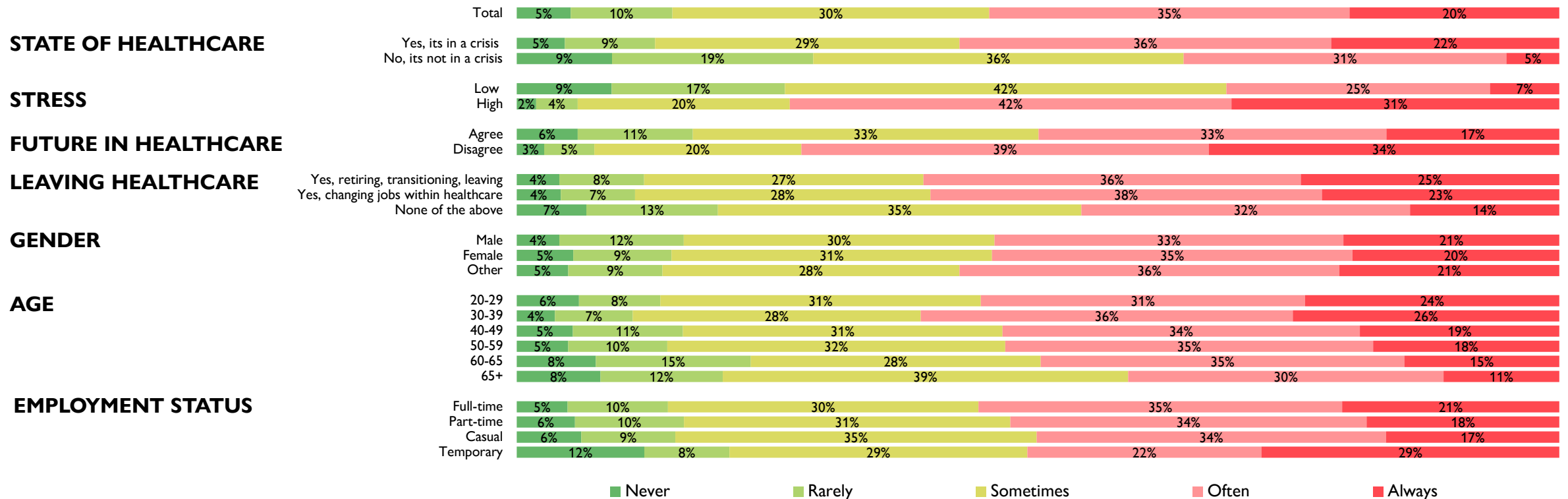


base n = 6416



How often do you find yourself working with fewer co-workers than you feel is needed to provide effective care?

More than half (55%) find themselves always or often working with fewer co-workers than they feel is needed to provide effective care.

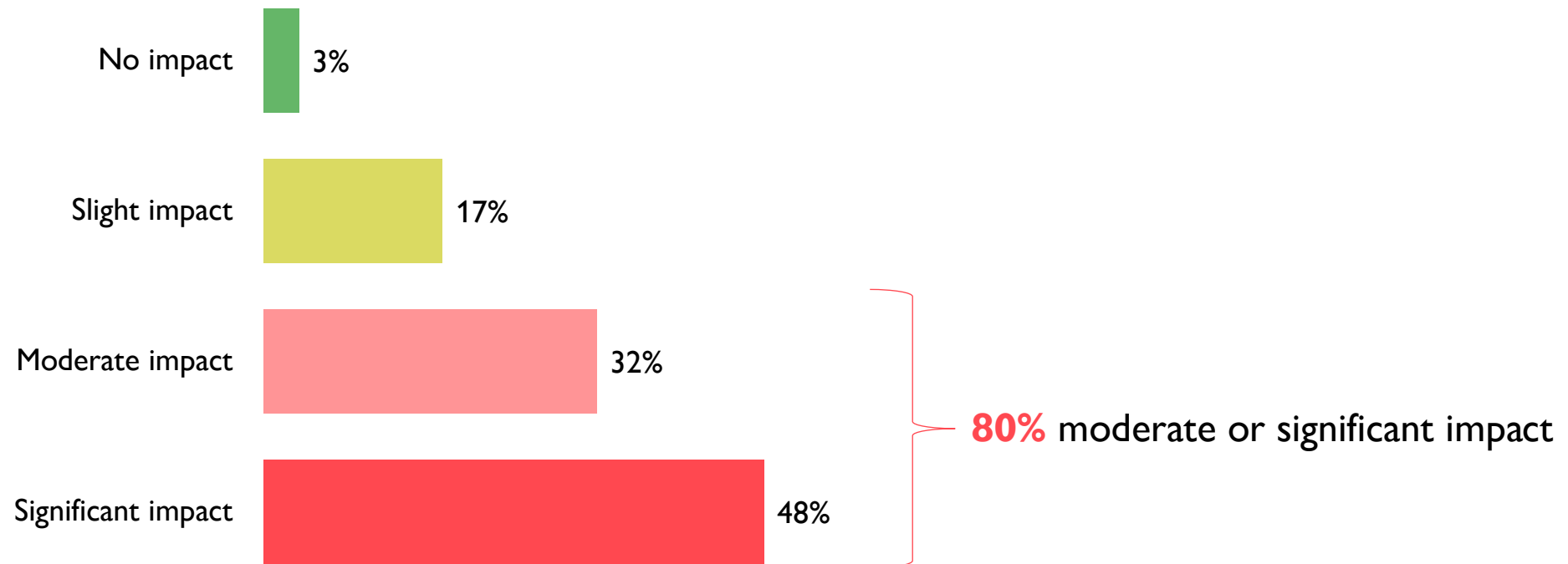


base n = 6416



To what extent does working short-staffed impact your health and well-being?

8 in 10 (80%) say that being short-staffed is having a moderate to significant impact on their health and well-being.

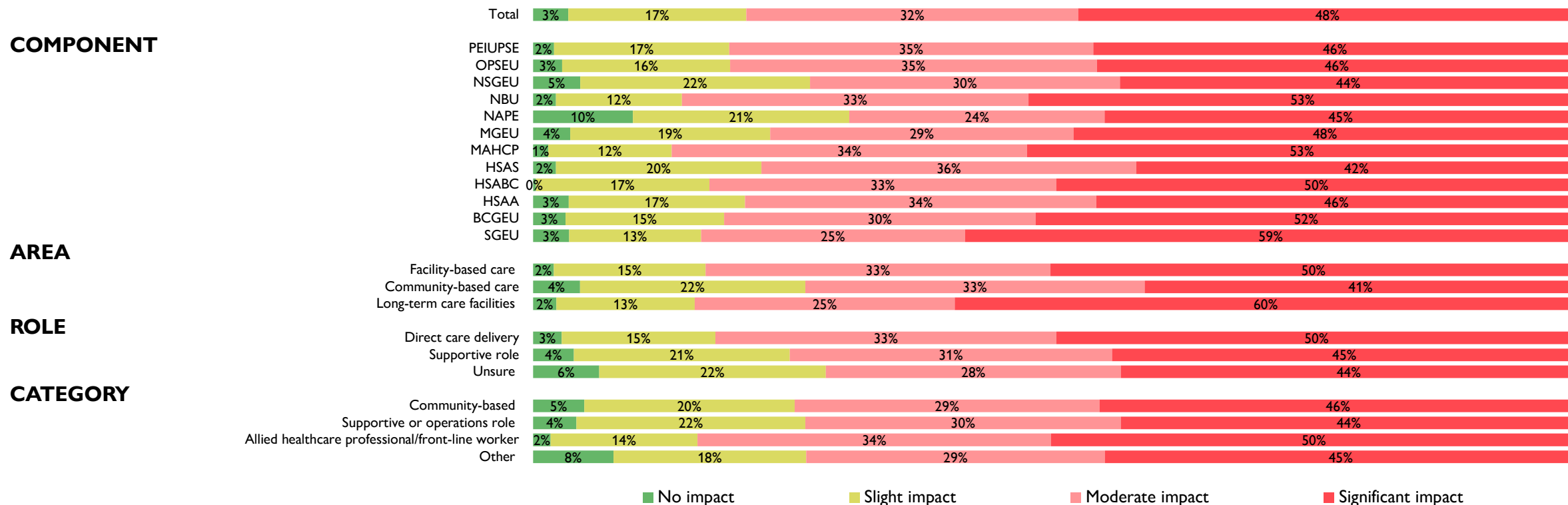


base n = 6416



To what extent does working short-staffed impact your health and well-being?

8 in 10 (80%) say that being short-staffed is having a moderate to significant impact on their health and well-being.



base n = 6416



To what extent does working short-staffed impact your health and well-being?

8 in 10 (80%) say that being short-staffed is having a moderate to significant impact on their health and well-being.

SHORT-STAFFED

STATE OF HEALTHCARE

STRESS

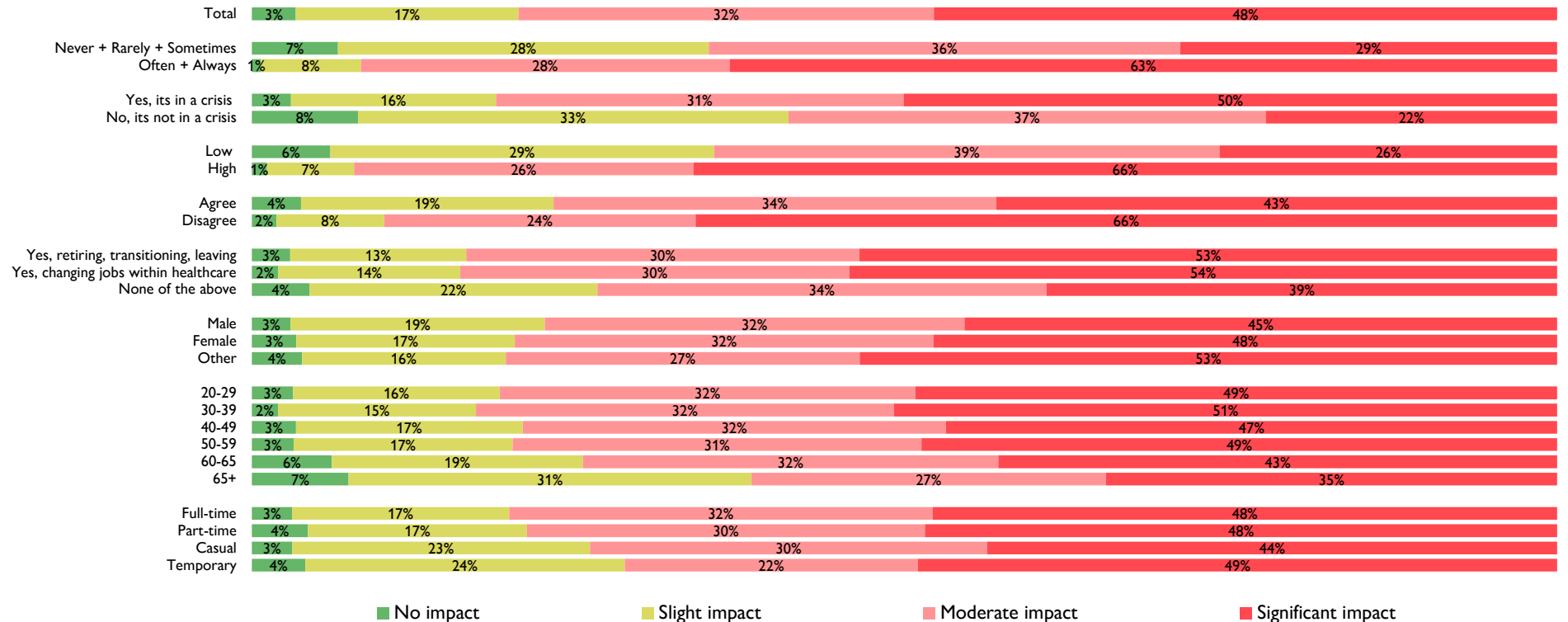
FUTURE IN HEALTHCARE

LEAVING HEALTHCARE

GENDER

AGE

EMPLOYMENT STATUS

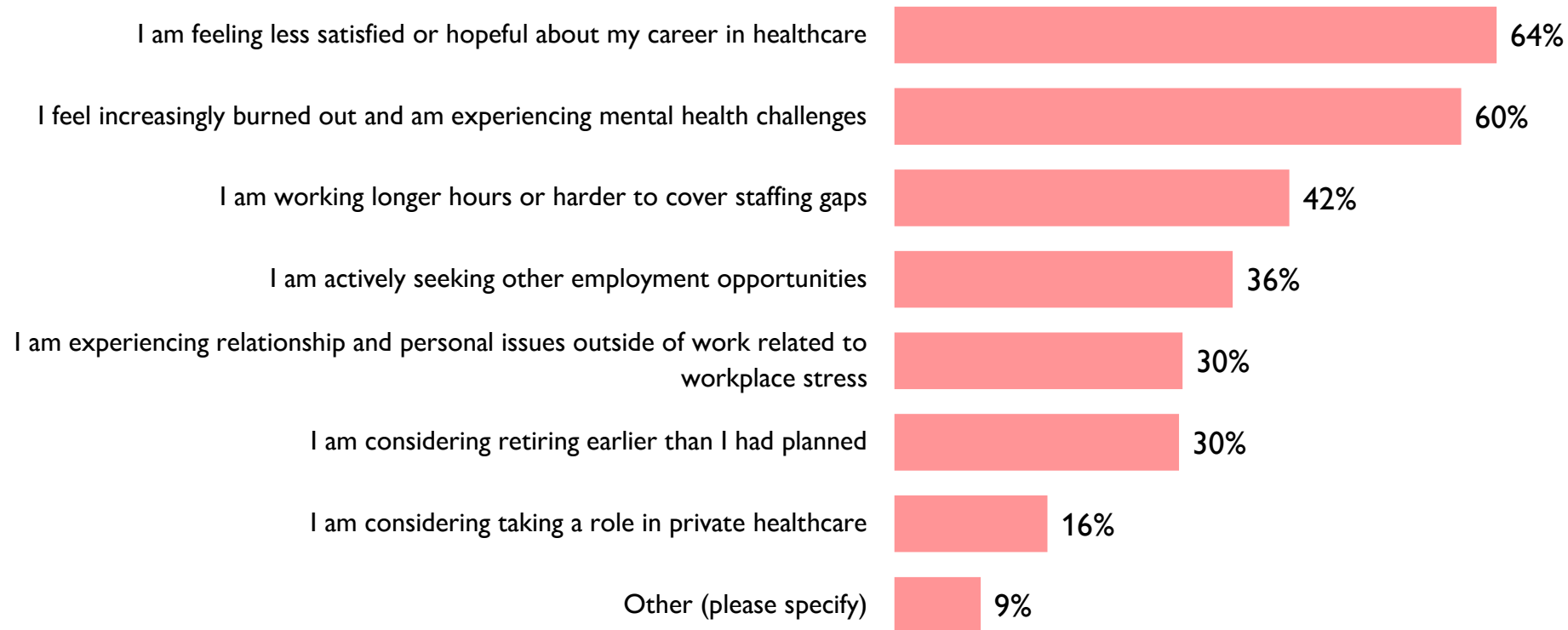


base n = 6416



You mentioned that working short-staffed impacts your health and well-being. Which of the following statements, if any, reflect how you feel as a result of being short-staffed? Select all that apply

Those feeling the impact of working short-staffed are feeling less satisfied or hopeful about their career (64%) and are increasingly facing burnout and mental health challenges (60%). As a result, around 1 in 3 (36%) are seeking other employment opportunities, 30% are considering early retirement, and 13% are considering a transition to private healthcare.

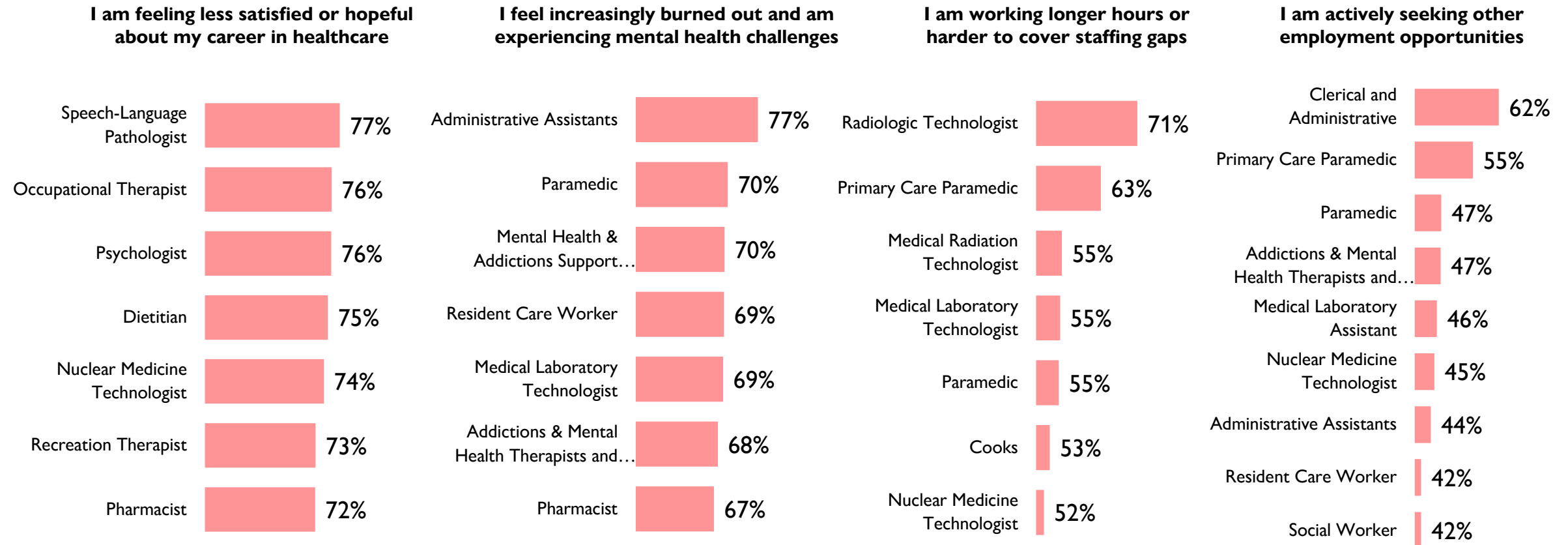


base n [Those who stated being short-staffed has a significant or moderate impact on their health and well-being]= 5105



You mentioned that working short-staffed impacts your health and well-being. Which of the following statements, if any, reflect how you feel as a result of being short-staffed? Select all that apply

Job categories most impacted by the following short-staffing outcomes



base n [Those who stated being short-staffed has a significant or moderate impact on their health and well-being]= 5105

Challenge: Heavy workload and burnout

Heavy workload and burnout

Healthcare professionals are under immense pressure, with 83% feeling tired, 72% overwhelmed, and 62% worried or anxious. Stress levels are high, with over half (54%) reporting a high and constant level of stress due to their current work conditions, with an additional 32% indicating a moderate level of stress. Only 14% have manageable to low stress. The toll is clear: a majority of healthcare professionals (84%) are emotionally exhausted.

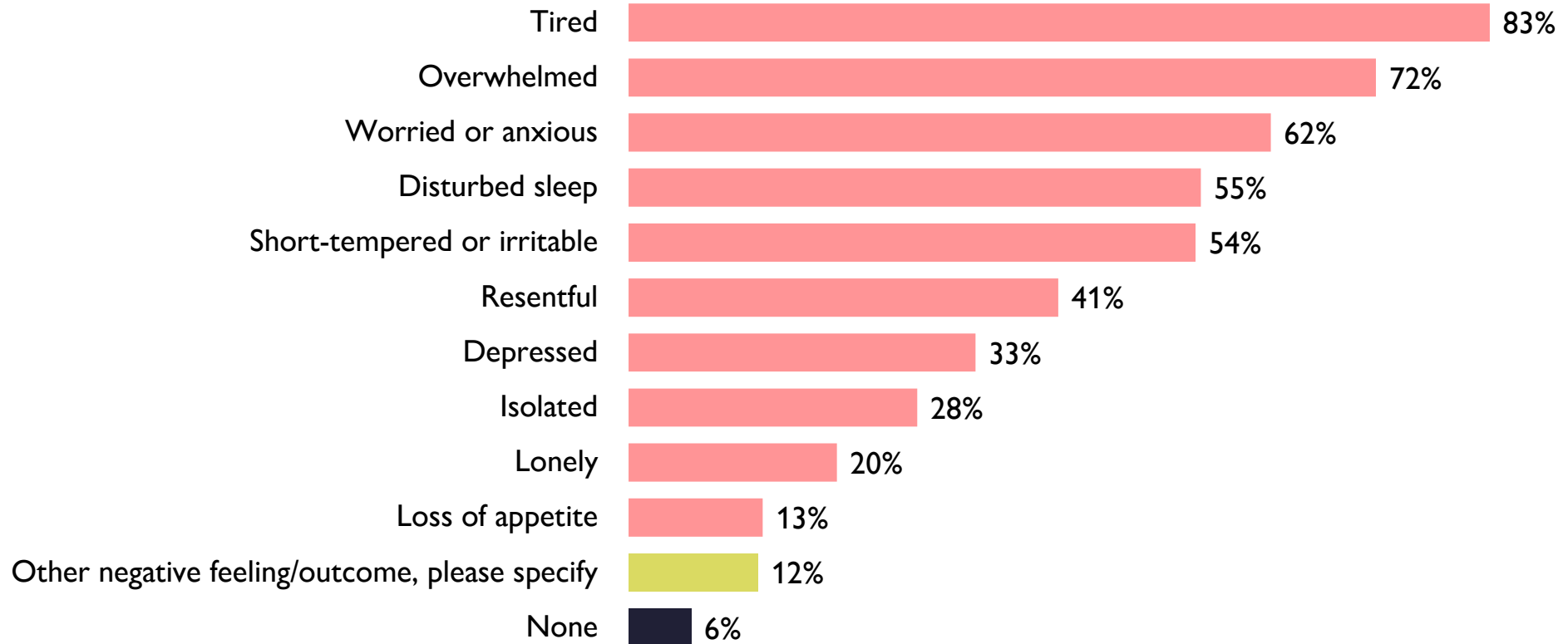
Key trends:

- Stress levels are notably high among healthcare professionals in New Brunswick (59%), British Columbia (58%), and Alberta (57%) who report constant and elevated stress. Healthcare professionals in facility-based care settings (58%) and those in allied healthcare or direct/front-line roles also face significantly higher stress levels. Newfoundland and Labrador (30%) and Nova Scotia (18%) report the highest rates of manageable to low stress, as well as those in community-based care settings (16%) and those in supportive roles within healthcare (18%). Paramedics (72%) and radiologic technologists (71%) are among those with the highest levels of stress.
- Manitobans are most likely to agree to feeling emotionally exhausted (87%) as well as facility-based care setting workers (86%) and allied healthcare professionals or other direct/front-line healthcare professionals (87%). Radiologic technologists (94%), occupational therapists (93%) and pharmacy technicians (91%) are those reporting the highest levels of emotional exhaustion.
- Unsurprisingly, those who feel emotionally exhausted are also those who say they are in a constant state of stress (94%) and are also more likely to be considering leaving their position.
- Young workers are more likely to say they are emotionally exhausted compared to other workers.



During the past 12 months, have your responsibilities caused you to feel or experience any of the following negative feelings/outcomes? Please select all that apply.

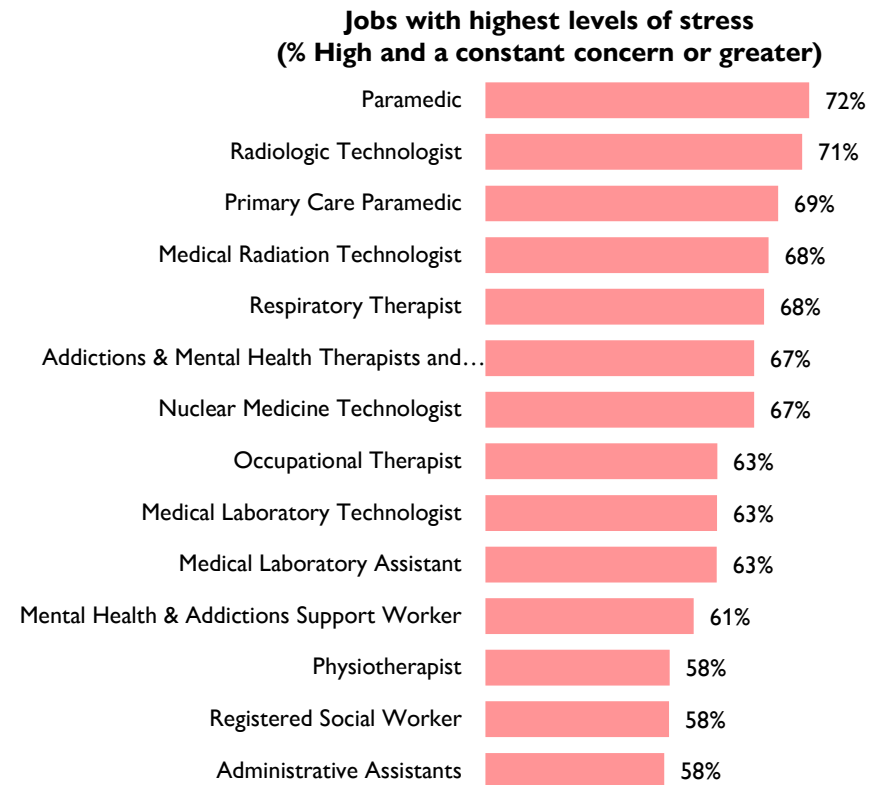
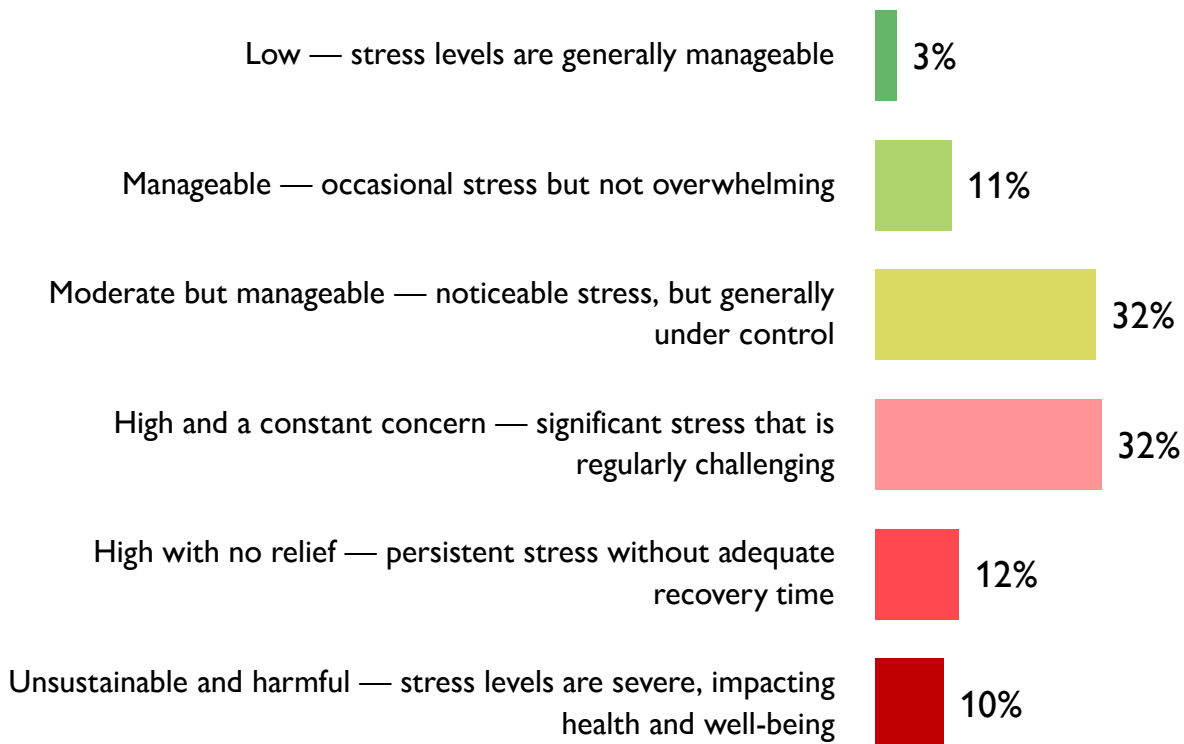
A majority of healthcare professionals are feeling tired (83%), overwhelmed (72%) and worried or anxious (62%). More than half are experiencing disturbed sleeps (55%) or short-temper/irritability (54%).



base n = 6416

How would you rate the level of stress you and your colleagues are experiencing in the workplace due to current conditions?

Current conditions are leaving workers under a tremendous amount of stress. Over half (54%) report a high and constant level of stress due to their current work conditions, with an additional 32% indicating a moderate level of stress. Only 14% have manageable to low stress.

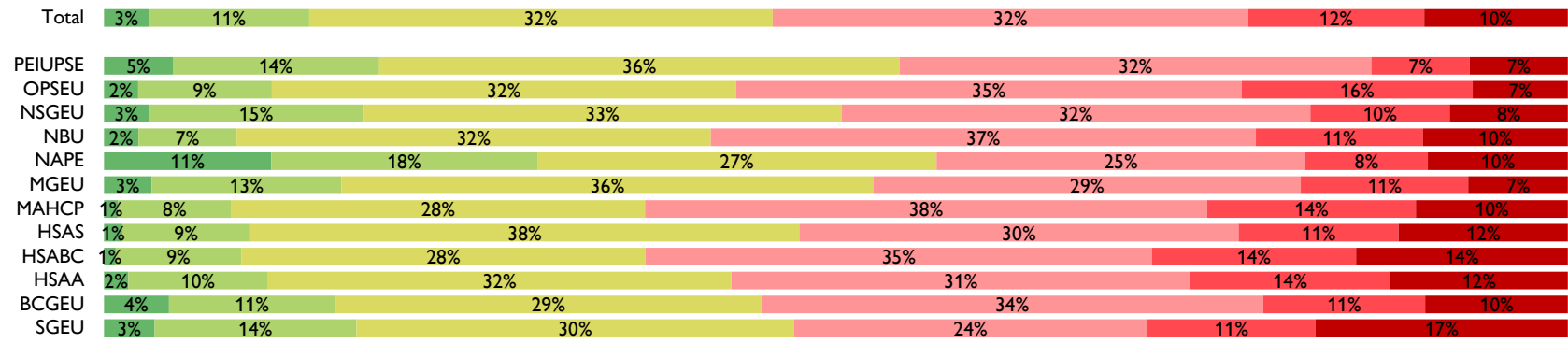


base n = 6416

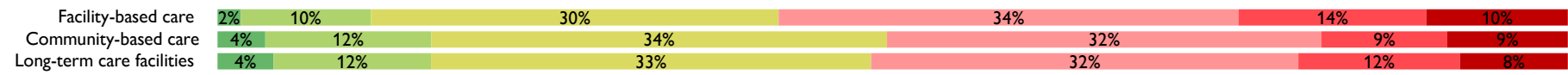
How would you rate the level of stress you and your colleagues are experiencing in the workplace due to current conditions?

Current conditions are leaving workers under a tremendous amount of stress. Over half (54%) report a high and constant level of stress due to their current work conditions, with an additional 32% indicating a moderate level of stress. Only 14% have manageable to low stress.

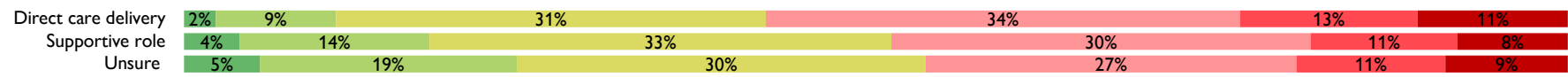
COMPONENT



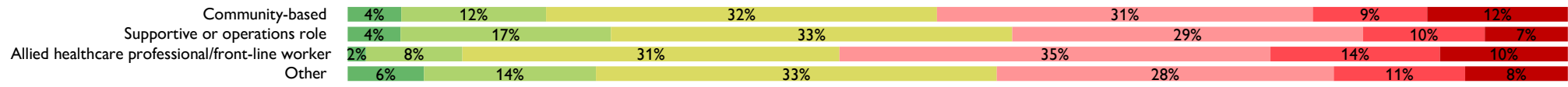
AREA



ROLE



CATEGORY

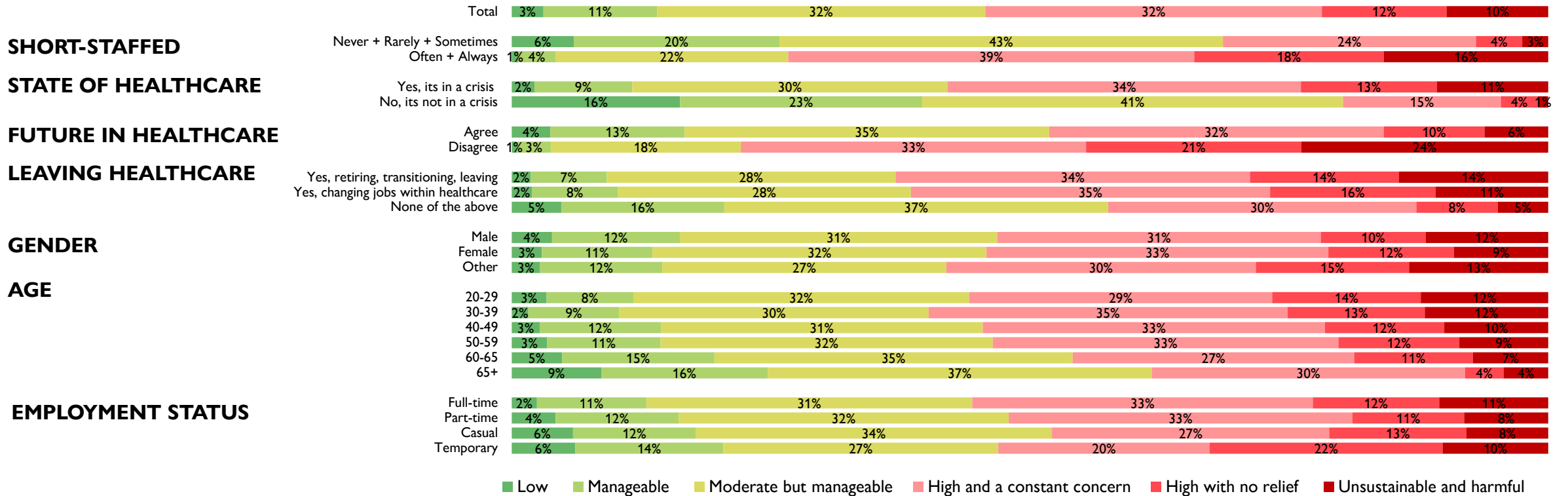


Low Manageable Moderate but manageable High and a constant concern High with no relief Unsustainable and harmful

base n = 6416

How would you rate the level of stress you and your colleagues are experiencing in the workplace due to current conditions?

Current conditions are leaving workers under a tremendous amount of stress. Over half (54%) report a high and constant level of stress due to their current work conditions, with an additional 32% indicating a moderate level of stress. Only 14% have manageable to low stress.

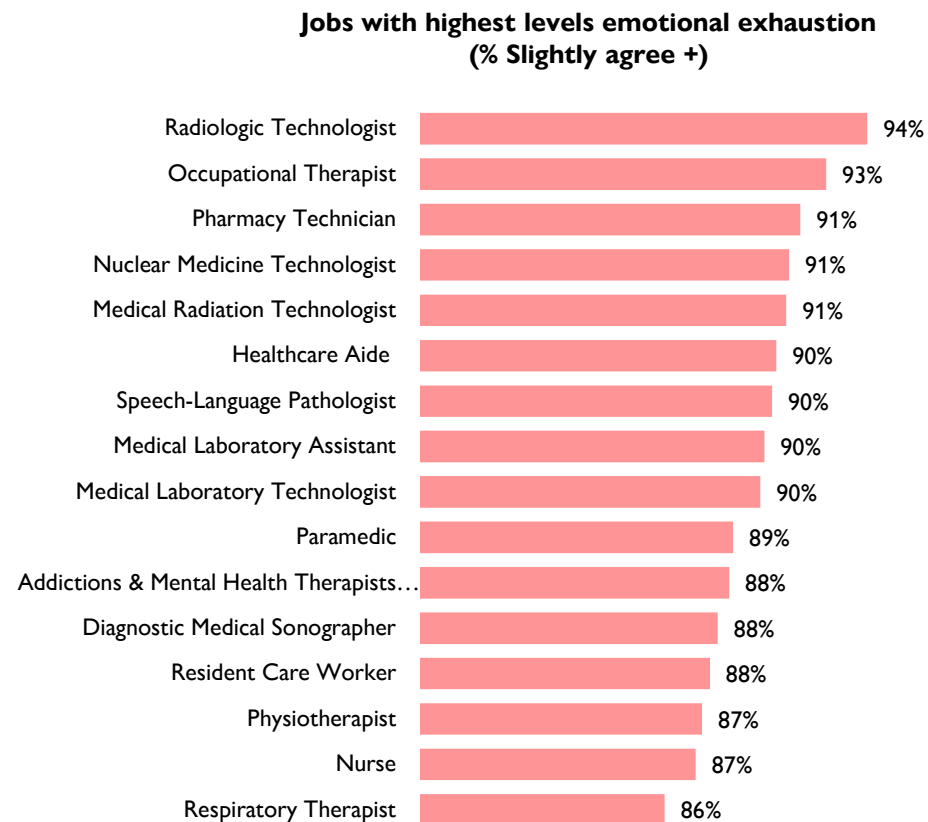
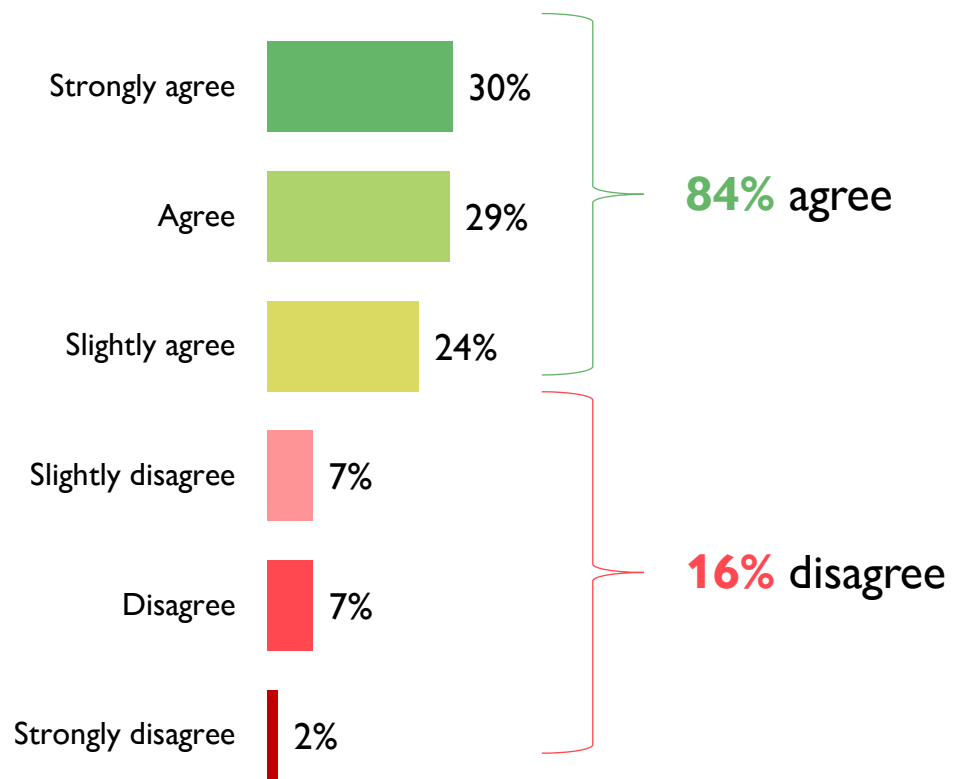


base n = 6416



To what extent do you agree or disagree with the following? *I find myself emotionally exhausted*

84% of healthcare professionals agree that they feel emotionally exhausted to some extent.

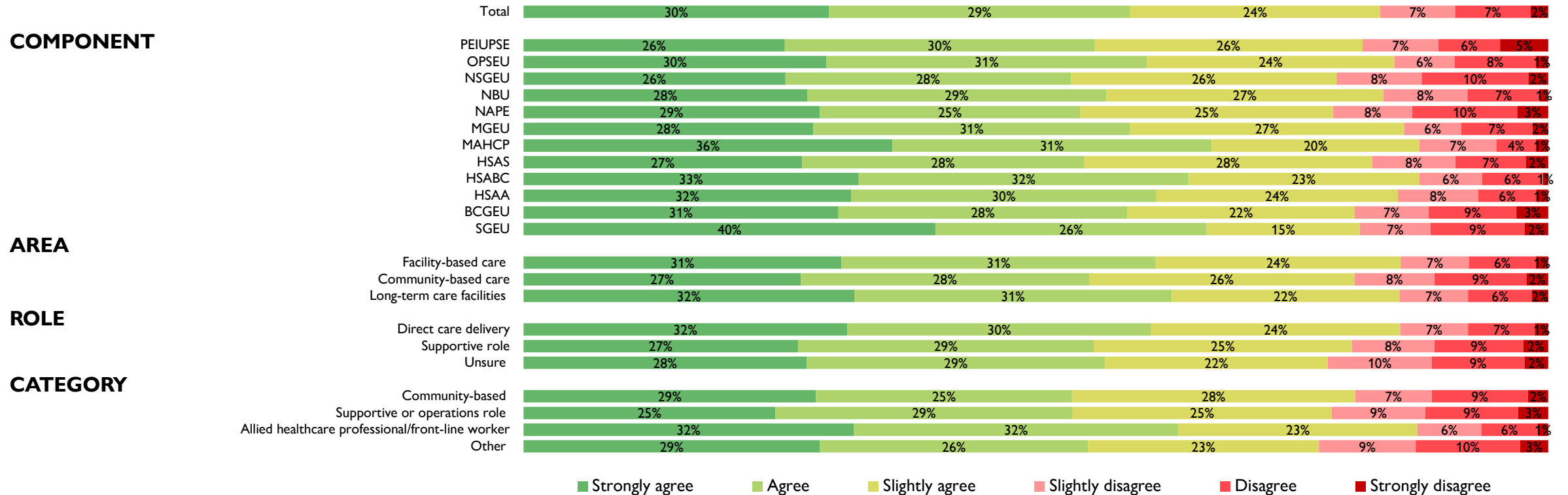


base n = 6416



To what extent do you agree or disagree with the following? *I find myself emotionally exhausted*

84% of healthcare professionals agree that they feel emotionally exhausted to some extent.



base n = 6416



To what extent do you agree or disagree with the following? *I find myself emotionally exhausted*

84% of healthcare professionals agree that they feel emotionally exhausted to some extent.

SHORT-STAFFED

STATE OF HEALTHCARE

STRESS

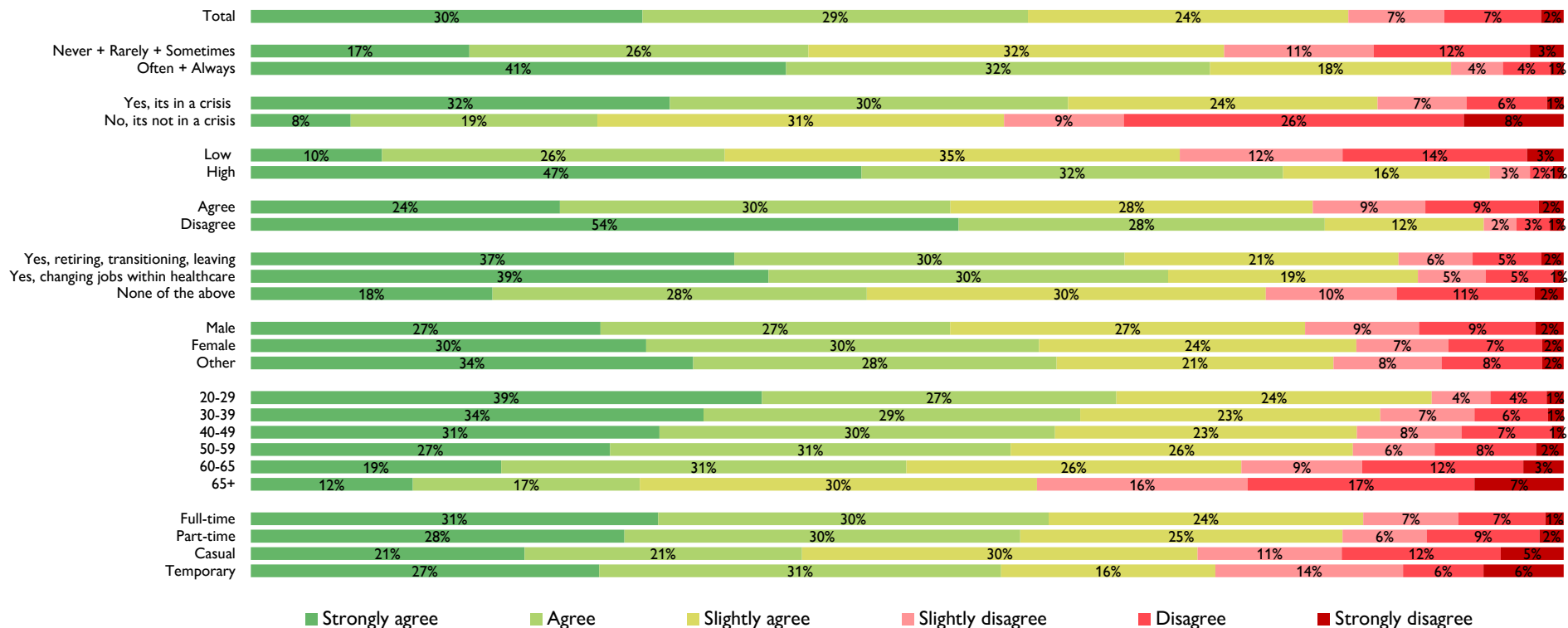
FUTURE IN HEALTHCARE

LEAVING HEALTHCARE

GENDER

AGE

EMPLOYMENT STATUS



base n = 6416

Challenges: Inadequate wages

Financial strain

Despite working harder and longer hours, 72% of healthcare professionals report increased financial stress. A significant proportion of healthcare professionals are struggling financially, with 21% unable to cover basic living expenses and many relying on overtime, extra jobs, or living beyond their means. Only 12% describe themselves as financially comfortable, highlighting widespread financial challenges in the workforce.

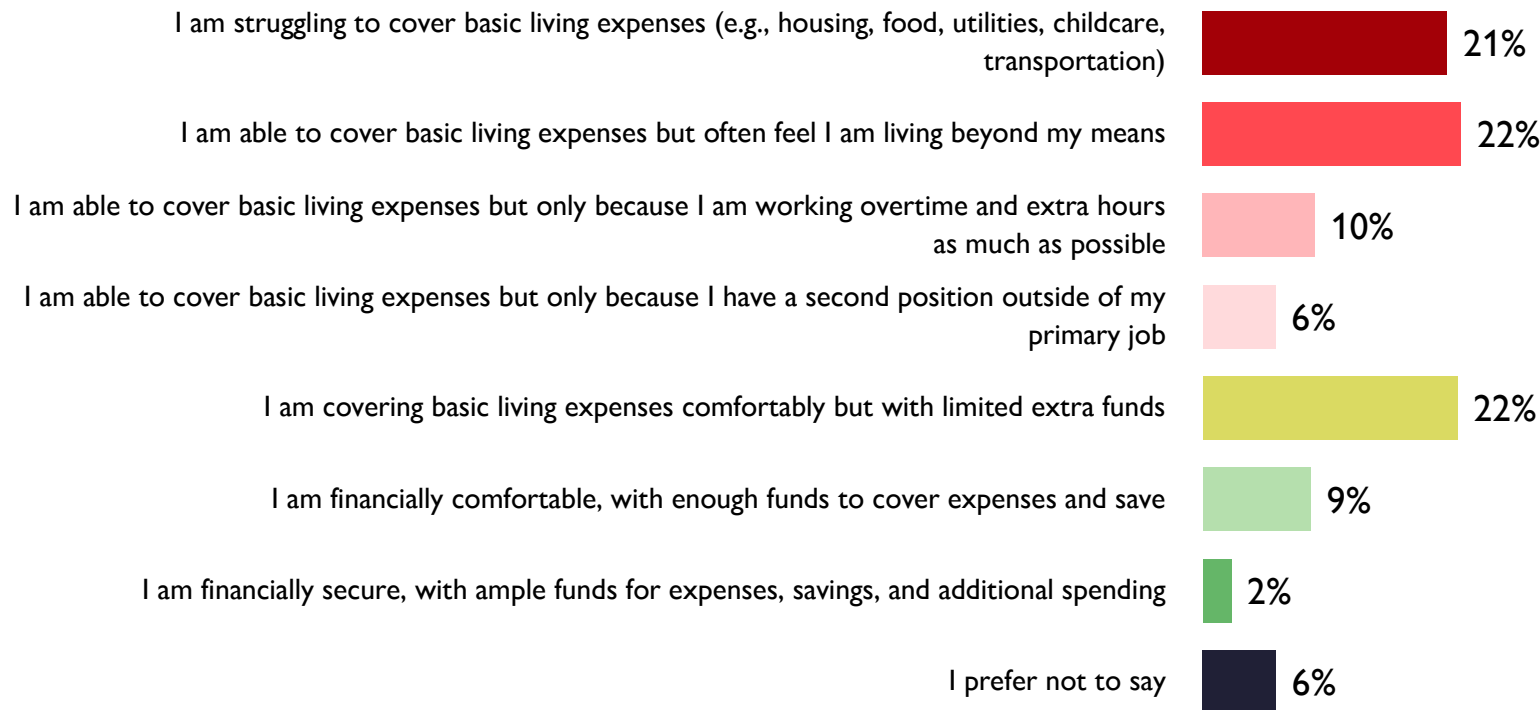
Key trends:

- Healthcare professionals in Newfoundland and Labrador (36%), PEI (30%) and Nova Scotia (29%) are most likely to say they are struggling to cover basic living expenses. This is also the case for those working in long-term care facilities (34%) and those working in a supportive or operations role in healthcare (36%).
- Those working in long-term care facilities are also more likely (80%) to agree that they are working harder and longer hours but still experiencing increased financial stress.
- Resident care workers (90%), healthcare aides (89%) and cooks (88%) rank the highest for working harder and longer hours yet still experiencing financial stress among other professions.



How would you describe your current financial situation?

A significant proportion of healthcare professionals are struggling financially, with 21% unable to cover basic living expenses and many relying on overtime, extra jobs, or forced to go into debt. Around 12% describe themselves as financially comfortable.

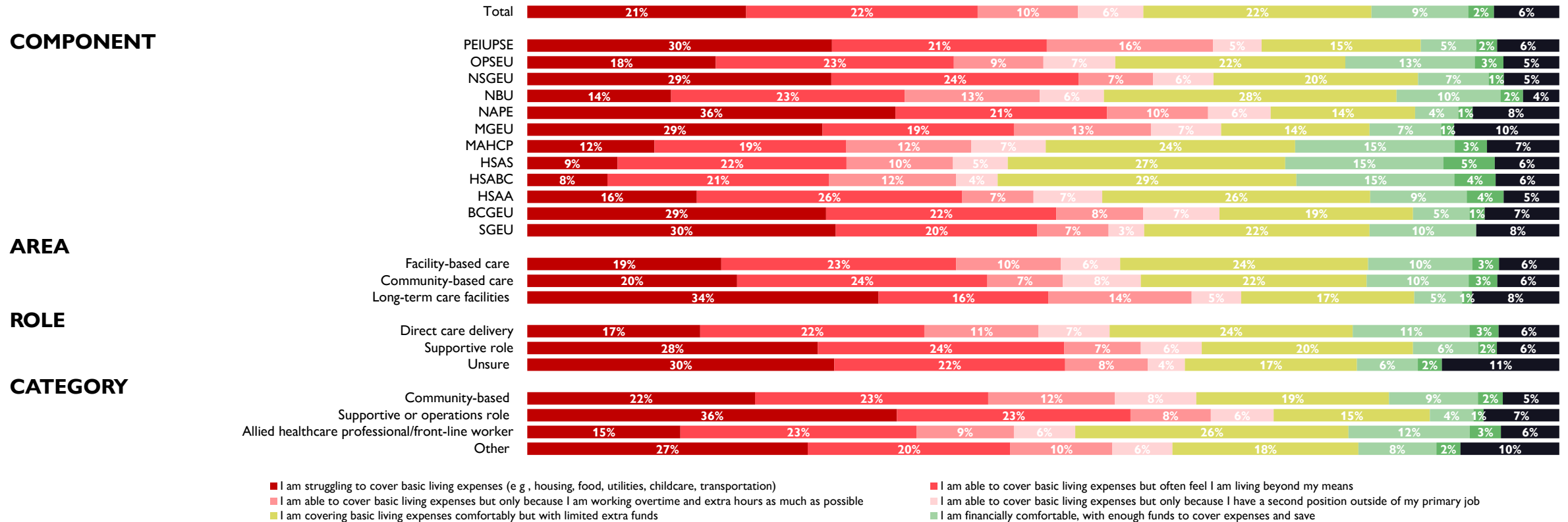


base n = 6416



How would you describe your current financial situation?

A significant proportion of healthcare professionals are struggling financially, with 21% unable to cover basic living expenses and many relying on overtime, extra jobs, or living beyond their means. Around 12% describe themselves as financially comfortable.



base n = 6416



How would you describe your current financial situation?

A significant proportion of healthcare professionals are struggling financially, with 21% unable to cover basic living expenses and many relying on overtime, extra jobs, or living beyond their means. Around 12% describe themselves as financially comfortable.

SHORT-STAFFED

STATE OF HEALTHCARE

STRESS

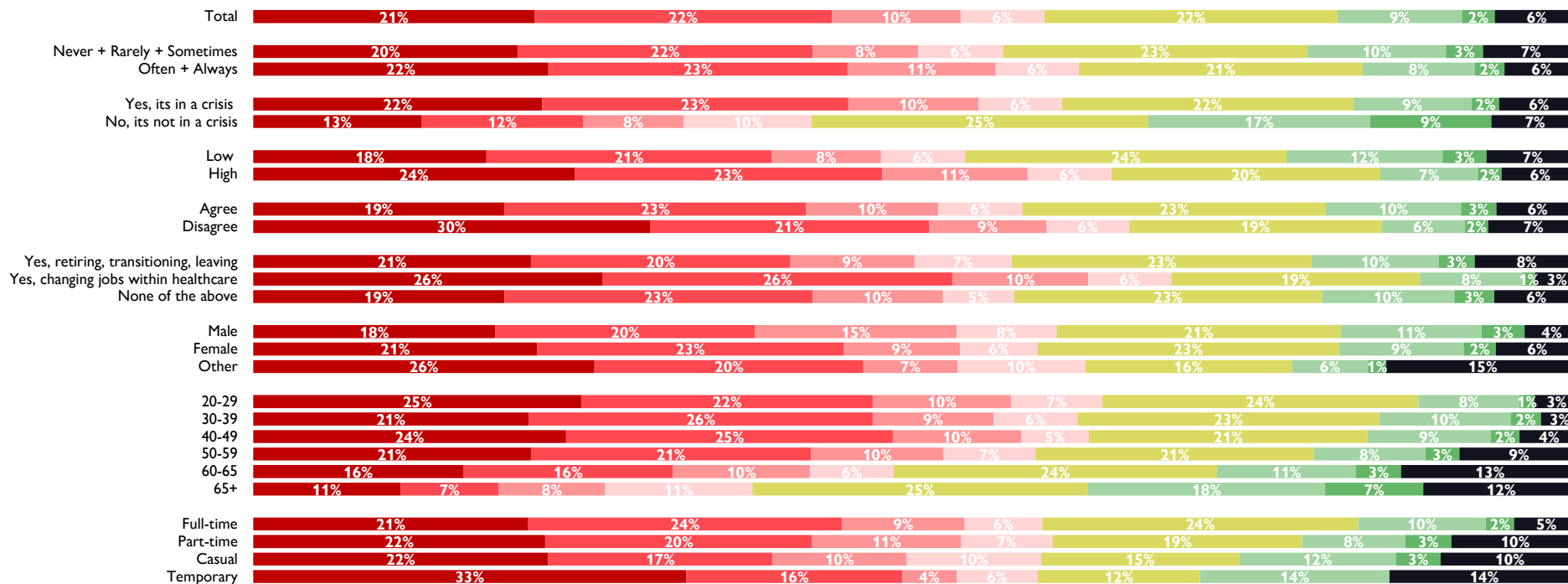
FUTURE IN HEALTHCARE

LEAVING HEALTHCARE

GENDER

AGE

EMPLOYMENT STATUS



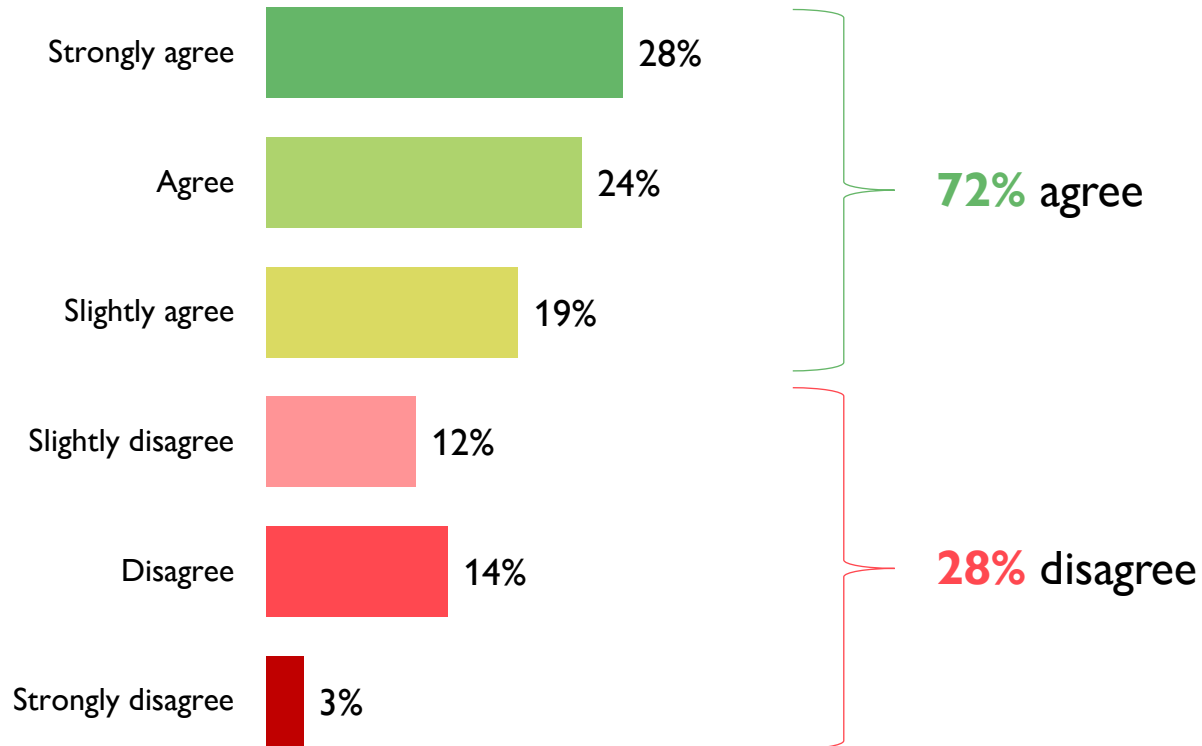
- I am struggling to cover basic living expenses (e.g., housing, food, utilities, childcare, transportation)
- I am able to cover basic living expenses but only because I am working overtime and extra hours as much as possible
- I am covering basic living expenses comfortably but with limited extra funds
- I am able to cover basic living expenses but only because I have a second position outside of my primary job
- I am financially comfortable, with enough funds to cover expenses and save

base n = 6416

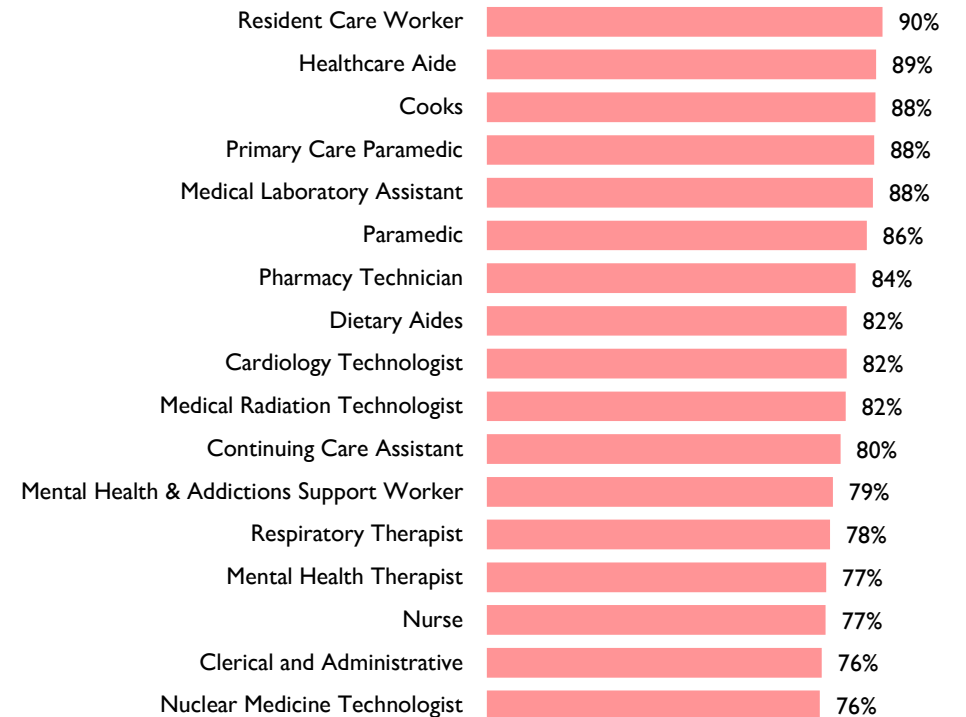


To what extent do you agree or disagree with the following? *I am working harder and longer hours but still experiencing increased financial stress*

72% of healthcare professionals agree to some extent that they are working harder and longer hours but still experiencing increased financial stress



Jobs working harder and longer hours yet still experiencing increased financial stress (% Slightly agree +)

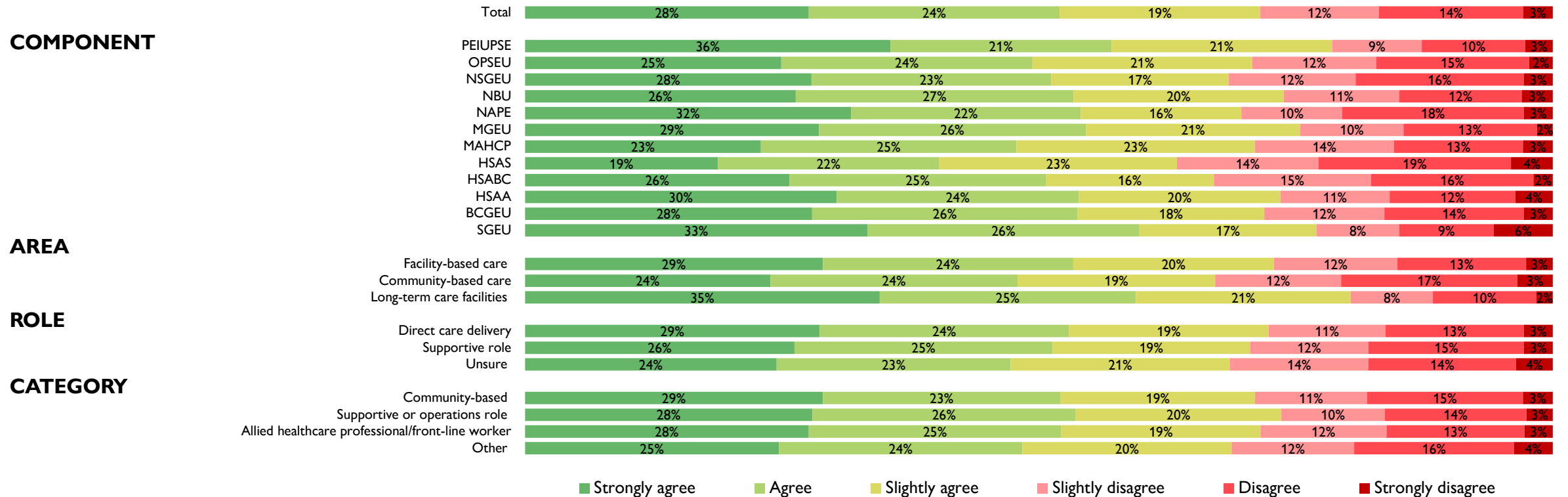


base n = 6416



To what extent do you agree or disagree with the following? *I am working harder and longer hours but still experiencing increased financial stress*

72% of healthcare professionals agree to some extent that they are working harder and longer hours but still experiencing increased financial stress



base n = 6416



To what extent do you agree or disagree with the following? *I am working harder and longer hours but still experiencing increased financial stress*

72% of healthcare professionals agree to some extent that they are working harder and longer hours but still experiencing increased financial stress

SHORT-STAFFED

STATE OF HEALTHCARE

STRESS

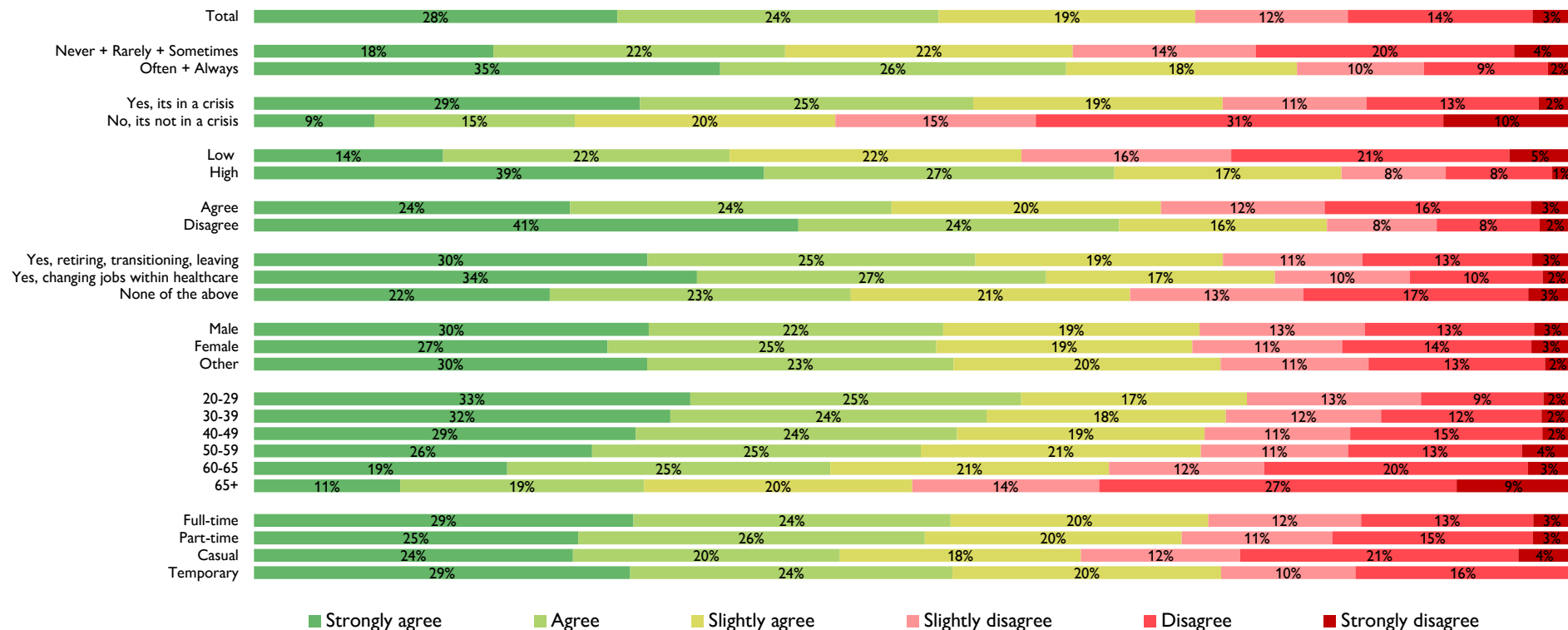
FUTURE IN HEALTHCARE

LEAVING HEALTHCARE

GENDER

AGE

EMPLOYMENT STATUS



base n = 6416

Additional challenges

Lack of recognition and understanding

Healthcare professionals feel their contributions to the healthcare system are largely overlooked, with 88% agreeing that, to some extent, they feel underappreciated.

Many believe the public doesn't fully understand the complexity of their roles, including the specialized tasks they perform, the scope of their responsibilities, and the challenges they face, such as staffing shortages and insufficient recognition. Healthcare professionals want the public to know their contributions go far beyond patient care. They support other professionals (63%), prioritize patient safety and well-being (62%), provide care and comfort (60%), and enhance the patient experience (47%). They also promote mental health, ensure accurate care, educate patients, and advocate for their needs.

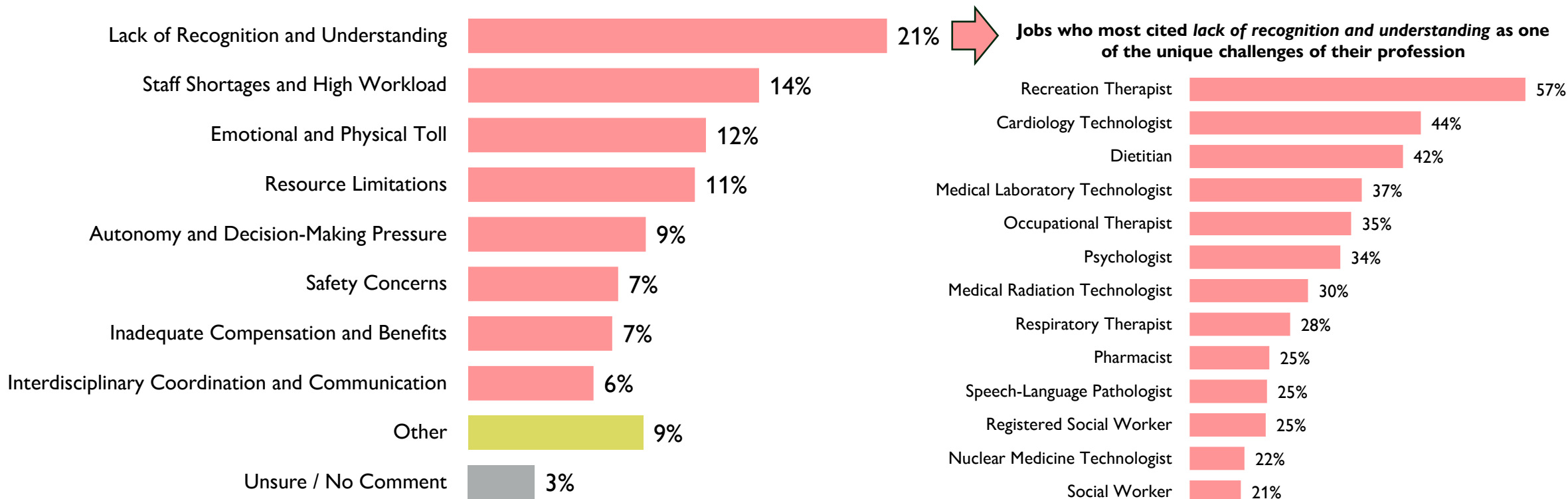
Key trends:

- Facility-based care healthcare professionals are more likely to feel their contributions to the healthcare system are overlooked (91%), a sentiment also shared by allied healthcare professionals and direct/front-line workers (90%).
- Ontario healthcare professionals are the least likely to feel valued and recognized for their contributions in the workplace (46%). This sentiment is similarly low among those in facility-based care settings (51%) and allied healthcare professionals or direct/front-line workers (51%).
- The positions most likely to cite “lack of recognition and understanding” as one of the unique challenges of their profession are recreation therapists (57%), cardiology technologists (44%), and dieticians (42%).



What, in your experience, is uniquely challenging about your profession that is distinct from other jobs in the healthcare sector? [CODED]

Many healthcare professionals feel their specific role lacks recognition and understanding, while also facing staffing shortages, high workloads, and emotional/physical tolls adding to their challenges.

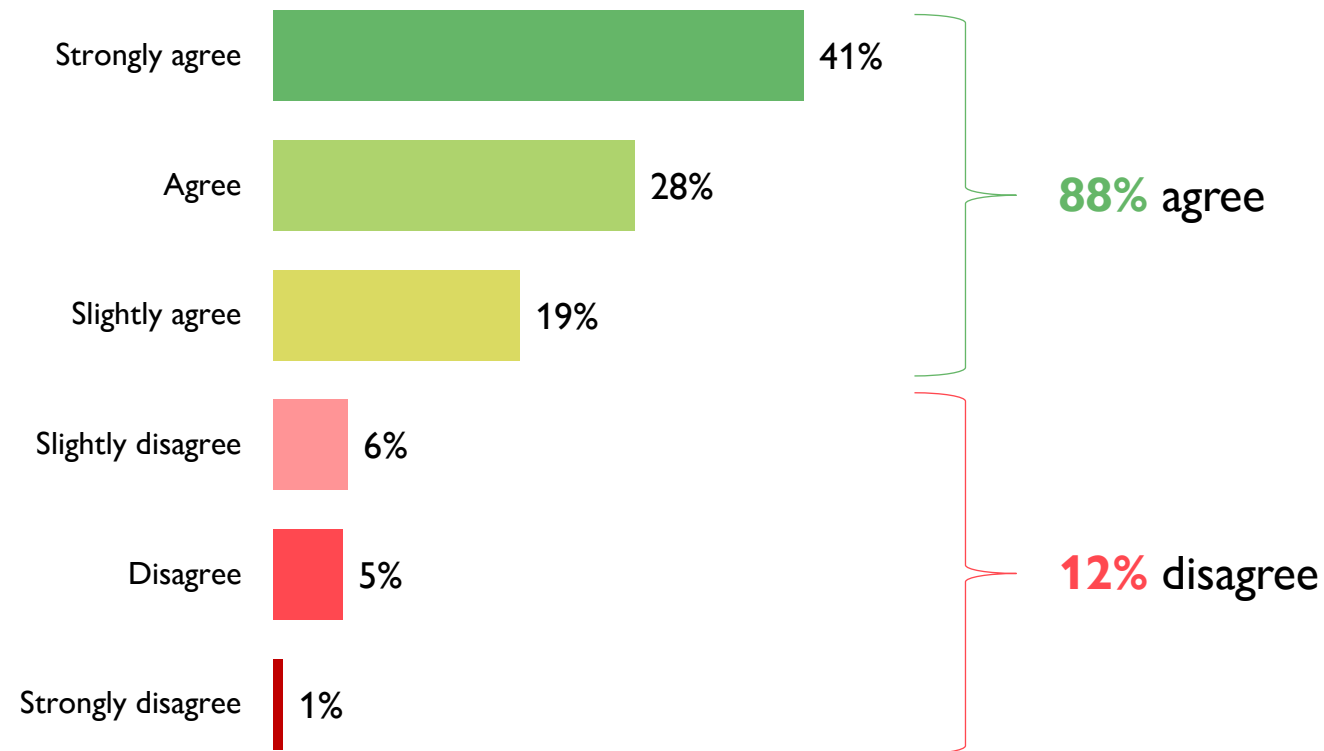


base n = 6416



To what extent do you agree or disagree with the following? *I feel like my contributions to the healthcare system are overlooked/under-appreciated*

88% of healthcare professionals agree to some extent that they feel their contributions to the healthcare system are overlooked/under-appreciated

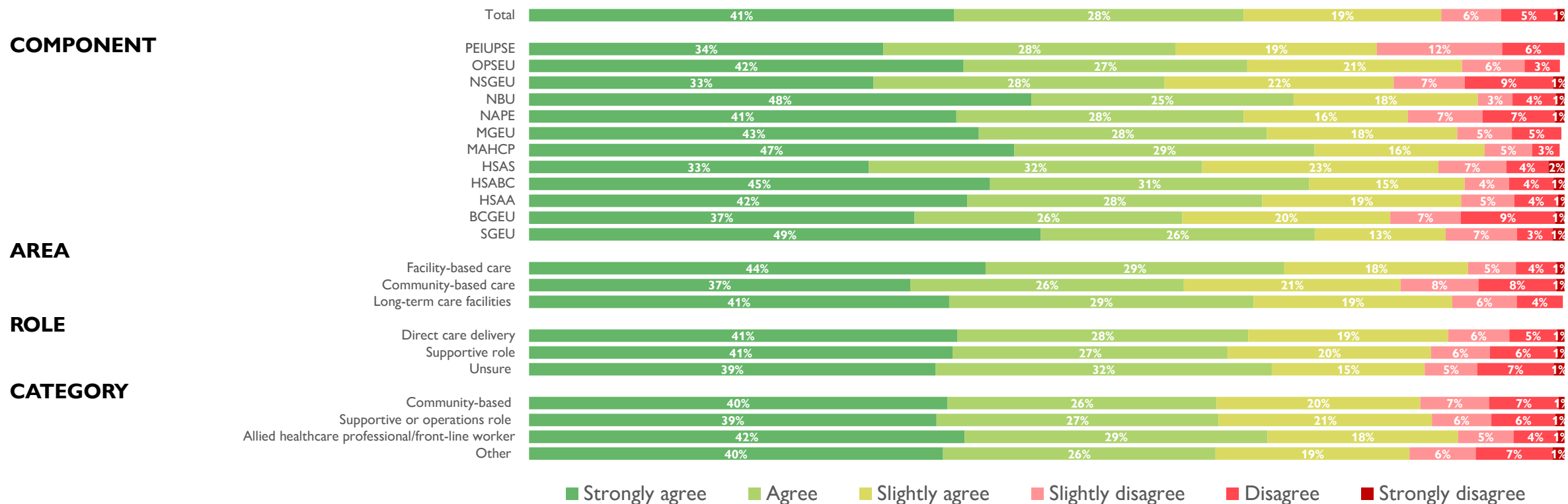


base n = 6416



To what extent do you agree or disagree with the following? *I feel like my contributions to the healthcare system are overlooked/under-appreciated*

88% of healthcare professionals agree to some extent that they feel their contributions to the healthcare system are overlooked/under-appreciated



base n = 6416



To what extent do you agree or disagree with the following? *I feel like my contributions to the healthcare system are overlooked/under-appreciated*

88% of healthcare professionals agree to some extent that they feel their contributions to the healthcare system are overlooked/under-appreciated

SHORT-STAFFED

STATE OF HEALTHCARE

STRESS

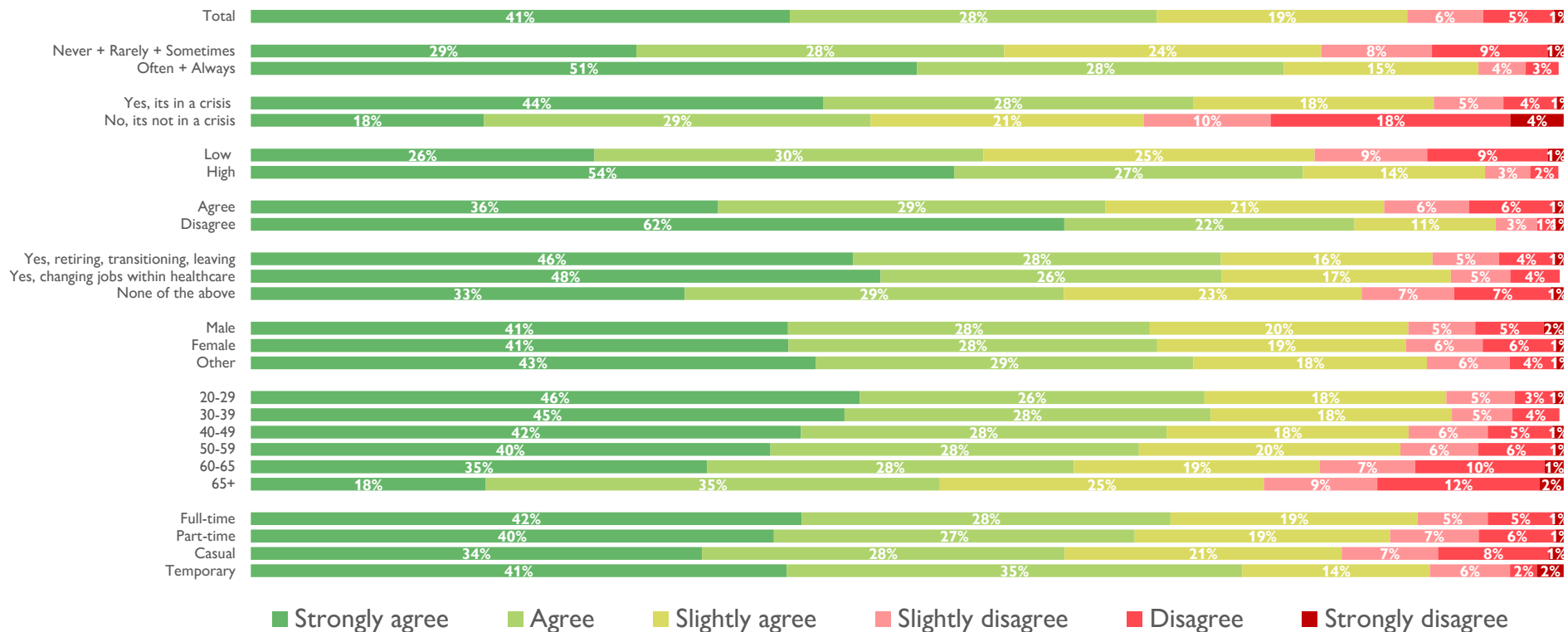
FUTURE IN HEALTHCARE

LEAVING HEALTHCARE

GENDER

AGE

EMPLOYMENT STATUS

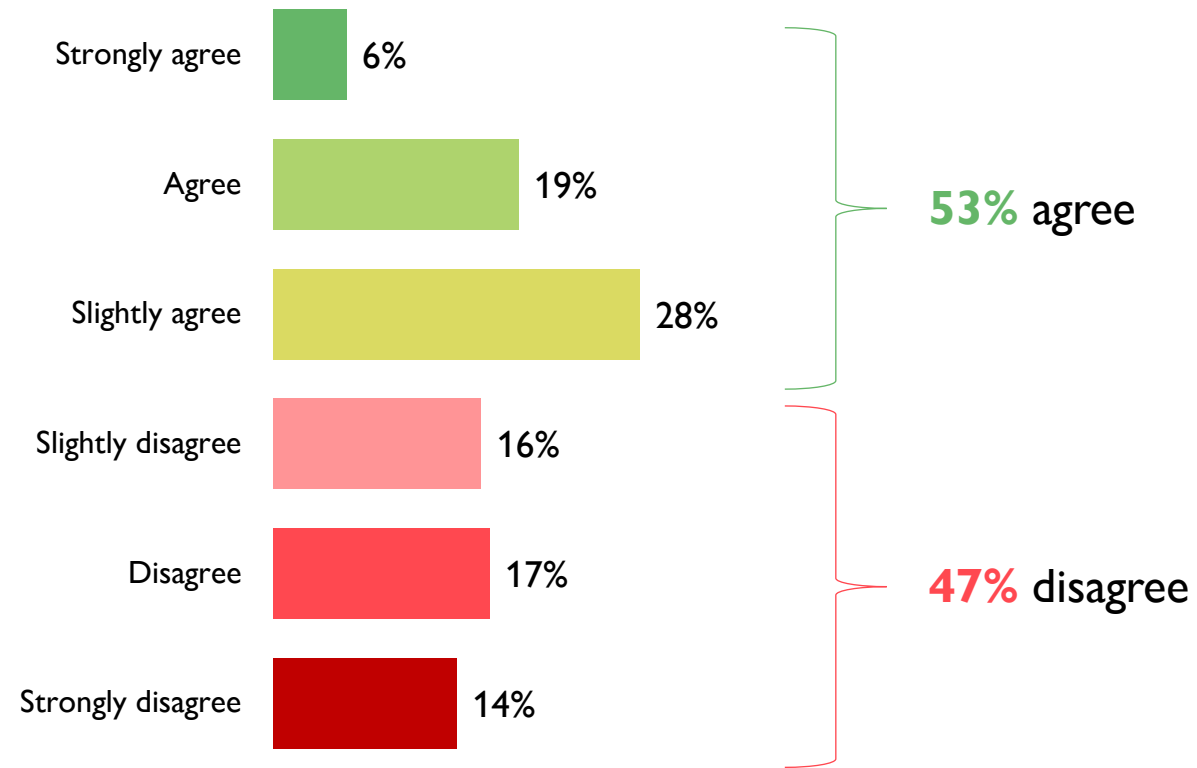


base n = 6416



To what extent do you agree or disagree with the following? *I feel valued and recognized for my contributions in the workplace*

Healthcare professionals are mostly split as to whether they feel valued and recognized for their contributions in the workplace

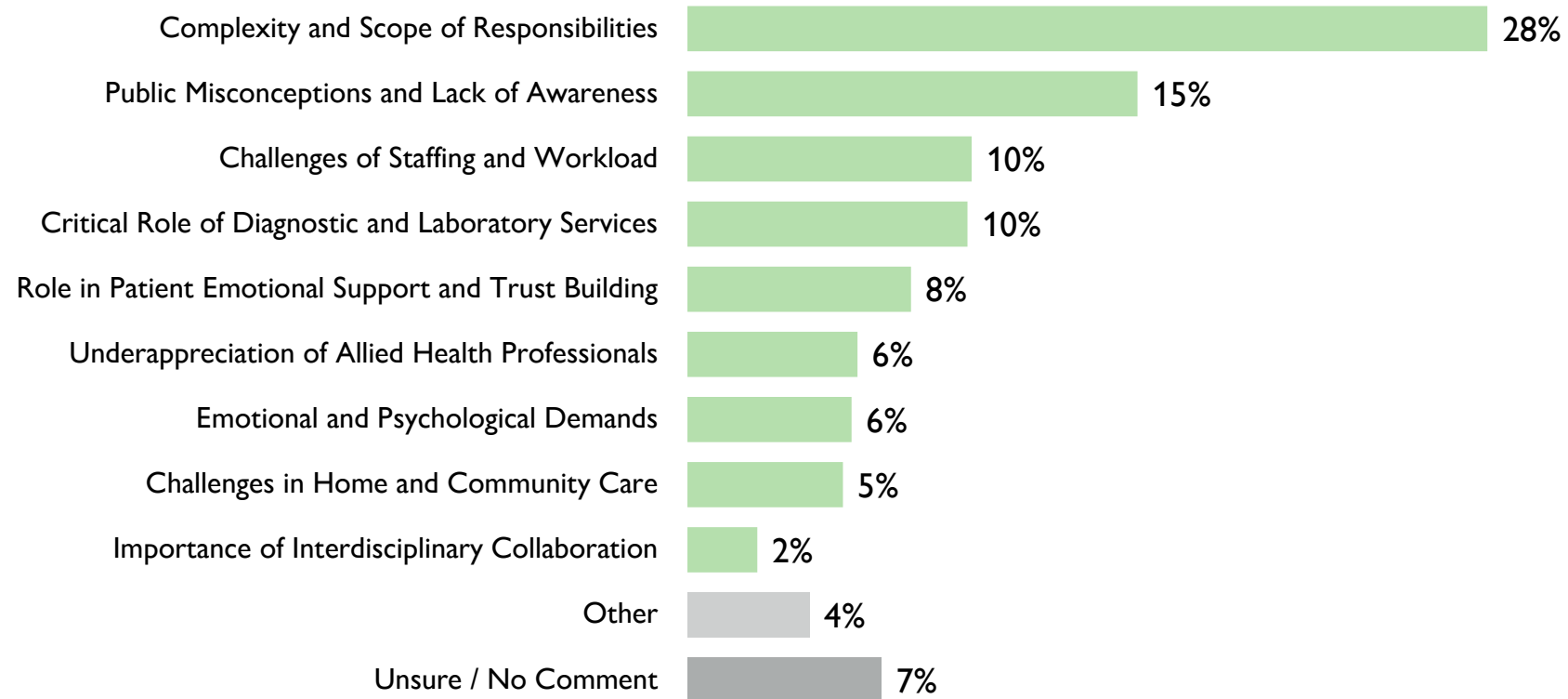


base n = 6416



What are some responsibilities you believe that the public may not fully understand or appreciate about your role in healthcare? [CODED]

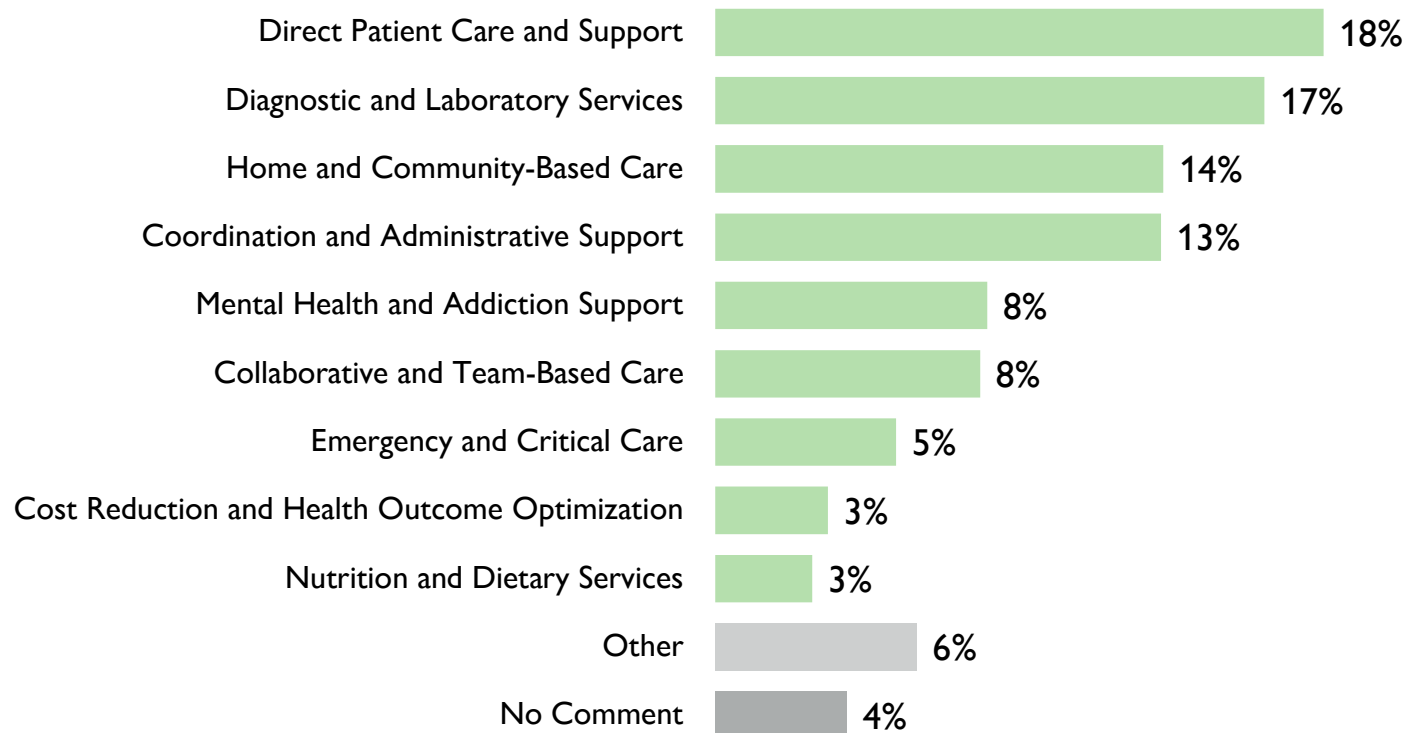
Healthcare professionals feel the public may not fully understand the complexity and scope of their role, or hold misconceptions, or lack awareness of it. Some noted that the public may be unaware of current staffing challenges and the underappreciation of health care workers.



base n = 6416

Tell us one unique thing about your role that contributes to the success of the healthcare facility/setting in which you work? [CODED]

Most identified their unique contribution to their workplace as their role towards patient care/support, performing specialized tasks like diagnostics/lab services, providing home/community-based care and more.

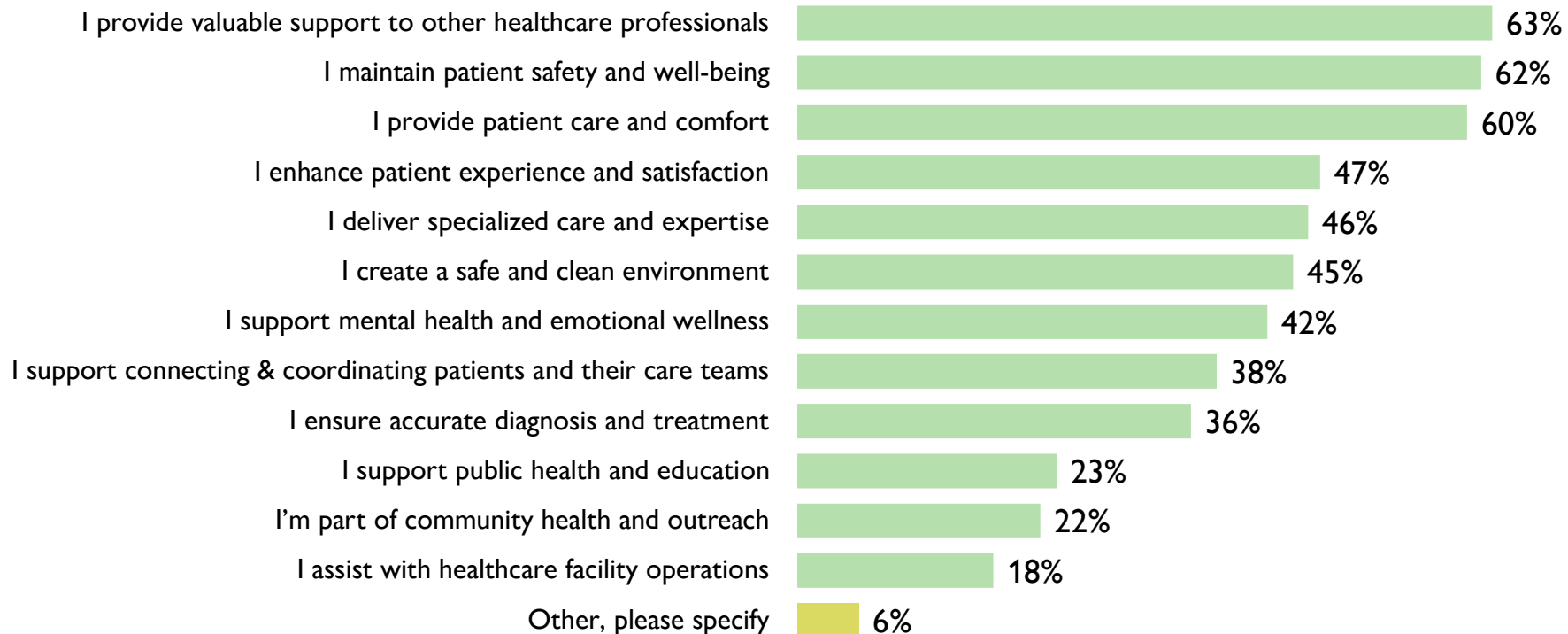


base n = 6416



Which of the following best describes your contribution to healthcare? Please select all that apply

Most commonly, members describe their contributions to healthcare as supporting other healthcare professionals (63%) and focusing on patient-centered efforts, including ensuring safety and well-being, providing care and comfort, and enhancing the patient experience (62%, 60%, and 47%, respectively).

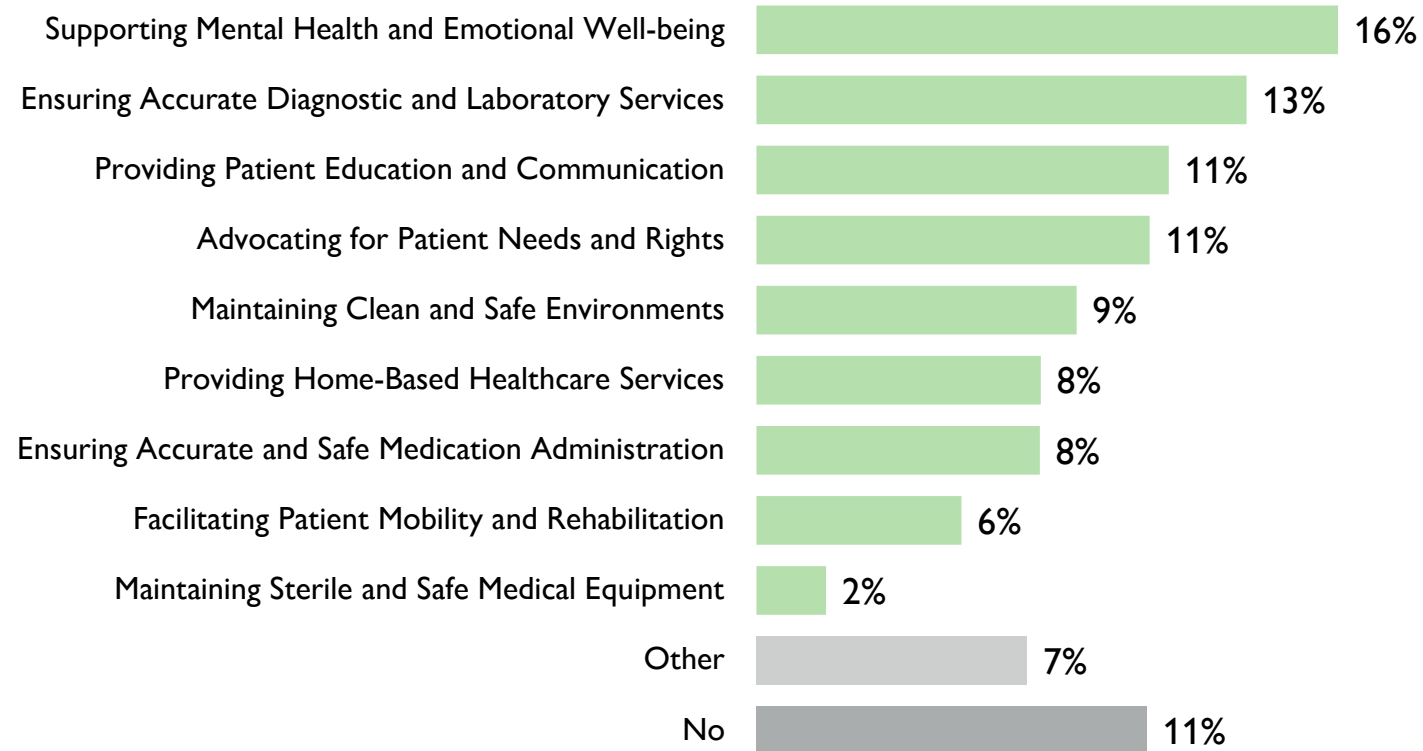


base n = 6416



Is there an example you can give of how your work contributes to delivering quality healthcare and creating a safe, supportive environment for patients? [CODED]

Healthcare professionals create safe, supportive environments for patients by promoting mental health and well-being, ensuring accurate care, educating, and advocating for patients.

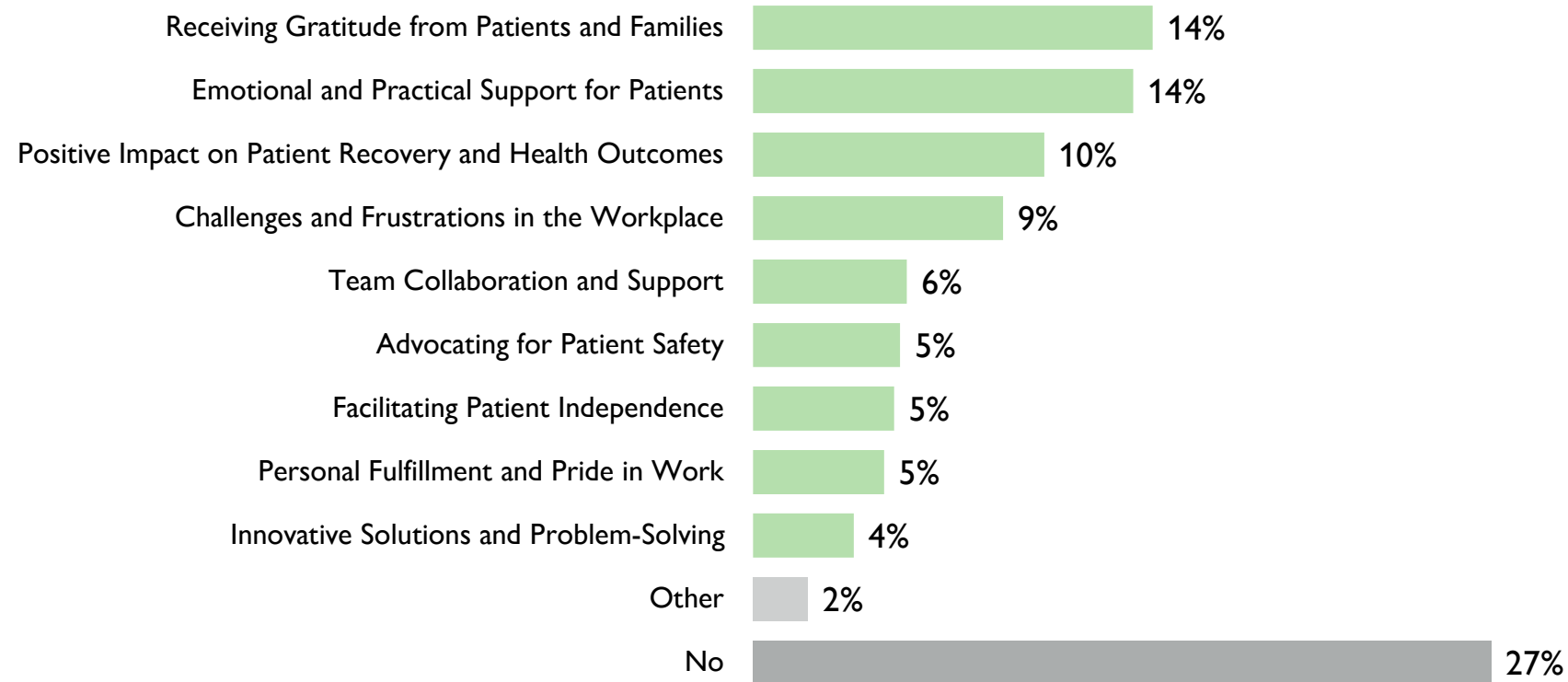


base n = 6416



Can you share a story or experience from your work that highlights the impact you have on patients, families, or your team? This could be a moment that made you feel proud, a challenge you faced, or an experience that reflects the unique value of the work you do. [CODED]

7 in 10 can recall a specific story that highlights the impact they have had on patients, families, or their teams – typically citing stories of gratitude from patients/families or providing emotional/practical support to patients.



base n = 6416

Part 4: Solutions



Solutions

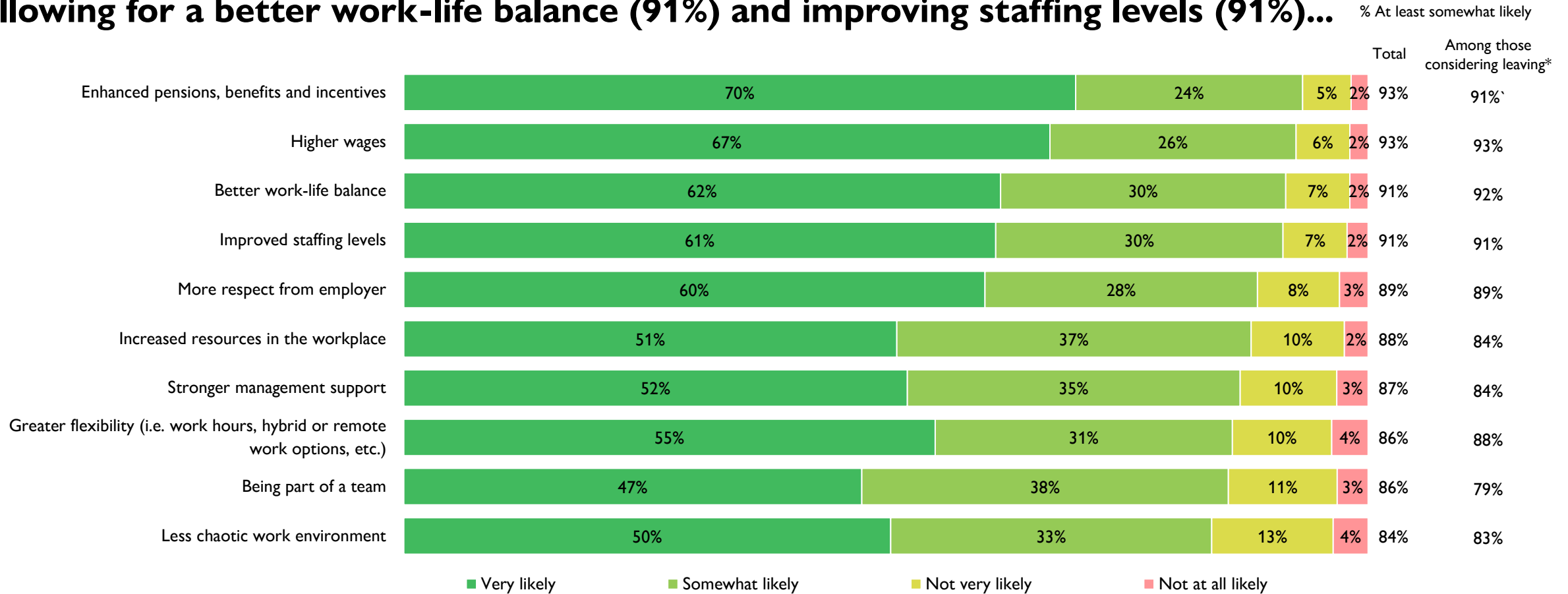
The top factors for improving workplace retention are enhancing pensions, benefits, and incentives (93%) and increasing wages (93%). These are closely followed by better work-life balance (91%) and improved staffing levels (91%). Interestingly, these solutions resonate almost equally with those considering leaving their public healthcare role.

When asked about the single most important change to improve healthcare, healthcare professionals most frequently cited increased staffing levels (21%), higher wages (13%), and improved access to services (11%) as key priorities for creating a more responsive system.

Overall, there is overwhelming support (97%) for collaboration between workers, unions, employers, governments, and educational institutions to develop a comprehensive plan to address labour shortages.

Given the challenges working in healthcare today, how likely are each of the following factors to encourage you stay in healthcare?

The most important factors in increasing workplace retention are enhancing pensions, benefits and incentives (93%), and providing higher wages (93%). This is closely followed by allowing for a better work-life balance (91%) and improving staffing levels (91%)...

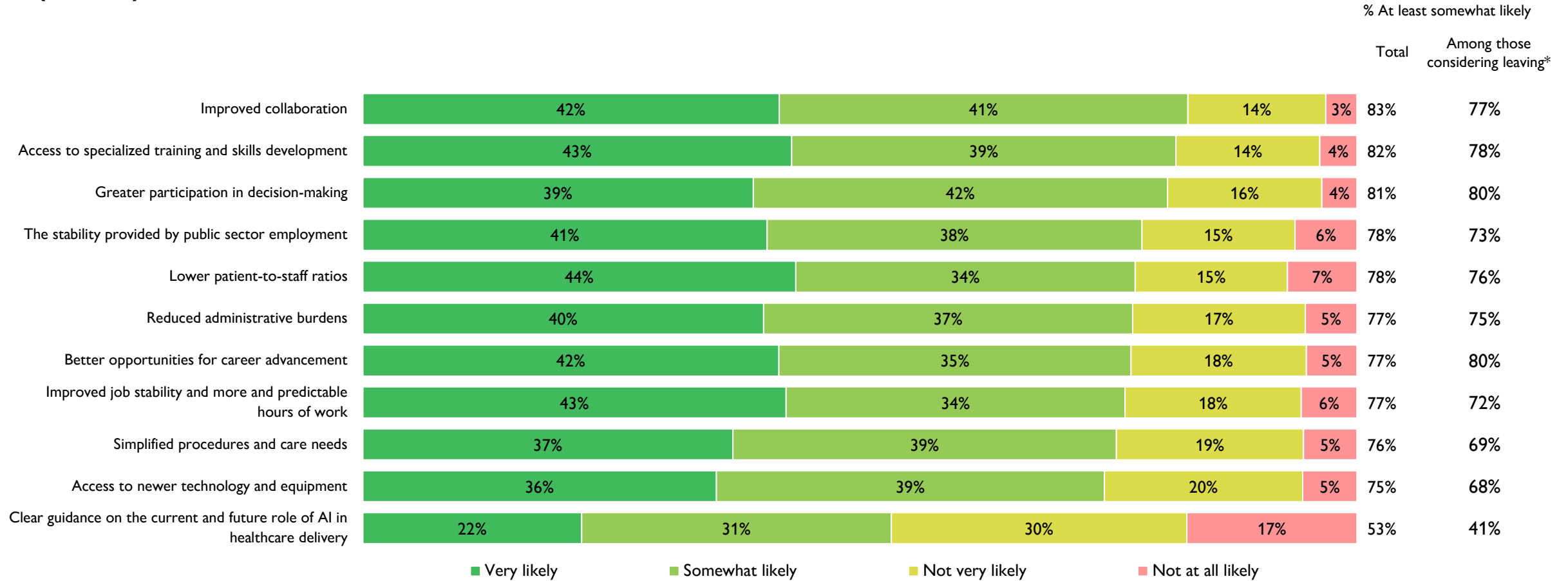


base n = 6416

* base n [Those considering transitioning from public healthcare to private healthcare OR leaving healthcare entirely] = 1331

Given the challenges working in healthcare today, how likely are each of the following factors to encourage you stay in healthcare?

...(Cont'd).

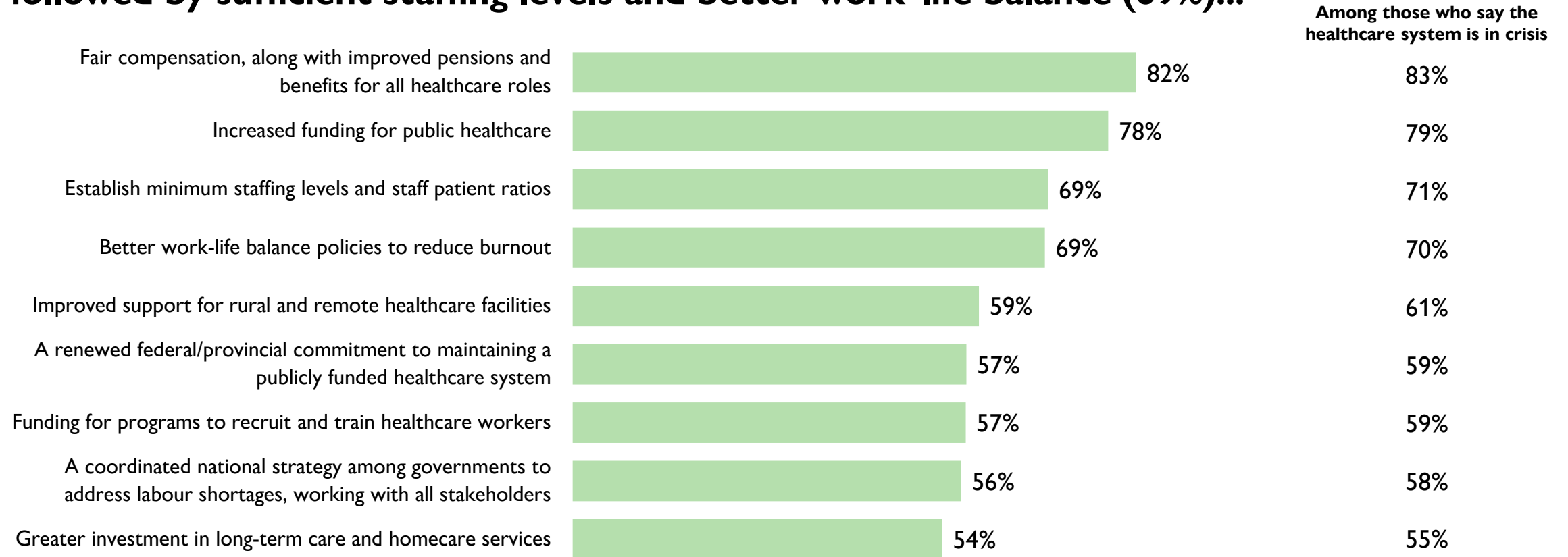


base n = 6416



Regardless of whether you believe the healthcare system is in crisis, what actions do you think could help improve it? Please select all that apply.

Improving compensation and benefits (82%) as well as increased funding (78%) are considered the most potentially impactful actions to help improve the healthcare system, followed by sufficient staffing levels and better work-life balance (69%)...

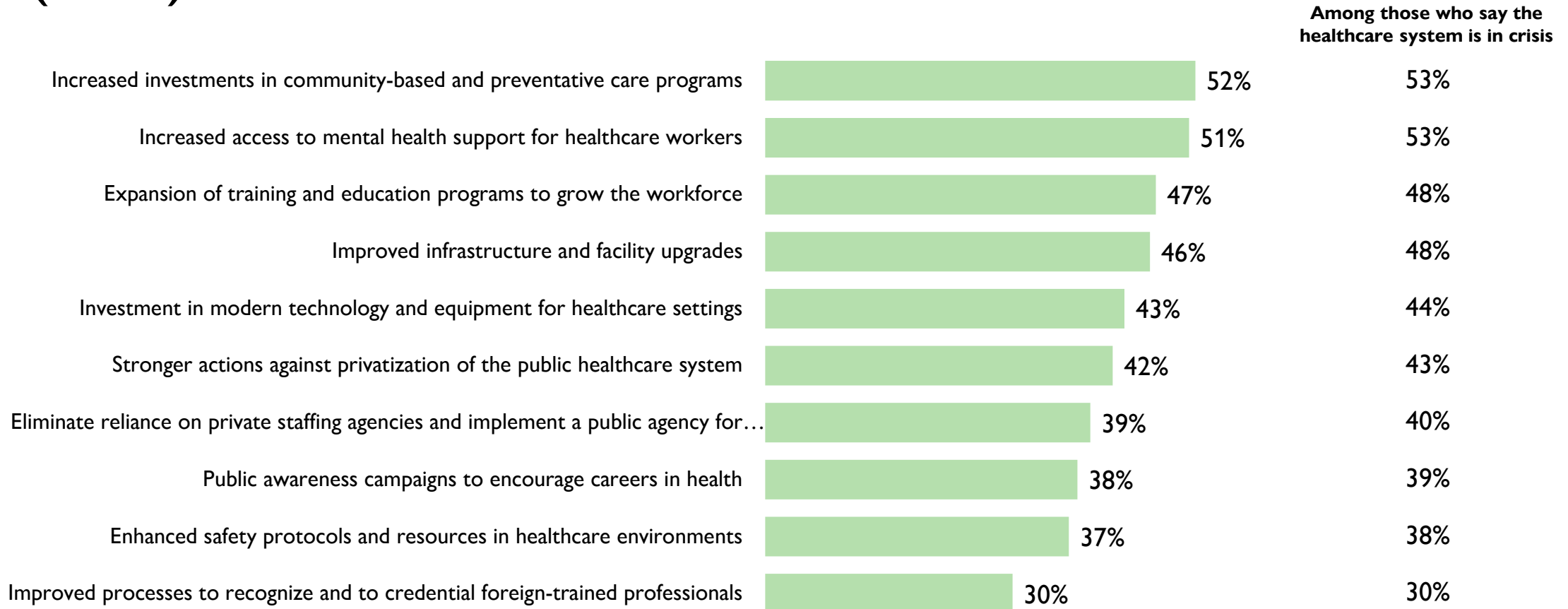


base n = 6416



Regardless of whether you believe the healthcare system is in crisis, what actions do you think could help improve it? Please select all that apply.

...(Cont'd).

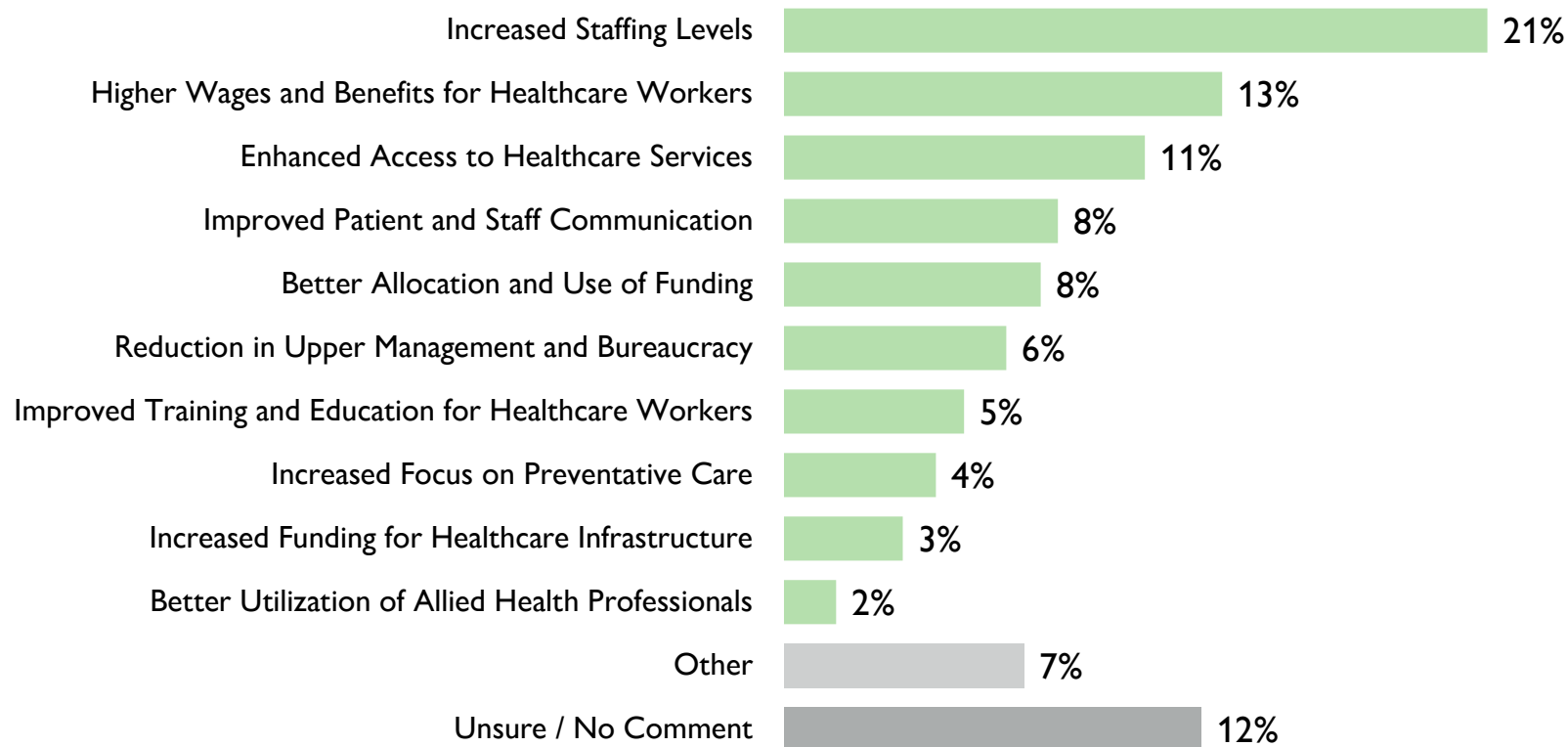


base n = 6416



In your view, what is the single most important thing that could be done to make the healthcare system be more responsive to the needs of the public today?
[CODED]

Increased staffing levels (21%), higher wages (13%), and improved access to services (11%) are considered among the most important aspects to improve on in order to foster a more responsive healthcare system.

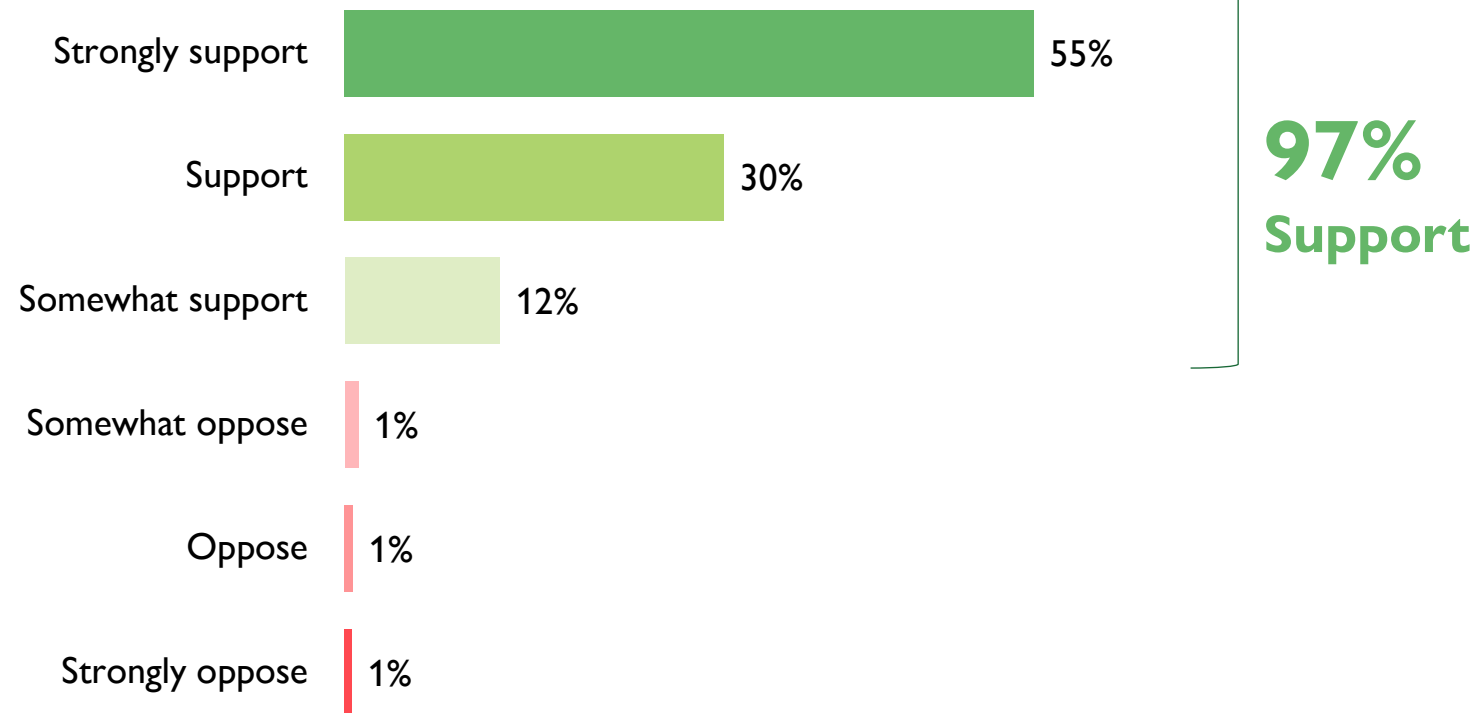


base n = 6416



Currently, there is virtually no health workforce planning between different levels of government across the country. To what extent do you support a collaboration between workers, their unions, employers, governments, and educational institutions to come together to develop a detailed plan to tackle the labour shortages in healthcare today?

There is near unanimous support (97%) for workers, unions, employers, governments, and educational institutions collaborating to develop a detailed plan to address labour shortages.



base n = 6416

Thank You

abacus
data

abacusdata.ca