

Interview Schedule

My name is () of POLLARA, a national health care market research company. We are conducting a short telephone survey among pharmacists/ nurses/doctors across Canada. The survey will take less than 10 minutes of your time.

We understand that your time is valuable. As an incentive to encourage participation, we will enter your name in a draw for two executive class airline tickets for a weekend getaway anywhere in North America, or should you win the draw, you could choose to donate the cash value of the prize in your name to the registered charity of your choice.

Would you mind if I asked these questions? All of your responses will be kept strictly confidential

(IF YES) Thank you

(IF NO) When is a better time for me to call back? (SCHEDULE CALL-BACK)

	Doctors	Nurses	Pharmacists
1. In your opinion, what is the single most important health care issue facing Canada? (USE PRE-CODES)			
Lack Of Funding, Government Cutbacks	(31%)	(10%)	(15%)
Accessibility/Availability	(15%)	(8%)	(10%)
Doctors/Specialists Shortage/Going US	(9%)	(3%)	(4%)
Long Waiting Period	(4%)	(2%)	(5%)
Promotion Of Health/Healthy Living	(4%)	(4%)	(2%)
Aging Population/Care Of The Elderly	(3%)	(5%)	(5%)
Cost Of Health Care	(3%)	(<1%)	(11%)
Heart Disease/Cancer/AIDS/Any Disorders	(2%)	(3%)	(3%)
Lack Of Staff/Work Overload	(2%)	(9%)	(1%)
Quality Service/Proper Care	(2%)	(8%)	(2%)
Privatization Of Health Care	(2%)	(1%)	(1%)
Concerns About Government	(2%)	(<1%)	(<1%)
Lack Of Services	(2%)	(1%)	(<1%)
Medicare/Continuation Of Medicare	(1%)	(<1%)	(3%)
Rural Health Care Crisis	(1%)	(<1%)	(<1%)
Emergency Care/Emergency Rooms	(1%)	(1%)	(1%)
Care Of Children	(1%)	(<1%)	(<1%)
Smoking	(1%)	(1%)	(<1%)
User Fees/Having To Pay/Maintain Free	(1%)	(1%)	(2%)
People Abuse/Overuse The System	(1%)	(<1%)	(1%)
System Deteriorating/Falling Apart	(1%)	(<1%)	(1%)
Universality/For All Canadians	(1%)	(2%)	(3%)
Lack Of Health Care	(1%)	(<1%)	(<1%)
Bed Closure/Shortage/More Long Term Bed	(1%)	(<1%)	(3%)
Hospital Closure/Restructuring System	(<1%)	(1%)	(<1%)
Equal Accessibility/Two-Tier System	(<1%)	(1%)	(<1%)
Hospital Stay Too Short	(<1%)	(1%)	(<1%)
Medication Use	(<1%)	(<1%)	(<1%)
Line Ups/Overcrowding	(<1%)	(<1%)	(<1%)



1. **(CONT'D)** In your opinion, what is the single most important health care issue facing Canada? (USE PRE-CODES)

Prices Of Medication	(<1%)	(<1%)	(4%)
Pollution/Environment	(<1%)	(<1%)	(<1%)
Hospital	(<1%)	(1%)	(2%)
Home Care	(<1%)	(1%)	(<1%)
Preserving Health Care Services	(<1%)	(<1%)	(1%)
Research And Development	(<1%)	(<1%)	(1%)
Affordability/In The Red/Future Funding	(<1%)	(1%)	(2%)
Lack Of Equipment/Access To Testing	(<1%)	(<1%)	(<1%)
Recognize Alternative Medicine	(<1%)	(<1%)	(<1%)
Shortage Of Nurses/Registered Nurses	(<1%)	(18%)	(2%)
Government Collect Taxes But Don't Give Back	(<1%)	(<1%)	(<1%)
Concerned W Management Of Health Care Money	(<1%)	(2%)	(1%)
Coverage Is Limited/Changes To Coverage	(<1%)	(1%)	(1%)
Having Insurance/Drug Plan/Cost Without	(<1%)	(<1%)	(2%)
Health Care Staying At The Same Level	(<1%)	(<1%)	(<1%)
Lack Qualified/Knowledgeable Health Care Professionals	(<1%)	(2%)	(<1%)
Travelling To Get Services	(<1%)	(<1%)	(<1%)
Cost/Coverage Of Medication For Seniors	(<1%)	(<1%)	(1%)
Humanize/Improve Relationship Patient/Professional	(<1%)	(1%)	(1%)
Patient Safety	(<1%)	(1%)	(<1%)
Lack Of Regulation/Staff/Government/Health Care System	(<1%)	(1%)	(<1%)
Other	(1%)	(3%)	(3%)
Don't Know or Refused	(2%)	(3%)	(7%)

2. Overall, would you say that your confidence in the Canadian health care system is rising or falling, or is it about the same as it ever was?

Rising	(3%)	(6%)	(9%)
Falling	(70%)	(62%)	(47%)
Same	(26%)	(32%)	(44%)
Don't Know	(1%)	(<1%)	(<1%)

3. Overall, would you say that Canadians are or are not receiving quality health care right now?

Receiving Quality Health Care	(76%)	(63%)	(75%)
Not Receiving Quality Health Care	(22%)	(33%)	(22%)
Don't Know	(2%)	(4%)	(3%)

4. Assuming that governments continue to work on cost-efficiencies in the health care system, should governments (ROTATE) spend more money or spend the same amount of money to meet the health care needs of Canadians?

Spend More Money	(82%)	(81%)	(75%)
Spend The Same Amount	(16%)	(16%)	(24%)
Don't Know	(2%)	(3%)	(1%)

Would you say that each of the following are advancing, standing still or falling behind? (ROTATE)

5.	The research and development of new medical treatments and techniques			
	Advancing	(34%)	(61%)	(60%)
	Standing Still	(25%)	(17%)	(23%)
	Falling Behind	(39%)	(16%)	(15%)
	Don't Know	(2%)	(6%)	(2%)
6.	The quality of health care			
	Advancing	(10%)	(10%)	(16%)
	Standing Still	(34%)	(36%)	(45%)
	Falling Behind	(55%)	(53%)	(39%)
	Don't Know	(<1%)	(2%)	(<1%)
7.	Timely access to health care			
	Advancing	(3%)	(9%)	(7%)
	Standing Still	(12%)	(23%)	(21%)
	Falling Behind	(84%)	(65%)	(72%)
	Don't Know	(<1%)	(2%)	(1%)
8.	Health research generally			
	Advancing	(22%)	(46%)	(51%)
	Standing Still	(31%)	(31%)	(30%)
	Falling Behind	(42%)	(16%)	(15%)
	Don't Know	(5%)	(8%)	(3%)

Everyone involved in the health care system has certain responsibilities. When it comes to setting policies to protect patients and ensure they get the best care, would you say that each of the following should take a lead role, a significant role a minor role or should not be involved at all?

9.	Governments			
	Lead Role	(37%)	(30%)	(36%)
	Significant Role	(42%)	(44%)	(45%)
	Minor Role	(13%)	(20%)	(16%)
	Not Be Involved	(8%)	(6%)	(2%)
	Don't Know	(<1%)	(<1%)	(<1%)
10.	Health care providers such as doctors, nurses, pharmacists			
	Lead Role	(71%)	(67%)	(71%)
	Significant Role	(27%)	(33%)	(29%)
	Minor Role	(1%)	(1%)	(<1%)
	Not Be Involved	(<1%)	(<1%)	(<1%)
	Don't Know	(1%)	(<1%)	(<1%)

	Doctors	Nurses	Pharmacists
11. Patients and their families			
Lead Role	(24%)	(33%)	(28%)
Significant Role	(62%)	(63%)	(57%)
Minor Role	(14%)	(4%)	(14%)
Not Be Involved	(<1%)	(1%)	(1%)
Don't Know	(<1%)	(<1%)	(<1%)
12. Health charities			
Lead Role	(6%)	(8%)	(9%)
Significant Role	(34%)	(46%)	(38%)
Minor Role	(48%)	(39%)	(47%)
Not Be Involved	(11%)	(5%)	(5%)
Don't Know	(2%)	(2%)	(1%)
And when it comes to setting policies for managing priorities and the balance between quality and efficiency in the health care system, would you say that each of the following should take a lead role, a significant role, a minor role or should not be involved at all?			
13. Governments			
Lead Role	(29%)	(33%)	(35%)
Significant Role	(43%)	(37%)	(42%)
Minor Role	(22%)	(25%)	(20%)
Not Be Involved	(6%)	(4%)	(3%)
Don't Know	(<1%)	(<1%)	(<1%)
14. Health care providers such as doctors, nurses, pharmacists			
Lead Role	(70%)	(67%)	(67%)
Significant Role	(28%)	(32%)	(31%)
Minor Role	(1%)	(<1%)	(1%)
Not Be Involved	(<1%)	(<1%)	(<1%)
Don't Know	(<1%)	(<1%)	(<1%)
15. Patients and their families			
Lead Role	(20%)	(25%)	(27%)
Significant Role	(53%)	(64%)	(49%)
Minor Role	(24%)	(10%)	(22%)
Not Be Involved	(1%)	(1%)	(2%)
Don't Know	(1%)	(<1%)	(<1%)
16. Health charities			
Lead Role	(4%)	(6%)	(7%)
Significant Role	(28%)	(39%)	(27%)
Minor Role	(51%)	(46%)	(55%)
Not Be Involved	(16%)	(5%)	(11%)
Don't Know	(2%)	(4%)	(1%)

Factors in the Medical Treatment Decision

I am going to read you a series of factors that are involved in decisions that are made on what medical treatment patients receive. I'd like you to tell me whether you think each SHOULD BE VERY IMPORTANT, LESS IMPORTANT OR NOT IMPORTANT AT ALL when these decisions are made: (READ AND ROTATE)

- 17. The effectiveness of the treatment
 - Very Important (98%) (97%) (98%)
 - Less Important (2%) (3%) (2%)
 - Not Important At All (<1%) (<1%) (<1%)

- 18. The cost of the treatment to the government or insurance company that is paying
 - Very Important (35%) (33%) (42%)
 - Less Important (56%) (55%) (50%)
 - Not Important At All (8%) (11%) (8%)
 - Don't Know (1%) (1%) (<1%)

- 19. The cost of the treatment to the patient
 - Very Important (51%) (50%) (59%)
 - Less Important (42%) (40%) (37%)
 - Not Important At All (6%) (8%) (3%)
 - Don't Know (1%) (1%) (1%)

- 20. Minimizing side effects
 - Very Important (85%) (87%) (90%)
 - Less Important (15%) (12%) (10%)
 - Not Important At All (<1%) (<1%) (<1%)
 - Don't Know (<1%) (1%) (<1%)

- 21. The patient's preference for a specific treatment based on individual needs or lifestyle
 - Very Important (43%) (71%) (52%)
 - Less Important (52%) (26%) (45%)
 - Not Important At All (5%) (2%) (3%)
 - Don't Know (<1%) (1%) (<1%)

- 22. How informed and involved the patient is in health care decisions that affect them
 - Very Important (82%) (95%) (82%)
 - Less Important (16%) (5%) (16%)
 - Not Important At All (1%) (<1%) (1%)
 - Don't Know (<1%) (<1%) (<1%)

- 23. The amount of administrative paperwork or process that the doctor has to complete, in order to be paid for the treatment
 - Very Important (31%) (17%) (23%)
 - Less Important (49%) (60%) (58%)
 - Not Important At All (19%) (20%) (19%)
 - Don't Know (1%) (2%) (1%)



	Doctors	Nurses	Pharmacists
24. Treatment that is in the best interest of the patient			
Very Important	(98%)	(96%)	(96%)
Less Important	(2%)	(4%)	(4%)
Don't Know	(<1%)	(1%)	(<1%)
25. Do you think that having health care providers consider the impact of costs to either the patient or the payer when making treatment decisions improves, worsens to does not effect the quality of patient health care?			
Improves	(33%)	(32%)	(33%)
Worsens	(31%)	(36%)	(39%)
No Effect	(34%)	(25%)	(25%)
Don't Know	(2%)	(7%)	(3%)
26. (DOCTORS ONLY) And how frequently do you offer reasons for your treatment decision without the patient asking?			
All The Time	(49%)		
Sometimes	(38%)		
Rarely	(6%)		
Never	(4%)		
Don't Know	(2%)		
27. (DOCTORS ONLY) Would you say that you have asked all, most, some or none of your patients about whether or not they are covered by a drug benefit plan or how they pay for prescription medications?			
All	(33%)		
Most	(37%)		
Some	(18%)		
None	(8%)		
Don't Know	(4%)		
28. (IF AT LEAST SOME) Does a patients' drug benefit plan, or lack of a drug benefit plan affect your choice of treatment?			
Yes	(85%)		
No	(15%)		
Don't Know	(1%)		
29. (DOCTORS ONLY) If you wanted to prescribe a medication that required that you fill out a special authorization to have drug plan pay for the medication, for what percentage of your patients would you prescribe a different medication that doesn't require the process? (RECORD PERCENTAGE)			
0%	(20%)		
1% To 49%	(30%)		
50%	(11%)		
51 To 99%	(21%)		
100%	(10%)		
Don't know	(9%)		
Mean (%):	40.87		

30. (DOCTORS ONLY) If this process was simplified, such as writing a justification code on a prescription, for what percentage of your patients would you prescribe a different medication that doesn't require the process? (RECORD PERCENTAGE)

0%	(28%)
1% To 49%	(28%)
50%	(12%)
51 To 99%	(11%)
100%	(11%)
Don't Know	(9%)
Mean(%):	34.14

31. Do you believe an informed patient is more likely, less likely or equally likely as others to become involved in the decision making process of choosing the most suitable medication for themselves?

More Likely	(78%)	(88%)	(85%)
Less Likely	(9%)	(6%)	(8%)
Equally Likely	(10%)	(5%)	(5%)
Don't Know	(2%)	(1%)	(1%)

32. And do you believe an informed patient is more likely, less likely or equally likely as others to be compliant with taking medication?

More Likely	(89%)	(90%)	(93%)
Less Likely	(5%)	(3%)	(2%)
Equally Likely	(4%)	(6%)	(5%)
Don't Know	(2%)	(1%)	(<1%)

Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree that any of the following consequences might occur if drug plans set up criteria or guidelines that restrict which treatment is paid for? (READ AND ROTATE)

33. Patients would be denied the best quality treatments

Strongly Agree	(46%)	(46%)	(48%)
Somewhat Agree	(34%)	(31%)	(33%)
Somewhat Disagree	(13%)	(10%)	(14%)
Strongly Disagree	(5%)	(11%)	(5%)
Don't Know	(2%)	(2%)	(<1%)

34. Patents would be denied the latest treatments available

Strongly Agree	(51%)	(49%)	(55%)
Somewhat Agree	(33%)	(30%)	(32%)
Somewhat Disagree	(10%)	(12%)	(9%)
Strongly Disagree	(5%)	(6%)	(4%)
Don't Know	(1%)	(3%)	(<1%)

	Doctors	Nurses	Pharmacists
35. Treatment would be less tailored to individual needs			
Strongly Agree	(46%)	(52%)	(50%)
Somewhat Agree	(41%)	(39%)	(37%)
Somewhat Disagree	(9%)	(5%)	(9%)
Strongly Disagree	(3%)	(4%)	(3%)
Don't Know	(1%)	(1%)	(1%)
36. Patient health would suffer			
Strongly Agree	(40%)	(52%)	(49%)
Somewhat Agree	(43%)	(34%)	(37%)
Somewhat Disagree	(13%)	(8%)	(11%)
Strongly Disagree	(4%)	(5%)	(2%)
Don't Know	(1%)	(1%)	(<1%)
37. The government or insurance company paying for the drug plan would save money			
Strongly Agree	(44%)	(43%)	(46%)
Somewhat Agree	(36%)	(30%)	(38%)
Somewhat Disagree	(12%)	(12%)	(8%)
Strongly Disagree	(6%)	(10%)	(7%)
Don't Know	(2%)	(5%)	(1%)
38. Doctors would be limited as to how they treat their patients			
Strongly Agree	(57%)	(53%)	(54%)
Somewhat Agree	(29%)	(32%)	(34%)
Somewhat Disagree	(7%)	(7%)	(6%)
Strongly Disagree	(6%)	(6%)	(6%)
Don't Know	(1%)	(2%)	(<1%)

Finally, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements? New innovative medications can: (READ AND ROTATE)

39. Save the health care system money			
Strongly Agree	(32%)	(37%)	(37%)
Somewhat Agree	(41%)	(38%)	(45%)
Somewhat Disagree	(21%)	(16%)	(13%)
Strongly Disagree	(4%)	(5%)	(3%)
Don't Know	(3%)	(5%)	(2%)
40. Contributes to the well-being and quality of life of Canadians			
Strongly Agree	(52%)	(53%)	(57%)
Somewhat Agree	(43%)	(39%)	(39%)
Somewhat Disagree	(3%)	(4%)	(2%)
Strongly Disagree	(<1%)	(2%)	(2%)
Don't Know	(1%)	(1%)	(<1%)

	Doctors	Nurses	Pharmacists
41. Helps make Canadians more productive			
Strongly Agree	(34%)	(41%)	(50%)
Somewhat Agree	(51%)	(40%)	(44%)
Somewhat Disagree	(9%)	(9%)	(3%)
Strongly Disagree	(4%)	(5%)	(2%)
Don't Know	(3%)	(5%)	(1%)

(PHARMACISTS ONLY) Assuming that you might be reimbursed, do you feel that pharmacists such as yourself should be involved in each of the following tasks: (READ AND ROTATE)

42. Filling out forms to ensure that patients who are covered by drug benefit plans are reimbursed for certain restricted access medications			
Yes			(74%)
No			(25%)
Don't Know			(1%)
43. Counselling patients			
Yes			(99%)
No			(1%)
44. And which age group may I check you in (READ LIST)			
18 To 24	(<1%)	(2%)	(4%)
25 To 34	(9%)	(20%)	(43%)
35 To 44	(29%)	(31%)	(28%)
45 To 54	(32%)	(37%)	(17%)
55 To 64	(16%)	(11%)	(7%)
65 Or Over	(14%)	(<1%)	(<1%)
Refused	(1%)	(<1%)	(<1%)

All of your comments are strictly confidential. However, in order to include you in the draw for two airline tickets to any location in North America, could I please get your

55. Gender			
Male	(73%)	(6%)	(55%)
Female	(27%)	(94%)	(45%)

	Doctors	Nurses	Pharmacists
56A. Province or Residence			
Newfoundland	(2%)	(2%)	(2%)
Nova Scotia	(4%)	(3%)	(3%)
New Brunswick	(2%)	(3%)	(3%)
Prince Edward Island	(<1%)	(1%)	(1%)
Québec	(26%)	(24%)	(24%)
Ontario	(35%)	(37%)	(37%)
Manitoba	(4%)	(4%)	(4%)
Saskatchewan	(3%)	(4%)	(4%)
Alberta	(9%)	(9%)	(9%)
British Columbia/Yukon/Northwest Territories	(15%)	(13%)	(14%)
57A. Region of residence			
Atlantic	(8%)	(9%)	(9%)
Québec	(26%)	(24%)	(24%)
Ontario	(35%)	(37%)	(37%)
Prairies	(16%)	(17%)	(17%)
British Columbia/Territories	(15%)	(13%)	(14%)
58A. Generation			
Male - 18 to 34	(4%)	(2%)	(22%)
Male - 35 to 54	(44%)	(4%)	(27%)
Male - 55 or over	(25%)	(1%)	(6%)
Female - 18 to 34	(5%)	(20%)	(26%)
Female - 35 to 54	(17%)	(64%)	(18%)
Female - 55 or over	(5%)	(10%)	(1%)
60A. Genderregion			
Male - Atlantic	(5%)	(1%)	(4%)
Female - Atlantic	(3%)	(8%)	(5%)
Male - Québec	(19%)	(3%)	(11%)
Female - Québec	(7%)	(22%)	(13%)
Male - Ontario	(25%)	(1%)	(23%)
Female - Ontario	(9%)	(36%)	(13%)
Male - Prairies	(11%)	(1%)	(8%)
Female - Prairies	(5%)	(16%)	(9%)
Male - British Columbia/Territories	(12%)	(1%)	(9%)
Female - British Columbia/Territories	(3%)	(13%)	(5%)
68. Health care providers			
Doctors	(100%)	(<1%)	(<1%)
Nurses	(<1%)	(100%)	(<1%)
Pharmacists	(<1%)	(<1%)	(100%)