

Interview Schedule

Good morning/afternoon/evening. My name is () of POLLARA, the national public opinion research organization. We are conducting a survey of Canadians 18 years of age and over on the issue of health care. Would you mind if I asked you a few questions? All of your responses will be kept strictly confidential.

(IF YES) Thank you.

(IF NO) When is a better time to call you back? (SCHEDULE APPOINTMENT)

First, do you or does anyone in your household work for:

A market research firm? (IF YES - THANK & TERMINATE)

The media (IF YES - THANK & TERMINATE)

A pharmaceutical firm (YES - THANK & TERMINATE)

A. First of all, do you mind telling me in what year you were born? (RECORD RESPONSE - IF PERSON IS UNDER 18, ASK TO SPEAK TO SOMEONE WHO IS 18)

| | 1999 | 1998 | Change: 1999-1998 |
|---|-------|-------|----------------------|
| 1. What is the primary way you pay for prescription medications? (READ) | | | |
| A government drug plan | (29%) | (27%) | <+2> |
| A private drug plan | (42%) | (51%) | <-9> |
| Have no drug plan and pay myself | (23%) | (22%) | <+1> |
| Combination of government and private | (4%) | (<1%) | <+4> |
| Refused | (2%) | (1%) | <+1> |
| 2. In your opinion, what is the single most important issue facing Canada today? (OPEN-END) | | | |
| Health Care | (37%) | (16%) | <+21> |
| Unemployment | (8%) | (11%) | <-3> |
| Taxes | (8%) | (2%) | <+6> |
| Economy/Recession (General) | (6%) | (22%) | <-16> |
| Deficit/Government Spending | (5%) | (6%) | <-1> |
| Education | (4%) | (2%) | <+2> |
| Concerns About Politicians/Government | (3%) | (2%) | <+1> |
| Environment/Pollution | (2%) | (1%) | <+1> |
| National Unity | (2%) | (14%) | <-12> |
| Welfare Fraud And Abuse | (1%) | (<1%) | <+1> |
| Crime And Personal Safety | (1%) | (1%) | <n/c> |
| Maintaining Social Programs | (1%) | (1%) | <n/c> |
| Moral Issues | (1%) | (1%) | <n/c> |
| Immigration | (1%) | (<1%) | <+1> |
| Poverty | (1%) | (<1%) | <+1> |
| Equality/Employment Equity | (<1%) | (<1%) | <n/c> |
| Laws/Gun Control | (<1%) | (<1%) | <n/c> |
| Social Issues | (<1%) | (1%) | <-1> |
| Language Issue | (<1%) | (<1%) | <n/c> |



| | 1999 | 1998 | Change: 1999-1998 |
|--|-------|-------|----------------------|
| 2. (CONT'D) In your opinion, what is the single most important issue facing Canada today? (OPEN-END) | | | |
| Value Of The Canadian Dollar | (<1%) | (8%) | <- 8> |
| Threat Of Americanization | (<1%) | (<1%) | <n/c> |
| Referendum/Sovereignty | (<1%) | (1%) | <- 1> |
| Patriotism | (<1%) | (<1%) | <n/c> |
| Seniors Pension | (<1%) | (<1%) | <n/c> |
| Aging Population | (<1%) | (<1%) | <n/c> |
| Fisheries/Job In Fisheries | (<1%) | (<1%) | <n/c> |
| Justice System/Young Offender Act | (<1%) | (<1%) | <n/c> |
| Identity Crisis | (<1%) | (<1%) | <n/c> |
| Military/Lack Of Military Defence | (<1%) | (<1%) | <n/c> |
| Youth Issues | (<1%) | (<1%) | <n/c> |
| Homelessness | (<1%) | (<1%) | <n/c> |
| Gap Between The Rich & The Poor | (<1%) | (<1%) | <n/c> |
| Seniors Housing | (<1%) | (<1%) | <n/c> |
| Child Care | (<1%) | (<1%) | <n/c> |
| Alzheimer's | (<1%) | (<1%) | <n/c> |
| Native Issues | (<1%) | (<1%) | <n/c> |
| War/Peace | (<1%) | (<1%) | <n/c> |
| Teenage Pregnancy | (<1%) | (<1%) | <n/c> |
| Cancer Research | (<1%) | (<1%) | <n/c> |
| Increase In Population | (<1%) | (<1%) | <n/c> |
| Wages | (<1%) | (<1%) | <n/c> |
| Infrastructures | (<1%) | (<1%) | <n/c> |
| Arts | (<1%) | (<1%) | <n/c> |
| Price Of Drugs | (<1%) | (<1%) | <n/c> |
| Price Of Wheat | (<1%) | (<1%) | <n/c> |
| Aids | (<1%) | (<1%) | <n/c> |
| Interprovincial Relations | (<1%) | (<1%) | <n/c> |
| Relationship With The U.S. | (<1%) | (<1%) | <n/c> |
| Agriculture | (<1%) | (<1%) | <n/c> |
| Other | (1%) | (1%) | <n/c> |
| Don't Know/Refused | (13%) | (8%) | <+ 5> |

| | 1999 | 1998 | Change: 1999-1998 |
|---|-------|-------|----------------------|
| 3. And what is the most important health care issue facing Canada today? (OPEN-END) | | | |
| Lack Of Funding/Government Cutbacks | (9%) | (18%) | <- 9> |
| Long Waiting Period | (6%) | (4%) | <+ 2> |
| Aging Population/Care Of The Elderly | (5%) | (5%) | <n/c> |
| Heart Disease/Cancer/AIDS/Disorders | (5%) | (4%) | <+ 1> |
| Doctors/Specialists Shortage/Go US | (5%) | (3%) | <+ 2> |
| Lack Of Staff/Work Overload | (4%) | (2%) | <+ 2> |
| Shortage Nurses/Registered Nurses | (4%) | (<1%) | <+ 4> |
| Accessibility/Availability | (3%) | (5%) | <- 2> |
| Bed Closure/Shortage/More Long Term | (3%) | (2%) | <+ 1> |
| Hospital Closure/Restructure System | (3%) | (4%) | <- 1> |
| Quality Service/Proper Care | (3%) | (3%) | <n/c> |
| Hospital | (3%) | (3%) | <n/c> |
| Medicare/Continuation Of Medicare | (2%) | (1%) | <+ 1> |
| Cost Of Health Care | (2%) | (3%) | <- 1> |
| Emergency Care/Emergency Rooms | (2%) | (2%) | <n/c> |
| Research And Development | (2%) | (2%) | <n/c> |
| Lack Of Services | (2%) | (<1%) | <+ 2> |
| Promotion Of Health/Healthy Living | (1%) | (1%) | <n/c> |
| Equal Accessibility/Two-Tier System | (1%) | (2%) | <- 1> |
| Line Ups/Overcrowding | (1%) | (<1%) | <+ 1> |
| Privatization Of Health Care | (1%) | (1%) | <n/c> |
| Affordability/In The Red/Future Fund | (1%) | (2%) | <- 1> |
| System Deteriorating/Falling Apart | (1%) | (2%) | <- 1> |
| Concerned With Management Of HC Money | (1%) | (1%) | <n/c> |
| Coverage Limited/Changes To Coverage | (1%) | (<1%) | <+ 1> |
| No Issues/Good System | (1%) | (1%) | <n/c> |
| Universality/For All Canadians | (1%) | (2%) | <- 1> |
| Lack Of Health Care | (1%) | (<1%) | <+ 1> |
| Striking Nurses | (1%) | (<1%) | <+ 1> |
| Have Insurance/Drug Plan/Cost Without | (1%) | (<1%) | <+ 1> |
| Health Care Staying At The Same Level | (1%) | (<1%) | <+ 1> |
| Lack Qualified/Knowledgable Health Care Professionals | (1%) | (<1%) | <+ 1> |
| Rural Health Care Crisis | (<1%) | (1%) | <- 1> |
| Lack Of Management | (<1%) | (1%) | <- 1> |
| Use Of Aides/Untrained Workers | (<1%) | (<1%) | <n/c> |
| Hospital Stay Too Short | (<1%) | (<1%) | <n/c> |
| Moral Issues | (<1%) | (<1%) | <n/c> |
| Medication Use | (<1%) | (<1%) | <n/c> |
| Prices Of Medication | (<1%) | (<1%) | <n/c> |
| Pollution/Environment | (<1%) | (<1%) | <n/c> |
| Care Of Children | (<1%) | (<1%) | <n/c> |
| Home Care | (<1%) | (1%) | <- 1> |

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|--|-------|-------|----------------------|
| 3. (CONT'D) And what is the most important health care issue facing Canada today? (OPEN-END) | | | |
| Preserving Health Care Services | (<1%) | (4%) | <- 4> |
| Smoking | (<1%) | (<1%) | <n/c> |
| Concerns About Government | (<1%) | (<1%) | <n/c> |
| Patent Protection | (<1%) | (<1%) | <n/c> |
| Hepatitis C | (<1%) | (<1%) | <n/c> |
| Lack Of Equipment/Access To Testing | (<1%) | (<1%) | <n/c> |
| User Fees/Have To Pay/Maintain Free | (<1%) | (2%) | <- 2> |
| Blood Supply Controversy | (<1%) | (<1%) | <n/c> |
| Recognize Alternative Medicine | (<1%) | (<1%) | <n/c> |
| People Abuse/Overuse The System | (<1%) | (1%) | <- 1> |
| Doctors Abuse System/Medicare | (<1%) | (<1%) | <n/c> |
| Mentally Ill Patients Be In Hospital | (<1%) | (<1%) | <n/c> |
| Government Collect Taxes, Don't Give Back | (<1%) | (<1%) | <n/c> |
| Care/Medicare Different From Province To Province | (<1%) | (<1%) | <n/c> |
| Government Indifferent/Neglecting Health Care | (<1%) | (1%) | <- 1> |
| Lack Of/Need Good Doctors | (<1%) | (<1%) | <n/c> |
| Need Nursing Homes | (<1%) | (<1%) | <n/c> |
| Legalize Marijuana | (<1%) | (<1%) | <n/c> |
| Travelling To Get Services | (<1%) | (<1%) | <n/c> |
| Cost/Coverage Of Medication For Seniors | (<1%) | (<1%) | <n/c> |
| Humanize/Improve Relation Patient/Professional | (<1%) | (<1%) | <n/c> |
| Other | (3%) | (4%) | <- 1> |
| Don't Know/Refused | (14%) | (13%) | <+ 1> |
| 4. Are you eligible to vote in federal and provincial elections in Canada? | | | |
| Yes | (97%) | (97%) | <n/c> |
| No | (3%) | (3%) | <n/c> |
| Refused/Don't know | (<1%) | (<1%) | <n/c> |
| 5. (IF YES) And how important will health care issues be for you next time you vote in an election? Would you say they will be the most important issue, an important issue but not the most important or not particularly important? | | | |
| Most Important | (30%) | (32%) | <- 2> |
| Important | (58%) | (58%) | <n/c> |
| Not Particularly Important | (10%) | (8%) | <+ 2> |
| Don't know | (2%) | (2%) | <n/c> |
| 6. Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree that Canada has the best health care system in the world? | | | |
| Strongly agree | (37%) | (22%) | <+15> |
| Somewhat agree | (42%) | (57%) | <-15> |
| Somewhat disagree | (11%) | (14%) | <- 3> |
| Strongly disagree | (5%) | (2%) | <+ 3> |
| Don't know | (5%) | (5%) | <n/c> |

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| 7. (IF AGREE) Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree that the next generation will still be able to claim that Canada has the best health care system in the world? | | | |
| Strongly agree | (20%) | (10%) | <+10> |
| Somewhat agree | (43%) | (52%) | <- 9> |
| Somewhat disagree | (23%) | (29%) | <- 6> |
| Strongly disagree | (7%) | (3%) | <+4> |
| Don't know | (7%) | (7%) | <n/c> |
| 8. 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 | (5%) | (5%) | <n/c> |
| Falling | (55%) | (59%) | <- 4> |
| Same | (38%) | (35%) | <+ 3> |
| Don't know | (1%) | (1%) | <n/c> |
| 9. (IF RISING) Why do you say that? (OPEN-END) | | | |
| Advances In Technology/Find Cures | (16%) | (6%) | <+10> |
| Getting More Services/Better Care | (14%) | (10%) | <+ 4> |
| System Is Improving (NONSPECIFIC) | (8%) | (6%) | <+ 2> |
| Government Reset Priority/Made Improvements | (5%) | (8%) | <- 3> |
| Government Started Put Money Back In | (5%) | (1%) | <+ 4> |
| Population Is Increasing | (5%) | (<1%) | <+ 5> |
| Good Personal Experience | (3%) | (13%) | <-10> |
| Seniors/Youth Care Has Improved | (3%) | (3%) | <n/c> |
| Better/Wider Coverage | (3%) | (3%) | <n/c> |
| Population Getting Older | (3%) | (<1%) | <+ 3> |
| More Doctors Available | (2%) | (2%) | <n/c> |
| I Am Hoping It Is/Cannot Be Worse | (2%) | (3%) | <- 1> |
| See Changes In My Community | (2%) | (<1%) | <+ 2> |
| Treated Our Province Fairly Well | (2%) | (1%) | <+ 1> |
| People Are Getting Sick | (2%) | (<1%) | <+ 2> |
| Put Humans First | (2%) | (<1%) | <+ 2> |
| Waiting Rooms Are Slow | (2%) | (<1%) | <+ 2> |
| Responding To More Public Pressure | (1%) | (4%) | <- 3> |
| Family/People Good Experience/Word Of Mouth | (<1%) | (3%) | <- 3> |
| Offering Doctors A Pay Increase | (<1%) | (1%) | <- 1> |
| Better Cost Control | (<1%) | (2%) | <- 2> |
| Everything Else Is | (<1%) | (<1%) | <n/c> |
| Economy Is Better | (<1%) | (3%) | <- 3> |
| Control Of Blood Situation | (<1%) | (1%) | <- 1> |
| Positive Media Coverage | (<1%) | (2%) | <- 2> |
| Ours Is As Good As Others | (<1%) | (1%) | <- 1> |
| System Now Less Bureaucratic | (<1%) | (1%) | <- 1> |
| Other | (13%) | (3%) | <+10> |
| Don't Know/Refused | (11%) | (23%) | <-12> |

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|--|-------|-------|----------------------|
| 10. (IF FALLING) Why do you say that? (OPEN-END) | | | |
| Lack Of Fund/Government Cutbacks/Cutbacks | (17%) | (20%) | <-3> |
| Waiting Lists/Surgery/Tests/Beds/Doctors | (12%) | (10%) | <+2> |
| Poor Quality Service/Care | (7%) | (5%) | <+2> |
| Personal Experience/Poor | (5%) | (3%) | <+2> |
| Based On Media Coverage | (4%) | (2%) | <+2> |
| Has Changed/Not Good Like Before | (4%) | (2%) | <+2> |
| Doctors Leaving The Country | (3%) | (1%) | <+2> |
| Doctors/Specialists Shortage | (3%) | (2%) | <+1> |
| Hospital Closures | (3%) | (3%) | <n/c> |
| Decline/Cuts In Service Available | (3%) | (5%) | <-2> |
| Bed Closures | (2%) | (1%) | <+1> |
| Shortage Hospital Staff/Staff Overworked | (2%) | (2%) | <n/c> |
| Nurses Shortage | (2%) | (<1%) | <+2> |
| Medicare Offers Less Coverage | (2%) | (1%) | <+1> |
| General Deterioration | (2%) | (<1%) | <+2> |
| Possibility Of Privatization | (1%) | (1%) | <n/c> |
| Have To Pay/More And More/Fees | (1%) | (2%) | <-1> |
| Rise Cost Of System/For Government/People | (1%) | (1%) | <n/c> |
| Family/Poor Experience/Word Of Mouth | (1%) | (2%) | <-1> |
| Early Discharge From Hospital | (1%) | (1%) | <n/c> |
| Nervous About Strikes/Striking Doctors | (1%) | (<1%) | <+1> |
| Health Care Less Access/Two-Tier | (1%) | (1%) | <n/c> |
| System Not Well Run/Managed | (1%) | (1%) | <n/c> |
| Blood Supply/Hepatitis C Controversy | (1%) | (<1%) | <+1> |
| Can't Trust System/Doctors/Government | (1%) | (<1%) | <+1> |
| System/Inadequate/Not Meet Needs | (1%) | (1%) | <n/c> |
| Government Neglecting Health Care/Doesn't Care | (1%) | (1%) | <n/c> |
| Money Is Mismanaged/Not Put In Health Care | (1%) | (1%) | <n/c> |
| Aging Population | (1%) | (<1%) | <+1> |
| Doctors Making Mistakes | (1%) | (<1%) | <+1> |
| New Doctors/Lack Of Knowledge | (1%) | (<1%) | <+1> |
| Canadian Economy/Can't Afford | (<1%) | (2%) | <-2> |
| Abuse Of The System | (<1%) | (2%) | <-2> |
| System Deteriorate/Lower Standards | (<1%) | (3%) | <-3> |
| Crisis Rural Area/No Doctors/Distance | (<1%) | (1%) | <-1> |
| Health Care Professionals Discontent | (<1%) | (1%) | <-1> |
| Government Collect Taxes Don't Give Back | (<1%) | (<1%) | <n/c> |
| Government More Concerned With Bottom Line | (<1%) | (1%) | <-1> |
| Risk Peoples' Lives/People Dying | (<1%) | (1%) | <-1> |
| Hospitals/Situation/Cuts In Hospitals | (<1%) | (4%) | <-4> |
| Harder See Doctor/Get Into Hospital/Get Care | (<1%) | (2%) | <-2> |
| Emergency Care/Situation In ER | (<1%) | (2%) | <-2> |

| | 1999 | 1998 | Change: 1999-1998 |
|---|-------|-------|----------------------|
| 10. (CONT'D) (IF FALLING) Why do you say that? (OPEN-END) | | | |
| No Foresight In Decision Making | (<1%) | (<1%) | <n/c> |
| Because Of Government | (<1%) | (1%) | <- 1> |
| People Too Poor/Government Not Helping | (<1%) | (<1%) | <n/c> |
| System Becoming Americanized | (<1%) | (<1%) | <n/c> |
| Government Putting Priority Wrong Areas | (<1%) | (<1%) | <n/c> |
| Not Work/Need To Work On Reforms | (<1%) | (<1%) | <n/c> |
| Cost Of Medication | (<1%) | (<1%) | <n/c> |
| Not Concerned About Seniors Care | (<1%) | (<1%) | <n/c> |
| Not Available To All | (<1%) | (<1%) | <n/c> |
| Controversy Over Security | (<1%) | (<1%) | <n/c> |
| Lack Of Necessities | (<1%) | (<1%) | <n/c> |
| Have To Go Elsewhere Find Information | (<1%) | (<1%) | <n/c> |
| That Abortions Are Allowed | (<1%) | (<1%) | <n/c> |
| Cancer Issues/Treatment | (<1%) | (<1%) | <n/c> |
| Other | (4%) | (4%) | <n/c> |
| Don't Know/Refused | (7%) | (5%) | <+ 2> |
| 11. Overall, would you say that Canadians are or are not receiving quality health care right now? | | | |
| Are receiving quality health care | (67%) | (63%) | <+ 4> |
| Not receiving quality health care | (28%) | (31%) | <- 3> |
| Don't know | (6%) | (6%) | <n/c> |
| 12. How satisfied are you with how well the health care system here in (NAME PROVINCE) is meeting the needs of you and your family for health care...would you say you are very satisfied, somewhat satisfied, not very satisfied or not at all satisfied? | | | |
| Very satisfied | (26%) | (26%) | <n/c> |
| Somewhat satisfied | (53%) | (51%) | <+ 2> |
| Not very satisfied | (14%) | (15%) | <- 1> |
| Not at all satisfied | (5%) | (6%) | <- 1> |
| Don't know | (2%) | (2%) | <n/c> |
| 13. And how satisfied are you with how well the health care system here in (NAME PROVINCE) is meeting the needs of all the citizens of the province...very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied? | | | |
| Very satisfied | (11%) | (10%) | <+ 1> |
| Somewhat satisfied | (51%) | (47%) | <+ 4> |
| Not very satisfied | (28%) | (29%) | <- 1> |
| Not at all satisfied | (6%) | (10%) | <- 4> |
| Don't know | (4%) | (4%) | <n/c> |

| | 1999 | 1998 | Change: 1999-1998 |
|---|-------|-------|----------------------|
| 14. What approach would you say that Canada's health care system requires at present - a complete rebuilding from the ground up, some fairly major repairs or some minor tuning up-, or is everything fine the way it is? | | | |
| A complete rebuilding | (13%) | (12%) | <+ 1> |
| Major repairs | (42%) | (45%) | <- 3> |
| Minor tuning up | (40%) | (37%) | <+ 3> |
| Fine the way it is | (3%) | (4%) | <- 1> |
| Don't know | (1%) | (2%) | <- 1> |

Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following... (READ AND ROTATE)

15. The health care system should provide timely access to quality health care
- Strongly agree (79%)
 - Somewhat agree (19%)
 - Somewhat disagree (1%)
 - Strongly disagree (<1%)
 - No opinion (1%)
16. Quality health care should lead to the best clinical results
- Strongly agree (71%)
 - Somewhat agree (24%)
 - Somewhat disagree (1%)
 - Strongly disagree (<1%)
 - No opinion (3%)
17. Quality health care should provide the right care at the right time in the right place
- Strongly agree (83%)
 - Somewhat agree (15%)
 - Somewhat disagree (1%)
 - Strongly disagree (<1%)
 - No opinion (1%)

| | 1999 | 1998 | Change: 1999-1998 |
|--|------|------|----------------------|
|--|------|------|----------------------|

I would like to turn now to how we prioritize which patients get what health care in Canada, and how quickly. To what extent should decisions about who gets care first should be based on each of the following, using a scale of 1 to 10, where 1 not at all important and 10 is very important: (READ AND ROTATE)

18. How much the patient is suffering or the degree to which their ability to function is affected

| | |
|-----------------------------|-------|
| Not At All Important | (1%) |
| 2 | (1%) |
| 3 | (<1%) |
| 4 | (1%) |
| 5 | (5%) |
| 6 | (3%) |
| 7 | (8%) |
| 8 | (20%) |
| 9 | (12%) |
| Very Important | (46%) |
| Don't Know | (3%) |
| Mean Score For Scale: | 8.62 |

19. The urgency of need when the patient is evaluated

| | |
|-----------------------------|-------|
| Not At All Important | (1%) |
| 2 | (1%) |
| 3 | (<1%) |
| 4 | (<1%) |
| 5 | (5%) |
| 6 | (3%) |
| 7 | (7%) |
| 8 | (19%) |
| 9 | (13%) |
| Very Important | (49%) |
| Don't Know | (2%) |
| Mean Score For Scale: | 8.73 |



| | 1999 | 1998 | Change: 1999-1998 |
|--|------|------|----------------------|
|--|------|------|----------------------|

20. How much opportunity there is to extend the patient's life or ability to function with treatment

| | |
|-----------------------------|-------|
| Not At All Important | (1%) |
| 2 | (1%) |
| 3 | (1%) |
| 4 | (2%) |
| 5 | (7%) |
| 6 | (5%) |
| 7 | (11%) |
| 8 | (20%) |
| 9 | (9%) |
| Very Important | (36%) |
| Don't Know | (6%) |
| Mean Score For Scale: | 8.12 |

21. The likely consequences of delayed care

| | |
|-----------------------------|-------|
| Not At All Important | (1%) |
| 2 | (1%) |
| 3 | (1%) |
| 4 | (2%) |
| 5 | (7%) |
| 6 | (4%) |
| 7 | (8%) |
| 8 | (18%) |
| 9 | (12%) |
| Very Important | (42%) |
| Don't Know | (6%) |
| Mean Score For Scale: | 8.37 |

Patients often need care from different areas of the health care system. How important is it for each of the following to be available to patients - on the same 1-10 scale? (READ AND ROTATE)

22. Wellness promotion

| | |
|-----------------------------|-------|
| Not At All Important | (1%) |
| 2 | (1%) |
| 3 | (2%) |
| 4 | (2%) |
| 5 | (9%) |
| 6 | (8%) |
| 7 | (12%) |
| 8 | (20%) |
| 9 | (8%) |
| Very Important | (31%) |
| Don't Know | (5%) |
| Mean Score For Scale: | 7.84 |



| | 1999 | 1998 | Change: 1999-1998 |
|--|-------|------|----------------------|
| 23. Illness prevention | | | |
| Not At All Important | (<1%) | | |
| 2 | (1%) | | |
| 3 | (1%) | | |
| 4 | (1%) | | |
| 5 | (5%) | | |
| 6 | (4%) | | |
| 7 | (10%) | | |
| 8 | (19%) | | |
| 9 | (10%) | | |
| Very Important | (48%) | | |
| Don't Know | (1%) | | |
| Mean Score For Scale: | 8.57 | | |
| 24. Outpatient care- for those who aren't admitted to the hospital | | | |
| Not At All Important | (1%) | | |
| 2 | (<1%) | | |
| 3 | (1%) | | |
| 4 | (1%) | | |
| 5 | (7%) | | |
| 6 | (5%) | | |
| 7 | (13%) | | |
| 8 | (23%) | | |
| 9 | (11%) | | |
| Very Important | (37%) | | |
| Don't Know | (1%) | | |
| Mean Score For Scale: | 8.27 | | |
| 25. Inpatient hospital care - for those who are admitted to the hospital | | | |
| Not At All Important | (<1%) | | |
| 2 | (<1%) | | |
| 3 | (<1%) | | |
| 4 | (1%) | | |
| 5 | (2%) | | |
| 6 | (2%) | | |
| 7 | (6%) | | |
| 8 | (17%) | | |
| 9 | (17%) | | |
| Very Important | (54%) | | |
| Don't Know | (1%) | | |
| Mean Score For Scale: | 9.01 | | |



| | 1999 | 1998 | Change: 1999-1998 |
|-----------------------------|-------|------|----------------------|
| 26. Emergency care | | | |
| Not At All Important | (<1%) | | |
| 2 | (<1%) | | |
| 3 | (<1%) | | |
| 4 | (<1%) | | |
| 5 | (1%) | | |
| 6 | (<1%) | | |
| 7 | (1%) | | |
| 8 | (7%) | | |
| 9 | (12%) | | |
| Very Important | (76%) | | |
| Don't Know | (<1%) | | |
| Mean Score For Scale: | 9.54 | | |
| 27. Mental health care | | | |
| Not At All Important | (1%) | | |
| 2 | (1%) | | |
| 3 | (1%) | | |
| 4 | (1%) | | |
| 5 | (4%) | | |
| 6 | (4%) | | |
| 7 | (9%) | | |
| 8 | (21%) | | |
| 9 | (11%) | | |
| Very Important | (47%) | | |
| Don't Know | (1%) | | |
| Mean Score For Scale: | 8.64 | | |
| 28. Home care | | | |
| Not At All Important | (1%) | | |
| 2 | (<1%) | | |
| 3 | (<1%) | | |
| 4 | (1%) | | |
| 5 | (6%) | | |
| 6 | (6%) | | |
| 7 | (10%) | | |
| 8 | (22%) | | |
| 9 | (12%) | | |
| Very Important | (41%) | | |
| Don't Know | (1%) | | |
| Mean Score For Scale: | 8.39 | | |



| | 1999 | 1998 | Change: 1999-1998 |
|---|-------|------|----------------------|
| 29. Palliative care for long term illnesses | | | |
| Not At All Important | (<1%) | | |
| 2 | (<1%) | | |
| 3 | (<1%) | | |
| 4 | (1%) | | |
| 5 | (4%) | | |
| 6 | (4%) | | |
| 7 | (10%) | | |
| 8 | (20%) | | |
| 9 | (13%) | | |
| Very Important | (46%) | | |
| Don't Know | (2%) | | |
| Mean Score For Scale: | 8.70 | | |
| 30. Prescription medicines | | | |
| Not At All Important | (1%) | | |
| 2 | (1%) | | |
| 3 | (<1%) | | |
| 4 | (1%) | | |
| 5 | (7%) | | |
| 6 | (6%) | | |
| 7 | (12%) | | |
| 8 | (20%) | | |
| 9 | (10%) | | |
| Very Important | (41%) | | |
| Don't Know | (1%) | | |
| Mean Score For Scale: | 8.30 | | |
| 31. 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 | (73%) | | |
| Spend The Same Amount | (24%) | | |
| Don't Know | (3%) | | |
| 32. And, from what you have seen or heard, is the amount of money going into the health care system increasing, falling or staying about the same as ever? | | | |
| Increasing | (26%) | | |
| Falling | (39%) | | |
| About The Same As It Has Been | (30%) | | |
| Don't Know | (6%) | | |

| | 1999 | 1998 | Change: 1999-1998 |
|---|-------|------|----------------------|
| 33. At times, governments have to make cuts to budgeted programs. If governments were forced to cut budgets, which of the following approaches would you prefer? (ROTATE) | | | |
| Protect Health Care At Expense Other | (74%) | | |
| Cut Health Care The Same Rate As Other | (20%) | | |
| Don't Know | (6%) | | |
| 34. In order to protect the health care system, would you support or oppose introduction of user fees for health care services? (IS THAT STRONGLY OR SOMEWHAT?) | | | |
| Strongly Support | (24%) | | |
| Somewhat Support | (32%) | | |
| Somewhat Oppose | (12%) | | |
| Strongly Oppose | (29%) | | |
| Don't Know | (3%) | | |
| 35. And when savings need to be found within the health care system, does it make more sense to treat all areas the same or to continue to invest in some areas that can lead to even better health and increased savings in the long term? | | | |
| Treat All The Same | (17%) | | |
| Invest In Some Areas | (78%) | | |
| Don't Know | (4%) | | |
| Everyone involved in the health care system has certain responsibilities. When it comes to setting policies <u>to protect patients and ensure they get the best care</u> , 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? | | | |
| 36. Governments | | | |
| Lead Role | (41%) | | |
| Significant Role | (39%) | | |
| Minor Role | (14%) | | |
| Not Be Involved | (5%) | | |
| Don't Know | (1%) | | |
| 37. Health care providers such as doctors, nurses, pharmacists | | | |
| Lead Role | (57%) | | |
| Significant Role | (38%) | | |
| Minor Role | (4%) | | |
| Not be Involved..... | (1%) | | |
| Don't Know | (<1%) | | |
| 38. Patients and their families | | | |
| Lead Role | (30%) | | |
| Significant Role | (55%) | | |
| Minor Role | (14%) | | |
| Not Be Involved | (1%) | | |
| Don't Know | (1%) | | |

| | 1999 | 1998 | Change: 1999-1998 |
|------------------------|-------|------|----------------------|
| 39. Health charities | | | |
| Lead Role | (15%) | | |
| Significant Role | (43%) | | |
| Minor Role | (32%) | | |
| Not Be Involved | (6%) | | |
| Don't Know | (3%) | | |

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?

| | | | |
|--|-------|--|--|
| 40. Governments | | | |
| Lead Role | (38%) | | |
| Significant Role | (39%) | | |
| Minor Role | (18%) | | |
| Not Be Involved | (5%) | | |
| Don't Know | (1%) | | |
| 41. Health care providers such as doctors, nurses, pharmacists | | | |
| Lead role | (56%) | | |
| Significant role | (39%) | | |
| Minor role | (3%) | | |
| Not be involved | (1%) | | |
| Don't know | (1%) | | |
| 42. Patients and their families | | | |
| Lead role | (27%) | | |
| Significant role | (51%) | | |
| Minor role | (19%) | | |
| Not be involved | (1%) | | |
| Don't know | (1%) | | |
| 43. Health charities | | | |
| Lead role | (14%) | | |
| Significant role | (39%) | | |
| Minor role | (36%) | | |
| Not be involved | (8%) | | |
| Don't know | (3%) | | |

| | 1999 | 1998 | Change: 1999-1998 |
|---|-------|-------|----------------------|
| 44. How much confidence do you have that governments are able to monitor how well their health care dollars are being spent? (READ EXCLUDING DON'T KNOW) | | | |
| A great deal of confidence | (5%) | (5%) | <n/c> |
| Some confidence | (44%) | (44%) | <n/c> |
| Not much confidence | (37%) | (38%) | <- 1> |
| No confidence at all | (14%) | (12%) | <+ 2> |
| Don't know | (1%) | (1%) | <n/c> |
| 45. Do you think it would or would not be worthwhile to have publicly available report cards that evaluate the quality of care in various areas such as hospital care, community care, home care and provincial drug plans? | | | |
| Worthwhile | (77%) | | |
| Not worthwhile | (20%) | | |
| Don't know | (4%) | | |
| 46. Do you think that current levels of waste, overlap and duplication are very significant, significant, not very significant or an insignificant threat to the viability of the health care system? | | | |
| Very significant | (29%) | (25%) | <+ 4> |
| Significant | (49%) | (51%) | <- 2> |
| Not very significant | (13%) | (15%) | <- 2> |
| Insignificant | (4%) | (3%) | <+ 1> |
| Don't know | (5%) | (7%) | <- 2> |
| 47. In 18 years, when the oldest of Canada's 9.9 million baby boomers have reached their 70s, many may require extensive health care. How much confidence do you have that the current governments are planning to ensure that the infrastructure and finances required to manage future demand on the system are in place? (READ EXCLUDING DON'T KNOW) | | | |
| A great deal of confidence | (8%) | (7%) | <+ 1> |
| Some confidence | (37%) | (40%) | <- 3> |
| Not much confidence | (38%) | (35%) | <+ 3> |
| No confidence at all | (16%) | (15%) | <+ 1> |
| Don't know | (2%) | (4%) | <- 2> |

| | 1999 | 1998 | Change: 1999-1998 |
|--|------|------|----------------------|
|--|------|------|----------------------|

In Canada, our health care system is paid through personal income taxes. As our population ages, the demand for health care services will increase. At the same time, there will be fewer working Canadians paying taxes needed to support the health care system.

Would you support or oppose each of the following approaches to maintain the long-term sustainability of the health care system: (IS THAT STRONGLY OR SOMEWHAT?) (READ AND ROTATE)

- | | | | |
|-----|---|-------|--|
| 48. | Increasing taxes that the workforce pays | | |
| | Strongly support | (8%) | |
| | Somewhat support | (25%) | |
| | Somewhat oppose | (24%) | |
| | Strongly oppose | (40%) | |
| | No Opinion | (2%) | |
| 49. | Having those who can afford it pay for a reasonable portion of their health care costs | | |
| | Strongly support | (35%) | |
| | Somewhat support | (35%) | |
| | Somewhat oppose | (14%) | |
| | Strongly oppose | (14%) | |
| | No Opinion | (2%) | |
| 50. | Reduce access, quality and choice of health care | | |
| | Strongly support | (7%) | |
| | Somewhat support | (15%) | |
| | Somewhat oppose | (21%) | |
| | Strongly oppose | (56%) | |
| | No Opinion | (2%) | |
| 51. | Finding additional funding from other social programs such as programs to reduce child poverty, retraining and pensions for seniors | | |
| | Strongly support | (19%) | |
| | Somewhat support | (21%) | |
| | Somewhat oppose | (23%) | |
| | Strongly oppose | (34%) | |
| | No Opinion | (3%) | |
| 52. | Finding additional funding from other non-social programs such as national defense | | |
| | Strongly support | (38%) | |
| | Somewhat support | (33%) | |
| | Somewhat oppose | (14%) | |
| | Strongly oppose | (11%) | |
| | No Opinion | (4%) | |

| | 1999 | 1998 | Change: 1999-1998 |
|--|------|------|----------------------|
|--|------|------|----------------------|

As the population ages, it is anticipated that the cost of provincial drug programs will increase. Would you support or oppose each of the following approaches to maintain the long-term sustainability of these programs: (READ AND ROATE) (PROBE : Is that strongly or somewhat SUPPORT/OPPOSE?)

- | | | | |
|-----|--|-------|--|
| 53. | Increasing taxes that the workforce pays and direct it to drug benefit programs | | |
| | Strongly support | (11%) | |
| | Somewhat support | (29%) | |
| | Somewhat oppose | (25%) | |
| | Strongly oppose | (33%) | |
| | No Opinion | (2%) | |
| 54. | Having those who can afford it pay for a reasonable portion of their prescription drug costs | | |
| | Strongly support | (43%) | |
| | Somewhat support | (39%) | |
| | Somewhat oppose | (9%) | |
| | Strongly oppose | (8%) | |
| | No Opinion | (1%) | |
| 55. | Reduce access, quality and choice of drug benefit programs | | |
| | Strongly support | (7%) | |
| | Somewhat support | (22%) | |
| | Somewhat oppose | (29%) | |
| | Strongly oppose | (38%) | |
| | No Opinion | (4%) | |
| 56. | Finding additional funding from other health care programs such as homecare and hospital care | | |
| | Strongly support | (16%) | |
| | Somewhat support | (22%) | |
| | Somewhat oppose | (27%) | |
| | Strongly oppose | (32%) | |
| | No Opinion | (2%) | |
| 57. | Finding additional funding from other social programs outside of health care such as programs to reduce child poverty, retraining and pensions for seniors | | |
| | Strongly support | (15%) | |
| | Somewhat support | (23%) | |
| | Somewhat oppose | (23%) | |
| | Strongly oppose | (36%) | |
| | No Opinion | (3%) | |

| | 1999 | 1998 | Change: 1999-1998 |
|--|------|------|----------------------|
|--|------|------|----------------------|

How important would you say each of the following goals is for a “quality health system”? (READ AND ROTATE)

| | | | |
|-----|---|-------|-------------|
| 58. | promoting health and wellness | | |
| | Very important | (62%) | |
| | Somewhat important | (32%) | |
| | Not very important | (4%) | |
| | Not at all important | (1%) | |
| | No Opinion | (1%) | |
| 59. | reducing disability and increasing the ability to function normally | | |
| | Very important | (60%) | |
| | Somewhat important | (34%) | |
| | Not very important | (3%) | |
| | Not at all important | (1%) | |
| | No Opinion | (3%) | |
| 60. | enhancing the quality of life | | |
| | Very important | (64%) | |
| | Somewhat important | (31%) | |
| | Not very important | (3%) | |
| | Not at all important | (1%) | |
| | No Opinion | (1%) | |
| 61. | providing life-extending treatments | | |
| | Very important | (33%) | |
| | Somewhat important | (41%) | |
| | Not very important | (15%) | |
| | Not at all important | (6%) | |
| | No Opinion | (5%) | |
| 62. | Do you strongly agree, agree, disagree or strongly disagree that procedures to treat medical conditions and the availability of the latest high-tech medical equipment, personnel and medications should be consistent from province to province? | | |
| | Strongly agree | (66%) | (51%) <+15> |
| | Agree | (26%) | (43%) <-17> |
| | Disagree | (5%) | (4%) <+1> |
| | Strongly disagree | (2%) | (<1%) <+2> |
| | Don't know | (2%) | (2%) <n/c> |

| | 1999 | 1998 | Change: 1999-1998 |
|---|-------|-------|----------------------|
| 63. Would you be very concerned, concerned, not very concerned or not at all concerned if you were to learn that in Canada, procedures to treat medical conditions and the availability of the latest high-tech medical equipment, personnel and medications varies, sometimes widely, from province to province? | | | |
| Very concerned | (50%) | (46%) | <+4> |
| Concerned | (36%) | (42%) | <-6> |
| Not very concerned | (10%) | (9%) | <+1> |
| Not at all concerned | (2%) | (1%) | <+1> |
| Don't know | (2%) | (2%) | <n/c> |

Right now in Canada, do you believe that each of the following is advancing, standing still or falling behind?
(ROTATE)

| | | | |
|---|-------|--|--|
| 64. The research and development of new medical treatments and techniques | | | |
| Advancing | (59%) | | |
| Standing still | (20%) | | |
| Falling behind | (16%) | | |
| No opinion | (6%) | | |
| 65. The quality of health care | | | |
| Advancing | (20%) | | |
| Standing still | (37%) | | |
| Falling behind | (42%) | | |
| No opinion | (2%) | | |
| 66. Timely access to health care | | | |
| Advancing | (15%) | | |
| Standing still | (38%) | | |
| Falling behind | (45%) | | |
| No opinion | (3%) | | |
| 67. Health research in general | | | |
| Advancing | (49%) | | |
| Standing still | (26%) | | |
| Falling behind | (19%) | | |
| No opinion | (6%) | | |

| | 1999 | 1998 | Change: 1999-1998 |
|---|-------|------|----------------------|
| Do you strongly agree, agree, disagree or strongly disagree with each of the following: | | | |
| 68. All Canadians should receive timely access to quality health care in the public system. | | | |
| Strongly agree | (75%) | | |
| Agree | (23%) | | |
| Disagree | (1%) | | |
| Strongly disagree | (<1%) | | |
| No Opinion | (<1%) | | |
| 69. Canadians who do not receive timely access to quality health care in the public system should have the option of going to private facilities using their own resources to get the care they need. | | | |
| Strongly agree | (39%) | | |
| Agree | (34%) | | |
| Disagree | (11%) | | |
| Strongly disagree | (12%) | | |
| No Opinion | (3%) | | |
| 70. Changing the subject a bit, over the past year, how many times have you been to see a doctor? | | | |
| 0 | (12%) | | |
| 1 TO 2 | (35%) | | |
| 3 TO 4 | (21%) | | |
| 5 And More | (31%) | | |
| Don't Know | (1%) | | |
| Mean: | 5.19 | | |
| 71. Over the past year, how many treatments have been recommended to you by your doctor? | | | |
| 0 | (42%) | | |
| 1 | (22%) | | |
| 2 TO 5 | (27%) | | |
| 6 And More | (6%) | | |
| Don't Know | (2%) | | |
| Mean: | 1.90 | | |

| | | | |
|--|------|------|----------------------|
| | 1999 | 1998 | Change: 1999-1998 |
|--|------|------|----------------------|

(IF HAVE SEEN DOCTOR IN PAST YEAR AND HAVE HAD AT LEAST ONE TREATMENT IN PAST YEAR)

72. What sources of information do you consult to get information on health conditions and how they are treated? (OPEN-END)

- Doctor (49%)
- Books/Encyclopedia/Journals (23%)
- Internet (19%)
- Newspaper (12%)
- Television (11%)
- Friends/Family/Word Of Mouth (11%)
- Magazines (9%)
- Media/News (NONSPECIFIC) (7%)
- Pharmacist (5%)
- Pamphlet/Brochure (5%)
- Library (4%)
- I Don't Consult/Research (4%)
- Nurse (3%)
- Medical/Health Persons (3%)
- Info Sante/Toll Free Number (2%)
- Radio (2%)
- Clinic (1%)
- Specialist (1%)
- Hospital (NONSPECIFIC) (1%)
- Seminars/Courses (1%)
- First Hand/Past Experience (1%)
- Support Groups (1%)
- CLSC (1%)
- Chiropractor (<1%)
- Audio/Video Material (<1%)
- Naturopath (<1%)
- Other (3%)
- Don't Know/Refused (5%)

73. Thinking about when your doctor determines a treatment for a problem, do you feel that your doctor provides you with more than enough, enough or not enough information to participate in the decision as to which treatment would best suit your lifestyle and preferences?

- More than enough (23%)
- Enough (55%)
- Not enough (19%)
- Don't know (2%)



| | 1999 | 1998 | Change: 1999-1998 |
|---|-------|------|----------------------|
| 74. When assessing a health condition and determining a treatment, do you feel that your doctor spends more than enough, enough or not enough time with you? | | | |
| More than enough | (17%) | | |
| Enough | (60%) | | |
| Not enough | (22%) | | |
| Don't know | (<1%) | | |
| 75. And how frequently does your doctor offer reasons for his or her treatment decision without you asking? | | | |
| All the time | (39%) | | |
| Sometimes | (33%) | | |
| Rarely | (12%) | | |
| Never | (14%) | | |
| Don't know | (3%) | | |
| 76. And when assessing a health condition and determining a treatment, how frequently do you ask your doctor for reasons for his or her treatment decision? | | | |
| All the time | (49%) | | |
| Sometimes | (33%) | | |
| Rarely | (11%) | | |
| Never | (7%) | | |
| Don't know | (1%) | | |
| 77. Has your doctor ever asked you if you have a drug benefit plan to cover the cost of prescription medication or how you pay for your prescription medication? | | | |
| Yes | (56%) | | |
| No | (43%) | | |
| Don't know | (1%) | | |
| 78. (IF DOCTOR HAS ASKED) How often does your doctor discuss treatment options based on which prescription medication is covered by your drug plan or which prescription you can afford? | | | |
| Frequently | (35%) | | |
| Sometimes | (29%) | | |
| Rarely | (17%) | | |
| Never | (18%) | | |
| Don't know | (2%) | | |
| 79. (IF DOCTOR HAS ASKED) In writing specific prescriptions for you, do you believe that your doctor is or is not influenced by knowing whether you have a drug plan to cover the cost of the prescription? | | | |
| Influenced | (46%) | | |
| Not influenced | (48%) | | |
| Don't know | (7%) | | |

| | 1999 | 1998 | Change: 1999-1998 |
|--|------|------|----------------------|
|--|------|------|----------------------|

(ALL)

As you may know, all seniors in Canada are covered by public drug plans, and many other Canadians are covered through a combination of public or private drug plans.

I am going to read you a list of 3 things that might improve drug plans in the future, and I would like you to rank each in order of importance, with 1 being most important and 3 being least important. (READ AND ROTATE)

- | | | | |
|-----|---|-------|--|
| 80. | Having more people covered by the plan. | | |
| | Most important | (37%) | |
| | Less important | (35%) | |
| | Least important | (25%) | |
| | Don't know | (2%) | |
| 81. | Having more new and innovative drugs covered by the plan | | |
| | Most important | (31%) | |
| | Less important | (36%) | |
| | Least important | (31%) | |
| | Don't know | (2%) | |
| 82. | Patients paying a smaller portion of the overall cost of drugs covered by their drug plan | | |
| | Most important | (30%) | |
| | Less important | (27%) | |
| | Least important | (43%) | |
| | Don't know | (<1%) | |

(IF HAS DRUG PLAN COVERAGE)

- | | | | |
|-----|---|-------|--|
| 83. | If you had to choose one, knowing that it might cause the other to suffer, which of the following would you choose? (READ AND ROTATE - CHOOSE ONE) | | |
| | Increase total prescription cost paid by government or insurance company | (34%) | |
| | Increase new prescription covered by government or insurance company | (59%) | |
| | No Opinion | (7%) | |
| 84. | As far as you know, does your doctor have to follow any special administrative process to have your drug plan pay for certain prescription medications? | | |
| | Yes | (21%) | |
| | No | (57%) | |
| | Don't know | (22%) | |
| 85. | If your doctor had to follow a special administrative process to have your drug plan pay for the specific medication, do you think your doctor would more likely: (READ AND ROTATE) | | |
| | Still prescribe this medication | (49%) | |
| | Prescribe a different medication | (33%) | |
| | No Opinion | (18%) | |

| | 1999 | 1998 | Change: 1999-1998 |
|--|-------|------|----------------------|
| 86. If your doctor did prescribe a different medication to avoid a special administrative process, would this bother you a great deal, somewhat or not at all? | | | |
| A great deal | (27%) | | |
| Somewhat | (36%) | | |
| Not at all | (34%) | | |
| Don't know | (3%) | | |
| (ALL) 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) | | | |
| 87. The effectiveness of the treatment | | | |
| Very Important | (95%) | | |
| Less Important | (4%) | | |
| Not Important At All | (<1%) | | |
| No Opinion | (1%) | | |
| 88. The cost of the treatment to the government or insurance company that is paying | | | |
| Very Important | (35%) | | |
| Less Important | (43%) | | |
| Not Important At All | (19%) | | |
| No Opinion | (2%) | | |
| 89. The cost of the treatment to the patient | | | |
| Very Important | (59%) | | |
| Less Important | (32%) | | |
| Not Important At All | (8%) | | |
| No Opinion | (2%) | | |
| 90. Minimizing side effects | | | |
| Very Important | (79%) | | |
| Less Important | (18%) | | |
| Not Important At All | (1%) | | |
| No Opinion | (2%) | | |
| 91. The patient's preference for a specific treatment based on individual needs or lifestyle | | | |
| Very Important | (55%) | | |
| Less Important | (37%) | | |
| Not Important At All | (7%) | | |
| No Opinion | (2%) | | |

| | 1999 | 1998 | Change: 1999-1998 |
|--|-------|------|----------------------|
| 92. How informed and involved the patient is in health care decisions that affect them | | | |
| Very Important | (84%) | | |
| Less Important | (13%) | | |
| Not Important At All | (2%) | | |
| No Opinion | (1%) | | |
| 93. The amount of administrative paperwork or process that the doctor has to complete, in order to be paid for the treatment | | | |
| Very Important | (28%) | | |
| Less Important | (44%) | | |
| Not Important At All | (26%) | | |
| No Opinion | (3%) | | |
| 94. Treatment that is in the best interest of the patient | | | |
| Very Important | (95%) | | |
| Less Important | (4%) | | |
| Not Important At All | (<1%) | | |
| No Opinion | (<1%) | | |

For each of the following, I would like you to tell me whether you think they should be playing a lead role, a significant role, a minor role or should not be involved at all in shaping the reforms of the health care system.
How about: (READ AND ROTATE)

| | | | |
|------------------------------------|-------|-------|-------|
| 95. The provincial governments | | | |
| Lead role | (39%) | (34%) | <+ 5> |
| Significant role | (39%) | (49%) | <-10> |
| Minor role | (16%) | (13%) | <+ 3> |
| Not be involved | (5%) | (3%) | <+ 2> |
| Don't know | (1%) | (2%) | <- 1> |
| 96. Health care professionals | | | |
| Lead role | (62%) | (48%) | <+14> |
| Significant role | (33%) | (46%) | <-13> |
| Minor role | (3%) | (4%) | <- 1> |
| Not be involved | (<1%) | (1%) | <- 1> |
| Don't know | (1%) | (2%) | <- 1> |
| 97. Business leaders and employers | | | |
| Lead role | (12%) | (11%) | <+ 1> |
| Significant role | (29%) | (35%) | <- 6> |
| Minor role | (41%) | (38%) | <+ 3> |
| Not be involved | (17%) | (14%) | <+ 3> |
| Don't know | (2%) | (3%) | <- 1> |

| | 1999 | 1998 | Change: 1999-1998 |
|--|-------|-------|----------------------|
| 98. Academics | | | |
| Lead role | (21%) | (19%) | <+2> |
| Significant role | (37%) | (41%) | <-4> |
| Minor role | (28%) | (27%) | <+1> |
| Not be involved | (8%) | (7%) | <+1> |
| Don't know | (6%) | (6%) | <n/c> |
| 99. Voluntary health organizations such as the Arthritis Society or the Canadian Mental Health Association | | | |
| Lead role | (23%) | (22%) | <+1> |
| Significant role | (45%) | (52%) | <-7> |
| Minor role | (28%) | (22%) | <+6> |
| Not be involved | (3%) | (3%) | <n/c> |
| Don't know | (1%) | (2%) | <-1> |
| 100. The public | | | |
| Lead role | (30%) | (28%) | <+2> |
| Significant role | (47%) | (53%) | <-6> |
| Minor role | (20%) | (16%) | <+4> |
| Not be involved | (2%) | (2%) | <n/c> |
| Don't know | (1%) | (1%) | <n/c> |
| 101. The federal government | | | |
| Lead role | (38%) | (40%) | <-2> |
| Significant role | (37%) | (41%) | <-4> |
| Minor role | (18%) | (13%) | <+5> |
| Not be involved | (5%) | (3%) | <+2> |
| Don't know | (1%) | (3%) | <-2> |

And how about in determining guidelines on how to treat and manage illnesses? Do you think each of the following should be playing a lead role, a significant role, a minor role or should not be involved at all: (READ AND ROTATE)

| | |
|---------------------------------|-------|
| 102. The provincial governments | |
| Lead role | (34%) |
| Significant role | (37%) |
| Minor role | (21%) |
| Not be involved | (7%) |
| Don't know | (1%) |
| 103. Health care professionals | |
| Lead role | (65%) |
| Significant role | (32%) |
| Minor role | (2%) |
| Not be involved | (<1%) |
| Don't know | (<1%) |

| | 1999 | 1998 | Change: 1999-1998 |
|--|-------|------|----------------------|
| 104. Business leaders and employers | | | |
| Lead role | (10%) | | |
| Significant role | (24%) | | |
| Minor role | (43%) | | |
| Not be involved | (22%) | | |
| Don't know | (1%) | | |
| 105. Academics | | | |
| Lead role | (19%) | | |
| Significant role | (37%) | | |
| Minor role | (31%) | | |
| Not be involved | (9%) | | |
| Don't know | (4%) | | |
| 106. Voluntary health organizations such as the Arthritis Society or the Canadian Mental Health Association | | | |
| Lead role | (21%) | | |
| Significant role | (46%) | | |
| Minor role | (29%) | | |
| Not be involved | (4%) | | |
| Don't know | (1%) | | |
| 107. The public | | | |
| Lead role | (24%) | | |
| Significant role | (42%) | | |
| Minor role | (27%) | | |
| Not be involved | (6%) | | |
| Don't know | (1%) | | |
| 108. The federal government | | | |
| Lead role | (33%) | | |
| Significant role | (32%) | | |
| Minor role | (25%) | | |
| Not be involved | (9%) | | |
| Don't know | (1%) | | |
| 109. Have you ever reached out to a voluntary health organization such as the Arthritis Society for information or help? | | | |
| Yes | (27%) | | |
| No | (72%) | | |
| Don't know | (1%) | | |

| | 1999 | 1998 | Change: 1999-1998 |
|--|-------|------|----------------------|
| 110. (IF YES) What were you looking for and what did you receive in terms of help? | | | |
| Information (NONSPECIFIC) | (33%) | | |
| For Info On Disease | (22%) | | |
| Booklets/Pamphlets/Literature | (7%) | | |
| Homecare | (3%) | | |
| Support/Support Programs | (3%) | | |
| Help | (2%) | | |
| Received No Information | (2%) | | |
| Educational Purposes | (2%) | | |
| Mental Health Info | (2%) | | |
| Research Information | (1%) | | |
| Info On Migraines | (1%) | | |
| Info From The Blind | (1%) | | |
| Info On Wheelchairs | (1%) | | |
| Community Based Counselling | (1%) | | |
| Looking For Good Advice | (1%) | | |
| Very Little Info/Not Enough | (1%) | | |
| Look For Alternative Method Care | (1%) | | |
| Info On Treatment | (1%) | | |
| Info On How To Survive With Disease | (1%) | | |
| Find Driver To Take Me For Treatment | (1%) | | |
| Info On Pre-Natal Care | (1%) | | |
| Guidelines | (1%) | | |
| Info On Drug/Medication | (1%) | | |
| Diagnosis | (<1%) | | |
| Discuss Health Problems | (<1%) | | |
| Free Samples | (<1%) | | |
| Info On Crutches | (<1%) | | |
| Info On Blood Donation | (<1%) | | |
| Info On Being Overweight | (<1%) | | |
| Info On Breast Feeding | (<1%) | | |
| Donations | (<1%) | | |
| Programs Concerning Smoking | (<1%) | | |
| Info On Panic Attacks | (<1%) | | |
| Info On Downsyndrom | (<1%) | | |
| Heart & Stroke Foundation For Info | (<1%) | | |
| Info On Surgery | (<1%) | | |
| Info On Blood Pressure | (<1%) | | |
| Info On Migraines | (<1%) | | |
| Other | (4%) | | |
| Don't Know/Refused | (4%) | | |

| | 1999 | 1998 | Change: 1999-1998 |
|--|-------|------|----------------------|
| 111. (IF NO) Is there any reason why not? | | | |
| I Didn't Need Them/No Need | (53%) | | |
| No Reason | (16%) | | |
| My Health Has Been Fine | (10%) | | |
| No Time | (3%) | | |
| Go To Family Doctor | (2%) | | |
| Never Thought About It | (2%) | | |
| Use Other Source Info/Internet/Books | (1%) | | |
| Don't Know How/No Access | (1%) | | |
| Already Have The Knowledge | (1%) | | |
| Ask Friend/Relative For Information | (<1%) | | |
| Lack Of Trust | (<1%) | | |
| Not My Main Concern | (<1%) | | |
| Only 19/Too Young To Be Diseased | (<1%) | | |
| None Around | (<1%) | | |
| Didn't Know I Could | (<1%) | | |
| Don't Think They Would Believe Me | (<1%) | | |
| Never Had Time To Volunteer | (<1%) | | |
| I Am Disabled | (<1%) | | |
| Don't Know Who I Would Talk To | (<1%) | | |
| New To The Country | (<1%) | | |
| Never Bothered To | (<1%) | | |
| Do Other Volunteer Work | (<1%) | | |
| Would Not Get It If I Did | (<1%) | | |
| Not Aware Of Any | (<1%) | | |
| Don't Want To | (<1%) | | |
| Other | (2%) | | |
| Don't Know/Refused | (6%) | | |
| 112. Have you ever contributed volunteer time or money to a voluntary health organization? | | | |
| Time | (15%) | | |
| Money | (46%) | | |
| No, none | (20%) | | |
| Refused | (<1%) | | |
| Both | (19%) | | |

| | 1999 | 1998 | Change: 1999-1998 |
|--|-------|------|----------------------|
| 113. (IF NO) Is there any reason why you haven't contributed time ? | | | |
| None To Spare/No Time/Busy | (29%) | | |
| No Reason/No | (24%) | | |
| Too Busy With Work | (6%) | | |
| Never Thought About It | (5%) | | |
| Too Busy With Family/Raising | (4%) | | |
| Have Health Problems | (4%) | | |
| I Volunteered Somewhere Else/Other Area | (4%) | | |
| I Was Never Asked | (3%) | | |
| Work In Health Profession | (2%) | | |
| I Don't Volunteer | (2%) | | |
| Don't Know Of Organisations/Charities | (2%) | | |
| No Such Organization In Area | (1%) | | |
| I Am A Student | (1%) | | |
| Other | (3%) | | |
| Don't Know/Refused | (10%) | | |
| 114. (IF NO) Is there any reason why you haven't contributed money ? | | | |
| Can't Afford It/No Money | (37%) | | |
| No/No Reason (NONSPECIFIC) | (22%) | | |
| Give To Other Charities | (4%) | | |
| Never Been Asked To Contribute Money | (3%) | | |
| Don't Give Anybody Money/Greedy | (2%) | | |
| No Spare Time/Busy | (2%) | | |
| Money Goes Adm Purposes/Not Research | (2%) | | |
| Haven't Seen The Importance Of That | (2%) | | |
| Never Thought About It | (2%) | | |
| Give To Charities | (<1%) | | |
| No Volunteer Group In The Town | (<1%) | | |
| Government Should Do The Research | (<1%) | | |
| Not Been Here Long Enough | (<1%) | | |
| Other | (5%) | | |
| Don't Know/Refused | (17%) | | |
| 115. (IF HAS DRUG PLAN) Would you support or oppose having your drug plan set up criteria or guidelines that restrict which treatment is paid for? | | | |
| Support | (30%) | | |
| Oppose | (63%) | | |
| Don't know | (7%) | | |

| | 1999 | 1998 | Change: 1999-1998 |
|--|------|------|----------------------|
|--|------|------|----------------------|

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

- 117. Patients would be denied the best quality treatments
 - Strongly agree (44%)
 - Somewhat agree (19%)
 - Somewhat disagree (12%)
 - Strongly disagree (23%)
 - No Opinion (2%)
- 118. Patents would be denied the latest treatments available
 - Strongly agree (42%)
 - Somewhat agree (20%)
 - Somewhat disagree (13%)
 - Strongly disagree (23%)
 - No Opinion (3%)
- 119. Treatment would be less tailored to individual needs
 - Strongly agree (42%)
 - Somewhat agree (25%)
 - Somewhat disagree (13%)
 - Strongly disagree (16%)
 - No Opinion (4%)
- 120. Patient health would suffer
 - Strongly agree (49%)
 - Somewhat agree (19%)
 - Somewhat disagree (12%)
 - Strongly disagree (18%)
 - No Opinion (3%)
- 121. The government or insurance company paying for the drug plan would save money
 - Strongly agree (40%)
 - Somewhat agree (28%)
 - Somewhat disagree (11%)
 - Strongly disagree (16%)
 - No Opinion (6%)
- 122. Doctors would be limited as to how they treat their patients
 - Strongly agree (44%)
 - Somewhat agree (22%)
 - Somewhat disagree (8%)
 - Strongly disagree (23%)
 - No Opinion (2%)



| | | | |
|--|------|------|----------------------|
| | 1999 | 1998 | Change: 1999-1998 |
|--|------|------|----------------------|

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

123. save the health care system money
- | | |
|-------------------------|-------|
| Strongly agree | (37%) |
| Somewhat agree | (39%) |
| Somewhat disagree | (12%) |
| Strongly disagree | (6%) |
| No Opinion | (6%) |
124. contributes to the well-being and quality of life of Canadians
- | | |
|-------------------------|-------|
| Strongly agree | (56%) |
| Somewhat agree | (37%) |
| Somewhat disagree | (3%) |
| Strongly disagree | (1%) |
| No Opinion | (3%) |
125. helps make Canadians more productive
- | | |
|-------------------------|-------|
| Strongly agree | (45%) |
| Somewhat agree | (37%) |
| Somewhat disagree | (9%) |
| Strongly disagree | (4%) |
| No Opinion | (5%) |

Finally, for statistical purposes only I'd like to ask you a few questions about yourself.

126. What is the highest level of education that you have completed? (READ LIST)
- | | | | |
|----------------------------|-------|-------|-------|
| Elementary school | (8%) | (10%) | <- 2> |
| High school | (32%) | (34%) | <- 2> |
| Community College | (24%) | (23%) | <+ 1> |
| Some University | (13%) | (11%) | <+ 2> |
| Completed University | (23%) | (21%) | <+ 2> |
| Refused | (1%) | (<1%) | <+ 1> |
127. Which of the following best represents your annual household income? (READ)
- | | | | |
|-----------------------------|-------|-------|-------|
| Under \$25,000 | (17%) | (22%) | <- 5> |
| \$25,000 to \$34,000 | (15%) | (17%) | <- 2> |
| \$35,000 to \$44,000 | (16%) | (16%) | <n/c> |
| \$45,000 to \$54,000 | (13%) | (11%) | <+ 2> |
| \$55,000 to \$64,000 | (10%) | (8%) | <+ 2> |
| \$65,000 to \$74,000 | (6%) | (5%) | <+ 1> |
| \$75,000 to \$100,000 | (7%) | (7%) | <n/c> |
| More than \$100,000 | (6%) | (5%) | <+ 1> |
| Refused | (9%) | (8%) | <+ 1> |



| | 1999 | 1998 | Change: 1999-1998 |
|---------------------------------------|-------|-------|----------------------|
| 128. Urban/Rural Residence | | | |
| Rural | (24%) | (22%) | <+2> |
| Urban | (70%) | (73%) | <-3> |
| Don't Know/Refused | (6%) | (5%) | <+1> |
| 129. Region of Residence | | | |
| Atlantic Canada | (8%) | (8%) | <n/c> |
| Québec | (25%) | (25%) | <n/c> |
| Ontario | (37%) | (37%) | <n/c> |
| Prairies | (7%) | (7%) | <n/c> |
| Alberta | (9%) | (9%) | <n/c> |
| British Columbia & Territories | (13%) | (13%) | <n/c> |
| 130. Province of Residence | | | |
| Newfoundland | (2%) | (2%) | <n/c> |
| Nova Scotia | (3%) | (3%) | <n/c> |
| New Brunswick | (3%) | (3%) | <n/c> |
| Prince Edward Island | (<1%) | (<1%) | <n/c> |
| Québec | (25%) | (25%) | <n/c> |
| Ontario | (37%) | (37%) | <n/c> |
| Manitoba | (4%) | (4%) | <n/c> |
| Saskatchewan | (3%) | (3%) | <n/c> |
| Alberta | (9%) | (9%) | <n/c> |
| British Columbia | (13%) | (13%) | <n/c> |
| Yukon | (<1%) | (<1%) | <n/c> |
| Northwest Territories & Nunavut | (<1%) | (<1%) | <n/c> |
| 131. Age | | | |
| 18 To 24 | (9%) | (11%) | <-2> |
| 25 To 34 | (16%) | (17%) | <-1> |
| 35 To 44 | (23%) | (24%) | <-1> |
| 45 To 54 | (22%) | (19%) | <+3> |
| 55 To 64 | (13%) | (12%) | <+1> |
| 65 And Over | (16%) | (17%) | <-1> |
| Mean (Age): | 46.35 | 45.68 | <+0.67> |
| 132. Gender | | | |
| Male | (49%) | (49%) | <n/c> |
| Female | (51%) | (51%) | <n/c> |

| | 1999 | 1998 | Change: 1999-1998 |
|-------------------------|-------|-------|----------------------|
| 133. Generation | | | |
| Male - 18 to 34 | (14%) | (15%) | < -1> |
| Male - 35 to 54 | (21%) | (21%) | <n/c> |
| Male - 55+ | (14%) | (13%) | <+1> |
| Female - 18 to 34 | (12%) | (13%) | <-1> |
| Female - 35 to 54 | (24%) | (22%) | <+2> |
| Female - 55+ | (15%) | (16%) | <-1> |
| 134. Language | | | |
| English | (78%) | (72%) | <+6> |
| French | (22%) | (28%) | <-6> |