

Interview Schedule

My name is () of POLLARA, a national health care research company. We are conducting a short telephone survey among () 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 to 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

ALL PROVIDERS

1. What do you think is the most important health care issue facing Canada today? (OPEN-END - USE PRE-CODES)

Lack Of Funding/Government Cutbacks	(38%)	(18%)	(27%)
Accessibility/Availability	(15%)	(6%)	(9%)
Aging Population/Care Of The Elderly	(5%)	(7%)	(7%)
Lack Of Staff/Work Overload	(5%)	(31%)	(6%)
Cost Of Health Care	(3%)	(1%)	(9%)
Lack Of/Need Good Doctors	(3%)	(1%)	(1%)
Long Waiting Period	(2%)	(4%)	(6%)
Medicare/Continuation Of Medicare	(2%)	(1%)	(2%)
Hospital Closure/Restructuring System	(2%)	(1%)	(<1%)
Equal Accessibility/Two-Tier System	(2%)	(1%)	(<1%)
System Deteriorating/Falling Apart	(2%)	(<1%)	(<1%)
Concerned With Management Of Health Care Money	(2%)	(1%)	(1%)
Bed Closure/More Long Term Beds	(1%)	(2%)	(1%)
Doctors/Specialists Shortage/Going US	(1%)	(<1%)	(1%)
Emergency Care/Emergency Rooms	(1%)	(1%)	(3%)
Health Care Professional Unhappy/Pay More	(1%)	(<1%)	(<1%)
Lack Of Management	(1%)	(<1%)	(1%)
Medical Student Shortage	(1%)	(<1%)	(<1%)
Moral Issues	(1%)	(<1%)	(<1%)
Privatization Of Health Care	(1%)	(1%)	(3%)
Promotion Of Health/Healthy Living	(1%)	(1%)	(1%)
Quality Service/Proper Care	(1%)	(7%)	(4%)
Shortage Of Nurses/Registered Nurses	(1%)	(1%)	(<1%)
Technology/Access To Technology	(1%)	(<1%)	(<1%)
Universality/For All Canadians	(1%)	(<1%)	(1%)
Concerns About Government	(<1%)	(<1%)	(<1%)
Government Collect Taxes Don't Give Back	(<1%)	(<1%)	(<1%)
Health Care Staying At The Same Level	(<1%)	(<1%)	(<1%)
Heart Disease/Cancer/AIDS/Disorders	(<1%)	(1%)	(3%)
Home Care	(<1%)	(2%)	(<1%)



1. **(CONT'D)** What do you think is the most important health care issue facing Canada today? (OPEN-END - USE PRE-CODES)

Hospital	(<1%)	(<1%)	(1%)
Humanize/Improve Relationship Patient	(<1%)	(<1%)	(<1%)
Lack Of Equipment/Access To Testing	(<1%)	(<1%)	(<1%)
Language Issues	(<1%)	(<1%)	(1%)
Line Ups/Overcrowding	(<1%)	(<1%)	(<1%)
Medication Use	(<1%)	(<1%)	(1%)
People Abuse/Overuse The System	(<1%)	(<1%)	(<1%)
Prices Of Medication	(<1%)	(1%)	(3%)
Research And Development	(<1%)	(<1%)	(<1%)
Unregistered Service Providers	(<1%)	(<1%)	(<1%)
Use Of Aides/Untrained Workers	(<1%)	(<1%)	(<1%)
User Fees/Have To Pay/Maintain Free	(<1%)	(1%)	(1%)
Will Not Licence International Medical Graduates	(<1%)	(<1%)	(<1%)
Other	(2%)	(<1%)	(1%)
Don't Know/Refused	(1%)	(2%)	(3%)

2. And what do you think is the most important health care issue facing your own profession? (OPEN END)

Lack Of Staff/Overworked	(13%)	(18%)	(4%)
Lack Of Funding/Government Cutbacks	(12%)	(10%)	(3%)
Shortage Of Doctors/Specialist	(12%)	(<1%)	(<1%)
Lack Of Resources/Equipment	(7%)	(1%)	(1%)
Health Care Access	(5%)	(<1%)	(1%)
Waiting Time	(5%)	(<1%)	(1%)
Quality Service/Care	(5%)	(2%)	(2%)
Low Salary/Unpaid Task	(3%)	(2%)	(3%)
Lack Of Trained/Qualified Staff	(2%)	(1%)	(2%)
Aging Population/Elderly Care	(2%)	(1%)	(2%)
Government Interference/Regulation	(2%)	(<1%)	(2%)
Lack Of Fulfilment/Satisfaction	(2%)	(<1%)	(<1%)
Reorganization Of Health Care	(2%)	(1%)	(<1%)
Shortage/Lack Of Nurses	(1%)	(22%)	(<1%)
Access To Technology/Keep Up With	(1%)	(<1%)	(<1%)
Lack Of Anesthesiologist	(1%)	(<1%)	(<1%)
Lack Of Beds/Shorter Hospital Stays	(1%)	(2%)	(<1%)
Lack Of Children Immunization	(1%)	(<1%)	(<1%)
Lack Of Psychiatrist	(1%)	(<1%)	(<1%)
Lack Of Support Service/Home Care	(1%)	(1%)	(<1%)
Morale Issues	(1%)	(<1%)	(<1%)
Patient Care Emphasis	(1%)	(<1%)	(1%)
Recruitment Of Health Care Professional	(1%)	(<1%)	(<1%)
Stress/Burn Out	(1%)	(4%)	(<1%)
Too Much Administration Emphasis	(1%)	(1%)	(<1%)
Lack Of Pharmacist	(<1%)	(<1%)	(22%)
Lack Of Reimbursement/Government/3rd Party	(<1%)	(<1%)	(7%)

2. **(CONT'D)** And what do you think is the most important health care issue facing your own profession?
(OPENEND)

High/Rising Cost Of Drugs	(<1%)	(<1%)	(5%)
Keeping Up In The Field/Education	(<1%)	(1%)	(4%)
Lack Of Incentive/Nurse Recruitment	(<1%)	(4%)	(<1%)
Lack Of Experienced/Trained Nurses	(<1%)	(2%)	(<1%)
Job Security/Find Full-Time Work	(<1%)	(2%)	(1%)
Not Recognized/Fairly Treated	(<1%)	(1%)	(2%)
Expand Role Of Pharmacist/Pharmacy	(<1%)	(<1%)	(3%)
Cognitive Services	(<1%)	(<1%)	(3%)
Competition/Discount/Community Pharmacies	(<1%)	(<1%)	(3%)
Change In Roles	(<1%)	(1%)	(1%)
Lack Of Time	(<1%)	(<1%)	(2%)
Lack Amount Of Input On Prescriptions	(<1%)	(<1%)	(2%)
Dispensing/Shrinking/Restricted Fees	(<1%)	(<1%)	(2%)
Provincial/Federal Drug Programs	(<1%)	(<1%)	(2%)
Shortage (NONSPECIFIC)	(<1%)	(<1%)	(2%)
Aging Work Force	(<1%)	(1%)	(<1%)
Stability/Consistency Of System	(<1%)	(1%)	(<1%)
Being Seen As Retailers	(<1%)	(<1%)	(1%)
Educate/Give Out Free Information	(<1%)	(<1%)	(1%)
Government Awareness/Short-sighted	(<1%)	(<1%)	(1%)
Research And Development	(<1%)	(<1%)	(1%)
Independent Store Fee Erosion	(<1%)	(<1%)	(1%)
Preventive Care/Medicine	(<1%)	(<1%)	(1%)
Proper Use Of Medication/Over Medication	(<1%)	(<1%)	(1%)
Providing Proper Consulting	(<1%)	(<1%)	(1%)
Treatment/Cure Of Cancer/Diabetics	(<1%)	(<1%)	(1%)
The Role Of Nurses In Health Care	(<1%)	(1%)	(<1%)
Abuse Health Service/System	(<1%)	(<1%)	(<1%)
Antibiotic Resistance	(<1%)	(<1%)	(<1%)
Availability Of Health Care Professionals	(<1%)	(<1%)	(<1%)
Be Involved In Ways Reduce Health Care Cost	(<1%)	(<1%)	(<1%)
Becoming Better Focused/Authoritative	(<1%)	(<1%)	(<1%)
Continued Relevance	(<1%)	(<1%)	(<1%)
Doctors Handwriting	(<1%)	(<1%)	(<1%)
Health Care Professional Leave For USA	(<1%)	(<1%)	(<1%)
Health Service Management	(<1%)	(<1%)	(<1%)
Inadequate Preparation	(<1%)	(<1%)	(<1%)
Lack Of Accountability/Responsibility	(<1%)	(<1%)	(<1%)
Meeting The Needs Of Disadvantaged	(<1%)	(<1%)	(<1%)
Money Abuse	(<1%)	(<1%)	(<1%)
Money Management	(<1%)	(<1%)	(<1%)

2. **(CONT'D)** And what do you think is the most important health care issue facing your own profession?
(OPEN END)

The Role Of Nurses In Health Care	(<1%)	(1%)	(<1%)
Pharmaceutical Care	(<1%)	(<1%)	(<1%)
Physician Incentives	(<1%)	(<1%)	(<1%)
Staff Abuse	(<1%)	(<1%)	(<1%)
Time Management	(<1%)	(<1%)	(<1%)
Visiting Time	(<1%)	(<1%)	(<1%)
Other	(6%)	(3%)	(4%)
Don't Know/Refused	(<1%)	(2%)	(4%)

3. 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	(6%)	(6%)	(9%)
Falling	(59%)	(58%)	(45%)
Same	(36%)	(34%)	(45%)
Don't Know/Refused	(<1%)	(1%)	(1%)

4A. **(IF RISING)** Why do you say that? (OPEN END)

Government Reset Priorities/Made Improvement	(49%)	(31%)	(5%)
Government Started Putting Money Back In	(26%)	(8%)	(15%)
Advances In Technology/Find Cures	(17%)	(<1%)	(21%)
I Am Hoping It Is/Cannot Be Worse	(<1%)	(15%)	(<1%)
Family/People Good Experience	(<1%)	(<1%)	(11%)
Healthier People	(<1%)	(8%)	(5%)
Responding To More Public Pressure	(<1%)	(8%)	(<1%)
See Changes In My Community	(<1%)	(8%)	(<1%)
System Is Improving (NONSPECIFIC)	(<1%)	(8%)	(5%)
Getting More Services/Better Care	(<1%)	(<1%)	(5%)
Increased Jobs In Health Care	(<1%)	(<1%)	(5%)
Ours Is As Good As Others	(<1%)	(<1%)	(5%)
Positive Media Coverage	(<1%)	(<1%)	(5%)
Other	(8%)	(<1%)	(10%)
Don't Know/Refused	(<1%)	(15%)	(5%)

4B. (IF FALLING) Why do you say that? (OPEN END)

Lack Funding/Government Cutbacks/Cutbacks	(21%)	(22%)	(15%)
Waiting Lists/Surgery/Tests/Beds/Doctors	(10%)	(5%)	(15%)
Lack Of Necessities/Resources	(8%)	(1%)	(1%)
Poor Quality Service/Care	(7%)	(7%)	(6%)
Shortage Hospital Staff/Overworked	(6%)	(13%)	(5%)
Harder To See Doctor/Get Into Hospital	(4%)	(<1%)	(2%)
Greater Demands/Public Demands	(4%)	(2%)	(4%)
Bed Closures	(3%)	(2%)	(1%)
Personal Experience/Poor	(3%)	(1%)	(3%)
System Not Well Run/Managed	(3%)	(2%)	(2%)
System/Inadequate/Not Meeting Needs	(3%)	(2%)	(2%)
Government Putting Priority Wrong Areas	(3%)	(2%)	(2%)
General Deterioration (NONSPECIFIC)	(3%)	(2%)	(2%)
Doctors/Specialists Shortage	(2%)	(2%)	(2%)
Family/People Poor Experience	(2%)	(2%)	(1%)
System Deteriorating/Lower Standards	(2%)	(<1%)	(<1%)
Health Care Professionals Discontent	(2%)	(1%)	(2%)
Money Is Mismanaged/Not Put In Health Care	(2%)	(1%)	(2%)
Aging Population	(1%)	(1%)	(3%)
Because Of Government	(1%)	(1%)	(1%)
Can't Trust System/Doctors/Government	(1%)	(<1%)	(3%)
Decline/Cuts In Services Available	(1%)	(2%)	(2%)
Government Neglecting Health Care/Doesn't Care	(1%)	(3%)	(1%)
Has Changed/Not Good Like Before	(1%)	(3%)	(1%)
Emergency Care/Situation In ER	(1%)	(<1%)	(1%)
Hospital Closures	(1%)	(<1%)	(1%)
Lack Of Public Awareness	(1%)	(<1%)	(1%)
New Doctors/Lack Of Knowledge	(1%)	(1%)	(<1%)
No Foresight In Decision Making	(1%)	(3%)	(1%)
Not Working/Need To Work On Reforms	(1%)	(2%)	(1%)
Nurses Shortage	(1%)	(2%)	(<1%)
Health Care Less Accessible/Two-Tier	(<1%)	(4%)	(<1%)
Nervous About Strikes/Striking Doctors	(<1%)	(2%)	(1%)
Rising Cost Of System/For Government/People	(<1%)	(2%)	(1%)
Bureaucracy	(<1%)	(1%)	(1%)
Medicare Offers Less Coverage	(<1%)	(1%)	(1%)
Lack Of Knowledge/New Technology	(<1%)	(1%)	(<1%)
Controversy Over Security	(<1%)	(1%)	(<1%)
Crisis In Rural Area/Travel Distance	(<1%)	(1%)	(<1%)
Not Available To All	(<1%)	(1%)	(<1%)
People Have To Pay/More Fees	(<1%)	(1%)	(<1%)
Doctors Leaving The Country	(<1%)	(1%)	(<1%)
Hospitals/Situation/Cuts In Hospitals	(<1%)	(<1%)	(1%)
No Profits	(<1%)	(<1%)	(1%)
Restrictions On Medications	(<1%)	(<1%)	(2%)
Users Not Paying Taxes	(<1%)	(<1%)	(2%)
Other	(2%)	(2%)	(3%)
Don't Know/Refused	(1%)	(3%)	(<1%)

4C. (IF SAME AS IT EVER WAS) Why do you say that? (OPEN END)

Good System/Services/Quality Of	(33%)	(20%)	(13%)
No Changes	(17%)	(17%)	(28%)
Making An Effort Under Circumstances	(6%)	(6%)	(<1%)
No Improvements	(4%)	(9%)	(10%)
Ups And Downs/Balanced	(4%)	(9%)	(8%)
Lack Of Funds/Cutbacks	(4%)	(4%)	(5%)
Some Improvements/Progress/Procedures	(4%)	(6%)	(7%)
Increase In Public Confidence	(3%)	(1%)	(2%)
Government Responding To Public Pressure	(3%)	(<1%)	(<1%)
Increasing Funds	(2%)	(1%)	(1%)
Government Priorities Not Straight	(2%)	(1%)	(<1%)
Availability Of Treatments	(1%)	(<1%)	(<1%)
Coping With Stress	(1%)	(<1%)	(<1%)
Critical Care Taken Care Of	(1%)	(<1%)	(<1%)
Didn't Get Worse	(1%)	(<1%)	(2%)
Government No Good	(1%)	(<1%)	(<1%)
Lack Of Public Confidence	(1%)	(3%)	(3%)
Personal Experience	(1%)	(1%)	(2%)
Quality Of Doctors/No Change	(1%)	(<1%)	(1%)
The Way I Feel	(1%)	(1%)	(<1%)
Use Of/Availability Of Resources	(1%)	(3%)	(<1%)
Timing Issues	(<1%)	(3%)	(<1%)
Government Dealing With Issues	(<1%)	(1%)	(1%)
Increase Use Of Medicines	(<1%)	(<1%)	(1%)
Lack Of Guidance/Participation	(<1%)	(<1%)	(1%)
Layoffs	(<1%)	(1%)	(<1%)
Long Waiting Periods	(<1%)	(<1%)	(2%)
More Pressure On Issues	(<1%)	(<1%)	(1%)
Need/Have Technological Changes	(<1%)	(<1%)	(2%)
Promises Not Delivered	(<1%)	(1%)	(<1%)
We Are Under Appreciated	(<1%)	(1%)	(<1%)
Other	(3%)	(3%)	(1%)
Don't Know/Refused	(3%)	(4%)	(8%)
5. Do you believe that the overall quality of health care services is increasing, decreasing, or staying the same?			
Increasing	(19%)	(14%)	(19%)
Decreasing	(54%)	(59%)	(49%)
Staying the Same	(27%)	(24%)	(30%)
Don't Know	(<1%)	(2%)	(2%)
6. Overall, would you say that Canadians are or are not receiving quality health care right now?			
Receiving Quality Health Care	(74%)	(52%)	(75%)
Not Receiving Quality Health Care	(24%)	(39%)	(22%)
Don't Know/Refused	(2%)	(9%)	(3%)

7. 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	(12%)	(13%)	(6%)
Major Repairs	(63%)	(59%)	(53%)
Minor Tuning Up	(25%)	(25%)	(38%)
Fine The Way It Is	(<1%)	(1%)	(1%)
Don’t Know/Refused	(<1%)	(2%)	(1%)

8A. (IF A COMPLETE REBUILDING) Why do you say that? (OPEN END)

Present System Not Working/Fall Apart	(26%)	(4%)	(16%)
Change/Alter/Reorganize System	(14%)	(19%)	(8%)
Lack Of Funds/Better Management Of Funds	(13%)	(31%)	(7%)
Government Interference	(13%)	(<1%)	(<1%)
Changes Made Not Working	(9%)	(4%)	(15%)
Rebuild/Start From Scratch	(4%)	(4%)	(16%)
Doctors/Nurses Leaving/Going To US	(4%)	(4%)	(8%)
Lack Of/Duplication Of Service	(4%)	(11%)	(<1%)
Accessibility	(4%)	(<1%)	(<1%)
Against Privatization	(4%)	(<1%)	(<1%)
Bureaucracy/Administration	(<1%)	(8%)	(8%)
I Prefer US System	(<1%)	(<1%)	(8%)
Start With Train Of Medical Staff	(<1%)	(4%)	(<1%)
Government Should Let Staff Decide Fund Cuts	(<1%)	(4%)	(<1%)
Emphasis On Health Care Not Illness	(<1%)	(4%)	(<1%)
Nurses Overworked	(<1%)	(<1%)	(8%)
Other	(4%)	(4%)	(8%)

8B. (IF MAJOR REPAIRS) Why do you say that? (OPEN END)

Lack Of Funding/Cutbacks	(11%)	(9%)	(13%)
Needs Restructuring/Rearranging	(10%)	(12%)	(7%)
System Not Working/Falling Apart	(7%)	(6%)	(5%)
Lack Of Quality Service/Proper Care	(6%)	(4%)	(5%)
Privatization	(6%)	(1%)	(1%)
Deficiency In Health Care System/List Of Problems	(6%)	(2%)	(1%)
Accessibility/Availability Of Health Care	(5%)	(1%)	(2%)
Better Use Of Funds	(4%)	(8%)	(6%)
Long Waiting Period/Long Lists	(4%)	(3%)	(9%)
Lack Of Staff/Staff Cutbacks	(4%)	(9%)	(4%)
Care For Elderly/Ageing Population	(3%)	(1%)	(1%)
Lack Of Equipment/Technology	(3%)	(1%)	(2%)
Too Many Loopholes/Gaps	(2%)	(3%)	(1%)
Lack Of Doctors/Specialists	(2%)	(3%)	(3%)
People Abuse/Overuse System	(2%)	(1%)	(2%)
Lack Of Bed/Overcrowding	(2%)	(1%)	(<1%)
Management Top Heavy/Too Many Bureaucrats	(2%)	(2%)	(<1%)
Expensive Start Over	(2%)	(<1%)	(1%)

8B. (CONT'D) Why do you say that? (OPEN END)

More Coordination/Uniformity/Consistency	(2%)	(2%)	(2%)
Needs Review/Re-evaluation/Different Angle	(1%)	(6%)	(4%)
Doctors/Specialists Leaving	(1%)	(3%)	(2%)
More Funding /Education Of Care Givers	(1%)	(3%)	(1%)
Stress/Workload/Overworked	(1%)	(3%)	(1%)
Already Changing/Has Changed	(1%)	(1%)	(1%)
Content With System	(1%)	(<1%)	(<1%)
Difficulty Of Specialty Care	(1%)	(<1%)	(<1%)
Discontent With System	(1%)	(1%)	(<1%)
Doctors Undervalued/Should Have Say	(1%)	(1%)	(<1%)
Emergency Treatment	(1%)	(1%)	(2%)
Government Not Listening/Need Involvement	(1%)	(1%)	(1%)
High Level Of Anxiety Over Health Care	(1%)	(<1%)	(<1%)
Inadequate Salaries	(1%)	(<1%)	(<1%)
Loss Of Personnel If We Start Over	(1%)	(<1%)	(<1%)
Limited Resources/Human Resources	(1%)	(<1%)	(1%)
Shortage Of Nurses	(1%)	(<1%)	(<1%)
Start Looking At Outcomes	(1%)	(1%)	(<1%)
User Fees/Should Pay/Increase Costs	(1%)	(<1%)	(2%)
Doctors Abuse System/Providers Don't Know Issues	(<1%)	(2%)	(<1%)
A Lot Of Misunderstanding/Disillusion	(<1%)	(1%)	(1%)
Health Care System Is Too Medicine Based	(<1%)	(1%)	(<1%)
Cost	(<1%)	(1%)	(2%)
Affordability/Future Funding	(<1%)	(1%)	(1%)
Preventative Health Care/Preventive Life Style	(<1%)	(1%)	(2%)
Principals Of Health Care Need Be Protected	(<1%)	(1%)	(<1%)
Principals Of Mediocre Is Right Way	(<1%)	(1%)	(<1%)
A Two-Tier System	(<1%)	(<1%)	(1%)
Address Paperwork Issues	(<1%)	(<1%)	(1%)
Communication	(<1%)	(<1%)	(1%)
Customer Needs Approval For Medications	(<1%)	(<1%)	(1%)
Haven't Gone Far In Cancer Treatment	(<1%)	(<1%)	(1%)
How Specialty Physicians Approach	(<1%)	(<1%)	(1%)
Open Beds To Attract Graduates	(<1%)	(<1%)	(1%)
Patients Discharged Early	(<1%)	(1%)	(<1%)
Patients/Public Going To US	(<1%)	(1%)	(1%)
People Demand It/People Not Buying In	(<1%)	(<1%)	(2%)
Reassess To Community Based Centres	(<1%)	(1%)	(<1%)
Too Many Non Tax Payers	(<1%)	(<1%)	(1%)
Other	(2%)	(2%)	(4%)
Don't Know/Refused	(2%)	(3%)	(2%)

8C. (IF MINOR TURNING UP) Why do you say that? (OPEN END)

Put More Money Into It/Lack Funding	(12%)	(16%)	(8%)
Lack Health Care Professionals/Doctors	(12%)	(<1%)	(4%)
Even Care/Equal Access Throughout Canada	(10%)	(<1%)	(9%)
Only Needs Few Changes/Adjustments	(8%)	(10%)	(14%)
Money Spend Wrong Places/ Waste	(6%)	(12%)	(6%)
Good Health Care System	(6%)	(<1%)	(6%)
Make System More Effective/Improve	(4%)	(4%)	(5%)
Not Working/Needs Repairs	(4%)	(2%)	(3%)
Demographics Always Changing/Aging Population	(4%)	(<1%)	(1%)
Overall Canadians Are Healthy	(4%)	(<1%)	(1%)
Lack Of Staff (NONSPECIFIC)	(2%)	(8%)	(<1%)
Misuse/Abuse Of System	(2%)	(4%)	(1%)
Good System Compared To US/Other Countries	(2%)	(<1%)	(4%)
Hard/Cost Too Much To Change Totally	(2%)	(<1%)	(4%)
Minor Repairs Needed In ER/Better Service	(2%)	(2%)	(3%)
Long Waiting Lists/To See Specialist	(2%)	(<1%)	(5%)
User Fee System/Reasonable	(2%)	(2%)	(1%)
Always Room For Improvement	(2%)	(2%)	(3%)
Personal Experience	(2%)	(<1%)	(1%)
Doctors Are Paid For Volume Not Length	(2%)	(<1%)	(<1%)
Go Back To Two-Tier Medicine	(2%)	(<1%)	(<1%)
Major Changes Here Already Occurred	(2%)	(<1%)	(1%)
Needs Of The People Not Being Met	(<1%)	(8%)	(3%)
Back To Normal/Starting To Improve	(<1%)	(4%)	(2%)
Los Resources To US/Brain Drain	(<1%)	(2%)	(1%)
Hospital Full Of Patients/Lack Space	(<1%)	(2%)	(1%)
People Being Release Too Early	(<1%)	(2%)	(<1%)
Need Standard We Had Before	(<1%)	(2%)	(<1%)
Privatization/If You Pay You Get It	(<1%)	(2%)	(<1%)
Aspect Missing Is Communication & Support	(<1%)	(2%)	(<1%)
Better Service	(<1%)	(2%)	(<1%)
Can't Forget Clients With All Cutbacks	(<1%)	(2%)	(<1%)
Lack Of Preventive And Health Education	(<1%)	(2%)	(<1%)
Long Term Patients Shouldn't In Hospitals	(<1%)	(2%)	(<1%)
Hospital Closures/Bed Closures	(<1%)	(<1%)	(3%)
Bureaucracy Is Slowing Things Down	(<1%)	(<1%)	(1%)
Different Weakness In The System	(<1%)	(<1%)	(1%)
Don't Know How Bad It Really Is	(<1%)	(<1%)	(1%)
Getting A Good National Data Base	(<1%)	(<1%)	(1%)
It Just Needs Better Management	(<1%)	(<1%)	(1%)
So Much Duplication And Waste	(<1%)	(<1%)	(1%)
Other	(6%)	(4%)	(3%)
Don't Know/Refused	(<1%)	(2%)	(1%)

8D. (IF FINE THE WAY IT IS) Why do you say that? (OPEN END)

System Superior To Other Countries	(100%)	(<1%)	(<1%)
Need More Money	(<1%)	(<1%)	(50%)
I Don't Have Any Problem With It	(<1%)	(50%)	(<1%)
Renovations Already Been Done	(<1%)	(50%)	(<1%)
No Major Changes	(<1%)	(<1%)	(50%)

Would you say that you are very satisfied, somewhat satisfied, somewhat unsatisfied or very unsatisfied with the following aspects of today's health care system? (READ AND ROTATE)

9. The comprehensiveness of what is covered under Medicare

Very Satisfied	(27%)	(22%)	(26%)
Somewhat Satisfied	(51%)	(46%)	(48%)
Somewhat Unsatisfied	(15%)	(24%)	(20%)
Very Unsatisfied	(6%)	(5%)	(6%)
Don't know/Refused	(1%)	(2%)	(<1%)

10. How accountable governments are to the public

Very Satisfied	(3%)	(3%)	(3%)
Somewhat Satisfied	(23%)	(19%)	(26%)
Somewhat Unsatisfied	(40%)	(40%)	(42%)
Very Unsatisfied	(32%)	(35%)	(25%)
Don't know/Refused	(1%)	(3%)	(4%)

11. How accountable health care providers are to the public

Very Satisfied	(17%)	(21%)	(21%)
Somewhat Satisfied	(51%)	(51%)	(57%)
Somewhat Unsatisfied	(23%)	(18%)	(17%)
Very Unsatisfied	(7%)	(5%)	(2%)
Don't know/Refused	(3%)	(4%)	(2%)

12. How accountable patients are for how they use the health care system

Very Satisfied	(2%)	(2%)	(5%)
Somewhat Satisfied	(26%)	(27%)	(32%)
Somewhat Unsatisfied	(44%)	(46%)	(44%)
Very Unsatisfied	(26%)	(21%)	(16%)
Don't know/Refused	(2%)	(4%)	(3%)

13. How much input health care providers have on decisions about the future of the health care system

Very Satisfied	(3%)	(2%)	(2%)
Somewhat Satisfied	(12%)	(20%)	(25%)
Somewhat Unsatisfied	(48%)	(36%)	(40%)
Very Unsatisfied	(36%)	(39%)	(27%)
Don't know/Refused	(1%)	(2%)	(5%)

	Doctors	Nurses	Pharmacists
14. Timeliness of access to care			
Very Satisfied	(4%)	(5%)	(5%)
Somewhat Satisfied	(22%)	(25%)	(31%)
Somewhat Unsatisfied	(37%)	(39%)	(37%)
Very Unsatisfied	(36%)	(28%)	(26%)
Don't know/Refused	(2%)	(3%)	(1%)
15. Quality of care provided to patients			
Very Satisfied	(18%)	(16%)	(15%)
Somewhat Satisfied	(55%)	(47%)	(62%)
Somewhat Unsatisfied	(21%)	(26%)	(19%)
Very Unsatisfied	(5%)	(9%)	(3%)
Don't know/Refused	(1%)	(1%)	(1%)
16. The level of support provided to patients who require care in the home or community			
Very Satisfied	(6%)	(10%)	(12%)
Somewhat Satisfied	(27%)	(40%)	(51%)
Somewhat Unsatisfied	(41%)	(26%)	(25%)
Very Unsatisfied	(18%)	(21%)	(11%)
Don't know/Refused	(7%)	(2%)	(1%)
17. The level of public reporting on health care system performance			
Very Satisfied	(6%)	(4%)	(8%)
Somewhat Satisfied	(28%)	(32%)	(41%)
Somewhat Unsatisfied	(43%)	(42%)	(34%)
Very Unsatisfied	(17%)	(15%)	(12%)
Don't know/Refused	(6%)	(7%)	(6%)
18. The number of non-medical tasks health care providers are required to do			
Very Satisfied	(3%)	(5%)	(4%)
Somewhat Satisfied	(26%)	(28%)	(30%)
Somewhat Unsatisfied	(42%)	(33%)	(34%)
Very Unsatisfied	(25%)	(29%)	(25%)
Don't know/Refused	(4%)	(5%)	(7%)

When making decisions about which services are eligible for public funding, do you believe the following factors should play a very significant role, a somewhat significant role, not that significant a role or no role at all? (READ AND ROTATE)

19.	Impact on survival	Very Significant Role	(57%)	(62%)	(65%)
		Somewhat Significant Role	(36%)	(29%)	(29%)
		Not That Significant A Role	(4%)	(4%)	(2%)
		No Role At All	(1%)	(1%)	(2%)
		Don't know/Refused	(2%)	(3%)	(2%)
20.	Impact on quality of life	Very Significant Role	(70%)	(76%)	(71%)
		Somewhat Significant Role	(27%)	(22%)	(27%)
		Not That Significant A Role	(3%)	(1%)	(<1%)
		No Role At All	(<1%)	(1%)	(2%)
		Don't know/Refused	(<1%)	(<1%)	(1%)
21.	Impact on one's ability to be physically independent	Very Significant Role	(58%)	(64%)	(47%)
		Somewhat Significant Role	(38%)	(33%)	(48%)
		Not That Significant A Role	(3%)	(1%)	(3%)
		No Role At All	(<1%)	(1%)	(1%)
		Don't know/Refused	(1%)	(1%)	(1%)
22.	Impact on prevention of illness and disease	Very Significant Role	(67%)	(82%)	(72%)
		Somewhat Significant Role	(31%)	(16%)	(23%)
		Not That Significant A Role	(2%)	(1%)	(2%)
		No Role At All	(1%)	(<1%)	(2%)
		Don't know/Refused	(<1%)	(1%)	(2%)
23.	The number of people who will benefit	Very Significant Role	(53%)	(56%)	(48%)
		Somewhat Significant Role	(36%)	(37%)	(44%)
		Not That Significant A Role	(8%)	(3%)	(4%)
		No Role At All	(3%)	(1%)	(3%)
		Don't know/Refused	(<1%)	(2%)	(1%)
24.	Overall cost to the health care system	Very Significant Role	(38%)	(46%)	(37%)
		Somewhat Significant Role	(51%)	(48%)	(53%)
		Not That Significant A Role	(6%)	(2%)	(7%)
		No Role At All	(4%)	(2%)	(1%)
		Don't know/Refused	(1%)	(2%)	(2%)

25. Do you think that making those who decide which health care services are paid for by public funds accountable to the public for their decisions is very important, somewhat important, not very important or not at all important?
- | | | | |
|----------------------------|-------|-------------|-------------|
| Very Important | (70%) | (82%) | (63%) |
| Somewhat Important | (25%) | (15%) | (32%) |
| Not Very Important | (2%) | (1%) | (2%) |
| Not At All Important | (2%) | (1%) | (1%) |
| Don't know | (1%) | (1%) | (1%) |

DOCTORS

26. Of all the new drugs approved by Health Canada, what percentage do you believe are covered by the public drug plan in your province? Does the plan cover all of them, greater than 75% of them, between 50 & 75%, or less than 50%?
- | | |
|--------------------------|-------|
| All Of Them | (0%) |
| Greater Than 75% | (26%) |
| 50-75% | (43%) |
| Less Than 50% | (18%) |
| Don't Know/Refused | (13%) |
27. In attempting to balance affordability and sustainability of the health care system with access, quality and choice, do you believe that the public drug plan should cover all new drugs approved by Health Canada, greater than 75% of them, between 50 & 75%, or less than 50%?
- | | |
|--------------------------|-------|
| All Of Them | (11%) |
| Greater Than 75% | (37%) |
| 50-75% | (29%) |
| Less Than 50% | (10%) |
| Don't Know/Refused | (14%) |
28. 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 | (26%) |
| Most | (28%) |
| Some | (24%) |
| None | (11%) |
| Don't Know/Refused | (10%) |
29. In writing prescriptions, do you think that the specific drugs that are covered by a patient's drug benefit plan influences your choice of treatment?
- | | |
|--------------------------|-------|
| Yes | (68%) |
| No | (22%) |
| Don't Know/Refused | (10%) |

30. If you wanted to prescribe a medication for a patient that required a special authorization request to have a drug plan pay for the prescription, for example you had to complete a form, for what percentage of these patients would you prescribe a different medication that doesn't require authorization for it to be covered? (RECORD PERCENTAGE)

0%	(21%)
1% To 49%	(20%)
50%	(16%)
51% To 99%	(11%)
100%	(13%)
Don't Know/Refused	(18%)
Mean (%):	40.24

31. If this request 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 a special authorization process? (RECORD PERCENTAGE)

0%	(30%)
1% To 49%	(23%)
50%	(8%)
51% To 99%	(13%)
100%	(10%)
Don't Know/Refused	(15%)
Mean (%):	34.11

32. What percentage of your time would you say is spent carrying out administrative drug benefit coverage tasks? (RECORD PERCENTAGE)

0%	(17%)
1% To 5%	(54%)
6% To 10%	(13%)
11% To 25%	(9%)
26% To 50%	(3%)
Don't Know/Refused	(5%)
Mean (%):	6.25

33. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that you are appropriately reimbursed for this type of administrative work.

Strongly Agree	(6%)
Somewhat Agree	(9%)
Somewhat Disagree	(11%)
Strongly Disagree	(57%)
Don't Know/Refused	(16%)

Some drug plans set up clinical criteria that limit the type of patients eligible to receive reimbursement for a drug. Do you think this makes a positive impact, a negative impact, or not much of an impact on each of the following: (READ AND ROTATE)

- 34. Your ability to provide quality pharmaceutical therapy for your patients
 - Positive Impact (17%)
 - Negative Impact (39%)
 - Not Much Of An Impact (30%)
 - Don't know/Refused (14%)

- 35. Your ability to tailor pharmaceutical therapy to individual patient needs
 - Positive Impact (14%)
 - Negative Impact (44%)
 - Not Much Of An Impact (28%)
 - Don't know/Refused (14%)

- 36. Your ability to prescribe appropriate pharmaceutical therapy for your patients
 - Positive Impact (16%)
 - Negative Impact (43%)
 - Not Much Of An Impact (28%)
 - Don't know/Refused (13%)

And if drug plans instituted clinical practice guidelines that physicians were required to follow in order for patients to receive reimbursement for a drug, do you think it would make a positive impact, a negative impact, or not much of an impact on each of the following: (READ AND ROTATE)

- 37. Your ability to provide quality pharmaceutical therapy for your patients
 - Positive Impact (26%)
 - Negative Impact (36%)
 - Not Much Of An Impact (25%)
 - Don't know/Refused (13%)

- 38. Your ability to tailor pharmaceutical therapy to individual patient needs
 - Positive Impact (27%)
 - Negative Impact (39%)
 - Not Much Of An Impact (20%)
 - Don't know/Refused (14%)

- 39. Your ability to prescribe appropriate pharmaceutical therapy for your patients
 - Positive Impact (28%)
 - Negative Impact (39%)
 - Not Much Of An Impact (19%)
 - Don't know/Refused (13%)

PHARMACISTS

40. Of all the new drugs approved by Health Canada, what percentage do you believe are covered by the public drug plan in your province? Does the plan cover all of them, greater than 75% of them, between 50 & 75%, or less than 50%?
- All Of Them (0%)
 - Greater Than 75% (44%)
 - 50-75% (31%)
 - Less Than 50% (22%)
 - Don't Know/Refused (2%)
41. In attempting to balance affordability and sustainability of the health care system with access, quality and choice, do you believe that the public drug plan should cover all new drugs approved by Health Canada, greater than 75% of them, between 50 & 75%, or less than 50%?
- All Of Them (8%)
 - Greater Than 75% (46%)
 - 50-75% (33%)
 - Less Than 50% (10%)
 - Don't Know/Refused (2%)
42. In writing prescriptions, do you think that the specific drugs that are covered by a patient's drug benefit plan influence doctors choices of treatment?
- Yes (89%)
 - No (11%)
 - Don't Know/Refused (<1%)
43. What percentage of your time would you say is spent carrying out administrative drug benefit coverage tasks? (RECORD PERCENTAGE)
- 0% (1%)
 - 1% To 5% (5%)
 - 6% To 10% (15%)
 - 11% To 25% (38%)
 - 26% To 50% (30%)
 - More Than 50% (9%)
 - Don't Know/Refused (3%)
 - Mean (%): 27.57
44. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that you are appropriately reimbursed for this type of administrative work?
- Strongly Agree (5%)
 - Somewhat Agree (12%)
 - Somewhat Disagree (23%)
 - Strongly Disagree (58%)
 - Don't Know/Refused (2%)

45. What percentage of prescriptions you dispense are initially rejected or delayed because of the need for preauthorization/approval from the patient's drug plan? (RECORD PERCENTAGE)
- | | |
|--------------------------|-------|
| 0% To 5% | (31%) |
| 6% To 10% | (25%) |
| 11% To 25% | (29%) |
| 26% To 50% | (10%) |
| More Than 50% | (2%) |
| Don't Know/Refused | (3%) |
| Mean (%): | 14.91 |
46. For what percentage of prescriptions you dispense are you required to call the prescribing physician because of the need for preauthorization/approval from the patient's drug plan? (RECORD PERCENTAGE)
- | | |
|--------------------------|-------|
| 0% To 5% | (42%) |
| 6% To 10% | (24%) |
| 11% To 25% | (22%) |
| 26% To 50% | (8%) |
| More Than 50% | (2%) |
| Don't Know/Refused | (2%) |
| Mean (%): | 13.54 |
47. When you contact a prescribing physician because of a formulary restriction, what percentage of the incidents is the original choice of drug changed to a drug without restriction? (RECORD PERCENTAGE)
- | | |
|--------------------------|-------|
| 0% To 5% | (21%) |
| 6% To 10% | (8%) |
| 11% To 25% | (11%) |
| 26% To 50% | (21%) |
| More Than 50% | (37%) |
| Don't Know/Refused | (2%) |
| Mean (%): | 44.78 |

NURSES

48. What do you think is the biggest challenge facing the nursing profession? (OPEN END)

Recruitment/Retention Of Nurses	(15%)
Ability To Provide Safe/Quality Care	(12%)
Lack Of Staff/Overworked	(10%)
Shortage/Lack Of Nurses	(9%)
Lack Of Respect/Recognition/Support	(8%)
Lack Of Role Clarity/Role Change	(5%)
Aging Work Force/Retirement Nurses	(4%)
Lack Of Funding/Government Cutbacks	(3%)
Need To Be Involved In Decision Making	(3%)
Salary/Not Paid Enough What We Do	(2%)
Lack Of Resources/Equipment	(2%)
Surviving Current System/Profession	(2%)
Keep Caring/In Our Hearts/Humanize	(2%)
Using Our Skills In Some Doctor Roles	(1%)
Stress/Burn Out	(1%)
Prevention/Encourage Prevention	(1%)
Population Increase/More Service	(1%)
Lack Of Time	(1%)
Lack Client Confidence In Medicare	(1%)
Keeping Up-To-Date/New Technology	(1%)
Job Security/Finding A Job	(1%)
Insurance Quality Of Life With Patients	(1%)
Educate The Public	(1%)
Development Of Quality Professionals	(1%)
Care Of Elderly/Aging Population	(1%)
Being Responsible For One's Actions	(1%)
Access To Care/Waiting Time	(1%)
Bed Closers	(<1%)
Not Spend Enough Time With Patients	(<1%)
Our Hands Are Tied	(<1%)
Standards For Retirement Homes	(<1%)
The Professionalism Is Gone	(<1%)
Unity Between Nursing Staff	(<1%)
Other	(1%)
Don't Know/Refused	(1%)

49. Would you say that you are very concerned, somewhat concerned, not very concerned or not at all concerned with the ability of the health care system to provide quality of care to Canadians?

Very Concerned	(64%)
Somewhat Concerned	(33%)
Not Very Concerned	(2%)
Not At All Concerned	(1%)

50. In your opinion, what is the most important thing that your profession can do to ensure quality health care for Canadians? (OPEN END)

- Continue To Educate/Keeping Up (11%)
- Educate The People/Public (10%)
- Lobby The Government/For Money/Resources (8%)
- Advocate For The Patients/Clients (8%)
- Do The Best Job With What We Have (8%)
- We Need To Speak Up/Out (5%)
- Have Some Input In Decision Making (5%)
- Being Accountable/Responsible/Ethics (5%)
- Become More Political/Unified (4%)
- More Emphasis In Patient Care (4%)
- Recruitment/Retention Of Nurses (3%)
- Hire Better/More Educated Staff (2%)
- Focus On Prevention (2%)
- Access To The Best Medical Care (1%)
- Nurses Need To Work Harder/Hard (1%)
- We Need To Be Fully Utilized (1%)
- Good Assessment Skills (1%)
- Fight For Better Working Conditions (1%)
- We Need To Be Informed (1%)
- Approach Nursing With Passion (<1%)
- Continuing Confidence In Nursing (<1%)
- Do Follow-Up With Patient (<1%)
- Make Realistic Decisions (<1%)
- Need To Keep Registered With RANO (<1%)
- Provide More Funding For Staff (<1%)
- Show Support For Care Providers (<1%)
- To Get Stability (<1%)
- Other (4%)
- Don't Know/Refused (6%)

51. In your experience, how much influence do you believe you have over treatment decisions including choice of drugs?

- A Great Deal Of Influence (13%)
- Some Influence (46%)
- Not Much Influence (28%)
- No Influence At All (11%)
- Don't Know/Refused (1%)

52. And how much influence do you believe nurses should have over treatment decisions including choice of drugs?

A Great Deal Of Influence	(37%)	
Some Influence	(59%)	
Not Much Influence	(2%)	
No Influence At All	(1%)	
Don't Know	(<1%)	

DEMOGRAPHICS

58. And which age group may I check you in? (READ LIST)

18 To 24	(<1%)	(4%)	(5%)
25 To 34	(7%)	(14%)	(42%)
35 To 44	(33%)	(33%)	(25%)
45 To 54	(27%)	(39%)	(18%)
55 To 64	(23%)	(10%)	(7%)
65 Or Over	(9%)	(<1%)	(3%)
Refused	(<1%)	(<1%)	(<1%)

65. Gender

Male	(75%)	(5%)	(51%)
Female	(25%)	(95%)	(49%)

66. Generation

Male - 18 to 34	(5%)	(1%)	(17%)
Male - 35 to 54	(43%)	(4%)	(27%)
Male - 55+	(28%)	(<1%)	(7%)
Female - 18 to 34	(3%)	(17%)	(29%)
Female - 35 to 54	(18%)	(68%)	(17%)
Female - 55+	(4%)	(10%)	(3%)

67. Region

Atlantic	(8%)	(11%)	(9%)
Québec	(26%)	(24%)	(23%)
Ontario	(35%)	(33%)	(34%)
Prairies	(6%)	(8%)	(9%)
Alberta	(8%)	(9%)	(12%)
BC/Territories	(14%)	(13%)	(14%)

	Doctors	Nurses	Pharmacists
68. Province			
Newfoundland	(2%)	(2%)	(2%)
Nova Scotia	(3%)	(4%)	(4%)
New Brunswick	(2%)	(3%)	(3%)
Prince Edward Island	(<1%)	(1%)	(1%)
Québec	(26%)	(24%)	(23%)
Ontario	(35%)	(33%)	(34%)
Manitoba	(3%)	(4%)	(4%)
Saskatchewan	(3%)	(4%)	(5%)
Alberta	(8%)	(9%)	(12%)
British Columbia	(13%)	(12%)	(13%)
Yukon	(<1%)	(<1%)	(1%)
NWT/NT	(<1%)	(<1%)	(1%)
69. Language			
English	(76%)	(77%)	(78%)
French	(24%)	(23%)	(22%)