

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 two executive 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 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)

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

- Lack Of Funding/Government Cutbacks (34%)
- Lack Of Staff/Work Overload (21%)
- Aging Population/Care Of The Elderly (9%)
- Accessibility/Availability (7%)
- Cost Of Health Care (4%)
- Long Waiting Period (3%)
- Bed Closure/Shortage/More Long Term Beds (3%)
- Quality Service/Proper Care (3%)
- Medicare/Continuation Of Medicare (2%)
- Lack Of Management (2%)
- Preserving Health Care Services (2%)
- Concerned With Management Of Health Care Money (2%)
- Heart Disease/Cancer/Aids/Any Disorder (1%)
- Promotion Of Health/Healthy Living (1%)
- Rural Health Care Crisis (1%)
- Hospital Stay Too Short (1%)
- Line Ups/Overcrowding (1%)
- Emergency Care/Emergency Rooms (1%)
- Hospital (1%)
- Doctors/Specialists Shortage/Going US (1%)
- Shortage Of Nurses/Registered Nurses (1%)
- Coverage Is Limited/Changes To Coverage (1%)
- Lack Qualified/Knowledgable Health Care Professional (1%)
- Care Of Children (1%)
- Other (2%)
- Don't Know/Refused (1%)



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

Lack Of Staff/Overworked	(20%)
Lack Of Funding/Government Cutbacks	(17%)
Shortage/Lack Of Nurses	(12%)
Aging Population/Elderly Care	(5%)
Money Management	(4%)
Stress/Burn Out	(3%)
Lack Of Resources/Equipment	(3%)
Quality Service/Care	(3%)
Shortage Of Doctors/Specialist	(2%)
Lack Of Trained/Qualified Staff (NONSPECIFIC)	(2%)
Government Interference/Regulation/Legislation	(2%)
Stability/Consistency Of System	(2%)
Health Service Management	(2%)
Keeping Up In The Field/Education	(2%)
Lack Of Incentive/Nurse Recruitment	(2%)
Reorganization Of Health Care	(2%)
Long-Term Care	(2%)
Recruitment Of Health Care Professional	(1%)
Lack Of Beds/Shorter Hospital Stays	(1%)
Health Care Access	(1%)
Lack Of Support Service/Homecare	(1%)
Job Security/Finding Full-Time Work	(1%)
Government Awareness/Short-sighted	(1%)
Not Recognized/Respected/Fairly Treated	(1%)
Patient Care Emphasis	(1%)
Provincial/Federal Drug Programs	(1%)
Lack Of Fulfilment/Satisfaction	(1%)
Treatment/Cure Of Cancer/Diabetics	(1%)
Preventive Care/Medicine	(1%)
Lack Of Accountability/Responsibility	(1%)
Meeting The Needs Of The Disadvantaged	(1%)
Proper Use Of Medication/Over Medication	(1%)
Shortage (NONSPECIFIC)	(1%)
Shortage/Retention Of Managers	(1%)
Other	(5%)
Don't Know/Refused	(6%)

3. Are there currently any human resource shortages within your profession?

Yes	(79%)
No	(20%)
Don't Know/ Refused	(1%)

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4. (IF YES) And what is the impact of these shortages? (OPEN-END)
- Poor Quality/Less Care/Service/Mistakes (26%)
 - Increased Workload/Long Hours/Overtime (16%)
 - Lack Of Staff/To Do The Job/Schedule (15%)
 - High Stress/Low Morale/Burn Out (8%)
 - Hard To Recruit/Retain Staff (6%)
 - Poor Management/Poorly Run/Disorganized (6%)
 - Low Expertise/Competence/Unqualified Staff (6%)
 - Long/Longer Waiting Periods (3%)
 - Facilities/Hospital/Bed Closures (3%)
 - Increased Cost/Lack Of Funds/Increased Wages (3%)
 - Poor Working Conditions (NONSPECIFIC) (1%)
 - Payroll Errors (1%)
 - Other (3%)
 - Don't Know/Refused (4%)

5. What are the most important things that would help you in your work? (OPEN-END)
- More Funding/Government Funding/Better Use Of (53%)
 - More/Proper Staff/Nurses/Dr.'s/Pharmacists (45%)
 - More/Consistent Training/Access To/Help With (14%)
 - Better Management/Understanding From/Direction (11%)
 - Clear/Organized Health Care System/Less Regulation (10%)
 - More Qualified People/Experienced/Trained (8%)
 - Higher Wages/Raising The Pay (6%)
 - Having Resources/More/Adequate (NONSPECIFIC) (6%)
 - More Service/Quality Of Care/Coverage (5%)
 - People Should Understand/Better Communicate (5%)
 - More Government Support (5%)
 - Time/More Time/Time To Do My Job (4%)
 - Better Workload/Less Overworked (4%)
 - Get Supply/Equipment/Access To (3%)
 - Make People Aware Of Services/Info To Public (3%)
 - Better Work Conditions/Environment/Morale (3%)
 - Union Issues (GENERAL) (3%)
 - Access/Availability Staff/Health Care Professionals (3%)
 - Effective/Better Computer System/Computers (3%)
 - More Technical Support/Assistant/Secretary (3%)
 - More Access To Information (NONSPECIFIC) (3%)
 - More/Better Communication Between Health Professionals (3%)
 - Better Job Description/Understand Responsibilities (2%)
 - Better Retention/Recruitment/Incentive (2%)
 - Good Support Staff/Service/More People In (2%)
 - Updated/Large Facilities/Better Layout (2%)
 - Recognition/Respect/Public Understanding (2%)
 - Team Work/Between Different Levels/Health Care Professionals (2%)

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5. (Cont'd) What are the most important things that would help you in your work? (OPEN-END)
- Better Technology/More Technology (2%)
 - Need More Research/Ongoing Research (2%)
 - Getting Hours I Should Get/Better/Regular (1%)
 - My Own Safety (1%)
 - Funding/Access To Homecare/Communtty Care (1%)
 - More/Better Benefits/Compensation (1%)
 - Client's Well-Being/Quality Of Life (1%)
 - Enough Beds/Increase Of (1%)
 - Less Paperwork (1%)
 - Full Time Work/Full Time Position (1%)
 - Shorter Waiting Period/Less Waiting (1%)
 - Better Access/Availability Of Doctors (1%)
 - Patient Care/Focus On Patient (1%)
 - More Help (NONSPECIFIC) (1%)
 - Recognize Mental Illness/Funding For (1%)
 - Other (5%)
 - Don't Know/Refused (5%)
6. Overall, would you say that your confidence in the Canadian health system is rising or falling, or is it about the same as it ever was?
- Rising (9%)
 - Falling (50%)
 - Same (41%)
 - Don't Know (1%)
- 7A. (IF RISING) Why do you say that? (OPEN-END)
- Government Reset Priorities/Made Improvements (29%)
 - Government Started Putting Money Back In (12%)
 - System Is Improving (NONSPECIFIC) (6%)
 - Advances In Technology/Finding Cures (6%)
 - Economy Is Better (6%)
 - Population Is Increasing (6%)
 - Population Getting Older (6%)
 - Shortage Of Nurses/Doctors/Staff (6%)
 - Believe In Principles Of Health Care (6%)
 - More Accountability (6%)
 - Effective Partnership Between Health Care Professionals (6%)
 - Don't Know/Refused (6%)

7B. (IF FALLING) Why do you say that? (OPEN-END)

Lack Of Funding/Government Cutbacks/Cutbacks	(13%)
Waiting Lists/Surgery/Tests/Beds/Dr.	(8%)
Decline/Cuts In Services Available	(7%)
Poor Quality Service/Care	(6%)
Lack Of Necessities/Resources	(6%)
Government Neglecting Health Care/Doesn't Care	(5%)
Shortage Hospital Staff/Staff Overworked	(4%)
System/Inadequate/Not Meeting Needs	(4%)
Lack Of Public Awareness/Contact With Public	(4%)
System Is Deterioration/Lower Standards	(3%)
System Not Well Run/Managed	(3%)
Aging Population	(3%)
General Deterioration (NONSPECIFIC)	(3%)
Greater Demands On System/Public Demands	(3%)
Rising Cost Of System/For Government/People	(2%)
Family/People Poor Experience/Word Of Mouth	(2%)
Crisis Rural Area/No Dr./Travel Distance	(2%)
Hospitals/Situation/Cuts In Hospitals	(2%)
Federal/Provincial Not Getting Along	(2%)
Hospital Closures	(1%)
Based On Media Coverage	(1%)
Canadian Economy/Can't Afford	(1%)
People Have To Pay/More & More/Fees	(1%)
Personal Experience/Poor/Observation	(1%)
Health Care Less Accessible/Two-Tier	(1%)
Government More Concerned With Bottom Line	(1%)
Money Is Mismanaged/Not Put In Health Care	(1%)
Not Concerned About Seniors Care	(1%)
Cancer Issues/Treatment	(1%)
Other	(5%)
Don't Know/Refused	(2%)

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- 7C. (IF SAME AS IT EVER WAS) Why do you say that? (OPEN-END)
- No Changes (17%)
 - Good System/Services/Quality Of (12%)
 - Ups And Downs/Balanced (10%)
 - No Improvements/Still Problems (7%)
 - Making An Effort Under Circumstances (6%)
 - Didn't Get Worse (5%)
 - Some Improvements/Progress/Procedures (5%)
 - Government Dealing With Issues (5%)
 - Personal Experience/Personal Observation (4%)
 - Increase In Public Confidence (2%)
 - I/My Profession Not Affected/No Problems (2%)
 - System Getting/Pushed/In Peril/Future Of (2%)
 - Lack Of Funds/Cutbacks/Wasteful Use Of \$ (1%)
 - Use Of/Availability Of Resources (1%)
 - Long Waiting Periods (1%)
 - The Way I Feel (1%)
 - More Pressure On Issues/Public Expectations (1%)
 - Government/No Good/Poor Decisions (1%)
 - Promises Not Delivered (1%)
 - Layoffs (1%)
 - Compared To Other Countries (1%)
 - Staffing Issues/Shortage Issues (1%)
 - Other (4%)
 - Don't Know/Refused (6%)
8. Overall would you say that Canadians are or are not receiving quality health care right now?
- Are Receiving Quality Health Care (68%)
 - Are Not Receiving Quality Health Care (27%)
 - Don't Know (5%)

9A. (IF ARE RECEIVING QUALITY HEALTH CARE) What are you basing that viewpoint on? (OPEN-END)

Personal Experience/Observation	(35%)
Better Compared To Other Countries/US	(11%)
Word Of Mouth/Family/Friends Experience	(6%)
Easy Accessibility/To Dr./Specialist/Health Care	(4%)
Received Care Needed/Proper Care/Treatment	(4%)
Have Good/Qualified Dr./Nurses/Experts	(4%)
Always Receive Good Service/Satisfied	(2%)
Good Quality Health Care In Hospital	(2%)
Universal Coverage/Everyone Is Covered	(2%)
Better Longevity/Population Levels	(2%)
Modern Methods/Technology/Research	(1%)
Shortage Of Doctors/Nurses/Staff	(1%)
Too Many Cutbacks/Lack Of Funding	(1%)
Waiting List/Period Too Long	(1%)
Do Well With Resources They Have (GENERAL)	(1%)
Staying The Same/Been Same For Years	(1%)
Government Looks After Health Care System/Health Act	(1%)
System Needs To Be Changed/Fine Tuning	(1%)
Good Care In Spite Of Long Waiting Period	(1%)
Dr.'s/Nurses Doing Best They Can/Good Job	(1%)
What I Hear In The News/Media	(1%)
People Are Demanding More And Getting Less	(1%)
Improvement/Improving	(1%)
Dr.'s/Nurses Are Overworked/Can't Keep Up	(1%)
Hospital Patients Say Services Not As Good	(1%)
Everything Is Going Well In Small Hospitals	(1%)
Number Of Complaints	(1%)
Care Of Elderly/Aging Population	(1%)
Other	(2%)
Don't Know/Refused	(5%)

9B. (IF ARE NOT RECEIVING QUALITY HEALTH CARE) What are you basing that viewpoint on? (OPEN-END)

Long Waiting List/Waiting Periods (GENERAL)	(31%)
Not Getting Care Needed/Proper Care	(9%)
Personal Experience/Observation	(7%)
Shortage Of Nurses/Doctors/Staff	(7%)
Progression Of Diseases/Lack Research/Cures	(6%)
Word Of Mouth/Family/Friends Experience	(4%)
Unqualified Personnel/Lack Of Education	(4%)
Lack Health Resources/Shortage Of Everything	(4%)
Mental Illness/Practices Concerning	(4%)
Because Of Strikes/Nurses/Doctors	(2%)
Less Coverage/Drugs/Services	(2%)
Been Turned Away/Sent Back Home When Sick	(2%)
What I Hear On The News	(2%)
Can't Get A Dr./Not Available/Too Busy	(2%)
Not Enough Attention/Human Touch/Focus On Me	(2%)
Because Of Medical Errors/Misdiagnosis	(2%)
Not Enough Care/Services For Seniors	(2%)
Hospital/Hospital Care Is Deteriorating	(2%)
Homecare Services Funds Are Neglected	(2%)
Effect Of/Presence Of Aging Baby Boomers	(2%)
Other	(2%)
Don't Know/Refused	(2%)

10. What approach would you say that Canada's health 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	(10%)
Major Repairs	(58%)
Minor Tuning Up	(32%)
Don't Know	(1%)

11A. (IF A COMPLETE REBUILDING) What is your main priority area for change? (OPEN-END)

Change/Alter/Reorganize System	(11%)
Focus On Senior Care/Nursing Home	(11%)
Palliative Care/Long-Term Care	(11%)
Doctors/Nurses Leaving/Going To US	(5%)
Lack Of Funds/Better Management Of Funds	(5%)
Need More/Lack Of Doctors/Nurses/Staff	(5%)
Services In Hospital/Hospital Care	(5%)
Patient Care (NONSPECIFIC)	(5%)
Level Of Care	(5%)
Accountability	(5%)
Quality Of Care	(5%)
Would Like Two Tier System	(5%)
Doctors (NONSPECIFIC)	(5%)
Establish Common Expectations Between Provider/User	(5%)
More Acute Care	(5%)
Don't Know/Refused	(5%)

11B. (IF MAJOR REPAIRS) What is your main priority area for change? (OPEN-END)

Lack Of Funding/Cutbacks (GENERAL)	(16%)
Needs Restructuring/Rearranging/Different Model	(7%)
Care For Elderly/Aging Population	(6%)
Lack Of Quality Service/Proper Care/Level Of	(6%)
Accessibility/Availability Of Health Care (GENERAL)	(5%)
Lack Of Staff/Staff Cutbacks/Manpower	(4%)
Preventative Health Care/Preventative Lifestyle	(3%)
Staff Appreciated/Recognition	(3%)
Education/Training/Recruitment Health Care Professionals/Staff	(3%)
Long-Term Care	(3%)
Better Use Of Funds/Allocation Of	(2%)
Long Waiting Period/Long Lists	(2%)
Needs Review/Reevaluation/Different Angle	(2%)
Privatization	(2%)
Ltd Resources/Lack Of/Human Resources	(2%)
More Co-ordination/Uniformity/Consistency	(2%)
More Skilled/Qualified Staff/Nurses/Dr.'s	(2%)
Better Management/Administration (NONSPECIFIC)	(2%)
Mental Health Services	(2%)
Doctors/Medical Area (NONSPECIFIC)	(2%)
Doctors On Salary	(2%)
First Line/Primary Care	(2%)
User Fees/Should Pay/Increase Costs	(1%)
Affordability/Future Funding	(1%)
People Abuse/Overuse System/Fraud	(1%)
Management Top Heavy/Too Many Bureaucrats	(1%)

11B. (Cont'd) (IF MAJOR REPAIRS) What is your main priority area for change? (OPEN-END)

Shortage Of Nurses	(1%)
Research/More/Not Far In Cancer Treatment	(1%)
People Demand It/People Are Not Buying In	(1%)
Government Not Listening/Need Involvement	(1%)
Communication/More Info To The Public	(1%)
Principals Of Health Care Need To Be Protected	(1%)
Patient Care/Focus On Patient (NONSPECIFIC)	(1%)
Not Treat As A Number/More Human	(1%)
Nurses/Nursing (NONSPECIFIC)	(1%)
Better/Larger/Newer Facilities/Premises	(1%)
Other	(5%)
Don't Know/Refused	(5%)

11C. (IF MINOR REPAIRS) What is your main priority area for change? (OPEN-END)

Put More Money Into It/Lack Of Funding	(14%)
Demographics Always Changing/Aging Population	(10%)
Better Service/Care/Quality Of Care	(10%)
Lack Health Care Professional/Dr./Physician/Nurse	(6%)
Lack Of Preventive And Health Education	(6%)
Even Care/Equal Access Throughout Canada	(3%)
Long Waiting Lists/To See Specialist/Physician	(3%)
It Just Needs Better Management	(3%)
Focus On Diseases/Disorders (GENERAL)	(3%)
Hospital/Inside Of The Hospital (NONSPECIFIC)	(3%)
Service In Rural Areas/Small Communities	(3%)
Lack Of Staff (NONSPECIFIC)	(2%)
Good Health Care System/Everywhere	(2%)
Long Term Patients Shouldn't Be In Hospitals	(2%)
Needs Of The People Not Being Met	(2%)
People Being Released Too Early	(2%)
Aspect Missing Is Communication And Support	(2%)
Privatization (GENERAL)	(2%)
Go Back To Two-Tier Medicine	(2%)
So Much Duplication And Waste	(2%)
More Homecare	(2%)
More Research/Technology	(2%)
Availability Of Services	(2%)
More Medicare/Medicare System	(2%)
Acute Care	(2%)
Education/With Education	(2%)
Increase Resources	(2%)
Other	(3%)
Don't Know/Refused	(6%)

12. In your opinion, what is the best indicator of the quality of health care and services available to Canadians?
(OPEN-END)

Patient Satisfaction/Rate Of Complaints	(22%)
Health Level/Healthier Society/Population	(11%)
Waiting List/Speed Of Access/Of Treatment	(9%)
Longevity/Life Span/Life Expectancy	(9%)
Easy Access/Availability Of/Services/Care	(6%)
Mortality Rate/Child Mortality	(3%)
Patients/Population (NONSPECIFIC)	(3%)
Statistics (NONSPECIFIC)	(3%)
Word Of Mouth/Talking To People/Health Care Provider	(2%)
Morbidity Rate/Child Morbidity	(2%)
Quality Of Life	(2%)
Personal Experience/Personal Satisfaction	(2%)
Quality Of Care/Service (GENERAL)	(2%)
Patient Outcome/Recovery Rate/Lives Saved	(2%)
None/No Such Thing	(2%)
Frequency/Rate Of Hospital Use/Admissions	(1%)
What I Hear In Media/Read In Newspaper	(1%)
Fact That It Is Universal/Free/Coverage	(1%)
The Health Care Act	(1%)
How Many People Go To US For Treatment	(1%)
No Two-Tier System/No Evidence Of	(1%)
Quality Assurance/Accreditations	(1%)
Good/Qualified Doctors/Specialists/Staff	(1%)
Evaluation/Report Card Approach	(1%)
Performance/Quality Of Treatment	(1%)
Other	(4%)
Don't Know/Refused	(14%)

13. What is the best indicator of the sustainability of the health system? (OPEN-END)

Economy/Financial/GNP/Government Spending	(7%)
Funding/Government/Need More/Commitment To (GENERAL)	(6%)
Budgets/Health Care/Annual/Balanced Budgets	(4%)
Public/Public Response/Expectation	(4%)
Quality Of Care/Service/Receive Care Needed	(4%)
Structure/System/Rebuilt/Stable/No Crisis In	(4%)
Waiting Lists/Waiting Time	(4%)
Cost/Amount Of Dollars Put In It/Overall Cost	(3%)
Availability/Accessibility/Free For Everyone	(3%)
Staffing/Need Employees/Recruitment/Retention Of	(3%)
Public Satisfaction/Less Public Complaints	(2%)
Service Fees/People Need Pay For More	(2%)
Cost Per Capita/Dollar Cost Per Capita	(2%)
Better Management Of Health Care System	(2%)
Prevention/Looking After Ourselves Better	(2%)
Good Health/Healthy Nation/Well-Being	(2%)
Staff Don't Leave/Less Turnover/Dedicated	(2%)
Money/Money Is Driving Our Sustainability	(1%)
Mortality/Mortality Rate	(1%)
Surveys/Data/Numbers/Stats (NONSPECIFIC)	(1%)
Long-Term Care/Funding Nursing Program/Homecare	(1%)
Staff Satisfaction/Professionalism	(1%)
Report Card/Efficiency/Evaluation	(1%)
Listening To Government	(1%)
Productivity Rates	(1%)
Baby Boomers Are Coming/Care To Elderly	(1%)
Bed Closures/Number Of Facilities	(1%)
Slow Death/People Dying While Waiting	(1%)
Doctor Visit	(1%)
Remain Competitive/Take Care Of Itself/Performance	(1%)
More Long-Term Facilities Appearing	(1%)
What We Hear/Have Now/Past History	(1%)
Impossible/No Sustainability/Can't Be Done	(1%)
Morbidity Rates	(1%)
Cure Rates	(1%)
Other	(4%)
Don't Know/Refused	(33%)

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14. Health care providers sometimes have different understandings of what it means for patients to have ‘choice’. Which of the following definitions comes closest to your idea of patient choice:
- Access To More Than One Treatment Option (33%)
 - Access To A Second Opinion (24%)
 - Access To Private Care (9%)
 - Access To Alternative Medicine (10%)
 - Don't Know (3%)
 - All Of The Above (23%)

SERVICES

I am going to read you a series of statements about the functioning of the government-funded health system. First, I will ask you how often you believe these activities are currently taking place. Then I will ask you how often you feel these activities should take place. Read statement. (RANDOMIZE)

- A. Is this true all the time, sometimes or never in the government-funded health system?
- B. (DIRECTLY FOLLOWING EACH STATEMENT) And in your opinion, should this take place all the time, sometimes or never in the government-funded health system.
- 15A. The health system seeks out individuals at risk for disease to support early disease detection, for example through population screening programs
- All The Time (10%)
 - Sometimes (80%)
 - Never (7%)
 - Don't Know/Refused (4%)
- 15B. Should this take place all the time, sometimes or never in the government-funded health system
- All The Time (62%)
 - Sometimes (36%)
 - Never (1%)
 - Don't Know/Refused (2%)
- 16A. Patients are able choose the best treatment for them from a number of treatment options
- All The Time (8%)
 - Sometimes (83%)
 - Never (8%)
 - Don't Know/Refused (2%)
- 16B. Should this take place all the time, sometimes or never in the government-funded health system
- All The Time (69%)
 - Sometimes (29%)
 - Never (1%)
 - Don't Know/Refused (2%)

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- 17A. The public has opportunity to participate in decision-making about the health system
- All The Time (11%)
 - Sometimes (74%)
 - Never (15%)
 - Don't Know/Refused (1%)
- 17B. Should this take place all the time, sometimes or never in the government-funded health system
- All The Time (53%)
 - Sometimes (46%)
 - Never (1%)
 - Don't Know/Refused (1%)
- 18A. Care is coordinated across the health system, for example physician reports are communicated to other health care providers for follow-up
- All The Time (18%)
 - Sometimes (77%)
 - Never (2%)
 - Don't Know/Refused (4%)
- 18B. Should this take place all the time, sometimes or never in the government-funded health system
- All The Time (87%)
 - Sometimes (12%)
 - Never (1%)
 - Don't Know/Refused (1%)
- 19A. Patient care in the community or home setting is monitored by health care providers
- All The Time (26%)
 - Sometimes (69%)
 - Never (1%)
 - Don't Know/Refused (5%)
- 19B. Should this take place all the time, sometimes or never in the government-funded health system
- All The Time (70%)
 - Sometimes (26%)
 - Never (1%)
 - Don't Know/Refused (4%)
- 20A. Patients are contacted after receiving clinical services to document if any change in health has occurred because of the treatment
- All The Time (7%)
 - Sometimes (71%)
 - Never (17%)
 - Don't Know/Refused (7%)

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- 20B. Should this take place all the time, sometimes or never in the government-funded health system
- All The Time (64%)
 - Sometimes (33%)
 - Never (2%)
 - Don't Know/Refused (2%)
- 21A. Patients are contacted after receiving clinical services to measure the quality of care they received
- All The Time (7%)
 - Sometimes (73%)
 - Never (19%)
 - Don't Know/Refused (2%)
- 21B. Should this take place all the time, sometimes or never in the government-funded health system
- All The Time (55%)
 - Sometimes (43%)
 - Never (2%)
 - Don't Know/Refused (1%)
- 22A. Patients diagnosed with a new condition are provided with information on how they will be treated and by whom
- All The Time (25%)
 - Sometimes (69%)
 - Never (2%)
 - Don't Know/Refused (4%)
- 22B. Should this take place all the time, sometimes or never in the government-funded health system
- All The Time (94%)
 - Sometimes (4%)
 - Never (1%)
 - Don't Know/Refused (2%)
- 23A. Patients discharged from hospital to home or community care have to pay for items related to their medical care they did not have to pay for while in the hospital, for example prescription drugs or physiotherapy
- All The Time (49%)
 - Sometimes (45%)
 - Never (3%)
 - Don't Know/Refused (4%)
- 23B. Should this take place all the time, sometimes or never in the government-funded health system
- All The Time (30%)
 - Sometimes (53%)
 - Never (16%)
 - Don't Know/Refused (2%)

45. What are the three most important things that would help you improve the effectiveness in your organization?
(OPEN-END)

More/Enough Funding/Money	(50%)
More/Enough Staff/Dr.'s/Nurses/Access To	(36%)
Education/Training/Development Opportunity	(19%)
Better/More Qualified/Trained Staff/Access	(14%)
Better Communication/Between Health Care Providers (GENERAL)	(11%)
More/Better Management/Vision/Direction	(9%)
Better/Adequate Resources/Access To	(7%)
Better Cooperation/Between Health Care Providers (GENERAL)	(5%)
Technology/Info About/Access To	(5%)
Better Communication/Relation With Government (GENERAL)	(5%)
Quality/Level Of Care/Services	(5%)
Better Information System	(4%)
Less Union/Better Relation With	(4%)
Better Homecare/Community Services	(3%)
Better Equipment	(3%)
Educated Consumer/Patient/Informed Public	(3%)
Reorganization Of Health Care/Health Care Planning	(3%)
Motivated/Dedicated Employees/Morale	(3%)
Deregulation/Policies/Regulation/Procedures	(3%)
More/Better Support (NONSPECIFIC)	(3%)
Accountability/Sense Of Responsibility	(3%)
Offer Better Surrounding/Quality Of Life	(3%)
Access To Services (GENERAL)	(3%)
Clear Indicator/Identify Client/Services	(3%)
Better Recruitment/Incentives For	(2%)
Less Government/Politics	(2%)
Better Use Of The Money/Funds	(2%)
Less Paperwork/Less Red Tape	(2%)
Feedback Groups/Public Input	(2%)
More Stable Health Care System/Structure	(2%)
More Empowerment/Autonomy	(2%)
Better/New Facilities/Access To	(2%)
Less Movement Of Staff/Better Distribution	(2%)
Community Involvement/Local Support/Control	(2%)
Better Follow-Up	(1%)
Better Ambulance System	(1%)
More Time/Time Management	(1%)
More Referral Services/Access To	(1%)
Improve Public Opinion/Public Respect	(1%)
Different Remuneration System/From Physicians	(1%)
Relations With Private Sector	(1%)
Research/Statistics	(1%)
Communication With Relatives/Family/Support From	(1%)
Other	(4%)
Don't Know/Refused	(8%)

46. What are the three most important things that would help you improve the efficiency of your organization?
(OPEN-END)

More/Enough Funding/Money/Good Use Of	(34%)
More/Enough Staff/Availability Of	(33%)
Education/Training/Development Opportunity	(15%)
Better Qualified/Trained Staff	(12%)
Better Communication (GENERAL)	(9%)
Better Information System	(8%)
Technology/Info About/Access To	(7%)
Better Quality/Level Of Care/Service	(7%)
Relation With Union/Collective Agreement	(6%)
Good Management/Better Control/Clear Vision	(6%)
More/Adequate Resources	(6%)
New/Larger Building/Premises	(5%)
More Decision Making Power/Local Control	(5%)
Teamwork/More/Better Cooperation	(5%)
Happy Staff/Morale/Dedication	(5%)
Better Equipment	(4%)
Monitoring/Evaluation/Review Process	(4%)
Seamless System/No Duplication/Integrated	(4%)
Communication/Cooperation From Government	(4%)
Co-operation Between Health Care Providers	(4%)
Less Government Interference	(3%)
Less Paperwork/Less Red Tape	(3%)
Regulation Issues	(3%)
Research/Findings/Statistics	(3%)
Communication Between Health Care Providers	(2%)
More/Better Support (NONSPECIFIC)	(2%)
Privatization Issues	(2%)
We Are Efficient/Have What We Need	(2%)
Combining Jobs/Cross-Training	(1%)
Accountability	(1%)
Less Waiting Periods/Prompter Service	(1%)
Mental Health Services	(1%)
Less Overtime	(1%)
Better Location/Within Community	(1%)
Community Involvement/Input	(1%)
Job Description/Clear Role	(1%)
Other	(5%)
Don't Know/Refused	(12%)

Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements:

47. Better management of the health system is possible and there is still room for improvement.
- Strongly Agree (80%)
 - Somewhat Agree (17%)
 - Somewhat Disagree (2%)
 - Strongly Disagree (1%)
48. Governments are appropriately delegating decision-making authority.
- Strongly Agree (8%)
 - Somewhat Agree (36%)
 - Somewhat Disagree (29%)
 - Strongly Disagree (24%)
 - Don't Know/Refused (5%)
49. Governments are providing adequate funding for needed services.
- Strongly Agree (4%)
 - Somewhat Agree (21%)
 - Somewhat Disagree (32%)
 - Strongly Disagree (42%)
 - Don't Know/Refused (1%)
50. A broader range of services (i.e., home, community and long-term care) must be incorporated into the publicly funded health system.
- Strongly Agree (66%)
 - Somewhat Agree (25%)
 - Somewhat Disagree (5%)
 - Strongly Disagree (5%)
 - Don't Know/Refused (1%)
51. Today's managers are appropriately trained and experienced to manage health organizations and the health system in general. (note: the definition of "managers" does not include government decision-makers)
- Strongly Agree (20%)
 - Somewhat Agree (59%)
 - Somewhat Disagree (13%)
 - Strongly Disagree (7%)
 - Don't Know/Refused (2%)
52. There will be enough appropriately trained and experienced managers for our future health system. (note: the definition of "managers" does not include government decision-makers)
- Strongly Agree (7%)
 - Somewhat Agree (21%)
 - Somewhat Disagree (38%)
 - Strongly Disagree (30%)
 - Don't Know/Refused (5%)

DEMOGRAPHICS

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

25-34	(7%)
35-44	(21%)
45-54	(43%)
55-64	(28%)
65 Or Over	(1%)
Refused	(1%)

54. Gender (Interviewer-Recorded)

Male	(36%)
Female	(64%)

55. Province (System- Recorded)

Newfoundland	(2%)
Nova Scotia	(5%)
New Brunswick	(4%)
Prince Edward Island	(1%)
Quebec	(20%)
Ontario	(37%)
Manitoba	(6%)
Saskatchewan	(6%)
Alberta	(7%)
British Columbia	(13%)
NWT/NT	(1%)