

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)

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
1. What do you think is the most important health care issue facing Canada today? (OPEN-END)					
Lack Of Staff/Work Overload	(30%)	(31%)	(9%)	<- 1>	<+21>
Lack Of Funding/Government Cutbacks	(20%)	(18%)	(10%)	<+ 2>	<+10>
Long Waiting Period	(6%)	(4%)	(2%)	<+ 2>	<+ 4>
Accessibility/Availability	(6%)	(6%)	(8%)	<n/c>	<- 2>
Shortage Of Nurses/Registered Nurses	(5%)	(1%)	(18%)	<+ 4>	<-13>
Aging Population/Care Of Elderly	(4%)	(7%)	(5%)	<- 3>	<- 1>
Quality Service/Proper Care	(4%)	(7%)	(8%)	<- 3>	<- 4>
Doctors/Specialists Shortage/Going US	(4%)	(<1%)	(3%)	<+ 4>	<+ 1>
Cost Of Health Care	(2%)	(1%)	(<1%)	<+ 1>	<+ 2>
Bed Closure/Shortage/More Long Term Beds	(2%)	(2%)	(3%)	<n/c>	<- 1>
Heart Disease/Cancer/Aids/Any Disorder	(2%)	(1%)	(3%)	<+ 1>	<- 1>
Emergency Care/Emergency Rooms	(2%)	(1%)	(1%)	<+ 1>	<+ 1>
Medicare/Continuation Of Medicare	(1%)	(1%)	(<1%)	<n/c>	<+ 1>
Promotion Of Health/Healthy Living	(1%)	(1%)	(4%)	<n/c>	<- 3>
Rural Health Care Crisis	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Hospital Closure/Restructuring System	(1%)	(1%)	(1%)	<n/c>	<n/c>
Lack Of Management	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Moral Issues	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Privatization Of Health Care	(1%)	(1%)	(1%)	<n/c>	<n/c>
Lack Of Equipment/Access To Testing	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
User Fees/Having To Pay/Maintain Free	(1%)	(1%)	(1%)	<n/c>	<n/c>
Recognize Alternative Medicine	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
System Deteriorating/Falling Apart	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Mentally Ill Patients Should Be In Hospital	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Concerned W Management Of Health Care Money	(1%)	(1%)	(2%)	<n/c>	<- 1>
Lack Of Health Care	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Lack Of Services	(1%)	(<1%)	(1%)	<+ 1>	<n/c>
Patient Safety	(1%)	(<1%)	(1%)	<+ 1>	<n/c>
Lack Of Regulation/Staff/Government/ Health Care System	(1%)	(<1%)	(1%)	<+ 1>	<n/c>



	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
1. (Cont'd) What do you think is the most important health care issue facing Canada today? (OPEN-END)					
Equal Accessibility/Two-Tier System	(<1%)	(1%)	(1%)	<- 1>	<- 1>
Hospital Stay Too Short	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Line Ups/Overcrowding	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Prices Of Medication	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Hospital	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Smoking	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Research And Development	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Affordability/In The Red/Future Funding	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
People Abuse/Overuse The System	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Coverage Is Limited/Changes To Coverage	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Universality/For All Canadians	(<1%)	(<1%)	(2%)	<n/c>	<- 2>
Lack Of/Need Good Doctors	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Health Care Profession Unhappy/					
Pay More/Risk Strike	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Health Care Staying At The Same Level	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Lack Qualified/Knowledgable Health					
Care Professional	(<1%)	(<1%)	(2%)	<n/c>	<- 2>
Humanize/Improve Relationship Patient/					
Professional	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Care Of Children	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Homecare	(<1%)	(2%)	(1%)	<- 2>	<- 1>
Unregistered Service Providers	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Other	(1%)	(<1%)	(3%)	<+ 1>	<- 2>
Don't Know/Refused	(2%)	(2%)	(3%)	<n/c>	<- 1>
2. And what do you think is the most important health care issue facing your own profession? (OPEN-END)					
Lack Of Staff/Overworked	(27%)	(18%)		<+ 9>	
Shortage/Lack Of Nurses	(21%)	(22%)		<- 1>	
Lack Of Funding/Government Cutbacks	(8%)	(10%)		<- 2>	
Stress/Burn Out	(4%)	(4%)		<n/c>	
Job Security/Finding Full-Time Work	(4%)	(2%)		<+ 2>	
Lack Of Resources/Equipment	(3%)	(1%)		<+ 2>	
Quality Service/Care	(3%)	(2%)		<+ 1>	
Low Salary/Unpaid Task	(2%)	(2%)		<n/c>	
Lack Of Time	(2%)	(<1%)		<+ 2>	
Not Recognized/Respected/Fairly Treated	(2%)	(1%)		<+ 1>	
Keeping Up In The Field/Education	(2%)	(1%)		<+ 1>	
Lack Of Incentive/Nurse Recruitment	(2%)	(4%)		<- 2>	
Collaboration Between Staff/Pulling Together	(2%)	(<1%)		<+ 2>	
Recruitment Of Health Care Professional	(1%)	(<1%)		<+ 1>	
Shortage Of Doctors/Specialist	(1%)	(<1%)		<+ 1>	
Lack Of Beds/Shorter Hospital Stays	(1%)	(2%)		<- 1>	
Aging Work Force	(1%)	(1%)		<n/c>	
Health Care Access	(1%)	(<1%)		<+ 1>	

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
2. (Cont'd) And what do you think is the most important health care issue facing your own profession? (OPEN-END)					
Waiting Time	(1%)	(<1%)			<+ 1>
Lack Of Experienced/Trained Nurses	(1%)	(2%)			<- 1>
Lack Of Support Service/Homecare	(1%)	(1%)			<n/c>
Aging Population/Elderly Care	(1%)	(1%)			<n/c>
Government Interference/Regulation/Legislation ...	(1%)	(<1%)			<+ 1>
Government Awareness/Short-sighted	(1%)	(<1%)			<+ 1>
Time Management	(1%)	(<1%)			<+ 1>
Abuse Health Service/System	(1%)	(<1%)			<+ 1>
Patient Care Emphasis	(1%)	(<1%)			<+ 1>
Preventive Care/Medicine	(1%)	(<1%)			<+ 1>
Health Care Professional Leaving For USA	(1%)	(<1%)			<+ 1>
Payment Structure/Cap On Fees	(1%)	(<1%)			<+ 1>
Shortage (NONSPECIFIC)	(1%)	(<1%)			<+ 1>
Working Conditions (NONSPECIFIC)	(1%)	(<1%)			<+ 1>
Lack Of Facilities	(1%)	(<1%)			<+ 1>
Change In Roles	(<1%)	(1%)			<- 1>
Lack Of Trained/Qualified Staff (NONSPECIFIC) ..	(<1%)	(1%)			<- 1>
Stability/Consistency Of System	(<1%)	(1%)			<- 1>
The Role Of Nurses In Health Care	(<1%)	(1%)			<- 1>
Health Service Management	(<1%)	(<1%)			<n/c>
Money Management	(<1%)	(<1%)			<n/c>
Staff Abuse	(<1%)	(<1%)			<n/c>
Money Abuse	(<1%)	(<1%)			<n/c>
Too Much Administration Emphasis	(<1%)	(1%)			<- 1>
Treatment/Cure Of Cancer/Diabetics	(<1%)	(<1%)			<n/c>
Lack Of Accountability/Responsibility	(<1%)	(<1%)			<n/c>
Becoming Better Focused/Authoritative	(<1%)	(<1%)			<n/c>
Reorganization Of Health Care	(<1%)	(1%)			<- 1>
Morale Issues	(<1%)	(<1%)			<n/c>
Access To Technology/Keep Up With	(<1%)	(<1%)			<n/c>
Visiting Time	(<1%)	(<1%)			<n/c>
Inadequate Preparation	(<1%)	(<1%)			<n/c>
Proper Use Of Medication/Over Medication	(<1%)	(<1%)			<n/c>
Be Involved In Ways Reduce					
Health Care Cost/Cost	(<1%)	(<1%)			<n/c>
Other	(3%)	(3%)			<n/c>
Don't Know/Refused	(3%)	(2%)			<+ 1>
3. Are there currently any human resource shortages within your profession?					
Yes	(75%)				
No	(20%)				
Don't Know/Refused	(5%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
4. (IF YES) And what is the impact of these shortages? (OPEN-END)					
Increased Workload/Long Hrs./Overtime	(40%)				
Poor Quality/Less Care/Service/Mistakes	(30%)				
High Stress/Low Morale/Burn Out	(10%)				
Lack Of Staff/To Do The Job/Schedule	(7%)				
Long/Longer Waiting Periods	(3%)				
Low Expertise/Competence/Unqualified Staff	(3%)				
Poor Management/Poorly Run/Disorganized	(1%)				
Poor Working Conditions (NONSPECIFIC)	(1%)				
Facilities/Hospital/Bed Closures	(1%)				
Other	(1%)				
Don't Know/Refused	(3%)				
5. What are the most important things that would help you in your work? (OPEN-END)					
More/Proper Staff/Nurses/Dr.'s/Pharmacists	(54%)				
More/Consistent Train/Access To/Help W	(20%)				
More Funding/Gov't Funding/Better Use Of	(20%)				
Get Supply/Equipment/Access To	(14%)				
Higher Wages/Raising The Pay	(12%)				
Better Work Conditions/Environment/Morale	(7%)				
Better Workload/Less Overworked	(7%)				
Better Management/Understanding From/Direction	(6%)				
Time/More Time/Time To Do My Job	(6%)				
Having Resources/More/Adequate (NONSP)	(6%)				
Getting Hours I Should Get/Better/Regular	(5%)				
Recognition/Respect/Public Understanding	(5%)				
More Service/Quality Of Care/Coverage	(4%)				
People Should Understand/Better Communication	(4%)				
More Qualified People/Experienced/Trained	(3%)				
Team Work/Between Different Levels/ Health Care Professionals	(3%)				
Support From Dr.'s And Nurses/Input From	(2%)				
Flexibility/Flexibility Of Hours	(2%)				
Funding/Access To Homecare/Community Care ...	(2%)				
More Hours With The Patient/More Time	(2%)				
Nothing/Happy With My Work	(2%)				
Specialists/More Specialists	(2%)				
More Vacation/Time Off/Not Called On Day Off ...	(2%)				
Shorter Hours/Shorter Shifts/Less Overtime	(2%)				
Better Retention/Recruitment/Incentives	(2%)				
Good Support Staff/Service/More People In	(2%)				
Updated/Large Facilities/Better Layout	(2%)				
Less Paperwork	(2%)				
Clear/Organized Health Care System/ Less Relegation	(2%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
5. (Cont'd) What are the most important things that would help you in your work? (OPEN-END)					
Patient Education/Patient Teaching	(2%)				
Shorter Waiting Period/Less Waiting	(2%)				
Better Support From Employer/Relations W	(2%)				
More Technical Support/Assistant/Secretary	(2%)				
More Help (NONSPECIFIC)	(2%)				
Cooperation Of Clients	(1%)				
Better Job Description/Understand Responsibilities(1%)				
Info To Refer To Other Service/Easier To	(1%)				
Make People Aware Of Services/Info To Public	(1%)				
More Information On Clients	(1%)				
More/Better Benefits/Compensation	(1%)				
Regulate Communication Between					
Levels Of Caregivers	(1%)				
Client's Well-Being/Quality Of Life	(1%)				
Enough Beds/Increase Of	(1%)				
More Government Support	(1%)				
Full Time Work/Full Time Position	(1%)				
Union Issues (GENERAL)	(1%)				
Better Access/Availability Of Doctors	(1%)				
Effective/Better Computer System/Computers	(1%)				
More Access To Information (NONSPECIFIC)	(1%)				
More/Better Communication Between					
Health Professionals	(1%)				
Preventative/People Take Care Own Health	(1%)				
User Fees/Service Fees	(1%)				
Work Not Too Far From Home/Transportation	(<1%)				
Better Technology/More Technology	(<1%)				
Other	(2%)				
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? (slight wording change from last year)					
Rising	(4%)	(6%)	(6%)	<- 2>	<- 2>
Falling	(64%)	(58%)	(62%)	<+ 6>	<+ 2>
Same	(30%)	(34%)	(32%)	<- 4>	<- 2>
Don't Know	(1%)	(1%)	(<1%)	<n/c>	<+ 1>

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
7A. (IF RISING) Why do you say that? (OPEN-END)					
Getting More Services/Better Care	(11%)	(<1%)		<+11>	
Advances In Technology/Finding Cures	(11%)	(<1%)		<+11>	
Better/Wider Coverage	(11%)	(<1%)		<+11>	
Shortage Of Nurses/Doctors/Staff	(11%)	(<1%)		<+11>	
The Issue Has Been Brought Forward	(11%)	(<1%)		<+11>	
System Is Improving (NONSPECIFIC)	(10%)	(8%)		<+ 2>	
Responding To More Public Pressure	(<1%)	(8%)		<- 8>	
Government Reset Priorities/Made Improvements	(<1%)	(31%)		<-31>	
I Am Hoping It Is/Cannot Be Worse	(<1%)	(15%)		<-15>	
See Changes In My Community	(<1%)	(8%)		<- 8>	
Government Started Putting Money Back In	(<1%)	(8%)		<- 8>	
Healthier People	(<1%)	(8%)		<- 8>	
Other	(23%)	(<1%)		<+23>	
Don't Know/Refused	(11%)	(15%)		<- 4>	
7B. (IF FALLING) Why do you say that? (OPEN-END)					
Waiting Lists/Surgery/Tests/Beds/Dr.	(14%)	(5%)		<+ 9>	
Lack Of Funding/Government Cutbacks/Cutbacks	(11%)	(22%)		<-11>	
Poor Quality Service/Care	(11%)	(7%)		<+ 4>	
Personal Experience/Poor/Observation	(8%)	(1%)		<+ 7>	
Shortage Hospital Staff/Staff Overworked	(6%)	(13%)		<- 7>	
Nurses Shortage	(6%)	(2%)		<+ 4>	
System Is Deteriorating/Lower Standard	(5%)	(<1%)		<+ 5>	
Has Changed/Not Good Like Before	(3%)	(3%)		<n/c>	
System/Inadequate/Not Meeting Needs	(3%)	(2%)		<+ 1>	
Lack Of Necessities/Resources	(3%)	(1%)		<+ 2>	
Family/People Poor Experience/Word Of Mouth	(2%)	(2%)		<n/c>	
Health Care Less Accessible/Two-Tier	(2%)	(4%)		<- 2>	
System Not Well Run/Managed	(2%)	(2%)		<n/c>	
Can't Trust System/Doctors/Government	(2%)	(<1%)		<+ 2>	
Government Neglecting Health Care/Doesn't Care	(2%)	(3%)		<- 1>	
Because Of Government	(2%)	(1%)		<+ 1>	
Greater Demands On System/Public Demands	(2%)	(2%)		<n/c>	
Lack Motivation Of Staff	(2%)	(<1%)		<+ 2>	
Salary/Wage Equity/Fight For Wages	(2%)	(<1%)		<+ 2>	
Working Conditions/Conditions In Workplace	(2%)	(<1%)		<+ 2>	
Doctors/Specialists Shortage	(1%)	(2%)		<- 1>	
Bed Closures/Lack Of Beds	(1%)	(2%)		<- 1>	
Decline/Cuts In Services Available	(1%)	(2%)		<- 1>	
Risking Peoples Lives/People Are Dying	(1%)	(<1%)		<+ 1>	
Hospitals/Situation/Cuts In Hospitals	(1%)	(<1%)		<+ 1>	
Emergency Care/Situation In ER	(1%)	(<1%)		<+ 1>	
Medicare Offers Less Coverage	(1%)	(1%)		<n/c>	

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
7B. (Cont'd) (IF FALLING) Why do you say that? (OPEN-END)					
Not Concerned About Seniors Care	(1%)	(<1%)		<+ 1>	
Lack Of Public Awareness/Contact W Public	(1%)	(<1%)		<+ 1>	
Nurses Are Overworked	(1%)	(<1%)		<+ 1>	
Dr.'s Leaving Country/Brain Drain (GENERAL)	(<1%)	(1%)		<- 1>	
People Have To Pay/More And More/Fees	(<1%)	(1%)		<- 1>	
Rising Cost Of System/For Government/People	(<1%)	(2%)		<- 2>	
Crisis In Rural Area/No Dr./Travel Distance	(<1%)	(1%)		<- 1>	
Nervous About Strikes/Striking Doctors	(<1%)	(2%)		<- 2>	
Health Care Professionals Discontent	(<1%)	(1%)		<- 1>	
No Foresight In Decision Making	(<1%)	(3%)		<- 3>	
Money Is Mismanaged/Not Put In Health Care	(<1%)	(1%)		<- 1>	
Government Putting Priority Wrong Areas	(<1%)	(2%)		<- 2>	
Aging Population	(<1%)	(1%)		<- 1>	
Not Working/Need To Work On Reforms	(<1%)	(2%)		<- 2>	
Not Available To All	(<1%)	(1%)		<- 1>	
New Doctors/Lack Of Knowledge	(<1%)	(1%)		<- 1>	
Controversy Over Security	(<1%)	(1%)		<- 1>	
General Deterioration (NONSPECIFIC)	(<1%)	(2%)		<- 2>	
Lack Of Knowledge/New Technology	(<1%)	(1%)		<- 1>	
Bureaucracy	(<1%)	(1%)		<- 1>	
Other	(5%)	(2%)		<+3>	
Don't Know/Refused	(2%)	(3%)		<- 1>	
7C. (IF SAME AS IT EVER WAS) Why do you say that? (OPEN-END)					
No Changes	(20%)	(17%)		<+ 3>	
Good System/Services/Quality Of	(17%)	(20%)		<- 3>	
Making An Effort Under Circumstances	(7%)	(6%)		<+ 1>	
No Improvements/Still Problems	(5%)	(9%)		<- 4>	
Some Improvements/Progress/Procedures	(5%)	(6%)		<- 1>	
Ups And Downs/Balanced	(3%)	(9%)		<- 6>	
Personal Experience/Personal Observation	(3%)	(1%)		<+ 2>	
Availability Of Treatments/Services/Care	(3%)	(<1%)		<+ 3>	
Government/No Good/Poor Decisions	(3%)	(<1%)		<+ 3>	
I/My Profession Not Affected/No Problems	(3%)	(<1%)		<+ 3>	
Staffing Issues/Shortage Issues	(3%)	(<1%)		<+ 3>	
Lack Of Funds/Cutbacks/Wasteful Use Of \$	(2%)	(4%)		<- 2>	
Increase In Public Confidence	(2%)	(1%)		<+ 1>	
Lack Of Public Confidence	(2%)	(3%)		<- 1>	
Long Waiting Periods	(2%)	(<1%)		<+ 2>	
More Pressure On Issues/Public Expectations	(2%)	(<1%)		<+ 2>	
Government Priorities Not Straight	(2%)	(1%)		<+ 1>	
Coping With Stress/Stress	(2%)	(<1%)		<+ 2>	
People Abuse/Overuse The System	(2%)	(<1%)		<+ 2>	

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
7C. (Cont'd) (IF SAME AS IT EVER WAS) Why do you say that? (OPEN-END)					
Trained/Experienced Staff/Competent	(2%)	(<1%)		<+2>	
Compared To Other Countries	(2%)	(<1%)		<+2>	
Privatization	(2%)	(<1%)		<+2>	
Increased Demand Issues/Aging Population	(2%)	(<1%)		<+2>	
Word Of Mouth	(2%)	(<1%)		<+2>	
Increasing Funds	(<1%)	(1%)		<-1>	
Use Of/Availability Of Resources	(<1%)	(3%)		<-3>	
Timing Issues	(<1%)	(3%)		<-3>	
The Way I Feel	(<1%)	(1%)		<-1>	
Government Dealing With Issues	(<1%)	(1%)		<-1>	
We Are Under Appreciated	(<1%)	(1%)		<-1>	
Promises Not Delivered	(<1%)	(1%)		<-1>	
Layoffs	(<1%)	(1%)		<-1>	
Other	(5%)	(3%)		<+2>	
Don't Know/Refused	(2%)	(4%)		<-2>	
8. Overall would you say that Canadians are or are not receiving quality health care right now?					
Are Receiving Quality Health Care	(61%)	(52%)	(63%)	<+9>	<-2>
Are Not Receiving Quality Health Care	(37%)	(39%)	(33%)	<-2>	<+4>
Don't Know	(2%)	(9%)	(4%)	<-7>	<-2>

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
9A. (IF ARE RECEIVING QUALITY HEALTH CARE) What are you basing that viewpoint on? (OPEN-END)					
Personal Experience/Observation	(35%)				
Received Care Needed/Proper Care/Treatment	(11%)				
Dr.'s/Nurses Doing Best They Can/Good Job	(10%)				
Better Compared To Other Countries/US	(7%)				
Waiting List/Period Too Long	(6%)				
Word Of Mouth/Family/Friends Experience	(4%)				
Have Good/Qualified Dr./Nurses/Experts	(4%)				
Easy Accessibility/To Dr./Specialist/Health Care ...	(2%)				
Good Quality Health Care In Hospital	(2%)				
Shortage Of Doctors/Nurses/Staff	(2%)				
What I Hear In The News/Media	(2%)				
Always Receive Good Service/Satisfied	(1%)				
Modern Methods/Technology/Research	(1%)				
Too Many Cutbacks/Lack Of Funding	(1%)				
Do Well W Resources They Have (GENERAL)	(1%)				
Good Care In Spite Of Long Waiting Period	(1%)				
Better Longevity/Population Levels	(1%)				
People Are Abusing Services/The System	(1%)				
Some Services Unavailable In Some Provinces	(1%)				
There Is New Equipment At My Hospital	(1%)				
Improvement/Improving	(1%)				
Dr.'s/Nurses Are Overworked/Can't Keep Up	(1%)				
Everything Is Going Well In Small Hospitals	(1%)				
Other	(3%)				
Don't Know/Refused	(3%)				
9B. (IF ARE NOT RECEIVING QUALITY HEALTH CARE) What are you basing that viewpoint on? (OPEN-END)					
Long Waiting List/Waiting Periods (GENERAL) ...	(28%)				
Shortage Of Nurses/Doctors/Staff	(13%)				
Not Enough Attention/Human Touch/ Focus On Me	(8%)				
Personal Experience/Observation	(7%)				
Not Getting Care Needed/Proper Care	(7%)				
What I Hear On The News	(5%)				
Lack Of Funding/Too Many Cutbacks	(4%)				
Discharged Too Early/Stay Not Long Enough	(4%)				
Word Of Mouth/Family/Friends Experience	(3%)				
Less Coverage/Drugs/Services	(1%)				
Not Enough Beds/Bed Closures	(1%)				
Shortage Of Equipment/No Funding For	(1%)				
Unqualified Personnel/Lack Of Education	(1%)				
Because Of Medical Errors/Misdiagnosis	(1%)				
Staff/Dr.'s/Nurses Are Overworked	(1%)				
Not Enough Care/Services For Seniors	(1%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
9B. (Cont'd) (IF ARE NOT RECEIVING QUALITY HEALTH CARE) What are you basing that viewpoint on? (OPEN-END)					
Lack Of Access/Availability	(1%)				
Hospital Overcrowded/Lack Of Space	(1%)				
Hospital/Hospital Care Is Deterioration	(1%)				
Lack Health Resources/Shortage Of Everything	(1%)				
Effect Of/Presence Of Aging Baby Boomers	(1%)				
Should Have User Fees/Should Pay	(1%)				
Other	(1%)				
Don't Know/Refused	(1%)				
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? (slight wording change form last year)					
A Complete Rebuilding	(13%)	(13%)		<n/c>	
Major Repairs	(58%)	(59%)		<- 1>	
Minor Tuning Up	(27%)	(25%)		<+ 2>	
Fine The Way It Is	(1%)	(1%)		<n/c>	
Don't Know	(1%)	(2%)		<- 1>	
11A. (IF A COMPLETE REBUILDING) What is your main priority area for change? (OPEN-END)					
Lack Of Funds/Better Management Of Funds	(19%)				
Quality Of Care	(12%)				
Accessibility/Availability	(11%)				
Need More/Lack Of Doctors/Nurses/Staff	(7%)				
Change/Alter/Reorganize System	(4%)				
Start With Training Of Medical Staff	(4%)				
Long Waiting Lists	(4%)				
Services In Hospital/Hospital Care	(4%)				
Lack Of/Accessibility To Equipment	(4%)				
Would Like To See Privatization	(4%)				
All Sectors/General Care	(4%)				
Accountability	(4%)				
Start User Fee	(4%)				
Oncology	(4%)				
Preventative Medicine	(4%)				
Better Co-ordination Between Different					
Health Care Providers	(4%)				
Don't Know/Refused	(4%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
11B. (IF MAJOR REPAIRS) What is your main priority area for change? (OPEN-END)					
Lack Of Funding/Cutbacks (GENERAL)	(10%)				
Lack Of Staff/Staff Cutbacks/Manpower	(10%)				
Accessibility/Availability Of Health Care (GENERAL)	(7%)				
Long Waiting Period/Long Lists	(6%)				
Shortage Of Nurses	(5%)				
Education/Train/Recruitment					
Health Care Professional/Staff	(5%)				
Better Use Of Funds	(4%)				
Hospital/Hospital Service/Care	(4%)				
Care For Elderly/Aging Population	(3%)				
Emergency Treatment/Service At ER	(3%)				
Lack Of Bed/Overcrowding/Hospital Closures	(3%)				
Homecare/Community Care/Availability	(3%)				
Everything/All Important	(3%)				
Patient Care/Focus On Patient (NONSPECIFIC)	(3%)				
Lack Of Quality Service/Proper Care/Level Of	(2%)				
Limited Resources/Lack Of/Human Resources	(2%)				
Management Top Heavy/Too Many Bureaucrats ..	(2%)				
Preventative Health Care/Preventative Lifestyle	(2%)				
Inadequate Salaries	(2%)				
More Skilled/Qualified Staff/Nurses/Dr.'s	(2%)				
Nurses/Nursing (NONSPECIFIC)	(2%)				
Long-Term Care	(2%)				
Needs Restructuring/Rearranging/Different Model	(1%)				
Lack Of Doctors/Specialists	(1%)				
Lack Of Equipment/Technology	(1%)				
Cost/Cost Of Health Care	(1%)				
Communication/More Info To The Public	(1%)				
Community Based Centres/Care In Rural Areas	(1%)				
More Accountability (GENERAL)	(1%)				
Not Treat As A Number/More Human	(1%)				
Doctors/Medical Area (NONSPECIFIC)	(1%)				
Better Working Conditions (NONSPECIFIC)	(1%)				
Better/Larger/Newer Facilities/Premises	(1%)				
First Line/Primary Care	(1%)				
Other	(4%)				
Don't Know/Refused	(2%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
11C. (IF MINOR REPAIRS) What is your main priority area for change? (OPEN-END)					
Put More Money Into It/Lack Of Funding	(18%)				
Lack Of Staff (NONSPECIFIC)	(13%)				
Lack Health Care Professionals/Dr./					
Physician/Nurse	(12%)				
Minor Repairs Needed In ER/Better Service	(7%)				
Lack Of Preventive And Health Education	(7%)				
Long Waiting Lists/To See Specialist/Physician	(5%)				
More Homecare	(4%)				
All Sectors/In General	(4%)				
Demographics Always Changing/					
Aging Population	(2%)				
Losing Our Resources To US/Brain Drain	(2%)				
People Being Released Too Early	(2%)				
Focus On Diseases/Disorders (GENERAL)	(2%)				
Hospital/Inside Of The Hospital (NONSPECIFIC) ..	(2%)				
Increase Wages	(2%)				
Acute Care	(2%)				
Education/With Education	(2%)				
Promote Holistic Health Care	(2%)				
Changes To CLSC	(2%)				
Better Work Conditions	(2%)				
Other	(4%)				
Don't Know/Refused	(5%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
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	(23%)				
Waiting List/Speed Of Access/Of Treatment	(12%)				
Longevity/Life Span/Life Expectancy	(6%)				
Health Level/Healthier Society/Population	(5%)				
Easy Access/Availability Of/Services/Care	(5%)				
Word Of Mouth/Talking To People/ Health Care Provider	(3%)				
Patients/Population (NONSPECIFIC)	(3%)				
Frequency/Rate Of Hospital Use/Admissions	(3%)				
Fact That It Is Universal/Free/Coverage	(3%)				
More Money/More Funding/Need For	(3%)				
Mortality Rate/Child Mortality	(2%)				
Morbidity Rate/Child Morbidity	(2%)				
Quality Of Life	(2%)				
What I Hear In Media/Read In Newspaper	(2%)				
Quality Of Care/Service (GENERAL)	(2%)				
Enough Staff To Cover The Needs	(2%)				
The Emergency Room/Service At/Waiting	(1%)				
Statistics (NONSPECIFIC)	(1%)				
Foreigners Come Here For Treatments	(1%)				
Professionalism Of Workers	(1%)				
Patient Outcome/Recovery Rate/Lives Saved	(1%)				
No Two-Tier System/No Evidence Of	(1%)				
Decreased Incidents Of Preventable Diseases	(1%)				
Attitude Of Employees/Contentment	(1%)				
Medical Errors/Percentage Of Misdiagnosis	(1%)				
The Private Sector	(1%)				
Good/Qualified Doctors/Specialists/Staff	(1%)				
Homecare For Patients	(1%)				
Performance/Quality Of Treatment	(1%)				
Serious And Urgent Problem Well Dealt W	(1%)				
Have Research On Health And Prevention	(1%)				
Quality Assurance/Accreditations	(<1%)				
Other	(2%)				
Don't Know/Refused	(15%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
13. What is the best indicator of the sustainability of the health system? (OPEN-END)					
Funding/Government/Need More/					
Commitment To (GENERAL)	(6%)				
Public Satisfaction/Less Public Complaints	(4%)				
Availability/Accessible/Free For Everyone	(4%)				
Quality Of Care/Service/Receive Care Needed	(3%)				
Staff Satisfaction/Professionalism	(3%)				
Structure/System/Rebuilt/Stable/No Crisis In	(3%)				
Staffing/Need Employees/Recruitment/					
Retention Of	(3%)				
Money/Money Is Driving Our Sustainability	(2%)				
Public/Public Response/Expectation	(2%)				
Service Fees/People Need Pay For More	(2%)				
Surveys/Data/Numbers/Stats (NONSPECIFIC)	(2%)				
Better Management Of Health Care System	(2%)				
Economy/Financial/GNP/Government Spending	(2%)				
Good Health/Healthy Nation/Well-Being	(2%)				
Staff Don't Leave/Less Turnover/Dedicated	(2%)				
Baby Boomers Are Coming/Care To Elderly	(2%)				
More Doctors/Available/To Area/In Canada	(2%)				
Unity Amongst Health Care Professionals	(2%)				
Education Support For Nurses	(1%)				
The Government (NONSPECIFIC)	(1%)				
Budgets/Health Care/Annual/Balanced Budgets ...	(1%)				
Mortality/Mortality Rate	(1%)				
Promptness/Access In Timely Fashion	(1%)				
Long-Term Care/Funding Nursing Program/					
Homecare	(1%)				
Can't Get Any Worse Than Already Is	(1%)				
Prevention/Looking After Ourselves Better	(1%)				
Productivity Rates	(1%)				
Communication With The Clients	(1%)				
Bed Closures/Number Of Facilities	(1%)				
Remain Competitive/Take Care Of Itself/					
Performance	(1%)				
What We Hear/Have Now/Past History	(1%)				
Patients (NONSPECIFIC)	(1%)				
Longevity	(1%)				
Tax Dollars/Revenue Base/How Much					
Go To Health Care	(1%)				
Cure Rates	(1%)				
Less Time Spent In Hospital/Decrease Admissions	(1%)				
ER Services/Waiting Times At	(1%)				
Other	(2%)				
Don't Know/Refused	(39%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
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 1 Treatment Option	(35%)				
Access To A Second Opinion	(26%)				
Access To Private Care	(6%)				
Access To Alternative Medicine	(8%)				
Don't Know	(2%)				
All Of The Above (If Volunteered)	(24%)				

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 (11%)
- Sometimes (76%)
- Never (6%)
- Don't Know/Refused (7%)

15B. Should this take place all the time, sometimes or never in the government-funded health system

- All The Time (74%)
- Sometimes (23%)
- Never (1%)
- Don't Know/Refused (3%)

16A. Patients are able choose the best treatment for them from a number of treatment options

- All The Time (10%)
- Sometimes (83%)
- Never (6%)
- Don't Know/Refused (1%)

16B. Should this take place all the time, sometimes or never in the government-funded health system

- All The Time (79%)
- Sometimes (19%)
- Never (2%)
- Don't Know/Refused (1%)



	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
17A. The public has opportunity to participate in decision-making about the health system					
All The Time	(7%)				
Sometimes	(61%)				
Never	(29%)				
Don't Know/Refused	(3%)				
17B. Should this take place all the time, sometimes or never in the government-funded health system					
All The Time	(61%)				
Sometimes	(36%)				
Never	(1%)				
Don't Know/Refused	(2%)				
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	(30%)				
Sometimes	(65%)				
Never	(3%)				
Don't Know/Refused	(3%)				
18B. Should this take place all the time, sometimes or never in the government-funded health system					
All The Time	(90%)				
Sometimes	(9%)				
Never	(2%)				
19A. Patient care in the community or home setting is monitored by health care providers					
All The Time	(32%)				
Sometimes	(64%)				
Never	(2%)				
Don't Know/Refused	(2%)				
19B. Should this take place all the time, sometimes or never in the government-funded health system					
All The Time	(79%)				
Sometimes	(19%)				
Don't Know/Refused	(2%)				
20A. Patients are contacted after receiving clinical services to document if any change in health has occurred because of the treatment					
All The Time	(16%)				
Sometimes	(57%)				
Never	(19%)				
Don't Know/Refused	(8%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
20B. Should this take place all the time, sometimes or never in the government-funded health system					
All The Time	(68%)				
Sometimes	(26%)				
Never	(2%)				
Don't Know/Refused	(4%)				
21A. Patients are contacted after receiving clinical services to measure the quality of care they received					
All The Time	(12%)				
Sometimes	(54%)				
Never	(28%)				
Don't Know/Refused	(6%)				
21B. Should this take place all the time, sometimes or never in the government-funded health system					
All The Time	(63%)				
Sometimes	(36%)				
Never	(1%)				
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	(26%)				
Sometimes	(67%)				
Never	(4%)				
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	(6%)				
Never	(1%)				
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	(39%)				
Sometimes	(50%)				
Never	(3%)				
Don't Know/Refused	(9%)				
23B. Should this take place all the time, sometimes or never in the government-funded health system					
All The Time	(25%)				
Sometimes	(55%)				
Never	(17%)				
Don't Know/Refused	(4%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
40. Do you believe that the Canadians' access to nursing care is increasing, decreasing or staying about the same?					
Increasing	(21%)				
Decreasing	(57%)				
Staying About The Same	(22%)				
Don't Know/Refused	(1%)				
41. Do you have a specialty certificate?					
Yes	(42%)				
No	(56%)				
Don't Know/Refused	(2%)				
42. (IF YES) What are some of the barriers you faced when seeking certification in specialty nursing? (ACCEPT UP TO THREE MENTIONS) (OPEN-END)					
None/No Barriers/No Problems	(26%)				
Funding/Cost/Financial Assistance/Access To	(22%)				
Access To/Availability Of Courses	(13%)				
Time Off Work/Hard To Arrange Around Schedule	(12%)				
Time/Required More Time/Own Time	(11%)				
Geographical Location/Have To Travel	(8%)				
Specific Class/Topics/Most Take Many Courses ...	(6%)				
Qualification/Experience/Never Specialized Enough	(5%)				
Family/Leaving Family Behind	(4%)				
Jobs Not Available/Not Enough					
Positions In Nursing	(3%)				
Training Not Adapted To Needs/					
Unnecessary Stuff	(3%)				
Energy Needed/Burnout	(2%)				
Lack Of Support/Resources (NONSPECIFC)	(2%)				
Education System Here In Canada	(2%)				
Employer Support/Red Tape Of Administration	(2%)				
System Resist Foreign Trained	(1%)				
Age (NONSPECIFIC)	(1%)				
Working With Aggressive Patients	(1%)				
Don't Give Credit For Work Completed	(1%)				
Knowing What To Study For/No Manual	(1%)				
Other	(2%)				
Don't Know/Refused	(15%)				
43. Would you advise friends or family members to choose a career in nursing?					
Yes	(47%)				
No	(46%)				
Maybe	(5%)				
Don't Know	(2%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
44. What is the best way to make nursing a more appealing career choice for students interested in pursuing a career in the health care field? (OPEN-END)					
Increased Salary	(9%)				
Value Respect/Recognition/From Public	(9%)				
Better Working Conditions (NONSPECIFIC)	(8%)				
Guaranteed Work/Full-Time/Job Security	(8%)				
Hire More Nurses	(5%)				
Put Caring Back Into Nursing	(5%)				
Reorganized Working Shift/Rotate	(4%)				
More Hands-On Training/At Hospital	(4%)				
Improve Image Of Nursing	(4%)				
More Funding For Education/No Tuition Fees	(4%)				
A Better Education/Education	(3%)				
Changes In Health Care System	(3%)				
A Day With A Nurse/Mentorship	(3%)				
Offer/Show Different Branches Of Nursing	(3%)				
Media/Ads/Raise Public Awareness	(3%)				
More Money/Access To (NONSPECIFIC)	(2%)				
Job Satisfaction/Better Job Satisfaction	(2%)				
Provide Employment Incentives/Reward	(2%)				
Nurses Should Be Offered A Specialty	(2%)				
Morale/Make It Fun	(2%)				
Show Importance/Positive Side Of Nursing	(2%)				
Less Patient Load/Take Time W Patient	(1%)				
Desire To Make A Difference	(1%)				
Making Into A Four Year Course	(1%)				
Other Recruitment Places/Go Anywhere Want	(1%)				
Bring Teaching Skills Out To Rural Areas	(1%)				
Showing Communication Levels	(1%)				
Less Stressed	(1%)				
Replace Academical Teachers/More Progressive ...	(1%)				
Adequate Competition	(1%)				
More Access To Doctors	(1%)				
Should Be A Passion/Desire To Be A Nurse	(1%)				
Program Not Requiring Four Years Of University ..	(<1%)				
Other	(3%)				
Don't Know/Refused	(6%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
DEMOGRAPHICS					
53. And which age group may I check you in? (READ LIST)					
18-24	(2%)	(4%)	(2%)	<- 2>	<n/c>
25-34	(18%)	(14%)	(20%)	<+ 4>	<- 2>
35-44	(33%)	(33%)	(31%)	<n/c>	<+ 2>
45-54	(33%)	(39%)	(37%)	<- 6>	<- 4>
55-64	(12%)	(10%)	(11%)	<+ 2>	<+ 1>
65 Or Over	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Refused	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
54. Gender (Interviewer-Recorded)					
Male	(6%)	(5%)	(6%)	<+ 1>	<n/c>
Female	(94%)	(95%)	(94%)	<- 1>	<n/c>
55. Generation (System- Recorded)					
Male - 18 To 34	(3%)	(1%)	(2%)	<+ 2>	<+ 1>
Male - 35 To 54	(3%)	(4%)	(4%)	<- 1>	<- 1>
Male - 55+	(1%)	(<1%)	(1%)	<+ 1>	<n/c>
Female - 18 To 34	(18%)	(17%)	(20%)	<+ 1>	<- 2>
Female - 35 To 54	(63%)	(68%)	(64%)	<- 5>	<- 1>
Female - 55+	(13%)	(10%)	(10%)	<+ 3>	<+ 3>
56. Province (System-Recorded)					
Newfoundland	(3%)	(2%)	(2%)	<+ 1>	<+ 1>
Nova Scotia	(4%)	(4%)	(3%)	<n/c>	<+ 1>
New Brunswick	(4%)	(3%)	(3%)	<+ 1>	<+ 1>
Prince Edward Island	(1%)	(1%)	(1%)	<n/c>	<n/c>
Quebec	(25%)	(24%)	(24%)	<+ 1>	<+ 1>
Ontario	(34%)	(33%)	(37%)	<+ 1>	<- 3>
Manitoba	(5%)	(4%)	(4%)	<+ 1>	<+ 1>
Saskatchewan	(4%)	(4%)	(4%)	<n/c>	<n/c>
Alberta	(10%)	(9%)	(9%)	<+ 1>	<+ 1>
British Columbia	(12%)	(12%)	(13%)	<n/c>	<- 1>
Yukon	(1%)	(0%)	(0%)	<+ 1>	<+ 1>
NWT/NT	(1%)	(0%)	(0%)	<+ 1>	<+ 1>