

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 Funding/Government Cutbacks	(24%)	(27%)	(15%)	<- 3>	<+ 9>
Lack Of Staff/Work Overload	(11%)	(6%)	(1%)	<+ 5>	<+10>
Cost Of Health Care	(10%)	(9%)	(11%)	<+ 1>	<- 1>
Long Waiting Period	(8%)	(6%)	(5%)	<+ 2>	<+ 3>
Accessibility/Availability	(7%)	(9%)	(10%)	<- 2>	<- 3>
Aging Population/Care Of Elderly	(6%)	(7%)	(5%)	<- 1>	<+ 1>
Prices Of Medication	(4%)	(3%)	(4%)	<+ 1>	<n/c>
Equal Accessibility/Two-Tier System	(3%)	(<1%)	(<1%)	<+ 3>	<+ 3>
Heart Disease/Cancer/Aids/Any Disorder	(2%)	(3%)	(3%)	<- 1>	<- 1>
Promotion Of Health/Healthy Living	(2%)	(1%)	(2%)	<+ 1>	<n/c>
Hospital Closure/Restructuring System	(2%)	(<1%)	(<1%)	<+ 2>	<+ 2>
Quality Service/Proper Care	(2%)	(4%)	(2%)	<- 2>	<n/c>
Line Ups/Overcrowding	(2%)	(<1%)	(<1%)	<+ 2>	<+ 2>
Doctors/Specialists Shortage/Going US	(2%)	(1%)	(4%)	<+ 1>	<- 2>
Bed Closure/Shortage/More Long Term Beds	(1%)	(1%)	(2%)	<n/c>	<- 1>
Rural Health Care Crisis	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Lack Of Management	(1%)	(1%)	(<1%)	<n/c>	<+ 1>
Emergency Care/Emergency Rooms	(1%)	(3%)	(1%)	<- 2>	<n/c>
People Abuse/Overuse The System	(1%)	(<1%)	(1%)	<+ 1>	<n/c>
Concerned With Management Of Health Care \$	(1%)	(1%)	(1%)	<n/c>	<n/c>
Universality/For All Canadians	(1%)	(1%)	(3%)	<n/c>	<- 2>
Having Insurance/Drug Plan/Cost Without	(1%)	(<1%)	(2%)	<+ 1>	<- 1>
Medicare/Continuation Of Medicare	(<1%)	(2%)	(3%)	<- 2>	<- 3>
Use Of Aides/Untrained Workers	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Medication Use	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Privatization Of Health Care	(<1%)	(3%)	(1%)	<- 3>	<- 1>
Language Issues	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Hospital	(<1%)	(1%)	(2%)	<- 1>	<- 2>
Preserving Health Care Services	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Smoking	(<1%)	(<1%)	(<1%)	<n/c>	<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)					
Concerns About Government	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Research And Development	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Affordability/In The Red/Future Funding	(<1%)	(<1%)	(2%)	<n/c>	<- 2>
Lack Of Equipment/Access To Testing	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
User Fees/Having To Pay/Maintain Free	(<1%)	(1%)	(2%)	<- 1>	<- 2>
Shortage Of Nurses/Registered Nurses	(<1%)	(<1%)	(2%)	<n/c>	<- 2>
System Deteriorating/Falling Apart	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Government Collect Taxes But Don't Give Back	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Coverage Is Limited/Changes To Coverage	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Lack Of/Need Good Doctors	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Health Care Professional Unhappy/					
Pay More/Risk Strike	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Lack Of Health Care	(<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 Professionals	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Cost/Coverage Of Medication For Seniors	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Humanize/Improve Relationship Patient/					
Professionals	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Patient Safety	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Lack Of Regulation/Staff/Government/					
Health Care System	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Homecare	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Will Not Licence International Medical Grads	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Other	(2%)	(1%)	(3%)	<+ 1>	<- 1>
Don't Know/Refused	(1%)	(3%)	(7%)	<- 2>	<- 6>
2. And what do you think is the most important health care issue facing your own profession? (OPEN-END)					
Lack Of Pharmacist	(23%)	(22%)		<+ 1>	
Lack Of Staff/Overworked	(19%)	(4%)		<+15>	
Lack Of Reimbursement/Government/Third Party ..	(5%)	(7%)		<- 2>	
High/Rising Cost Of Drugs	(5%)	(5%)		<n/c>	
Lack Of Funding/Government Cutbacks	(4%)	(3%)		<+ 1>	
Low Salary/Unpaid Task	(4%)	(3%)		<+ 1>	
Lack Of Time	(3%)	(2%)		<+ 1>	
Lack Of Support Service/Homecare	(2%)	(<1%)		<+ 2>	
Not Recognized/Respected/Fairly Treated	(2%)	(2%)		<n/c>	
Provincial/Federal Drug Programs	(2%)	(2%)		<n/c>	
Proper Use Of Medication/Over Medication	(2%)	(1%)		<+ 1>	
Health Care Access	(1%)	(1%)		<n/c>	
Job Security/Finding Full-Time Work	(1%)	(1%)		<n/c>	
Aging Population/Elderly Care	(1%)	(2%)		<- 1>	
Quality Service/Care	(1%)	(2%)		<- 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)					
Dispensing/Shrinking/Restricted Fees	(1%)	(2%)		<- 1>	
Patient Care Emphasis	(1%)	(1%)		<n/c>	
Expanding Role Of Pharmacist/Pharmacy	(1%)	(3%)		<- 2>	
Keeping Up In The Field/Education	(1%)	(4%)		<- 3>	
Competition/Discount/Community Pharmacists	(1%)	(3%)		<- 2>	
Treatment/Cure Of Cancer/Diabetics	(1%)	(1%)		<n/c>	
Educate/Give Out Free Information	(1%)	(1%)		<n/c>	
Providing Proper Consulting	(1%)	(1%)		<n/c>	
Shortage (NONSPECIFIC)	(1%)	(2%)		<- 1>	
Be Involved In Ways Reduce					
Health Care Cost/Cost	(1%)	(<1%)		<+ 1>	
Lack Of Facilities	(1%)	(<1%)		<+ 1>	
Recruitment Of Health Care Professional	(<1%)	(<1%)		<n/c>	
Shortage Of Doctors/Specialist	(<1%)	(<1%)		<n/c>	
Stress/Burn Out	(<1%)	(<1%)		<n/c>	
Change In Roles	(<1%)	(1%)		<- 1>	
Waiting Time	(<1%)	(1%)		<- 1>	
Lack Of Trained/Qualified Staff (NONSPECIFIC) ..	(<1%)	(2%)		<- 2>	
Government Interference/Regulation/Legislation ..	(<1%)	(2%)		<- 2>	
Government Awareness/Short-sighted	(<1%)	(1%)		<- 1>	
Lack Of Resources/Equipment	(<1%)	(1%)		<- 1>	
Money Management	(<1%)	(<1%)		<n/c>	
Time Management	(<1%)	(<1%)		<n/c>	
Abuse Health Service/System	(<1%)	(<1%)		<n/c>	
Cognitive Services	(<1%)	(3%)		<- 3>	
Lack Of Fulfilment/Satisfaction	(<1%)	(<1%)		<n/c>	
Preventive Care/Medicine	(<1%)	(1%)		<- 1>	
Lack Amount Of Input On Prescriptions	(<1%)	(2%)		<- 2>	
Access To Technology/Keep Up With	(<1%)	(<1%)		<n/c>	
Research And Development	(<1%)	(1%)		<- 1>	
Independent Store Fee Erosion	(<1%)	(1%)		<- 1>	
Being Seen As Retailers	(<1%)	(1%)		<- 1>	
Continued Relevance	(<1%)	(<1%)		<n/c>	
Doctors Handwriting	(<1%)	(<1%)		<n/c>	
Pharmaceutical Care	(<1%)	(<1%)		<n/c>	
Availability Of Health Care Professionals	(<1%)	(<1%)		<n/c>	
Other	(4%)	(4%)		<n/c>	
Don't Know/Refused	(3%)	(4%)		<- 1>	

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
3. Are there currently any human resource shortages within your profession?					
Yes	(91%)				
No	(8%)				
Don't Know/Refused	(<1%)				
4. (IF YES) And what is the impact of these shortages? (OPEN-END)					
Increased Workload/Long Hours/Overtime	(60%)				
Poor Quality/Less Care/Service/Mistakes	(9%)				
Lack Of Staff/To Do The Job/Schedule	(9%)				
Increased Cost/Lack Of Funds/Increased Wages ..	(7%)				
High Stress/Low Morale/Burn Out	(4%)				
Hard To Recruit/Retain Staff	(2%)				
Long/Longer Waiting Periods	(1%)				
Poor Management/Poorly Run/Disorganized	(1%)				
Low Expertise/Competence/Unqualified Staff	(1%)				
Facilities/Hospital/Bed Closures	(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/Proper Staff/Nurses/Dr.'s/Pharmacists	(42%)				
More Technical Support/Assistant/Secretary	(11%)				
Effective/Better Computer System/Computers	(10%)				
More/Consistent Training/Access To/Help With ..	(9%)				
More Funding/Government Funding/Better Use Of	(7%)				
Time/More Time/Time To Do My Job	(7%)				
More Breaks/Lunch Hour	(6%)				
Better Technology/More Technology	(6%)				
Higher Wages/Raising The Pay	(5%)				
More Qualified People/Experienced/Trained	(5%)				
More/Better Communication Between					
Health Professionals	(5%)				
Get Supply/Equipment/Access To	(4%)				
Updated/Large Facilities/Better Layout	(4%)				
Less Paperwork	(4%)				
Better/Trained Technicians/More Responsibilities	(4%)				
Less Third Party Problems/Billing Problem	(4%)				
More Help (NONSPECIFIC)	(4%)				
More/Better Benefits/Compensation	(3%)				
Recognition/Respect/Public Understanding	(3%)				
Team Work/Between Different Levels/					
Health Care Professionals	(3%)				
Better Access/Availability Of Doctors	(3%)				
More Access To Information (NONSPECIFIC)	(3%)				
Counselling/Counselling Rooms/Time For	(3%)				

	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)					
Better Relation With Insurance Co/ Easy To Deal With	(3%)				
Access To Medical Files/Medical Records	(3%)				
Competition/Profit/Business Related Issues	(3%)				
Make People Aware Of Services/Info To Public	(2%)				
Better Management/Understanding From/Direction	(2%)				
More Hours With The Patient/More Time	(2%)				
Better Work Conditions/Environment/Morale	(2%)				
Shorter Hours/Shorter Shifts/Less Overtime	(2%)				
Good Support Staff/Service/More People In	(2%)				
Having Resources/More/ Adequate (NONSPECIFIC)	(2%)				
Clear/Organized Health Care System/ Less Regulation	(2%)				
Better Written Prescriptions/Easier To Read	(2%)				
Better Reimbursement/Reimbursement System	(2%)				
Need Technicians/More Technicians	(2%)				
User Fees/Service Fees	(2%)				
Getting Hours I Should Get/Better/Regular	(1%)				
Support From Dr.'s And Nurses/Input From	(1%)				
Cooperation Of Clients	(1%)				
Better Job Description/Understand Responsibilities	(1%)				
People Should Understand/Better Communicate ...	(1%)				
More Vacation/Time Off/Not Called On Day Off	(1%)				
Better Retention/Recruitment/Incentives	(1%)				
Patient Education/Patient Teaching	(1%)				
More Government Support	(1%)				
Cheaper Drugs/Free Drugs	(1%)				
Better Support From Employer/Relations With	(1%)				
Automation/More Automation	(1%)				
Better/More Drug Information	(1%)				
More Service/Quality Of Care/Coverage	(<1%)				
Nothing/Happy With My Work	(<1%)				
Better Workload/Less Overworked	(<1%)				
More Availability Of Pharmacists	(<1%)				
Preventative/People Take Care Own Health	(<1%)				
Other	(6%)				
Don't Know/Refused	(6%)				
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	(6%)	(9%)	(9%)	<- 3>	<- 3>
Falling	(51%)	(45%)	(47%)	<+ 6>	<+ 4>
Same	(43%)	(45%)	(44%)	<- 2>	<- 1>
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	(17%)	(5%)		<+12>	
Advances In Technology/Finding Cures	(17%)	(21%)		<- 4>	
Family/People Good Experience/Word Of Mouth ...	(9%)	(11%)		<- 2>	
Better/Wider Coverage	(9%)	(<1%)		<+ 9>	
Good Personal Experience	(8%)	(<1%)		<+ 8>	
Economy Is Better	(8%)	(<1%)		<+ 8>	
People Are Getting Sick	(7%)	(<1%)		<+ 7>	
System Is Improving (NONSPECIFIC)	(<1%)	(5%)		<- 5>	
Government Reset Priorities/Made Improvement ..	(<1%)	(5%)		<- 5>	
Positive Media Coverage	(<1%)	(5%)		<- 5>	
Ours Is As Good As Others	(<1%)	(5%)		<- 5>	
Govt Started Putting Money Back In	(<1%)	(15%)		<-15>	
Healthier People	(<1%)	(5%)		<- 5>	
Increased Jobs In Health Care	(<1%)	(5%)		<- 5>	
Other	(<1%)	(10%)		<-10>	
Don't Know/Refused	(25%)	(5%)		<+20>	
7B. (IF FALLING) Why do you say that? (OPEN-END)					
Lack Of Funding/Government Cutbacks/Cutbacks	(12%)	(15%)		<- 3>	
Shortage Hospital Staff/Staff Overworked	(10%)	(5%)		<+ 5>	
Waiting Lists/Surgery/Tests/Beds/Dr.	(9%)	(15%)		<- 6>	
Family/People Poor Experience/Word Of Mouth ...	(9%)	(1%)		<+ 8>	
Health Care Less Accessible/Two-Tier	(7%)	(<1%)		<+ 7>	
Doctors/Specialists Shortage	(4%)	(2%)		<+ 2>	
Personal Experience/Poor/Observation	(4%)	(3%)		<+ 1>	
Poor Quality Service/Care	(3%)	(6%)		<- 3>	
Harder To See Dr./Get Into Hospital/Get Care	(3%)	(2%)		<+ 1>	
Has Changed/Not Good Like Before	(3%)	(1%)		<+ 2>	
System/Inadequate/Not Meeting Needs	(3%)	(2%)		<+ 1>	
Aging Population	(3%)	(3%)		<n/c>	
Greater Demands On System/Public Demands	(3%)	(4%)		<- 1>	
Decline/Cuts In Services Available	(2%)	(2%)		<n/c>	
Government Neglecting Health Care/Doesn't Care	(2%)	(1%)		<+ 1>	
Lack Of Necessities/Resources	(2%)	(1%)		<+ 1>	
Working Conditions/Conditions In Workplace	(2%)	(<1%)		<+ 2>	
Dr.'s Leaving Country/Brain Drain (GENERAL)	(1%)	(<1%)		<+ 1>	
Bed Closures/Lack Of Beds	(1%)	(1%)		<n/c>	
Based On Media Coverage	(1%)	(<1%)		<+ 1>	
Rising Cost Of System/For Government/People	(1%)	(1%)		<n/c>	
Early Discharge From Hospital	(1%)	(<1%)		<+ 1>	
System Not Well Run/Managed	(1%)	(2%)		<- 1>	
Emergency Care/Situation In ER	(1%)	(1%)		<n/c>	
Medicare Offers Less Coverage	(1%)	(1%)		<n/c>	
System Becoming Americanized	(1%)	(<1%)		<+ 1>	

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
7B. (Cont'd) (IF FALLING) Why do you say that? (OPEN-END)					
Government Putting Priority Wrong Areas	(1%)	(2%)			<- 1>
General Deterioration (NONSPECIFIC)	(1%)	(2%)			<- 1>
Restrictions On Medications	(1%)	(2%)			<- 1>
Salary/Wage Equity/Fight For Wages	(1%)	(<1%)			<+ 1>
Hospital Closures	(<1%)	(1%)			<- 1>
Nervous About Strikes/Striking Doctors	(<1%)	(1%)			<- 1>
Health Care Professionals Discontent	(<1%)	(2%)			<- 2>
Hospitals/Situation/Cuts In Hospitals	(<1%)	(1%)			<- 1>
Can't Trust System/Doctors/Government	(<1%)	(3%)			<- 3>
No Foresight In Decision Making	(<1%)	(1%)			<- 1>
Because Of Government	(<1%)	(1%)			<- 1>
Money Is Mismanaged/Not Put In Health Care	(<1%)	(2%)			<- 2>
Not Working/Need To Work On Reforms	(<1%)	(1%)			<- 1>
Lack Of Public Awareness/Contact With Public	(<1%)	(1%)			<- 1>
No Profits	(<1%)	(1%)			<- 1>
Users Not Paying Taxes	(<1%)	(2%)			<- 2>
Bureaucracy	(<1%)	(1%)			<- 1>
Other	(7%)	(3%)			<+4>
Don't Know/Refused	(1%)	(<1%)			<+ 1>
7C. (IF SAME AS IT EVER WAS) Why do you say that? (OPEN-END)					
No Changes	(25%)	(28%)			<- 3>
No Improvements/Still Problems	(12%)	(10%)			<+ 2>
Good System/Services/Quality Of	(10%)	(13%)			<- 3>
Lack Of Funds/Cutbacks/Wasteful Use Of \$	(7%)	(5%)			<+ 2>
Ups And Downs/Balanced	(6%)	(8%)			<- 2>
I/My Profession Not Affected/No Problems	(5%)	(<1%)			<+ 5>
Making An Effort Under Circumstances	(3%)	(<1%)			<+ 3>
Some Improvements/Progress/Procedures	(3%)	(7%)			<- 4>
Increase In Public Confidence	(2%)	(2%)			<n/c>
Personal Experience/Personal Observation	(2%)	(2%)			<n/c>
More Pressure On Issues/Public Expectations	(2%)	(1%)			<+ 1>
Government/No Good/Poor Decisions	(2%)	(<1%)			<+ 2>
Trained/Experienced Staff/Competent	(2%)	(<1%)			<+ 2>
Increasing Funds	(1%)	(1%)			<n/c>
Rising Costs	(1%)	(<1%)			<+ 1>
Increase Use Of Medicines	(1%)	(1%)			<n/c>
Government Priorities Not Straight	(1%)	(<1%)			<+ 1>
People Abuse/Overuse The System	(1%)	(<1%)			<+ 1>
Privatization	(1%)	(<1%)			<+ 1>
Staffing Issues/Shortage Issues	(1%)	(<1%)			<+ 1>
Increased Demand Issues/Aging Population	(1%)	(<1%)			<+ 1>
Didn't Get Worse	(<1%)	(2%)			<- 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)					
Lack Of Public Confidence	(<1%)	(3%)			<- 3>
Long Waiting Periods	(<1%)	(2%)			<- 2>
Quality Of Doctors/No Change	(<1%)	(1%)			<- 1>
Government Dealing With Issues	(<1%)	(1%)			<- 1>
Need/Have Technological Changes	(<1%)	(2%)			<- 2>
Lack Of Guidance/Surveillance/Participation	(<1%)	(1%)			<- 1>
Other	(2%)	(1%)			<+ 1>
Don't Know/Refused	(7%)	(8%)			<- 1>
8. Overall would you say that Canadians are or are not receiving quality health care right now?					
Are Receiving Quality Health Care	(74%)	(75%)	(75%)		<- 1> <- 1>
Are Not Receiving Quality Health Care	(23%)	(22%)	(22%)		<+ 1> <+ 1>
Don't Know	(3%)	(3%)	(3%)		<n/c> <n/c>
9A. (IF ARE RECEIVING QUALITY HEALTH CARE) What are you basing that viewpoint on? (OPEN-END)					
Personal Experience/Observation	(25%)				
Better Compared To Other Countries/US	(19%)				
Word Of Mouth/Family/Friends Experience	(8%)				
Have Good/Qualified Dr./Nurses/Expertise	(7%)				
Received Care Needed/Proper Care/Treatment	(6%)				
Waiting List/Period Too Long	(5%)				
Easy Accessibility/To Dr./Specialist/Health Care ...	(3%)				
Universal Coverage/Everyone Is Covered	(3%)				
Don't Have To Pay/Cost-Efficient	(2%)				
Shortage Of Doctors/Nurses/Staff	(2%)				
The System Is Good	(2%)				
Dr.'s/Nurses Doing Best They Can/Good Job	(2%)				
What I Hear In The News/Media	(2%)				
Always Receive Good Service/Satisfied	(1%)				
Modern Methods/Technology/Research	(1%)				
Good Quality Health Care In Hospital	(1%)				
Haven't Heard Of/Had Any Problems	(1%)				
Too Many Cutbacks/Lack Of Funding	(1%)				
Staying The Same/Been Same For Years	(1%)				
Good Care In Spite Of Long Waiting Period	(1%)				
Better Longevity/Population Levels	(1%)				
We Are Not Dying/Don't Know Anyone Died	(1%)				
All Kinds Of Medications	(1%)				
The Standard Is Falling	(1%)				
Improvement/Improving	(1%)				
Dr.'s/Nurses Are Overworked/Can't Keep Up	(1%)				
I Believe We Have Great Standards	(1%)				
Care Of Elderly/Aging Population	(1%)				
Other	(1%)				
Don't Know/Refused	(1%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
9B. (IF ARE NOT RECEIVING QUALITY HEALTH CARE) What are you basing that viewpoint on? (OPEN-END)					
Long Waiting List/Waiting Periods (GENERAL) ...	23%				
Personal Experience/Observation	18%				
Word Of Mouth/Family/Friends Experience	11%				
Shortage Of Nurses/Doctors/Staff	8%				
Lack Of Funding/Too Many Cutbacks	6%				
Not Enough Beds/Bed Closures	4%				
Not Getting Care Needed/Proper Care	4%				
What I Hear On The News	4%				
Lack Health Resources/Shortage Of Everything ...	4%				
Less Coverage/Drugs/Services	2%				
Shortage Of Equipment/No Funding For	2%				
Because Of Medical Errors/Misdiagnosis	2%				
Different Care/From Province To Province/ Different Area	2%				
Rely Too Much On Drugs	2%				
Other	2%				
Don't Know/Refused	4%				
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	9%	6%		<+3>	
Major Repairs	56%	53%		<+3>	
Minor Tuning Up	31%	38%		<-7>	
Fine The Way It Is	2%	1%		<+1>	
Don't Know	2%	1%		<+1>	
11A. (IF A COMPLETE REBUILDING) What is your main priority area for change? (OPEN-END)					
Lack Of Funds/Better Management Of Funds	17%				
Need More/Lack Of Doctors/Nurses/Staff	17%				
Services In Hospital/Hospital Care	11%				
Start User Fee	11%				
Would Like To See Privatization	10%				
Start With Training Of Medical Staff	6%				
Bureaucracy/Administration/Cohesion Of	6%				
All Sectors/General Care	6%				
Closure Of CLSC	6%				
More Space/Facility	4%				
Other	6%				

	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)	(13%)				
Lack Of Staff/Staff Cutbacks/Manpower	(11%)				
Hospital/Hospital Service/Care	(9%)				
Accessibility/Availability Of Health Care (GENERAL)	(7%)				
Long Waiting Period/Long Lists	(7%)				
Emergency Treatment/Service At ER	(4%)				
User Fees/Should Pay/Increase Costs	(3%)				
Lack Of Quality Service/Proper Care/Level Of	(3%)				
Preventative Health Care/Preventative Lifestyle	(3%)				
Inadequate Salaries	(3%)				
More Skilled/Qualified Staff/Nurses/Dr.'s	(3%)				
Incentives/Benefits/Compensation	(3%)				
Lack Of Doctors/Specialists	(2%)				
People Abuse/Overuse System/Fraud	(2%)				
Limited Resources/Lack Of/Human Resources	(2%)				
Cost/Cost Of Health Care	(2%)				
Better Management/Administration (NONSPECIFIC)	(2%)				
Everything/All Important	(2%)				
Education/Training/Recruitment Health Care Professionals/Staff	(2%)				
Doctors/Medical Area (NONSPECIFIC)	(2%)				
Better Use Of Funds/Allocation Of	(1%)				
Lack Of Bed/Overcrowding/Hospital Closures	(1%)				
Management Top Heavy/Too Many Bureaucrats ..	(1%)				
Address Paperwork Issues	(1%)				
Would Like A Two-Tier System	(1%)				
More Accountability (GENERAL)	(1%)				
Homecare/Community Care/Availability	(1%)				
Patient Care/Focus On Patient (NONSPECIFIC)	(1%)				
Not Treat As A Number/More Human	(1%)				
Better Working Conditions (NONSPECIFIC)	(1%)				
Better/Larger/Newer Facilities/Premises	(1%)				
Other	(5%)				
Don't Know/Refused	(4%)				

	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	(12%)				
Lack Of Preventive And Health Education	(12%)				
Hospital/Inside Of The Hospital (NONSPECIFIC) .	(11%)				
Lack Health Care Professional/Dr./Physician/Nurse	(6%)				
Even Care/Equal Access Throughout Canada	(6%)				
Lack Of Staff (NONSPECIFIC)	(5%)				
Long Waiting Lists/To See Specialist/Physician	(5%)				
Demographics Always Changing/					
Aging Population	(3%)				
Losing Our Resources To US/Brain Drain	(3%)				
So Much Duplication And Waste	(3%)				
Focus On Diseases/Disorders (GENERAL)	(3%)				
Service In Rural Areas/Small Communities	(3%)				
Misuse/Abuse Of System	(2%)				
Minor Repairs Needed In ER/Better Service	(2%)				
Go Back To Two-Tier Medicine	(2%)				
More Homecare	(2%)				
Price Of Medication/Cost For Seniors	(2%)				
Lack Of Equipment/MRI	(2%)				
Availability Of Services	(2%)				
All Sectors/In General	(2%)				
More Medicare/Medicare System	(2%)				
Acute Care	(2%)				
The Dispensing Fee Of Pharmacist	(2%)				
Medication Usage	(2%)				
User Fee System/Reasonable	(1%)				
Must Be Government Regulated	(1%)				
Other	(3%)				
Don't Know/Refused	(4%)				

	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)					
Waiting List/Speed Of Access/Of Treatment	16%				
Patient Satisfaction/Rate Of Complaints	15%				
Longevity/Life Span/Life Expectancy	9%				
Health Level/Healthier Society/Population	7%				
Easy Access/Availability Of/Services/Care	5%				
Quality Of Life	4%				
Frequency/Rate Of Hospital Use/Admissions	3%				
Word Of Mouth/Talking To People/ Health Care Provider	2%				
Mortality Rate/Child Mortality	2%				
Patients/Population (NONSPECIFIC)	2%				
Quality Of Care/Service (GENERAL)	2%				
Patient Outcome/Recovery Rate/Lives Saved	2%				
Availability Of Doctors/Health Professionals	1%				
Morbidity Rate/Child Morbidity	1%				
The Emergency Room/Service At/Waiting	1%				
Compared To Other Countries/Good/Better	1%				
What I Hear In Media/Read In Newspaper	1%				
Fact That It Is Universal/Free/Coverage	1%				
How Many People Go To US For Treatment	1%				
Overpopulation	1%				
Immigration	<1%				
Attitude Of Employees/Contentment	<1%				
Medical Errors/Percentage Of Misdiagnosis	<1%				
Performance/Quality Of Treatment	<1%				
Have Research On Health And Prevention	<1%				
Other	1%				
Don't Know/Refused	17%				

	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%)				
Budgets/Health Care/Annual/Balanced Budgets ...	(4%)				
Public Satisfaction/Less Public Complaints	(4%)				
Cost/Amount Of Dollars Put In It/Overall Cost	(4%)				
Waiting Lists/Waiting Time	(4%)				
Economy/Financial/GNP/Government Spending	(3%)				
Staffing/Need Employees/Recruitment/					
Retention Of	(3%)				
Longevity	(3%)				
Quality Of Care/Service/Receive Care Needed	(2%)				
Structure/System/Rebuilt/Stable/No Crisis In	(2%)				
Money/Money Is Driving Our Sustainability	(1%)				
Public/Public Response/Expectation	(1%)				
Service Fees/People Need Pay For More	(1%)				
Promptness/Access In Timely Fashion	(1%)				
Staff Satisfaction/Professionalism	(1%)				
Good Health/Healthy Nation/Well-Being	(1%)				
Availability/Accessibility/Free For Everyone	(1%)				
Staff Don't Leave/Less Turnover/Dedicated	(1%)				
What We Hear/Have Now/Past History	(1%)				
Impossible/No Sustainability/Can't Be Done	(1%)				
Patients (NONSPECIFIC)	(1%)				
Tax Dollars/Revenue Base/How Much					
Go To Health Care	(1%)				
Morbidity Rates	(1%)				
Qualification Of The Employees	(1%)				
ER Services/Waiting Times At	(1%)				
The Government (NONSPECIFIC)	(<1%)				
Baby Boomers Are Coming/Care To Elderly	(<1%)				
Bed Closures/Number Of Facilities	(<1%)				
Slow Death/People Dying While Waiting	(<1%)				
Cure Rates	(<1%)				
Less Time Spent In Hospital/					
Decrease Admissions	(<1%)				
Other	(4%)				
Don't Know/Refused	(40%)				

	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	(32%)				
Access To Private Care	(14%)				
Access To Alternative Medicine	(3%)				
Don't Know	(1%)				
All Of The Above (If Volunteered)	(15%)				

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 (8%)
- Sometimes (72%)
- Never (15%)
- 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 (58%)
- Sometimes (38%)
- 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 (6%)
- 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 (58%)
- Sometimes (36%)
- Never (3%)
- Don't Know/Refused (3%)



	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	(5%)				
Sometimes	(56%)				
Never	(37%)				
Don't Know/Refused	(2%)				
17B. Should this take place all the time, sometimes or never in the government-funded health system					
All The Time	(42%)				
Sometimes	(54%)				
Never	(3%)				
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	(13%)				
Sometimes	(67%)				
Never	(16%)				
Don't Know/Refused	(5%)				
18B. Should this take place all the time, sometimes or never in the government-funded health system					
All The Time	(77%)				
Sometimes	(21%)				
Never	(<1%)				
Don't Know/Refused	(2%)				
19A. Patient care in the community or home setting is monitored by health care providers					
All The Time	(12%)				
Sometimes	(78%)				
Never	(3%)				
Don't Know/Refused	(6%)				
19B. Should this take place all the time, sometimes or never in the government-funded health system					
All The Time	(61%)				
Sometimes	(35%)				
Never	(1%)				
Don't Know/Refused	(3%)				
20A. Patients are contacted after receiving clinical services to document if any change in health has occurred because of the treatment					
All The Time	(8%)				
Sometimes	(68%)				
Never	(19%)				
Don't Know/Refused	(4%)				

	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	(66%)				
Sometimes	(31%)				
Never	(1%)				
Don't Know/Refused	(1%)				
21A. Patients are contacted after receiving clinical services to measure the quality of care they received					
All The Time	(2%)				
Sometimes	(55%)				
Never	(36%)				
Don't Know/Refused	(7%)				
21B. Should this take place all the time, sometimes or never in the government-funded health system					
All The Time	(51%)				
Sometimes	(46%)				
Don't Know/Refused	(3%)				
22A. Patients diagnosed with a new condition are provided with information on how they will be treated and by whom					
All The Time	(18%)				
Sometimes	(74%)				
Never	(5%)				
Don't Know/Refused	(3%)				
22B. Should this take place all the time, sometimes or never in the government-funded health system					
All The Time	(87%)				
Sometimes	(10%)				
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	(51%)				
Sometimes	(43%)				
Never	(2%)				
Don't Know/Refused	(3%)				
23B. Should this take place all the time, sometimes or never in the government-funded health system.					
All The Time	(34%)				
Sometimes	(55%)				
Never	(10%)				
Don't Know/Refused	(1%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
29. Do you believe that the Canadians' access to prescription medications through the government funded Pharmacare programs is increasing, decreasing or staying about the same?					
Increasing	(47%)				
Decreasing	(25%)				
Staying About The Same	(27%)				
Don't Know/Refused	(1%)				
30. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that electronic drug monitoring systems have improved your ability to provide patient care?					
Strongly Agree	(50%)				
Somewhat Agree	(38%)				
Somewhat Disagree	(9%)				
Strongly Disagree	(2%)				
Don't Know/Refused	(1%)				
31. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that access to information from other health providers, for example patient diagnosis and co-morbidity information from physician records, would improve your ability to provide patient care?					
Strongly Agree	(73%)				
Somewhat Agree	(23%)				
Somewhat Disagree	(3%)				
Strongly Disagree	(1%)				
32. Do you believe that the need for pharmacists to provide cognitive services is increasing, decreasing or staying the same?					
Increasing	(81%)				
Decreasing	(3%)				
Staying About The Same	(13%)				
Don't Know/Refused	(2%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
33A. (IF INCREASING) Why do you say that?					
Public Getting More Educated/Ask Questions	(18%)				
Doctors Have Less Time/Pharmacists More	(12%)				
More Prescription Drugs Are Available/ More Complex	(8%)				
From Past Experience/Personal Experience	(7%)				
People Expect More From Pharmacist	(7%)				
Programs In Place Now/New Role In Health Care ...	(6%)				
Pharmacist Have More Information To Help Patient	(5%)				
Already Doing So/Done More And More	(4%)				
The Aging Population/Longevity	(4%)				
There Are Gaps/Cutbacks In Health Care/ Changes To	(3%)				
Time Constraint/Takes Time To Give Advice	(3%)				
From What I Heard/Read/Seen	(2%)				
More Homecare/Early Discharge	(2%)				
Because Of Shortage Of Doctors	(2%)				
Need/Shortage Of Pharmacists To Fill That Role ...	(2%)				
Community Setting/More People Go To	(1%)				
Always Room For/Good To Improve	(1%)				
Pharmacists Have More People Skill/Pay Attention	(1%)				
We Are Accessible At No Charge	(1%)				
We Can Help But We Don't Have Resources	(1%)				
If There An Incentive/It Will Increase	(1%)				
What We Used To Do Are Done By Technicians ..	(1%)				
Other	(2%)				
Don't Know/Refused	(7%)				
33B. (IF DECREASING) Why do you say that?					
Lack Of Time	(33%)				
Patients Ask More Questions	(17%)				
By Personnel Experience	(17%)				
Decrease In Quality (NONSPECIFIC)	(17%)				
Don't Know/Refused	(16%)				

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
33C. (IF STAYING THE SAME) Why do you say that?					
I Haven't Seen Any Changes/Not Much	(42%)				
No Monetary Incentive To Do So	(7%)				
Time Constraints/Not Time	(7%)				
That Is My Personal Experience/Observation	(7%)				
We Offer Services When We Get Chance	(7%)				
We Have Limited Patient Information	(4%)				
Because Of Staff Shortage	(4%)				
People Have Difficulty Getting Info	(4%)				
Doctors Still Do Same As Before	(4%)				
We Have To Get Back To Privacy	(3%)				
Other	(4%)				
Don't Know/Refused	(7%)				

DEMOGRAPHICS

53. And which age group may I check you in? (READ LIST)					
18-24	(2%)	(5%)	(4%)	<- 3>	<- 2>
25-34	(34%)	(42%)	(43%)	<- 8>	<- 9>
35-44	(33%)	(25%)	(28%)	<+ 8>	<+ 5>
45-54	(22%)	(18%)	(17%)	<+ 4>	<+ 5>
55-64	(7%)	(7%)	(7%)	<n/c>	<n/c>
65 Or Over	(2%)	(3%)	(<1%)	<- 1>	<+ 2>
Refused	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
54. Gender (Interviewer-Recorded)					
Male	(52%)	(51%)	(55%)	<+ 1>	<- 3>
Female	(48%)	(49%)	(45%)	<- 1>	<+ 3>
55. Generation (System- Recorded)					
Male - 18 To 34	(15%)	(17%)	(22%)	<- 2>	<- 7>
Male - 35 To 54	(29%)	(27%)	(27%)	<+ 2>	<+ 2>
Male - 55+	(7%)	(7%)	(6%)	<n/c>	<+ 1>
Female - 18 To 34	(21%)	(29%)	(26%)	<- 8>	<- 5>
Female - 35 To 54	(26%)	(17%)	(18%)	<+ 9>	<+ 8>
Female - 55+	(1%)	(3%)	(1%)	<- 2>	<n/c>

	2001	2000	1999	Change: 2001- 2000	Change: 2001- 1999
56. Region					
Newfoundland	(2%)	(2%)	(2%)	<n/c>	<n/c>
Nova Scotia	(4%)	(4%)	(3%)	<n/c>	<+ 1>
New Brunswick	(3%)	(3%)	(3%)	<n/c>	<n/c>
Prince Edward Island	(1%)	(1%)	(1%)	<n/c>	<n/c>
Quebec	(23%)	(23%)	(24%)	<n/c>	<- 1>
Ontario	(32%)	(34%)	(37%)	<- 2>	<- 5>
Manitoba	(5%)	(4%)	(4%)	<+ 1>	<+ 1>
Saskatchewan	(5%)	(5%)	(4%)	<n/c>	<+ 1>
Alberta	(13%)	(12%)	(9%)	<+ 1>	<+ 4>
British Columbia	(13%)	(13%)	(14%)	<n/c>	<- 1>
Yukon	(1%)	(1%)	(0%)	<n/c>	<+ 1>
NWT/NT	(1%)	(1%)	(0%)	<n/c>	<+ 1>