

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 2 airline tickets to any North American destination.

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)

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
1. What do you think is the most important health care issue facing Canada today? (OPEN-END)					
Lack Of Funding/Government Cutbacks	(33%)	(31%)	(38%)	<+2>	<-5>
Accessibility/Availability	(18%)	(18%)	(15%)	<n/c>	<+3>
Lack Of Staff/Work Overload	(10%)	(11%)	(5%)	<-1>	<+5>
Aging Population/Care of the Elderly	(5%)	(6%)	(5%)	<-1>	<n/c>
Long Waiting Period	(4%)	(4%)	(2%)	<n/c>	<+2>
Cost Of Health Care	(4%)	(5%)	(3%)	<-1>	<+1>
Medicare/Continuation Of Medicare	(2%)	(<1%)	(2%)	<+2>	<n/c>
Bed Closure/Shortage/More Long Term Beds	(2%)	(<1%)	(1%)	<+2>	<+1>
Equal Accessibility/Two-Tier System	(2%)	(2%)	(2%)	<n/c>	<n/c>
Prices Of Medication	(2%)	(<1%)	(<1%)	<+2>	<+2>
Privatization Of Health Care	(2%)	(3%)	(1%)	<-1>	<+1>
People Abuse/Overuse The System	(2%)	(<1%)	(<1%)	<+2>	<+2>
Universality/For All Canadians	(2%)	(1%)	(1%)	<+1>	<+1>
Technology/Access To Technology	(2%)	(<1%)	(1%)	<+2>	<+1>
Heart Disease/Cancer/Aids/Any Disorder	(1%)	(2%)	(<1%)	<-1>	<+1>
Promotion Of Health/Healthy Living	(1%)	(1%)	(1%)	<n/c>	<n/c>
Rural Health Care Crisis	(1%)	(<1%)	(<1%)	<+1>	<+1>
Hospital Closure/Restructuring System	(1%)	(2%)	(2%)	<-1>	<-1>
Lack Of Management	(1%)	(<1%)	(1%)	<+1>	<n/c>
Quality Service/Proper Care	(1%)	(3%)	(1%)	<-2>	<n/c>
Moral Issues	(1%)	(<1%)	(1%)	<+1>	<n/c>
Line Ups/Overcrowding	(1%)	(<1%)	(<1%)	<+1>	<+1>
Preserving Health Care Services	(1%)	(1%)	(<1%)	<n/c>	<+1>
Smoking	(1%)	(<1%)	(<1%)	<+1>	<+1>
Affordability/In The Red/Future Funding	(1%)	(<1%)	(<1%)	<+1>	<+1>
Lack Of Equipment/Access To Testing	(1%)	(1%)	(<1%)	<n/c>	<+1>
Doctors/Specialists Shortage/Going To US	(1%)	(<1%)	(1%)	<+1>	<n/c>
System Deteriorating/Falling Apart	(1%)	(<1%)	(2%)	<+1>	<-1>
Care/Medicare Different From Province					
To Province	(1%)	(<1%)	(<1%)	<+1>	<+1>
Coverage Is Limited/Changes To Coverage	(1%)	(<1%)	(<1%)	<+1>	<+1>
Government Indifferent/Neglecting Health Care	(1%)	(<1%)	(<1%)	<+1>	<+1>
Care Of Children	(1%)	(<1%)	(<1%)	<+1>	<+1>



	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
1. (Cont'd) What do you think is the most important health care issue facing Canada today? (OPEN-END)					
Homecare	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Emergency Care/Emergency Rooms	(<1%)	(1%)	(1%)	<- 1>	<- 1>
Pollution/Environment	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
User Fees/Having To Pay/Maintain Free	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Shortage Of Nurses/Registered Nurses	(<1%)	(1%)	(1%)	<- 1>	<- 1>
Concerned With Management Of					
Health Care Money	(<1%)	(1%)	(2%)	<- 1>	<- 2>
Lack Of/Need Good Doctors	(<1%)	(<1%)	(3%)	<n/c>	<- 3>
Health Care Professional Unhappy/					
Pay More/Risk Strike	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Lack Of Health Care	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Humanize/Improve Relationship Patient/					
Professional	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Lack Of Regulation/Staff/Government/					
Health Care System	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Medical Student Shortage	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Other	(2%)	(1%)	(2%)	<+ 1>	<n/c>
Don't Know/Refused	(1%)	(1%)	(1%)	<n/c>	<n/c>
2. 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	(4%)	(3%)	(6%)	<+ 1>	<- 2>
Falling	(65%)	(61%)	(59%)	<+ 4>	<+ 6>
Same	(32%)	(35%)	(36%)	<- 3>	<- 4>
Don't Know	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
3A. (IF RISING) Why do you say that? (OPEN-END)					
Advances In Technology/Finding Cures	(29%)	(<1%)	(17%)	<+29>	<+12>
Better/Wider Coverage	(14%)	(<1%)	(<1%)	<+14>	<+14>
Government Reset Priorities/Made Improvements	(14%)	(14%)	(49%)	<n/c>	<-35>
Economy Is Better	(14%)	(<1%)	(<1%)	<+14>	<+14>
System Now Less Bureaucratic	(14%)	(<1%)	(<1%)	<+14>	<+14>
Getting More Services/Better Care	(<1%)	(29%)	(<1%)	<-29>	<n/c>
System Is Improving	(<1%)	(28%)	(<1%)	<-28>	<n/c>
Government Started Putting Money Back In	(<1%)	(<1%)	(26%)	<n/c>	<-26>
Other	(14%)	(<1%)	(8%)	<+14>	<+ 6>
Don't Know/Refused	(<1%)	(28%)	(<1%)	<-28>	<n/c>

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
3B. (IF FALLING) Why do you say that? (OPEN-END)					
Lack Of Funding/Government Cutbacks/Cutbacks (30%)	(13%)	(21%)	<+17>	<+9>	
Waiting Lists/Surgery/Tests/Beds/Doctor	(19%)	(7%)	(10%)	<+12>	<+9>
Health Care Less Accessible/Two-Tier	(8%)	(7%)	(<1%)	<+ 1>	<+ 8>
Poor Quality Service/Care	(4%)	(11%)	(7%)	<- 7>	<- 3>
Decline/Cuts In Services Available	(4%)	(1%)	(1%)	<+ 3>	<+ 3>
Shortage Hospital Staff/Staff Overworked	(4%)	(2%)	(6%)	<+ 2>	<- 2>
Doctors/Specialists Shortage	(3%)	(2%)	(2%)	<+ 1>	<+ 1>
Rising Cost Of System/For Government/People	(3%)	(1%)	(<1%)	<+ 2>	<+ 3>
Greater Demands On System/Public Demands	(3%)	(2%)	(4%)	<+ 1>	<- 1>
System Is Deteriorating/Lower Standards	(2%)	(5%)	(2%)	<- 3>	<n/c>
System Not Well Run/Managed	(2%)	(4%)	(3%)	<- 2>	<- 1>
Aging Population	(2%)	(1%)	(1%)	<+ 1>	<+ 1>
Lack Of Necessities/Resources	(2%)	(8%)	(8%)	<- 6>	<- 6>
Doctors Leaving Country/Brain Drain	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Bed Closures/Lack Of Beds	(1%)	(1%)	(3%)	<n/c>	<- 2>
Canadian Economy/Can't Afford	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Abuse Of The System	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Personal Experience/Poor/Observation	(1%)	(6%)	(3%)	<- 5>	<- 2>
Family/People's Poor Experience/Word Of Mouth	(1%)	(5%)	(2%)	<- 4>	<- 1>
Nurses Shortage	(1%)	(1%)	(1%)	<n/c>	<n/c>
Harder To See Doctor/Get Into Hospital/Get Care	(1%)	(<1%)	(4%)	<+ 1>	<- 3>
System/Inadequate/Not Meeting Needs	(1%)	(3%)	(3%)	<- 2>	<- 2>
Government Neglecting Health Care/Doesn't Care	(1%)	(1%)	(1%)	<n/c>	<n/c>
Because Of Government	(1%)	(1%)	(1%)	<n/c>	<n/c>
People Are Too Poor/Government Not Helping	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Money Is Mismanaged/Not Put In Health Care	(1%)	(<1%)	(2%)	<+ 1>	<- 1>
Government Putting Priority Wrong Areas	(1%)	(<1%)	(3%)	<+ 1>	<- 2>
Doctors Making Mistakes/Misdiagnosis	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Lack Of Knowledge/New Technology	(1%)	(1%)	(<1%)	<n/c>	<+ 1>
Bureaucracy	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Hospital Closures	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Possibility Of Privatization	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
People Have To Pay/More And More/Fees	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Nervous About Strikes/Striking Doctors	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Health Care Professionals Discontent	(<1%)	(2%)	(2%)	<- 2>	<- 2>
Emergency Care/Situation In ER	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Has Changed/Not Good Like Before	(<1%)	(3%)	(1%)	<- 3>	<- 1>
Can't Trust System/Doctors/Government	(<1%)	(1%)	(1%)	<- 1>	<- 1>
No Foresight In Decision Making	(<1%)	(1%)	(1%)	<- 1>	<- 1>
Not Working/Need To Work On Reforms	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
New Doctors/Lack Of Knowledge	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
General Deterioration (Nonspecific)	(<1%)	(<1%)	(3%)	<n/c>	<- 3>
Lack Of Public Awareness/Contact With Public	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Other	(1%)	(3%)	(2%)	<- 2>	<- 1>
Don't Know/Refused	(<1%)	(6%)	(1%)	<- 6>	<- 1>

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
3C. (IF SAME) Why do you say that? (OPEN-END)					
Good System/Services/Quality Of	(29%)	(17%)	(33%)	<+12>	<- 4>
No Changes	(21%)	(14%)	(17%)	<+ 7>	<+ 4>
Some Improvements/Progress/Procedures	(8%)	(4%)	(4%)	<+ 4>	<+ 4>
Personal Experience/Personal Observation	(8%)	(4%)	(1%)	<+ 4>	<+ 7>
No Improvements/Still Problems	(6%)	(12%)	(4%)	<- 6>	<+ 2>
Making An Effort Under Circumstances	(3%)	(3%)	(6%)	<n/c>	<- 3>
Lack Of Funds/Cutbacks/Wasteful Use Of Money	(3%)	(<1%)	(4%)	<+ 3>	<- 1>
Trained/Experienced Staff/Competent	(3%)	(4%)	(<1%)	<- 1>	<+ 3>
Ups And Downs/Balanced	(2%)	(7%)	(4%)	<- 5>	<- 2>
Increasing Funds	(2%)	(1%)	(2%)	<+ 1>	<n/c>
Increase In Public Confidence	(2%)	(3%)	(3%)	<- 1>	<- 1>
Long Waiting Periods	(2%)	(<1%)	(<1%)	<+ 2>	<+ 2>
The Way I Feel	(2%)	(<1%)	(1%)	<+ 2>	<+ 1>
Rising Costs	(2%)	(<1%)	(<1%)	<+ 2>	<+ 2>
Need/Have Technological Changes	(2%)	(<1%)	(<1%)	<+ 2>	<+ 2>
Compared To Other Countries	(2%)	(6%)	(<1%)	<- 4>	<+ 2>
System Getting/Pushed/In Peril/Future Of	(2%)	(<1%)	(<1%)	<+ 2>	<+ 2>
Staffing Issues/Shortage Issues	(2%)	(<1%)	(<1%)	<+ 2>	<+ 2>
Increased Demand Issues/Aging Population	(2%)	(3%)	(<1%)	<- 1>	<+ 2>
Didn't Get Worse	(<1%)	(4%)	(1%)	<- 4>	<- 1>
Use Of/Availability Of Resources	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Timing Issues	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Lack Of Public Confidence	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
More Pressure On Issues/Pubic Expectations	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Availability Of Treatments/Services/Care	(<1%)	(1%)	(1%)	<- 1>	<- 1>
Critical Care Taken Care Of	(<1%)	(1%)	(1%)	<- 1>	<- 1>
Quality Of Doctors/No Change	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Government/No Good/Poor Decisions	(<1%)	(1%)	(1%)	<- 1>	<- 1>
Lack Of Guidance/Surveillance/Participation	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Government Priorities Not Straight	(<1%)	(<1%)	(2%)	<n/c>	<- 2>
Coping With Stress/Stress	(<1%)	(1%)	(1%)	<- 1>	<- 1>
Government Responding To Public Pressure	(<1%)	(<1%)	(3%)	<n/c>	<- 3>
Other	(<1%)	(3%)	(3%)	<- 3>	<- 3>
Don't Know/Refused	(2%)	(6%)	(3%)	<- 4>	<- 1>
4. Overall would you say that Canadians are or are not receiving quality health care right now?					
Are Receiving Quality Health Care	(72%)	(70%)	(74%)	<+ 2>	<- 2>
Are Not Receiving Quality Health Care	(22%)	(24%)	(24%)	<- 2>	<- 2>
Don't Know	(7%)	(5%)	(2%)	<+ 2>	<+ 5>

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
5A. (IF RECEIVING) What are you basing that viewpoint on? (OPEN-END)					
Personal Experience/Observation	(50%)	(26%)		<+24>	
Better Compared To Other Countries/US	(10%)	(18%)		<- 8>	
Easy Accessibility/To Doctor/Specialist/					
Health Care	(6%)	(3%)		<+ 3>	
Received Care Needed/Proper Care/Treatment	(6%)	(13%)		<- 7>	
Always Receive Good Service/Satisfied	(4%)	(<1%)		<+4>	
Good Quality Health Care In Hospital	(3%)	(1%)		<+2>	
Too Many Cutbacks/Lack Of Funding	(3%)	(1%)		<+2>	
Waiting List/Period Too Long	(3%)	(7%)		<- 4>	
Have Good/Qualified Doctor/Nurses/Expertise	(2%)	(4%)		<- 2>	
Word Of Mouth/Family/Friends Experience	(1%)	(1%)		<n/c>	
Modern Methods/Technology/Research	(1%)	(<1%)		<+ 1>	
Don't Have To Pay/Cost-Efficient	(1%)	(<1%)		<+ 1>	
Shortage Of Doctors/Nurses/Staff	(1%)	(<1%)		<+ 1>	
Universal Coverage/Everyone Is Covered	(1%)	(1%)		<n/c>	
Do Well With Resources They Have	(1%)	(<1%)		<+ 1>	
Staying The Same/Been Same For Years	(1%)	(<1%)		<+ 1>	
Contact With People/More People/					
Doctors Are Caring	(1%)	(1%)		<n/c>	
Good Care In Spite Of Long Waiting Period	(1%)	(4%)		<- 3>	
Better Longevity/Population Levels	(1%)	(5%)		<- 4>	
We Are Not Dying/Don't Know					
Anyone Who Had Died	(1%)	(<1%)		<+ 1>	
Doctors/Nurses Doing Best They Can/Good Job ..	(1%)	(5%)		<- 4>	
There Is New Equipment At My Hospital	(1%)	(<1%)		<+ 1>	
All Kinds Of Medications	(1%)	(<1%)		<+ 1>	
Number Of Complaints	(1%)	(<1%)		<+ 1>	
Based On Numbers/Utilisation Statistics	(1%)	(<1%)		<+ 1>	
Prompt Service/Don't Have To Wait	(<1%)	(1%)		<- 1>	
System Needs To Be Changed/Fine-tuning	(<1%)	(1%)		<- 1>	
The Standard Is Falling	(<1%)	(1%)		<- 1>	
Improvement/Improving	(<1%)	(1%)		<- 1>	
I Believe We Have Great Standards	(<1%)	(1%)		<- 1>	
Everything Is Going Well In Small Hospitals	(<1%)	(1%)		<- 1>	
Other	(1%)	(4%)		<- 3>	
Don't Know/Refused	(<1%)	(2%)		<- 2>	

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
5B. (IF NOT RECEIVING) What are you basing that viewpoint on? (OPEN-END)					
Long Waiting List/Waiting Periods	(36%)	(32%)		<+ 4>	
Personal Experience/Observation	(30%)	(21%)		<+ 9>	
Shortage Of Nurses/Doctors/Staff	(5%)	(4%)		<+ 1>	
Lack Of Funding/Too Many Cutbacks	(5%)	(2%)		<+ 3>	
Lack Of Access/Availability	(5%)	(7%)		<- 2>	
Not Enough Beds/Bed Closures	(2%)	(2%)		<n/c>	
Shortage Of Equipment/No Funding For	(2%)	(<1%)		<+ 2>	
Can't Get A Doctor/Not Available/Too Busy	(2%)	(<1%)		<+ 2>	
Poor Administration/Poor Management	(2%)	(2%)		<n/c>	
Have To Get Out Of Country/Area For Care	(2%)	(8%)		<- 6>	
Lack Health Resources/Shortage Of Everything	(2%)	(2%)		<n/c>	
Privatization	(2%)	(<1%)		<+ 2>	
Quality Of Care	(2%)	(<1%)		<+ 2>	
Not Getting Care Needed/Proper Care	(<1%)	(4%)		<- 4>	
Word Of Mouth/Family/Friends' Experience	(<1%)	(4%)		<- 4>	
System/Health Care/Care Deteriorating/ Getting Worse	(<1%)	(6%)		<- 6>	
Services Booked Didn't Happen/Get Postponed ...	(<1%)	(2%)		<- 2>	
We Should Have A Two-Tier Health Care System	(<1%)	(2%)		<- 2>	
Other	(2%)	(<1%)		<+ 2>	
Don't Know/Refused	(<1%)	(2%)		<- 2>	
6. Over the next five years, do you believe that Canadians' access to timely, quality health care will significantly improve, improve somewhat, worsen somewhat or significantly worsen?					
Significantly Improve	(3%)				
Improve Somewhat	(18%)				
Worsen Somewhat	(45%)				
Significantly Worsen	(28%)				
Don't Know/Refused	(8%)				
7. 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?					
Complete Rebuilding From The Ground Up	(11%)	(10%)	(12%)	<+ 1>	<- 1>
Some Fairly Major Repairs	(63%)	(67%)	(63%)	<- 4>	<n/c>
Some Minor Tuning Up	(25%)	(21%)	(25%)	<+ 4>	<n/c>
Everything Fine The Way It Is	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Don't Know	(2%)	(2%)	(<1%)	<n/c>	<+ 2>

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
8A. (IF COMPLETE REBUILDING...) What is your main priority area for change? (OPEN END)					
Lack Of Funds/Better Management Of Funds	(19%)	(26%)		<- 7>	
Government Interference	(10%)	(<1%)		<+10>	
Accessibility/Availability	(10%)	(11%)		<- 1>	
Bureaucracy/Administration/Cohesion Of	(10%)	(<1%)		<+10>	
Doctors/Nurses Leaving/Going To Us	(5%)	(<1%)		<+ 5>	
Long Waiting Lists	(5%)	(6%)		<- 1>	
Against Privatization	(5%)	(<1%)		<+ 5>	
Emergency/ER/Better Service	(5%)	(<1%)		<+ 5>	
Need More/Lack Of Doctors/Nurses/Staff	(5%)	(<1%)		<+ 5>	
Services In Hospital/Hospital Care	(5%)	(5%)		<n/c>	
Would Like To See Privatization	(5%)	(11%)		<- 6>	
New Medicines/Medical Research	(5%)	(<1%)		<+ 5>	
Oncology	(5%)	(<1%)		<+ 5>	
Coverage/Medication/Services Covered	(5%)	(<1%)		<+ 5>	
Change/Alter/Reorganize System	(<1%)	(5%)		<- 5>	
Present System Not Working/Falling Apart	(<1%)	(5%)		<- 5>	
Changes Made Not Working	(<1%)	(5%)		<- 5>	
More Space/Facility	(<1%)	(5%)		<- 5>	
Better Coordination Between Different					
Health Care Providers	(<1%)	(5%)		<- 5>	
Other	(5%)	(16%)		<-11>	
8B. (IF SOME FAIRLY MAJOR...) What is your main priority area for change? (OPEN END)					
Accessibility/Availability Of Health Care	(14%)	(7%)		<+ 7>	
Lack Of Funding/Cutbacks	(13%)	(11%)		<+ 2>	
Better Use Of Funds/Allocation Of	(9%)	(1%)		<+ 8>	
Lack Of Staff/Staff Cutbacks/Manpower	(6%)	(7%)		<- 1>	
More Funding For/Education Of Caregivers	(5%)	(<1%)		<+ 5>	
Privatization	(5%)	(3%)		<+ 2>	
Doctors/Specialists Leaving/Going To US	(4%)	(<1%)		<+ 4>	
Lack Of Quality Services/Proper Care/Level Of	(4%)	(4%)		<n/c>	
Needs Restructuring/Rearranging/Different Model	(3%)	(5%)		<- 2>	
Lack Of Doctors/Specialists	(3%)	(4%)		<- 1>	
Long Waiting Period/Long Lists	(2%)	(3%)		<- 1>	
System Not Working/Falling Apart	(2%)	(<1%)		<+ 2>	
Limited Resources/Lack Of/Human Resources	(2%)	(1%)		<+ 1>	
Lack Of Bed/Overcrowding/Hospital Closures	(2%)	(3%)		<- 1>	
Management Top Heavy/Too Many Bureaucrats ..	(2%)	(1%)		<+ 1>	
Lack Of Equipment/Technology	(2%)	(4%)		<- 2>	
Preventative Health Care/Preventative Lifestyle ..	(2%)	(4%)		<- 2>	
Would Like A Two-Tier System	(2%)	(2%)		<n/c>	
Homecare/Community Care/Availability	(2%)	(<1%)		<+ 2>	
Better Management/Administration (Nonspecific) ..	(2%)	(2%)		<n/c>	

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
8B. (Cont'd) (IF SOME FAIRLY MAJOR...) What is your main priority area for change? (OPEN END)					
Education/Training/Recruitment Health					
Care Professional/Staff	(2%)	(1%)		<+ 1>	
User Fees/Should Pay/Increase Costs	(1%)	(<1%)		<+ 1>	
Stress/Workload/Overworked	(1%)	(<1%)		<+ 1>	
People Abuse/Overuse System/Fraud	(1%)	(1%)		<n/c>	
Deficiency In Health Care System/					
List Of Problems/Fix	(1%)	(<1%)		<+ 1>	
Shortage Of Nurses	(1%)	(1%)		<n/c>	
Research/More/Not Far In Cancer Treatment	(1%)	(1%)		<n/c>	
Doctors Undervalued/Should Have Say	(1%)	(<1%)		<+ 1>	
Government Not Listening/Need Involvement	(1%)	(<1%)		<+ 1>	
How Specialty Physicians Approach Things	(1%)	(<1%)		<+ 1>	
Cost/Cost Of Health Care	(1%)	(3%)		<- 2>	
Principles Of Medicare/Level Of Coverage	(1%)	(2%)		<- 1>	
Community Based Centres/Care In Rural Areas	(1%)	(1%)		<n/c>	
First Line/Primary Care	(1%)	(1%)		<n/c>	
Needs Review/Reevaluation/Different Angle	(<1%)	(1%)		<- 1>	
Care For Elderly/Aging Population	(<1%)	(3%)		<- 3>	
Emergency Treatment/Service At ER	(<1%)	(1%)		<- 1>	
More Coordination/Uniformity/Consistency	(<1%)	(1%)		<- 1>	
Attract Doctors/Open Beds To Attract Graduates	(<1%)	(1%)		<- 1>	
Communication/More Info To The Public	(<1%)	(2%)		<- 2>	
Must Be Universal/For All/Not Two-Tier	(<1%)	(4%)		<- 4>	
Hospital/Hospital Service/Care	(<1%)	(1%)		<- 1>	
More Skilled/Qualified Staff/Nurses/Doctors	(<1%)	(4%)		<- 4>	
Not Treat As A Number/More Human	(<1%)	(1%)		<- 1>	
Staff Appreciated/Recognition	(<1%)	(1%)		<- 1>	
Incentives/Benefits/Compensation	(<1%)	(1%)		<- 1>	
Need Less Government Involvement	(<1%)	(3%)		<- 3>	
Other	(2%)	(3%)		<- 1>	
Don't Know/Refused	(1%)	(3%)		<- 2>	

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
8C. (IF SOME MINOR...) What is your main priority area for change? (OPEN END)					
Lack Health Care Professionals/Doctor/					
Physician/Nurse	(16%)	(12%)		<+4>	
Put More Money In To It/Lack Of Funding	(12%)	(12%)		<n/c>	
Better Service/Care/Quality Of Care	(8%)	(5%)		<+3>	
Money Spend Wrong Places/Too Much Waste	(6%)	(2%)		<+4>	
Demographics Always Changing/					
Aging Population	(6%)	(2%)		<+4>	
More Homecare	(6%)	(<1%)		<+6>	
Even Care/Equal Access Throughout Canada	(4%)	(<1%)		<+4>	
Minor Repairs Needed In ER/Better Service	(4%)	(2%)		<+2>	
Hospital Full Of Patients/Lack Of Space	(4%)	(<1%)		<+4>	
Lack Of Preventive And Health Education	(4%)	(<1%)		<+4>	
It Just Needs Better Management	(4%)	(2%)		<+2>	
Lack Of Staff	(2%)	(2%)		<n/c>	
Misuse/Abuse Of System	(2%)	(<1%)		<+2>	
Make System More Effective/Improve	(2%)	(2%)		<n/c>	
Long Waiting Lists/To See Specialist/Physician ...	(2%)	(5%)		<-3>	
User Fee System/Reasonable	(2%)	(<1%)		<+2>	
Doctors Are Paid For Volume Not Length Of Time .	(2%)	(2%)		<n/c>	
Privatization	(2%)	(2%)		<n/c>	
Can't Forget Clients With All The Cutbacks	(2%)	(<1%)		<+2>	
Availability Of Service/Accessibility					
To Health Care	(2%)	(5%)		<-3>	
All Sectors/In General	(2%)	(5%)		<-3>	
More Medicare/Medicare System	(2%)	(2%)		<n/c>	
Not Working/Needs Repairs/Restructure	(<1%)	(2%)		<-2>	
Hard/Cost Too Much To Change Totally	(<1%)	(2%)		<-2>	
Go Back To Two-Tier Medicine	(<1%)	(2%)		<-2>	
So Much Duplication And Waste	(<1%)	(2%)		<-2>	
More Research/Technology	(<1%)	(2%)		<-2>	
Increase Wages	(<1%)	(2%)		<-2>	
Service In Rural Areas/Small Communities	(<1%)	(2%)		<-2>	
Acute Care	(<1%)	(5%)		<-5>	
Increase Resources	(<1%)	(2%)		<-2>	
Other	(4%)	(10%)		<-6>	
Don't Know/Refused	(<1%)	(2%)		<-2>	
9. And how confident are you that a solution will be found to sustain the health care system?					
Very Confident	(11%)				
Confident	(38%)				
Not Very Confident	(39%)				
Not At All Confident	(12%)				
Don't Know/Refused	(1%)				

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
10. (TO DOCTORS, NURSES AND PHARMACISTS) In what way, if any, do you think your role as a health care provider is changing? (OPEN END)					
Busier/More Responsibilities/Overworked	(21%)				
More Patients/Less Time With/Less Quality Care ..	(8%)				
Patient Oriented/More Info/Counselling	(6%)				
More Administrative/There's More Paperwork	(6%)				
Getting Worse/Deteriorating/In Negative Way	(6%)				
Lack Of Resources/Lack Of Funding	(4%)				
Too Many Restrictions/We Are Limited	(4%)				
Cover Doctor's Position/Clinical/Technical Role	(3%)				
More Of An Advocate/For Patients	(3%)				
Government Involvement	(2%)				
Coordination Between Health Care					
Providers/Teamwork	(2%)				
Leaving Profession/Retired/Might Loose Job	(1%)				
Improving Ourselves/Our Skills	(1%)				
Work Environment/Conditions/Stressful	(1%)				
Battle With Insurance/Health Cost Watchman	(1%)				
People Having Say About Their Need/					
Learning About	(1%)				
Cutbacks/Certain Cutbacks (Nonspecific)	(1%)				
Hard To Communicate With Other					
Health Care Providers	(1%)				
Little/No Change/Staying The Same	(1%)				
Changing A Lot/Dramatically/Drastically	(1%)				
Geared Towards Financial Problems/					
People's Means	(1%)				
Aging Population/Adapting To Seniors Care	(1%)				
Other	(8%)				
Don't Know/Refused	(23%)				
11. (IF CHANGING IN SOME WAY) Do you see this as a positive or negative change?					
Positive	(28%)				
Negative	(72%)				

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
HHR INCENTIVES AND PLANNING					
12. What are the most important things that would help you in your work? (OPEN-END)					
More/Proper Staff/Nurses/Doctors/Pharmacist	(14%)	(33%)		<-19>	
More Funding/Government Funding/Better Use Of	(7%)	(10%)		<- 3>	
More Qualified People/Experienced/Trained	(6%)	(1%)		<+ 5>	
Get Supply/Equipment/Access To	(6%)	(3%)		<+ 3>	
More Service/Quality Of Care/Coverage	(6%)	(6%)		<n/c>	
Better Management/Understanding From/Direction(5%)	(5%)	(3%)		<+ 2>	
Shorter Waiting Period/Less Waiting	(4%)	(1%)		<+ 3>	
Support From Doctors And Nurses/Input From	(3%)	(<1%)		<+ 3>	
Funding/Access To Homecare/Community Care ...	(3%)	(<1%)		<+ 3>	
More/Better Benefits/Compensation	(3%)	(<1%)		<+ 3>	
Nothing/Happy With My Work	(3%)	(<1%)		<+ 3>	
Updated/Large Facilities/Better Layout	(3%)	(1%)		<+ 2>	
Higher Wages/Raising The Pay	(2%)	(2%)		<n/c>	
Better Job Description/					
Understand Responsibilities	(2%)	(<1%)		<+ 2>	
Flexibility/Flexibility Of Hours	(2%)	(<1%)		<+ 2>	
More Information On Clients	(2%)	(<1%)		<+ 2>	
Specialists/More Specialists	(2%)	(2%)		<n/c>	
Time/More Time/Time To Do My Job	(2%)	(2%)		<n/c>	
Clear/Organized Health Care System/					
Less Regulations	(2%)	(3%)		<- 1>	
More Government Support/Less Hassle From	(2%)	(<1%)		<+ 2>	
Better Technology/More Technology	(2%)	(1%)		<+ 1>	
More/Consistent Training/Access To/Help With ..	(1%)	(2%)		<- 1>	
Cooperation Of Clients	(1%)	(<1%)		<+ 1>	
Info To Refer To Other Service/Easier To	(1%)	(<1%)		<+ 1>	
Family To Listen To Me	(1%)	(<1%)		<+ 1>	
Stability Of Hours	(1%)	(<1%)		<+ 1>	
Client's Well-Being/Quality Of Life	(1%)	(<1%)		<+ 1>	
Get People Who Didn't Need It Off The Service	(1%)	(<1%)		<+ 1>	
People Should Understand/Better Communicate ...	(1%)	(<1%)		<+ 1>	
Enough Beds/Increase Of	(1%)	(1%)		<n/c>	
Better Work Conditions/Environment/Morale	(1%)	(1%)		<n/c>	
Shorter Hours/Shorter Shifts/Less Overtime	(1%)	(<1%)		<+ 1>	
Having Resources/More/Adequate (Nonspecific) .	(1%)	(1%)		<n/c>	
Less Paperwork	(1%)	(1%)		<n/c>	
Better Workload/Less Overwork	(1%)	(2%)		<- 1>	
Team Work/Between Different Levels/					
Health Care Professionals	(1%)	(<1%)		<+ 1>	
Access/Availability Staff/					
Health Care Professionals	(1%)	(<1%)		<+ 1>	
Better Access/Availability Of Specialists	(1%)	(1%)		<n/c>	

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
12. (Cont'd) What are the most important things that would help you in your work? (OPEN-END)					
Effective/Better Computer System/					
Computers/Internet	(1%)	(1%)		<n/c>	
More Technical Support/Assistant/Secretary	(1%)	(2%)		<- 1>	
More Access To Information (Nonspecific)	(1%)	(<1%)		<+ 1>	
Access To Medical Files/Medical Records	(1%)	(<1%)		<+ 1>	
More/Better Communication Between					
Health Professionals	(1%)	(1%)		<n/c>	
Preventative/People Take Care Own Health	(1%)	(<1%)		<+ 1>	
User Fees/Service Fees	(1%)	(<1%)		<+ 1>	
Recognize Mental Illness/Funding For	(1%)	(<1%)		<+ 1>	
Getting Hours I Should Get/Better/Regular	(<1%)	(2%)		<- 2>	
Make people Aware Of Services/Info To Public	(<1%)	(2%)		<- 2>	
More Vacation/Time Off/Not Called On Day Off ...	(<1%)	(1%)		<- 1>	
Good Support Staff/Service/More People In	(<1%)	(1%)		<- 1>	
Recognition/Respect/Public Understanding	(<1%)	(<1%)		<n/c>	
Better Access/Availability Of Doctors	(<1%)	(1%)		<- 1>	
Patient Care/Focus On Patient	(<1%)	(<1%)		<n/c>	
More Help (Nonspecific)	(<1%)	(1%)		<- 1>	
Other	(6%)	(6%)		<n/c>	
Don't Know/Refused	(1%)	(5%)		<- 4>	
13. Are there currently any human resource shortages within your profession?					
Yes	(93%)	(90%)		<+ 3>	
No	(7%)	(8%)		<- 1>	
Don't Know/ Refused	(<1%)	(2%)		<- 2>	
14. (IF YES) How much of a negative impact do human resources shortages within your profession have on your ability to function in your job?					
Significant Impact	(61%)				
Some Impact	(33%)				
Not Much Of An Impact At All	(5%)				
Don't Know	(1%)				

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
15. Aside from increased funding, is there anything else that you can suggest that would help to attract and retain others in your profession? (OPEN END)					
Working Conditions/Improve Environment	(16%)				
System/Management/Overhaul Profession/ Bureaucracy	(12%)				
More Staff/Need Help/Recruitment/Retention	(8%)				
Better Funding/Better Spending	(7%)				
Education/Enrolment In University/ More Education	(6%)				
No/Nothing Else	(5%)				
Redefine/More Responsibility/Leverage	(4%)				
Better Hours/Better Schedules/Flexible Hours	(3%)				
Improve Work Distribution/Decrease Workload	(3%)				
Higher Wages/Better Pay/Increase Salary	(3%)				
Appreciation/Recognition/From Job Well Done/Respect	(3%)				
More Support/Better Relations Between Health Care Levels	(3%)				
More Services/Easier Access To Health Care Services	(3%)				
Government Involvement	(3%)				
Better Benefits/Collaborative Agreement	(2%)				
Promoting Our Profession/Public Image/PR	(2%)				
Improve Resources/Equipment/ Technology/Access To	(2%)				
Listen To Input Of Health Care Providers	(2%)				
Privatization	(2%)				
Give Incentives	(1%)				
Job Satisfaction/Enjoy Working With People	(1%)				
Job Security/Availability/Stability	(1%)				
Better Relations With Insurance Co/Lawyer	(1%)				
Other	(6%)				
Don't Know/Refused	(7%)				

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
I am going to read you a few options that may lead to better use of the health care system. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of the following? How about... (READ AND ROTATE)					
16. Providing tax breaks for those who do not use many health care services, even if this means that some people may not seek necessary care.					
Strongly Agree	(17%)				
Somewhat Agree	(28%)				
Somewhat Disagree	(29%)				
Strongly Disagree	(26%)				
Don't Know/Refused	(1%)				
17. Providing people with a sum of money that they can spend on health care services or save for future use instead of covering these services under Medicare, even if this means that some people may not seek necessary care.					
Strongly Agree	(6%)				
Somewhat Agree	(20%)				
Somewhat Disagree	(18%)				
Strongly Disagree	(56%)				
Don't Know/Refused	(1%)				
18. Requiring patients to register with one family doctor, or group of doctors, in order to make the doctor accountable for their patients' health, even if this means that patients will have less flexibility in moving between family doctors.					
Strongly Agree	(15%)				
Somewhat Agree	(35%)				
Somewhat Disagree	(28%)				
Strongly Disagree	(21%)				
Don't Know/Refused	(3%)				
19. Increasing the use of non-physician health care providers when a similar outcome can be achieved at a lower cost, even if this means that patients won't see a doctor.					
Strongly Agree	(20%)				
Somewhat Agree	(40%)				
Somewhat Disagree	(21%)				
Strongly Disagree	(18%)				
Don't Know/Refused	(2%)				
20. Requiring patients to pay extra, in addition to their taxes, for part of the costs of the health care and services they receive, even if this means that some may not seek necessary care.					
Strongly Agree	(23%)				
Somewhat Agree	(34%)				
Somewhat Disagree	(24%)				
Strongly Disagree	(18%)				
Don't Know/Refused	(2%)				

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
21. Implementing electronic patient records to improve the integration of services and monitor the use of health care resources, even if this means that patient health information may be accessible by other health care providers.					
Strongly Agree	(43%)				
Somewhat Agree	(30%)				
Somewhat Disagree	(17%)				
Strongly Disagree	(10%)				
Don't Know/Refused	(1%)				
22. Providing patients with an itemized description of the costs of the health care they receive in order to demonstrate the cost of the care, even if it means that health care resources must be used for this practice.					
Strongly Agree	(24%)				
Somewhat Agree	(35%)				
Somewhat Disagree	(24%)				
Strongly Disagree	(14%)				
Don't Know/Refused	(4%)				
23. Providing tax breaks to friends and relatives who provide homecare to those in need, even if it means that the tax-breaks may be abused.					
Strongly Agree	(24%)				
Somewhat Agree	(52%)				
Somewhat Disagree	(14%)				
Strongly Disagree	(10%)				
Don't Know/Refused	(2%)				
24. Paying to promote wellness and prevent disease rather than just treating diseases, even if this means higher costs in the short term which takes resources away from the current system.					
Strongly Agree	(39%)				
Somewhat Agree	(41%)				
Somewhat Disagree	(11%)				
Strongly Disagree	(8%)				
Don't Know/Refused	(3%)				

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
25. For the purposes of this survey, collaborative practice is defined as groups of different types of health care providers working as a team to provide services to a defined population of patients. What role do you see for physicians within a collaborative practice? (OPEN END)					
Leadership Role/Coordinator/Team Captain	(36%)				
Significant/Major/Important/Strong Role	(9%)				
Team Player/Part Of A Team/Equal Part Of	(8%)				
Treat Patient/Improve Care/Better Service	(7%)				
Consultant/Resource Person/Share Info	(6%)				
Diagnosis/Chief Of Diagnosis	(4%)				
Depends On Specialty/Know More About Patient	(3%)				
Control Use Of Health Care/Control Access To	(3%)				
No Role/Not Much Of A Role/Don't See Any	(2%)				
Multi Disciplinary Approach	(2%)				
Quarterback/Backup/End Of The Line	(2%)				
Supervision/Quality Assurance	(2%)				
More Efficient Use Of Time/Less Wait	(1%)				
Little/Medium Role	(1%)				
Pushed By Non-Doctor/Forced To Take Task	(1%)				
As It Is Now/Will Not Change	(1%)				
Other	(3%)				
Don't Know/Refused	(12%)				
26. Can you identify any barriers that you see to collaborative practice? (OPEN END)					
No/Nothing/No Barriers	(18%)				
Lack Teamwork/Rivalry/Turf Protection	(16%)				
Funding/Financial Barriers	(12%)				
Administration/Organization Of Services	(11%)				
Resistance/Do Not Want Change/Tradition	(6%)				
Doctor's Like Individuality/ Independence/In Control	(5%)				
Shortage/Availability Of Staff	(5%)				
Government Control/Government Involvement	(4%)				
Patient Perception/Mght Not Stay/Less Freedom ..	(3%)				
Define Roles/Responsibilities	(3%)				
Lack Of Training/Lack Of Knowledge	(3%)				
How To Pay Providers/Payment Shares	(2%)				
Use/Abuse Of Referrals	(2%)				
Egos/Power Battles	(2%)				
Time Issue	(1%)				
Other	(3%)				
Don't Know/Refused	(9%)				
27. Would you advise friends or family members to choose a career as a physician?					
Yes	(67%)				
No	(29%)				
Don't Know	(5%)				

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
DEMOGRAPHICS					
28. And would you be willing to be contacted by the media to comment on issues facing the health care system?					
Yes	(38%)				
No	(62%)				
29. Gender (Interviewer-Recorded)					
Male	(81%)	(72%)	(75%)	<+ 9>	<+ 6>
Female	(20%)	(28%)	(25%)	<- 8>	<- 5>
30. Region (System- Recorded)					
Newfoundland	(2%)	(2%)	(2%)	<n/c>	<n/c>
Nova Scotia	(4%)	(4%)	(3%)	<n/c>	<+ 1>
New Brunswick	(2%)	(2%)	(2%)	<n/c>	<n/c>
Prince Edward Island	(1%)	(1%)	(<1%)	<n/c>	<+ 1>
Québec	(28%)	(27%)	(26%)	<+ 1>	<+ 2>
Ontario	(36%)	(36%)	(35%)	<n/c>	<+ 1>
Manitoba	(4%)	(4%)	(3%)	<n/c>	<+ 1>
Saskatchewan	(3%)	(3%)	(3%)	<n/c>	<n/c>
Alberta	(9%)	(9%)	(8%)	<n/c>	<+ 1>
British Columbia	(13%)	(13%)	(13%)	<n/c>	<n/c>
Yukon	(1%)	(1%)	(<1%)	<n/c>	<+ 1>
Northwest Territories	(1%)	(1%)	(<1%)	<n/c>	<+ 1>