

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	Change:
1. What do you think is the most important health care issue facing Canada today? (OPEN-END)			
Lack Of Funding/Government Cutbacks	(30%)	(34%)	<- 4>
Lack Of Staff/Work Overload	(16%)	(21%)	<- 5>
Aging Population/Care Of The Elderly	(11%)	(9%)	<+ 2>
Accessibility/Availability	(10%)	(7%)	<+ 3>
Cost Of Health Care	(6%)	(4%)	<+ 2>
Long Waiting Period	(5%)	(3%)	<+ 2>
Bed Closure/Shortage/More Long Term Beds	(2%)	(3%)	<- 1>
Quality Service/Proper Care	(2%)	(3%)	<- 1>
Privatization Of Health Care	(2%)	(<1%)	<+ 2>
Preserving Health Care Services	(2%)	(2%)	<n/c>
Shortage Of Nurses/Registered Nurses	(2%)	(1%)	<+ 1>
Medicare/Continuation Of Medicare	(1%)	(2%)	<- 1>
Heart Disease/Cancer/Aids/Any Disorder	(1%)	(1%)	<n/c>
Promotion Of Health/Healthy Living	(1%)	(1%)	<n/c>
Equal Accessibility/Two-Tier System	(1%)	(<1%)	<+ 1>
Hospital	(1%)	(1%)	<n/c>
User Fees/Having To Pay/Maintain Free	(1%)	(<1%)	<+ 1>
Lack Of Services	(1%)	(<1%)	<+ 1>
Technology/Access To Technology	(1%)	(<1%)	<+ 1>
Rural Health Care Crisis	(<1%)	(1%)	<- 1>
Hospital Closure/Restructuring System	(<1%)	(<1%)	<n/c>
Lack Of Management	(<1%)	(2%)	<- 2>
Hospital Stay Too Short	(<1%)	(1%)	<- 1>
Line Ups/Overcrowding	(<1%)	(1%)	<- 1>
Emergency Care/Emergency Rooms	(<1%)	(1%)	<- 1>
Lack Of Equipment/Access To Testing	(<1%)	(<1%)	<n/c>
Doctors/Specialists Shortage/Going To US	(<1%)	(1%)	<- 1>
People Abuse/Overuse The System	(<1%)	(<1%)	<n/c>
System Deteriorating/Falling Apart	(<1%)	(<1%)	<n/c>
Concerned With Management Of Health Care Money	(<1%)	(2%)	<- 2>
Coverage Is Limited/Changes To Coverage	(<1%)	(1%)	<- 1>
Lack Qualified/Knowledgeable Health Care Professionals	(<1%)	(1%)	<- 1>
Care Of Children	(<1%)	(1%)	<- 1>
Unregistered Service Providers	(<1%)	(<1%)	<n/c>
Other	(<1%)	(2%)	<- 2>
Don't Know/Refused	(1%)	(1%)	<n/c>



	2002	2001	Change: 02-01
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	(7%)	(9%)	<- 2>
Falling	(47%)	(50%)	<- 3>
Same	(46%)	(41%)	<+ 5>
Don't Know	(<1%)	(1%)	<- 1>
3A. (IF RISING) Why do you say that? (OPEN-END)			
Advances In Technology/Finding Cures	(25%)	(6%)	<+19>
Government Reset Priorities/Made Improvements	(17%)	(29%)	<-12>
Getting More Services/Better Care	(15%)	(<1%)	<+15>
System Is Improving	(12%)	(6%)	<+ 6>
Positive Media Coverage	(7%)	(<1%)	<+ 7>
Population Is Increasing	(7%)	(6%)	<+ 1>
System Is Stabilizing	(7%)	(<1%)	<+ 7>
System Abuse (Nonspecific)	(7%)	(<1%)	<+ 7>
Believe In Principles Of Health Care	(5%)	(6%)	<- 1>
Economy Is Better	(<1%)	(6%)	<- 6>
Government Started Putting Money Back In	(<1%)	(12%)	<-12>
Population Getting Older	(<1%)	(6%)	<- 6>
Shortage Of Nurses/Doctors/Staff	(<1%)	(6%)	<- 6>
More Accountability	(<1%)	(6%)	<- 6>
Effective Partnership Between Health Care Professionals	(<1%)	(6%)	<- 6>
Don't Know/Refused	(<1%)	(6%)	<- 6>
3B. (IF FALLING) Why do you say that? (OPEN-END)			
Lack Of Funding/Government Cutbacks/Cutbacks	(22%)	(13%)	<+ 9>
Waiting Lists/Surgery/Tests/Beds/Doctor	(12%)	(8%)	<+ 4>
Poor Quality Service/Care	(8%)	(6%)	<+ 2>
Decline/Cuts In Services Available	(7%)	(7%)	<n/c>
System Is Deteriorating/Lower Standards	(6%)	(3%)	<+ 3>
Health Care Less Accessible/Two-Tier	(5%)	(1%)	<+ 4>
Doctors/Specialists Shortage	(4%)	(<1%)	<+ 4>
Shortage Hospital Staff/Staff Overworked	(4%)	(4%)	<n/c>
Personal Experience/Poor/Observation	(4%)	(1%)	<+ 3>
Money Is Mismanaged/Not Put In Health Care	(4%)	(1%)	<+ 3>
Nurses Shortage	(3%)	(<1%)	<+ 3>
Rising Cost Of System/For Government/People	(2%)	(2%)	<n/c>
Harder To See Doctor/Get Into Hospital/Get Care	(2%)	(<1%)	<+ 2>
System Not Well Run/Managed	(2%)	(3%)	<- 1>
Has Changed/Not Good Like Before	(2%)	(<1%)	<+ 2>
Government Neglecting Health Care/Doesn't Care	(2%)	(5%)	<- 3>
Bed Closures/Lack Of Beds	(1%)	(<1%)	<+ 1>
Possibility Of Privatization	(1%)	(<1%)	<+ 1>
Abuse Of The System	(1%)	(<1%)	<+ 1>

	2002	2001	Change: 02-01
3B. (Cont'd) (IF FALLING) Why do you say that? (OPEN-END)			
Hospitals/Situation/Cuts In Hospitals	(1%)	(2%)	<- 1>
System/Inadequate/Not Meeting Needs	(1%)	(4%)	<- 3>
No Foresight In Decision Making	(1%)	(<1%)	<+ 1>
Not Concerned About Seniors Care	(1%)	(1%)	<n/c>
Doctors Making Mistakes/Misdiagnosis	(1%)	(<1%)	<+ 1>
New Doctors/Lack Of Knowledge	(1%)	(<1%)	<+ 1>
Greater Demands On System/Public Demands	(1%)	(3%)	<- 2>
Hospital Closures	(<1%)	(1%)	<- 1>
Based On Media Coverage	(<1%)	(1%)	<- 1>
Canadian Economy/Can't Afford	(<1%)	(1%)	<- 1>
People Have To Pay/More And More/Fees	(<1%)	(1%)	<- 1>
Family/People Poor Experience/Word Of Mouth	(<1%)	(2%)	<- 2>
Crisis In Rural Area/No Doctor/Travel Distance	(<1%)	(2%)	<- 2>
Government More Concerned With Bottom Line	(<1%)	(1%)	<- 1>
Aging Population	(<1%)	(3%)	<- 3>
Lack Of Necessities/Resources	(<1%)	(6%)	<- 6>
Cancer Issues/Treatment	(<1%)	(1%)	<- 1>
General Deterioration (Nonspecific)	(<1%)	(3%)	<- 3>
Lack Of Public Awareness/Contact With Public	(<1%)	(4%)	<- 4>
Federal/Provincial Not Getting Along	(<1%)	(2%)	<- 2>
Other	(<1%)	(5%)	<- 5>
Don't Know/Refused	(<1%)	(2%)	<- 2>

3C. (IF SAME) Why do you say that? (OPEN-END)			
No Changes	(27%)	(17%)	<+10>
Good System/Services/Quality Of	(15%)	(12%)	<+ 3>
Availability Of Treatments/Services/Care	(8%)	(<1%)	<+ 8>
Lack Of Funds/Cutbacks/Wasteful Use Of Money	(7%)	(1%)	<+ 6>
No Improvements/Still Problems	(6%)	(7%)	<- 1>
Making An Effort Under Circumstances	(4%)	(6%)	<- 2>
Some Improvements/Progress/Procedures	(4%)	(5%)	<- 1>
Ups And Downs/Balanced	(3%)	(10%)	<- 7>
Didn't Get Worse	(3%)	(5%)	<- 2>
Personal Experience/Personal Observation	(3%)	(4%)	<- 1>
Government Dealing With Issues	(2%)	(5%)	<- 3>
Trained/Experienced Staff/Competent	(2%)	(<1%)	<+ 2>
Compared To Other Countries	(2%)	(1%)	<+ 1>
Increasing Funds	(1%)	(<1%)	<+ 1>
Long Waiting Periods	(1%)	(1%)	<n/c>
The Way I Feel	(1%)	(1%)	<n/c>
Government/No Good/Poor Decisions	(1%)	(1%)	<n/c>
Government Responding To Public Pressure	(1%)	(<1%)	<+ 1>
I/My Profession Not Affected/No Problems	(1%)	(2%)	<- 1>
Staffing Issues/Shortage Issues	(1%)	(1%)	<n/c>

	2002	2001	Change: 02-01
3C. (Cont'd) (IF SAME) Why do you say that? (OPEN-END)			
Word Of Mouth	(1%)	(<1%)	<+ 1>
People Want To Keep Medicare/Drug Coverage	(1%)	(<1%)	<+ 1>
Increase In Public Confidence	(<1%)	(2%)	<- 2>
Use Of/Availability Of Resources	(<1%)	(1%)	<- 1>
More Pressure On Issues/Public Expectations	(<1%)	(1%)	<- 1>
Promises Not Delivered	(<1%)	(1%)	<- 1>
Layoffs	(<1%)	(1%)	<- 1>
System Getting/Pushed/In Peril/Future Of	(<1%)	(2%)	<- 2>
Other	(4%)	(4%)	<n/c>
Don't Know/Refused	(1%)	(6%)	<- 5>
4. Overall would you say that Canadians are or are not receiving quality health care right now?			
Are Receiving Quality Health Care	(74%)	(68%)	<+ 6>
Are Not Receiving Quality Health Care	(21%)	(27%)	<- 6>
Don't Know	(5%)	(5%)	<n/c>
5A. (IF RECEIVING) What are you basing that viewpoint on? (OPEN-END)			
Personal Experience/Observation	(43%)	(35%)	<+ 8>
Good Quality Health Care In Hospital	(6%)	(2%)	<+ 4>
Word Of Mouth/Family/Friends Experience	(5%)	(6%)	<- 1>
Always Receive Good Service/Satisfied	(5%)	(2%)	<+ 3>
Waiting List/Period Too Long	(5%)	(1%)	<+ 4>
Better Compared To Other Countries/US	(4%)	(11%)	<- 7>
Easy Accessibility/To Doctor/Specialist/Health Care	(4%)	(4%)	<n/c>
Have Good/Qualified Doctor/Nurses/Expertise	(4%)	(4%)	<n/c>
Received Care Needed/Proper Care/Treatment	(3%)	(4%)	<- 1>
Based On Numbers/Utilisation Statistics	(3%)	(<1%)	<+ 3>
Modern Methods/Technology/Research	(2%)	(1%)	<+ 1>
Doctors/Nurses Doing Best They Can/Good Job	(2%)	(1%)	<+ 1>
Shortage Of Doctors/Nurses/Staff	(1%)	(1%)	<n/c>
Too Many Cutbacks/Lack Of Funding	(1%)	(1%)	<n/c>
Universal Coverage/Everyone Is Covered	(1%)	(2%)	<- 1>
Thankful/Lucky In What We Have/In Canada	(1%)	(<1%)	<+ 1>
Do Well With Resources They Have	(1%)	(1%)	<n/c>
Government Looks After Health Care System/Health Act	(1%)	(1%)	<n/c>
Good Care In Spite Of Long Waiting Period	(1%)	(1%)	<n/c>
Better Longevity/Population Levels	(1%)	(2%)	<- 1>
The System Is Good	(1%)	(<1%)	<+ 1>
People Are Abusing Services/The System	(1%)	(<1%)	<+ 1>
What I Hear In The News/Media	(1%)	(1%)	<n/c>
There Is A Lot Of Information	(1%)	(<1%)	<+ 1>
People Are Demanding More And Getting Less	(1%)	(1%)	<n/c>
Haven't Heard Of/Had Any Problems	(<1%)	(<1%)	<n/c>
Staying The Same/Been Same For Years	(<1%)	(1%)	<- 1>

	2002	2001	Change: 02-01
5A. (Cont'd) (IF RECEIVING) What are you basing that viewpoint on? (OPEN-END)			
System Needs To Be Changed/Fine-tuning	(<1%)	(1%)	<- 1>
Some Services Unavailable In Some Provinces	(<1%)	(<1%)	<n/c>
Because Of The Home Support System	(<1%)	(<1%)	<n/c>
Improvement/Improving	(<1%)	(1%)	<- 1>
Doctors/Nurses Are Overworked/Can't Keep Up	(<1%)	(1%)	<- 1>
Hospital Patients Say Services Not As Good	(<1%)	(1%)	<- 1>
Everything Is Going Well In Small Hospitals	(<1%)	(1%)	<- 1>
Number Of Complaints	(<1%)	(1%)	<- 1>
Care Of Elderly/Aging Population	(<1%)	(1%)	<- 1>
Other	(1%)	(2%)	<- 1>
Don't Know/Refused	(1%)	(5%)	<- 4>
5B. (IF NOT RECEIVING) What are you basing that viewpoint on? (OPEN-END)			
Personal Experience/Observation	(28%)	(7%)	<+21>
Shortage Of Nurses/Doctors/Staff	(18%)	(7%)	<+11>
Long Waiting List/Waiting Periods	(18%)	(31%)	<-13>
Lack Of Funding/Too Many Cutbacks	(9%)	(<1%)	<+ 9>
Lack Of Access/Availability	(4%)	(<1%)	<+ 4>
Word Of Mouth/Family/Friend's Experience	(3%)	(4%)	<- 1>
Because Of Problems With The Nurses	(3%)	(<1%)	<+ 3>
Discharged Too Early/Stay Not Long Enough	(3%)	(<1%)	<+ 3>
Lack Health Resources/Shortage Of Everything	(3%)	(4%)	<- 1>
What I Hear On The News	(2%)	(2%)	<n/c>
Hospital/Hospital Care Is Deteriorating	(2%)	(2%)	<n/c>
Have To Get Out Of Country/Area For Care	(2%)	(<1%)	<+ 2>
Quality Of Care	(2%)	(<1%)	<+ 2>
Because Of Strikes/Nurses/Doctors	(<1%)	(2%)	<- 2>
Less Coverage/Drugs/Services	(<1%)	(2%)	<- 2>
Not Getting Care Needed/Proper Care	(<1%)	(9%)	<- 9>
Been Turned Away/Sent Back Home When Sick	(<1%)	(2%)	<- 2>
Can't Get A Doctor/Not Available/Too Busy	(<1%)	(2%)	<- 2>
Not Enough Attention/Human Touch/Focus On Me	(<1%)	(2%)	<- 2>
Unqualified Personnel/Lack Of Education	(<1%)	(4%)	<- 4>
Because Of Medical Errors/Misdiagnosis	(<1%)	(2%)	<- 2>
Not Enough Care/Services For Seniors	(<1%)	(2%)	<- 2>
Progression Of Diseases/Lack Research/Cures	(<1%)	(6%)	<- 6>
Homecare Services Funds Are Neglected	(<1%)	(2%)	<- 2>
Effect Of/Presence Of Aging Baby Boomers	(<1%)	(2%)	<- 2>
Mental Illness/Practices Concerning	(<1%)	(4%)	<- 4>
Other	(<1%)	(2%)	<- 2>
Don't Know/Refused	(2%)	(2%)	<n/c>

	2002	2001	Change: 02-01
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	(2%)		
Improve Somewhat	(33%)		
Worsen Somewhat	(42%)		
Significantly Worsen	(15%)		
Don't Know/Refused	(7%)		
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	(10%)	(10%)	<n/c>
Some Fairly Major Repairs	(55%)	(58%)	<- 3>
Some Minor Tuning Up	(33%)	(32%)	<+ 1>
Don't Know	(2%)	(1%)	<+ 1>
8A. (IF COMPLETE REBUILDING...) What is your main priority area for change? (OPEN END)			
Focus On Senior Care/Nursing Home	(19%)	(11%)	<+ 8>
Accessibility/Availability	(15%)	(<1%)	<+15>
Doctors/Nurses Leaving/Going To US	(11%)	(5%)	<+ 6>
Public Education	(9%)	(<1%)	<+ 9>
Lack Of Funds/Better Management Of Funds	(8%)	(5%)	<+ 3>
Health Care Available To Everyone In Canada	(7%)	(<1%)	<+ 7>
Lack Of/Accessibility To Equipment	(6%)	(<1%)	<+ 6>
More Acute Care	(6%)	(5%)	<+ 1>
Public Abuse System/Overuse	(5%)	(<1%)	<+ 5>
Emergency/ER/Better Service	(5%)	(<1%)	<+ 5>
Palliative Care/Long-Term Care	(5%)	(11%)	<- 6>
Self-Supporting System/Not Government Run	(5%)	(<1%)	<+ 5>
Change/Alter/Reorganize System	(<1%)	(11%)	<-11>
Need More/Lack Of Doctors/Nurses/Staff	(<1%)	(5%)	<- 5>
Services In Hospital/Hospital Care	(<1%)	(5%)	<- 5>
Patient Care	(<1%)	(5%)	<- 5>
Level Of Care	(<1%)	(5%)	<- 5>
Accountability	(<1%)	(5%)	<- 5>
Quality Of Care	(<1%)	(5%)	<- 5>
Would Like Two-Tier System	(<1%)	(5%)	<- 5>
Doctors/Better Doctors	(<1%)	(5%)	<- 5>
Establish Common Expectations Between Providers & User	(<1%)	(5%)	<- 5>
Don't Know/Refused	(<1%)	(5%)	<- 5>

	2002	2001	Change: 02-01
8B. (IF SOME FAIRLY MAJOR...) What is your main priority area for change? (OPEN END)			
Lack Of Funding/Cutbacks	(10%)	(16%)	<- 6>
Accessibility/Availability Of Health Care	(8%)	(5%)	<+ 3>
Better Use Of Funds/Allocation Of	(7%)	(2%)	<+ 5>
Lack Of Staff/Staff Cutbacks/Manpower	(7%)	(4%)	<+ 3>
Lack Of Quality Service/Proper Care/Level Of	(7%)	(6%)	<+ 1>
Long Waiting Period/Long Lists	(5%)	(2%)	<+ 3>
Doctors/Specialists Leaving/Going To US	(5%)	(<1%)	<+ 5>
Lack Of Doctors/Specialists	(4%)	(<1%)	<+ 4>
Preventative Health Care/Preventative Lifestyle	(4%)	(3%)	<+ 1>
More Funding For/Education Of Caregivers	(3%)	(<1%)	<+ 3>
Hospital/Hospital Service/Care	(3%)	(<1%)	<+ 3>
System Not Working/Falling Apart	(2%)	(<1%)	<+ 2>
Needs Restructuring/Rearranging/Different Model	(2%)	(7%)	<- 5>
Care For Elderly/Aging Population	(2%)	(6%)	<- 4>
Emergency Treatment/Service At ER	(2%)	(<1%)	<+ 2>
Lack Of Equipment/Technology	(2%)	(<1%)	<+ 2>
Better Management/Administration (Nonspecific)	(2%)	(2%)	<n/c>
First Line/Primary Care	(2%)	(2%)	<n/c>
Patients/Public Going To US	(1%)	(<1%)	<+ 1>
Stress/Workload/Overworked	(1%)	(<1%)	<+ 1>
People Abuse/Overuse System/Fraud	(1%)	(1%)	<n/c>
Limited Resources/Lack Of/Human Resources	(1%)	(2%)	<- 1>
Lack Of Bed/Overcrowding/Hospital Closures	(1%)	(<1%)	<+ 1>
Management Top Heavy/Too Many Bureaucrats	(1%)	(1%)	<n/c>
Deficiency In Health Care System/List Of Problems/Fix	(1%)	(<1%)	<+ 1>
Expensive Start Over/Find Less Other Way	(1%)	(<1%)	<+ 1>
More Coordination/Uniformity/Consistency	(1%)	(2%)	<- 1>
Health Care System Is Too Medicine Based	(1%)	(<1%)	<+ 1>
People Demand It/People Are Not Buying In	(1%)	(1%)	<n/c>
Cost/Cost Of Health Care	(1%)	(<1%)	<+ 1>
Communication/More Info To The Public	(1%)	(1%)	<n/c>
More Accountability (GENERAL)	(1%)	(<1%)	<+ 1>
Homecare/Community Care/Availability	(1%)	(<1%)	<+ 1>
Everything/All Important	(1%)	(<1%)	<+ 1>
Patient Care/Focus On Patient (Nonspecific)	(1%)	(1%)	<n/c>
Care Of Children/Pediatrics	(1%)	(<1%)	<+ 1>
Education/Training/Recruitment Health Care Profession/Staff	(1%)	(3%)	<- 2>
Better/Larger/Newer Facilities/Premises	(1%)	(1%)	<n/c>
Needs Review/Reevaluation/Different Angle	(<1%)	(2%)	<- 2>
User Fees/Should Pay/Increase Costs	(<1%)	(1%)	<- 1>
Affordability/Future Funding	(<1%)	(1%)	<- 1>
Privatization	(<1%)	(2%)	<- 2>
Shortage Of Nurses	(<1%)	(1%)	<- 1>
Research/More/Not Far In Cancer Treatment	(<1%)	(1%)	<- 1>

	2002	2001	Change: 02-01
8B. (Cont'd) (IF SOME FAIRLY MAJOR...) What is your main priority area for change? (OPEN END)			
Government Not Listening/Need Involvement	(<1%)	(1%)	<- 1>
Principals Of Health Care Need To Be Protected	(<1%)	(1%)	<- 1>
More Skilled/Qualified Staff/Nurses/Doctors	(<1%)	(2%)	<- 2>
Not Treat As A Number/More Human	(<1%)	(1%)	<- 1>
Nurses/Nursing (Nonspecific)	(<1%)	(1%)	<- 1>
Staff Appreciated/Recognition	(<1%)	(3%)	<- 3>
Mental Health Services/Psychiatric System	(<1%)	(2%)	<- 2>
Doctors/Medical Area (Nonspecific)	(<1%)	(2%)	<- 2>
Long-Term Care	(<1%)	(3%)	<- 3>
Doctors On Salary	(<1%)	(2%)	<- 2>
Other	(3%)	(5%)	<- 2>
Don't Know/Refused	(2%)	(5%)	<- 3>
8C. (IF SOME MINOR...) What is your main priority area for change? (OPEN END)			
Put More Money Into It/Lack Of Funding	(17%)	(14%)	<+ 3>
Lack Health Care Profession/Doctor/Physician/Nurse	(8%)	(6%)	<+ 2>
Lack Of Preventive And Health Education	(7%)	(6%)	<+ 1>
Availability Of Service/Accessibility To Health Care	(7%)	(2%)	<+ 5>
Better Service/Care/Quality Of Care	(6%)	(10%)	<- 4>
Money Spend In Wrong Places/Too Much Waste	(5%)	(<1%)	<+ 5>
Lack Of Staff	(5%)	(2%)	<+ 3>
Hospital Closures/Bed Closures	(5%)	(<1%)	<+ 5>
More Homecare	(5%)	(2%)	<+ 3>
Education/With Education	(5%)	(2%)	<+ 3>
Long Waiting Lists/To See Specialist/Physician	(4%)	(3%)	<+ 1>
Demographics Always Changing/Aging Population	(4%)	(10%)	<- 6>
Privatization	(3%)	(2%)	<+ 1>
It Just Needs Better Management	(3%)	(3%)	<n/c>
Hospital/Inside Of The Hospital (Nonspecific)	(2%)	(3%)	<- 1>
Even Care/Equal Access Throughout Canada	(1%)	(3%)	<- 2>
Minor Repairs Needed In ER/Better Service	(1%)	(<1%)	<+ 1>
Need Standard We Had Before/Too Much Cuts	(1%)	(<1%)	<+ 1>
Log Term Patients Shouldn't Be In Hospitals	(1%)	(2%)	<- 1>
Focus On Diseases/Disorders (GENERAL)	(1%)	(3%)	<- 2>
Acute Care	(1%)	(2%)	<- 1>
Good Health Care System/Everywhere	(<1%)	(2%)	<- 2>
Needs Of The People Not Being Met	(<1%)	(2%)	<- 2>
People Being Released Too Early	(<1%)	(2%)	<- 2>
Aspect Missing Is Communication And Support	(<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>
Service In Rural Areas/Small Communities	(<1%)	(3%)	<- 3>
More Medicare/Medicare System	(<1%)	(2%)	<- 2>
Increase Resources	(<1%)	(2%)	<- 2>
Other	(3%)	(3%)	<n/c>
Don't Know/Refused	(3%)	(6%)	<- 3>

	2002	2001	Change: 02-01
9. And how confident are you that a solution will be found to sustain the health care system?			
Very Confident	(15%)		
Confident	(54%)		
Not Very Confident	(27%)		
Not At All Confident	(2%)		
Don't Know/Refused	(2%)		

HHR INCENTIVES AND PLANNING

10. What are the most important things that would help you in your work? (OPEN-END)

More Funding/Government Funding/Better Use Of	(21%)
Funding/Access To Homecare/Community Care	(11%)
More/Proper Staff/Nurses/Doctors/Pharmacist	(11%)
More Qualified People/Experienced/Trained	(7%)
More/Consistent Training/Access To/Help With	(6%)
More Government Support/Less Hassle From	(6%)
Higher Wages/Raising The Pay	(4%)
More Service/Quality Of Care/Coverage	(4%)
More Access To Information (Nonspecific)	(3%)
Better Management/Understanding From/Direction	(2%)
Nothing/Happy With My Work	(2%)
Support From Doctors And Nurses/Input From	(1%)
More Information On Clients	(1%)
More/Better Benefits/Compensation	(1%)
Client's Well-Being/Quality Of Life	(1%)
Time/More Time/Time To Do My Job	(1%)
Better Work Conditions/Environmnt/Morale	(1%)
Updated/Large Facilities/Better Layout	(1%)
Less Paperwork	(1%)
Team Work/Between Different Levels/Health Care Professionals	(1%)
Shorter Waiting Period/Less Waiting	(1%)
Union Issues (GENERAL)	(1%)
More/Better Communication Between Health Professionals	(1%)
Being Honest/Trustworthy	(<1%)
Getting Hours I Should Get/Better/Regular	(<1%)
Cooperation Of Clients	(<1%)
Better Job Description/Understand Responsibilities	(<1%)
My Own Safety	(<1%)
Info To Refer To Other Service/Easier To	(<1%)
Get People Who Don't Need It Off The Service	(<1%)
Good Support Staff/Service/More People In	(<1%)
Clear/Organized Health Care System/Less Regulation	(<1%)
Patient Education/Patient Teaching	(<1%)
Patient Care/Focus On Patient	(<1%)
Other	(3%)
Don't Know/Refused	(4%)



	2002	2001	Change: 02-01
11. Are there currently any human resource shortages within your profession?			
Yes	(76%)	(79%)	<- 3>
No	(22%)	(20%)	<+ 2>
Don't Know/ Refused	(2%)	(1%)	<+ 1>
12. (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	(54%)		
Some Impact	(40%)		
Not Much Of An Impact At All	(5%)		
Don't Know	(1%)		
13. 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)			
Education/Enrolment In University/More Education	(15%)		
No/Nothing Else	(14%)		
Working Conditions/Improve Environment	(13%)		
Better Funding/Better Spending	(8%)		
Appreciation/Recognition/For Job Well Done/Respect	(4%)		
Give Incentives	(3%)		
Higher Wages/Better Pay/Increase Salary	(3%)		
Redefine/More Responsibility/Leverage	(3%)		
Job Satisfaction/Enjoy Working With People	(3%)		
More Staff/Need Help/Recruitment/Retention	(3%)		
System/Management/Overhaul Profession/Bureaucracy	(3%)		
Better Hours/Better Schedules/Flexible Hours	(2%)		
Full-Time Position	(2%)		
Better Benefits/Collaborative Agreement	(2%)		
Government Involvement	(2%)		
Improve Work Distribution/Decrease Workload	(1%)		
Promoting Our Profession/Public Image/PR	(1%)		
More Support/Better Relations Between Health Care Levels	(1%)		
Keep Graduates Here/In Canada/Brain Drain	(1%)		
More Services/Easier Access To Health Care Services	(1%)		
Job Security/Availability/Stability	(<1%)		
Improve Resources/Equipment/Technology/Access To	(<1%)		
Privatization	(<1%)		
Other	(4%)		
Don't Know/Refused	(8%)		

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)

14. 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	(14%)
Somewhat Agree	(27%)
Somewhat Disagree	(25%)
Strongly Disagree	(33%)
Don't Know/Refused	(<1%)

15. 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	(8%)
Somewhat Agree	(14%)
Somewhat Disagree	(20%)
Strongly Disagree	(56%)
Don't Know/Refused	(2%)

16. 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	(36%)
Somewhat Agree	(34%)
Somewhat Disagree	(18%)
Strongly Disagree	(10%)
Don't Know/Refused	(2%)

17. 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	(55%)
Somewhat Agree	(29%)
Somewhat Disagree	(9%)
Strongly Disagree	(6%)
Don't Know/Refused	(2%)

18. 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	(9%)
Somewhat Agree	(28%)
Somewhat Disagree	(27%)
Strongly Disagree	(35%)
Don't Know/Refused	(1%)

	2002	2001	Change: 02-01
19. 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	(50%)		
Somewhat Agree	(36%)		
Somewhat Disagree	(6%)		
Strongly Disagree	(5%)		
Don't Know/Refused	(3%)		
20. 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	(51%)		
Somewhat Agree	(30%)		
Somewhat Disagree	(11%)		
Strongly Disagree	(7%)		
Don't Know/Refused	(2%)		
21. 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	(26%)		
Somewhat Agree	(42%)		
Somewhat Disagree	(19%)		
Strongly Disagree	(11%)		
Don't Know/Refused	(3%)		
22. 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	(55%)		
Somewhat Agree	(30%)		
Somewhat Disagree	(8%)		
Strongly Disagree	(5%)		
Don't Know/Refused	(2%)		

	2002	2001	Change: 02-01
23. 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. Can you identify any barriers that you see to collaborative practice? (OPEN END)			
No/None/Nothing	(24%)		
Agreement/Cooperation Between Bodies	(18%)		
Turf Protection	(7%)		
Communication/Information Barriers	(7%)		
Legislative Barriers/Government Involvement	(6%)		
Cost Barriers/Funding	(4%)		
Geographical/Rural Areas	(3%)		
Access/Timely Access	(3%)		
Overlapping	(2%)		
Patients/Acceptance By People	(2%)		
Better Education	(1%)		
Self-Employed Vs Salary Providers	(1%)		
Lack Of Staff/Human Resources	(1%)		
Other	(7%)		
Don't Know/Refused	(15%)		
24. Would you advise friends or family members to choose a career in health system management?			
Yes	(78%)		
No	(21%)		
Don't Know	(1%)		
DEMOGRAPHICS			
25. And would you be willing to be contacted by the media to comment on issues facing the health care system?			
Yes	(28%)		
No	(72%)		
Don't Know/Refused	(<1%)		
26. Gender (Interviewer-Recorded)			
Male	(40%)	(36%)	<+ 4>
Female	(60%)	(64%)	<- 4>
27. Region (System- Recorded)			
Newfoundland	(3%)	(2%)	<+ 1>
Nova Scotia	(4%)	(5%)	<- 1>
New Brunswick	(4%)	(4%)	<n/c>
Prince Edward Island	(1%)	(1%)	<n/c>
Québec	(25%)	(20%)	<+ 5>
Ontario	(34%)	(37%)	<- 3>
Manitoba	(5%)	(6%)	<- 1>
Saskatchewan	(4%)	(6%)	<- 2>
Alberta	(10%)	(7%)	<+ 3>
British Columbia	(12%)	(13%)	<- 1>
Northwest Territories	(1%)	(1%)	<n/c>