

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 Staff/Work Overload	(20%)	(30%)	(31%)	<-10>	<-11>
Lack Of Funding/Government Cutbacks	(19%)	(20%)	(18%)	<- 1>	<+ 1>
Aging Population/Care Of The Elderly	(7%)	(4%)	(7%)	<+ 3>	<n/c>
Bed Closure/Shortage/More Long Term Beds	(7%)	(2%)	(2%)	<+ 5>	<+ 5>
Quality Service/Proper Care	(6%)	(4%)	(7%)	<+ 2>	<- 1>
Shortage Of Nurses/Registered Nurses	(6%)	(5%)	(1%)	<+ 1>	<+ 5>
Accessibility/Availability	(4%)	(6%)	(6%)	<- 2>	<- 2>
Doctors/Specialists Shortage/Going To US	(3%)	(4%)	(<1%)	<- 1>	<+ 3>
Long Waiting Period	(2%)	(6%)	(4%)	<- 4>	<- 2>
Medicare/Continuation Of Medicare	(2%)	(1%)	(1%)	<+ 1>	<+ 1>
Cost Of Health Care	(2%)	(2%)	(1%)	<n/c>	<+ 1>
Heart Disease/Cancer/Aids/Any Disorder	(2%)	(2%)	(1%)	<n/c>	<+ 1>
Hospital Closure/Restructuring System	(2%)	(1%)	(1%)	<+ 1>	<+ 1>
Promotion Of Health/Healthy Living	(1%)	(1%)	(1%)	<n/c>	<n/c>
Equal Accessibility/Two-Tier System	(1%)	(<1%)	(1%)	<+ 1>	<n/c>
Privatization Of Health Care	(1%)	(1%)	(1%)	<n/c>	<n/c>
System Deteriorating/Falling Apart	(1%)	(1%)	(<1%)	<n/c>	<+ 1>
Concerned With Management Of					
Health Care Money	(1%)	(1%)	(1%)	<n/c>	<n/c>
Universality/For All Canadians	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Lack Of Services	(1%)	(1%)	(<1%)	<n/c>	<+ 1>
Lack Qualified/Knowledgeable					
Health Care Professionals	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Homecare	(1%)	(<1%)	(2%)	<+ 1>	<- 1>
Rural Health Care Crisis	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Lack Of Management	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Hospital Stay Too Short	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Moral Issues	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Line Ups/Overcrowding	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Prices Of Medication	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Emergency Care/Emergency Rooms	(<1%)	(2%)	(1%)	<- 2>	<- 1>
Hospital	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>



	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)					
Affordability/In The Red/Future Funding	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Lack Of Equipment/Access To Testing	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
User Fees/Having To Pay/Maintain Free	(<1%)	(1%)	(1%)	<- 1>	<- 1>
Recognize Alternative Medicine	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
People Abuse/Overuse The System	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Mentally Ill Patient Should Be In Hospital	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Lack Of/Need Good Doctors	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Health Care Professional Unhappy/ Pay More/Risk Strike	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Lack Of Health Care	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Health Care Staying At The Same Level	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Patient Safety	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Lack Of Regulation/Staff/Government/ Health Care System	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Unregistered Service Providers	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Other	(2%)	(1%)	(<1%)	<+ 1>	<+ 2>
Don't Know/Refused	(3%)	(2%)	(2%)	<+ 1>	<+ 1>
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	(2%)	(4%)	(6%)	<- 2>	<- 4>
Falling	(68%)	(64%)	(58%)	<+ 4>	<+10>
Same	(30%)	(30%)	(34%)	<n/c>	<- 4>
Don't Know	(<1%)	(1%)	(1%)	<- 1>	<- 1>
3A. (IF RISING) Why do you say that? (OPEN-END)					
Getting More Services/Better Care	(25%)	(11%)	(<1%)	<+14>	<+25>
I Am Hoping It Is/Cannot Be Worse	(25%)	(<1%)	(15%)	<+25>	<+10>
Government Reset Priorities/Made Improvements	(24%)	(<1%)	(31%)	<+24>	<- 7>
System Is Improving	(<1%)	(10%)	(8%)	<-10>	<- 8>
Advances In Technology/Finding Cures	(<1%)	(11%)	(<1%)	<-11>	<n/c>
Responding To More Public Pressure	(<1%)	(<1%)	(8%)	<n/c>	<- 8>
Better/Wider Coverage	(<1%)	(11%)	(<1%)	<-11>	<n/c>
See Changes In My Community	(<1%)	(<1%)	(8%)	<n/c>	<- 8>
Government Started Putting Money Back In	(<1%)	(<1%)	(8%)	<n/c>	<- 8>
Healthier People	(<1%)	(<1%)	(8%)	<n/c>	<- 8>
Shortage Of Nurses/Doctors/Staff	(<1%)	(11%)	(<1%)	<-11>	<n/c>
The Issue Has Been Brought Forward	(<1%)	(11%)	(<1%)	<-11>	<n/c>
Other	(<1%)	(23%)	(<1%)	<-23>	<n/c>
Don't Know/Refused	(25%)	(11%)	(15%)	<+14>	<+10>

	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	(31%)	(11%)	(22%)	<+20>	<+9>
Waiting Lists/Surgery/Tests/Beds/Doctor	(12%)	(14%)	(5%)	<-2>	<+7>
Shortage Hospital Staff/Staff Overworked	(9%)	(6%)	(13%)	<+3>	<-4>
Personal Experience/Poor/Observation	(6%)	(8%)	(1%)	<-2>	<+5>
Decline/Cuts In Services Available	(5%)	(1%)	(2%)	<+4>	<+3>
Nurses Shortage	(5%)	(6%)	(2%)	<-1>	<+3>
Doctors/Specialists Shortage	(4%)	(1%)	(2%)	<+3>	<+2>
Health Care Less Accessible/Two-Tier	(4%)	(2%)	(4%)	<+2>	<n/c>
Government Neglecting Health Care/Doesn't Care	(3%)	(2%)	(3%)	<+1>	<n/c>
Poor Quality Service/Care	(2%)	(11%)	(7%)	<-9>	<-5>
Doctors Leaving Country/Brain Drain	(1%)	<1%>	(1%)	<+1>	<n/c>
Hospital Closures	(1%)	<1%>	<1%>	<+1>	<+1>
Bed Closures/Lack Of Beds	(1%)	(1%)	(2%)	<n/c>	<-1>
Possibility Of Privatization	(1%)	<1%>	<1%>	<+1>	<+1>
System Is Deteriorating/Lower Standards	(1%)	(5%)	<1%>	<-4>	<+1>
Early Discharge From Hospital	(1%)	<1%>	<1%>	<+1>	<+1>
Government More Concerned With Bottom Line ..	(1%)	<1%>	<1%>	<+1>	<+1>
Harder To See Doctor/Get Into Hospital/Get Care ..	(1%)	<1%>	<1%>	<+1>	<+1>
System Not Well Run/Managed	(1%)	(2%)	(2%)	<-1>	<-1>
Emergency Care/Situation In ER	(1%)	(1%)	<1%>	<n/c>	<+1>
Medicare Offers Less Coverage	(1%)	(1%)	(1%)	<n/c>	<n/c>
System/Inadequate/Not Meeting Needs	(1%)	(3%)	(2%)	<-2>	<-1>
Money Is Mismanaged/Not Put In Health Care	(1%)	<1%>	(1%)	<+1>	<n/c>
Government Putting Priority Wrong Areas	(1%)	<1%>	(2%)	<+1>	<-1>
Not Working/Need To Work On Reforms	(1%)	<1%>	(2%)	<+1>	<-1>
Not Concerned About Seniors Care	(1%)	(1%)	<1%>	<n/c>	<+1>
Greater Demands On System/Public Demands	(1%)	(2%)	(2%)	<-1>	<-1>
Working Conditions/Conditions In Workplace	(1%)	(2%)	<1%>	<-1>	<+1>
People Have To Pay/More And More/Fees	<1%>	<1%>	(1%)	<n/c>	<-1>
Rising Cost Of System/For Government/People	<1%>	<1%>	(2%)	<n/c>	<-2>
Family/People's Poor Experience/Word Of Mouth	<1%>	(2%)	(2%)	<-2>	<-2>
Crisis In Rural Area/No Doctor/Travel Distance ...	<1%>	<1%>	(1%)	<n/c>	<-1>
Nervous About Strikes/Striking Doctors	<1%>	<1%>	(2%)	<n/c>	<-2>
Health Care Professionals Discontent	<1%>	<1%>	(1%)	<n/c>	<-1>
Risking Peoples' Lives/People Are Dying	<1%>	(1%)	<1%>	<-1>	<n/c>
Hospitals/Situation/Cuts In Hospitals	<1%>	(1%)	<1%>	<-1>	<n/c>
Has Changed/Not Good Like Before	<1%>	(3%)	(3%)	<-3>	<-3>
Can't Trust System/Doctors/Government	<1%>	(2%)	<1%>	<-2>	<n/c>
No Foresight In Decision Making	<1%>	<1%>	(3%)	<n/c>	<-3>
Because Of Government	<1%>	(2%)	(1%)	<-2>	<-1>
Aging Population	<1%>	<1%>	(1%)	<n/c>	<-1>
Not Available To All	<1%>	<1%>	(1%)	<n/c>	<-1>
New Doctors/Lack Of Knowledge	<1%>	<1%>	(1%)	<n/c>	<-1>
Controversy Over Security	<1%>	<1%>	(1%)	<n/c>	<-1>

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
3B. (Cont'd) (IF FALLING) Why do you say that? (OPEN-END)					
Lack Of Necessities/Resources	(<1%)	(3%)	(1%)	<- 3>	<- 1>
General Deterioration (Nonspecific)	(<1%)	(<1%)	(2%)	<n/c>	<- 2>
Lack Of Public Awareness/Contact With Public	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Lack Of Knowledge/New Technology	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Bureaucracy	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Nurses Are Overworked	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Lack Motivation Of Staff	(<1%)	(2%)	(<1%)	<- 2>	<n/c>
Salary/Wage Equity/Fight For Wages	(<1%)	(2%)	(<1%)	<- 2>	<n/c>
Other	(1%)	(5%)	(2%)	<- 4>	<- 1>
Don't Know/Refused	(<1%)	(2%)	(3%)	<- 2>	<- 3>
3C. (IF SAME) Why do you say that? (OPEN-END)					
No Changes	(25%)	(20%)	(17%)	<+ 5>	<+ 8>
Ups And Downs/Balanced	(12%)	(3%)	(9%)	<+ 9>	<+ 3>
No Improvements/Still Problems	(5%)	(5%)	(9%)	<n/c>	<- 4>
Lack Of Funds/Cutbacks/Wasteful Use Of Money	(5%)	(2%)	(4%)	<+ 3>	<+ 1>
The Way I Feel	(5%)	(<1%)	(1%)	<+ 5>	<+ 4>
Availability Of Treatments/Services/Care	(5%)	(3%)	(<1%)	<+ 2>	<+ 5>
Government Dealing With Issues	(5%)	(<1%)	(1%)	<+ 5>	<+ 4>
Staff Doing Best They Can/Working Hard	(5%)	(<1%)	(<1%)	<+ 5>	<+ 5>
Good System/Services/Quality Of	(3%)	(17%)	(20%)	<- 14>	<- 17>
Some Improvements/Progress/Procedures	(3%)	(5%)	(6%)	<- 2>	<- 3>
Need/Have Technological Changes	(3%)	(<1%)	(<1%)	<+ 3>	<+ 3>
Privatization	(3%)	(2%)	(<1%)	<+ 1>	<+ 3>
Didn't Get Worse	(2%)	(<1%)	(<1%)	<+ 2>	<+ 2>
Making An Effort Under Circumstances	(2%)	(7%)	(6%)	<- 5>	<- 4>
Increase In Public Confidence	(2%)	(2%)	(1%)	<n/c>	<+ 1>
Personal Experience/Personal Observation	(2%)	(3%)	(1%)	<- 1>	<+ 1>
Long Waiting Periods	(2%)	(2%)	(<1%)	<n/c>	<+ 2>
Rising Costs	(2%)	(<1%)	(<1%)	<+ 2>	<+ 2>
Compared To Other Countries	(2%)	(2%)	(<1%)	<n/c>	<+ 2>
Staffing Issues/Shortage Issues	(2%)	(3%)	(<1%)	<- 1>	<+ 2>
Increasing Funds	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Use Of/Availability Of Resources	(<1%)	(<1%)	(3%)	<n/c>	<- 3>
Timing Issues	(<1%)	(<1%)	(3%)	<n/c>	<- 3>
Lack Of Public Confidence	(<1%)	(2%)	(3%)	<- 2>	<- 3>
More Pressure On Issues/Pubic Expectations	(<1%)	(2%)	(<1%)	<- 2>	<n/c>
Government/No Good/Poor Decisions	(<1%)	(3%)	(<1%)	<- 3>	<n/c>
We Are Under Appreciated	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Promises Not Delivered	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Layoffs	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Government Priorities Not Straight	(<1%)	(2%)	(1%)	<- 2>	<- 1>
Coping With Stress/Stress	(<1%)	(2%)	(<1%)	<- 2>	<n/c>
People Abuse/Overuse The System	(<1%)	(2%)	(<1%)	<- 2>	<n/c>

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
3C. (Cont'd) (IF SAME) Why do you say that? (OPEN-END)					
I/My Profession Not Affected/No Problems	(<1%)	(3%)	(<1%)	<- 3>	<n/c>
Trained/Experienced Staff/Competent	(<1%)	(2%)	(<1%)	<- 2>	<n/c>
Increased Demand Issues/Aging Population	(<1%)	(2%)	(<1%)	<- 2>	<n/c>
Word Of Mouth	(<1%)	(2%)	(<1%)	<- 2>	<n/c>
Other	(<1%)	(5%)	(3%)	<- 5>	<- 3>
Don't Know/Refused	(7%)	(2%)	(4%)	<+ 5>	<+ 3>
4. Overall would you say that Canadians are or are not receiving quality health care right now?					
Are Receiving Quality Health Care	(64%)	(61%)	(52%)	<+ 3>	<+12>
Are Not Receiving Quality Health Care	(32%)	(37%)	(39%)	<- 5>	<- 7>
Don't Know	(4%)	(2%)	(9%)	<+ 2>	<- 5>
5A. (IF RECEIVING) What are you basing that viewpoint on? (OPEN-END)					
Personal Experience/Observation	(46%)	(35%)		<+11>	
Better Compared To Other Countries/US	(9%)	(7%)		<+ 2>	
Always Receive Good Service/Satisfied	(4%)	(1%)		<+ 3>	
Received Care Needed/Proper Care/Treatment	(4%)	(11%)		<- 7>	
Doctors/Nurses Doing Best They Can/Good Job ..	(4%)	(10%)		<- 6>	
Easy Accessibility/To Doctor/Specialist/Health Care	(3%)	(2%)		<+ 1>	
Good Quality Health Care In Hospital	(3%)	(2%)		<+ 1>	
Have Good/Qualified Doctors/Nurses/Expertise ..	(3%)	(4%)		<- 1>	
Waiting List/Period Too Long	(3%)	(6%)		<- 3>	
Modern Methods/Technology/Research	(2%)	(1%)		<+ 1>	
Shortage Of Doctors/Nurses/Staff	(2%)	(2%)		<n/c>	
Too Many Cutbacks/Lack Of Funding	(2%)	(1%)		<+ 1>	
Universal Coverage/Everyone Is Covered	(2%)	(<1%)		<+ 2>	
Do Well With Resources They Have	(2%)	(1%)		<+ 1>	
Better Longevity/Population Levels	(2%)	(1%)		<+ 1>	
We Are Not Dying/Don't Know					
Anyone Who Had Died	(2%)	(<1%)		<+ 2>	
Shortage Of Beds/Hospital Stay Too Short	(2%)	(<1%)		<+ 2>	
Word Of Mouth/Family/Friends Experience	(1%)	(4%)		<- 3>	
Contact With People/More People/					
Doctors Are Caring	(1%)	(<1%)		<+ 1>	
Good Care In Spite Of Long Waiting Period	(1%)	(1%)		<n/c>	
What I Hear In The News/Media	(1%)	(2%)		<- 1>	
There Is A Lot Of Information	(1%)	(<1%)		<+ 1>	
People Are Abusing Services/The System	(<1%)	(1%)		<- 1>	
Some Services Unavailable In Some Provinces	(<1%)	(1%)		<- 1>	
There Is New Equipment At My Hospital	(<1%)	(1%)		<- 1>	
Improvement/Improving	(<1%)	(1%)		<- 1>	
Doctors/Nurses Are Overworked/Can't Keep Up ..	(<1%)	(1%)		<- 1>	
Everything Is Going Well In Small Hospitals	(<1%)	(1%)		<- 1>	
Other	(3%)	(3%)		<n/c>	
Don't Know/Refused	(1%)	(3%)		<- 2>	

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
5B. (IF NOT RECEIVING) What are you basing that viewpoint on? (OPEN-END)					
Personal Experience/Observation	(28%)	(7%)		<+21>	
Shortage Of Nurses/Doctors/Staff	(25%)	(13%)		<+12>	
Long Waiting List/Waiting Periods	(18%)	(28%)		<-10>	
Lack Of Funding/Too Many Cutbacks	(6%)	(4%)		<+ 2>	
Not Getting Care Needed/Proper Care	(5%)	(7%)		<- 2>	
Not Enough Beds/Bed Closures	(2%)	(1%)		<+ 1>	
What I Hear On The News	(2%)	(5%)		<- 3>	
Not Enough Attention/Human Touch/					
Focus On Me	(2%)	(8%)		<- 6>	
Nurses Need More/Better Support	(2%)	<1%)		<+ 2>	
Poor Administration/Poor Management	(2%)	<1%)		<+ 2>	
Staff/Doctors/Nurses Are Overworked	(2%)	(1%)		<+ 1>	
Because Of The Cost/Too Expensive	(2%)	<1%)		<+ 2>	
Hospital Closures	(2%)	<1%)		<+ 2>	
Lack Health Resources/Shortage Of Everything	(2%)	(1%)		<+ 1>	
ER Experience Was Not Satisfactory	(2%)	<1%)		<+ 2>	
Privatization	(2%)	<1%)		<+ 2>	
Less Coverage/Drugs/Services	<1%)	(1%)		<- 1>	
Shortage Of Equipment/No Funding For	<1%)	(1%)		<- 1>	
Word Of Mouth/Family/Friends' Experience	<1%)	(3%)		<- 3>	
Unqualified Personnel/Lack Of Education	<1%)	(1%)		<- 1>	
Because Of Medical Errors/Misdiagnosis	<1%)	(1%)		<- 1>	
Discharged Too Early/Stay Not Long Enough	<1%)	(4%)		<- 4>	
Not Enough Care/Services For Seniors	<1%)	(1%)		<- 1>	
Lack Of Access/Availability	<1%)	(1%)		<- 1>	
Hospital Overcrowded/Lack Of Space	<1%)	(1%)		<- 1>	
Hospital/Hospital Care Is Deteriorating	<1%)	(1%)		<- 1>	
Effect Of/Presence Of Aging Baby Boomers	<1%)	(1%)		<- 1>	
Should Have User Fees/Should Pay	<1%)	(1%)		<- 1>	
Other	<1%)	(1%)		<- 1>	
Don't Know/Refused	<1%)	(1%)		<- 1>	
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	(4%)				
Improve Somewhat	(26%)				
Worsen Somewhat	(41%)				
Significantly Worsen	(24%)				
Don't Know/Refused	(4%)				

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
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	(17%)	(13%)	(13%)	<+ 4>	<+ 4>
Some Fairly Major Repairs	(56%)	(58%)	(59%)	<- 2>	<- 3>
Some Minor Tuning Up	(26%)	(27%)	(25%)	<- 1>	<+ 1>
Everything Fine The Way It Is	(1%)	(1%)	(1%)	<n/c>	<n/c>
Don't Know	(<1%)	(1%)	(2%)	<- 1>	<- 2>
8A. (IF COMPLETE REBUILDING...) What is your main priority area for change? (OPEN END)					
Need More/Lack Of Doctors/Nurses/Staff	(11%)	(7%)		<+ 4>	
Lack Of Funds/Better Management Of Funds	(9%)	(19%)		<-10>	
Services In Hospital/Hospital Care	(9%)	(4%)		<+ 5>	
Change/Alter/Reorganize System	(6%)	(4%)		<+ 2>	
Lack Of/Duplication Of Service	(6%)	(<1%)		<+ 6>	
Accessibility/Availability	(6%)	(11%)		<- 5>	
Emergency/ER/Better Service	(6%)	(<1%)		<+ 6>	
All Sectors/General Care	(6%)	(4%)		<+ 2>	
Quality Of Care	(6%)	(12%)		<- 6>	
Self-Supporting System/Not Government-Run	(6%)	(<1%)		<+ 6>	
Rebuild/Start From Scratch	(3%)	(<1%)		<+ 3>	
Doctors/Nurses Leaving/Going To Us	(3%)	(<1%)		<+ 3>	
Start With Training Of Medical Staff	(3%)	(4%)		<- 1>	
Long Waiting Lists	(3%)	(4%)		<- 1>	
Bureaucracy/Administration/Cohesion Of	(3%)	(<1%)		<+ 3>	
Nurses Overworked	(3%)	(<1%)		<+ 3>	
Focus On Senior Care/Nursing Home	(3%)	(<1%)		<+ 3>	
Better Working Conditions/Less Stress	(3%)	(<1%)		<+ 3>	
Lack Of/Accessibility To Equipment	(<1%)	(4%)		<- 4>	
Would Like To See Privatization	(<1%)	(4%)		<- 4>	
Accountability	(<1%)	(4%)		<- 4>	
Start User Fee	(<1%)	(4%)		<- 4>	
Oncology	(<1%)	(4%)		<- 4>	
Preventative Medicine	(<1%)	(4%)		<- 4>	
Better Coordination Between					
Different Health Care Providers	(<1%)	(4%)		<- 4>	
Other	(3%)	(<1%)		<+ 3>	
Don't Know/Refused	(3%)	(4%)		<- 1>	

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
8B. (IF SOME FAIRLY MAJOR...) What is your main priority area for change? (OPEN END)					
Lack Of Staff/Staff Cutbacks/Manpower	(11%)	(10%)		<+ 1>	
Lack Of Funding/Cutbacks	(9%)	(10%)		<- 1>	
Lack Of Doctors/Specialists	(8%)	(1%)		<+ 7>	
Lack Of Quality Services/Proper Care/Level Of	(7%)	(2%)		<+ 5>	
Care For Elderly/Aging Population	(6%)	(3%)		<+ 3>	
Accessibility/Availability Of Health Care	(5%)	(7%)		<- 2>	
Preventative Health Care/Preventative Lifestyle	(4%)	(2%)		<+ 2>	
Homecare/Community Care/Availability	(4%)	(3%)		<+ 1>	
Education/Training/Recruitment					
Health Care Professionals/Staff	(4%)	(5%)		<- 1>	
Better Use Of Funds/Allocation Of	(3%)	(4%)		<- 1>	
Emergency Treatment/Service At ER	(3%)	(3%)		<n/c>	
Lack Of Equipment/Technology	(3%)	(1%)		<+ 2>	
Shortage Of Nurses	(3%)	(5%)		<- 2>	
Long Waiting Period/Long Lists	(2%)	(6%)		<- 4>	
More Funding For/Education Of Caregivers	(2%)	<1%		<+ 2>	
Stress/Workload/Overworked	(2%)	<1%		<+ 2>	
Privatization	(2%)	<1%		<+ 2>	
People Demand It/People Are Not Buying In	(2%)	<1%		<+ 2>	
Everything/All Important	(2%)	(3%)		<- 1>	
First Line/Primary Care	(2%)	(1%)		<+ 1>	
Needs Restructuring/Rearranging/Different Model (1%)	(1%)	(1%)		<n/c>	
Needs Review/Reevaluation/Different Angle	(1%)	<1%		<+ 1>	
Management Top Heavy/Too Many Bureaucrats ..	(1%)	(2%)		<- 1>	
Deficiency In Health Care System/					
List Of Problems/Fix	(1%)	<1%		<+ 1>	
Already Changing/Has Changed	(1%)	<1%		<+ 1>	
Government Not Listening/Need Involvement	(1%)	<1%		<+ 1>	
Principles Of Medicare/Level Of Coverage	(1%)	<1%		<+ 1>	
Communication/More Info To The Public	(1%)	(1%)		<n/c>	
Community Based Centres/Care In Rural Areas	(1%)	(1%)		<n/c>	
Must Be Universal/For All/Not Two-Tier	(1%)	<1%		<+ 1>	
Hospital/Hospital Service/Care	(1%)	(4%)		<- 3>	
More Skilled/Qualified Staff/Nurses/Doctors	(1%)	(2%)		<- 1>	
Diseases/Disorders (GENERAL)	(1%)	<1%		<+ 1>	
Mental Health Services/Psychiatric System	(1%)	<1%		<+ 1>	
Long-Term Care	(1%)	(2%)		<- 1>	
Incentives/Benefits/Compensation	(1%)	<1%		<+ 1>	
Limited Resources/Lack Of/Human Resources	<1%	(2%)		<- 2>	
Lack Of Bed/Overcrowding/Hospital Closures	<1%	(3%)		<- 3>	
Cost/Cost Of Health Care	<1%	(1%)		<- 1>	
Inadequate Salaries	<1%	(2%)		<- 2>	
More Accountability (GENERAL)	<1%	(1%)		<- 1>	
Patient Care/Focus On Patient (Nonspecific)	<1%	(3%)		<- 3>	

	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)					
Not Treat As A Number/More Human	(<1%)	(1%)		<- 1>	
Nurses/Nursing (Nonspecific)	(<1%)	(2%)		<- 2>	
Doctors/Medical Area (Nonspecific)	(<1%)	(1%)		<- 1>	
Better Working Conditions (Nonspecific)	(<1%)	(1%)		<- 1>	
Better/Larger/Newer Facilities/Premises	(<1%)	(1%)		<- 1>	
Other	(1%)	(4%)		<- 3>	
Don't Know/Refused	(3%)	(2%)		<+ 1>	
8C. (IF SOME MINOR...) What is your main priority area for change? (OPEN END)					
Put More Money In To It/Lack Of Funding	(10%)	(18%)		<- 8>	
Better Service/Care/Quality Of Care	(10%)	(<1%)		<+10>	
Lack Of Staff	(9%)	(13%)		<- 4>	
Demographics Always Changing/					
Aging Population	(9%)	(2%)		<+ 7>	
Lack Health Care Professionals/					
Doctor/Physician/Nurse	(8%)	(12%)		<- 4>	
Long Waiting Lists/To See Specialist/Physician	(6%)	(5%)		<+ 1>	
More Homecare	(4%)	(4%)		<n/c>	
Availability Of Service/Accessibility					
To Health Care	(4%)	(<1%)		<+ 4>	
Education/With Education	(4%)	(2%)		<+ 2>	
Only Needs Few Changes/Adjustments	(2%)	(<1%)		<+ 2>	
Misuse/Abuse Of System	(2%)	(<1%)		<+ 2>	
Back To Normal/Starting To Improve	(2%)	(<1%)		<+ 2>	
Minor Repairs Needed In ER/Better Service	(2%)	(7%)		<- 5>	
Long Term Patients Shouldn't Be In Hospitals	(2%)	(<1%)		<+ 2>	
Needs Of The People Not Being Met	(2%)	(<1%)		<+ 2>	
Losing Our Resources To US/Brain Drain	(2%)	(2%)		<n/c>	
Lack Of Preventive And Health Education	(2%)	(7%)		<- 5>	
Focus On Diseases/Disorders (GENERAL)	(2%)	(2%)		<n/c>	
Hospital/Inside Of The Hospital (Nonspecific)	(2%)	(2%)		<n/c>	
More Research/Technology	(2%)	(<1%)		<+ 2>	
More Human/Personalized/More Attention	(2%)	(<1%)		<+ 2>	
Lack Of Equipment/MRI	(2%)	(<1%)		<+ 2>	
All Sectors/In General	(2%)	(4%)		<- 2>	
Changes To CLSC	(2%)	(2%)		<n/c>	
People Being Released Too Early	(<1%)	(2%)		<- 2>	
Increase Wages	(<1%)	(2%)		<- 2>	
Acute Care	(<1%)	(2%)		<- 2>	
Promote Holistic Health Care	(<1%)	(2%)		<- 2>	
Better Work Conditions	(<1%)	(2%)		<- 2>	
Other	(2%)	(4%)		<- 2>	
Don't Know/Refused	(6%)	(5%)		<+ 1>	

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
9. And how confident are you that a solution will be found to sustain the health care system?					
Very Confident	(6%)				
Confident	(42%)				
Not Very Confident	(44%)				
Not At All Confident	(7%)				
Don't Know/Refused	(1%)				
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	(40%)				
Patient Oriented/More Info/Counselling	(6%)				
More Patients/Less Time With/Less Quality Care ..	(6%)				
More Acute Care/Critical Patients	(4%)				
Improving Ourselves/Our Skills	(3%)				
More Of An Advocate/For Patients	(3%)				
Cover Doctor's Position/Clinical/Technical Role	(2%)				
More Administrative/There's More Paperwork	(2%)				
Leaving Profession/Retired/Might Loose Job	(1%)				
Work Environment/Conditions/Stressful	(1%)				
Doing More Home Care/Private Nursing	(1%)				
Battle With Insurance/Health Cost Watchman	(1%)				
Becoming More Important/More Imp Role	(1%)				
Faster Pace/Everything Done Faster	(1%)				
People Having Say About Their Need/ Learning About	(1%)				
Cutbacks/Certain Cutbacks (Nonspecific)	(1%)				
Training The LPN's A Lot More	(1%)				
Little/No Change/Staying The Same	(1%)				
Changing A Lot/Dramatically/Drastically	(1%)				
Getting Worse/Deteriorating/In Negative Way	(1%)				
Lack Of Resources/Lack Of Funding	(1%)				
Too Many Restrictions/We Are Limited	(1%)				
Decrease In Staff Members/Less Staff	(1%)				
More Staff/Hiring More Staff	(1%)				
Other	(3%)				
Don't Know/Refused	(15%)				
11. (IF CHANGING IN SOME WAY) Do you see this as a positive or negative change?					
Positive	(51%)				
Negative	(44%)				
Don't Know/Refused	(5%)				

	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	(29%)				
More/Consistent Training/Access To/Help With ..	(8%)				
Higher Wages/Raising The Pay	(7%)				
More Qualified People/Experienced/Trained	(4%)				
More Funding/Government Funding/Better Use Of	(4%)				
Time/More Time/Time To Do My Job	(4%)				
Getting Hours I Should Get/Better/Regular	(3%)				
Support From Doctors And Nurses/Input From	(3%)				
Get Supply/Equipment/Access To	(3%)				
Recognition/Respect/Public Understanding	(3%)				
Better Management/Understanding From/Direction	(2%)				
More Hours With The Patient/More Time	(2%)				
Better Work Conditions/Environment/Morale	(2%)				
More Government Support/Less Hassle From	(2%)				
Being Honest/Trustworthy	(1%)				
My Company/Big Company To Listen To Me	(1%)				
Cooperation Of Clients	(1%)				
Better Job Description/Understand Responsibilities	(1%)				
My Own Safety	(1%)				
Funding/Access To Homecare/Community Care ...	(1%)				
More Service/Quality Of Care/Coverage	(1%)				
Stability Of Hours	(1%)				
More/Better Benefits/Compensation	(1%)				
Scheduling/Self-Scheduling	(1%)				
Nothing/Happy With My Work	(1%)				
People Should Understand/Better Communicate ...	(1%)				
Specialists/More Specialists	(1%)				
More Vacation/Time Off/Not Called On Day Off	(1%)				
Better Access/Availability Of Doctors	(1%)				
Better Support From Employer/Relations With	(1%)				
Flexibility/Flexibility Of Hours	(<1%)				
Make People Aware Of Services/Info To Public	(<1%)				
Regulate Communication Between					
Levels Of Caregivers	(<1%)				
Enough Beds/Increase Of	(<1%)				
Good Support Staff/Service/More People In	(<1%)				
Shorter Waiting Period/Less Waiting	(<1%)				
Other	(2%)				
Don't Know/Refused	(3%)				

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
13. Are there currently any human resource shortages within your profession?					
Yes	(80%)	(75%)		<+ 5>	
No	(16%)	(20%)		<- 4>	
Don't Know/ Refused	(4%)	(5%)		<- 1>	
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	(64%)				
Some Impact	(23%)				
Not Much Of An Impact At All	(12%)				
Don't Know	(1%)				
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	(13%)				
Education/Enrolment In University/ More Education	(11%)				
No/Nothing Else	(11%)				
Higher Wages/Better Pay/Increase Salary	(6%)				
Appreciation/Recognition/ For Job Well Done/Respect	(6%)				
More Staff/Need Help/Recruitment/Retention	(6%)				
Full-Time Position	(5%)				
Better Hours/Better Schedules/Flexible Hours	(4%)				
Better Benefits/Collaborative Agreement	(4%)				
Promoting Our Profession/Public Image/PR	(4%)				
Better Funding/Better Spending	(3%)				
Improve Work Distribution/Decrease Workload	(2%)				
Job Satisfaction/Enjoy Working With People	(2%)				
System/Management/Overhaul Profession/ Bureaucracy	(2%)				
Give Incentives	(1%)				
I Don't Recommend This For A Career	(1%)				
Redefine/More Responsibility/Leverage	(1%)				
More Support/Better Relations Between Health Care Levels	(1%)				
Job Security/Availability/Stability	(1%)				
Keep Graduates Here In Canada/Brain Drain	(1%)				
Listen To Input Of Health Care Providers	(1%)				
Privatization	(1%)				
Government Involvement	(1%)				
Improve Resources/Equipment/Technology/ Access To	(<1%)				
Other	(1%)				
Don't Know/Refused	(8%)				

	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	(9%)				
Somewhat Agree	(32%)				
Somewhat Disagree	(23%)				
Strongly Disagree	(34%)				
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	(2%)				
Somewhat Agree	(18%)				
Somewhat Disagree	(19%)				
Strongly Disagree	(61%)				
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	(33%)				
Somewhat Agree	(33%)				
Somewhat Disagree	(15%)				
Strongly Disagree	(18%)				
Don't Know/Refused	(<1%)				
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	(47%)				
Somewhat Agree	(30%)				
Somewhat Disagree	(11%)				
Strongly Disagree	(10%)				
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	(9%)				
Somewhat Agree	(25%)				
Somewhat Disagree	(25%)				
Strongly Disagree	(39%)				
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	(36%)				
Somewhat Agree	(40%)				
Somewhat Disagree	(9%)				
Strongly Disagree	(14%)				
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	(44%)				
Somewhat Agree	(37%)				
Somewhat Disagree	(13%)				
Strongly Disagree	(5%)				
Don't Know/Refused	(1%)				
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	(21%)				
Somewhat Agree	(46%)				
Somewhat Disagree	(17%)				
Strongly Disagree	(15%)				
Don't Know/Refused	(1%)				
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	(55%)				
Somewhat Agree	(29%)				
Somewhat Disagree	(10%)				
Strongly Disagree	(4%)				
Don't Know/Refused	(1%)				

	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 nurses within a collaborative practice? (OPEN END)					
Strong/Important/Increasing Role	(14%)				
Educator/Education/Teaching Patients	(12%)				
Frontline Role/Primary Health Care Provider	(12%)				
Interaction/Communication With Patient/ Care Patient	(8%)				
More Responsibilities/Involved In Decisions	(8%)				
Practitioner/Nurse Practitioner	(5%)				
Intermediary/Liaison Between Patient/ Health Care Givers	(4%)				
Do Work Doctors Do/Working Together With	(4%)				
Not Utilized Enough/Could Be Expanded	(3%)				
Advocate For Patients/Patient Advocacy	(3%)				
Same As Now/Same As Before	(2%)				
Teamwork	(2%)				
Mentor/Supportive Role	(1%)				
Positive Role/Beneficial	(1%)				
Continuity Of Care/Independent Role	(1%)				
More Hours	(1%)				
None	(1%)				
Assessment Role	(1%)				
A Lot Of Book Work	(<1%)				
Hospitals Will Always Need Nurses	(<1%)				
Other	(2%)				
Don't Know/Refused	(13%)				
26. Can you identify any barriers that you see to collaborative practice? (OPEN END)					
No/None/No Barriers	(29%)				
Won't Cooperate/Won't Give Up Their Role	(14%)				
Attitudes/Egos/Doctor's Think They Are Gods	(8%)				
Nurses Not Listened To/Not Recognized	(7%)				
Turf Protection/Territorial Thinking	(3%)				
Funding/Cost/Who Should Pay	(3%)				
Less Of Administration/Effects On Management ...	(3%)				
Role Definition	(3%)				
Need Training/Education/Lack Of Knowledge	(2%)				
Lack Choices Of Specialists/Doctors	(2%)				
Political Barriers	(2%)				
Communication Problems	(2%)				
Lack Information For The Public	(1%)				
Increased Workload/Burnout From Workload	(1%)				
Union Contracts/Union Involvement	(1%)				
Patients/Might Not Agree With New Procedures ..	(1%)				
Lack Of Staff	(1%)				
Proper Diagnosis/Quality Of Care	(1%)				
Other	(5%)				
Don't Know/Refused	(9%)				

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
27. Do you have a specialty certificate?					
Yes	(42%)	(42%)		<n/c>	<+42>
No	(57%)	(56%)		<+ 1>	<+57>
Don't Know/ Refused	(1%)	(2%)		<- 1>	<+ 1>
28. (IF YES) What are some of the barriers you faced when seeking certification in specialty nursing? (ACCEPT UP TO THREE MENTIONS) (OPEN-END)					
None/No Barriers/No Problems	(52%)				
Funding/Cost/Financial Assist/Access To	(30%)				
Time Off Work/Hard To Arrange And Schedule ...	(13%)				
Time/Required More Time/Own Time	(12%)				
Geographical Location/Have To Travel	(6%)				
Access To/Availability Of Courses	(6%)				
Family/Leaving Family Behind	(5%)				
Qualification/Experience/					
Never Specialized Enough	(5%)				
Employer Support/Red Tape Of Administration	(2%)				
Jobs Not Available/Not Enough					
Positions In Nursing	(1%)				
Energy Needed/Burnout	(1%)				
Specific Classes/Topics/Most Take Many Courses	(1%)				
Age	(1%)				
Don't Give Credit For Work Completed	(1%)				
Education System Here In Canada	(1%)				
Training Not Adopted To Needs/					
Unnecessary Stuff	(1%)				
Utilization Of The Certification	(1%)				
Don't Know/Refused	(4%)				
29. Would you advise friends or family members to choose a career in nursing?					
Yes	(57%)	(47%)		<+10>	
No	(37%)	(46%)		<- 9>	
Maybe	(<1%)	(5%)		<- 5>	
Don't Know	(6%)	(2%)		<+ 4>	

DEMOGRAPHICS

30. And would you be willing to be contacted by the media to comment on issues facing the health care system?					
Yes	(28%)				
No	(69%)				
Don't Know/Refused	(2%)				
31. Gender (Interviewer-Recorded)					
Male	(5%)	(6%)	(5%)	<- 1>	<n/c>
Female	(95%)	(94%)	(95%)	<+ 1>	<n/c>



	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
32. Region (System- Recorded)					
Newfoundland	(3%)	(3%)	(2%)	<n/c>	<+ 1>
Nova Scotia	(4%)	(4%)	(4%)	<n/c>	<n/c>
New Brunswick	(4%)	(4%)	(3%)	<n/c>	<+ 1>
Prince Edward Island	(1%)	(1%)	(1%)	<n/c>	<n/c>
Québec	(25%)	(25%)	(24%)	<n/c>	<+ 1>
Ontario	(34%)	(34%)	(33%)	<n/c>	<+ 1>
Manitoba	(5%)	(5%)	(4%)	<n/c>	<+ 1>
Saskatchewan	(4%)	(4%)	(4%)	<n/c>	<n/c>
Alberta	(9%)	(10%)	(9%)	<- 1>	<n/c>
British Columbia	(12%)	(12%)	(12%)	<n/c>	<n/c>
Yukon	(1%)	(1%)	(<1%)	<n/c>	<+ 1>
Northwest Territories	(1%)	(1%)	(<1%)	<n/c>	<+ 1>