

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	(20%)	(24%)	(27%)	<- 4>	<- 7>
Lack Of Staff/Work Overload	(13%)	(11%)	(6%)	<+ 2>	<+ 7>
Cost Of Health Care	(12%)	(10%)	(9%)	<+ 2>	<+ 3>
Prices Of Medication	(7%)	(4%)	(3%)	<+ 3>	<+ 4>
Aging Population/Care Of The Elderly	(6%)	(6%)	(7%)	<n/c>	<- 1>
Accessibility/Availability	(5%)	(7%)	(9%)	<- 2>	<- 4>
Doctors/Specialists Shortage/Going To US	(5%)	(2%)	(1%)	<+ 3>	<+ 4>
Medicare/Continuation Of Medicare	(3%)	(<1%)	(2%)	<+ 3>	<+ 1>
Heart Disease/Cancer/Aids/Any Disorder	(2%)	(2%)	(3%)	<n/c>	<- 1>
Lack Of Management	(2%)	(1%)	(1%)	<+ 1>	<+ 1>
Quality Service/Proper Care	(2%)	(2%)	(4%)	<n/c>	<- 2>
Long Waiting Period	(1%)	(8%)	(6%)	<- 7>	<- 5>
Promotion Of Health/Healthy Living	(1%)	(2%)	(1%)	<- 1>	<n/c>
Hospital Stay Too Short	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Moral Issues	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Medication Use	(1%)	(<1%)	(1%)	<+ 1>	<n/c>
Emergency Care/Emergency Rooms	(1%)	(1%)	(3%)	<n/c>	<- 2>
Hospital	(1%)	(<1%)	(1%)	<+ 1>	<n/c>
Preserving Health Care Services	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Smoking	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Affordability/In The Red/Future Funding	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
People Abuse/Overuse The System	(1%)	(1%)	(<1%)	<n/c>	<+ 1>
Shortage Of Nurses/Registered Nurses	(1%)	(<1%)	(<1%)	<+ 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>
Lack Of Health Care	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Having Insurance/Drug Plan/Cost Without	(1%)	(1%)	(<1%)	<n/c>	<+ 1>
Lack Of Services	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Care Of Children	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Home Care	(1%)	(<1%)	(<1%)	<+ 1>	<+ 1>
Bed Closure/Shortage/More Long Term Beds	(<1%)	(1%)	(1%)	<- 1>	<- 1>
Rural Health Care Crisis	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Hospital Closure/Restructuring System	(<1%)	(2%)	(<1%)	<- 2>	<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)					
Equal Accessibility/Two-Tier System	(<1%)	(3%)	(<1%)	<- 3>	<n/c>
Use Of Aides/Untrained Workers	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Line Ups/Overcrowding	(<1%)	(2%)	(<1%)	<- 2>	<n/c>
Privatization Of Health Care	(<1%)	(<1%)	(3%)	<n/c>	<- 3>
Language Issues	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Concerns About Government	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Research And Development	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Lack Of Equipment/Access To Testing	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
User Fees/Having To Pay/Maintain Free	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
System Deteriorating/Falling Apart	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Government Collect Taxes But Don't Give Back	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Concerned With Management Of					
Health Care Money	(<1%)	(1%)	(1%)	<- 1>	<- 1>
Government Indifferent/Neglecting Health Care ...	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Universality/For All Canadians	(<1%)	(1%)	(1%)	<- 1>	<- 1>
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>
Patient Safety	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Will Not Licence International Medical Graduates	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>
Other	(2%)	(2%)	(1%)	<n/c>	<+ 1>
Don't Know/Refused	(3%)	(1%)	(3%)	<+ 2>	<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%)	(6%)	(9%)	<- 2>	<- 5>
Falling	(47%)	(51%)	(45%)	<- 4>	<+ 2>
Same	(47%)	(43%)	(45%)	<+ 4>	<+ 2>
Don't Know	(1%)	(1%)	(1%)	<n/c>	<n/c>

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
3A. (IF RISING) Why do you say that? (OPEN-END)					
Getting More Services/Better Care	(23%)	(17%)	(5%)	<+6>	<+18>
Advances In Technology/Finding Cures	(23%)	(17%)	(21%)	<+6>	<+2>
Better/Wider Coverage	(11%)	(9%)	(<1%)	<+2>	<+11>
Government Started Putting Money Back In	(11%)	(<1%)	(15%)	<+11>	<-4>
Population Getting Older	(11%)	(<1%)	(<1%)	<+11>	<+11>
Healthier People	(11%)	(<1%)	(5%)	<+11>	<+6>
System Is Improving	(10%)	(<1%)	(5%)	<+10>	<+5>
Family/People Good Experience/Word Of Mouth ..	(<1%)	(9%)	(11%)	<-9>	<-11>
Good Personal Experience	(<1%)	(8%)	(<1%)	<-8>	<n/c>
Government Reset Priorities/Made Improvements	(<1%)	(<1%)	(5%)	<n/c>	<-5>
Economy Is Better	(<1%)	(8%)	(<1%)	<-8>	<n/c>
Positive Media Coverage	(<1%)	(<1%)	(5%)	<n/c>	<-5>
Ours Is As Good As Others	(<1%)	(<1%)	(5%)	<n/c>	<-5>
People Are Getting Sick	(<1%)	(7%)	(<1%)	<-7>	<n/c>
Increased Jobs In Health Care	(<1%)	(<1%)	(5%)	<n/c>	<-5>
Other	(<1%)	(<1%)	(10%)	<n/c>	<-10>
Don't Know/Refused	(<1%)	(25%)	(5%)	<-25>	<-5>

3B. (IF FALLING) Why do you say that? (OPEN-END)					
Lack Of Funding/Government Cutbacks/Cutbacks	(25%)	(12%)	(15%)	<+13>	<+10>
Waiting Lists/Surgery/Tests/Beds/Doctor	(10%)	(9%)	(15%)	<+1>	<-5>
Doctors/Specialists Shortage	(10%)	(4%)	(2%)	<+6>	<+8>
Personal Experience/Poor/Observation	(6%)	(4%)	(3%)	<+2>	<+3>
Decline/Cuts In Services Available	(5%)	(2%)	(2%)	<+3>	<+3>
System/Inadequate/Not Meeting Needs	(5%)	(3%)	(2%)	<+2>	<+3>
Poor Quality Service/Care	(4%)	(3%)	(6%)	<+1>	<-2>
Doctors Leaving Country/Brain Drain	(3%)	(1%)	(<1%)	<+2>	<+3>
System Is Deteriorating/Lower Standards	(3%)	(<1%)	(<1%)	<+3>	<+3>
Hospitals/Situation/Cuts In Hospitals	(3%)	(<1%)	(1%)	<+3>	<+2>
Shortage Hospital Staff/Staff Overworked	(2%)	(10%)	(5%)	<-8>	<-3>
System Not Well Run/Managed	(2%)	(1%)	(2%)	<+1>	<n/c>
Has Changed/Not Good Like Before	(2%)	(3%)	(1%)	<-1>	<+1>
Greater Demands On System/Public Demands	(2%)	(3%)	(4%)	<-1>	<-2>
Hospital Closures	(1%)	(<1%)	(1%)	<+1>	<n/c>
Bed Closures/Lack Of Beds	(1%)	(1%)	(1%)	<n/c>	<n/c>
Based On Media Coverage	(1%)	(1%)	(<1%)	<n/c>	<+1>
Abuse Of The System	(1%)	(<1%)	(<1%)	<+1>	<+1>
Rising Cost Of System/For Government/People	(1%)	(1%)	(1%)	<n/c>	<n/c>
Family/People Poor Experience/Word Of Mouth	(1%)	(9%)	(1%)	<-8>	<n/c>
Crisis In Rural Area/No Doctor/Travel Distance	(1%)	(<1%)	(<1%)	<+1>	<+1>
Health Care Less Accessible/Two-Tier	(1%)	(7%)	(<1%)	<-6>	<+1>
Government More Concerned With Bottom Line	(1%)	(<1%)	(<1%)	<+1>	<+1>
Harder To See Doctor/Get Into Hospital/Get Care ..	(1%)	(3%)	(2%)	<-2>	<-1>
Medicare Offers Less Coverage	(1%)	(1%)	(1%)	<n/c>	<n/c>

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
3B. (Cont'd) (IF FALLING) Why do you say that? (OPEN-END)					
Government Putting Priority Wrong Areas	(1%)	(1%)	(2%)	<n/c>	<- 1>
Early Discharge From Hospital	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Nervous About Strikes/Striking Doctors	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Health Care Professionals Discontent	(<1%)	(<1%)	(2%)	<n/c>	<- 2>
Emergency Care/Situation In ER	(<1%)	(1%)	(1%)	<- 1>	<- 1>
Can't Trust System/Doctors/Government	(<1%)	(<1%)	(3%)	<n/c>	<- 3>
No Foresight In Decision Making	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Government Neglecting Health Care/Doesn't Care	(<1%)	(2%)	(1%)	<- 2>	<- 1>
Because Of Government	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Money Is Mismanaged/Not Put In Health Care	(<1%)	(<1%)	(2%)	<n/c>	<- 2>
System Becoming Americanized	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Aging Population	(<1%)	(3%)	(3%)	<- 3>	<- 3>
Not Working/Need To Work On Reforms	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Lack Of Necessities/Resources	(<1%)	(2%)	(1%)	<- 2>	<- 1>
General Deterioration (Nonspecific)	(<1%)	(1%)	(2%)	<- 1>	<- 2>
Lack Of Public Awareness/Contact With Public	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
No Profits	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Users Not Paying Taxes	(<1%)	(<1%)	(2%)	<n/c>	<- 2>
Restrictions On Medications	(<1%)	(1%)	(2%)	<- 1>	<- 2>
Bureaucracy	(<1%)	(<1%)	(1%)	<n/c>	<- 1>
Salary/Wage Equity/Fight For Wages	(<1%)	(1%)	(<1%)	<- 1>	<n/c>
Working Conditions/Conditions In Workplace	(<1%)	(2%)	(<1%)	<- 2>	<n/c>
Other	(3%)	(7%)	(3%)	<- 4>	<n/c>
Don't Know/Refused	(1%)	(1%)	(<1%)	<n/c>	<+ 1>



	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
3C. (IF SAME) Why do you say that? (OPEN-END)					
No Changes	(29%)	(25%)	(28%)	<+4>	<+1>
No Improvements/Still Problems	(15%)	(12%)	(10%)	<+3>	<+5>
Good System/Services/Quality Of	(9%)	(10%)	(13%)	<-1>	<-4>
I/My Profession Not Affected/No Problems	(5%)	(5%)	(<1%)	<n/c>	<+5>
Ups And Downs/Balanced	(4%)	(6%)	(8%)	<-2>	<-4>
Lack Of Funds/Cutbacks/Wasteful Use Of Money	(4%)	(7%)	(5%)	<-3>	<-1>
Making An Effort Under Circumstances	(3%)	(3%)	(<1%)	<n/c>	<+3>
Personal Experience/Personal Observation	(3%)	(2%)	(2%)	<+1>	<+1>
Availability Of Treatments/Services/Care	(3%)	(<1%)	(<1%)	<+3>	<+3>
The Way I Feel	(2%)	(<1%)	(<1%)	<+2>	<+2>
Rising Costs	(2%)	(1%)	(<1%)	<+1>	<+2>
Compared To Other Countries	(2%)	(<1%)	(<1%)	<+2>	<+2>
Staffing Issues/Shortage Issues	(2%)	(1%)	(<1%)	<+1>	<+2>
Didn't Get Worse	(1%)	(<1%)	(2%)	<+1>	<-1>
Use Of/Availability Of Resources	(1%)	(<1%)	(<1%)	<+1>	<+1>
Long Waiting Periods	(1%)	(<1%)	(2%)	<+1>	<-1>
Government/No Good/Poor Decisions	(1%)	(2%)	(<1%)	<-1>	<+1>
Need/Have Technological Changes	(1%)	(<1%)	(2%)	<+1>	<-1>
System Getting/Pushed/In Peril/Future Of	(1%)	(<1%)	(<1%)	<+1>	<+1>
People Want To Keep Medicare/Drug Coverage ...	(1%)	(<1%)	(<1%)	<+1>	<+1>
Increasing Funds	(<1%)	(1%)	(1%)	<-1>	<-1>
Some Improvements/Progress/Procedures	(<1%)	(3%)	(7%)	<-3>	<-7>
Increase In Public Confidence	(<1%)	(2%)	(2%)	<-2>	<-2>
Lack Of Public Confidence	(<1%)	(<1%)	(3%)	<n/c>	<-3>
More Pressure On Issues/Public Expectations	(<1%)	(2%)	(1%)	<-2>	<-1>
Quality Of Doctors/No Change	(<1%)	(<1%)	(1%)	<n/c>	<-1>
Government Dealing With Issues	(<1%)	(<1%)	(1%)	<n/c>	<-1>
Increase Use Of Medicines	(<1%)	(1%)	(1%)	<-1>	<-1>
Lack Of Guidance/Surveillance/Participation	(<1%)	(<1%)	(1%)	<n/c>	<-1>
Government Priorities Not Straight	(<1%)	(1%)	(<1%)	<-1>	<n/c>
People Abuse/Overuse The System	(<1%)	(1%)	(<1%)	<-1>	<n/c>
Trained/Experienced Staff/Competent	(<1%)	(2%)	(<1%)	<-2>	<n/c>
Privatization	(<1%)	(1%)	(<1%)	<-1>	<n/c>
Increased Demand Issues/Aging Population	(<1%)	(1%)	(<1%)	<-1>	<n/c>
Other	(2%)	(2%)	(1%)	<n/c>	<+1>
Don't Know/Refused	(6%)	(7%)	(8%)	<-1>	<-2>
4. Overall would you say that Canadians are or are not receiving quality health care right now?					
Are Receiving Quality Health Care	(81%)	(74%)	(75%)	<+7>	<+6>
Are Not Receiving Quality Health Care	(17%)	(23%)	(22%)	<-6>	<-5>
Don't Know	(2%)	(3%)	(3%)	<-1>	<-1>

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
5A. (IF RECEIVING) What are you basing that viewpoint on? (OPEN-END)					
Personal Experience/Observation	(40%)	(25%)		<+15>	
Better Compared To Other Countries/US	(14%)	(19%)		<- 5>	
Word Of Mouth/Family/Friends Experience	(8%)	(8%)		<n/c>	
Easy Accessibility/To Doctor/Specialist/					
Health Care	(4%)	(3%)		<+ 1>	
Received Care Needed/Proper Care/Treatment	(4%)	(6%)		<- 2>	
Waiting List/Period Too Long	(4%)	(5%)		<- 1>	
Always Receive Good Service/Satisfied	(2%)	(1%)		<+ 1>	
Good Quality Health Care In Hospital	(2%)	(1%)		<+ 1>	
Shortage Of Doctors/Nurses/Staff	(2%)	(2%)		<n/c>	
Universal Coverage/Everyone Is Covered	(2%)	(3%)		<- 1>	
What I Hear In The News/Media	(2%)	(2%)		<n/c>	
Modern Methods/Technology/Research	(1%)	(1%)		<n/c>	
Don't Have To Pay/Cost-Efficient	(1%)	(2%)		<- 1>	
It Could Be Worse	(1%)	<1%)		<+ 1>	
Too Many Cutbacks/Lack Of Funding	(1%)	(1%)		<n/c>	
Dowell With Resources They Have	(1%)	<1%)		<+ 1>	
Staying The Same/Been Same For Years	(1%)	(1%)		<n/c>	
Better Longevity/Population Levels	(1%)	(1%)		<n/c>	
Lack Of Government Support	(1%)	<1%)		<+ 1>	
The System Is Good	(1%)	(2%)		<- 1>	
Some Services Unavailable In Some Provinces	(1%)	<1%)		<+ 1>	
They Have Put More Money In System Lately	(1%)	<1%)		<+ 1>	
There Is New Equipment At My Hospital	(1%)	<1%)		<+ 1>	
All Kinds Of Medications	(1%)	(1%)		<n/c>	
Doctors/Nurses Are Overworked/Can't Keep Up ..	(1%)	(1%)		<n/c>	
Haven't Heard Of/Had Any Problems	<1%)	(1%)		<- 1>	
Have Good/Qualified Doctor/Nurses/Expertise	<1%)	(7%)		<- 7>	
Good Care In Spite Of Long Waiting Period	<1%)	(1%)		<- 1>	
We Are Not Dying/Don't Know					
Anyone Who Had Died	<1%)	(1%)		<- 1>	
Doctors/Nurses Doing Best They Can/Good Job ..	<1%)	(2%)		<- 2>	
The Standard Is Falling	<1%)	(1%)		<- 1>	
Improvement/Improving	<1%)	(1%)		<- 1>	
I Believe We Have Great Standards	<1%)	(1%)		<- 1>	
Care Of Elderly/Aging Population	<1%)	(1%)		<- 1>	
Other	(2%)	(1%)		<+ 1>	
Don't Know/Refused	(1%)	(1%)		<n/c>	

	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	(18%)	(18%)		<n/c>	
Shortage Of Nurses/Doctors/Staff	(18%)	(8%)		<+10>	
Long Waiting List/Waiting Periods	(12%)	(23%)		<-11>	
Lack Of Access/Availability	(9%)	(<1%)		<+9>	
Not Getting Care Needed/Proper Care	(6%)	(4%)		<+2>	
Quality Of Care	(6%)	(<1%)		<+6>	
Lack Of Funding/Too Many Cutbacks	(3%)	(6%)		<-3>	
Can't Get A Doctor/Not Available/Too Busy	(3%)	(<1%)		<+3>	
Word Of Mouth/Family/Friend's Experience	(3%)	(11%)		<-8>	
Because Of Medical Errors/Misdiagnosis	(3%)	(2%)		<+1>	
Staff/Doctors/Nurses Are Overworked	(3%)	(<1%)		<+3>	
Hospital Overcrowded/Lack Of Space	(3%)	(<1%)		<+3>	
Hospital Closures	(3%)	(<1%)		<+3>	
Progression Of Diseases/Lack research/Cures	(3%)	(<1%)		<+3>	
Lack Health Resources/Shortage Of Everything	(3%)	(4%)		<-1>	
Less Coverage/Drugs/Services	(<1%)	(2%)		<-2>	
Not Enough Beds/Bed Closures	(<1%)	(4%)		<-4>	
Shortage Of Equipment/No Funding For	(<1%)	(2%)		<-2>	
What I Hear On The News	(<1%)	(4%)		<-4>	
Different Care From Province To Province/ Different Area	(<1%)	(2%)		<-2>	
Rely Too Much On Drugs	(<1%)	(2%)		<-2>	
Other	(3%)	(2%)		<+1>	
Don't Know/Refused	(3%)	(4%)		<-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	(49%)				
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%)	(9%)	(6%)	<+1>	<+4>
Some Fairly Major Repairs	(53%)	(56%)	(53%)	<-3>	<n/c>
Some Minor Tuning Up	(35%)	(31%)	(38%)	<+4>	<-3>
Everything Fine The Way It Is	(1%)	(2%)	(1%)	<-1>	<n/c>
Don't Know	(1%)	(2%)	(1%)	<-1>	<n/c>

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
8A. (IF COMPLETE REBUILDING...) What is your main priority area for change? (OPEN END)					
Services In Hospital/Hospital Care	(14%)	(11%)		<+3>	
Doctors/Nurses Leaving/Going To US	(10%)	(<1%)		<+10>	
Accessibility/Availability	(10%)	(<1%)		<+10>	
Doctors/Better Doctors	(10%)	(<1%)		<+10>	
Public Education	(9%)	(<1%)		<+9>	
Lack Of Funds/Better Management Of Funds	(5%)	(17%)		<-12>	
Bureaucracy/Administration/Cohesion Of	(5%)	(6%)		<-1>	
Need More/Lack Of Doctors/Nurses/Staff	(5%)	(17%)		<-12>	
Homecare	(5%)	(<1%)		<+5>	
Would Like To See Privatization	(5%)	(10%)		<-5>	
Level Of Care	(5%)	(<1%)		<+5>	
Coverage/Medication/Services Covered	(5%)	(<1%)		<+5>	
Change/Alter/Reorganize System	(4%)	(<1%)		<+4>	
Start With Training Of Medical Staff	(<1%)	(6%)		<-6>	
All Sectors/General Care	(<1%)	(6%)		<-6>	
More Space/Facility	(<1%)	(4%)		<-4>	
Start User Fee	(<1%)	(11%)		<-11>	
Closure Of CLSC	(<1%)	(6%)		<-6>	
Other	(<1%)	(6%)		<-6>	
Don't Know/Refused	(10%)	(<1%)		<+10>	
8B. (IF SOME FAIRLY MAJOR...) What is your main priority area for change? (OPEN END)					
Accessibility/Availability Of Health Care	(9%)	(7%)		<+2>	
Lack Of Funding/Cutbacks	(8%)	(13%)		<-5>	
Lack Of Staff/Staff Cutbacks/Manpower	(7%)	(11%)		<-4>	
Long Waiting Period/Long Lists	(6%)	(7%)		<-1>	
Hospital/Hospital Service/Care	(6%)	(9%)		<-3>	
Better Use Of Funds/Allocation Of	(5%)	(1%)		<+4>	
Lack Of Doctors/Specialists	(5%)	(2%)		<+3>	
Lack Of Quality Service/Proper Care/Level Of	(5%)	(3%)		<+2>	
User Fees/Should Pay/Increase Costs	(4%)	(3%)		<+1>	
Emergency Treatment/Service At ER	(3%)	(4%)		<-1>	
Lack Of Bed/Overcrowding/Hospital Closures	(3%)	(1%)		<+2>	
Cost/Cost Of Health Care	(3%)	(2%)		<+1>	
Principles Of Medicare/Level Of Coverage	(3%)	(<1%)		<+3>	
Doctors/Specialists Leaving/Going To US	(2%)	(<1%)		<+2>	
System Not Working/Falling Apart	(2%)	(<1%)		<+2>	
Needs Review/Re-evaluation/Different Angle	(2%)	(<1%)		<+2>	
People Abuse/Overuse System/Fraud	(2%)	(2%)		<n/c>	
Limited Resources/Lack Of/Human Resources	(2%)	(2%)		<n/c>	
Preventative Health Care/Preventative Lifestyle	(2%)	(3%)		<-1>	
Government Not Listening/Need Involvement	(2%)	(<1%)		<+2>	
More Accountability (GENERAL)	(2%)	(1%)		<+1>	
Needs Restructuring/Rearranging/Different Model	(1%)	(<1%)		<+1>	

	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)					
Care For Elderly/Aging Population	(1%)	(<1%)		<+ 1>	
Management Top Heavy/Too Many Bureaucrats ..	(1%)	(1%)		<n/c>	
Lack Of Equipment/Technology	(1%)	(<1%)		<+ 1>	
More Coordination/Uniformity/Consistency	(1%)	(<1%)		<+ 1>	
Research/More/Not Far In Cancer Treatment	(1%)	(<1%)		<+ 1>	
Doctors Abuse System/Providers					
Don't Know Issues	(1%)	(<1%)		<+ 1>	
How Specialty Physicians Approach Things	(1%)	(<1%)		<+ 1>	
Must Be Universal/For All/Not Two-Tier	(1%)	(<1%)		<+ 1>	
Homecare/Community Care/Availability	(1%)	(1%)		<n/c>	
Everything/All Important	(1%)	(2%)		<- 1>	
Nurses/Nursing (Nonspecific)	(1%)	(<1%)		<+ 1>	
Staff Appreciated/Recognition	(1%)	(<1%)		<+ 1>	
Education/Training/Recruitment					
Health Care Profession/Staff	(1%)	(2%)		<- 1>	
Incentives/Benefits/Compensation	(1%)	(3%)		<- 2>	
Better/Larger/Newer Facilities/Premises	(1%)	(1%)		<n/c>	
Need Less Government Involvement	(1%)	(<1%)		<+ 1>	
Inadequate Salaries	(<1%)	(3%)		<- 3>	
Address Paperwork Issues	(<1%)	(1%)		<- 1>	
Would Like A Two-Tier System	(<1%)	(1%)		<- 1>	
More Skilled/Qualified Staff/Nurses/Doctors	(<1%)	(3%)		<- 3>	
Better Management/Administration (Nonspecific)	(<1%)	(2%)		<- 2>	
Patient Care/Focus On Patient (Nonspecific)	(<1%)	(1%)		<- 1>	
Not Treat As A Number/More Human	(<1%)	(1%)		<- 1>	
Doctors/Medical Area (Nonspecific)	(<1%)	(2%)		<- 2>	
Better Working Conditions (Nonspecific)	(<1%)	(1%)		<- 1>	
Other	(4%)	(5%)		<- 1>	
Don't Know/Refused	(2%)	(4%)		<- 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 Profession/Doctor/					
Physician/Nurse	(15%)	(6%)		<+9>	
Long Waiting Lists/To See Specialist/Physician ...	(13%)	(5%)		<+8>	
Better Service/Care/Quality Of Care	(7%)	(<1%)		<+7>	
Put More Money Into It/Lack Of Funding	(6%)	(12%)		<-6>	
Availability Of Service/Accessibility					
To Health Care	(6%)	(2%)		<+4>	
Money Spend In Wrong Places/Too Much Waste	(4%)	(<1%)		<+4>	
Lack Of Staff	(4%)	(5%)		<-1>	
Hospital/Inside Of The Hospital (Nonspecific)	(4%)	(11%)		<-7>	
Minor Repairs Needed In ER/Better Service	(3%)	(2%)		<+1>	
Demographics Always Changing/					
Aging Population	(3%)	(3%)		<n/c>	
User Fee System/Reasonable	(3%)	(1%)		<+2>	
Lack Of Preventive And Health Education	(3%)	(12%)		<-9>	
Privatization	(3%)	(<1%)		<+3>	
It Just Needs Better Management	(3%)	(<1%)		<+3>	
Misuse/Abuse Of System	(1%)	(2%)		<-1>	
Even Care/Equal Access Throughout Canada	(1%)	(6%)		<-5>	
Not Working/Needs Repairs/Restructure	(1%)	(<1%)		<+1>	
Needs Of The People Not Being Met	(1%)	(<1%)		<+1>	
Price Of Medication/Cost For Seniors	(1%)	(2%)		<-1>	
More Research/Technology	(1%)	(<1%)		<+1>	
Cost/Cost Of Health Care	(1%)	(<1%)		<+1>	
More Medicare/Medicare System	(1%)	(2%)		<-1>	
Better Work Conditions	(1%)	(<1%)		<+1>	
Losing Our Resources To US/Brain Drain	(<1%)	(3%)		<-3>	
Go Back To Two-Tier Medicine	(<1%)	(2%)		<-2>	
So Much Duplication And Waste	(<1%)	(3%)		<-3>	
More Homecare	(<1%)	(2%)		<-2>	
Focus On Diseases/Disorders (GENERAL)	(<1%)	(3%)		<-3>	
Lack Of Equipment/MRI	(<1%)	(2%)		<-2>	
Must Be Government Regulated	(<1%)	(1%)		<-1>	
Service In Rural Areas/Small Communities	(<1%)	(3%)		<-3>	
All Sectors/In General	(<1%)	(2%)		<-2>	
Acute Care	(<1%)	(2%)		<-2>	
The Dispensing Fee Of Pharmacist	(<1%)	(2%)		<-2>	
Medication Usage	(<1%)	(2%)		<-2>	
Other	(4%)	(3%)		<+1>	
Don't Know/Refused	(7%)	(4%)		<+3>	

	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	(11%)				
Confident	(52%)				
Not Very Confident	(31%)				
Not At All Confident	(4%)				
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)					
Patient Oriented/More Info/Counselling	(28%)				
Busier/More Responsibilities/Overworked	(23%)				
Cover Doctor's Position/Clinical/Technical Role ...	(10%)				
Battle With Insurance/Health Cost Watchman	(3%)				
Doing More Home Care/Private Nursing	(2%)				
Government Involvement	(2%)				
Becoming More Important/More Imp Role	(2%)				
Changing For The Better (Nonspecific)	(2%)				
Improving Ourselves/Our Skills	(1%)				
Work Environment/Conditions/Stressful	(1%)				
More Patients/Less Time With/Less Quality Care ..	(1%)				
More Of An Advocate/For Patients	(1%)				
People Are Rushed Through The System	(1%)				
Hard To Communicate With Other					
Health Care Providers	(1%)				
Little/No Change/Staying The Same	(1%)				
Changing A Lot/Dramatically/Drastically	(1%)				
More Administrative/There's More Paperwork	(1%)				
Too Many Restrictions/We Are Limited	(1%)				
Geared Towards Financial Problems/					
People's Means	(1%)				
Coordination Between Health Care					
Providers/Teamwork	(1%)				
Decrease In Staff Members/Less Staff	(1%)				
Aging Population/Adapting To Seniors Care	(1%)				
The Way That We Are Being Paid	(<1%)				
Other	(4%)				
Don't Know/Refused	(14%)				
11. (IF CHANGING IN SOME WAY) Do you see this as a positive or negative change?					
Positive	(72%)				
Negative	(24%)				
Don't Know/Refused	(4%)				

	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	(19%)				
Support From Doctors And Nurses/Input From	(6%)				
Better Technology/More Technology	(5%)				
More/Consistent Training/Access To/Help With ..	(4%)				
Time/More Time/Time To Do My Job	(4%)				
More Government Support/Less Hassle From	(4%)				
Higher Wages/Raising The Pay	(3%)				
More Hours With The Patient/More Time	(3%)				
More Funding/Government Funding/Better Use Of	(3%)				
Less Paperwork	(3%)				
More Qualified People/Experienced/Trained	(2%)				
Get Supply/Equipment/Access To	(2%)				
More Information On Clients	(2%)				
Better Management/Understanding From/Direction	(2%)				
More Access To Information (Nonspecific)	(2%)				
Getting Hours I Should Get/Better/Regular	(1%)				
Cooperation Of Clients	(1%)				
Better Job Description/ Understand Responsibilities	(1%)				
Flexibility/Flexibility Of Hours	(1%)				
Make People Aware Of Services/Info To Public	(1%)				
Be Involved With Assessing The Client	(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%)				
Better Work Conditions/Environment/Morale	(1%)				
Having Resources/More/Adequate (Nonspecific) .	(1%)				
Clear/Organized Health Care System/ Less Regulation	(1%)				
Team Work/Between Different Levels/ Health Care Professionals	(1%)				
Drug Plan/Cheaper Drugs/Free Drugs	(1%)				
Correct/Better Written Rx/Easier To Read	(1%)				
Better Access/Availability Of Doctors	(1%)				
Better Reimbursement/Reimbursement System	(1%)				
Effective/Better Computer System/ Computers/Internet	(1%)				
Better Relation With Insurance Company/ Easy To Deal With	(1%)				
Access To Medical Files/Medical Records	(1%)				



	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)					
More/Better Communication					
Between Health Professionals	(1%)				
More Help (Nonspecific)	(1%)				
Better/More Drug Information	(1%)				
Info To Refer To Other Service/Easier To	(<1%)				
Shorter Hours/Shorter Shifts/Less Overtime	(<1%)				
Good Support Staff/Service/More People In	(<1%)				
Updated/Large Facilities/Better Layout	(<1%)				
Recognition/Respect/Public Understanding	(<1%)				
Need More Research/Ongoing Research	(<1%)				
Other	(3%)				
Don't Know/Refused	(8%)				
13. Are there currently any human resource shortages within your profession?					
Yes	(93%)	(91%)		<+ 2>	
No	(5%)	(8%)		<- 3>	
Don't Know/ Refused	(1%)	(<1%)		<+ 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	(50%)				
Some Impact	(32%)				
Not Much Of An Impact At All	(19%)				

	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)					
Education/Enrolment In University/					
More Education (17%)					
Working Conditions/Improve Environment (16%)					
No/Nothing Else (9%)					
Better Hours/Better Schedules/Flexible Hours (7%)					
Redefine/More Responsibility/Leverage (7%)					
More Staff/Need Help/Recruitment/Retention (4%)					
System/Management/Overhaul Profession/					
Bureaucracy (4%)					
Higher Wages/Better Pay/Increase Salary (3%)					
Promoting Our Profession/Public Image/PR (3%)					
Appreciation/Recognition/For Job					
Well Done/Respect (3%)					
Improve Work Distribution/Decrease Workload (2%)					
Better Benefits/Collaborative Agreement (2%)					
Better Funding/Better Spending (2%)					
Give Incentives (1%)					
Job Satisfaction/Enjoy Working With People (1%)					
More Support/Better Relations					
Between Health Care Levels (1%)					
Close Pharmacies/Too Many Pharmacies (1%)					
Improve Resources/Equipment/					
Technology/Access To (1%)					
Tax Break/Don't Pay After So Many Hours (1%)					
Other (5%)					
Don't Know/Refused (9%)					

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
16. 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 pharmacists within a collaborative practice? (OPEN END)					
Give Info On Medication/Monitor Use Of	(31%)				
Important/Major/Significant Role	(15%)				
Info Resource/Provide Info/Counselling	(13%)				
Patient Care/Accessible For Patients	(6%)				
More Communication Between					
Health Care Providers	(5%)				
Part Of The Team/Should Be Teamwork	(5%)				
Help Doctors Make Decisions/					
Do Some Of Their Work	(5%)				
Positive/We're Helping/Solving Problems	(4%)				
Same As We Are Now/Where It Should Be	(2%)				
None/Don't See Us Having A Role	(2%)				
Simple Role/Providing Pharmacy Service	(1%)				
Reduce Cost	(1%)				
Other	(1%)				
Don't Know/Refused	(9%)				
17. Can you identify any barriers that you see to collaborative practice? (OPEN END)					
No/None/Nothing/It Would Be Great	(16%)				
Acceptance/Collaboration Of Health Care					
Provider/Doctors	(15%)				
Communication/With Health Care					
Providers/Doctors	(8%)				
Access To Info/Concerns About Sharing Info	(7%)				
Lack Time/Amount Of Time It Takes	(6%)				
Egos/No Respect/Jealousy	(4%)				
Conflicts/Tentions/Within Group	(4%)				
Teamwork/Cooperation/Trust Between					
Health Care Providers	(4%)				
Better Organisation/Administration	(3%)				
Reimbursement/Insurance Company	(2%)				
Different Work Habits/Different Cultures	(2%)				
Money/Financing/Lack Of Money					
From Government	(2%)				
Lack Of Doctors/Pharmacists/Availability Of	(2%)				
Turf Protection/Territorial Boundaries	(2%)				
Location/Physical Set-Up	(2%)				
Competition/People Buying Drugs Elsewhere	(2%)				
Lack Freedom Of Choice For Patients	(1%)				
Allow Pharmacist To Write Prescriptions	(1%)				
Tradition/Prejudice From Past	(1%)				
Increase Benefits	(1%)				
Other	(5%)				
Don't Know/Refused	(7%)				

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
18. Would you advise friends or family members to choose a career as a pharmacist?					
Yes	(74%)				
No	(24%)				
Don't Know	(2%)				

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)

19. 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 (20%)
 - Somewhat Agree (29%)
 - Somewhat Disagree (25%)
 - Strongly Disagree (24%)
 - Don't Know/Refused (2%)
20. 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 (9%)
 - Somewhat Agree (20%)
 - Somewhat Disagree (27%)
 - Strongly Disagree (43%)
 - Don't Know/Refused (1%)
21. 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 (30%)
 - Somewhat Disagree (20%)
 - Strongly Disagree (13%)
 - Don't Know/Refused (1%)
22. 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 (41%)
 - Somewhat Agree (38%)
 - Somewhat Disagree (10%)
 - Strongly Disagree (8%)
 - Don't Know/Refused (3%)

	2002	2001	2000	Change: 2002- 2001	Change: 2002- 2000
23. 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	(18%)				
Somewhat Agree	(38%)				
Somewhat Disagree	(25%)				
Strongly Disagree	(18%)				
Don't Know/Refused	(1%)				
24. 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	(60%)				
Somewhat Agree	(25%)				
Somewhat Disagree	(8%)				
Strongly Disagree	(6%)				
Don't Know/Refused	(1%)				
25. 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	(35%)				
Somewhat Disagree	(13%)				
Strongly Disagree	(4%)				
Don't Know/Refused	(3%)				
26. 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	(19%)				
Somewhat Agree	(42%)				
Somewhat Disagree	(26%)				
Strongly Disagree	(12%)				
Don't Know/Refused	(2%)				
27. 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	(54%)				
Somewhat Agree	(34%)				
Somewhat Disagree	(10%)				
Strongly Disagree	(1%)				
Don't Know/Refused	(1%)				

	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	(35%)				
No	(62%)				
Don't Know/Refused	(3%)				
29. Gender (Interviewer-Recorded)					
Male	(55%)	(52%)	(51%)	<+ 3>	<+ 4>
Female	(45%)	(48%)	(49%)	<- 3>	<- 4>
30. Region (System- Recorded)					
Newfoundland	(2%)	(2%)	(2%)	<n/c>	<n/c>
Nova Scotia	(4%)	(4%)	(4%)	<n/c>	<n/c>
New Brunswick	(3%)	(3%)	(3%)	<n/c>	<n/c>
Prince Edward Island	(1%)	(1%)	(1%)	<n/c>	<n/c>
Québec	(23%)	(23%)	(23%)	<n/c>	<n/c>
Ontario	(32%)	(32%)	(34%)	<n/c>	<- 2>
Manitoba	(5%)	(5%)	(4%)	<n/c>	<+ 1>
Saskatchewan	(5%)	(5%)	(5%)	<n/c>	<n/c>
Alberta	(13%)	(13%)	(12%)	<n/c>	<+ 1>
British Columbia	(13%)	(13%)	(13%)	<n/c>	<n/c>
Yukon	(1%)	(1%)	(1%)	<n/c>	<n/c>
Northwest Territories	(1%)	(1%)	(1%)	<n/c>	<n/c>