

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 a \$1000 gift certificate to the Bay.

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)

	2003	2002	2001	2000	Change '03-'02	Change '03-'01	Change '03-'00
1. What do you think is the most important health care issue facing Canada today?							
Lack Of Staff/Work Overload	(23%)	(20%)	(30%)	(31%)	<+ 3>	<- 7>	<- 8>
Lack Of Funding/Government Cutbacks	(21%)	(19%)	(20%)	(18%)	<+ 2>	<+ 1>	<+ 3>
Accessibility/Availability	(12%)	(4%)	(6%)	(6%)	<+ 8>	<+ 6>	<+ 6>
Aging Population/Care Of The Elderly	(6%)	(7%)	(4%)	(7%)	<- 1>	<+ 2>	<- 1>
Bed Closure/Shortage/More Long Term Beds.....	(3%)	(7%)	(2%)	(2%)	<- 4>	<+ 1>	<+ 1>
Promotion Of Health/Healthy Living	(3%)	(1%)	(1%)	(1%)	<+ 2>	<+ 2>	<+ 2>
Privatization Of Health Care	(3%)	(1%)	(1%)	(1%)	<+ 2>	<+ 2>	<+ 2>
Shortage Of Nurses/Registered Nurses	(3%)	(6%)	(5%)	(1%)	<- 3>	<- 2>	<+ 2>
Long Waiting Period	(2%)	(2%)	(6%)	(4%)	<n/c>	<- 4>	<- 2>
Heart Disease/Cancer/Aids/Any Disorder	(2%)	(2%)	(2%)	(1%)	<n/c>	<n/c>	<+ 1>
Hospital	(2%)	<1%	<1%	<1%	<+ 2>	<+ 2>	<+ 2>
Cost Of Health Care	(1%)	(2%)	(2%)	(1%)	<- 1>	<- 1>	<n/c>
Hospital Closure/Restructuring System	(1%)	(2%)	(1%)	(1%)	<- 1>	<n/c>	<n/c>
Lack Of Management	(1%)	<1%	(1%)	<1%	<+ 1>	<n/c>	<+ 1>
Equal Accessibility/Two-Tier System	(1%)	(1%)	<1%	(1%)	<n/c>	<+ 1>	<n/c>
Quality Service/Proper Care	(1%)	(6%)	(4%)	(7%)	<- 5>	<- 3>	<- 6>
Prices Of Medication	(1%)	<1%	<1%	(1%)	<+ 1>	<+ 1>	<n/c>
Emergency Care/Emergency Rooms	(1%)	<1%	(2%)	(1%)	<+ 1>	<- 1>	<n/c>
Preserving Health Care Services	(1%)	<1%	<1%	<1%	<+ 1>	<+ 1>	<+ 1>
User Fees/Having To Pay/Maintain Free	(1%)	<1%	(1%)	(1%)	<+ 1>	<n/c>	<n/c>
Doctors/Specialists Shortage/Going US	(1%)	(3%)	(4%)	<1%	<- 2>	<- 3>	<+ 1>
Blood Supply Controversy	(1%)	<1%	<1%	<1%	<+ 1>	<+ 1>	<+ 1>
System Deteriorating/Falling Apart	(1%)	(1%)	(1%)	<1%	<n/c>	<n/c>	<+ 1>
Concerned With Management Of							
Health Care Money	(1%)	(1%)	(1%)	(1%)	<n/c>	<n/c>	<n/c>
Health Care Professional Unhappy/							
Pay More/Risk Strike	(1%)	<1%	<1%	<1%	<+ 1>	<+ 1>	<+ 1>
Lack Of Health Care	(1%)	<1%	(1%)	<1%	<+ 1>	<n/c>	<+ 1>
Lack Of Services	(1%)	(1%)	(1%)	<1%	<n/c>	<n/c>	<+ 1>
Lack Qualified/Knowledgable							
Health Care Professionals	(1%)	(1%)	<1%	<1%	<n/c>	<+ 1>	<+ 1>
Humanize/Improve Relationship Patient/							
Professionals	(1%)	<1%	<1%	<1%	<+ 1>	<+ 1>	<+ 1>
Homecare	(1%)	(1%)	<1%	(2%)	<n/c>	<+ 1>	<- 1>
Medical Student Shortage	(1%)	<1%	<1%	<1%	<+ 1>	<+ 1>	<+ 1>
Medicare/Continuation Of Medicare	<1%	(2%)	(1%)	(1%)	<- 2>	<- 1>	<- 1>



1. **(Cont'd)** What do you think is the most important health care issue facing Canada today?
 - Rural Health Care Crisis (<1%) . (<1%) ... (1%) .. (<1%) ... <n/c> ... <- 1> <n/c>
 - Hospital Stay Too Short..... (<1%) . (<1%) ... (<1%).. (<1%) ... <n/c> ...<n/c> <n/c>
 - Moral Issues (<1%) . (<1%) ... (1%) .. (<1%) ... <n/c> ... <- 1> <n/c>
 - Line Ups/Overcrowding (<1%) . (<1%) ... (<1%).. (<1%) ... <n/c> ...<n/c> <n/c>
 - Affordability/In The Red/Future Funding (<1%) . (<1%) ... (<1%).. (<1%) ... <n/c> ...<n/c> <n/c>
 - Lack Of Equipment/Access To Testing (<1%) . (<1%) ... (1%) .. (<1%) ... <n/c> ... <- 1> <n/c>
 - Recognize Alternative Medicine (<1%) . (<1%) ... (1%) .. (<1%) ... <n/c> ... <- 1> <n/c>
 - People Abuse/Overuse The System (<1%) . (<1%) ... (<1%).. (<1%) ... <n/c> ...<n/c> <n/c>
 - Mentally Ill Patients Should Be In Hospital (<1%) . (<1%) ... (1%) .. (<1%) ... <n/c> ... <- 1> <n/c>
 - Universality/For All Canadians (<1%) .. (1%).... (<1%).. (<1%) ... <- 1> ...<n/c> <n/c>
 - Lack Of/Need Good Doctors (<1%) . (<1%) ... (<1%).. (1%) ... <n/c> ...<n/c> <- 1>
 - Health Care Staying At The Same Level (<1%) . (<1%) ... (<1%).. (<1%) ... <n/c> ...<n/c> <n/c>
 - Patient Safety (<1%) . (<1%) ... (1%) .. (<1%) ... <n/c> ... <- 1> <n/c>
 - Lack Of Regulation/Staff/
 - Government/Health Care System (<1%) . (<1%) ... (1%) .. (<1%) ... <n/c> ... <- 1> <n/c>
 - Unregistered Service Providers (<1%) . (<1%) ... (<1%).. (<1%) ... <n/c> ...<n/c> <n/c>
 - Other (3%) ... (2%).... (1%) .. (<1%) ... <+ 1> .. <+ 2> ... <+ 3>
 - Refused..... (2%) ... (3%).... (2%) ... (2%).... <- 1> ...<n/c> <n/c>

2. Overall, would you say that your confidence in the Canadian health system is rising or falling, or is it about the same as it ever was?
 - Rising (7%) ... (2%).... (4%) ... (6%).... <+ 5> .. <+ 3> ... <+ 1>
 - Falling (49%) . (68%) ... (64%).. (58%) ... <-19> .. <-15> ... <- 9>
 - Same (44%) . (30%) ... (30%).. (34%) .. <+14> . <+14> .. <+10>
 - Don't Know (<1%) . (<1%) ... (1%) ... (1%).... <n/c> ... <- 1> <- 1>

3. Overall would you say that Canadians are or are not receiving quality health care right now?
 - Are Receiving Quality Health Care (58%) . (64%) ... (61%).. (52%) ... <- 6> ... <- 3> <+ 6>
 - Are Not Receiving Quality Health Care (37%) . (32%) ... (37%).. (39%) ... <+ 5> ...<n/c> <- 2>
 - Don't Know (5%) ... (4%).... (2%) ... (9%).... <+ 1> .. <+ 3> ... <- 4>

4. 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?
 - A Complete Rebuilding From Ground Up (7%) .. (17%) ... (13%).. (13%) ... <-10> ... <- 6> <- 6>
 - Some Fairly Major Repairs (65%) . (56%) ... (58%).. (59%) ... <+ 9> .. <+ 7> ... <+ 6>
 - Some Minor Tuning Up (28%) . (26%) ... (27%).. (25%) ... <+ 2> .. <+ 1> ... <+ 3>
 - Everything Fine The Way It Is (<1%) .. (1%).... (1%) ... (1%).... <- 1> ... <- 1> <- 1>
 - Don't Know (<1%) . (<1%) ... (1%) ... (2%).... <n/c> ... <- 1> <- 2>

5. Recently, a number of government-initiated commissions have made recommendations on our health care system. In February 2003 the Prime Minister and Premiers announced a First Minister's Accord on Health Care Renewal. Have you been following these developments very closely, somewhat, not very closely or not at all?
 - Very Closely (9%)
 - Somewhat (49%)
 - Not Very Closely (28%)
 - Not At All (13%)

Change: Change: Change:

2003 2002 2001 2000 '03-'02 '03-'01 '03-'00

6. Do you think that developments such as the health care commissions and the First Ministers Accord on Health Care Renewal will significantly improve, improve, worsen or significantly worsen Canadians' access to timely, quality health care?

- Significantly Improve (3%)
- Improve (61%)
- Worsen (10%)
- Significantly Worsen (1%)
- No Difference/Stay The Same (13%)
- Don't Know/Refused (11%)

In February 2003 the Prime Minister and Premiers announced a number of initiatives to renew the health care system. I am going to read you a list of areas in which the governments could focus new health care investments in. Please tell me whether each should be a top priority, a high priority, not much of a priority or not a priority at all. (READ AND ROTATE)

7. The range, or comprehensiveness, of care and services covered under government funded health care

- A Top Priority (28%)
- A High Priority (57%)
- Not Much Of A Priority (12%)
- Not A Priority At All (1%)
- Don't Know/Refused (3%)

8. Timeliness of access to care

- A Top Priority (50%)
- A High Priority (45%)
- Not Much Of A Priority (3%)
- Not A Priority At All (<1%)
- Don't Know/Refused (<1%)

9. Quality of care provided to patients

- A Top Priority (63%)
- A High Priority (35%)
- Not Much Of A Priority (2%)

10. Access to care in the home or community

- A Top Priority (43%)
- A High Priority (54%)
- Not Much Of A Priority (3%)

11. Access to information about disease prevention and wellness

- A Top Priority (37%)
- A High Priority (52%)
- Not Much Of A Priority (11%)
- Not A Priority At All (1%)



	2003	2002	2001	2000	Change: '03-'02	Change: '03-'01	Change: '03-'00
12. Access to primary care, where Canadians first contact the system							
A Top Priority	(36%)						
A High Priority	(50%)						
Not Much Of A Priority	(11%)						
Don't Know/Refused	(2%)						
13. Access to emergency care							
A Top Priority	(58%)						
A High Priority	(36%)						
Not Much Of A Priority	(6%)						
Not A Priority At All	(<1%)						
14. Access to specialists and surgeons							
A Top Priority	(38%)						
A High Priority	(55%)						
Not Much Of A Priority	(6%)						
Not A Priority At All	(1%)						
15. Access to long term institutional care							
A Top Priority	(27%)						
A High Priority	(64%)						
Not Much Of A Priority	(8%)						
Don't Know/Refused	(1%)						
16. Access to diagnostic services, like MRI's, labtests and ultrasounds							
A Top Priority	(38%)						
A High Priority	(53%)						
Not Much Of A Priority	(8%)						
Don't Know/Refused	(1%)						
17. Access to the latest prescription medications							
A Top Priority	(15%)						
A High Priority	(48%)						
Not Much Of A Priority	(35%)						
Not A Priority At All	(1%)						
Don't Know/Refused	(2%)						
18. Access to appropriate palliative and end-of-life care							
A Top Priority	(36%)						
A High Priority	(59%)						
Not Much Of A Priority	(5%)						
Don't Know/Refused	(1%)						
19. Access to community mental health programs							
A Top Priority	(35%)						
A High Priority	(60%)						
Not Much Of A Priority	(5%)						

	2003	2002	2001	2000	Change: '03-'02	Change: '03-'01	Change: '03-'00
20. The health care system's use of information technology							
A Top Priority	(14%)						
A High Priority	(38%)						
Not Much Of A Priority	(43%)						
Not A Priority At All	(4%)						
Don't Know/Refused	(1%)						
Would you say that you strongly agree, agree, are neutral, disagree, or strongly disagree with each of the following?							
21A. (SPLIT SAMPLE) Health care providers base their decisions on the latest evidence available.							
Strongly Agree	(30%)						
Agree	(52%)						
Neutral	(11%)						
Disagree	(5%)						
Strongly Disagree	(1%)						
Don't Know/Refused	(1%)						
21B. (SPLIT SAMPLE) Health care managers base their decisions on the latest evidence available.							
Strongly Agree	(17%)						
Agree	(41%)						
Neutral	(20%)						
Disagree	(17%)						
Strongly Disagree	(3%)						
Don't Know/Refused	(2%)						
22. There should be increased public sector funding for health research, such as at universities, teaching hospitals and other not-for-profit organizations.							
Strongly Agree	(22%)						
Agree	(59%)						
Neutral	(14%)						
Disagree	(5%)						
Strongly Disagree	(1%)						
23. Incentives should be put in place to encourage more private sector investments in health research such as at universities teaching hospitals and other not-for-profit organizations.							
Strongly Agree	(20%)						
Agree	(49%)						
Neutral	(16%)						
Disagree	(12%)						
Strongly Disagree	(3%)						

If the governments through taxation could not cover all of the costs for all health care, including services such as routine care, emergency care, home care, rehabilitation, mental health care, long term care and prescription drugs, they might have to make choices as to how to deal with the shortfall. Would you strongly support, support, oppose or strongly oppose each of the following choices? (READ AND ROTATE)

24. Restricting the range of services that are offered

- Strongly Support (3%)
- Support (17%)
- Oppose (53%)
- Strongly Oppose (25%)
- Don't Know/Refused (2%)

25. Asking patients to pay for part of the cost of services

- Strongly Support (7%)
- Support (39%)
- Oppose (33%)
- Strongly Oppose (16%)
- Don't Know/Refused (4%)

26. Levying a health care tax on all citizens linked to their income

- Strongly Support (10%)
- Support (35%)
- Oppose (37%)
- Strongly Oppose (15%)
- Don't Know/Refused (4%)

27. Making cuts in other government services and directing it to health care

- Strongly Support (31%)
- Support (40%)
- Oppose (21%)
- Strongly Oppose (5%)
- Don't Know/Refused (3%)

28. Do you strongly support, support, oppose or strongly oppose allowing the government to be able to contract out the delivery of publicly covered services to private clinics for instance having medicare pay for knee surgery at a private clinic rather than a public hospital?

- Strongly Support (17%)
- Support (41%)
- Oppose (23%)
- Strongly Oppose (16%)
- Don't Know/Refused (2%)

29. Do you strongly agree, agree, disagree or strongly disagree that Canadians should receive a statement outlining the cost of health care that they have received?

- Strongly Agree (53%) . (44%) <+ 9>
- Agree (38%) . (37%) <+ 1>
- Disagree (7%) .. (13%) <- 6>
- Strongly Disagree (2%) ... (5%) <- 3>
- Don't Know/Refused (<1%) .. (1%) <- 1>



Do you believe that each of the following have demonstrated excellent leadership, adequate leadership or poor leadership in helping to prepare our health care system for the future? (READ AND ROTATE)

- 30. Federal elected officials
 - Excellent Leadership (2%)
 - Adequate Leadership (40%)
 - Poor Leadership (51%)
 - Don't Know/Refused (7%)
- 31. Your provincial elected officials
 - Excellent Leadership (3%)
 - Adequate Leadership (42%)
 - Poor Leadership (51%)
 - Don't Know/Refused (4%)
- 32. Government appointed health care commissions
 - Excellent Leadership (6%)
 - Adequate Leadership (52%)
 - Poor Leadership (32%)
 - Don't Know/Refused (9%)
- 33. Public servants within Ministries of health
 - Excellent Leadership (5%)
 - Adequate Leadership (47%)
 - Poor Leadership (35%)
 - Don't Know/Refused (13%)
- 34. Groups that represent our own profession like doctors and nurses
 - Excellent Leadership (27%)
 - Adequate Leadership (63%)
 - Poor Leadership (9%)
 - Don't Know/Refused (1%)
- 35. Managers and administrators of health care organizations like regional health authorities, community agencies and hospitals
 - Excellent Leadership (9%)
 - Adequate Leadership (62%)
 - Poor Leadership (27%)
 - Don't Know/Refused (2%)
- 36. Boards of directors of health care organizations like regional health authorities, community agencies and hospitals
 - Excellent Leadership (8%)
 - Adequate Leadership (59%)
 - Poor Leadership (30%)
 - Don't Know/Refused (2%)

	2003	2002	2001	2000	Change: '03-'02	Change: '03-'01	Change: '03-'00
37. Patient advocacy and disease organizations							
Excellent Leadership	(23%)						
Adequate Leadership	(58%)						
Poor Leadership	(9%)						
Don't Know/Refused	(9%)						
38. Private sector companies that develop new medical technology and medicines							
Excellent Leadership	(12%)						
Adequate Leadership	(57%)						
Poor Leadership	(12%)						
Don't Know/Refused	(18%)						
39. Do you believe that Canada has more than enough, enough, or not enough members of your own profession to meet our population's needs? (READ AND ROTATE)							
More Than Enough	(1%)						
Enough	(4%)						
Not Enough	(96%)						
Don't Know/Refused	(1%)						

Do you strongly support, support, oppose or strongly oppose each of the following policies to increase the public's access to health care professionals?

40. Requiring patients to register with one family doctor							
Strongly Support	(34%)	(33%)			<+ 1>		
Support	(40%)	(33%)			<+ 7>		
Oppose	(19%)	(15%)			<+ 4>		
Strongly Oppose	(5%)	(18%)			<-13>		
Don't Know/Refused	(2%)	(<1%)			<+ 2>		
41. Requiring health care professionals to work in teams with other types of health care providers							
Strongly Support	(51%)						
Support	(44%)						
Oppose	(3%)						
Strongly Oppose	(1%)						
Don't Know/Refused	(1%)						
42. Requiring health care professionals to work in the parts of the country where they are most needed							
Strongly Support	(24%)						
Support	(42%)						
Oppose	(23%)						
Strongly Oppose	(9%)						
Don't Know/Refused	(3%)						

Change: Change: Change:

2003 2002 2001 2000 '03-'02 '03-'01 '03-'00

43. Which of the following do you believe is the most significant barrier to moving to collaborative care model - by this I mean Canadians might see a member of a team including a doctor, nurse, pharmacist or other health care provider who would collectively provide their care. (READ AND ROTATE)

- Resistance To Change By
 - Health Care Professional (36%)
 - Resistance From The Public (16%)
 - Poor Planning By The Government (43%)
 - Don't Know/Refused (4%)

44. In each province and territory, health care costs are paid for by both the federal and provincial governments. What percentage of these costs do you think should be paid for by the federal government?

- 0 (1%)
- 10 (1%)
- 30 (2%)
- 40 (6%)
- 50 (34%)
- 60 (9%)
- 70 (4%)
- 75 (7%)
- 80 (7%)
- 90 (1%)
- 100 (5%)
- Don't Know/Refused (24%)
- Mean (%): 59.28

45. And would you be willing to be contacted by our media partner to comment on issues facing the health care system?

- Yes (37%) . (28%) <+ 9>
- No (63%) . (69%) <- 6>
- Don't Know/Refused (<1%) .. (2%) <- 2>

46. Gender (Interviewer-Recorded)

- Male (4%) ... (5%) ... (6%) ... (5%) ... <- 1> ... <- 2> ... <- 1>
- Female (96%) . (95%) ... (94%) .. (95%) ... <+ 1> .. <+ 2> ... <+ 1>



	2003	2002	2001	2000	Change: '03-'02	Change: '03-'01	Change: '03-'00
47. Province (System- Recorded)							
Newfoundland	(3%)	(3%)	(3%)	(2%)	<n/c>	<n/c>	<+ 1>
Nova Scotia	(4%)	(4%)	(4%)	(4%)	<n/c>	<n/c>	<n/c>
New Brunswick	(4%)	(4%)	(4%)	(3%)	<n/c>	<n/c>	<+ 1>
Prince Edward Island	(1%)	(1%)	(1%)	(1%)	<n/c>	<n/c>	<n/c>
Quebec	(25%)	(25%)	(25%)	(24%)	<n/c>	<n/c>	<+ 1>
Ontario	(34%)	(34%)	(34%)	(33%)	<n/c>	<n/c>	<+ 1>
Manitoba	(5%)	(5%)	(5%)	(4%)	<n/c>	<n/c>	<+ 1>
Saskatchewan	(4%)	(4%)	(4%)	(4%)	<n/c>	<n/c>	<n/c>
Alberta	(10%)	(9%)	(10%)	(9%)	<+ 1>	<n/c>	<+ 1>
British Columbia	(12%)	(12%)	(12%)	(12%)	<n/c>	<n/c>	<n/c>
Yukon	(1%)	(1%)	(1%)	(<1%)	<n/c>	<n/c>	<+ 1>
Northwest Territories	(1%)	(1%)	(1%)	(<1%)	<n/c>	<n/c>	<+ 1>
Nunavut	(1%)	(<1%)	(<1%)	(<1%)	<+ 1>	<+ 1>	<+ 1>
48. Region (System- Recorded)							
Atlantic	(11%)	(11%)	(11%)	(11%)	<n/c>	<n/c>	<n/c>
Quebec	(25%)	(25%)	(25%)	(24%)	<n/c>	<n/c>	<+ 1>
Ontario	(34%)	(34%)	(34%)	(33%)	<n/c>	<n/c>	<+ 1>
Prairies	(18%)	(18%)	(18%)	(18%)	<n/c>	<n/c>	<n/c>
BC/Territories	(13%)	(13%)	(13%)	(13%)	<n/c>	<n/c>	<n/c>