

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 5 minutes of your time.

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)

	2004 (n=200)	2003 (n=214)	2002 (n=200)	2001 (n=200)	Change 2004- 2003	Change 2004- 2002	Change 2004- 2001
1. 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%) ..	(8%) ...	(4%) ..	(3%) ...	<- 1> .	<+ 3> ..	<+ 4>
Falling	(41%) .	(54%) ..	(65%) .	(61%) .	<-13> ..	<-24> ..	<-20>
Same	(53%) .	(38%) ..	(32%) .	(35%) .	<+15> .	<+21> .	<+18>
Don't Know (DO NOT READ)	(<1%) .	(<1%) ..	(1%) .	(<1%) .	<n/c> ..	<- 1> ..	<n/c>

In September 2004 the Prime Minister and the Premiers signed a 10-year Health Deal that provided increased funding from the federal government towards health care. The funding was targeted to priority areas such as waiting times, supply of health professionals: community based services, home care; a pharmaceuticals strategy; & health promotion and disease prevention.

2. In your opinion, what impact will the September 2004 Health Deal reached by the Premiers and the Prime Ministers have? Do you think it will significantly improve, improve, have no impact, worsen or significantly worsen Canadians' access to timely, quality health care?

- Significantly Improve (4%)
- Improve (48%)
- Have No Impact (37%)
- Worsen (4%)
- Significantly Worsen (1%)
- Don't Know/ Refused (DO NOT READ) (5%)

Do you believe that Canada has more than enough, enough, or not enough of each of the following skilled health care professionals to meet our population's needs? (READ AND ROTATE)

3A. Doctors *NOTE: IN 2003 ASKED ABOUT "MEMBERS OF YOUR OWN PROFESSION"

- More Than Enough (1%) .. (2%) <-1>
- Enough (10%) . (15%) <-5>
- Not Enough (89%) . (82%) <+7>
- Don't Know/Refused (1%) .. (1%) <n/c>

3B. Nurses

- More Than Enough (1%)
- Enough (10%)
- Not Enough (88%)
- Don't Know/Refused (2%)



	2004 (n=200)	2003 (n=214)	2002 (n=200)	2001 (n=200)	Change 2004- 2003	Change 2004- 2002	Change 2004- 2001
3C. Pharmacists							
More Than Enough	(2%)						
Enough	(45%)						
Not Enough	(32%)						
Don't Know/Refused	(20%)						
3D. Health Care Managers							
More Than Enough	(38%)						
Enough	(43%)						
Not Enough	(4%)						
Don't Know/Refused	(14%)						

How effective would you say the following options would be in providing a sustainable solution to address Canada's physician shortage: very effective, somewhat effective, not very effective, not at all effective?

4A. Significantly increase medical school enrolment							
Very Effective	(34%)						
Somewhat Effective	(54%)						
Not Very Effective	(9%)						
Not At All Effective	(2%)						
Don't Know/Refused	(1%)						
4B. Train and delegate duties to allied health professionals							
Very Effective	(15%)						
Somewhat Effective	(54%)						
Not Very Effective	(19%)						
Not At All Effective	(6%)						
Don't Know/Refused	(5%)						
4C. Recruit more international medical graduates (IMGs)							
Very Effective	(17%)						
Somewhat Effective	(47%)						
Not Very Effective	(27%)						
Not At All Effective	(7%)						
Don't Know/Refused	(2%)						
4D. Develop better models (i.e. primary care reform, health groups/networks) of health-care delivery.							
Very Effective	(27%)						
Somewhat Effective	(49%)						
Not Very Effective	(13%)						
Not At All Effective	(5%)						
Don't Know/Refused	(7%)						

	2004 (n=200)	2003 (n=214)	2002 (n=200)	2001 (n=200)	Change 2004- 2003	Change 2004- 2002	Change 2004- 2001
5. Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree that providers are encouraged/motivated to promote wellness and prevent disease?							
Strongly Agree	(20%)						
Somewhat Agree	(44%)						
Somewhat Disagree	(20%)						
Strongly Disagree	(9%)						
Don't Know/Refused	(7%)						

Health research can include research into medical treatments as well as the best ways to provide care and manage the health care system. Would you say that you strongly agree, agree, are neutral, disagree, or strongly disagree with the following statements? (READ AND ROTATE)

6A. There should be increased public sector funding for health research, such as at universities, teaching hospitals and other not-for-profit organizations.							
Strongly Agree	(47%)	(34%)			<+13>		
Agree	(39%)	(48%)			<- 9>		
Neutral	(8%)	(12%)			<- 4>		
Disagree	(3%)	(5%)			<- 2>		
Strongly Disagree	(3%)	(1%)			<+ 2>		
Don't know/Refused	(1%)	(<1%)			<+ 1>		
6B. 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	(35%)	(26%)			<+ 9>		
Agree	(44%)	(49%)			<- 5>		
Neutral	(7%)	(14%)			<- 7>		
Disagree	(8%)	(7%)			<+ 1>		
Strongly Disagree	(3%)	(3%)			<n/c>		
Don't know/Refused	(3%)	(1%)			<+ 2>		
7. 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	(27%)	(28%)			<- 1>		
Support	(39%)	(38%)			<+ 1>		
Oppose	(16%)	(18%)			<- 2>		
Strongly Oppose	(16%)	(13%)			<+ 3>		
Don't Know/Refused (DO NOT READ)	(3%)	(3%)			<n/c>		

	2004 (n=200)	2003 (n=214)	2002 (n=200)	2001 (n=200)	Change 2004- 2003	Change 2004- 2002	Change 2004- 2001
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Do you strongly support, support, oppose or strongly oppose each of the following policies to increase access to health care professionals? (READ AND ROTATE)

8A. Requiring patients to register with one family doctor

Strongly Support	(25%)	(14%)	(15%)		<+11>	<+10>	
Support	(32%)	(46%)	(35%)		<-14>	.. <- 3>	
Oppose	(25%)	(25%)	(28%)		<n/c>	.. <- 3>	
Strongly Oppose	(13%)	(10%)	(21%)		<+ 3>	.. <- 8>	
Don't Know/Refused	(5%)	(5%)	(3%)		<n/c>	.. <+ 2>	

8B. Requiring health care professionals to work in teams with other types of health care providers

Strongly Support	(25%)	(18%)			<+ 7>		
Support	(44%)	(52%)			<- 8>		
Oppose	(16%)	(17%)			<- 1>		
Strongly Oppose	(9%)	(9%)			<n/c>		
Don't Know/Refused	(7%)	(4%)			<+ 3>		

8C. Requiring health care professionals to work in the parts of the country where they are most needed

Strongly Support	(15%)	(8%)			<+ 7>		
Support	(29%)	(42%)			<-13>		
Oppose	(27%)	(30%)			<- 3>		
Strongly Oppose	(21%)	(17%)			<+ 4>		
Don't Know/Refused	(8%)	(3%)			<+ 5>		

9. Do you strongly support, support, oppose or strongly oppose individuals being allowed to pay out of their own pocket for quicker access to health services that are currently funded under the public system?

Strongly Support	(31%)
Support	(28%)
Oppose	(20%)
Strongly Oppose	(16%)
Don't Know/Refused (DO NOT READ)	(5%)

Thinking of the additional funding that will be made available under the new Health Deal, do you believe that the government will do a very good, good, fair, poor or very poor job of each of the following? (READ AND ROTATE)

10A. Making sure that every tax dollar intended for health care will be spent on health care

Very Good	(4%)
Good	(16%)
Fair	(29%)
Poor	(31%)
Very Poor	(15%)
Don't Know/Refused	(5%)

	2004 (n=200)	2003 (n=214)	2002 (n=200)	2001 (n=200)	Change 2004- 2003	Change 2004- 2002	Change 2004- 2001
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10B. Reporting to Canadians the results of how those health care dollars are spent

Very Good	(6%)
Good	(19%)
Fair	(29%)
Poor	(28%)
Very Poor	(12%)
Don't Know/Refused	(6%)

In 2004 the Health Council of Canada was formed to report to Canadians on the progress of health reforms in Canada. Their first report will be in January 2005.

11. Have you heard of the Health Council?

Yes.....	(52%)
No	(47%)
Don't Know/Refused	(1%)

11A. What do you think the priorities of the council should be? (OPEN-ENDED)

Improve/Reorganize Health Care System	(23%)
Accountability/Monitor Wherer Money	
Spent	(16%)
Better Access/Equal Care To Everyone	(15%)
Shorter Waiting Lists/Timely Access	(14%)
Watch Dog Is Needed For Health Care ...	(10%)
Get More Doctors	(8%)
Better Quality Of Care/Service	(7%)
Communicate Plan & Progress Of Health	
Reform	(4%)
Promote Health/Education/Prevention	(4%)
Accurate/Honest Reports	(4%)
I Don't Like It/Council Not Needed	(4%)
Privatization/Public Sector	(4%)
Getting More/Adequate Staff	(3%)
More Funding	(3%)
Need More Information/Never Heard	
Of It	(3%)
Listen To Public Wants/Needs	(3%)
Cost Of Health Care (GENERAL)	(2%)
Health Care For The Elderly/Seniors	(2%)
Getting More Nurses.....	(2%)
More Research	(2%)
Invest In Equipment/Technology	(2%)
Availability/More Beds	(2%)
Home Care Is Needed	(2%)
Downsizing Management	(2%)

	2004 (n=200)	2003 (n=214)	2002 (n=200)	2001 (n=200)	Change 2004- 2003	Change 2004- 2002	Change 2004- 2001
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11A. (CONT'D) What do you think the priorities of the council should be? (OPEN-ENDED)

- Don't Change/Maintain Health Care (2%)
- Keep Doctors/Less Brain Drain (1%)
- Keeping Mandate/Enforcing Promises (1%)
- Improved Conditions/Working Environment(1%)
- Other (3%)
- Don't Know/Refused (18%)

Thinking of how patients perceive the role of physicians today, compared to 10 years ago, to what extent do you agree with the following statements, on a 10-point scale where 1 means Totally Disagree and 10 means Totally Agree?

12A. Patients see physicians as their primary health-care provider

- 3 (2%)
- 4 (2%)
- 5 (5%)
- 6 (10%)
- 7 (14%)
- 8 (26%)
- 9 (12%)
- Totally Agree (23%)
- Don't Know/Refused (5%)
- Mean Score For Scale: 7.92

12B. Mass information and the focus on health awareness has improved the traditional patient/physician relationship.

- Totally Disagree (3%)
- 2 (4%)
- 3 (8%)
- 4 (7%)
- 5 (23%)
- 6 (13%)
- 7 (16%)
- 8 (15%)
- 9 (3%)
- Totally Agree (4%)
- Don't Know/Refused (4%)
- Mean Score For Scale: 5.76

	2004 (n=200)	2003 (n=214)	2002 (n=200)	2001 (n=200)	Change 2004- 2003	Change 2004- 2002	Change 2004- 2001
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12C. Mass information and the focus on health awareness has threatened the traditional patient/physician relationship.

Totally Disagree	(10%)
2	(10%)
3	(14%)
4	(10%)
5	(22%)
6	(8%)
7	(9%)
8	(7%)
9	(4%)
Totally Agree	(3%)
Don't Know/Refused	(4%)
Mean Score For Scale:	4.69

12D. Physicians are now one of many components, as opposed to the sole source, in their approach to health and wellness.

Totally Disagree	(2%)
2	(1%)
3	(2%)
4	(2%)
5	(6%)
6	(10%)
7	(25%)
8	(27%)
9	(10%)
Totally Agree	(12%)
Don't Know/Refused	(4%)
Mean Score For Scale:	7.35

B. Age

25 To 34	(6%)
35 To 44	(21%)
45 To 54	(34%)
55 To 64	(18%)
65 And Over	(18%)
Refused	(2%)
Mean (Age):	52.61

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

Yes	(21%)	(43%)	(38%)	<-22>	<-17>
No	(79%)	(57%)	(62%)	<+22>	<+17>

	2004 (n=200)	2003 (n=214)	2002 (n=200)	2001 (n=200)	Change 2004- 2003	Change 2004- 2002	Change 2004- 2001
14. Gender (INTERVIEWER-RECORDED)							
Male	(75%)	(79%)	(81%)	(72%)	<- 4>	<- 6>	<+ 3>
Female	(25%)	(21%)	(20%)	(28%)	<+ 4>	<+ 5>	<- 3>
15. Generation							
Male - 18 To 34	(4%)						
Male - 35 To 54	(41%)						
Male - 55+	(30%)						
Female - 18 To 34	(3%)						
Female - 35 To 54	(16%)						
Female - 55+	(7%)						
16. Province (SYSTEM- RECORDED)							
Newfoundland	(2%)	(2%)	(2%)	(2%)	<n/c>	<n/c>	<n/c>
Nova Scotia	(4%)	(4%)	(4%)	(4%)	<n/c>	<n/c>	<n/c>
New Brunswick	(2%)	(2%)	(2%)	(2%)	<n/c>	<n/c>	<n/c>
Prince Edward Island	(1%)	(1%)	(1%)	(1%)	<n/c>	<n/c>	<n/c>
Québec	(26%)	(28%)	(28%)	(27%)	<- 2>	<- 2>	<- 1>
Ontario	(36%)	(36%)	(36%)	(36%)	<n/c>	<n/c>	<n/c>
Manitoba	(4%)	(4%)	(4%)	(4%)	<n/c>	<n/c>	<n/c>
Saskatchewan	(3%)	(3%)	(3%)	(3%)	<n/c>	<n/c>	<n/c>
Alberta	(10%)	(9%)	(9%)	(9%)	<+ 1>	<+ 1>	<+ 1>
British Columbia	(14%)	(13%)	(13%)	(13%)	<+ 1>	<+ 1>	<+ 1>
Yukon	(<1%)	(1%)	(1%)	(1%)	<- 1>	<- 1>	<- 1>
Northwest Territories	(1%)	(1%)	(1%)	(1%)	<n/c>	<n/c>	<n/c>
Nunavut	(1%)	(<1%)	(<1%)	(<1%)	<+ 1>	<+ 1>	<+ 1>
17. Region (SYSTEM- RECORDED)							
Atlantic	(8%)	(8%)	(8%)	(8%)	<n/c>	<n/c>	<n/c>
Québec	(26%)	(28%)	(28%)	(27%)	<- 2>	<- 2>	<- 1>
Ontario	(36%)	(36%)	(36%)	(36%)	<n/c>	<n/c>	<n/c>
Prairies	(16%)	(16%)	(16%)	(16%)	<n/c>	<n/c>	<n/c>
BC/Territories	(15%)	(14%)	(14%)	(14%)	<+ 1>	<+ 1>	<+ 1>

2004 (n=200)	2003 (n=214)	2002 (n=200)	2001 (n=200)	Change 2004- 2003	Change 2004- 2002	Change 2004- 2001
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Collapsed Scales

12A. AGREE: PHYSICIANS AS HEALTH-CARE PROVIDER:

Totally Agree (10,9)	(35%)
Somewhat Agree (8,7)	(41%)
Moderately Agree (6,5)	(15%)
Somewhat Disagree (4,3)	(4%)
Don't Know/Refused	(5%)

12B. AGREE: IMPROVED PATIENT/PHYSICIAN RELATIONSHIP:

Totally Agree (10,9)	(7%)
Somewhat Agree (8,7)	(31%)
Moderately Agree (6,5)	(36%)
Somewhat Disagree (4,3)	(16%)
Totally Disagree (2,1)	(7%)
Don't Know/Refused	(4%)

12C. AGREE: THREATENED PATIENT/PHYSICIAN RELATIONSHIP:

Totally Agree (10,9)	(7%)
Somewhat Agree (8,7)	(16%)
Moderately Agree (6,5)	(29%)
Somewhat Disagree (4,3)	(24%)
Totally Disagree (2,1)	(20%)
Don't Know/Refused	(4%)

12D. AGREE: PHYSICIANS NOW ONE OF MANY COMPONENTS TO HEALTH & WELLNESS:

Totally Agree (10,9)	(22%)
Somewhat Agree (8,7)	(52%)
Moderately Agree (6,5)	(16%)
Somewhat Disagree (4,3)	(4%)
Totally Disagree (2,1)	(2%)
Don't Know/Refused	(4%)