

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=203)	2002 (n=204)	2001 (n=209)	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	(12%)	(11%)	(4%)	(6%)	<+ 1>	<+ 8>	<+ 6>
Falling	(33%)	(31%)	(47%)	(51%)	<+ 2>	<-14>	<-18>
Same	(54%)	(57%)	(47%)	(43%)	<- 3>	<+ 7>	<+11>
Don't Know (DO NOT READ)	(3%)	(1%)	(1%)	(1%)	<+ 2>	<+ 2>	<+ 2>

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	(3%)
Improve	(54%)
Have No Impact	(38%)
Worsen	(3%)
Don't Know/Refused (DO NOT READ)	(3%)

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	
More Than Enough	(<1%)
Enough	(8%)
Not Enough	(92%)

3B. Nurses	
More than Enough	(1%)
Enough	(17%)
Not Enough	(79%)
Don't Know/Refused	(5%)



	2004 (n=200)	2003 (n=203)	2002 (n=204)	2001 (n=209)	Change 2004- 2003	Change 2004- 2002	Change 2004- 2001
3C. Pharmacists *NOTE: IN 2003 ASKED ABOUT "MEMBERS OF YOUR OWN PROFESSION"							
More than Enough	(1%)	(3%)			<-2>		
Enough	(11%)	(10%)			<+1>		
Not Enough	(88%)	(86%)			<+2>		
Don't Know/Refused	(1%)	(1%)			<n/c>		

3D. Health Care Managers	
More than Enough	(18%)
Enough	(36%)
Not Enough	(15%)
Don't Know/Refused	(32%)

*4A-4D: DOCTORS ONLY; 4E: ADMINISTRATORS ONLY

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	(25%)
Somewhat Agree	(48%)
Somewhat Disagree	(19%)
Strongly Disagree	(8%)
Don't Know/ Refused	(2%)

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	(39%) . (18%)	<+21>
Agree	(49%) . (57%)	<- 8>
Neutral	(8%) .. (16%)	<- 8>
Disagree	(4%) .. (6%)	<- 2>
Strongly Disagree	(1%) .. (1%)	<n/c>
Don't Know/Refused	(2%) .. (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	(34%) . (28%)	<+ 6>
Agree	(52%) . (50%)	<+ 2>
Neutral	(7%) .. (16%)	<- 9>
Disagree	(5%) .. (4%)	<+ 1>
Strongly Disagree	(2%) .. (<1%)	<+ 2>
Don't Know/Refused	(1%) .. (1%)	<n/c>

	2004 (n=200)	2003 (n=203)	2002 (n=204)	2001 (n=209)	Change 2004- 2003	Change 2004- 2002	Change 2004- 2001
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	(22%)	(15%)			<+ 7>		
Support	(46%)	(51%)			<- 5>		
Oppose	(19%)	(22%)			<- 3>		
Strongly Oppose	(11%)	(9%)			<+ 2>		
Don't Know/Refused (DO NOT READ)	(3%)	(2%)			<+ 1>		

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	(39%)	(30%)	(36%)		<+ 9>	<+ 3>	
Support	(39%)	(44%)	(30%)		<- 5>	<+ 9>	
Oppose	(18%)	(19%)	(20%)		<- 1>	<- 2>	
Strongly Oppose	(3%)	(6%)	(13%)		<- 3>	<-10>	
Don't Know/Refused	(3%)	(1%)	(1%)		<+ 2>	<+ 2>	
8B. Requiring health care professionals to work in teams with other types of health care providers							
Strongly Support	(52%)	(49%)			<+ 3>		
Support	(43%)	(46%)			<- 3>		
Oppose	(2%)	(3%)			<- 1>		
Strongly Oppose	(1%)	(<1%)			<+ 1>		
Don't Know/Refused	(2%)	(<1%)			<+ 2>		
8C. Requiring health care professionals to work in the parts of the country where they are most needed							
Strongly Support	(24%)	(21%)			<+ 3>		
Support	(47%)	(51%)			<- 4>		
Oppose	(20%)	(24%)			<- 4>		
Strongly Oppose	(5%)	(4%)			<+ 1>		
Don't Know/Refused	(5%)	(<1%)			<+ 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	(22%)						
Support	(39%)						
Oppose	(23%)						
Strongly Oppose	(16%)						
Don't Know/Refused (DO NOT READ)	(2%)						

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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 (2%)
- Good (20%)
- Fair (33%)
- Poor (34%)
- Very Poor (7%)
- Don't Know/Refused (5%)

10B. Reporting to Canadians the results of how those health care dollars are spent

- Very Good (2%)
- Good (15%)
- Fair (42%)
- Poor (31%)
- Very Poor (8%)
- Don't Know/Refused (3%)

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..... (34%)
- No (66%)
- Don't Know/Refused (1%)

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

- Accountability/Monitor Where Money
 - Spent (20%)
 - Shorter Waiting Lists/Timely Access (14%)
 - Get More Doctors (11%)
- Getting More/Adequate Staff
 - (NONSPECIFIC) (9%)
- Promote Health/Education/Prevention (8%)
- Improve/Reorganize Health Care System . (7%)
- Better Access/Equal Care To Everyone (6%)
- Cost Of Health Care (GENERAL) (6%)
- Better Quality Of Care/Service (5%)
- Accurate/Honest Reports (3%)
- Availability/More Beds (3%)
- Getting More Nurses (2%)
- More Funding (2%)
- Invest In Equipment/Technology (2%)



2004 (n=200)	2003 (n=203)	2002 (n=204)	2001 (n=209)	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)

- Need More Information/Never Heard Of It . (2%)
- Improved Conditions/Working Environment (2%)
- Privatization/Public Sector (2%)
- Communicate Plan & Progress Of Health
 - Reform (1%)
- I Don't Like It/Council Not Needed (1%)
- Build More Hospitals/Facilities (1%)
- More Research (1%)
- Keep Doctors/Less Brain Drain (1%)
- Watch Dog Is Needed For Health Care (1%)
- Alternative Health Care (1%)
- Keeping Mandate/Enforcing Promises (1%)
- Home Care Is Needed (1%)
- Anti Smoking/Banish Smoking (1%)
- Condition Of Hospital/Cleanliness (1%)
- Other (4%)
- Don't Know/Refused (30%)

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-12D: DOCTORS ONLY

12E. Pharmacists should have a greater role in choosing the appropriate prescription medications for patients.

- Totally Disagree (1%)
- 2 (1%)
- 4 (1%)
- 5 (7%)
- 6 (9%)
- 7 (13%)
- 8 (26%)
- 9 (10%)
- Totally Agree (35%)
- Don't Know/Refused (1%)
- Mean Score For Scale: 8.16



	2004 (n=200)	2003 (n=203)	2002 (n=204)	2001 (n=209)	Change 2004- 2003	Change 2004- 2002	Change 2004- 2001
12F. Pharmacists should play an integral part in providing medication services to patients receiving care at home.							
3	(1%)						
4	(1%)						
5	(2%)						
6	(3%)						
7	(12%)						
8	(26%)						
9	(16%)						
Totally Agree	(40%)						
Don't Know/Refused	(1%)						
Mean Score For Scale:	8.70						
13. And would you be willing to be contacted by the media to comment on issues facing the health care system?							
Yes	(27%)	(39%)	(35%)		<-12>	<- 8>	
No	(73%)	(61%)	(62%)		<+12>	<+11>	
Don't Know/Refused	(<1%)	(<1%)	(3%)		<n/c>	<- 3>	
14. Gender (INTERVIEWER-RECORDED)							
Male	(43%)	(50%)	(55%)	(52%)	<- 7>	<-12>	<- 9>
Female	(57%)	(50%)	(45%)	(48%)	<+ 7>	<+12>	<+ 9>
15. Province (SYSTEM- RECORDED)							
Newfoundland	(2%)	(2%)	(2%)	(2%)	<n/c>	<n/c>	<n/c>
Nova Scotia	(4%)	(3%)	(4%)	(4%)	<+ 1>	<n/c>	<n/c>
New Brunswick	(3%)	(2%)	(3%)	(3%)	<+ 1>	<n/c>	<n/c>
Prince Edward Island	(1%)	(<1%)	(1%)	(1%)	<+ 1>	<n/c>	<n/c>
Québec	(23%)	(23%)	(23%)	(23%)	<n/c>	<n/c>	<n/c>
Ontario	(35%)	(35%)	(32%)	(32%)	<n/c>	<+ 3>	<+ 3>
Manitoba	(4%)	(4%)	(5%)	(5%)	<n/c>	<- 1>	<- 1>
Saskatchewan	(4%)	(4%)	(5%)	(5%)	<n/c>	<- 1>	<- 1>
Alberta	(12%)	(11%)	(13%)	(13%)	<+ 1>	<- 1>	<- 1>
British Columbia	(13%)	(12%)	(13%)	(13%)	<+ 1>	<n/c>	<n/c>
Yukon	(1%)	(<1%)	(1%)	(1%)	<+ 1>	<n/c>	<n/c>
Northwest Territories	(1%)	(<1%)	(1%)	(1%)	<+ 1>	<n/c>	<n/c>
Nunavut	(<1%)	(<1%)	(<1%)	(<1%)	<n/c>	<n/c>	<n/c>
16. Region (SYSTEM- RECORDED)							
Atlantic	(10%)	(8%)	(9%)	(9%)	<+ 2>	<+ 1>	<+ 1>
Québec	(23%)	(23%)	(23%)	(23%)	<n/c>	<n/c>	<n/c>
Ontario	(35%)	(35%)	(32%)	(32%)	<n/c>	<+ 3>	<+ 3>
Prairies	(20%)	(19%)	(22%)	(22%)	<+ 1>	<- 2>	<- 2>
BC/Territories	(14%)	(14%)	(14%)	(14%)	<n/c>	<n/c>	<n/c>

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Collapsed Scales

12E. AGREE: GREATER ROLE IN CHOOSING PRESCRIPTION MEDICATIONS:

Totally Agree (10,9)	(44%)
Somewhat Agree (8,7)	(38%)
Moderately Agree (6,5)	(16%)
Somewhat Disagree (4,3)	(1%)
Totally Disagree (2,1)	(2%)
Don't Know/Refused	(1%)

12F. AGREE: INTEGRAL PART IN PROVIDING MEDICATION SERVICES:

Totally Agree (10,9)	(56%)
Somewhat Agree (8,7)	(38%)
Moderately Agree (6,5)	(5%)
Somewhat Disagree (4,3)	(1%)
Don't Know/Refused	(1%)