

Interview Schedule

My name is () of POLLARA, a national health research company. We are conducting a short telephone survey among () across Canada. The survey will take about 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)

Doctors	Pharmacists	Nurses	Managers
(n=203)	(n=202)	(n=201)	(n=201)

Quality and Safety in the Health Care System

1. (DOCTORS AND ADMINISTRATORS ONLY) Consider a patient with the following symptoms. A 50 year old woman with a lump in her breast who requires a biopsy. On average, how long do you think a patient like this would generally wait from the time a doctor first recommends the test until the time it is carried out?

1-2 Days	(7%)	(6%)
3-6 Days	(8%)	(13%)
1-2 Weeks	(37%)	(34%)
3-4 Weeks	(34%)	(19%)
1-5 Months	(10%)	(12%)
6-12 Months	(1%)	(2%)
Not Sure	(3%)	(4%)
Don't Know/Refused (DO NOT READ)	(1%)	(10%)

2. (DOCTORS AND ADMINISTRATORS ONLY) Consider a patient with the following symptoms. A 65 year old man who requires a routine hip replacement. On average, how long do you think a patient like this would generally wait from the time a doctor first recommends treatment until the time the treatment is received?

1-2 Days	(1%)	(<1%)
1-2 Weeks	(<1%)	(1%)
3-4 Weeks	(2%)	(2%)
1-5 Months	(16%)	(21%)
6-12 Months	(47%)	(46%)
More Than A Year	(30%)	(23%)
Not Sure	(3%)	(2%)
Don't Know/Refused (DO NOT READ)	(1%)	(6%)

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
3. (DO NOT ASK PHARMACISTS) On average, how long do you think patients wait to be seen in the hospital emergency room?				
Less Than 30 Minutes	(3%)	(14%)	(7%)	(7%)
30 Minutes To Less Than 1 Hour	(7%)	(11%)	(9%)	(9%)
1 To Less Than 2 Hours	(17%)	(20%)	(20%)	(20%)
2 To Less Than 3 Hours	(21%)	(13%)	(18%)	(18%)
3 To Less Than 4 Hours	(16%)	(13%)	(12%)	(12%)
4 To Less Than 5 Hours	(14%)	(7%)	(8%)	(8%)
5 To Less Than 8 Hours	(13%)	(7%)	(9%)	(9%)
8 Hours Or More	(1%)	(2%)	(3%)	(3%)
Not Sure	(8%)	(9%)	(6%)	(6%)
Don't Know/Refused (DO NOT READ)	(2%)	(3%)	(6%)	(6%)
4. In the past 2 years, do you think that waiting times for elective surgery have become longer or shorter or have they remained the same?				
Longer	(58%)	(58%)	(64%)	(43%)
Shorter	(6%)	(6%)	(3%)	(17%)
Remained The Same/No Change	(30%)	(25%)	(26%)	(33%)
Not Sure (DO NOT READ)	(4%)	(9%)	(5%)	(2%)
Don't Know/Refused (DO NOT READ)	(2%)	(3%)	(3%)	(5%)
5. How likely do you feel it is that someone might be subject to a serious medical error while being treated at a Canadian hospital? Would you say that it is not at all likely, somewhat unlikely, somewhat likely or extremely likely?				
Extremely Likely	(3%)	(5%)	(8%)	(9%)
Somewhat Likely	(36%)	(46%)	(54%)	(48%)
Somewhat Unlikely	(53%)	(42%)	(33%)	(39%)
Not At All Likely	(7%)	(5%)	(3%)	(2%)
Don't Know/Refused (DO NOT READ)	(1%)	(2%)	(1%)	(2%)
6. If we experienced a pandemic or public emergency situation, like the SARS outbreak for example, how prepared do you think the Canadian public health system would be to deal with it? Would it be very prepared, somewhat prepared, somewhat unprepared, very unprepared?				
Very Prepared	(3%)	(10%)	(11%)	(3%)
Somewhat Prepared	(48%)	(55%)	(56%)	(67%)
Somewhat Unprepared	(33%)	(28%)	(24%)	(21%)
Very Unprepared	(14%)	(6%)	(9%)	(9%)
Don't Know/Refused (DO NOT READ)	(<1%)	(<1%)	(<1%)	(<1%)

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
7. How concerned are you that this type of situation might occur again? Are you very concerned, somewhat concerned, not very concerned, not at all concerned?				
Very Concerned	(32%)	(12%)	(37%)	(40%)
Somewhat Concerned	(49%)	(48%)	(48%)	(51%)
Not Very Concerned	(17%)	(33%)	(12%)	(8%)
Not At All Concerned	(2%)	(6%)	(2%)	(1%)

Pharmaceuticals

I am going to read you a number of statements, and I'd like you to tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each (READ AND ROTATE)

8A. Many patients who should be taking medications regularly are not				
Strongly Agree	(34%)	(45%)	(37%)	(31%)
Somewhat Agree	(51%)	(43%)	(45%)	(49%)
Somewhat Disagree	(10%)	(9%)	(14%)	(17%)
Strongly Disagree	(3%)	(1%)	(3%)	(2%)
Don't Know/Refused (DO NOT READ)	(2%)	(1%)	(1%)	(2%)
8B. The Canadian drug approval system is faster than the systems in other countries				
Strongly Agree	(2%)	(5%)	(8%)	(6%)
Somewhat Agree	(25%)	(31%)	(20%)	(15%)
Somewhat Disagree	(36%)	(35%)	(23%)	(41%)
Strongly Disagree	(19%)	(11%)	(9%)	(15%)
Don't Know/Refused (DO NOT READ)	(17%)	(19%)	(39%)	(22%)
8C. Pharmaceutical prices in Canada need to be competitive with the rest of the world in order to attract research and development funding to Canada				
Strongly Agree	(27%)	(29%)	(43%)	(21%)
Somewhat Agree	(48%)	(40%)	(37%)	(35%)
Somewhat Disagree	(13%)	(21%)	(11%)	(31%)
Strongly Disagree	(6%)	(6%)	(4%)	(11%)
Don't Know/Refused (DO NOT READ)	(6%)	(3%)	(5%)	(1%)
8D. Government drug plans should include coverage for any medications that a patient and their doctor agree are the most effective treatment				
Strongly Agree	(39%)	(33%)	(64%)	(25%)
Somewhat Agree	(42%)	(31%)	(26%)	(37%)
Somewhat Disagree	(12%)	(22%)	(6%)	(26%)
Strongly Disagree	(6%)	(13%)	(2%)	(11%)
Don't Know/Refused (DO NOT READ)	(1%)	(<1%)	(1%)	(<1%)

Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
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(PHYSICIANS ONLY) I am going to read you a number of statements, and I'd like you to tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each (READ AND ROTATE)

9A. When prescribing medications, I consider whether the patient has private drug coverage or can afford to pay for drugs not covered by Pharmacare

Strongly Agree	(51%)
Somewhat Agree	(32%)
Somewhat Disagree	(10%)
Strongly Disagree	(5%)
Don't Know/Refused (DO NOT READ)	(2%)

9B. Pharmacare formulary restrictions interfere with my ability to provide medically necessary care to my patients.

Strongly Agree	(21%)
Somewhat Agree	(42%)
Somewhat Disagree	(22%)
Strongly Disagree	(11%)
Don't Know/Refused (DO NOT READ)	(4%)

Role of Public vs Private Insurance

In your opinion, if Canadians were allowed to purchase private insurance for healthcare services already covered under the public health system, would the impact of the decision be very positive, somewhat positive, somewhat negative, very negative or would it have no impact on the following: (ROTATE)

10A. The Canadian public in general

Very Positive	(19%)	(11%)	(7%)	(4%)
Somewhat Positive	(47%)	(50%)	(27%)	(35%)
Somewhat Negative	(20%)	(22%)	(34%)	(34%)
Very Negative	(5%)	(6%)	(21%)	(19%)
Would Have No Impact	(6%)	(8%)	(6%)	(7%)
Don't Know/Refused	(3%)	(2%)	(4%)	(<1%)

10B. The Canadian healthcare system

Very Positive	(15%)	(15%)	(8%)	(4%)
Somewhat Positive	(48%)	(46%)	(28%)	(36%)
Somewhat Negative	(20%)	(22%)	(34%)	(31%)
Very Negative	(6%)	(8%)	(18%)	(22%)
Would Have No Impact	(8%)	(7%)	(7%)	(6%)
Don't Know/Refused	(3%)	(2%)	(4%)	(1%)



	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree that such a decision would: (READ AND ROTATE)				
11A. Improve access to health care services for everyone				
Strongly Agree	(29%)	(25%)	(15%)	(14%)
Somewhat Agree	(39%)	(43%)	(28%)	(25%)
Somewhat Disagree	(18%)	(24%)	(24%)	(32%)
Strongly Disagree	(11%)	(9%)	(30%)	(28%)
Don't Know/Refused	(2%)	(<1%)	(3%)	(1%)
11B. Create a two-tier system where those who can afford to pay will get better treatment than those who can't				
Strongly Agree	(34%)	(33%)	(56%)	(37%)
Somewhat Agree	(27%)	(38%)	(19%)	(34%)
Somewhat Disagree	(20%)	(21%)	(15%)	(16%)
Strongly Disagree	(16%)	(8%)	(9%)	(10%)
Don't Know/Refused	(2%)	(1%)	(1%)	(3%)
11C. Result in increasing costs of health care				
Strongly Agree	(19%)	(17%)	(28%)	(27%)
Somewhat Agree	(26%)	(34%)	(30%)	(27%)
Somewhat Disagree	(31%)	(35%)	(27%)	(37%)
Strongly Disagree	(19%)	(13%)	(8%)	(7%)
Don't Know/Refused	(5%)	(2%)	(6%)	(3%)
11D. Result in shorter waiting times				
Strongly Agree	(31%)	(40%)	(28%)	(18%)
Somewhat Agree	(41%)	(46%)	(42%)	(46%)
Somewhat Disagree	(16%)	(11%)	(16%)	(21%)
Strongly Disagree	(8%)	(3%)	(10%)	(13%)
Don't Know/Refused	(4%)	(1%)	(4%)	(2%)
11E. Lead to improved quality in healthcare services				
Strongly Agree	(22%)	(22%)	(17%)	(10%)
Somewhat Agree	(41%)	(53%)	(29%)	(34%)
Somewhat Disagree	(24%)	(19%)	(25%)	(34%)
Strongly Disagree	(10%)	(4%)	(24%)	(20%)
Don't Know/Refused	(3%)	(2%)	(4%)	(2%)
11F. Lead to a shortage of doctors and nurses in the public system, as they leave to work in a new private system				
Strongly Agree	(17%)	(21%)	(35%)	(27%)
Somewhat Agree	(26%)	(42%)	(37%)	(33%)
Somewhat Disagree	(33%)	(28%)	(19%)	(31%)
Strongly Disagree	(23%)	(7%)	(5%)	(8%)
Don't Know/Refused	(1%)	(2%)	(4%)	(1%)

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
12. How would you personally feel about working in a privately funded medical environment? Would you be very enthusiastic, somewhat enthusiastic, somewhat opposed, very opposed or neutral?				
Very Enthusiastic	(10%)	(12%)	(14%)	(12%)
Somewhat Enthusiastic	(31%)	(24%)	(18%)	(19%)
Neutral	(31%)	(50%)	(31%)	(45%)
Somewhat Opposed	(18%)	(8%)	(21%)	(14%)
Very Opposed	(9%)	(4%)	(13%)	(8%)
Don't Know/Refused	(1%)	(2%)	(2%)	(2%)
13A. (IF "VERY OR SOMEWHAT ENTHUSIASTIC") Why is this? (OPEN ENDED)				
Improved Quality Of Care	(35%)	(19%)	(23%)	(19%)
Better Working Environment/Opportunity	(25%)	(23%)	(22%)	(24%)
Less Government Involvement/Regulation	(14%)	(8%)	(8%)	(16%)
Faster Service/Shorter Waiting Times	(14%)	(7%)	(2%)	(5%)
Health Care Providers Salaries/Wages	(13%)	(14%)	(6%)	(5%)
Would Not Mind/Make No Difference	(10%)	(7%)	(16%)	(8%)
Already Working In Private Sector	(5%)	(10%)	(13%)	(3%)
More Financing/Less Cost Restraints	(4%)	(12%)	(2%)	(16%)
Better Management	(1%)	(3%)	(<1%)	(<1%)
Competition	(1%)	(<1%)	(5%)	(3%)
No Unions	(<1%)	(3%)	(3%)	(<1%)
Other	(3%)	(5%)	(9%)	(6%)
Don't Know/Refused	(<1%)	(3%)	(3%)	(5%)
13B. (IF "NEUTRAL") Why is this? (OPEN ENDED)				
Makes No Difference	(32%)	(38%)	(25%)	(40%)
Support Private System	(16%)	(<1%)	(10%)	(9%)
Will Create A Two-Tier System	(12%)	(2%)	(3%)	(3%)
Depends On Outcome	(12%)	(5%)	(10%)	(4%)
Private System Will Be More Challenging	(9%)	(1%)	(3%)	(1%)
Satisfied With Current System	(8%)	(5%)	(<1%)	(1%)
Pros And Cons For Both Systems	(8%)	(7%)	(5%)	(6%)
Private And Public Work Together	(6%)	(<1%)	(<1%)	(2%)
Need More Information	(5%)	(9%)	(8%)	(11%)
Already Work In Private System	(3%)	(11%)	(5%)	(4%)
Depends On Working Environment/Conditions	(3%)	(6%)	(11%)	(15%)
Not Satisfied With Health Care System	(2%)	(<1%)	(2%)	(2%)
Depends On Accessibility	(2%)	(2%)	(<1%)	(2%)
No Experience Of Private	(2%)	(5%)	(8%)	(7%)
Depends On Salary	(2%)	(3%)	(3%)	(7%)
All About Efficiency	(<1%)	(<1%)	(<1%)	(2%)
Private System Will Free Up Time	(<1%)	(1%)	(2%)	(<1%)
Quality Of Care Concerns (GENERAL)	(<1%)	(5%)	(5%)	(2%)
Depends On Job Availability	(<1%)	(1%)	(2%)	(3%)
Depends On Benefits	(<1%)	(4%)	(6%)	(3%)
Other	(11%)	(1%)	(8%)	(7%)
Don't Know/Refused	(<1%)	(8%)	(8%)	(2%)

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
13C. (IF "VERY OR SOMEWHAT OPPOSE") Why is this? (OPEN ENDED)				
Unfair/Two-Tier/Not Universal	(43%)	(56%)	(46%)	(38%)
Prefer Public Sector/Don't Change	(23%)	(20%)	(17%)	(22%)
No Improvement/Decline In Quality Of Care	(16%)	(4%)	(6%)	(11%)
System Abuse/Patient Unrealistic Demands	(6%)	(<1%)	(3%)	(2%)
Personal Experience/Worked With Private Sector .	(4%)	(<1%)	(7%)	(2%)
Against My Principals/Ethics	(4%)	(<1%)	(10%)	(7%)
Private Sector In It For The Money	(2%)	(4%)	(3%)	(9%)
Fear Of Losing My Job	(1%)	(4%)	(<1%)	(2%)
Cost Of Health Care	(<1%)	(4%)	(3%)	(<1%)
Mismanagement Concerns	(<1%)	(8%)	(3%)	(4%)
Other	(4%)	(<1%)	(6%)	(4%)
Don't Know/Refused	(4%)	(<1%)	(6%)	(2%)

Willingness to Pay

14. Do you think that Canadians should be allowed to pay out of pocket to purchase faster access to health services that are currently funded under the public system?
- | | | | | |
|----------------------------------------|-------|-------|-------|-------|
| Yes | (73%) | (72%) | (49%) | (48%) |
| No | (24%) | (27%) | (48%) | (48%) |
| Don't Know/Refused (DO NOT READ) | (3%) | (1%) | (3%) | (4%) |
15. Would you personally be willing to pay out of pocket for you or your family to purchase faster access to health services that are currently funded under the public system?
- | | | | | |
|----------------------------------------|-------|-------|-------|-------|
| Yes | (74%) | (76%) | (60%) | (63%) |
| No | (23%) | (21%) | (35%) | (32%) |
| Don't Know/Refused (DO NOT READ) | (3%) | (3%) | (4%) | (6%) |

Transforming the Healthcare System/ Innovation

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 each of the following? (READ AND ROTATE)

- 16A. There should be increased public sector funding for health research, such as at universities, teaching hospitals and other charitable organizations.
- | | | | | |
|--------------------------|-------|-------|-------|-------|
| Strongly Agree | (46%) | (45%) | (48%) | (45%) |
| Agree | (39%) | (48%) | (42%) | (42%) |
| Neutral | (8%) | (3%) | (4%) | (7%) |
| Disagree | (6%) | (3%) | (3%) | (4%) |
| Strongly Disagree | (<1%) | (1%) | (1%) | (2%) |
| Don't Know/Refused | (1%) | (1%) | (2%) | (1%) |

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
16B. Incentives should be put in place to encourage more private sector investments in health research such as at universities, teaching hospitals and other charitable organizations.				
Strongly Agree	(45%)	(40%)	(37%)	(39%)
Agree	(41%)	(50%)	(48%)	(48%)
Neutral	(7%)	(4%)	(5%)	(5%)
Disagree	(3%)	(4%)	(5%)	(5%)
Strongly Disagree	(2%)	(2%)	(3%)	(3%)
Don't Know/Refused	(2%)	(<1%)	(2%)	(<1%)
16C. Regulatory and pricing systems should be structured to encourage research into and rapid development of new vaccines.				
Strongly Agree	(50%)	(37%)	(39%)	(36%)
Agree	(39%)	(48%)	(51%)	(52%)
Neutral	(5%)	(7%)	(5%)	(6%)
Disagree	(5%)	(7%)	(2%)	(2%)
Strongly Disagree	(<1%)	(2%)	(1%)	(2%)
Don't Know/Refused	(2%)	(<1%)	(2%)	(2%)
17. I am going to read you an initiative that may lead to a better health system. Thinking of how effective it might be, I would like you to tell me if you would support or oppose the implementation of it using a 10-point scale where 1 means that you Strongly oppose and 10 means you Strongly support it. Allowing the government to contract out the delivery of publicly covered services to private clinics, for instance having public health insurance pay for knee surgery at a private clinic rather than a public hospital				
Strongly Oppose	(10%)	(3%)	(15%)	(8%)
2	(2%)	(1%)	(4%)	(4%)
3	(4%)	(4%)	(7%)	(4%)
4	(4%)	(6%)	(5%)	(6%)
5	(8%)	(8%)	(14%)	(9%)
6	(7%)	(14%)	(7%)	(11%)
7	(18%)	(22%)	(14%)	(15%)
8	(26%)	(19%)	(14%)	(26%)
9	(7%)	(7%)	(3%)	(7%)
Strongly Support	(14%)	(16%)	(13%)	(10%)
Don't Know/Refused	(2%)	(<1%)	(2%)	(1%)
Mean Score For Scale:	6.63	6.93	5.62	6.36

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
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And to what extent would you support or oppose each of the following policies to increase access to health professionals? (SAME SCALE) (READ AND ROTATE)

18A. Requiring patients to register with one family doctor

Strongly Oppose	(12%)	(3%)	(8%)	(3%)
2	(8%)	(2%)	(3%)	(2%)
3	(8%)	(4%)	(2%)	(4%)
4	(7%)	(2%)	(3%)	(4%)
5	(17%)	(8%)	(7%)	(11%)
6	(5%)	(8%)	(8%)	(11%)
7	(9%)	(12%)	(5%)	(13%)
8	(15%)	(23%)	(16%)	(21%)
9	(6%)	(11%)	(8%)	(10%)
Strongly Support	(12%)	(24%)	(37%)	(20%)
Don't Know/Refused	(2%)	(1%)	(2%)	(<1%)
Mean Score For Scale:	5.53	7.40	7.45	7.11

18B. Requiring health professionals to work in teams with other types of health care providers

Strongly Oppose	(12%)	(1%)	(2%)	(<1%)
2	(6%)	(<1%)	(1%)	(1%)
3	(7%)	(1%)	(1%)	(2%)
4	(5%)	(<1%)	(1%)	(1%)
5	(12%)	(5%)	(6%)	(4%)
6	(6%)	(2%)	(5%)	(3%)
7	(14%)	(13%)	(7%)	(9%)
8	(18%)	(27%)	(24%)	(19%)
9	(9%)	(13%)	(9%)	(17%)
Strongly Support	(12%)	(36%)	(41%)	(44%)
Don't Know/Refused	(1%)	(1%)	(3%)	(<1%)
Mean Score For Scale:	6.00	8.32	8.26	8.63

18C. Requiring health professionals to work in the parts of the country where they are most needed

Strongly Oppose	(17%)	(5%)	(11%)	(4%)
2	(9%)	(2%)	(7%)	(4%)
3	(13%)	(5%)	(3%)	(8%)
4	(8%)	(5%)	(4%)	(5%)
5	(16%)	(15%)	(15%)	(11%)
6	(9%)	(10%)	(8%)	(12%)
7	(10%)	(16%)	(12%)	(20%)
8	(10%)	(16%)	(16%)	(17%)
9	(2%)	(8%)	(3%)	(8%)
Strongly Support	(5%)	(16%)	(18%)	(11%)
Don't Know/Refused	(1%)	(1%)	(<1%)	(<1%)
Mean Score For Scale:	4.65	6.61	6.11	6.42

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
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In your opinion, how significant is the role that each of the following potential barriers plays in preventing inter-disciplinary or integrated patient care? Please answer using a scale from 1 to 10 where 1 is not at all significant and 10 is extremely significant. (READ AND ROTATE)

19A. Lack of shared information

Not At All Significant	(3%)	(2%)	(2%)	(1%)
2	(3%)	(1%)	(3%)	(1%)
3	(5%)	(3%)	(4%)	(2%)
4	(7%)	(2%)	(4%)	(3%)
5	(16%)	(7%)	(8%)	(6%)
6	(13%)	(7%)	(8%)	(10%)
7	(14%)	(18%)	(15%)	(12%)
8	(19%)	(24%)	(24%)	(28%)
9	(8%)	(15%)	(7%)	(13%)
Extremely Significant	(13%)	(19%)	(20%)	(22%)
Don't Know/Refused	(<1%)	(<1%)	(2%)	(1%)
Mean Score For Scale:	6.57	7.58	7.10	7.74

19B. Too difficult to communicate in real time

Not At All Significant	(5%)	(2%)	(7%)	(4%)
2	(9%)	(2%)	(3%)	(7%)
3	(8%)	(4%)	(8%)	(11%)
4	(6%)	(5%)	(5%)	(10%)
5	(18%)	(16%)	(16%)	(8%)
6	(12%)	(9%)	(9%)	(18%)
7	(15%)	(15%)	(9%)	(13%)
8	(15%)	(29%)	(21%)	(16%)
9	(5%)	(7%)	(4%)	(7%)
Extremely Significant	(8%)	(9%)	(10%)	(6%)
Don't Know/Refused	(1%)	(1%)	(7%)	(1%)
Mean Score For Scale:	5.76	6.74	6.03	5.83

19C. Physical location of health professionals

Not At All Significant	(5%)	(4%)	(4%)	(1%)
2	(4%)	(2%)	(3%)	(4%)
3	(7%)	(4%)	(4%)	(8%)
4	(7%)	(5%)	(6%)	(7%)
5	(26%)	(16%)	(17%)	(16%)
6	(9%)	(9%)	(9%)	(10%)
7	(17%)	(21%)	(13%)	(21%)
8	(13%)	(20%)	(17%)	(18%)
9	(6%)	(6%)	(4%)	(7%)
Extremely Significant	(4%)	(8%)	(15%)	(6%)
Don't Know/Refused	(2%)	(3%)	(7%)	(2%)
Mean Score For Scale:	5.77	6.47	6.54	6.29

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
19D. "Turf wars" over patient information				
Not At All Significant	(14%)	(8%)	(12%)	(5%)
2	(15%)	(6%)	(6%)	(5%)
3	(9%)	(3%)	(4%)	(7%)
4	(9%)	(6%)	(4%)	(9%)
5	(21%)	(14%)	(13%)	(12%)
6	(3%)	(6%)	(8%)	(14%)
7	(12%)	(17%)	(15%)	(9%)
8	(9%)	(21%)	(14%)	(18%)
9	(2%)	(4%)	(4%)	(8%)
Extremely Significant	(4%)	(10%)	(14%)	(10%)
Don't Know/Refused	(3%)	(3%)	(5%)	(3%)
Mean Score For Scale:	4.52	6.11	5.89	6.12
19E. Lack of financial incentive for health professionals				
Not At All Significant	(4%)	(2%)	(6%)	(3%)
2	(5%)	(2%)	(4%)	(3%)
3	(4%)	(1%)	(5%)	(8%)
4	(5%)	(5%)	(2%)	(7%)
5	(13%)	(14%)	(11%)	(18%)
6	(10%)	(9%)	(7%)	(11%)
7	(18%)	(22%)	(15%)	(15%)
8	(21%)	(23%)	(20%)	(21%)
9	(7%)	(8%)	(7%)	(5%)
Extremely Significant	(12%)	(10%)	(19%)	(8%)
Don't Know/Refused	(<1%)	(1%)	(2%)	(1%)
Mean Score For Scale:	6.54	6.84	6.80	6.26
19F. Patient confidentiality may be compromised				
Not At All Significant	(13%)	(12%)	(15%)	(17%)
2	(17%)	(11%)	(8%)	(20%)
3	(15%)	(13%)	(7%)	(15%)
4	(7%)	(13%)	(5%)	(13%)
5	(15%)	(10%)	(20%)	(10%)
6	(6%)	(10%)	(6%)	(9%)
7	(11%)	(11%)	(10%)	(8%)
8	(8%)	(11%)	(7%)	(3%)
9	(2%)	(2%)	(3%)	(2%)
Extremely Significant	(4%)	(6%)	(13%)	(3%)
Don't Know/Refused	(2%)	(1%)	(3%)	(<1%)
Mean Score For Scale:	4.42	4.83	5.23	3.84

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
19G. Too time-consuming to collaborate				
Not At All Significant	(5%)	(6%)	(10%)	(5%)
2	(12%)	(3%)	(4%)	(8%)
3	(10%)	(6%)	(9%)	(12%)
4	(7%)	(4%)	(2%)	(8%)
5	(17%)	(16%)	(16%)	(10%)
6	(14%)	(13%)	(11%)	(13%)
7	(13%)	(19%)	(12%)	(19%)
8	(17%)	(18%)	(15%)	(16%)
9	(3%)	(6%)	(3%)	(5%)
Extremely Significant	(2%)	(6%)	(10%)	(4%)
Don't Know/Refused	(2%)	(2%)	(5%)	(1%)
Mean Score For Scale:	5.30	6.14	5.77	5.69

(PHARMACISTS ONLY) On a scale of 1 to 10, where ten means extremely important and one means not at all important, how important do you think the following issues are for the profession of pharmacists? (READ AND ROTATE)

20A. The supply and distribution of pharmacies and pharmacists

Not At All Important	(1%)
2	(2%)
3	(3%)
4	(1%)
5	(11%)
6	(8%)
7	(19%)
8	(26%)
9	(9%)
Extremely Important	(21%)
Don't Know/Refused	(1%)
Mean Score For Scale:	7.53

20B. Continuing education needs

Not At All Important	(1%)
2	(<1%)
3	(<1%)
4	(1%)
5	(2%)
6	(5%)
7	(11%)
8	(26%)
9	(21%)
Extremely Important	(32%)
Mean Score For Scale:	8.43

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
20C. The roles for pharmacists in primary health care teams				
Not At All Important				(1%)
2				(1%)
4				(1%)
5				(3%)
6				(4%)
7				(10%)
8				(28%)
9				(19%)
Extremely Important				(34%)
Don't Know/Refused				(1%)
Mean Score For Scale:				8.51
20D. Internationally trained pharmacists practising in Canada				
Not At All Important				(3%)
2				(3%)
3				(4%)
4				(4%)
5				(20%)
6				(12%)
7				(15%)
8				(20%)
9				(6%)
Extremely Important				(10%)
Don't Know/Refused				(1%)
Mean Score For Scale:				6.44
20E. Prescribing rights for pharmacists				
Not At All Important				(1%)
2				(1%)
3				(3%)
4				(2%)
5				(12%)
6				(10%)
7				(16%)
8				(27%)
9				(13%)
Extremely Important				(14%)
Don't Know/Refused				(1%)
Mean Score For Scale:				7.32

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
20F. Working conditions				
Not At All Important				(2%)
2				(2%)
3				(2%)
4				(1%)
5				(6%)
6				(4%)
7				(11%)
8				(30%)
9				(17%)
Extremely Important				(26%)
Don't Know/Refused				(1%)
Mean Score For Scale:				7.98
20G. Reimbursement for services other than dispensing				
Not At All Important				(3%)
2				(1%)
3				(1%)
4				(1%)
5				(4%)
6				(2%)
7				(7%)
8				(30%)
9				(14%)
Extremely Important				(38%)
Mean Score For Scale:				8.37
20H. Credentialing of pharmacy technicians				
Not At All Important				(3%)
2				(4%)
3				(3%)
4				(2%)
5				(10%)
6				(10%)
7				(23%)
8				(23%)
9				(12%)
Extremely Important				(9%)
Mean Score For Scale:				6.85

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
21. What do you believe will be the key benefit of an integrated electronic health record for your practice? (OPEN ENDED)				
Faster Access To Information/Saves Time	(29%)	(10%)	(30%)	(34%)
Easier/Access To Patient Information	(22%)	(19%)	(19%)	(18%)
Good Thing/Convenient/Efficient	(18%)	(5%)	(19%)	(11%)
Improve Quality Of Care	(14%)	(28%)	(20%)	(30%)
Improve Communication/Collaboration	(13%)	(4%)	(9%)	(27%)
Complete Information/Records/History	(13%)	(18%)	(9%)	(14%)
Avoid Duplication/Double Doctoring	(9%)	(8%)	(4%)	(19%)
See Medication History/Abuse/Interactions	(8%)	(19%)	(2%)	(2%)
None/Don't Agree With It	(7%)	(1%)	(6%)	(<1%)
Fewer Errors	(5%)	(5%)	(2%)	(8%)
Access From Any Location	(5%)	(<1%)	(7%)	(7%)
Accurate/Up-To-Date Information	(4%)	(3%)	(3%)	(11%)
Better Management	(2%)	(2%)	(3%)	(4%)
Reduction Of Cost	(2%)	(1%)	(<1%)	(9%)
Consistency/Continuity Of Care	(2%)	(1%)	(3%)	(6%)
Privacy/Confidentiality Issues	(1%)	(1%)	(3%)	(1%)
Keep An Eye On System Abuse	(<1%)	(2%)	(<1%)	(<1%)
Other	(4%)	(4%)	(3%)	(2%)
Don't Know/Refused	(8%)	(4%)	(6%)	(2%)
22. Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree that pharmacists should have access to patients' lab results and diagnoses in order to verify that a prescribed medication is the most appropriate and effective for that individual?				
Strongly Agree	(15%)	(67%)	(49%)	(58%)
Somewhat Agree	(30%)	(28%)	(28%)	(30%)
Somewhat Disagree	(24%)	(3%)	(14%)	(6%)
Strongly Disagree	(28%)	(1%)	(8%)	(5%)
Don't Know/Refused (DO NOT READ)	(3%)	(1%)	(1%)	(1%)

Experience vs Perceptions, and Behaviour

23. Which of the following do you think is the most suitable term for describing people who use the health care service... Customer, Client or Patient				
Customer	(5%)	(6%)	(13%)	(12%)
Client	(9%)	(13%)	(46%)	(45%)
Patient	(85%)	(80%)	(40%)	(38%)
Don't Know/Refused (DO NOT READ)	(1%)	(1%)	(<1%)	(4%)

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
24. Is there another term that you think is more suitable?				
No/None/Not At All	(92%)	(85%)	(81%)	(89%)
Beneficiary	(3%)	(<1%)	(<1%)	(<1%)
User	(2%)	(1%)	(3%)	(<1%)
Consumer	(1%)	(<1%)	(3%)	(3%)
Health Care Recipient	(<1%)	(<1%)	(<1%)	(1%)
Subject	(<1%)	(1%)	(1%)	(<1%)
Person	(2%)	(<1%)	(1%)	(2%)
Other	(1%)	(<1%)	(1%)	(3%)
Don't Know/Refused	(<1%)	(13%)	(10%)	(4%)

PARTICIPATION AND DEMOGRAPHICS

Finally, for statistical purposes only, I'd like to ask you a few questions about yourself. I remind you that your responses are confidential.

25. Which of the following best represents your annual household income? (READ)				
Under \$25,000	(1%)	(<1%)	(2%)	(1%)
\$25,000 - \$34,999	(<1%)	(1%)	(3%)	(1%)
\$35,000 - \$44,999	(1%)	(1%)	(6%)	(<1%)
\$45,000 - \$54,999	(1%)	(5%)	(10%)	(<1%)
\$55,000 - \$64,999	(1%)	(5%)	(15%)	(2%)
\$65,000 - \$74,999	(2%)	(9%)	(14%)	(5%)
\$75,000 - \$100,000	(7%)	(25%)	(21%)	(20%)
More Than \$100,000	(82%)	(47%)	(25%)	(66%)
Refused (DO NOT READ)	(6%)	(6%)	(4%)	(6%)
26. Do you mind telling me in what year you were born?				
18 To 24	(<1%)	(9%)	(2%)	(<1%)
25 To 34	(8%)	(33%)	(19%)	(7%)
35 To 44	(18%)	(22%)	(18%)	(19%)
45 To 54	(29%)	(20%)	(38%)	(45%)
55 To 64	(25%)	(10%)	(20%)	(24%)
65 And Over	(16%)	(3%)	(1%)	(<1%)
Don't Know/Refused	(5%)	(2%)	(2%)	(5%)
Mean Score For Scale:	52.58	39.00	45.58	48.48
31. Gender (INTERVIEWER RECORDED)				
Male	(70%)	(56%)	(6%)	(40%)
Female	(30%)	(44%)	(94%)	(60%)

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
32. Genderation (SYSTEM CODED)				
Male - 18 To 34	(3%)	(22%)	(1%)	(3%)
Male - 35 To 54	(31%)	(26%)	(6%)	(27%)
Male - 55+	(37%)	(9%)	(<1%)	(11%)
Female - 18 To 34	(5%)	(21%)	(21%)	(5%)
Female - 35 To 54	(18%)	(17%)	(51%)	(40%)
Female - 55+	(6%)	(5%)	(21%)	(14%)
33. Sub-region				
Newfoundland	(2%)	(2%)	(3%)	(2%)
Nova Scotia	(4%)	(4%)	(4%)	(6%)
New Brunswick	(2%)	(3%)	(3%)	(3%)
Prince Edward Island	(1%)	(1%)	(1%)	(1%)
Quebec	(28%)	(23%)	(25%)	(4%)
Ontario	(36%)	(35%)	(34%)	(50%)
Manitoba	(4%)	(4%)	(5%)	(4%)
Saskatchewan	(3%)	(4%)	(4%)	(4%)
Alberta	(9%)	(12%)	(10%)	(10%)
British Columbia	(13%)	(13%)	(12%)	(16%)
Yukon	(1%)	(1%)	(1%)	(1%)
Northwest Territories	(1%)	(1%)	(1%)	(1%)
Nunavut	(<1%)	(1%)	(1%)	(1%)
34. Region				
Atlantic	(8%)	(9%)	(10%)	(11%)
Quebec	(28%)	(23%)	(25%)	(4%)
Ontario	(36%)	(35%)	(34%)	(50%)
Manitoba/Saskatchewan	(7%)	(8%)	(8%)	(8%)
Alberta	(9%)	(12%)	(10%)	(10%)
British Columbia/Territories	(14%)	(14%)	(13%)	(19%)
35. Community Size				
Over 1 Million	(30%)	(19%)	(7%)	(33%)
100,001 To 1 Million	(35%)	(24%)	(18%)	(32%)
50,001 To 100,000	(8%)	(12%)	(6%)	(8%)
10,000 To 50,000	(11%)	(21%)	(15%)	(14%)
Under 10,000	(5%)	(4%)	(9%)	(8%)
Rural	(11%)	(20%)	(44%)	(5%)
35A. Urban/Rural				
Urban	(89%)	(80%)	(56%)	(95%)
Rural	(11%)	(20%)	(44%)	(5%)
36. Language (SYSTEM RECORDED)				
English	(74%)	(78%)	(76%)	(100%)
French	(26%)	(22%)	(24%)	(<1%)

Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
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Collapsed Scales

1. SUPPORT: ALLOWING GOVERNMENT TO CONTRACT OUT SERVICES:

Strongly Support (9,10)	(21%) (23%) (16%) (17%)
Somewhat Support (7,8)	(43%) (41%) (28%) (41%)
Moderately Support (5,6)	(15%) (22%) (21%) (20%)
Somewhat Oppose (3,4)	(8%) (9%) (12%) (9%)
Strongly Oppose (1,2)	(12%) (4%) (20%) (13%)
Don't Know/Refused	(2%) (<1%) (2%) (1%)

2. SUPPORT: PATIENTS TO REGISTER WITH 1 FAMILY DOCTOR:

Strongly Support (9,10)	(17%) (35%) (45%) (30%)
Somewhat Support (7,8)	(23%) (36%) (22%) (34%)
Moderately Support (5,6)	(22%) (16%) (15%) (22%)
Somewhat Oppose (3,4)	(15%) (6%) (4%) (8%)
Strongly Oppose (1,2)	(20%) (5%) (11%) (5%)
Don't Know/Refused	(2%) (1%) (2%) (<1%)

3. SUPPORT: HEALTH PROVIDER TO WORK WITH OTHER HEALTH CARE PROVIDERS:

Strongly Support (9,10)	(20%) (48%) (50%) (62%)
Somewhat Support (7,8)	(32%) (40%) (31%) (28%)
Moderately Support (5,6)	(18%) (8%) (11%) (7%)
Somewhat Oppose (3,4)	(12%) (1%) (1%) (3%)
Strongly Oppose (1,2)	(17%) (2%) (3%) (1%)
Don't Know/Refused	(1%) (1%) (3%) (<1%)

4. SUPPORT: HEALTH CARE PROVIDERS TO WORK THEY MOST NEEDED:

Strongly Support (9,10)	(7%) (24%) (22%) (19%)
Somewhat Support (7,8)	(20%) (32%) (28%) (37%)
Moderately Support (5,6)	(25%) (25%) (23%) (23%)
Somewhat Oppose (3,4)	(21%) (10%) (8%) (13%)
Strongly Oppose (1,2)	(25%) (8%) (18%) (7%)
Don't Know/Refused	(1%) (1%) (<1%) (<1%)

5. RATE: LACK OF SHARED INFORMATION:

Extremely Significant (9,10)	(21%) (35%) (27%) (35%)
Somewhat Significant (7,8)	(32%) (43%) (40%) (41%)
Moderately Significant (5,6)	(29%) (15%) (16%) (16%)
Somewhat Not Significant (3,4)	(12%) (5%) (9%) (5%)
Not At All Significant (1,2)	(6%) (2%) (6%) (2%)
Don't Know/Refused	(<1%) (<1%) (2%) (1%)

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
6. RATE: TOO DIFFICULT TO COMMUNICATE IN REAL TIME:				
Extremely Significant (9,10)	(12%)	(17%)	(14%)	(13%)
Somewhat Significant (7,8)	(30%)	(44%)	(30%)	(29%)
Moderately Significant (5,6)	(30%)	(25%)	(25%)	(26%)
Somewhat Not Significant (3,4)	(14%)	(9%)	(14%)	(21%)
Not At All Significant (1,2)	(14%)	(4%)	(10%)	(10%)
Don't Know/Refused	(1%)	(1%)	(7%)	(1%)
7. RATE: PHYSICAL LOCATION OF HEALTH PROFESSIONALS:				
Extremely Significant (9,10)	(10%)	(14%)	(20%)	(13%)
Somewhat Significant (7,8)	(31%)	(41%)	(30%)	(39%)
Moderately Significant (5,6)	(36%)	(26%)	(26%)	(26%)
Somewhat Not Significant (3,4)	(13%)	(9%)	(10%)	(16%)
Not At All Significant (1,2)	(9%)	(6%)	(6%)	(4%)
Don't Know/Refused	(2%)	(3%)	(7%)	(2%)
8. RATE: TURF WARS' OVER PATIENT INFORMATION				
Extremely Significant (9,10)	(6%)	(14%)	(18%)	(18%)
Somewhat Significant (7,8)	(21%)	(38%)	(29%)	(27%)
Moderately Significant (5,6)	(24%)	(21%)	(21%)	(26%)
Somewhat Not Significant (3,4)	(18%)	(9%)	(8%)	(16%)
Not At All Significant (1,2)	(29%)	(14%)	(18%)	(10%)
Don't Know/Refused	(3%)	(3%)	(5%)	(3%)
9. RATE: LACK OF FINANCIAL INCENTIVE-HEALTH PROFESSIONALS:				
Extremely Significant (9,10)	(19%)	(18%)	(26%)	(14%)
Somewhat Significant (7,8)	(39%)	(46%)	(35%)	(36%)
Moderately Significant (5,6)	(23%)	(23%)	(19%)	(28%)
Somewhat Not Significant (3,4)	(10%)	(7%)	(7%)	(15%)
Not At All Significant (1,2)	(9%)	(5%)	(9%)	(6%)
Don't Know/Refused	(<1%)	(1%)	(2%)	(1%)
10. RATE: PATIENT CONFIDENTIALITY MAY BE COMPROMISED:				
Extremely Significant (9,10)	(6%)	(8%)	(16%)	(4%)
Somewhat Significant (7,8)	(19%)	(22%)	(17%)	(11%)
Moderately Significant (5,6)	(21%)	(20%)	(26%)	(19%)
Somewhat Not Significant (3,4)	(21%)	(26%)	(13%)	(28%)
Not At All Significant (1,2)	(30%)	(23%)	(23%)	(37%)
Don't Know/Refused	(2%)	(1%)	(3%)	(<1%)

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
11. RATE: TOO TIME-CONSUMING TO COLLABORATE:				
Extremely Significant (9,10)	(5%)	(13%)	(13%)	(9%)
Somewhat Significant (7,8)	(29%)	(37%)	(28%)	(35%)
Moderately Significant (5,6)	(31%)	(29%)	(28%)	(22%)
Somewhat Not Significant (3,4)	(17%)	(11%)	(11%)	(20%)
Not At All Significant (1,2)	(17%)	(9%)	(14%)	(12%)
Don't Know/Refused	(2%)	(2%)	(5%)	(1%)
12. IMPORTANCE: SUPPLY/DISTRIBUTION OF PHARMACIES/PHARMACISTS:				
Very Important (9,10)	(30%)			
Somewhat Important (7,8)	(45%)			
Moderately Important (5,6)	(19%)			
Somewhat Not Important (3,4)	(4%)			
Not At All Important (1,2)	(2%)			
Don't Know/Refused	(1%)			
13. IMPORTANCE: CONTINUING EDUCATION NEEDS:				
Very Important (9,10)	(54%)			
Somewhat Important (7,8)	(37%)			
Moderately Important (5,6)	(7%)			
Somewhat Not Important (3,4)	(1%)			
Not At All Important (1,2)	(1%)			
14. IMPORTANCE: PHARMACISTS IN PRIMARY HEALTH-CARE TEAMS:				
Very Important (9,10)	(53%)			
Somewhat Important (7,8)	(38%)			
Moderately Important (5,6)	(7%)			
Somewhat Not Important (3,4)	(1%)			
Not At All Important (1,2)	(1%)			
Don't Know/Refused	(1%)			
15. IMPORTANCE: INTERNATIONALLY TRAINED PHARMACISTS PRACTISING:				
Very Important (9,10)	(17%)			
Somewhat Important (7,8)	(35%)			
Moderately Important (5,6)	(32%)			
Somewhat Not Important (3,4)	(8%)			
Not At All Important (1,2)	(7%)			
Don't Know/Refused	(1%)			

	Doctors (n=203)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
16. IMPORTANCE: PRESCRIBING RIGHTS FOR PHARMACISTS:				
Very Important (9,10)				(27%)
Somewhat Important (7,8)				(44%)
Moderately Important (5,6)				(22%)
Somewhat Not Important (3,4)				(5%)
Not At All Important (1,2)				(2%)
Don't Know/Refused				(1%)
17. IMPORTANCE: WORKING CONDITIONS:				
Very Important (9,10)				(43%)
Somewhat Important (7,8)				(41%)
Moderately Important (5,6)				(10%)
Somewhat Not Important (3,4)				(2%)
Not At All Important (1,2)				(3%)
Don't Know/Refused				(1%)
18. IMPORTANCE: REINBURSEMENT FOR SERVICES OTHER THAN DISPENSING:				
Very Important (9,10)				(51%)
Somewhat Important (7,8)				(38%)
Moderately Important (5,6)				(6%)
Somewhat Not Important (3,4)				(1%)
Not At All Important (1,2)				(3%)
19. IMPORTANCE: CREDENTIALING OF PHARMACY TECHNICIANS:				
Very Important (9,10)				(21%)
Somewhat Important (7,8)				(46%)
Moderately Important (5,6)				(20%)
Somewhat Not Important (3,4)				(5%)
Not At All Important (1,2)				(7%)