

Interview Schedule

Good morning/afternoon/evening. My name is () of POLLARA, a national public opinion research organization. We are conducting a survey of Canadians 18 years of age or older regarding the Canadian health system. Would you mind if I asked you a few questions? We are not selling or promoting any product and 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)

Before we begin, do you or does anyone in your household work:

- A. For a market research firm? (IF YES- THANK AND TERMINATE)
No (100%)
- B. For the media? (IF YES- THANK AND TERMINATE)
No (100%)
1. First, do you mind telling me in what year you were born? (RECORD RESPONSE - IF PERSON IS UNDER 18, ASK TO SPEAK TO SOMEONE WHO IS 18 YEARS OF AGE OR OLDER)
- | | |
|-------------------|-------|
| 18 To 24 | (7%) |
| 25 To 34 | (13%) |
| 35 To 44 | (17%) |
| 45 To 54 | (22%) |
| 55 To 64 | (19%) |
| 65 And Over..... | (23%) |
| Mean Score: | 50.81 |

TREND QUESTIONS

2. Overall, would you say that Canadians are or are not receiving quality health care services right now?
- | | |
|---|-------|
| Receiving Quality Health Care | (57%) |
| Not Receiving Quality Health Care | (37%) |
| Don't Know/Refused (DO NOT READ) | (5%) |
3. What is the most important health care issue facing Canada today? (OPEN ENDED)
- | | |
|-----------------------------------|-------|
| Wait Times | (20%) |
| Shortage of Doctors | (19%) |
| Aging Population/Seniors | (8%) |
| Availability/Accessibility | (5%) |
| Cancer Care | (4%) |
| Quality Of Care | (3%) |
| Lack Of Staff (NONSPECIFIC) | (3%) |
| Cost | (2%) |
| Lack Of Funding/Money | (2%) |
| Emergency Care | (2%) |
| Obesity/Personal Health | (2%) |
| Shortage Of Nurses | (1%) |
| Privatization | (1%) |
| Maintain Health System | (1%) |



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3. (CONT'D) What is the most important health care issue facing Canada today? (OPEN ENDED)
- | | |
|-----------------------------------|-------|
| Health Research | (1%) |
| None/No Problems | (1%) |
| Children's Health Benefits | (1%) |
| Hospitals/Poor Condition Of | (1%) |
| Diabetes/Heart Disease | (1%) |
| More Preventive Measures | (1%) |
| Two-Tier System | (<1%) |
| Lack of Technology | (<1%) |
| Other | (4%) |
| Don't Know/Refused | (18%) |
4. Over the next five years, do you believe that Canadians' access to timely, quality health care services will significantly improve, improve somewhat, worsen somewhat or significantly worsen?
- | | |
|--|-------|
| Significantly Improve | (7%) |
| Improve Somewhat | (41%) |
| Worsen Somewhat | (32%) |
| Significantly Worsen | (11%) |
| Don't Know/Refused (DO NOT READ) | (9%) |
5. 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? (ALTERNATE ORDER)
- | | |
|--|-------|
| A Complete Rebuilding From The Ground Up | (17%) |
| Some Fairly Major Repairs | (41%) |
| Some Minor Tuning Up | (34%) |
| Everything Fine The Way It Is | (5%) |
| Don't Know/Refused (DO NOT READ) | (2%) |

PERSONAL VALUES

For each of the following statements, please indicate to what extent you agree or disagree with the following statements? Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree? (ROTATE)

6. It is the responsibility of every Canadian to take care of their own health through prevention of illnesses and injuries, and by leading a healthy lifestyle.
- | | |
|-----------------------------|--------------|
| Strongly Agree | (66%) |
| Somewhat Agree | (27%) |
| <i>Total Agree</i> | <i>(93%)</i> |
| Somewhat Disagree | (4%) |
| Strongly Disagree | (3%) |
| <i>Total Disagree</i> | <i>(6%)</i> |
| Don't Know/Refused | (1%) |



-
7. It is the responsibility of every Canadian to work in partnership with healthcare providers and participate in managing their health care.
- | | |
|-----------------------------|--------------|
| Strongly Agree | (59%) |
| Somewhat Agree | (29%) |
| <i>Total Agree</i> | <i>(88%)</i> |
| Somewhat Disagree | (6%) |
| Strongly Disagree | (3%) |
| <i>Total Disagree</i> | <i>(9%)</i> |
| Don't Know/Refused | (3%) |
8. Canadians who exercise regularly, have a healthy diet, do not smoke, etc, should be rewarded in some way (for example, tax incentives).
- | | |
|-----------------------------|--------------|
| Strongly Agree | (36%) |
| Somewhat Agree | (28%) |
| <i>Total Agree</i> | <i>(64%)</i> |
| Somewhat Disagree | (18%) |
| Strongly Disagree | (16%) |
| <i>Total Disagree</i> | <i>(34%)</i> |
| Don't Know/Refused | (2%) |
9. Governments investments in health care result in a healthy productive society.
- | | |
|-----------------------------|--------------|
| Strongly Agree | (39%) |
| Somewhat Agree | (37%) |
| <i>Total Agree</i> | <i>(76%)</i> |
| Somewhat Disagree | (13%) |
| Strongly Disagree | (7%) |
| <i>Total Disagree</i> | <i>(20%)</i> |
| Don't Know/Refused | (4%) |

HEALTH AND THE ENVIRONMENT

Do you believe that the negative health impact from the following sources will become more severe, less severe or about the same over the next few years?

10A. Water pollution

More Severe	(66%)
Less Severe	(11%)
About The Same	(22%)
Don't Know/Refused (DO NOT READ)	(2%)

10B. Air pollution

More Severe	(71%)
Less Severe	(9%)
About The Same	(18%)
Don't Know/Refused (DO NOT READ)	(2%)

10C. Contamination of food	
More Severe	(47%)
Less Severe	(15%)
About The Same	(35%)
Don't Know/Refused (DO NOT READ)	(3%)
10D. Using up our natural resources	
More Severe	(61%)
Less Severe	(8%)
About The Same	(27%)
Don't Know/Refused (DO NOT READ)	(4%)
10E. Urban growth	
More Severe	(58%)
Less Severe	(8%)
About The Same	(29%)
Don't Know/Refused (DO NOT READ)	(5%)
10F. Increased greenhouse gases	
More Severe	(62%)
Less Severe	(10%)
About The Same	(23%)
Don't Know/Refused (DO NOT READ)	(5%)
10G. Counterfeit medication	
More Severe	(39%)
Less Severe	(11%)
About The Same	(30%)
Don't Know/Refused (DO NOT READ)	(19%)
10H. Recalled manufactured products	
More Severe	(41%)
Less Severe	(12%)
About The Same	(39%)
Don't Know/Refused (DO NOT READ)	(8%)

11. Which of the following have you done to help improve the Canadian environment?

Recycling Household Waste	(87%)
Use Reusable Grocery Bags And Food Storage Containers	(79%)
Reduced The Use Of Air Conditioning And Heating At Home	(73%)
Bought More Energy Efficient Appliances	(71%)
Drive A Smaller/More Efficient Vehicle	(56%)
Composting Organic Matter At Home	(44%)
Use Public Transport Or Alternative Means Of Transport Instead Of Driving	(43%)
Energy Efficient Light Bulbs	(2%)
Energy Efficient Home	(1%)
Gardens/Organic Foods	(1%)
Conserve Energy/Less Electricity	(1%)
Conserve Water	(1%)
Recycle/Don't Pollute	(1%)
Plant Trees/Grow More Plants	(1%)
Stop Smoking	(1%)
Turn Off Lights	(1%)
Don't Use Chemicals	(1%)
Alternate Heat/Power Source	(<1%)
Clotheslines	(<1%)
Other	(2%)
Don't Know/Refused	(1%)

ACCESS TO HEALTH CARE

For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same.

12A. Timely access in the Health Care system in general

Improved	(18%)
Worsened	(39%)
Remained The Same/No Change	(38%)
No Waiting Time (DO NOT READ)	(<1%)
Not Sure (DO NOT READ)	(1%)
Don't Know/Refused (DO NOT READ)	(3%)

12B. Timely access to family doctors

Improved	(14%)
Worsened	(49%)
Remained The Same/No Change	(33%)
No Waiting Time (DO NOT READ)	(1%)
Not Sure (DO NOT READ)	(1%)
Don't Know/Refused (DO NOT READ)	(3%)

12C. Timely access to specialists

Improved	(14%)
Worsened	(46%)
Remained The Same/No Change	(32%)
No Waiting Time (DO NOT READ)	(<1%)
Not Sure (DO NOT READ)	(2%)
Don't Know/Refused (DO NOT READ)	(5%)



12D. Timely access to new medicines	
Improved.....	(25%)
Worsened.....	(13%)
Remained The Same/No Change.....	(40%)
No Waiting Time (DO NOT READ).....	(1%)
Not Sure (DO NOT READ).....	(4%)
Don't Know/Refused (DO NOT READ).....	(17%)
12E. Timely access to home care	
Improved.....	(20%)
Worsened.....	(19%)
Remained The Same/No Change.....	(31%)
No Waiting Time (DO NOT READ).....	(1%)
Not Sure (DO NOT READ).....	(7%)
Don't Know/Refused (DO NOT READ).....	(22%)
12F. Timely access to long term care	
Improved.....	(15%)
Worsened.....	(33%)
Remained The Same/No Change.....	(29%)
No Waiting Time (DO NOT READ).....	(<1%)
Not Sure (DO NOT READ).....	(4%)
Don't Know/Refused (DO NOT READ).....	(18%)
12G. Timely access to non-urgent surgery	
Improved.....	(11%)
Worsened.....	(40%)
Remained The Same/No Change.....	(34%)
No Waiting Time (DO NOT READ).....	(1%)
Not Sure (DO NOT READ).....	(3%)
Don't Know/Refused (DO NOT READ).....	(12%)
12H. Timely access to diagnostic procedures	
Improved.....	(18%)
Worsened.....	(33%)
Remained The Same/No Change.....	(35%)
No Waiting Time (DO NOT READ).....	(<1%)
Not Sure (DO NOT READ).....	(2%)
Don't Know/Refused (DO NOT READ).....	(10%)

ACCESS TO HEALTH PROFESSIONALS

And to what extent would you support or oppose each of the following policies to increase access to health professionals? Using a 10-point scale where 1 means strongly oppose and 10 means strongly support, how do you rate your support or opposition for: (READ AND ROTATE)

- 13A. Requiring patients to register with one family doctor or other primary health care provider (e.g. nurse practitioner), meaning patients must exclusively see that provider for primary care.

Strongly Oppose	(12%)
2	(5%)
3	(6%)
4	(4%)
5	(18%)
6	(7%)
7	(10%)
8	(13%)
9	(4%)
Strongly Support	(17%)
Don't Know/Refused	(4%)
Mean Score For Scale:	5.97

- 13B. Requiring health professionals to work in teams with other types of health care providers.

Strongly Oppose	(3%)
2	(1%)
3	(1%)
4	(2%)
5	(12%)
6	(7%)
7	(13%)
8	(20%)
9	(8%)
Strongly Support	(31%)
Don't Know/Refused	(4%)
Mean Score For Scale:	7.70

- 13C. Requiring health professionals to work in specific geographic areas.

Strongly Oppose	(8%)
2	(3%)
3	(6%)
4	(6%)
5	(17%)
6	(7%)
7	(11%)
8	(14%)
9	(5%)
Strongly Support	(16%)
Don't Know/Refused	(6%)
Mean Score For Scale:	6.20

13D. Making it easier for foreign trained doctors to practice in Canada.

Strongly Oppose	(4%)
2	(2%)
3	(2%)
4	(3%)
5	(12%)
6	(6%)
7	(11%)
8	(18%)
9	(8%)
Strongly Support	(32%)
Don't Know/Refused	(2%)
Mean Score For Scale:	7.53

13E. Recruiting health professionals back from the US.

Strongly Oppose	(6%)
2	(2%)
3	(3%)
4	(2%)
5	(12%)
6	(6%)
7	(9%)
8	(17%)
9	(8%)
Strongly Support	(31%)
Don't Know/Refused	(3%)
Mean Score For Scale:	7.31

13F. Increase medical and nursing school enrolment levels.

Strongly Oppose	(1%)
2	(1%)
3	(1%)
4	(2%)
5	(6%)
6	(4%)
7	(8%)
8	(20%)
9	(9%)
Strongly Support	(46%)
Don't Know/Refused	(2%)
Mean Score For Scale:	8.43

CHRONIC CONDITIONS

14. In general, how would you rate your health? Would you say it is:
- Excellent (18%)
 - Very Good (39%)
 - Good (27%)
 - Fair Or (12%)
 - Poor (4%)
 - Don't Know/Refused (<1%)
15. Have you been diagnosed by a physician with any chronic conditions or illnesses such as asthma, arthritis, diabetes, heart failure, osteoporosis or high blood pressure?
- Yes (37%)
 - No (SKIP TO Q18) (62%)
 - Don't Know/Refused (<1%)

IF YES:

- 15A. Do you work with a doctor or a team of health care professionals to manage your condition?
- Doctor (63%)
 - Team (15%)
 - Both (10%)
 - Don't Know/Refused (12%)
- 15B. Do you have access to the information you need to manage your condition?
- Yes (88%)
 - No (10%)
 - Don't Know/Refused (1%)
- 15C. Do you have the adequate support that you need from health professionals to help you manage your condition?
- Yes (85%)
 - No (13%)
 - Don't Know/Refused (1%)



ADHERENCE TO MEDICATIONS FOR CHRONIC CONDITIONS

16. Do you currently take any prescription medications on a regular basis, so either daily or weekly?

- Yes (87%)
- No (SKIP TO Q 18) (13%)
- Don't Know/Refused (<1%)

16A. How many prescription medications are you currently taking?

- 1 (17%)
- 2 (18%)
- 3 (24%)
- 4 (13%)
- 5 (10%)
- 6 (7%)
- 7 (3%)
- 8 (4%)
- 9 (1%)
- 10 (2%)
- 11 (1%)
- 12 (1%)
- 14 (<1%)
- 20 (<1%)
- 22 (<1%)
- 25 (<1%)
- 30 (<1%)
- Don't Know/Refused (1%)
- Mean Score: 3.84

Do you:

(DO NOT READ LIST) (CHECK ALL THAT APPLY)

17A. Take any of your medications more frequently than prescribed (ex. 2 times daily instead of once)

- Yes (3%)
- No (97%)

17A1. IF YES: Why?

- Take Only When Needed (25%)
- Did Not Think Medication Was Effective (18%)
- Needed More To Be Effective (17%)
- Side Effects (15%)
- Symptoms Went Away (6%)
- Other (17%)
- Don't Know/Refused (16%)

17B. Take any of your medications less frequently than prescribed (ex. 2 times daily instead of three times daily)

- Yes (16%)
- No (84%)



17B1. IF YES: Why?

Forget To Take Them	(38%)
Symptoms Went Away	(18%)
Take Only When Needed	(13%)
Side Effects	(10%)
Needed More To Be Effective	(8%)
Medication Not Covered By Your Drug Plan.....	(8%)
Decreasing To See Effects	(5%)
Forget To Renew Prescription	(4%)
Don't Take Before Sports	(1%)
No Time	(1%)
Dislike Medication/Fear Of Addiction	(1%)
Did Not Think Medication Was Effective	(1%)
Other	(1%)

17C. Take a higher dosage of any of your medications than prescribed (ex. 2 pills per dosage instead of 1)

Yes	(2%)
No	(98%)

17C1. IF YES: Why?

Needed More To Be Effective	(46%)
Did Not Think Medication Was Effective	(16%)
No Time	(11%)
Side Effects	(11%)
Take Only When Needed	(8%)
Don't Know/Refused	(9%)

17D. Take a lower dosage of any of your medications than prescribed (ex. 2 pills per dosage instead of 4)

Yes	(9%)
No	(91%)

17D1. IF YES: Why?

Take Only When Needed	(23%)
Forget To Take Them	(14%)
Symptoms Went Away	(13%)
Medication Not Covered By Your Drug Plan.....	(11%)
Decreasing To See Effects	(10%)
Side Effects	(9%)
Did Not Think Medication Was Effective	(4%)
Forget To Renew Prescription	(4%)
Dislike Medication/Fear Of Addiction	(3%)
Don't Take Before Sports	(2%)
Other	(3%)
Don't Know/Refused	(9%)



PHARMACEUTICALS AND VACCINES

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

18A. The Canadian Federal prescription drug approval system provides Canadians with timely access to new medications and treatments as compared to the US.

Strongly Agree	(23%)
Somewhat Agree	(33%)
<i>Total Agree</i>	<i>(56%)</i>
Somewhat Disagree	(14%)
Strongly Disagree	(10%)
<i>Total Disagree</i>	<i>(25%)</i>
Don't Know/Refused	(19%)

18B. Governments should establish a maximum limit to how much individuals should have to personally pay toward the cost of their prescribed medications.

Strongly Agree	(41%)
Somewhat Agree	(31%)
<i>Total Agree</i>	<i>(72%)</i>
Somewhat Disagree	(12%)
Strongly Disagree	(12%)
<i>Total Disagree</i>	<i>(24%)</i>
Don't Know/Refused	(4%)

18C. Pharmaceutical prices in Canada need to be globally competitive in order to attract research and development funding to Canada.

Strongly Agree	(43%)
Somewhat Agree	(36%)
<i>Total Agree</i>	<i>(79%)</i>
Somewhat Disagree	(8%)
Strongly Disagree	(5%)
<i>Total Disagree</i>	<i>(14%)</i>
Don't Know/Refused	(7%)

18D. It is easy to find out if the cost of a newly prescribed medication or vaccine is covered by your drug plan.

Strongly Agree	(41%)
Somewhat Agree	(26%)
<i>Total Agree</i>	<i>(67%)</i>
Somewhat Disagree	(14%)
Strongly Disagree	(10%)
<i>Total Disagree</i>	<i>(24%)</i>
Don't Know/Refused	(9%)

18E. Pharmacists and Nurses should be permitted to prescribe medications in certain circumstances.

Strongly Agree (34%)
Somewhat Agree (35%)
Total Agree (69%)
Somewhat Disagree (12%)
Strongly Disagree (17%)
Total Disagree (29%)
Don't Know/Refused (2%)

18F. If a health professional prescribes a new medication or vaccine for you, it should be covered by your prescription drug plan.

Strongly Agree (76%)
Somewhat Agree (18%)
Total Agree (93%)
Somewhat Disagree (2%)
Strongly Disagree (1%)
Total Disagree (4%)
Don't Know/Refused (3%)

18G. The cost of new cancer medications should not be covered by public or private drug plans.

Strongly Agree (9%)
Somewhat Agree (7%)
Total Agree (15%)
Somewhat Disagree (17%)
Strongly Disagree (65%)
Total Disagree (81%)
Don't Know/Refused (3%)

18H. The federal government should develop programs to stimulate the development and use of new vaccines.

Strongly Agree (51%)
Somewhat Agree (36%)
Total Agree (87%)
Somewhat Disagree (6%)
Strongly Disagree (2%)
Total Disagree (9%)
Don't Know/Refused (4%)

FUNDING HEALTH CARE

19. If more money was needed to improve the health care system, which of the following options would you most strongly support? (CHOOSE ONE ONLY)

- Moving Money From Other, Non-Health Care Government-Funded Services,
Recognizing That These Other Services Would Be Reduced..... (29%)
- Increasing Taxes And Directing It To The Health Care System (19%)
- Having The Public Purchase Supplemental, Private Health Insurance To Cover
A Portion Of The Cost Of Health Care, Either Directly Themselves Or
Through Their Employer (13%)
- Requiring Patients To Directly Pay A Portion Of The Cost Of Medical Care
And Services They Receive At The Point Of Use (12%)
- Offering Off Hours Access To Tests And Surgery In The Public System
To Private Paying Clients (9%)
- Offering Off Hour Access To Tests And Surgery In The Public System
To Private Paying Patients From Other Countries..... (5%)
- Don't Know/Refused (DO NOT READ) (14%)

In your opinion, if Canadians were allowed to purchase private insurance for health services already covered under medicare, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree, that this would: (ROTATE)

20A. Improve access to health care services for everyone.

- Strongly Agree (33%)
- Somewhat Agree (24%)
- Total Agree* (57%)
- Somewhat Disagree (18%)
- Strongly Disagree (20%)
- Total Disagree* (38%)
- Don't Know/Refused (4%)

20B. Create a two-tier system where those who can afford to pay will get better treatment than those who can't.

- Strongly Agree (41%)
- Somewhat Agree (18%)
- Total Agree* (60%)
- Somewhat Disagree (11%)
- Strongly Disagree (27%)
- Total Disagree* (38%)
- Don't Know/Refused (3%)

20C. Result in increasing costs of health care.

Strongly Agree	(26%)
Somewhat Agree	(30%)
<i>Total Agree</i>	<i>(57%)</i>
Somewhat Disagree	(22%)
Strongly Disagree	(14%)
<i>Total Disagree</i>	<i>(36%)</i>
Don't Know/Refused	(7%)

20D. Result in shorter waiting times.

Strongly Agree	(32%)
Somewhat Agree	(31%)
<i>Total Agree</i>	<i>(63%)</i>
Somewhat Disagree	(17%)
Strongly Disagree	(15%)
<i>Total Disagree</i>	<i>(32%)</i>
Don't Know/Refused	(5%)

20E. Lead to improved quality in healthcare services.

Strongly Agree	(26%)
Somewhat Agree	(29%)
<i>Total Agree</i>	<i>(55%)</i>
Somewhat Disagree	(20%)
Strongly Disagree	(20%)
<i>Total Disagree</i>	<i>(40%)</i>
Don't Know/Refused	(5%)

20F. Lead to a shortage of doctors and nurses in the public system, as they leave to work in a new private system.

Strongly Agree	(36%)
Somewhat Agree	(26%)
<i>Total Agree</i>	<i>(62%)</i>
Somewhat Disagree	(17%)
Strongly Disagree	(15%)
<i>Total Disagree</i>	<i>(32%)</i>
Don't Know/Refused	(6%)

INNOVATION IN THE HEALTH SYSTEM

Health research can include research into treatments, into the best ways to provide care, and into management of 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)

21A. There should be increased government funding for health research at universities, teaching hospitals and other charitable organizations.

Strongly Agree	(55%)
Somewhat Agree	(34%)
<i>Total Agree</i>	<i>(89%)</i>
Neutral	(5%)
Somewhat Disagree	(2%)
Strongly Disagree	(2%)
<i>Total Disagree</i>	<i>(4%)</i>
Don't Know/Refused	(2%)

21B. Government incentives should be put in place to encourage more private sector investments in health research at universities, teaching hospitals and other charitable organizations.

Strongly Agree	(43%)
Somewhat Agree	(35%)
<i>Total Agree</i>	<i>(79%)</i>
Neutral	(8%)
Somewhat Disagree	(6%)
Strongly Disagree	(4%)
<i>Total Disagree</i>	<i>(10%)</i>
Don't Know/Refused	(4%)

21C. Government incentives should be put in place to encourage the adoption of new health care technologies.

Strongly Agree	(50%)
Somewhat Agree	(36%)
<i>Total Agree</i>	<i>(86%)</i>
Neutral	(7%)
Somewhat Disagree	(3%)
Strongly Disagree	(1%)
<i>Total Disagree</i>	<i>(4%)</i>
Don't Know/Refused (DO NOT READ)	(3%)

I am going to read you a list of initiatives that may lead to a better health system. Thinking of how effective these might be, I would like you to tell me if you would support or oppose the implementation of any of these, using a 10-point scale where 1 means that you Strongly oppose and 10 means you Strongly support each one. What about ...(READ AND ROTATE)

22A. Increasing the use of non-physician health providers, meaning patients might not see a doctor, when similar care can be achieved by others providers.

Strongly Oppose	(8%)
2	(3%)
3	(3%)
4	(4%)
5	(13%)
6	(8%)
7	(11%)
8	(19%)
9	(7%)
Strongly Support	(21%)
Don't Know/Refused	(3%)
Mean Score For Scale:	6.78

22B. Increasing investments to help patients manage their chronic illness.

Strongly Oppose	(2%)
2	(1%)
3	(1%)
4	(2%)
5	(11%)
6	(8%)
7	(15%)
8	(22%)
9	(8%)
Strongly Support	(27%)
Don't Know/Refused	(4%)
Mean Score For Scale:	7.66

22C. Increasing the implementation of Wait time guarantees for critical tests and treatments.

Strongly Oppose	(4%)
2	(1%)
3	(1%)
4	(2%)
5	(9%)
6	(5%)
7	(10%)
8	(18%)
9	(10%)
Strongly Support	(34%)
Don't Know/Refused	(4%)
Mean Score For Scale:	7.79



22D. Developing more home and community care programs.

Strongly Oppose	(2%)
2	(1%)
3	(1%)
4	(1%)
5	(8%)
6	(6%)
7	(13%)
8	(20%)
9	(10%)
Strongly Support	(35%)
Don't Know/Refused	(3%)
Mean Score For Scale:	8.02

22E. Funding more wellness promotion and disease prevention education and interventions.

Strongly Oppose	(2%)
2	(1%)
3	(1%)
4	(2%)
5	(10%)
6	(8%)
7	(11%)
8	(19%)
9	(9%)
Strongly Support	(33%)
Don't Know/Refused	(3%)
Mean Score For Scale:	7.82

22F. Accelerating the use of electronic health records, even if this means that patient health information may be accessible by other health care providers.

Strongly Oppose	(8%)
2	(2%)
3	(4%)
4	(5%)
5	(15%)
6	(9%)
7	(11%)
8	(16%)
9	(6%)
Strongly Support	(20%)
Don't Know/Refused	(4%)
Mean Score For Scale:	6.57

22G. Providing access to private clinics if wait time guarantees are not met for critical tests and treatments.

Strongly Oppose	(8%)
2	(2%)
3	(4%)
4	(4%)
5	(13%)
6	(8%)
7	(12%)
8	(17%)
9	(6%)
Strongly Support	(23%)
Don't Know/Refused	(4%)
Mean Score For Scale:	6.78

22H. Increasing patient involvement in decision making about the health system.

Strongly Oppose	(3%)
2	(1%)
3	(2%)
4	(2%)
5	(11%)
6	(9%)
7	(15%)
8	(20%)
9	(7%)
Strongly Support	(26%)
Don't Know/Refused	(4%)
Mean Score For Scale:	7.48

PERSONAL EXPERIENCE

23. When you have a non-life threatening illness or condition where do you usually first seek information:
(SELECT ONE OPTION ONLY)

Your Doctor's Office	(43%)
Internet	(19%)
Walk-In Clinic	(16%)
Nurse/Health Phone-Line	(7%)
Pharmacist	(7%)
Hospital Emergency Department	(4%)
Books/Research	(1%)
Alternative Medicine	(<1%)
Word Of Mouth	(<1%)
Family Or Friends	(<1%)
Self Diagnose	(<1%)
Other	(<1%)
Don't Know/Refused	(2%)

24. Within the past 2 years, have either yourself or a member of your family experienced any adverse effects or events as a result of care received in Canada's health care system?

Yes (19%)
No (79%)
Don't Know/Refused (2%)

24A. Yes - IF YES: What was the nature of this experience? (OPEN ENDED)

Medical Complications (19%)
Waiting Times/Too Long (17%)
Poor Quality Of Care (14%)
Misdiagnosis (13%)
Given Wrong Medication (6%)
Allergic Reaction To Medication (5%)
Cancer (NONSPECIFIC) (3%)
Lack Of Service/No Doctors (3%)
Death In Family (2%)
Lost Tests And Records (1%)
Surgery (<1%)
Other (6%)
Don't Know/Refused (DO NOT READ) (11%)

25. Have you personally had to care for a family member or close friend with a serious health problem in the past 12 months?

Yes (ASK Q26) (23%)
No (GO TO DEMOGRAPHICS) (75%)
Don't Know/Refused (GO TO DEMOGRAPHICS) (1%)

When caring for this person did you: (READ AND ROTATE)

26A. Take one or more months off work, whether all at once or over the course of the year, to care for this person.

Yes (22%)
No (78%)
Do Not Read (Don't Know/Refused) (1%)

26B. Have to quit work to care for this person.

Yes (11%)
No (88%)
Do Not Read (Don't Know/Refused) (1%)

26C. Access the Employment Insurance Compassionate Care Benefit provided by the Federal Government.

Yes (7%)
No (92%)
Do Not Read (Don't Know/Refused) (1%)

26D. Access other benefits from your employer.

Yes (9%)
No (90%)
Do Not Read (Don't Know/Refused) (2%)



26E. Have to use personal savings (bank accounts, investments, etc.) to survive during this time.

Yes	(41%)
No	(58%)
Don't Know/Refused (DO NOT READ)	(<1%)

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.

27. Which of the following best represents your annual household income? (READ)

Under \$25,000	(16%)
\$25,000 - \$34,999	(10%)
\$35,000 - \$44,999	(11%)
\$45,000 - \$54,999	(10%)
\$55,000 - \$64,999	(7%)
\$65,000 - \$74,999	(8%)
\$75,000 - \$100,000	(11%)
More Than \$100,000	(13%)
Refused (DO NOT READ)	(13%)

28. In addition to being Canadian, to what other ethnic or cultural group do you feel you belong?" (DO NOT READ) (IF RESPONDENT ANSWERS CANADIAN OR AMERICAN, PROBE FOR ETHNIC ORIGIN BY ASKING "WHAT COUNTRY DID YOUR ANCESTORS COME FROM?" IF MORE THAN ONE, ask, "...to which of those, other than English or French, would you say you belong?"

British	(18%)
Canadian	(13%)
French	(13%)
West/North European	(6%)
Irish	(6%)
East European	(4%)
Italian	(3%)
None	(3%)
Aboriginal	(2%)
South Asian	(1%)
Caribbean/West Indian	(1%)
South European	(1%)
Black	(1%)
South East Asian	(1%)
East Indian	(1%)
European (NONSPECIFIC)	(1%)
Chinese	(1%)
United States	(1%)
Latin/Central And South America	(1%)
West Asian/Middle East/Arabic	(1%)
Korean	(<1%)
Vietnamese	(<1%)
Japanese	(<1%)
Jewish	(<1%)
Asian (NONSPECIFIC)	(<1%)
Other	(<1%)
Don't Know/Refused	(23%)



PERM. May we have your permission to contact you for future research? (IF ASKED HOW OFTEN: "No more than once a month, and likely less often. Remember, this is a research project only, and we will not contact you for any other reason... WE WILL NEVER SHARE YOUR NAME OR ANY INFORMATION WITH ANY OTHER COMPANY OR ORGANIZATION")

Yes (81%)
 No (19%)

30. Gender (INTERVIEWER RECORDED)

Male (48%)
 Female (52%)

31. Generation (SYSTEM CODED)

Male - 18 To 34 (9%)
 Male - 35 To 54 (19%)
 Male - 55+ (20%)
 Female - 18 To 34 (11%)
 Female - 35 To 54 (19%)
 Female - 55+ (22%)

32. Province or Territory (SYSTEM RECORDED)

Newfoundland (2%)
 Nova Scotia (3%)
 New Brunswick (2%)
 Prince Edward Island (1%)
 Quebec (24%)
 Ontario (38%)
 Manitoba (4%)
 Saskatchewan (3%)
 Alberta (10%)
 British Columbia (13%)
 Yukon (<1%)
 Northwest Territories (<1%)
 Nunavut (<1%)

33. Region

Atlantic (8%)
 Quebec (24%)
 Ontario (38%)
 Prairies (7%)
 Alberta (10%)
 BC/Territories (14%)

34. Language

English (78%)
 French (22%)



Collapsed Scales

1. SUPPORT/OPOSE: TO REGISTER WITH 1 DOCTOR/HEALTH CARE PROVIDER:
 - Strongly Support (9,10) (21%)
 - Somewhat Support (7,8) (24%)
 - Neutral (5,6) (24%)
 - Somewhat Oppose (3,4) (10%)
 - Strongly Oppose (1,2) (16%)
 - Don't Know/Refused (4%)

2. SUPPORT/OPOSE: REQUIRING TO WORK IN TEAMS:
 - Strongly Support (9,10) (38%)
 - Somewhat Support (7,8) (32%)
 - Neutral (5,6) (19%)
 - Somewhat Oppose (3,4) (3%)
 - Strongly Oppose (1,2) (3%)
 - Don't Know/Refused (4%)

3. SUPPORT/OPOSE: REQUIRING TO WORK IN SPECIFIC AREAS:
 - Strongly Support (9,10) (21%)
 - Somewhat Support (7,8) (25%)
 - Neutral (5,6) (25%)
 - Somewhat Oppose (3,4) (12%)
 - Strongly Oppose (1,2) (11%)
 - Don't Know/Refused (6%)

4. SUPPORT/OPOSE: MAKING IT EASIER FOR INTERNATIONAL MEDICAL GRADUATES:
 - Strongly Support (9,10) (40%)
 - Somewhat Support (7,8) (30%)
 - Neutral (5,6) (19%)
 - Somewhat Oppose (3,4) (5%)
 - Strongly Oppose (1,2) (5%)
 - Don't Know/Refused (2%)

5. SUPPORT/OPOSE: RECRUITING HEALTH PROFESSIONALS BACK FRM US:
 - Strongly Support (9,10) (39%)
 - Somewhat Support (7,8) (27%)
 - Neutral (5,6) (18%)
 - Somewhat Oppose (3,4) (5%)
 - Strongly Oppose (1,2) (8%)
 - Don't Know/Refused (3%)

6. SUPPORT/OPOSE: INCREASE MEDICAL SCHOOL ENROLMENT LEVELS:
 - Strongly Support (9,10) (55%)
 - Somewhat Support (7,8) (27%)
 - Neutral (5,6) (10%)
 - Somewhat Oppose (3,4) (2%)
 - Strongly Oppose (1,2) (2%)
 - Don't Know/Refused (2%)



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7. SUPPORT/OPPOSE: USE NON-PHYSICIAN HEALTH PROVIDERS:
- Strongly Support (9,10) (28%)
 - Somewhat Support (7,8) (30%)
 - Neutral (5,6) (22%)
 - Somewhat Oppose (3,4) (7%)
 - Strongly Oppose (1,2) (10%)
 - Don't Know/Refused (3%)
8. SUPPORT/OPPOSE: INCREASING INVESTMENTS TO HELP:
- Strongly Support (9,10) (35%)
 - Somewhat Support (7,8) (37%)
 - Neutral (5,6) (19%)
 - Somewhat Oppose (3,4) (3%)
 - Strongly Oppose (1,2) (3%)
 - Don't Know/Refused (4%)
9. SUPPORT/OPPOSE: IMPLEMENTATION OF WAIT TIME GUARANTEES:
- Strongly Support (9,10) (44%)
 - Somewhat Support (7,8) (28%)
 - Neutral (5,6) (14%)
 - Somewhat Oppose (3,4) (3%)
 - Strongly Oppose (1,2) (5%)
 - Don't Know/Refused (4%)
10. SUPPORT/OPPOSE: DEVELOPING MORE HOME & COMMUNITY CARE PROGRAM:
- Strongly Support (9,10) (45%)
 - Somewhat Support (7,8) (33%)
 - Neutral (5,6) (14%)
 - Somewhat Oppose (3,4) (2%)
 - Strongly Oppose (1,2) (3%)
 - Don't Know/Refused (3%)
11. SUPPORT/OPPOSE: FUNDING MORE EDUCATION & INTERVENTIONS:
- Strongly Support (9,10) (42%)
 - Somewhat Support (7,8) (30%)
 - Neutral (5,6) (18%)
 - Somewhat Oppose (3,4) (3%)
 - Strongly Oppose (1,2) (3%)
 - Don't Know/Refused (3%)
12. SUPPORT/OPPOSE: USE ELECTRONIC HEALTH RECORDS:
- Strongly Support (9,10) (26%)
 - Somewhat Support (7,8) (26%)
 - Neutral (5,6) (24%)
 - Somewhat Oppose (3,4) (9%)
 - Strongly Oppose (1,2) (11%)
 - Don't Know/Refused (4%)

13. SUPPORT/OPPOSE: PROVIDING ACCESS TO PRIVATE CLINICS:

Strongly Support (9,10)	(30%)
Somewhat Support (7,8)	(28%)
Neutral (5,6)	(21%)
Somewhat Oppose (3,4)	(8%)
Strongly Oppose (1,2)	(10%)
Don't Know/Refused	(4%)

14. SUPPORT/OPPOSE: INCREASING PATIENT INVOLVEMENT IN DECISION MAKING:

Strongly Support (9,10)	(33%)
Somewhat Support (7,8)	(35%)
Neutral (5,6)	(20%)
Somewhat Oppose (3,4)	(3%)
Strongly Oppose (1,2)	(4%)
Don't Know/Refused	(4%)