

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 (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
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	(<1%)	(8%)	(6%)	(<1%)
25 To 34	(8%)	(29%)	(13%)	(5%)
35 To 44	(22%)	(25%)	(23%)	(25%)
45 To 54	(26%)	(21%)	(35%)	(37%)
55 To 64	(24%)	(11%)	(20%)	(29%)
65 And Over	(13%)	(2%)	(1%)	(2%)
Refused	(6%)	(3%)	(2%)	(3%)
Mean Score:	51.13	40.01	45.11	49.13

Trend Questions

2. (Trend Question from 1999) Overall, would you say that Canadians are or are not receiving quality health care services right now?

Receiving Quality Health Care	(72%)	(76%)	(66%)	(91%)
Not Receiving Quality Health Care	(25%)	(23%)	(32%)	(8%)
Don't Know/Refused (DO NOT READ)	(3%)	(<1%)	(2%)	(2%)

3. (Trend question compare with 1998/1999) What is the most important health care issue facing Canada today? (OPEN ENDED)

Shortage of Doctors	(25%)	(19%)	(13%)	(4%)
Wait Times	(21%)	(21%)	(16%)	(15%)
Availability/Accessibility	(12%)	(9%)	(7%)	(20%)
Lack Of Funding/Money	(10%)	(3%)	(4%)	(5%)
Aging Population/Seniors	(7%)	(6%)	(7%)	(6%)
Cost	(4%)	(8%)	(1%)	(4%)
Lack Of Staff/Health Care Providers (NS)	(4%)	(9%)	(16%)	(17%)
Obesity/Personal Health	(3%)	(4%)	(6%)	(6%)
More Preventive Measures	(2%)	(2%)	(6%)	(1%)
Population/Overuse Of System	(2%)	(1%)	(1%)	(1%)
Lack of Technology	(1%)	(<1%)	(<1%)	(<1%)
Maintain Health System	(1%)	(<1%)	(<1%)	(3%)
Government Involvement	(1%)	(<1%)	(<1%)	(<1%)
Cancer Care	(<1%)	(<1%)	(2%)	(2%)
Two-Tier System	(<1%)	(<1%)	(<1%)	(<1%)



	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
3. (CON'T) (Trend question compare with 1998/1999) What is the most important health care issue facing Canada today? (OPEN ENDED)				
Hospitals/Poor Condition Of	(<1%)	(1%)	(<1%)	(<1%)
Emergency Care	(<1%)	(1%)	(1%)	(<1%)
Diabetes/Heart Disease	(<1%)	(2%)	(3%)	(1%)
Shortage Of Nurses	(<1%)	(2%)	(8%)	(2%)
Medical Coverage	(<1%)	(1%)	(1%)	(1%)
Quality Of Care	(<1%)	(2%)	(1%)	(3%)
Privatization	(<1%)	(<1%)	(1%)	(2%)
Other	(2%)	(4%)	(6%)	(5%)
Don't Know/Refused	(1%)	(3%)	(5%)	(6%)
4. (Trend question since 2002) 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	(3%)	(1%)	(4%)	(7%)
Improve Somewhat	(34%)	(45%)	(29%)	(62%)
Worsen Somewhat	(43%)	(43%)	(41%)	(25%)
Significantly Worsen	(13%)	(8%)	(20%)	(4%)
Don't Know / Refused (DO NOT READ)	(7%)	(3%)	(6%)	(3%)
5. (Trend Question since 1998) 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	(9%)	(10%)	(11%)	(4%)
Some Fairly Major Repairs	(53%)	(42%)	(58%)	(62%)
Some Minor Tuning Up	(34%)	(46%)	(29%)	(32%)
Everything Fine The Way It Is	(2%)	(1%)	(1%)	(2%)
Don't Know/Refused (DO NOT READ)	(1%)	(<1%)	(1%)	(1%)

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?

6A. Water pollution.

More Severe	(58%)	(70%)	(75%)	(57%)
Less Severe	(8%)	(7%)	(7%)	(10%)
About The Same	(34%)	(23%)	(18%)	(32%)
Don't Know/Refused (DO NOT READ)	(<1%)	(<1%)	(1%)	(1%)

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
6B. Air pollution.				
More Severe	(69%)	(75%)	(81%)	(71%)
Less Severe	(8%)	(7%)	(4%)	(5%)
About The Same	(23%)	(18%)	(14%)	(22%)
Don't Know/Refused (DO NOT READ)	(<1%)	(1%)	(1%)	(2%)
6C. Contamination of food.				
More Severe	(40%)	(40%)	(47%)	(27%)
Less Severe	(9%)	(13%)	(10%)	(15%)
About The Same	(49%)	(47%)	(41%)	(55%)
Don't Know/Refused (DO NOT READ)	(2%)	(1%)	(2%)	(3%)
6D. Using up our natural resources.				
More Severe	(59%)	(64%)	(73%)	(56%)
Less Severe	(5%)	(8%)	(6%)	(4%)
About The Same	(33%)	(26%)	(19%)	(37%)
Don't Know/Refused (DO NOT READ)	(4%)	(2%)	(2%)	(3%)
6E. Urban growth.				
More Severe	(70%)	(68%)	(66%)	(65%)
Less Severe	(5%)	(7%)	(7%)	(4%)
About The Same	(23%)	(24%)	(23%)	(29%)
Don't Know/Refused (DO NOT READ)	(1%)	(<1%)	(4%)	(3%)
6F. Increased greenhouse gases.				
More Severe	(70%)	(68%)	(74%)	(63%)
Less Severe	(8%)	(8%)	(5%)	(5%)
About The Same	(20%)	(21%)	(20%)	(30%)
Don't Know/Refused (DO NOT READ)	(2%)	(3%)	(1%)	(3%)
6G. Counterfeit medication.				
More Severe	(46%)	(49%)	(47%)	(33%)
Less Severe	(8%)	(11%)	(9%)	(10%)
About The Same	(33%)	(37%)	(28%)	(42%)
Don't Know/Refused (DO NOT READ)	(13%)	(3%)	(15%)	(15%)
6H. Recalled manufactured products.				
More Severe	(40%)	(39%)	(45%)	(33%)
Less Severe	(11%)	(10%)	(10%)	(7%)
About The Same	(41%)	(49%)	(40%)	(56%)
Don't Know/Refused (DO NOT READ)	(7%)	(2%)	(5%)	(4%)

Access to Health Care

(2005/2006) - New wording) For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same.

7A. Timely access in the Health Care system in general.

Improved	(13%)	(8%)	(11%)	(27%)
Worsened	(57%)	(60%)	(58%)	(37%)
Remained The Same/No Change	(28%)	(31%)	(29%)	(34%)
Not Sure (DO NOT READ)	(1%)	(<1%)	(1%)	(1%)
Don't Know/Refused (DO NOT READ)	(<1%)	(1%)	(2%)	(1%)

7B. Timely access to family doctors.

Improved	(6%)	(3%)	(6%)	(10%)
Worsened	(81%)	(78%)	(81%)	(71%)
Remained The Same/No Change	(11%)	(18%)	(12%)	(18%)
Not Sure (DO NOT READ)	(<1%)	(<1%)	(1%)	(1%)
Don't Know/Refused (DO NOT READ)	(<1%)	(1%)	(1%)	(1%)

7C. Timely access to specialists.

Improved	(9%)	(7%)	(5%)	(12%)
Worsened	(64%)	(65%)	(72%)	(49%)
Remained The Same/No Change	(24%)	(27%)	(22%)	(37%)
No Waiting Time	(<1%)	(<1%)	(1%)	(<1%)
Not Sure (DO NOT READ)	(<1%)	(1%)	(1%)	(2%)
Don't Know/Refused (DO NOT READ)	(2%)	(1%)	(1%)	(1%)

7D. Timely access to new medicines.

Improved	(15%)	(39%)	(19%)	(26%)
Worsened	(28%)	(15%)	(25%)	(16%)
Remained The Same/No Change	(52%)	(44%)	(51%)	(50%)
No Waiting Time	(<1%)	(<1%)	(1%)	(1%)
Not Sure (DO NOT READ)	(<1%)	(<1%)	(2%)	(4%)
Don't Know/Refused (DO NOT READ)	(4%)	(1%)	(4%)	(3%)

7E. Timely access to home care.

Improved	(16%)	(24%)	(27%)	(26%)
Worsened	(46%)	(35%)	(37%)	(37%)
Remained The Same/No Change	(31%)	(36%)	(31%)	(33%)
No Waiting Time (DO NOT READ)	(<1%)	(<1%)	(<1%)	(<1%)
Not Sure (DO NOT READ)	(<1%)	(2%)	(1%)	(2%)
Don't Know/Refused (DO NOT READ)	(6%)	(3%)	(4%)	(2%)

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
7F. Timely access to long term care.				
Improved	(11%)	(12%)	(12%)	(20%)
Worsened	(62%)	(50%)	(67%)	(56%)
Remained The Same/No Change	(20%)	(33%)	(20%)	(21%)
No Waiting Time (DO NOT READ)	(<1%)	(<1%)	(1%)	(<1%)
Not Sure (DO NOT READ)	(1%)	(3%)	(<1%)	(1%)
Don't Know/Refused (DO NOT READ)	(4%)	(3%)	(2%)	(2%)
7G. Timely access to non-urgent surgery.				
Improved	(10%)	(7%)	(10%)	(15%)
Worsened	(54%)	(54%)	(62%)	(52%)
Remained The Same/No Change	(33%)	(35%)	(27%)	(31%)
No Waiting Time (DO NOT READ)	(1%)	(<1%)	(<1%)	(<1%)
Not Sure (DO NOT READ)	(<1%)	(2%)	(1%)	(1%)
Don't Know/Refused (DO NOT READ)	(2%)	(1%)	(1%)	(2%)
7H. Timely access to diagnostic procedures.				
Improved	(18%)	(11%)	(19%)	(46%)
Worsened	(53%)	(53%)	(51%)	(28%)
Remained The Same/No Change	(28%)	(34%)	(29%)	(24%)
Not Sure (DO NOT READ)	(<1%)	(1%)	(1%)	(1%)
Don't Know/Refused (DO NOT READ)	(<1%)	(2%)	(1%)	(2%)

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)

8A. 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%)	(11%)	(10%)	(4%)
2	(7%)	(7%)	(5%)	(4%)
3	(6%)	(5%)	(5%)	(8%)
4	(4%)	(5%)	(4%)	(5%)
5	(12%)	(11%)	(14%)	(10%)
6	(8%)	(10%)	(6%)	(9%)
7	(12%)	(14%)	(7%)	(15%)
8	(18%)	(17%)	(17%)	(24%)
9	(8%)	(6%)	(5%)	(10%)
Strongly Support	(10%)	(12%)	(27%)	(11%)
Don't Know/Refused	(1%)	(<1%)	(1%)	(1%)
Mean Score For Scale:	5.85	5.95	6.63	6.61

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
8B. Requiring health professionals to work in teams with other types of health care providers.				
Strongly Oppose	(8%)	(2%)	(<1%)	(<1%)
2	(6%)	(2%)	(2%)	(1%)
3	(7%)	(<1%)	(1%)	(1%)
4	(2%)	(1%)	(<1%)	(2%)
5	(9%)	(5%)	(6%)	(2%)
6	(11%)	(8%)	(5%)	(2%)
7	(13%)	(13%)	(10%)	(8%)
8	(19%)	(17%)	(14%)	(20%)
9	(9%)	(13%)	(10%)	(17%)
Strongly Support	(14%)	(38%)	(51%)	(48%)
Don't Know/Refused	(<1%)	(<1%)	(1%)	(<1%)
Mean Score For Scale:	6.28	8.12	8.58	8.83
8C. Requiring health professionals to work in specific geographic areas.				
Strongly Oppose	(29%)	(9%)	(12%)	(8%)
2	(9%)	(4%)	(4%)	(6%)
3	(12%)	(5%)	(4%)	(6%)
4	(6%)	(6%)	(6%)	(7%)
5	(16%)	(20%)	(20%)	(15%)
6	(10%)	(11%)	(6%)	(12%)
7	(6%)	(15%)	(8%)	(15%)
8	(7%)	(15%)	(19%)	(19%)
9	(1%)	(4%)	(3%)	(5%)
Strongly Support	(4%)	(11%)	(14%)	(7%)
Don't Know/Refused	(<1%)	(1%)	(4%)	(1%)
Mean Score For Scale:	3.93	5.96	5.94	5.87
8D. Making it easier for foreign trained doctors to practice in Canada.				
Strongly Oppose	(4%)	(4%)	(4%)	(1%)
2	(2%)	(3%)	(2%)	(2%)
3	(6%)	(5%)	(2%)	(1%)
4	(3%)	(4%)	(3%)	(4%)
5	(20%)	(14%)	(11%)	(10%)
6	(11%)	(9%)	(11%)	(10%)
7	(18%)	(18%)	(14%)	(21%)
8	(15%)	(19%)	(21%)	(28%)
9	(7%)	(7%)	(6%)	(9%)
Strongly Support	(11%)	(17%)	(25%)	(15%)
Don't Know/Refused	(1%)	(<1%)	(2%)	(1%)
Mean Score For Scale:	6.40	6.78	7.31	7.33

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
8E. Recruiting health professionals back from the US.				
Strongly Oppose	(4%)	(3%)	(3%)	(1%)
2	(2%)	(<1%)	(1%)	(1%)
3	(1%)	(4%)	(2%)	(1%)
4	(5%)	(3%)	(3%)	(4%)
5	(16%)	(11%)	(10%)	(17%)
6	(7%)	(8%)	(7%)	(9%)
7	(15%)	(15%)	(12%)	(16%)
8	(20%)	(27%)	(18%)	(22%)
9	(9%)	(7%)	(7%)	(10%)
Strongly Support	(19%)	(22%)	(37%)	(20%)
Don't Know/Refused	(1%)	(<1%)	(1%)	(<1%)
Mean Score For Scale:	7.02	7.35	7.83	7.33

8F. Increase medical and nursing school enrolment levels.				
Strongly Oppose	(2%)	(1%)	(1%)	(1%)
2	(2%)	(2%)	(1%)	(1%)
3	(1%)	(<1%)	(<1%)	(1%)
4	(<1%)	(<1%)	(<1%)	(1%)
5	(5%)	(5%)	(3%)	(5%)
6	(3%)	(6%)	(4%)	(2%)
7	(14%)	(20%)	(4%)	(10%)
8	(19%)	(23%)	(14%)	(22%)
9	(13%)	(10%)	(13%)	(15%)
Strongly Support	(39%)	(32%)	(60%)	(45%)
Don't Know/Refused	(<1%)	(1%)	(1%)	(<1%)
Mean Score For Scale:	8.20	8.04	9.08	8.67

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)

9A. The Canadian Federal prescription drug approval system provides Canadians with timely access to new medications and treatments as compared to the US.				
Strongly Agree	(11%)	(24%)	(15%)	(12%)
Somewhat Agree	(38%)	(44%)	(36%)	(39%)
Total Agree	(49%)	(68%)	(51%)	(51%)
Somewhat Disagree	(22%)	(21%)	(23%)	(24%)
Strongly Disagree	(14%)	(4%)	(11%)	(11%)
Total Disagree	(37%)	(25%)	(34%)	(35%)
Don't Know/Refused	(14%)	(7%)	(15%)	(14%)

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
9B. Governments should establish a maximum limit to how much individuals should have to personally pay toward the cost of their prescribed medications.				
Strongly Agree	(43%)	(31%)	(36%)	(42%)
Somewhat Agree	(35%)	(39%)	(45%)	(37%)
Total Agree	(77%)	(71%)	(81%)	(79%)
Somewhat Disagree	(10%)	(16%)	(10%)	(13%)
Strongly Disagree	(11%)	(10%)	(6%)	(8%)
Total Disagree	(21%)	(27%)	(16%)	(20%)
Don't Know/Refused	(2%)	(2%)	(3%)	(1%)
9C. Pharmaceutical prices in Canada need to be globally competitive in order to attract research and development funding to Canada.				
Strongly Agree	(45%)	(44%)	(49%)	(31%)
Somewhat Agree	(36%)	(39%)	(41%)	(40%)
Total Agree	(81%)	(83%)	(90%)	(71%)
Somewhat Disagree	(8%)	(13%)	(5%)	(19%)
Strongly Disagree	(4%)	(3%)	(2%)	(8%)
Total Disagree	(13%)	(16%)	(7%)	(26%)
Don't Know/Refused	(6%)	(1%)	(3%)	(3%)
9D. It is easy to find out if the cost of a newly prescribed medication or vaccine is covered by your drug plan.				
Strongly Agree	(23%)	(47%)	(31%)	(29%)
Somewhat Agree	(32%)	(28%)	(33%)	(34%)
Total Agree	(55%)	(75%)	(64%)	(62%)
Somewhat Disagree	(25%)	(17%)	(19%)	(29%)
Strongly Disagree	(12%)	(7%)	(10%)	(7%)
Total Disagree	(38%)	(24%)	(29%)	(36%)
Don't Know/Refused	(7%)	(1%)	(6%)	(2%)
9E. Pharmacists and Nurses should be permitted to prescribe medications in certain circumstances.				
Strongly Agree	(12%)	(56%)	(41%)	(50%)
Somewhat Agree	(35%)	(38%)	(35%)	(32%)
Total Agree	(48%)	(94%)	(76%)	(82%)
Somewhat Disagree	(18%)	(4%)	(16%)	(11%)
Strongly Disagree	(32%)	(1%)	(7%)	(5%)
Total Disagree	(50%)	(5%)	(23%)	(16%)
Don't Know/Refused	(2%)	(1%)	(2%)	(2%)
9F. If a health professional prescribes a new medication or vaccine for you, it should be covered by your prescription drug plan.				
Strongly Agree	(45%)	(36%)	(65%)	(47%)
Somewhat Agree	(36%)	(41%)	(31%)	(34%)
Total Agree	(81%)	(77%)	(97%)	(81%)
Somewhat Disagree	(12%)	(16%)	(3%)	(16%)
Strongly Disagree	(2%)	(5%)	(1%)	(2%)
Total Disagree	(15%)	(21%)	(3%)	(18%)
Don't Know/Refused	(4%)	(3%)	(1%)	(2%)

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
9G. The cost of new cancer medications should not necessarily be covered by public or private drug plans.				
Strongly Agree	(4%)	(3%)	(8%)	(7%)
Somewhat Agree	(16%)	(16%)	(11%)	(13%)
Total Agree	(20%)	(19%)	(19%)	(20%)
Somewhat Disagree	(26%)	(37%)	(22%)	(31%)
Strongly Disagree	(51%)	(42%)	(57%)	(47%)
Total Disagree	(77%)	(79%)	(79%)	(79%)
Don't Know/Refused	(3%)	(2%)	(2%)	(2%)
9H. The federal government should develop programs to that stimulate the development and use of new vaccines.				
Strongly Agree	(56%)	(35%)	(52%)	(45%)
Somewhat Agree	(34%)	(52%)	(40%)	(49%)
Total Agree	(90%)	(86%)	(92%)	(94%)
Somewhat Disagree	(5%)	(10%)	(6%)	(4%)
Strongly Disagree	(2%)	(1%)	(<1%)	(1%)
Total Disagree	(7%)	(12%)	(6%)	(4%)
Don't Know/Refused	(3%)	(2%)	(3%)	(2%)

Funding Health Care

10. If more money was needed to improve the health care system, which of the following options would you most strongly support? (CHOOSE ONE ONLY)				
Requiring patients to directly pay a portion of the cost of medical care and services they receive at the point of use	(26%)	(30%)	(14%)	(11%)
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	(23%)	(17%)	(17%)	(17%)
Increasing taxes and directing it to the health care system	(15%)	(7%)	(14%)	(24%)
Offering off hours access to tests and surgery in the public system to private paying clients	(14%)	(20%)	(19%)	(17%)
Moving money from other, non-health care government-funded services, recognizing that these other services would be reduced	(14%)	(19%)	(26%)	(19%)
Offering off hour access to tests and surgery in the public system to private paying patients from other countries	(2%)	(2%)	(2%)	(6%)
Don't Know / Refused (DO NOT READ)	(5%)	(5%)	(6%)	(6%)

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
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)				
11A. Improve access to health care services for everyone.				
Strongly Agree	(24%)	(25%)	(28%)	(17%)
Somewhat Agree	(33%)	(38%)	(31%)	(27%)
<i>Total Agree</i>	<i>(57%)</i>	<i>(63%)</i>	<i>(59%)</i>	<i>(44%)</i>
Somewhat Disagree	(19%)	(23%)	(15%)	(25%)
Strongly Disagree	(22%)	(14%)	(25%)	(31%)
<i>Total Disagree</i>	<i>(41%)</i>	<i>(36%)</i>	<i>(40%)</i>	<i>(55%)</i>
Don't Know/Refused	(1%)	(<1%)	(1%)	(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	(35%)	(32%)	(46%)	(44%)
Somewhat Agree	(22%)	(35%)	(26%)	(23%)
<i>Total Agree</i>	<i>(57%)</i>	<i>(67%)</i>	<i>(72%)</i>	<i>(67%)</i>
Somewhat Disagree	(20%)	(21%)	(9%)	(17%)
Strongly Disagree	(21%)	(11%)	(17%)	(15%)
<i>Total Disagree</i>	<i>(41%)</i>	<i>(32%)</i>	<i>(25%)</i>	<i>(32%)</i>
Don't Know/Refused	(2%)	(1%)	(3%)	(1%)
11C. Result in increasing costs of health care.				
Strongly Agree	(20%)	(13%)	(24%)	(30%)
Somewhat Agree	(26%)	(27%)	(30%)	(27%)
<i>Total Agree</i>	<i>(46%)</i>	<i>(40%)</i>	<i>(53%)</i>	<i>(57%)</i>
Somewhat Disagree	(25%)	(41%)	(22%)	(30%)
Strongly Disagree	(22%)	(16%)	(19%)	(12%)
<i>Total Disagree</i>	<i>(48%)</i>	<i>(57%)</i>	<i>(41%)</i>	<i>(42%)</i>
Don't Know/Refused	(6%)	(3%)	(6%)	(2%)
11D. Result in shorter waiting times.				
Strongly Agree	(32%)	(34%)	(28%)	(14%)
Somewhat Agree	(40%)	(46%)	(42%)	(40%)
<i>Total Agree</i>	<i>(72%)</i>	<i>(79%)</i>	<i>(70%)</i>	<i>(54%)</i>
Somewhat Disagree	(15%)	(14%)	(14%)	(26%)
Strongly Disagree	(11%)	(6%)	(13%)	(20%)
<i>Total Disagree</i>	<i>(26%)</i>	<i>(20%)</i>	<i>(27%)</i>	<i>(46%)</i>
Don't Know/Refused	(2%)	(<1%)	(4%)	(1%)
11E. Lead to improved quality in healthcare services.				
Strongly Agree	(18%)	(19%)	(17%)	(9%)
Somewhat Agree	(36%)	(43%)	(33%)	(29%)
<i>Total Agree</i>	<i>(54%)</i>	<i>(62%)</i>	<i>(50%)</i>	<i>(39%)</i>
Somewhat Disagree	(22%)	(26%)	(24%)	(33%)
Strongly Disagree	(21%)	(10%)	(20%)	(27%)
<i>Total Disagree</i>	<i>(44%)</i>	<i>(36%)</i>	<i>(44%)</i>	<i>(59%)</i>
Don't Know/Refused	(2%)	(2%)	(6%)	(2%)

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
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	(29%)	(26%)	(32%)	(32%)
Somewhat Agree	(27%)	(37%)	(32%)	(31%)
<i>Total Agree</i>	<i>(56%)</i>	<i>(63%)</i>	<i>(65%)</i>	<i>(63%)</i>
Somewhat Disagree	(23%)	(25%)	(18%)	(21%)
Strongly Disagree	(17%)	(11%)	(12%)	(13%)
<i>Total Disagree</i>	<i>(40%)</i>	<i>(35%)</i>	<i>(30%)</i>	<i>(34%)</i>
Don't Know/Refused	(4%)	(2%)	(6%)	(3%)

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)

12A. There should be increased government funding for health research at universities, teaching hospitals and other charitable organizations.				
Strongly Agree	(57%)	(41%)	(53%)	(44%)
Somewhat Agree	(33%)	(46%)	(35%)	(43%)
<i>Total Agree</i>	<i>(90%)</i>	<i>(87%)</i>	<i>(88%)</i>	<i>(86%)</i>
Neutral	(4%)	(9%)	(9%)	(9%)
Somewhat Disagree	(4%)	(3%)	(4%)	(4%)
Strongly Disagree	(<1%)	(1%)	(<1%)	(1%)
<i>Total Disagree</i>	<i>(4%)</i>	<i>(4%)</i>	<i>(4%)</i>	<i>(5%)</i>
Don't Know / Refused (DO NOT READ)	(2%)	(<1%)	(<1%)	(1%)
12B. 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	(53%)	(40%)	(42%)	(37%)
Somewhat Agree	(36%)	(48%)	(39%)	(44%)
<i>Total Agree</i>	<i>(89%)</i>	<i>(88%)</i>	<i>(81%)</i>	<i>(81%)</i>
Neutral	(3%)	(6%)	(10%)	(9%)
Somewhat Disagree	(4%)	(5%)	(6%)	(7%)
Strongly Disagree	(2%)	(2%)	(3%)	(3%)
<i>Total Disagree</i>	<i>(6%)</i>	<i>(7%)</i>	<i>(9%)</i>	<i>(9%)</i>
Don't Know / Refused (DO NOT READ)	(2%)	(<1%)	(1%)	(2%)
12C. Government incentives should be put in place to encourage the adoption of new health care technologies.				
Strongly Agree	(49%)	(38%)	(48%)	(50%)
Somewhat Agree	(36%)	(53%)	(42%)	(40%)
<i>Total Agree</i>	<i>(85%)</i>	<i>(91%)</i>	<i>(90%)</i>	<i>(90%)</i>
Neutral	(10%)	(6%)	(6%)	(5%)
Somewhat Disagree	(3%)	(2%)	(3%)	(4%)
Strongly Disagree	(<1%)	(<1%)	(<1%)	(1%)
<i>Total Disagree</i>	<i>(3%)</i>	<i>(2%)</i>	<i>(3%)</i>	<i>(5%)</i>
Don't Know / Refused (DO NOT READ)	(2%)	(1%)	(2%)	(1%)

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

13A. 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%)	(1%)	(1%)
2	(1%)	(1%)	(1%)	(1%)
3	(3%)	(2%)	(1%)	(1%)
4	(4%)	(2%)	(1%)	(1%)
5	(11%)	(6%)	(7%)	(3%)
6	(14%)	(9%)	(3%)	(2%)
7	(16%)	(15%)	(7%)	(6%)
8	(21%)	(24%)	(20%)	(19%)
9	(6%)	(11%)	(12%)	(15%)
Strongly Support	(12%)	(29%)	(47%)	(52%)
Don't Know/Refused	(2%)	(<1%)	(<1%)	(1%)
Mean Score For Scale:	6.50	7.83	8.53	8.86

13B. Increasing investments to help patients manage their chronic illness.

Strongly Oppose	(1%)	(1%)	(<1%)	(<1%)
2	(<1%)	(<1%)	(<1%)	(1%)
3	(2%)	(3%)	(1%)	(<1%)
4	(<1%)	(2%)	(2%)	(2%)
5	(8%)	(6%)	(7%)	(4%)
6	(12%)	(6%)	(7%)	(6%)
7	(14%)	(24%)	(10%)	(14%)
8	(28%)	(32%)	(19%)	(31%)
9	(16%)	(7%)	(11%)	(9%)
Strongly Support	(16%)	(18%)	(44%)	(34%)
Don't Know/Refused	(2%)	(<1%)	(1%)	(1%)
Mean Score For Scale:	7.66	7.60	8.43	8.32

13C. Increasing the implementation of Wait time guarantees for critical tests and treatments.

Strongly Oppose	(3%)	(5%)	(2%)	(1%)
2	(2%)	(2%)	(2%)	(1%)
3	(3%)	(2%)	(1%)	(3%)
4	(3%)	(3%)	(2%)	(3%)
5	(10%)	(11%)	(6%)	(8%)
6	(9%)	(3%)	(4%)	(8%)
7	(12%)	(15%)	(6%)	(16%)
8	(24%)	(26%)	(19%)	(28%)
9	(10%)	(8%)	(10%)	(10%)
Strongly Support	(18%)	(25%)	(46%)	(23%)
Don't Know/Refused	(2%)	(1%)	(2%)	(2%)
Mean Score For Scale:	7.13	7.38	8.32	7.67

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
13D. Developing more home and community care programs.				
Strongly Oppose	(<1%)	(<1%)	(1%)	(1%)
2	(<1%)	(2%)	(<1%)	(<1%)
3	(1%)	(2%)	(1%)	(1%)
4	(1%)	(<1%)	(1%)	(1%)
5	(6%)	(5%)	(4%)	(1%)
6	(8%)	(3%)	(4%)	(4%)
7	(12%)	(18%)	(6%)	(14%)
8	(25%)	(30%)	(19%)	(24%)
9	(14%)	(10%)	(12%)	(14%)
Strongly Support	(30%)	(29%)	(55%)	(41%)
Don't Know/Refused	(2%)	(<1%)	(<1%)	(1%)
Mean Score For Scale:	8.17	8.07	8.89	8.65
13E. Funding more wellness promotion and disease prevention education and interventions.				
Strongly Oppose	(1%)	(2%)	(<1%)	(1%)
2	(1%)	(<1%)	(<1%)	(1%)
3	(1%)	(2%)	(1%)	(1%)
4	(1%)	(1%)	(1%)	(3%)
5	(7%)	(3%)	(4%)	(3%)
6	(8%)	(5%)	(3%)	(5%)
7	(10%)	(12%)	(7%)	(10%)
8	(20%)	(25%)	(18%)	(19%)
9	(12%)	(16%)	(7%)	(11%)
Strongly Support	(35%)	(34%)	(59%)	(48%)
Don't Know/Refused	(2%)	(<1%)	(1%)	(1%)
Mean Score For Scale:	8.05	8.26	8.92	8.58
13F. 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	(5%)	(2%)	(7%)	(1%)
2	(5%)	(2%)	(2%)	(1%)
3	(3%)	(1%)	(6%)	(2%)
4	(6%)	(3%)	(2%)	(1%)
5	(13%)	(6%)	(8%)	(3%)
6	(8%)	(5%)	(11%)	(4%)
7	(12%)	(8%)	(13%)	(9%)
8	(13%)	(24%)	(17%)	(18%)
9	(12%)	(16%)	(8%)	(11%)
Strongly Support	(20%)	(30%)	(25%)	(50%)
Don't Know/Refused	(2%)	(<1%)	(1%)	(2%)
Mean Score For Scale:	6.72	7.86	7.01	8.63

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
13G. Providing access to private clinics if wait time guarantees are not met for critical tests and treatments.				
Strongly Oppose	(7%)	(4%)	(6%)	(8%)
2	(3%)	(3%)	(4%)	(6%)
3	(4%)	(3%)	(4%)	(4%)
4	(6%)	(4%)	(3%)	(5%)
5	(13%)	(11%)	(13%)	(14%)
6	(11%)	(15%)	(9%)	(11%)
7	(13%)	(19%)	(10%)	(17%)
8	(17%)	(16%)	(12%)	(18%)
9	(8%)	(6%)	(5%)	(5%)
Strongly Support	(15%)	(20%)	(33%)	(12%)
Don't Know/Refused	(2%)	(<1%)	(1%)	(1%)
Mean Score For Scale:	6.43	6.95	7.08	6.15

13H. Increasing patient involvement in decision making about the health system.				
Strongly Oppose	(1%)	(3%)	(1%)	(1%)
2	(2%)	(1%)	(<1%)	(<1%)
3	(2%)	(2%)	(2%)	(1%)
4	(5%)	(2%)	(1%)	(2%)
5	(15%)	(10%)	(5%)	(7%)
6	(9%)	(10%)	(6%)	(9%)
7	(14%)	(20%)	(13%)	(17%)
8	(17%)	(23%)	(18%)	(20%)
9	(7%)	(6%)	(7%)	(10%)
Strongly Support	(23%)	(23%)	(47%)	(36%)
Don't Know/Refused	(2%)	(<1%)	(1%)	(1%)
Mean Score For Scale:	7.20	7.40	8.44	8.13

Chronic Disease Care and Management

It has been estimated that half of all Canadian adults have one or more chronic diseases, many of which have care gaps, or gaps between recommended care and the care actually received.

14. Which of the following do you see as the primary cause of these care gaps? (CHOOSE ONLY ONE)				
Inadequate Access To Care	(40%)	(29%)	(37%)	(38%)
Poor patient adherence to treatment regimen	(38%)	(44%)	(35%)	(35%)
Non-Diagnosis Of Disease	(14%)	(14%)	(18%)	(13%)
Inadequate prescribing of medications	(3%)	(10%)	(6%)	(6%)
Don't Know/Refused	(4%)	(3%)	(5%)	(8%)

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
15. One proposed way to improve care is disease management, a system of coordinated intervention programs that are often delivered by a team of health care professionals. Are you currently involved in such a program?				
Yes	(31%)	(26%)	(42%)	(35%)
No	(66%)	(74%)	(57%)	(63%)
Don't Know/Refused	(3%)	(1%)	(1%)	(2%)

On a 10-point scale where 1 means "Strongly oppose" and 10 means "strongly support", please indicate how strongly you support or oppose each of the following specific interventions to improve patient care:

16A. The implementation of programs based on a chronic disease management model.				
Strongly Oppose	(1%)	(<1%)	(<1%)	(<1%)
2	(1%)	(<1%)	(2%)	(<1%)
3	(1%)	(2%)	(<1%)	(<1%)
4	(1%)	(1%)	(1%)	(<1%)
5	(7%)	(5%)	(5%)	(2%)
6	(8%)	(6%)	(6%)	(3%)
7	(17%)	(16%)	(5%)	(9%)
8	(25%)	(32%)	(22%)	(24%)
9	(9%)	(11%)	(10%)	(13%)
Strongly Support	(23%)	(26%)	(49%)	(47%)
Don't Know/Refused	(5%)	(1%)	(2%)	(2%)
Mean Score For Scale:	7.73	8.04	8.68	8.89

16B. Regular and ongoing feedback to care providers of clinical test results, prescriptions and patient outcomes.				
Strongly Oppose	(<1%)	(1%)	(1%)	(<1%)
2	(<1%)	(<1%)	(<1%)	(<1%)
3	(1%)	(<1%)	(<1%)	(<1%)
4	(1%)	(<1%)	(<1%)	(<1%)
5	(5%)	(<1%)	(4%)	(2%)
6	(6%)	(4%)	(2%)	(3%)
7	(16%)	(10%)	(7%)	(7%)
8	(25%)	(27%)	(15%)	(19%)
9	(12%)	(19%)	(10%)	(15%)
Strongly Support	(29%)	(37%)	(59%)	(53%)
Don't Know/Refused	(3%)	(<1%)	(3%)	(1%)
Mean Score For Scale:	8.11	8.64	9.02	9.03

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
16C. Regular communication between patients and care providers regarding test results, adherence and disease education.				
Strongly Oppose	(<1%)	(1%)	(<1%)	(<1%)
2	(<1%)	(1%)	(<1%)	(<1%)
3	(1%)	(<1%)	(<1%)	(<1%)
5	(5%)	(1%)	(3%)	(1%)
6	(2%)	(2%)	(2%)	(1%)
7	(9%)	(8%)	(5%)	(5%)
8	(26%)	(23%)	(16%)	(17%)
9	(15%)	(16%)	(11%)	(16%)
Strongly Support	(40%)	(47%)	(62%)	(61%)
Don't Know/Refused	(2%)	(<1%)	(2%)	(1%)
Mean Score For Scale:	8.60	8.82	9.23	9.28

16D. Programs that help patients with self-care.				
Strongly Oppose	(<1%)	(1%)	(<1%)	(<1%)
2	(<1%)	(1%)	(<1%)	(<1%)
3	(1%)	(<1%)	(1%)	(<1%)
4	(1%)	(1%)	(2%)	(<1%)
5	(1%)	(5%)	(3%)	(2%)
6	(4%)	(2%)	(4%)	(1%)
7	(12%)	(12%)	(6%)	(8%)
8	(28%)	(28%)	(11%)	(20%)
9	(15%)	(15%)	(10%)	(17%)
Strongly Support	(34%)	(34%)	(63%)	(52%)
Don't Know/Refused	(2%)	(<1%)	(1%)	(1%)
Mean Score For Scale:	8.46	8.32	9.07	9.07

In situations where shared electronic patient health records might be used, please indicate whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements:

17A. Individual consent should be required before information about a patient is included in the electronic health records.				
Strongly Agree	(48%)	(38%)	(61%)	(45%)
Somewhat Agree	(17%)	(31%)	(22%)	(27%)
<i>Total Agree</i>	<i>(65%)</i>	<i>(69%)</i>	<i>(84%)</i>	<i>(72%)</i>
Neutral	(11%)	(3%)	(2%)	(7%)
Somewhat Disagree	(12%)	(13%)	(7%)	(13%)
Strongly Disagree	(7%)	(13%)	(6%)	(8%)
<i>Total Disagree</i>	<i>(19%)</i>	<i>(26%)</i>	<i>(13%)</i>	<i>(21%)</i>
Don't Know / Refused	(4%)	(1%)	(2%)	(1%)

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
17B. The use of electronic health records makes it difficult to ensure privacy and confidentiality.				
Strongly Agree	(21%)	(15%)	(23%)	(7%)
Somewhat Agree	(34%)	(32%)	(32%)	(16%)
<i>Total Agree</i>	<i>(55%)</i>	<i>(46%)</i>	<i>(55%)</i>	<i>(23%)</i>
Neutral	(10%)	(5%)	(8%)	(12%)
Somewhat Disagree	(21%)	(29%)	(23%)	(39%)
Strongly Disagree	(9%)	(18%)	(11%)	(25%)
<i>Total Disagree</i>	<i>(30%)</i>	<i>(47%)</i>	<i>(34%)</i>	<i>(64%)</i>
Don't Know / Refused	(4%)	(2%)	(3%)	(1%)
17C. The expected benefits of having electronic patient records outweigh the risks to privacy.				
Strongly Agree	(42%)	(51%)	(35%)	(63%)
Somewhat Agree	(29%)	(30%)	(34%)	(26%)
<i>Total Agree</i>	<i>(71%)</i>	<i>(81%)</i>	<i>(70%)</i>	<i>(89%)</i>
Neutral	(12%)	(4%)	(8%)	(3%)
Somewhat Disagree	(10%)	(9%)	(14%)	(4%)
Strongly Disagree	(2%)	(5%)	(7%)	(4%)
<i>Total Disagree</i>	<i>(12%)</i>	<i>(14%)</i>	<i>(20%)</i>	<i>(8%)</i>
Don't Know / Refused	(4%)	(1%)	(2%)	(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.

18. Would you say that you work primarily in an institution-based practice or a community-based practice?				
Institution Based	(52%)	(12%)	(50%)	(62%)
Community Based	(40%)	(86%)	(46%)	(25%)
Don't Know/Refused	(7%)	(2%)	(4%)	(13%)
19. Which of the following best represents your annual household income? (READ)				
Under \$25,000	(<1%)	(1%)	(2%)	(<1%)
\$25,000 - \$34,999	(<1%)	(1%)	(4%)	(<1%)
\$35,000 - \$44,999	(1%)	(<1%)	(8%)	(<1%)
\$45,000 - \$54,999	(<1%)	(1%)	(11%)	(1%)
\$55,000 - \$64,999	(<1%)	(2%)	(13%)	(3%)
\$65,000 - \$74,999	(<1%)	(7%)	(13%)	(2%)
\$75,000 - \$100,000	(7%)	(27%)	(20%)	(15%)
More Than \$100,000	(80%)	(51%)	(22%)	(74%)
Refused (DO NOT READ)	(10%)	(10%)	(9%)	(6%)

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
20. In addition to being Canadian, to what other ethnic or cultural group do you feel you belong?" (DO NOT READ, CODE ONE ONLY) (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?")				
French	(13%)	(11%)	(11%)	(5%)
British	(10%)	(7%)	(17%)	(18%)
East European	(6%)	(4%)	(2%)	(6%)
Canadian	(5%)	(10%)	(7%)	(8%)
West Asian/Middle East/Arabic	(4%)	(5%)	(1%)	(<1%)
Irish	(3%)	(2%)	(7%)	(6%)
Chinese	(3%)	(5%)	(<1%)	(3%)
Black	(2%)	(3%)	(1%)	(2%)
West/North European	(2%)	(5%)	(7%)	(6%)
East Indian	(2%)	(3%)	(<1%)	(2%)
Caribbean/West Indian	(1%)	(<1%)	(1%)	(1%)
South East Asian	(1%)	(2%)	(1%)	(<1%)
European (NONSPECIFIC)	(1%)	(2%)	(1%)	(1%)
South Asian	(1%)	(1%)	(1%)	(<1%)
Australian	(1%)	(<1%)	(<1%)	(<1%)
Korean	(<1%)	(<1%)	(<1%)	(1%)
United States	(<1%)	(<1%)	(1%)	(1%)
Jewish	(<1%)	(<1%)	(<1%)	(1%)
Vietnamese	(<1%)	(1%)	(<1%)	(<1%)
Latin/Central And South America	(<1%)	(<1%)	(1%)	(<1%)
Japanese	(<1%)	(1%)	(<1%)	(<1%)
South European	(<1%)	(2%)	(1%)	(1%)
Italian	(<1%)	(2%)	(1%)	(3%)
Asian (NONSPECIFIC)	(<1%)	(3%)	(1%)	(1%)
Aboriginal	(<1%)	(<1%)	(4%)	(1%)
Other	(<1%)	(1%)	(1%)	(<1%)
None	(3%)	(<1%)	(5%)	(1%)
Don't Know/Refused	(35%)	(30%)	(32%)	(36%)
21. Would you be willing to be contacted by the media to comment on issues facing the health care system? (COLLECT 12 NAMES IN TOTAL, SPREAD ACROSS THE REGIONS - ONCE QUOTA REACHED, STOP ASKING THIS QUESTION)				
Yes - ASK FOR FULL NAME	(26%)	(19%)	(21%)	(18%)
No	(74%)	(81%)	(79%)	(82%)
25. Gender (INTERVIEWER RECORDED)				
Male	(71%)	(40%)	(5%)	(40%)
Female	(29%)	(60%)	(96%)	(60%)

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
26. Genderation (SYSTEM RECORDED)				
Male - 18 To 34	(6%)	(14%)	(1%)	(1%)
Male - 35 To 54	(33%)	(19%)	(4%)	(25%)
Male - 55+	(33%)	(8%)	(1%)	(14%)
Female - 18 To 34	(4%)	(25%)	(19%)	(4%)
Female - 35 To 54	(18%)	(29%)	(56%)	(39%)
Female - 55+	(7%)	(6%)	(21%)	(17%)
27. Province or Territory (SYSTEM RECORDED)				
Newfoundland	(1%)	(2%)	(3%)	(2%)
Nova Scotia	(3%)	(3%)	(4%)	(5%)
New Brunswick	(2%)	(2%)	(3%)	(5%)
Prince Edward Island	(<1%)	(1%)	(1%)	(1%)
Quebec	(25%)	(23%)	(25%)	(6%)
Ontario	(35%)	(34%)	(35%)	(46%)
Manitoba	(3%)	(4%)	(5%)	(7%)
Saskatchewan	(2%)	(4%)	(4%)	(4%)
Alberta	(10%)	(11%)	(11%)	(11%)
British Columbia	(13%)	(13%)	(11%)	(14%)
Yukon	(<1%)	(<1%)	(1%)	(1%)
NWT	(<1%)	(<1%)	(1%)	(<1%)
NU	(<1%)	(<1%)	(1%)	(<1%)
28. Region (SYSTEM RECORDED)				
Atlantic	(8%)	(9%)	(10%)	(12%)
Quebec	(25%)	(23%)	(25%)	(6%)
Ontario	(35%)	(34%)	(35%)	(46%)
Prairies	(6%)	(8%)	(8%)	(11%)
Alberta	(10%)	(11%)	(11%)	(11%)
British Columbia	(13%)	(13%)	(11%)	(14%)
Territories	(1%)	(1%)	(2%)	(1%)
29. Language (SYSTEM RECORDED)				
English	(78%)	(77%)	(77%)	(95%)
French	(22%)	(23%)	(24%)	(5%)

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

1. PATIENTS TO REGISTER WITH 1 FAMILY DOCTOR:				
Strongly Support (9,10)	(18%)	(19%)	(32%)	(21%)
Somewhat Support (7,8)	(31%)	(31%)	(24%)	(39%)
Neutral (5,6)	(20%)	(21%)	(20%)	(19%)
Somewhat Oppose (3,4)	(11%)	(10%)	(9%)	(13%)
Strongly Oppose (1,2)	(19%)	(19%)	(14%)	(8%)
Don't Know/Refused	(1%)	(<1%)	(1%)	(1%)
2. HEALTH PROFESSIONALS TO WORK IN TEAMS:				
Strongly Support (9,10)	(23%)	(51%)	(61%)	(65%)
Somewhat Support (7,8)	(32%)	(30%)	(24%)	(28%)
Neutral (5,6)	(20%)	(13%)	(11%)	(3%)
Somewhat Oppose (3,4)	(10%)	(1%)	(1%)	(2%)
Strongly Oppose (1,2)	(15%)	(4%)	(2%)	(1%)
Don't Know/Refused	(<1%)	(<1%)	(1%)	(<1%)
3. HEALTH PROFESSIONALS TO WORK IN SPECIFIC AREAS:				
Strongly Support (9,10)	(5%)	(15%)	(17%)	(12%)
Somewhat Support (7,8)	(13%)	(30%)	(27%)	(35%)
Neutral (5,6)	(26%)	(31%)	(27%)	(27%)
Somewhat Oppose (3,4)	(18%)	(11%)	(10%)	(13%)
Strongly Oppose (1,2)	(38%)	(13%)	(16%)	(14%)
Don't Know/Refused	(<1%)	(1%)	(4%)	(1%)
4. MAKING EASIER FOR FOREIGN TRAINED DOCTORS:				
Strongly Support (9,10)	(18%)	(24%)	(31%)	(23%)
Somewhat Support (7,8)	(33%)	(38%)	(36%)	(49%)
Neutral (5,6)	(32%)	(23%)	(21%)	(20%)
Somewhat Oppose (3,4)	(9%)	(9%)	(5%)	(5%)
Strongly Oppose (1,2)	(6%)	(6%)	(5%)	(2%)
Don't Know/Refused	(1%)	(<1%)	(2%)	(1%)
5. RECRUITING HEALTH PROFESSIONALS BACK FROM US:				
Strongly Support (9,10)	(28%)	(29%)	(44%)	(30%)
Somewhat Support (7,8)	(36%)	(42%)	(30%)	(38%)
Neutral (5,6)	(23%)	(18%)	(16%)	(26%)
Somewhat Oppose (3,4)	(6%)	(7%)	(4%)	(5%)
Strongly Oppose (1,2)	(6%)	(3%)	(4%)	(2%)
Don't Know/Refused	(1%)	(<1%)	(1%)	(<1%)

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
6. INCREASE ENROLMENT LEVELS:				
Strongly Support (9,10)	(52%)	(42%)	(73%)	(60%)
Somewhat Support (7,8)	(33%)	(43%)	(18%)	(32%)
Neutral (5,6)	(9%)	(11%)	(7%)	(6%)
Somewhat Oppose (3,4)	(1%)	(<1%)	(<1%)	(1%)
Strongly Oppose (1,2)	(4%)	(3%)	(1%)	(1%)
Don't Know/Refused	(<1%)	(1%)	(1%)	(<1%)
7. INCREASING USE OF NON-PHYSICIAN HEALTH PROVIDERS:				
Strongly Support (9,10)	(18%)	(40%)	(60%)	(67%)
Somewhat Support (7,8)	(37%)	(39%)	(27%)	(25%)
Neutral (5,6)	(25%)	(15%)	(9%)	(5%)
Somewhat Oppose (3,4)	(7%)	(4%)	(2%)	(2%)
Strongly Oppose (1,2)	(10%)	(3%)	(2%)	(1%)
Don't Know/Refused	(2%)	(<1%)	(<1%)	(1%)
8. INCREASING INVESTMENTS:				
Strongly Support (9,10)	(32%)	(26%)	(55%)	(43%)
Somewhat Support (7,8)	(43%)	(56%)	(28%)	(44%)
Neutral (5,6)	(20%)	(11%)	(14%)	(10%)
Somewhat Oppose (3,4)	(2%)	(5%)	(3%)	(2%)
Strongly Oppose (1,2)	(1%)	(1%)	(<1%)	(1%)
Don't Know/Refused	(2%)	(<1%)	(1%)	(1%)
9. INCREASING IMPLEMENT OF WAIT TIME GUARANTEES:				
Strongly Support (9,10)	(29%)	(33%)	(56%)	(32%)
Somewhat Support (7,8)	(37%)	(41%)	(25%)	(44%)
Neutral (5,6)	(20%)	(14%)	(10%)	(16%)
Somewhat Oppose (3,4)	(7%)	(4%)	(3%)	(5%)
Strongly Oppose (1,2)	(6%)	(6%)	(4%)	(2%)
Don't Know/Refused	(2%)	(1%)	(2%)	(2%)
10. DEVELOPING MORE HOME & COMMUNITY CARE PROGRAMS:				
Strongly Support (9,10)	(44%)	(39%)	(67%)	(55%)
Somewhat Support (7,8)	(37%)	(48%)	(24%)	(38%)
Neutral (5,6)	(14%)	(9%)	(8%)	(5%)
Somewhat Oppose (3,4)	(2%)	(2%)	(1%)	(1%)
Strongly Oppose (1,2)	(<1%)	(2%)	(1%)	(1%)
Don't Know/Refused	(2%)	(<1%)	(<1%)	(1%)
11. FUNDING MORE EDUCATION:				
Strongly Support (9,10)	(47%)	(50%)	(66%)	(59%)
Somewhat Support (7,8)	(30%)	(37%)	(25%)	(29%)
Neutral (5,6)	(15%)	(8%)	(7%)	(8%)
Somewhat Oppose (3,4)	(3%)	(3%)	(2%)	(3%)
Strongly Oppose (1,2)	(2%)	(2%)	(<1%)	(1%)
Don't Know/Refused	(2%)	(<1%)	(1%)	(1%)

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
12. USE OF ELECTRONIC HEALTH RECORDS:				
Strongly Support (9,10)	(32%)	(46%)	(33%)	(61%)
Somewhat Support (7,8)	(25%)	(33%)	(30%)	(27%)
Neutral (5,6)	(21%)	(12%)	(19%)	(7%)
Somewhat Oppose (3,4)	(9%)	(4%)	(8%)	(3%)
Strongly Oppose (1,2)	(10%)	(5%)	(9%)	(2%)
Don't Know/Refused	(2%)	(<1%)	(1%)	(2%)
13. PROVIDING ACCESS TO PRIVATE CLINICS:				
Strongly Support (9,10)	(23%)	(26%)	(38%)	(17%)
Somewhat Support (7,8)	(30%)	(35%)	(22%)	(35%)
Neutral (5,6)	(24%)	(26%)	(23%)	(25%)
Somewhat Oppose (3,4)	(10%)	(7%)	(7%)	(9%)
Strongly Oppose (1,2)	(11%)	(6%)	(10%)	(14%)
Don't Know/Refused	(2%)	(<1%)	(1%)	(1%)
14. INCREASING PATIENT INVOLVEMENT:				
Strongly Support (9,10)	(31%)	(29%)	(54%)	(45%)
Somewhat Support (7,8)	(32%)	(43%)	(31%)	(36%)
Neutral (5,6)	(24%)	(20%)	(11%)	(15%)
Somewhat Oppose (3,4)	(7%)	(4%)	(3%)	(3%)
Strongly Oppose (1,2)	(3%)	(4%)	(1%)	(1%)
Don't Know/Refused	(2%)	(<1%)	(1%)	(1%)
15. IMPLEMENTATION OF PROGRAMS:				
Strongly Support (9,10)	(33%)	(37%)	(59%)	(60%)
Somewhat Support (7,8)	(42%)	(48%)	(26%)	(34%)
Neutral (5,6)	(15%)	(12%)	(10%)	(5%)
Somewhat Oppose (3,4)	(2%)	(2%)	(1%)	(<1%)
Strongly Oppose (1,2)	(2%)	(<1%)	(2%)	(<1%)
Don't Know/Refused	(5%)	(1%)	(2%)	(2%)
16. FEEDBACK TO CARE PROVIDERS:				
Strongly Support (9,10)	(41%)	(55%)	(69%)	(68%)
Somewhat Support (7,8)	(42%)	(38%)	(22%)	(26%)
Neutral (5,6)	(11%)	(5%)	(6%)	(5%)
Somewhat Oppose (3,4)	(2%)	(<1%)	(<1%)	(<1%)
Strongly Oppose (1,2)	(1%)	(1%)	(1%)	(<1%)
Don't Know/Refused	(3%)	(<1%)	(3%)	(1%)
17. COMMUNICATION BETWEEN PATIENTS & CARE PROVIDERS:				
Strongly Support (9,10)	(54%)	(64%)	(74%)	(76%)
Somewhat Support (7,8)	(35%)	(31%)	(20%)	(21%)
Neutral (5,6)	(7%)	(3%)	(4%)	(2%)
Somewhat Oppose (3,4)	(1%)	(<1%)	(<1%)	(<1%)
Strongly Oppose (1,2)	(<1%)	(2%)	(<1%)	(<1%)
Don't Know/Refused	(2%)	(<1%)	(2%)	(1%)

	Doctors (n=202)	Pharmacists (n=202)	Nurses (n=201)	Managers (n=201)
18. PROGRAMS THAT HELP PATIENTS WITH SELF-CARE:				
Strongly Support (9,10)	(49%)	(49%)	(73%)	(69%)
Somewhat Support (7,8)	(40%)	(40%)	(17%)	(28%)
Neutral (5,6)	(5%)	(7%)	(7%)	(3%)
Somewhat Oppose (3,4)	(2%)	(1%)	(2%)	(<1%)
Strongly Oppose (1,2)	(<1%)	(2%)	(<1%)	(<1%)
Don't Know/Refused	(2%)	(<1%)	(1%)	(1%)