



Health Care in Canada Survey
A national survey of health care providers, managers, and the public



**Health Care in Canada:
10th Annual Edition Survey Results
Part I**

Summary Slide

Quality of Health Care In Canada	11
Personal Values (Public Only)	31
Health and the Environment	47
Access to Health Care and Health Care Professionals	61
Chronic Conditions (Public Only)	98

Health Care in Canada 2007 Partners

- **Association of Canadian Academic Healthcare Organizations**
- **Canadian Healthcare Association**
- **Canadian Home Care Association**
- **Canadian Medical Association**
- **Canadian Nurses Association**
- **Health Charities Coalition of Canada**
- **Merck Frosst Canada Ltd.**
- **University of Montreal - Groupe de recherche en gestion thérapeutique**
- **Rogers Media**
- **POLLARA**

Methodology

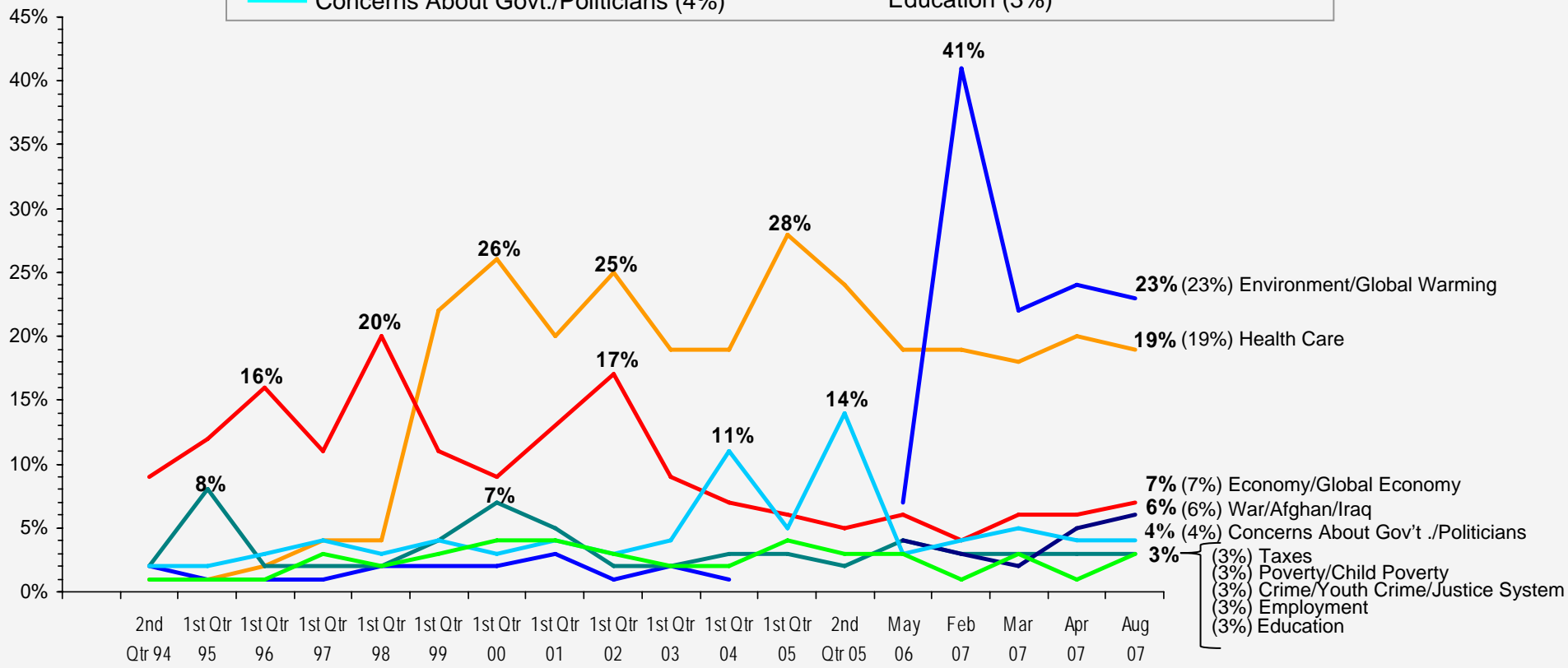
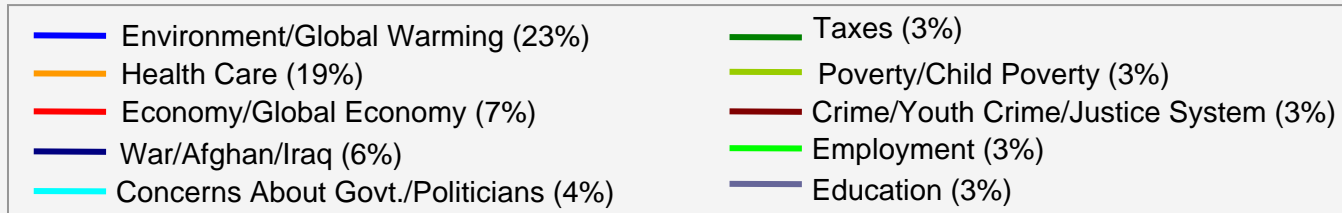
Survey results are based on telephone interviews with nationally representative samples of the Canadian public, doctors, nurses, pharmacists and health administrators.

Fielding of the questionnaire was conducted between October 3rd and November 8th, 2007.

Groups	Sample Size	Margin of Error
Canadian Public	1,223	$\pm 2.8\%$
Doctors	202	$\pm 6.9\%$
Pharmacists	202	$\pm 6.9\%$
Nurses	201	$\pm 6.9\%$
Managers	201	$\pm 6.9\%$

Questionnaires were developed by POLLARA working in close consultation with the HCIC partners.

Most Important Issue Facing Canada - Tracking

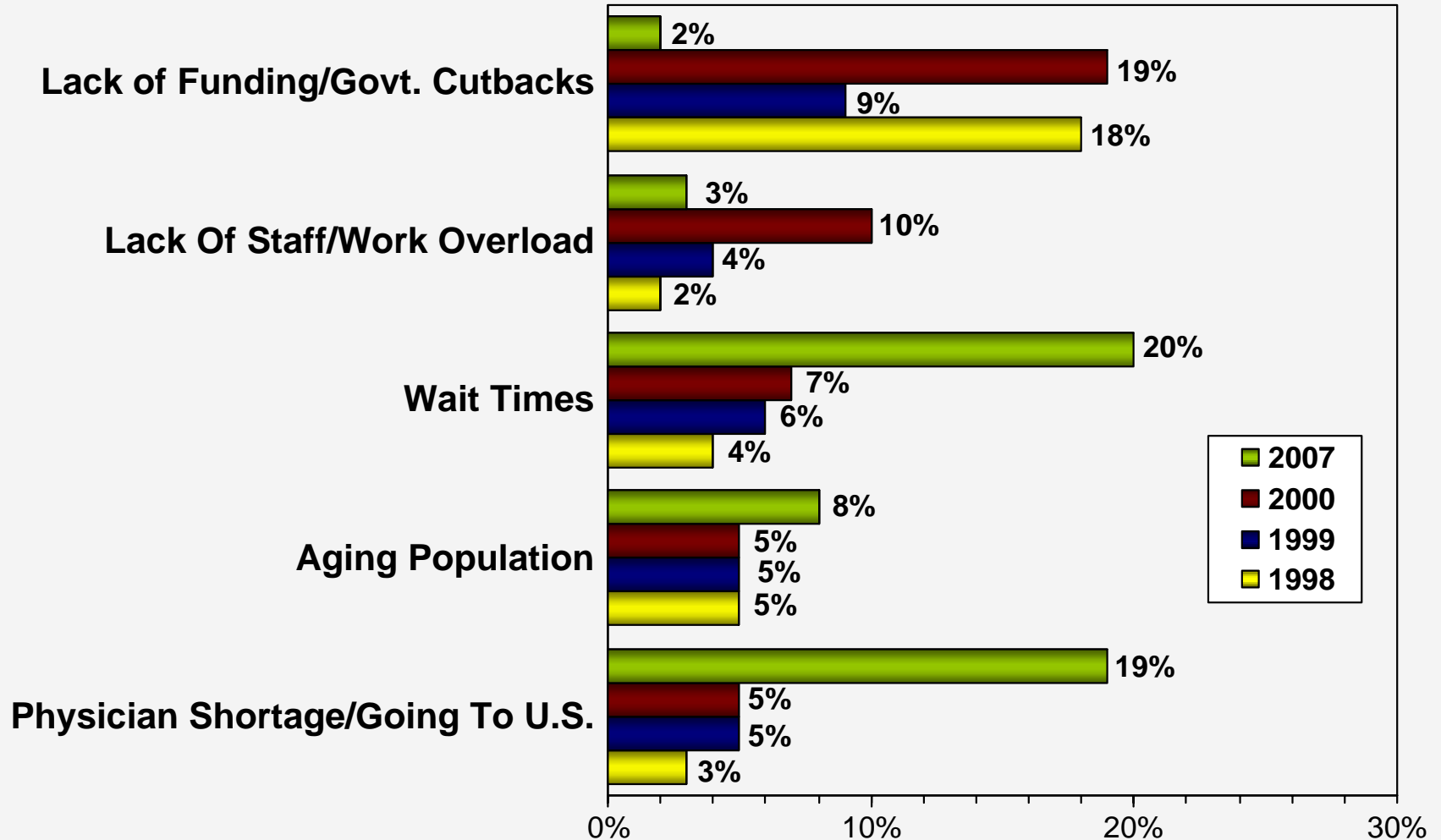


Source: Perspectives Canada - In your opinion, what is the single most important issue facing Canada?

Most Important Health Issue Facing Canada Today

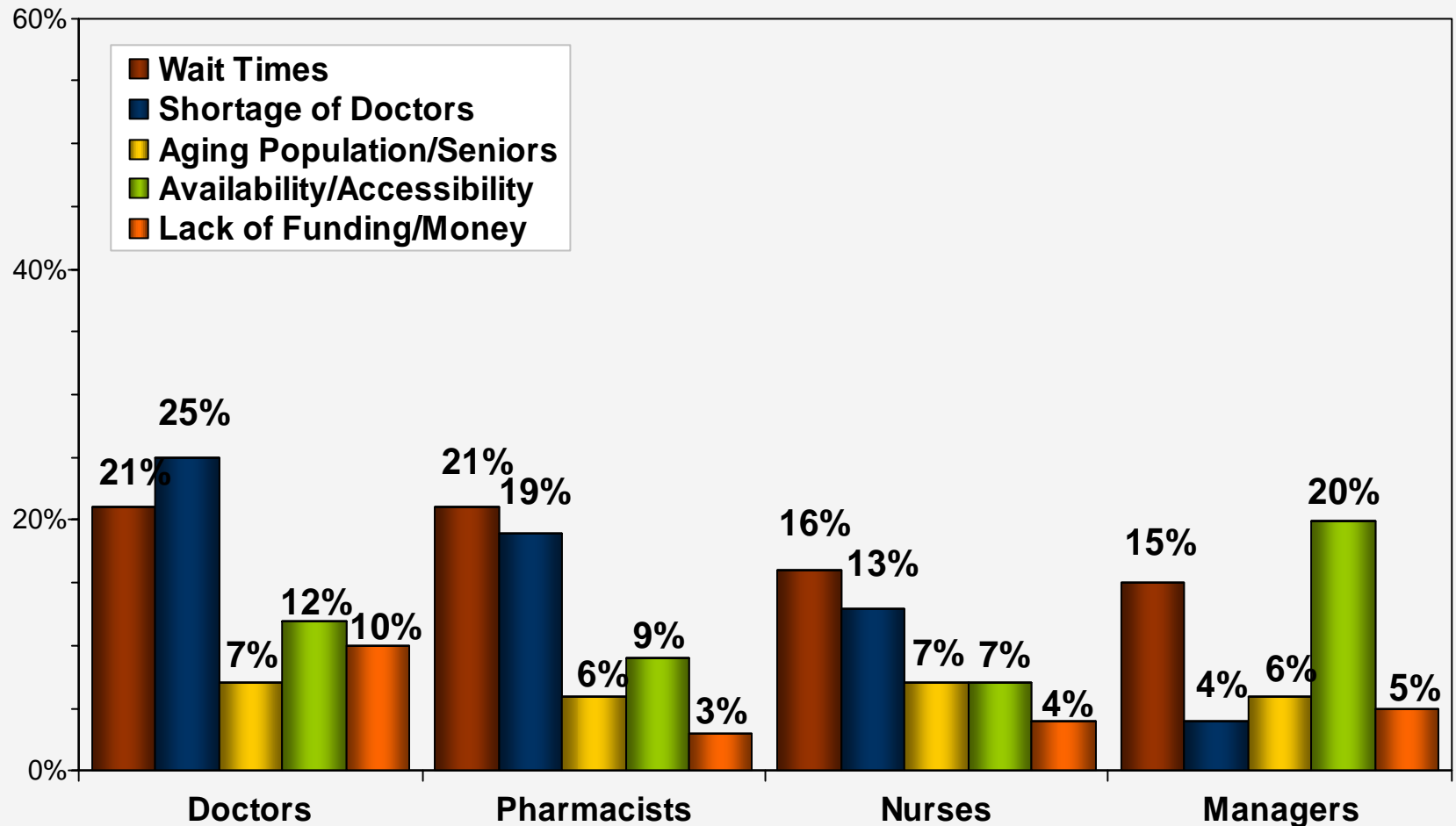
- Over the past 10 years, Canadians have changed their perspective on the key health issues facing the country. While lack of funding/government cut backs was deemed most important in 1998, in 2007 the Canadian public believes that *wait times* (20%) and the *shortage of doctors* (19%) are the most important health issues;
- Health care providers similarly consider *wait times* and the *doctor shortage* to be the most critical issues, however, hospital managers/administrators also see *availability/accessibility* (20%) as a key issue and both managers/administrators (17%) and nurses (16%) feel a *lack of health care providers in general* is an important issue facing our health care system.

Most Important Health Care Issue Facing Canada Today: Tracking



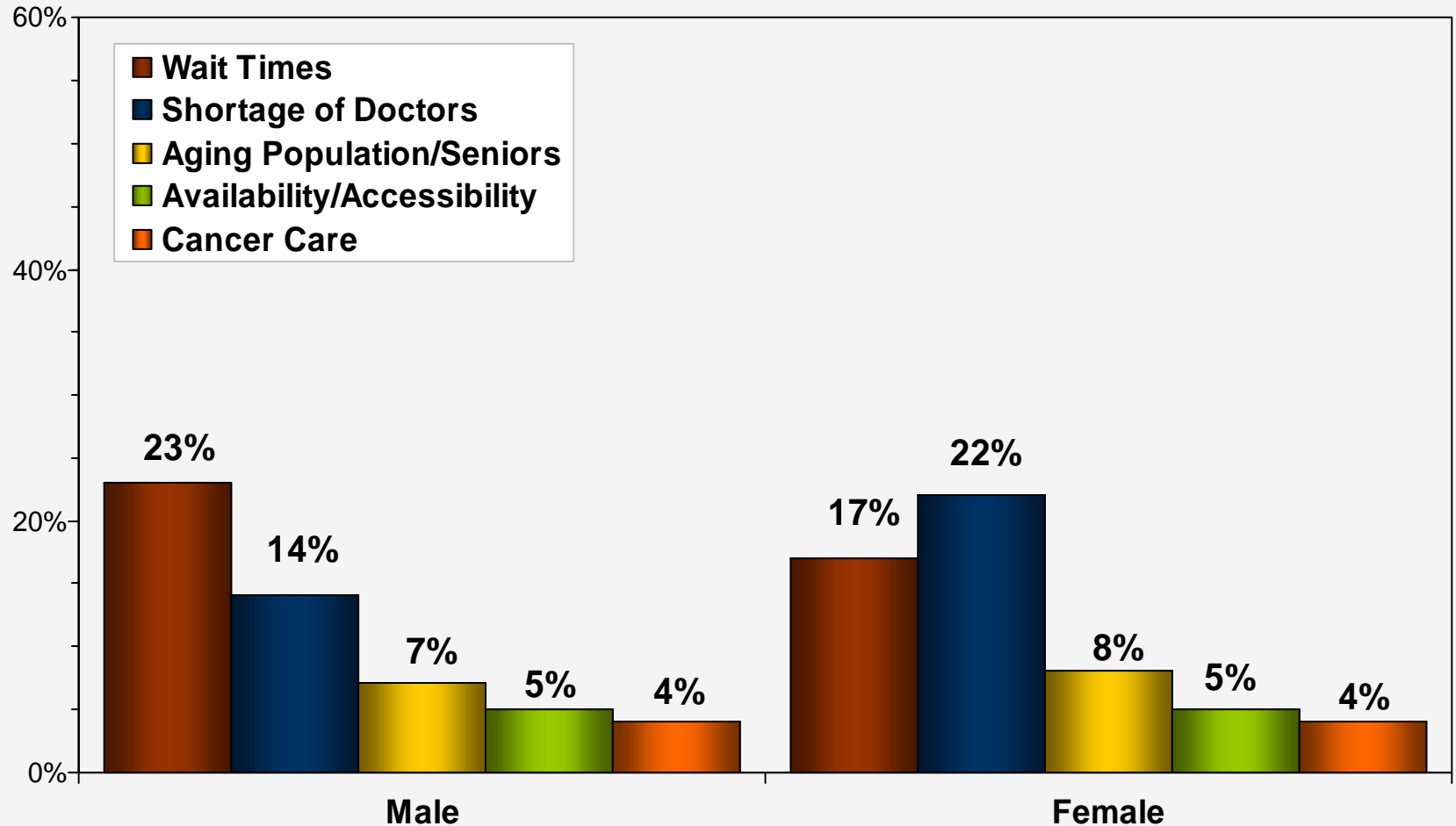
Q3. What is the most important health care issue facing Canada today? (OPEN ENDED)

Most Important Health Issue Facing Canada Today, by Provider Group



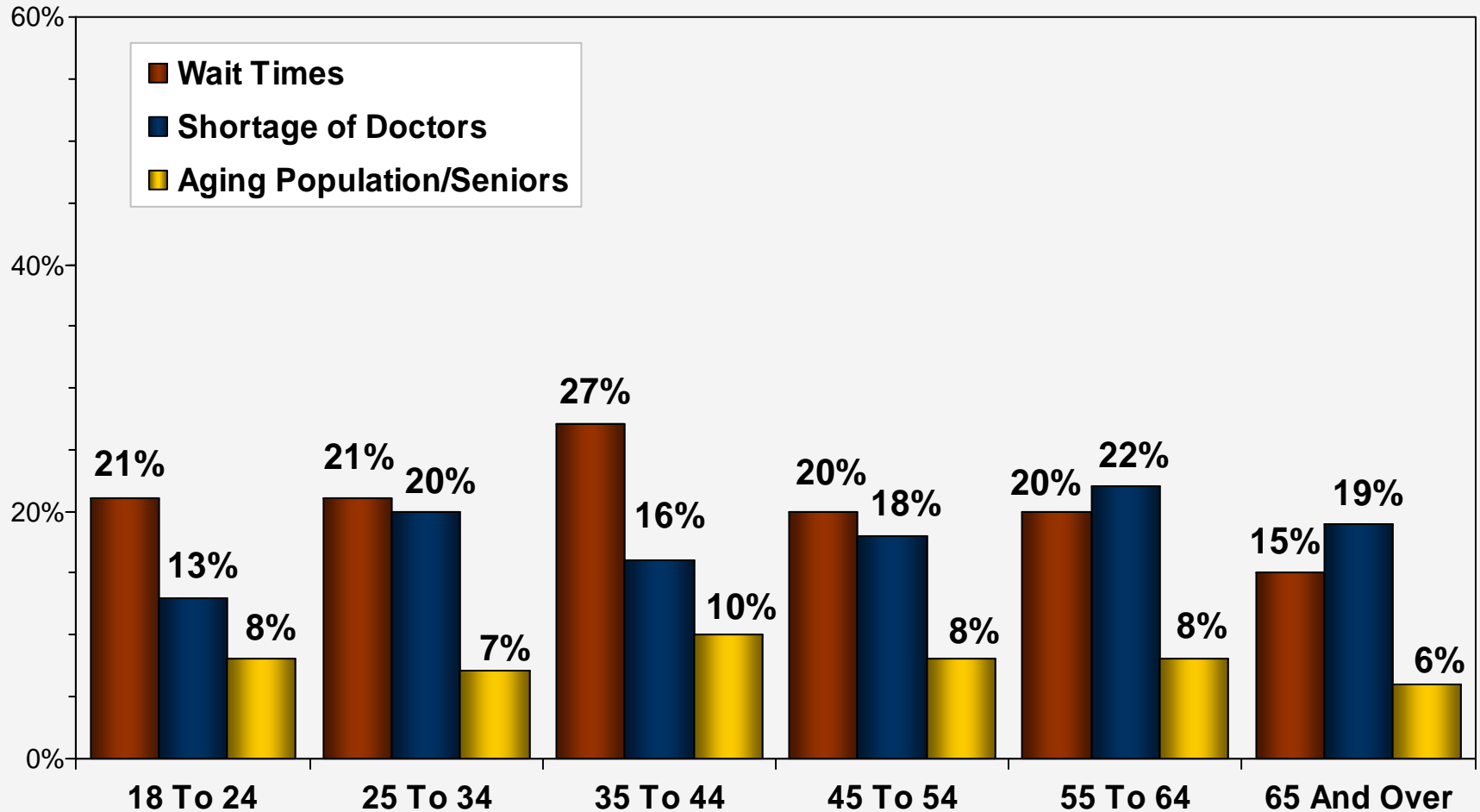
Q3. What is the most important health care issue facing Canada today? (OPEN ENDED)

Most Important Health Issue Facing Canada Today, by Gender



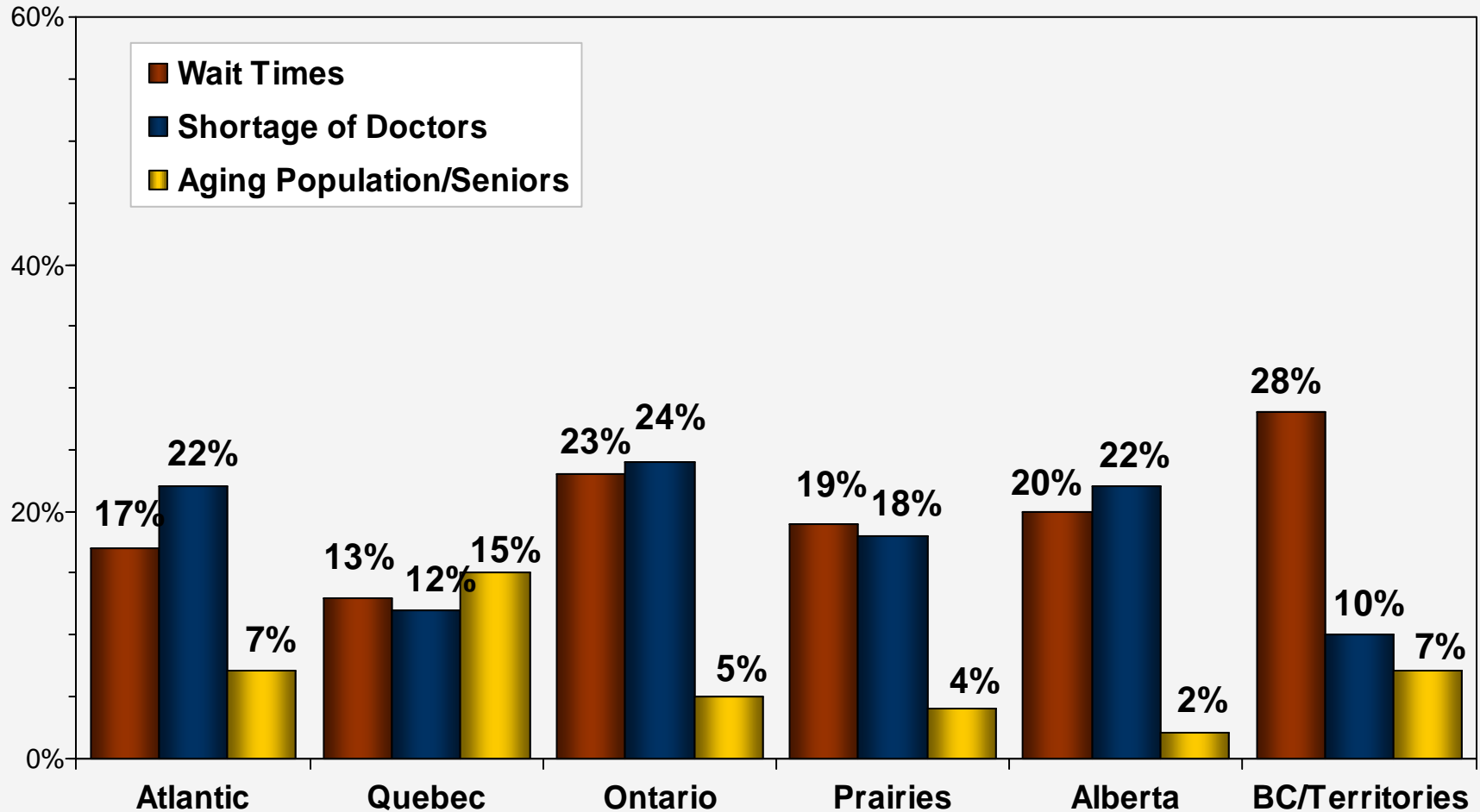
Q3. What is the most important health care issue facing Canada today? (OPEN ENDED)

Most Important Health Issue Facing Canada Today, by Age (Top 3)



Q3. What is the most important health care issue facing Canada today? (OPEN ENDED)

Most Important Health Issue Facing Canada Today by Region (Top 3)



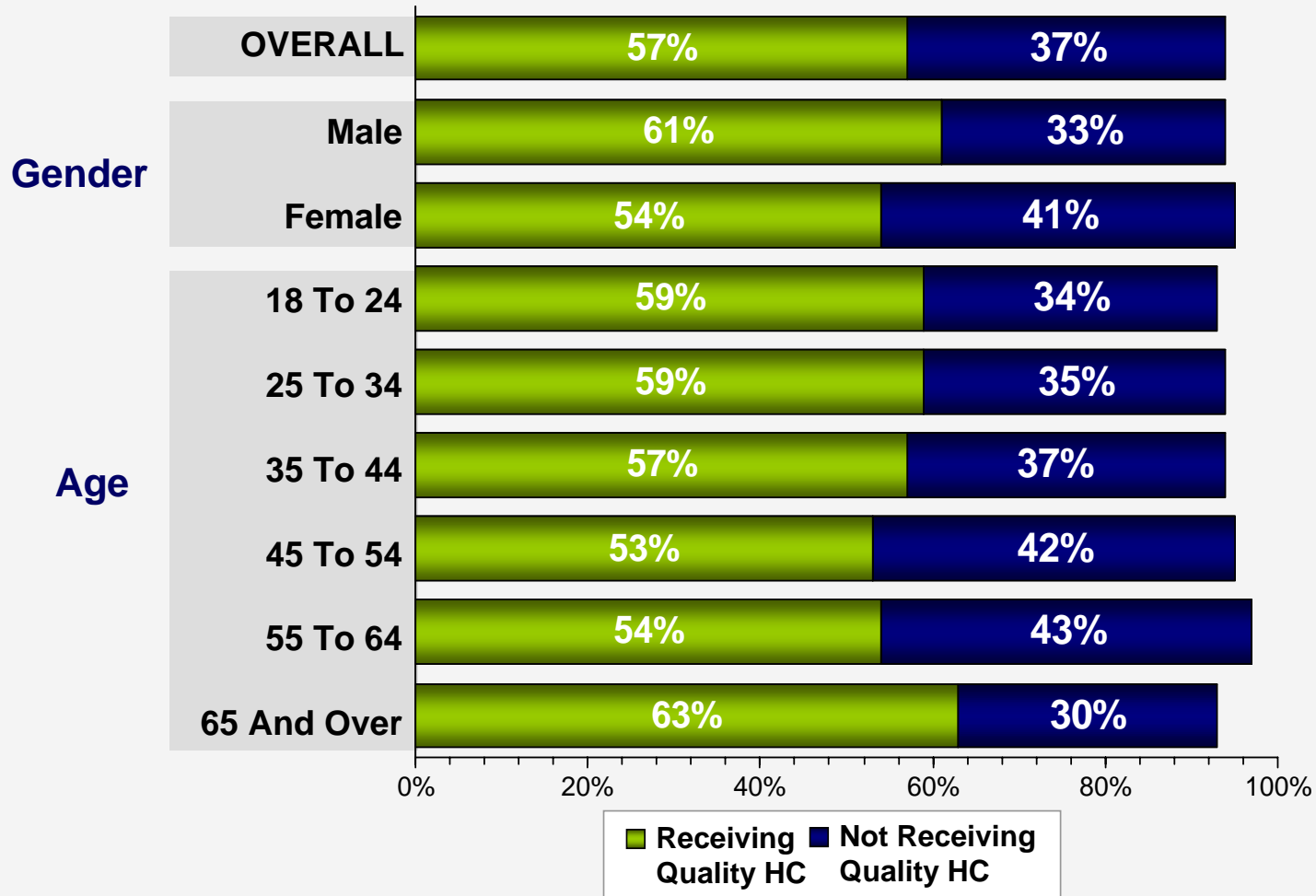
Q3. What is the most important health care issue facing Canada today? (OPEN ENDED)

Quality of Health Care In Canada

Quality of Health Care in Canada

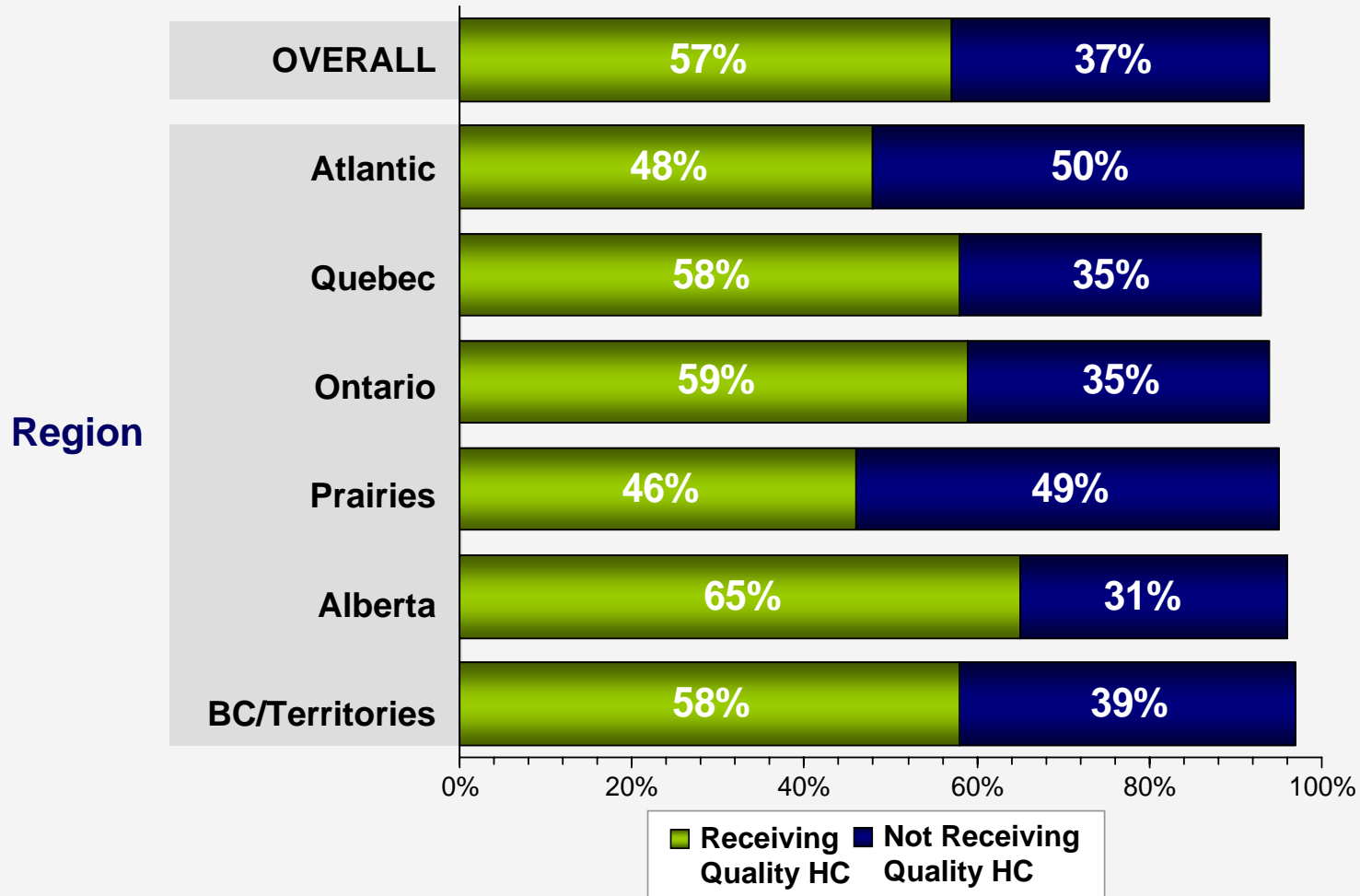
- **Just over half (57%) of all Canadians feel that we are receiving quality health care services. This has not changed significantly since 2002;**
- **Health care providers have a more positive view than the general population: About two thirds of the nurses (66%), and about three quarters of the doctors (72%) and pharmacists (76%) and over nine-in-ten (91%) of the managers/administrators believe Canadians are receiving quality health care;**
- **More French-speaking doctors (80%) than English-speaking doctors (69%) believe that Canadians are receiving quality health care. French-speaking nurses (83%) and managers/administrators (89%) are similarly more positive about the state of health care delivery than English-speaking nurses (61%) and managers/ administrators (72%);**
- **Men (61%) are more likely than women (54%) to believe that we are receiving quality health care;**
- **Canadians with the poorest self-rated health status (47%) are less likely than those with the greatest self-rated health status (60%) to feel that there is quality health care in this country.**

Perceptions of the Quality of Health Care in Canada, by Gender and Age



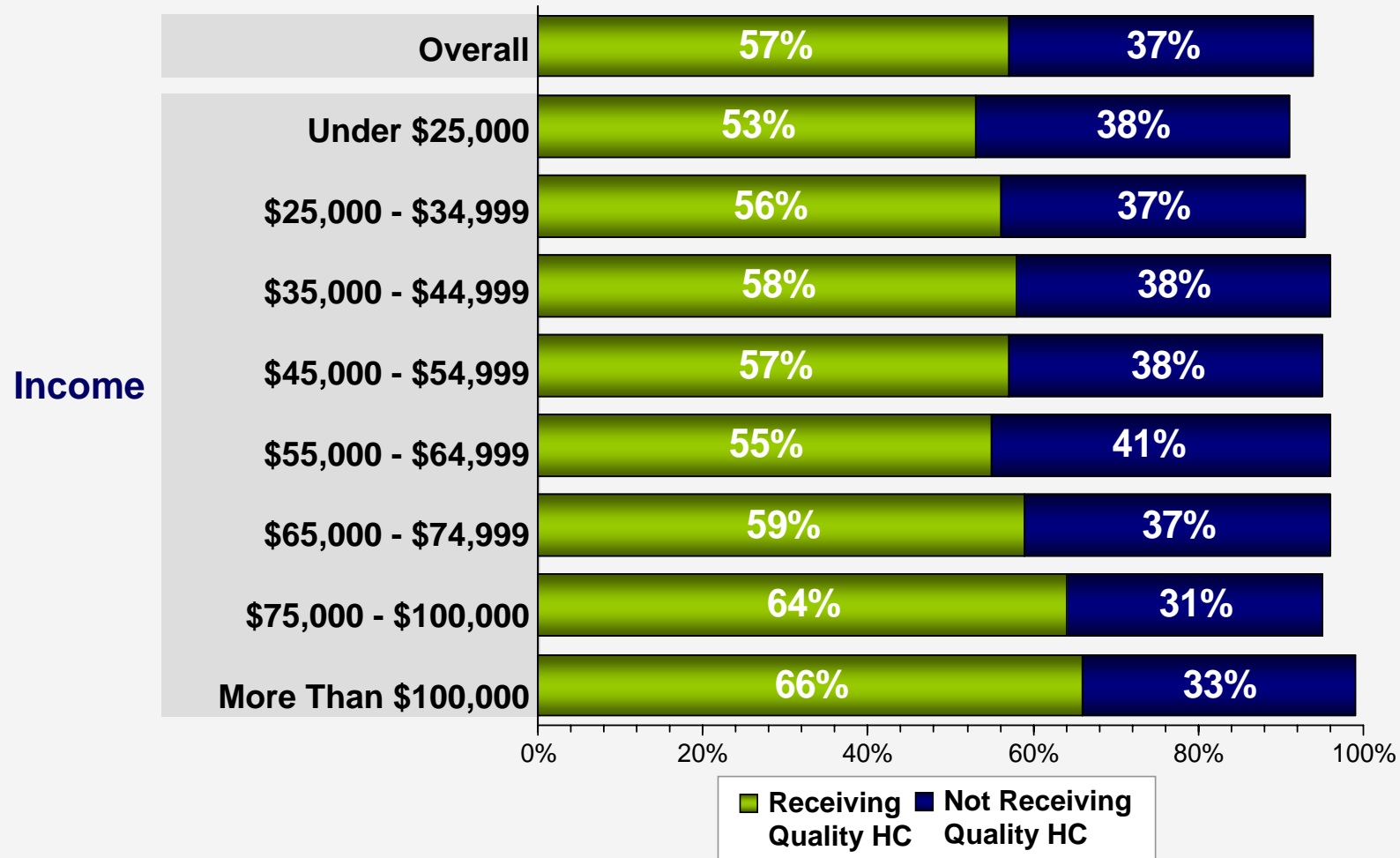
Q2. Overall, would you say that Canadians are or are not receiving quality health care services right now?

Perceptions of the Quality of Health Care in Canada, by Region



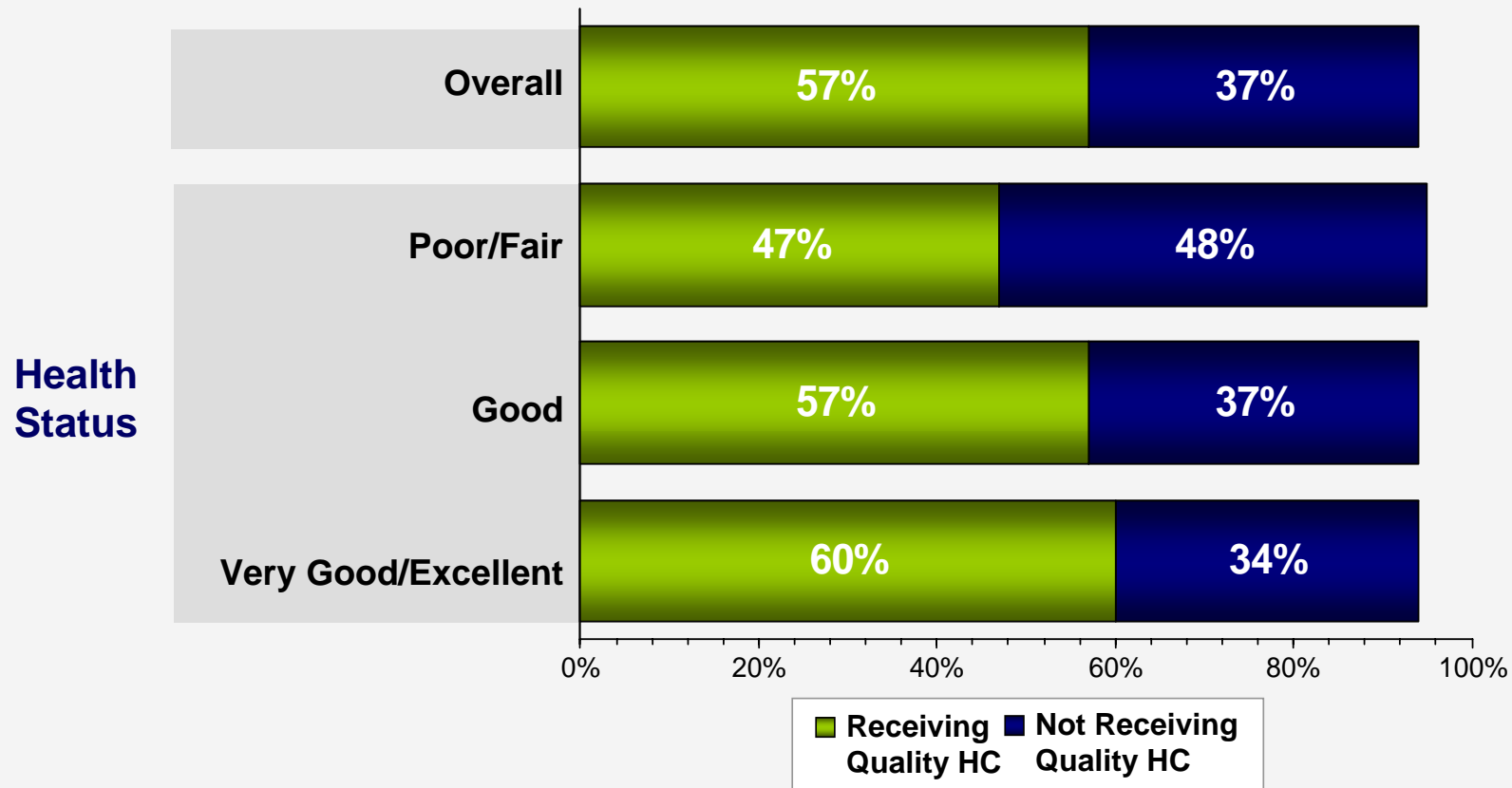
Q2. Overall, would you say that Canadians are or are not receiving quality health care services right now?

Perceptions of the Quality of Health Care in Canada, by Income



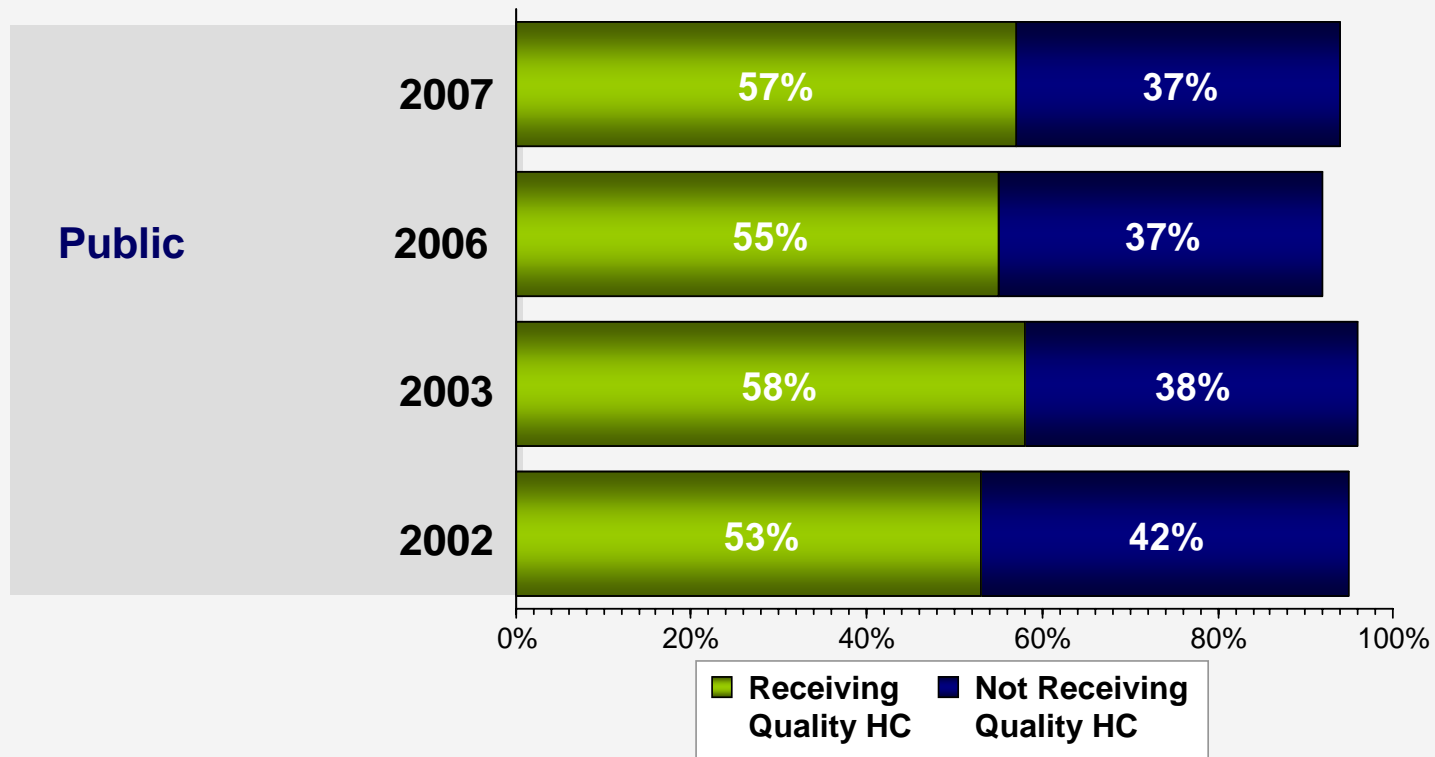
Q2. Overall, would you say that Canadians are or are not receiving quality health care services right now?

Perceptions of the Quality of Health Care in Canada, by Health Status



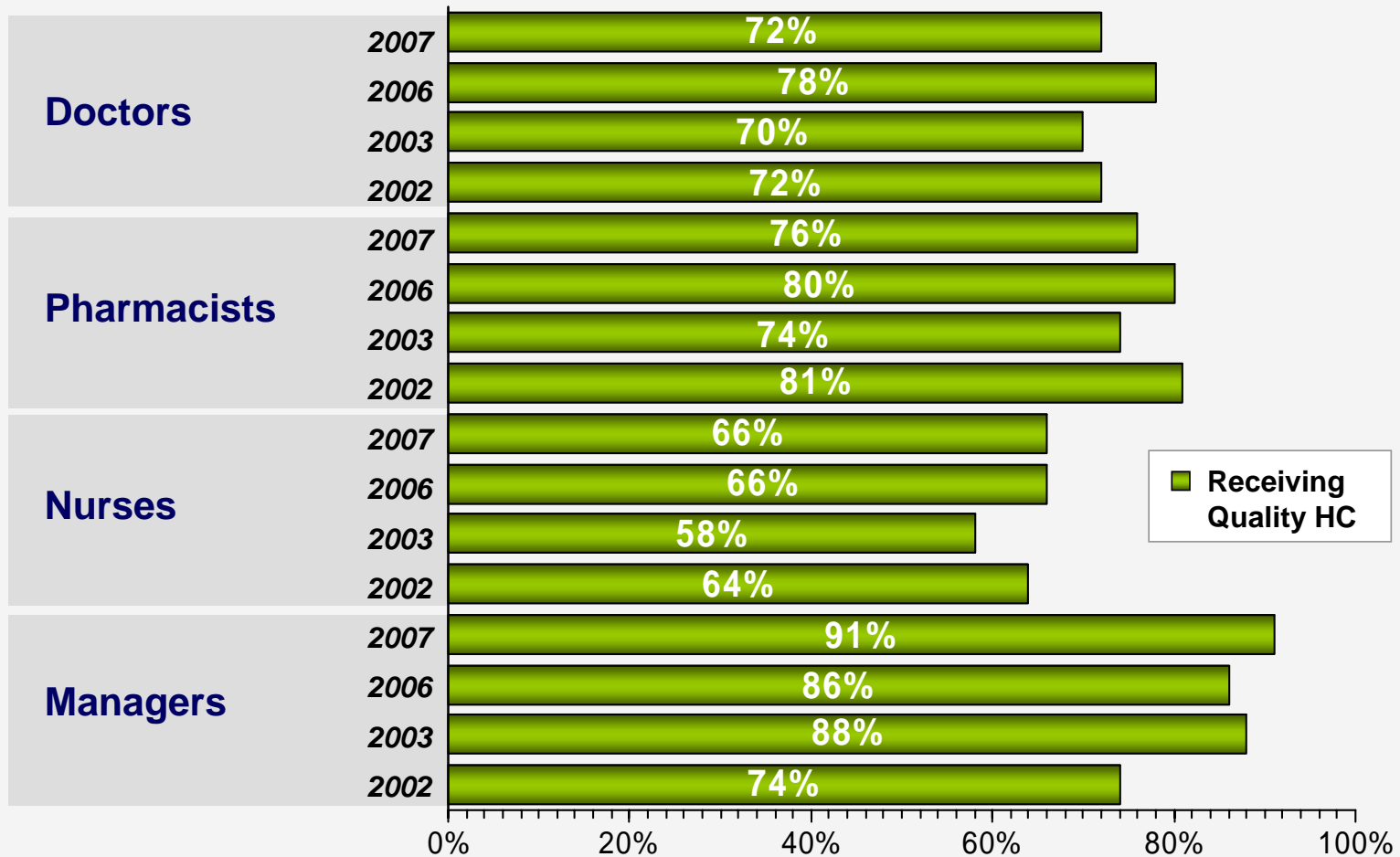
Q2. Overall, would you say that Canadians are or are not receiving quality health care services right now?

Perceptions of the Quality of Health Care in Canada: Tracking



Q2. Overall, would you say that Canadians are or are not receiving quality health care services right now?

Perceptions of the Quality of Health Care in Canada, by Provider Group: Tracking

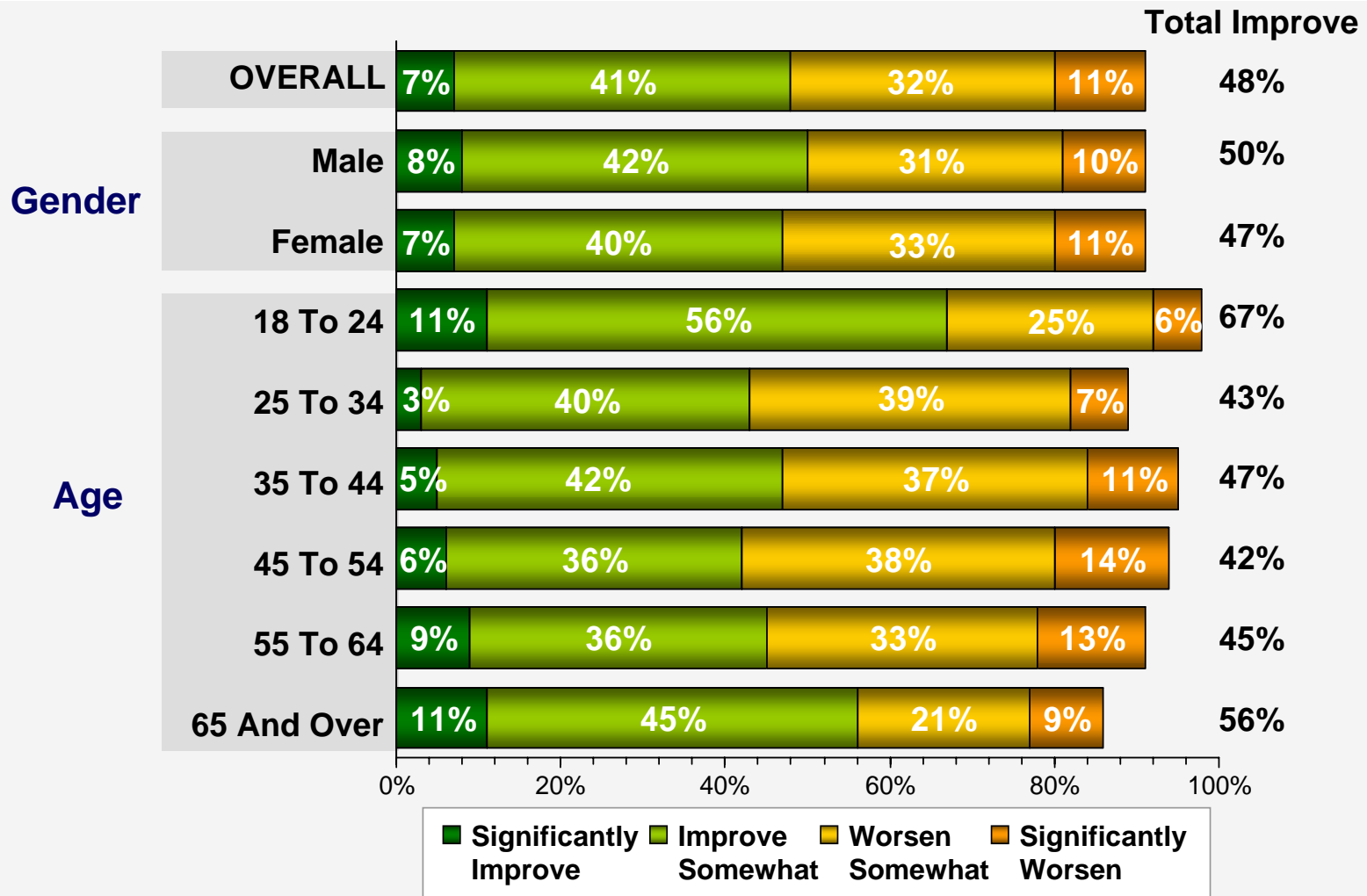


Q2. Overall, would you say that Canadians are or are not receiving quality health care services right now?

Future of Health Care in Canada Over the Next Five Years

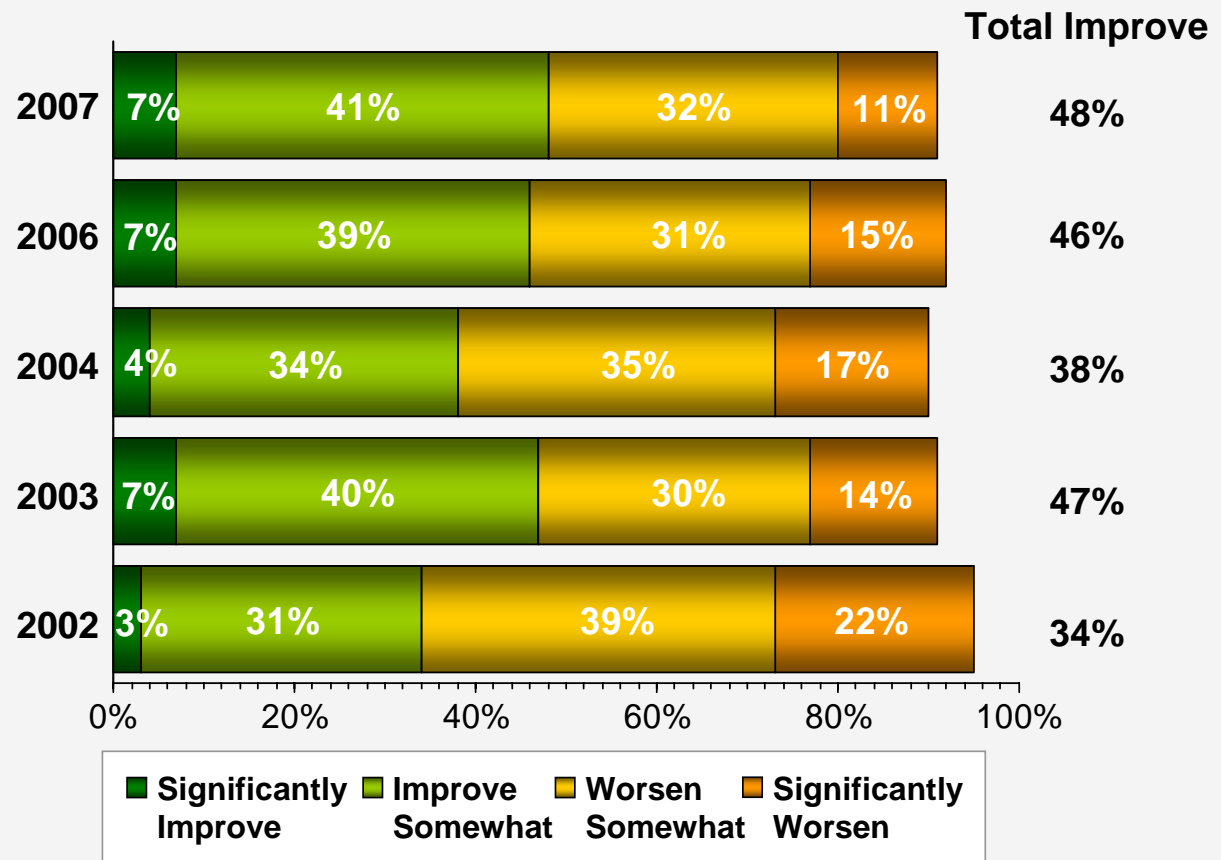
- **Almost half (48%) of Canadians believe that access to timely, quality health care will either improve significantly (7%) or somewhat (41%) over the next five years. This is the highest level since the question first appeared in 2002;**
- **Canadians living in Quebec (43%) are less likely to believe that access will improve compared with Canadians living elsewhere (50%). Atlantic Canadians were the most positive at 55%;**
- **Among health care providers, managers/administrators (69%) are most convinced that access to timely, quality health care will improve followed by pharmacists (46%), doctors (37%) and nurses (33%).**

Future of Health Care Over the Next Five Years, by Gender and Age



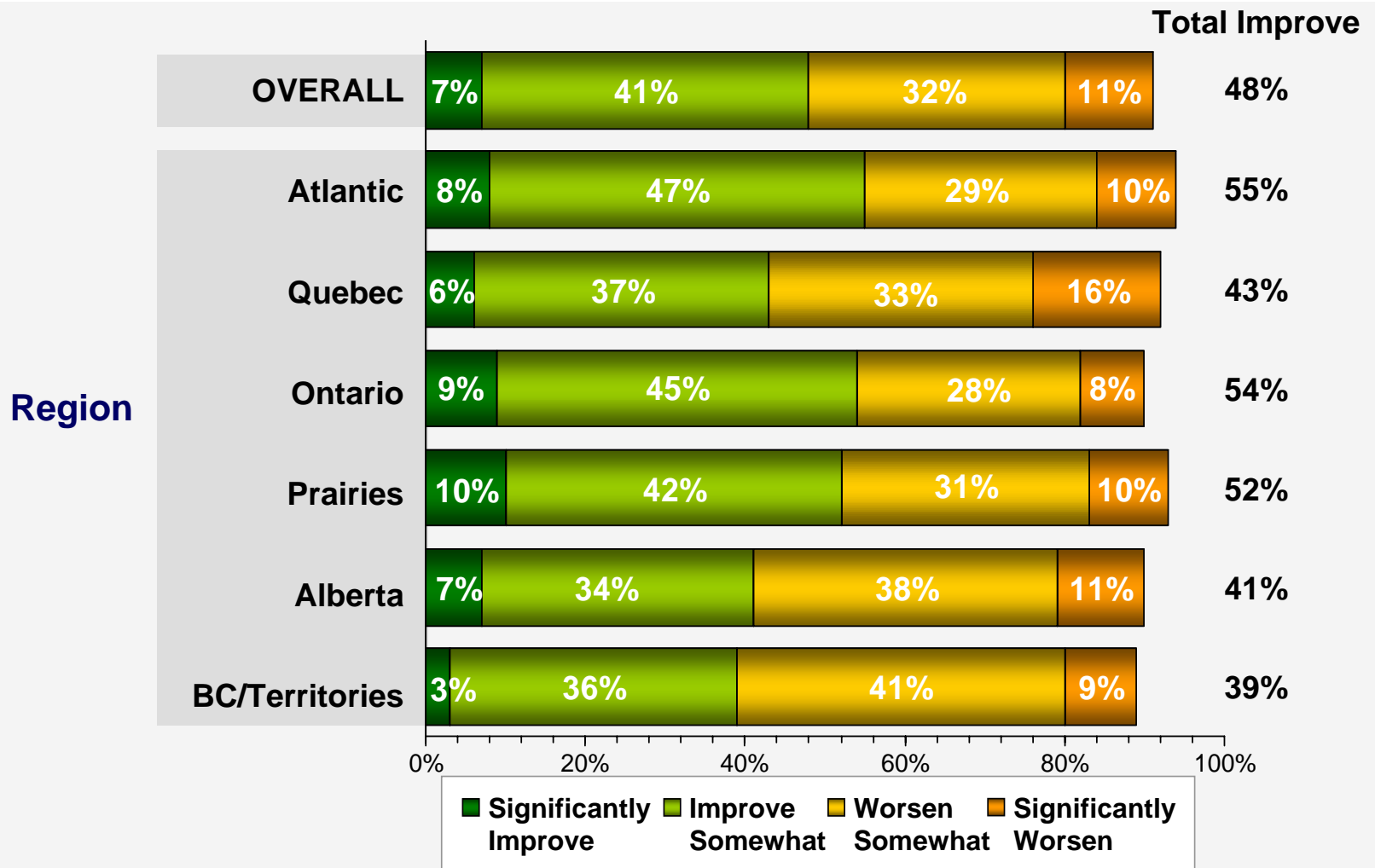
Q4. Over the next five years, do you believe that Canadians' access to timely, quality health care services will significantly improve, improve somewhat, worsen somewhat or significantly worsen?

Future of Health Care Over the Next Five Years: Tracking



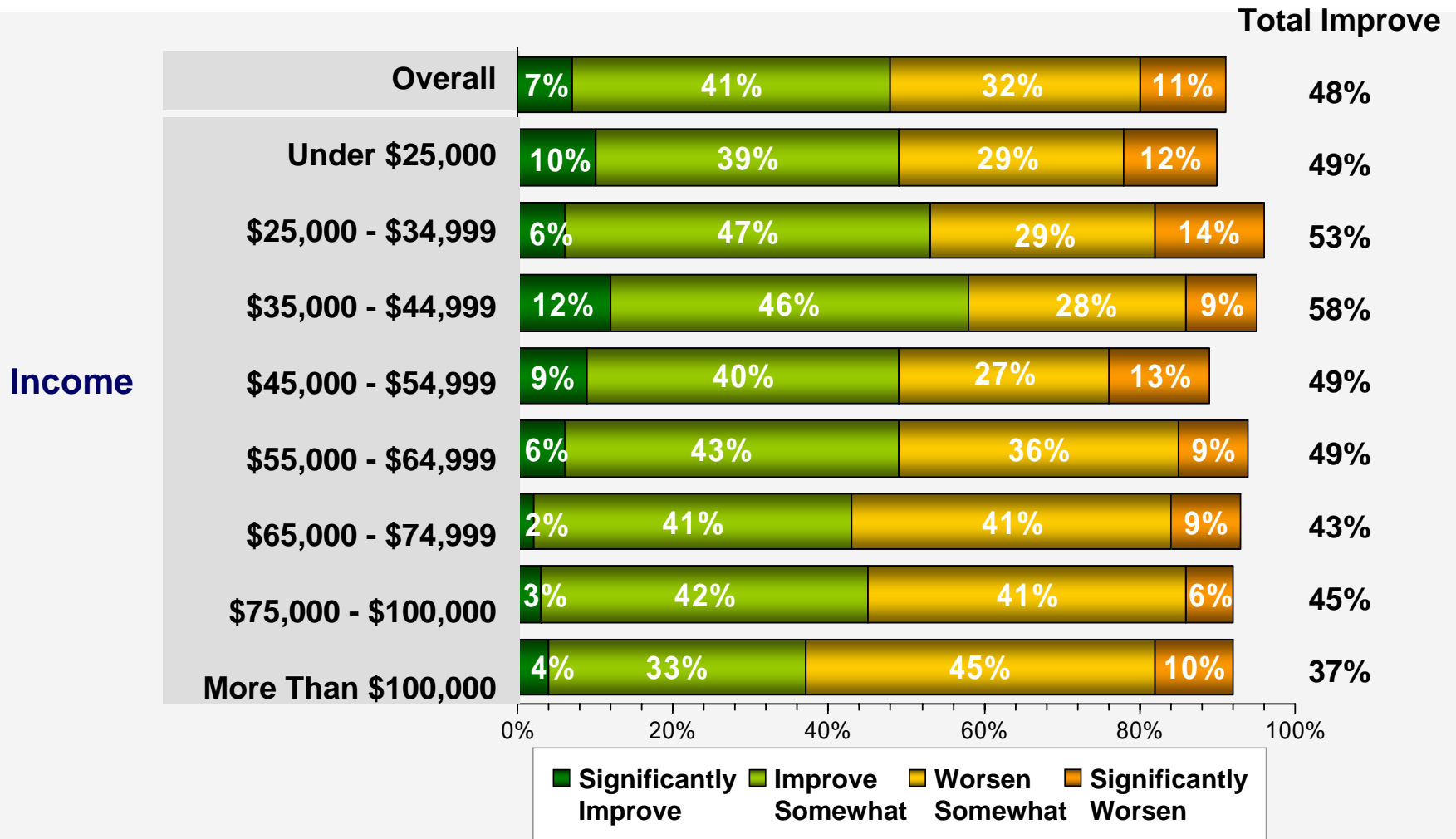
Q4. Over the next five years, do you believe that Canadians' access to timely, quality health care services will significantly improve, improve somewhat, worsen somewhat or significantly worsen?

Future of Health Care Over the Next Five Years, by Region



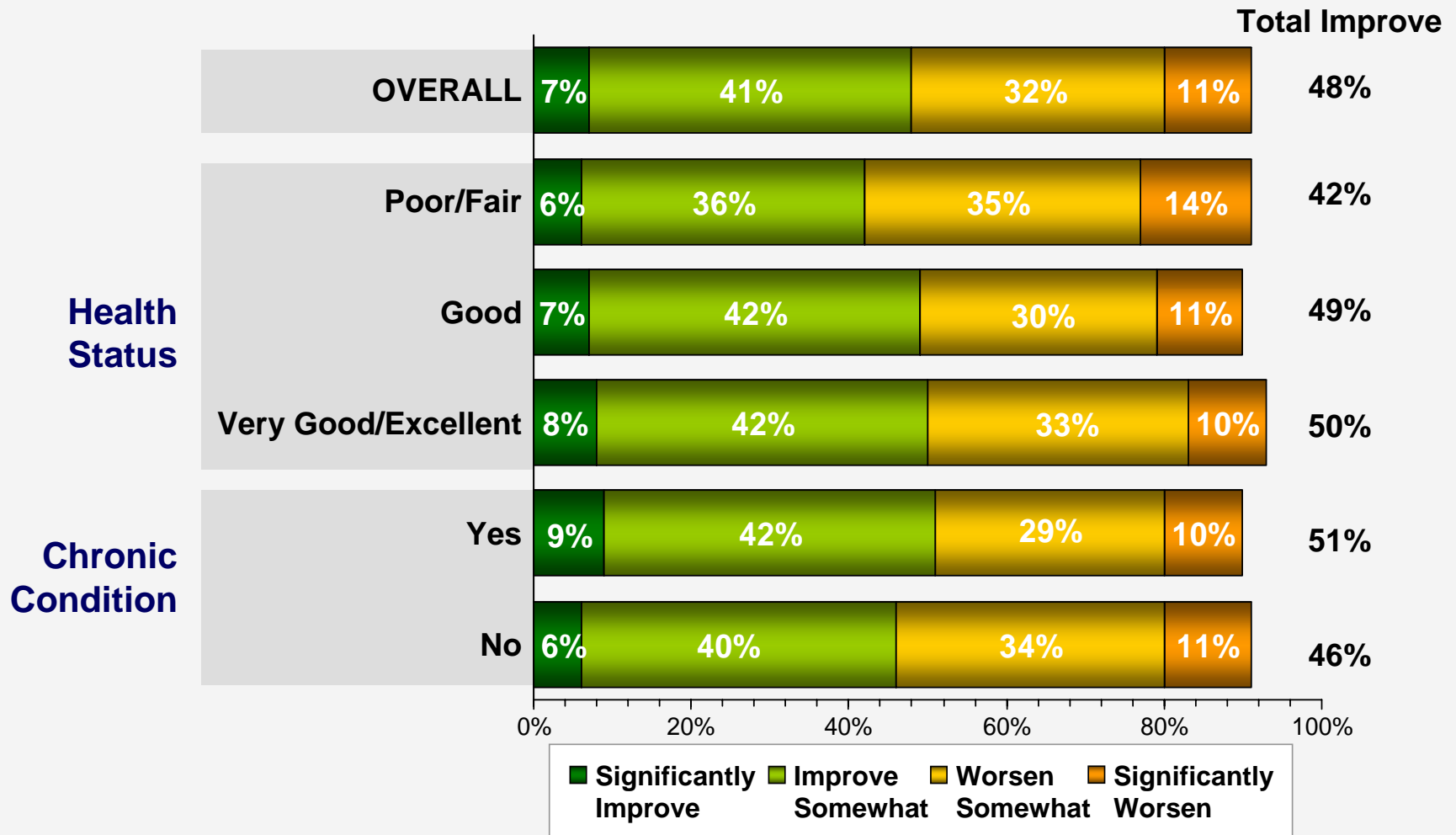
Q4. Over the next five years, do you believe that Canadians' access to timely, quality health care services will significantly improve, improve somewhat, worsen somewhat or significantly worsen?

Future of Health Care Over the Next Five Years, by Income



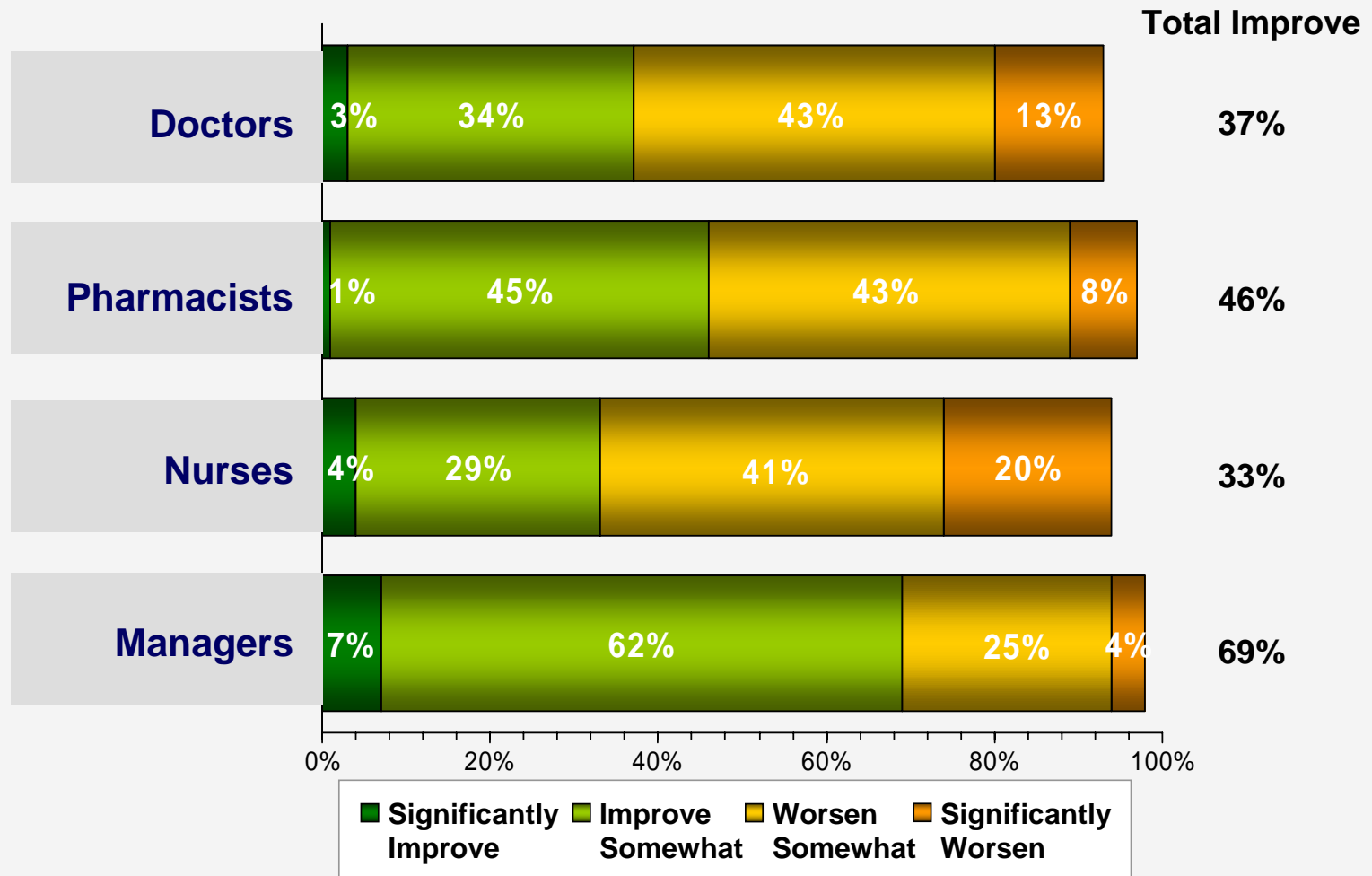
Q4. Over the next five years, do you believe that Canadians' access to timely, quality health care services will significantly improve, improve somewhat, worsen somewhat or significantly worsen?

Future of Health Care Over the Next Five Years, by Health Status and Chronic Illness



Q4. 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?

Future of Health Care Over the Next Five Years, by Provider Group

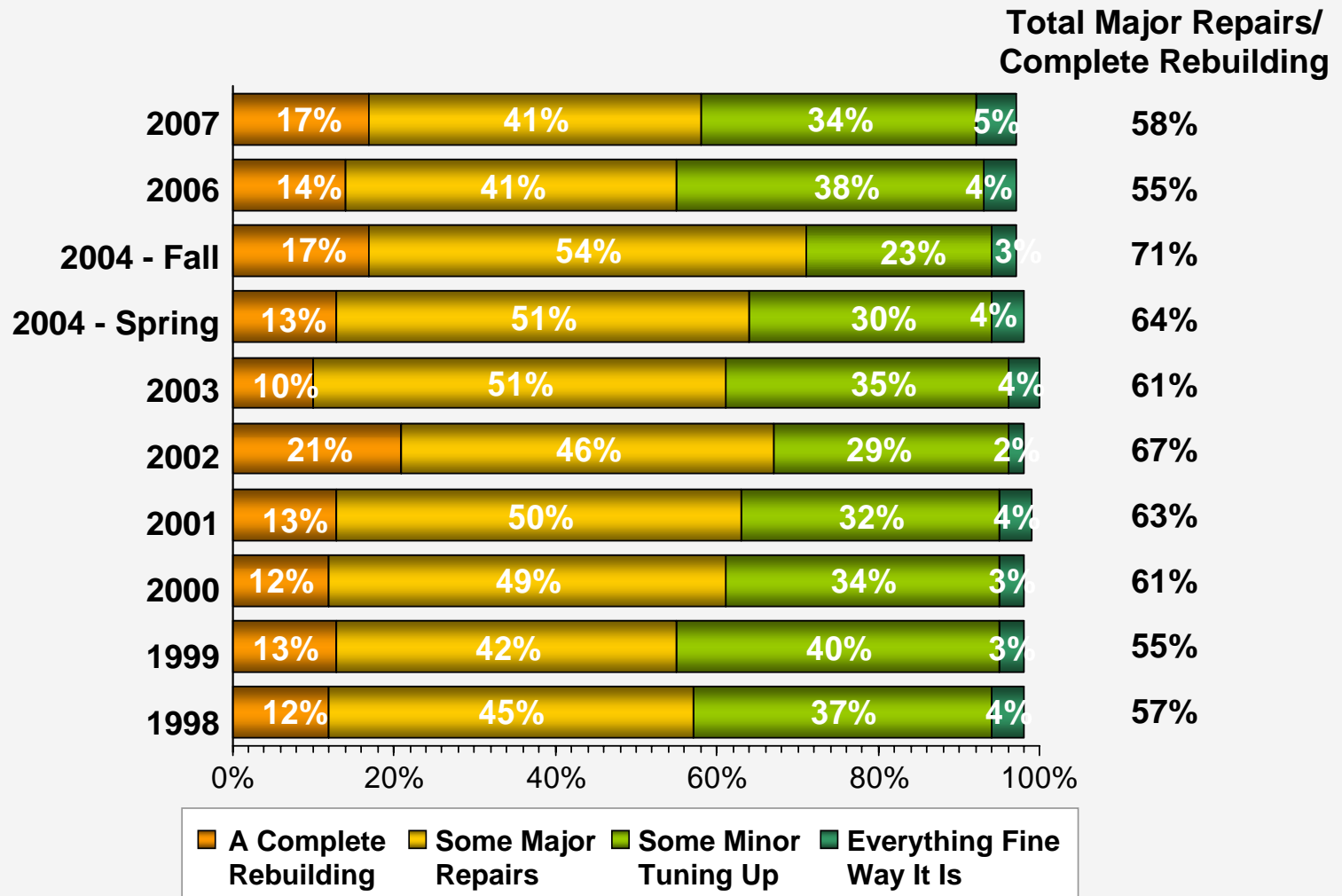


Q4. Over the next five years, do you believe that Canadians' access to timely, quality health care services will significantly improve, improve somewhat, worsen somewhat or significantly worsen?

Approach Required for Canada's Health Care System

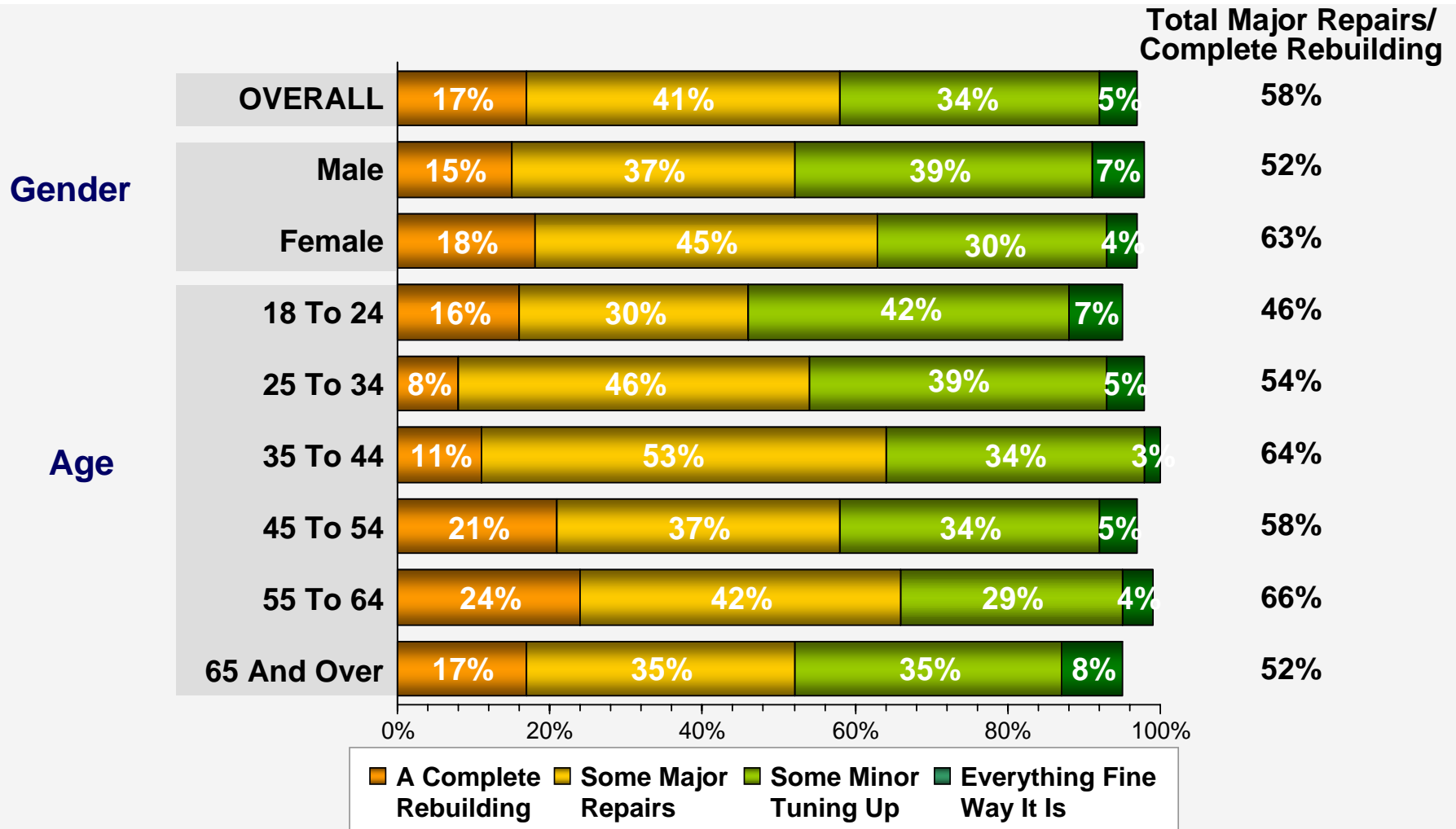
- **Canadians' views on the approach required for our health care system is similar to their views on this matter in 1998. Just over one third (34%) of the Canadian public feel that the health system merely needs *some minor tuning up*. However, 68% feel that the system needs either some fairly major repairs (41%) or *a complete rebuilding from the ground up* (17%);**
- **Canadians in Quebec (32%) are more likely than Canadians living elsewhere (12%) to believe the system needs *a complete rebuilding from the ground up*;**
- **More women (63%) than men (52%) feel that the Canadian health care system needs at least *some fairly major repairs*;**
- **Among health care providers, nurses (69%) are most likely to prescribe at least *some fairly major repairs* followed by managers/administrators (66%), doctors (62%) and pharmacists (52%);**
- **Health care providers in Quebec are significantly more likely to feel that the health care system needs *a complete rebuilding from the ground up* than health care providers in other provinces.**

Approach Required for Canada's Health Care System: Tracking



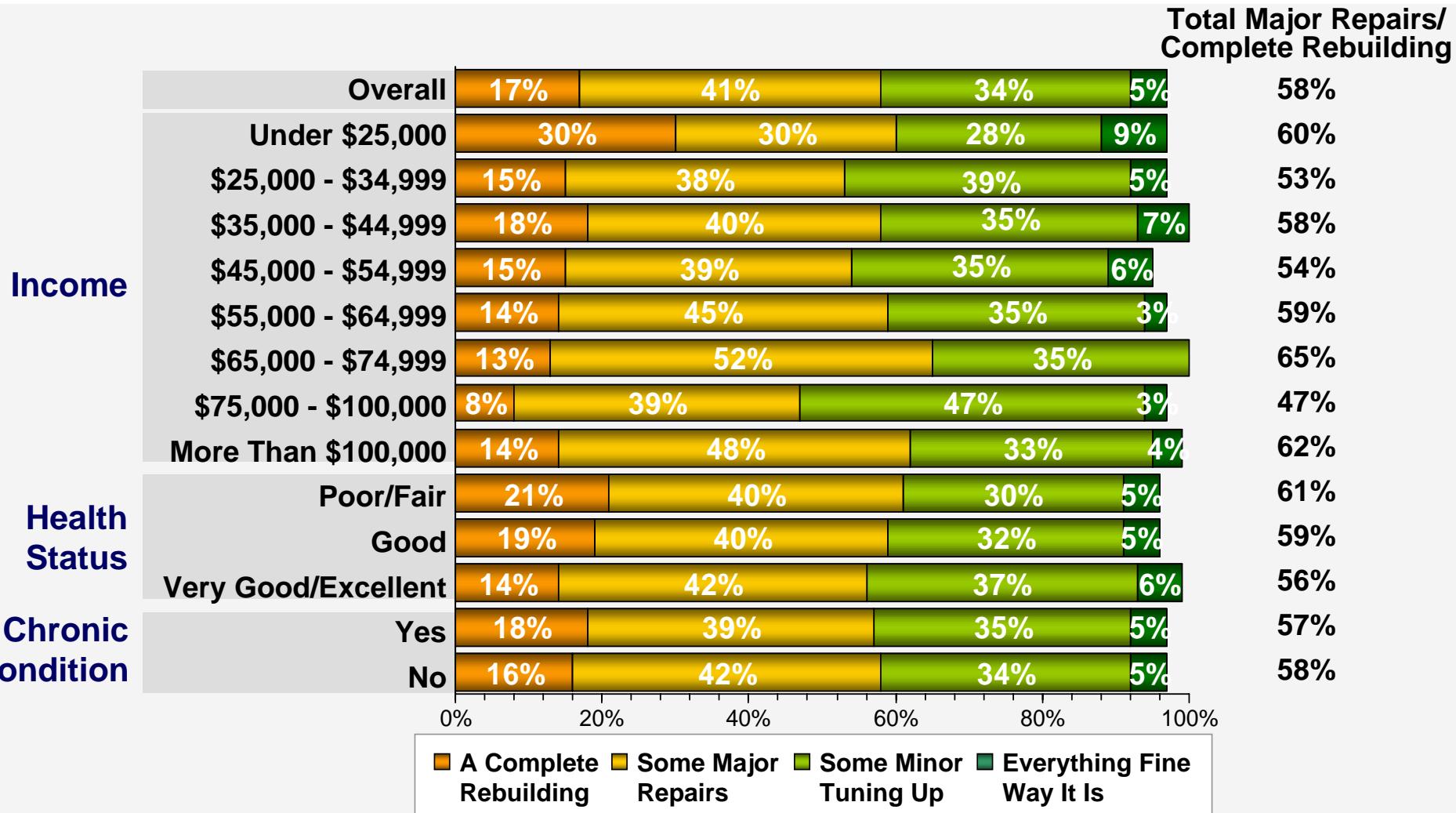
Q5. What approach would you say that Canada's health system requires at present – a complete rebuilding from the ground up, some fairly major repairs or some minor tuning up, or is everything fine the way it is? (ALTERNATE ORDER)

Approach Required for Canada's Health Care System, by Gender and Age



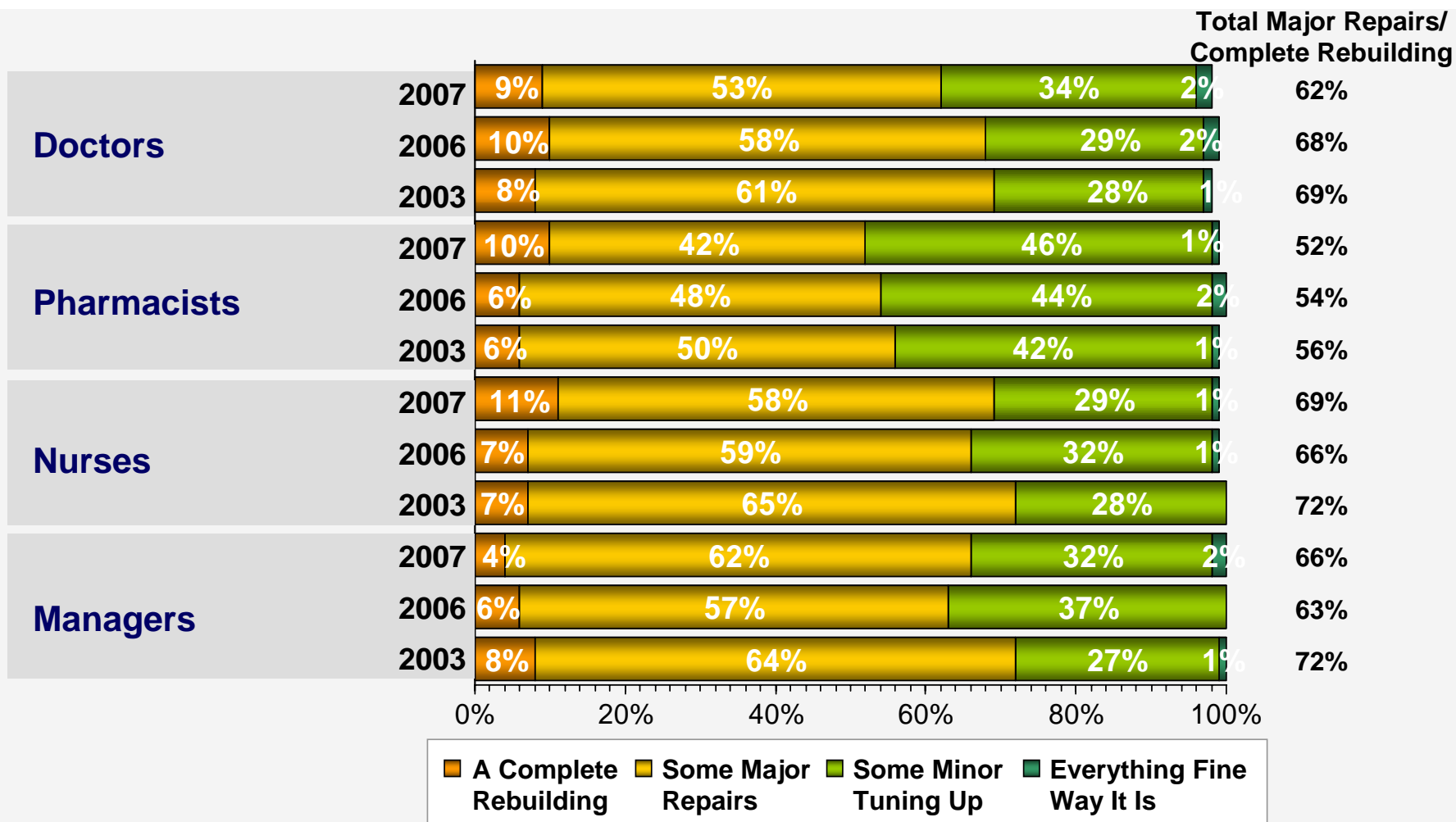
Q5. What approach would you say that Canada's health system requires at present – a complete rebuilding from the ground up, some fairly major repairs or some minor tuning up, or is everything fine the way it is? (ALTERNATE ORDER)

Approach Required for Canada's Health Care System, by Income, Health Status and Chronic Illness



Q5. 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)

Approach Required for Canada's Health Care System, by Provider Group: Tracking



Q5. 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)

Personal Values (Public Only)

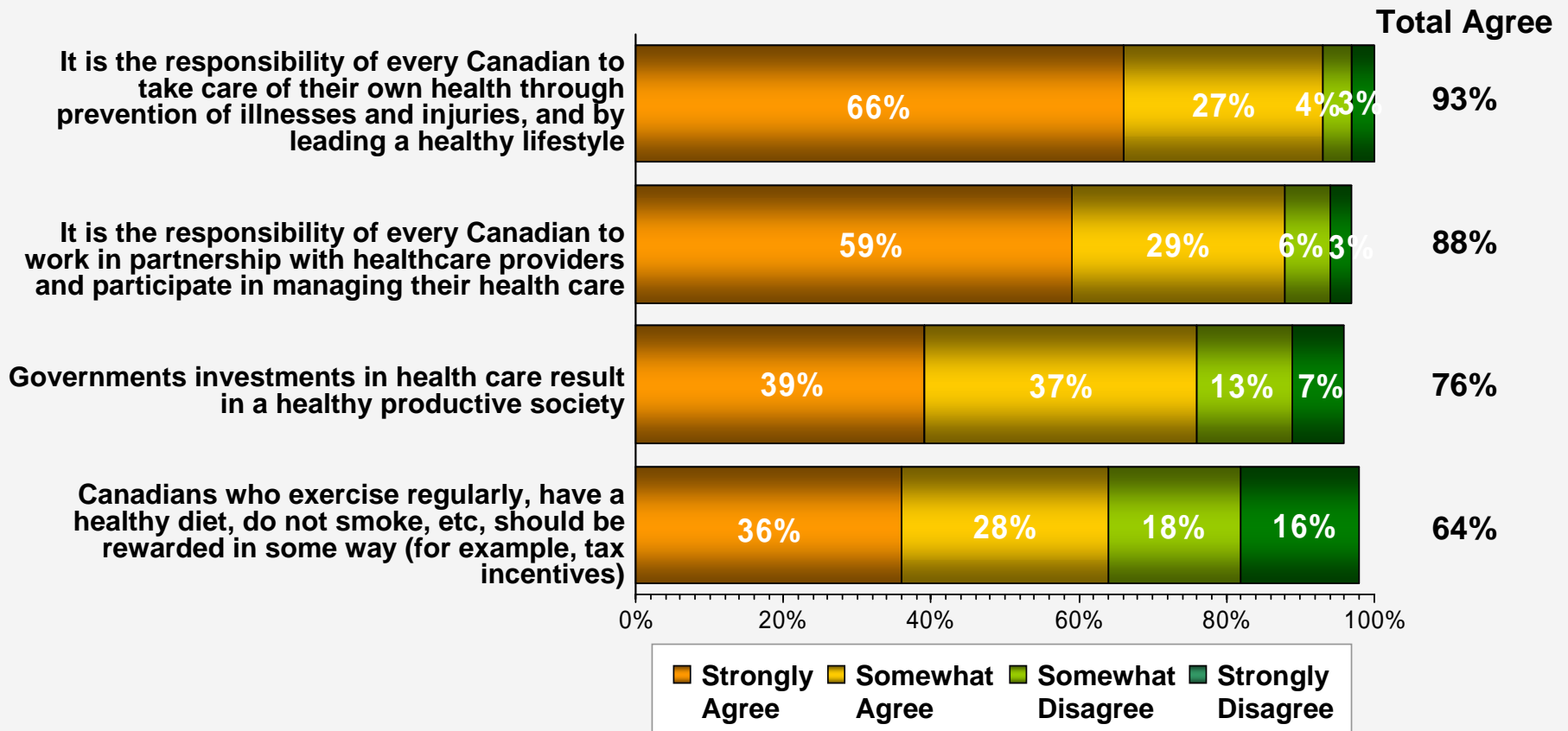
Personal Values

- **Over nine-in-ten (93%) Canadians agree that *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;***
- **More than eight-in-ten (88%) of Canadians agree that *it is the responsibility of every Canadian to work in partnership with healthcare providers and participate in managing their health care;***
- **Canadians in Quebec (77%) are less likely to agree that *it is an individual's responsibility to work in partnership with healthcare providers and participate in managing their care* compared with Canadians living in other provinces (91%).**

Personal Values (cont'd)

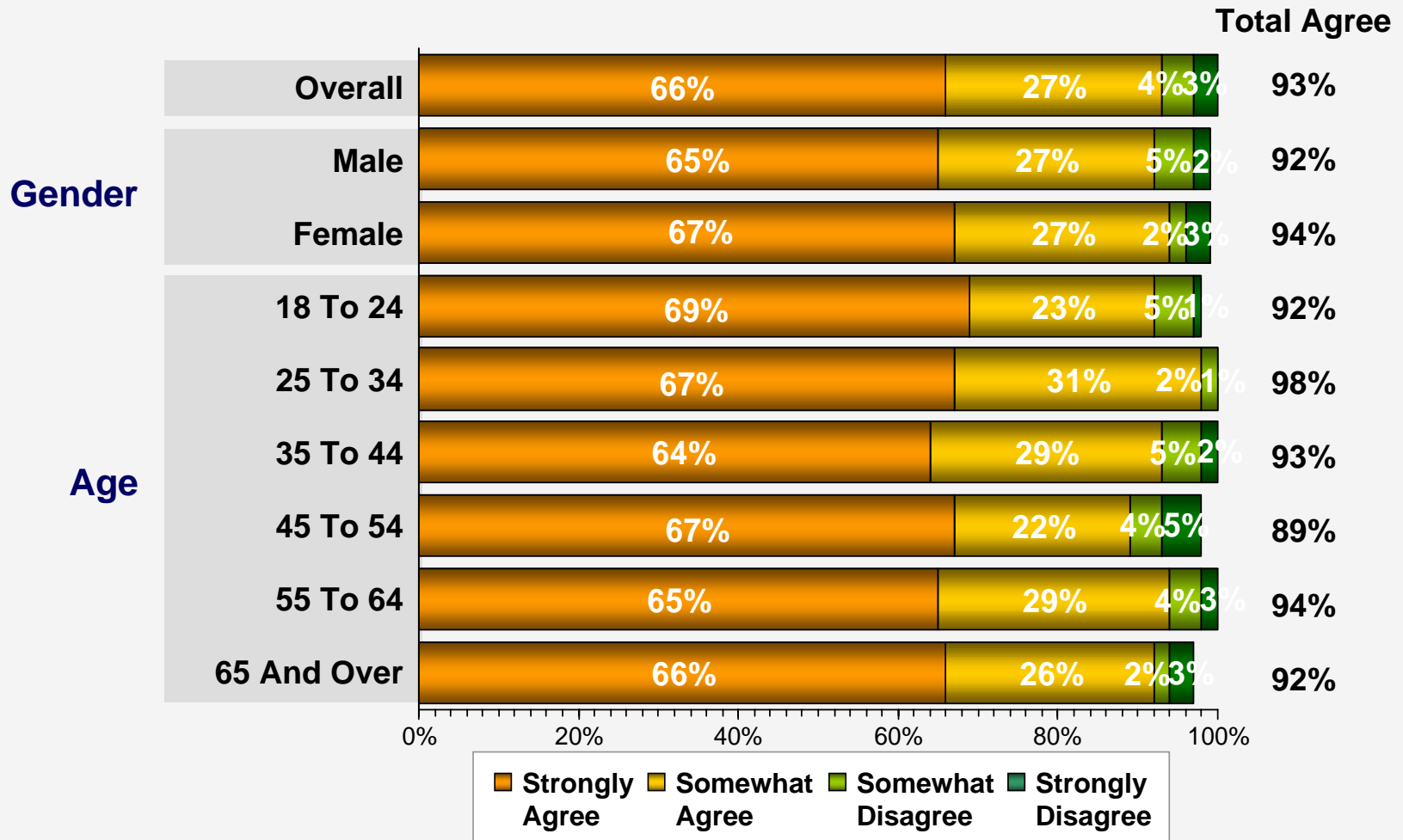
- **Almost two-thirds (64%) of the public agree that *Canadians who exercise regularly, have a healthy diet, do not smoke, etc, should be rewarded in some way*;**
- **Agreement that Canadians should be rewarded for leading a healthy lifestyle is inversely related to self-reported health status. Just over half (56%) of Canadians who describe their health status as poor or fair agree compared with 61% of those who rate their health status as good and 67% of Canadians who rate their health status as excellent;**
- **Just over three-quarters (76%) of Canadians agree that *government investments in health care result in a healthy, productive society*;**
- **Canadians in Quebec (64%) are less likely than Canadians in other provinces (80%) to believe there is a link between government investments in health care and the health and productivity of society.**

Personal Values and Responsibility



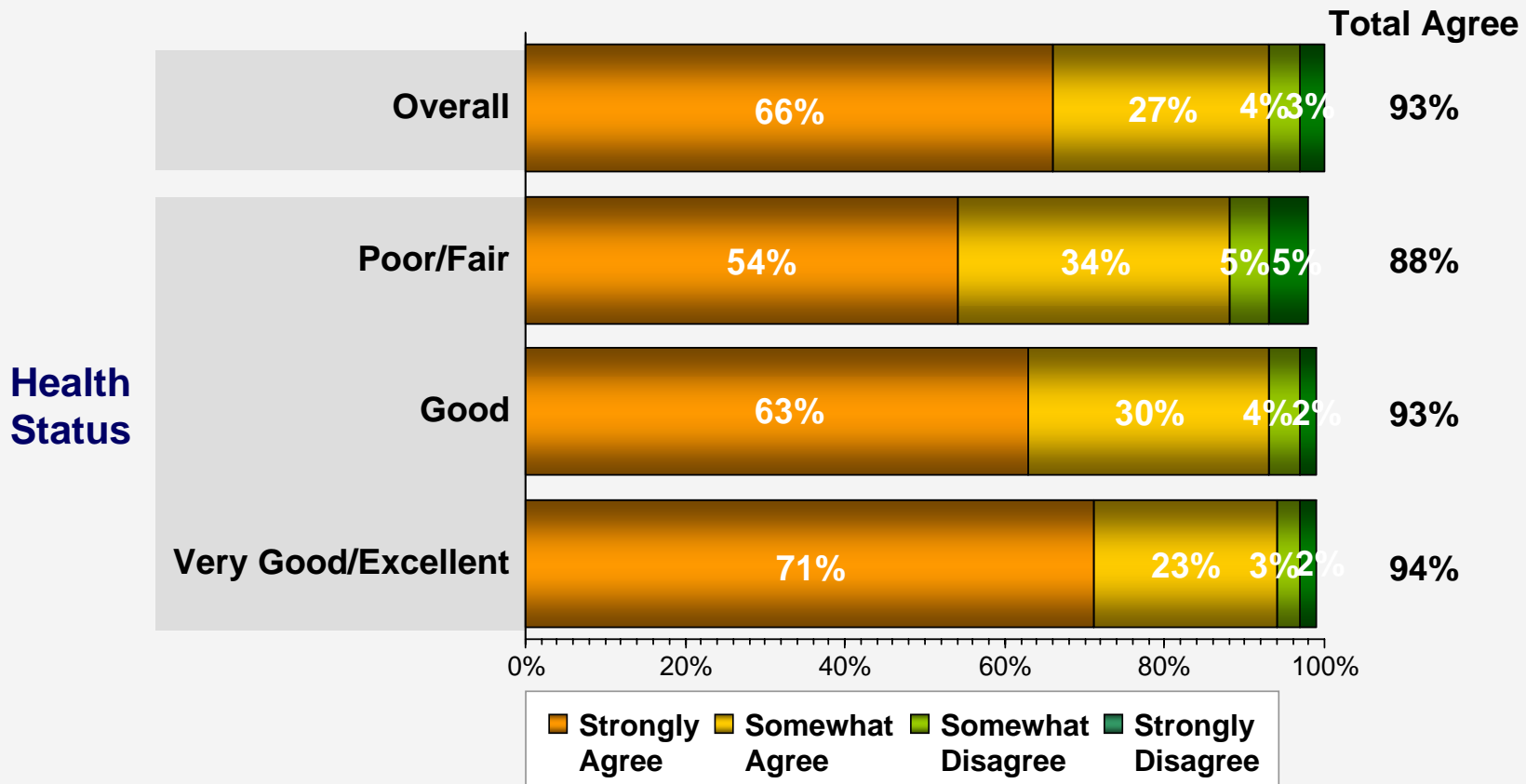
Q6-9. For each of the following statements, please indicate to what extent you agree or disagree with the following statements? Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree? (ROTATE)

Personal Health and Disease Prevention, by Gender and Age



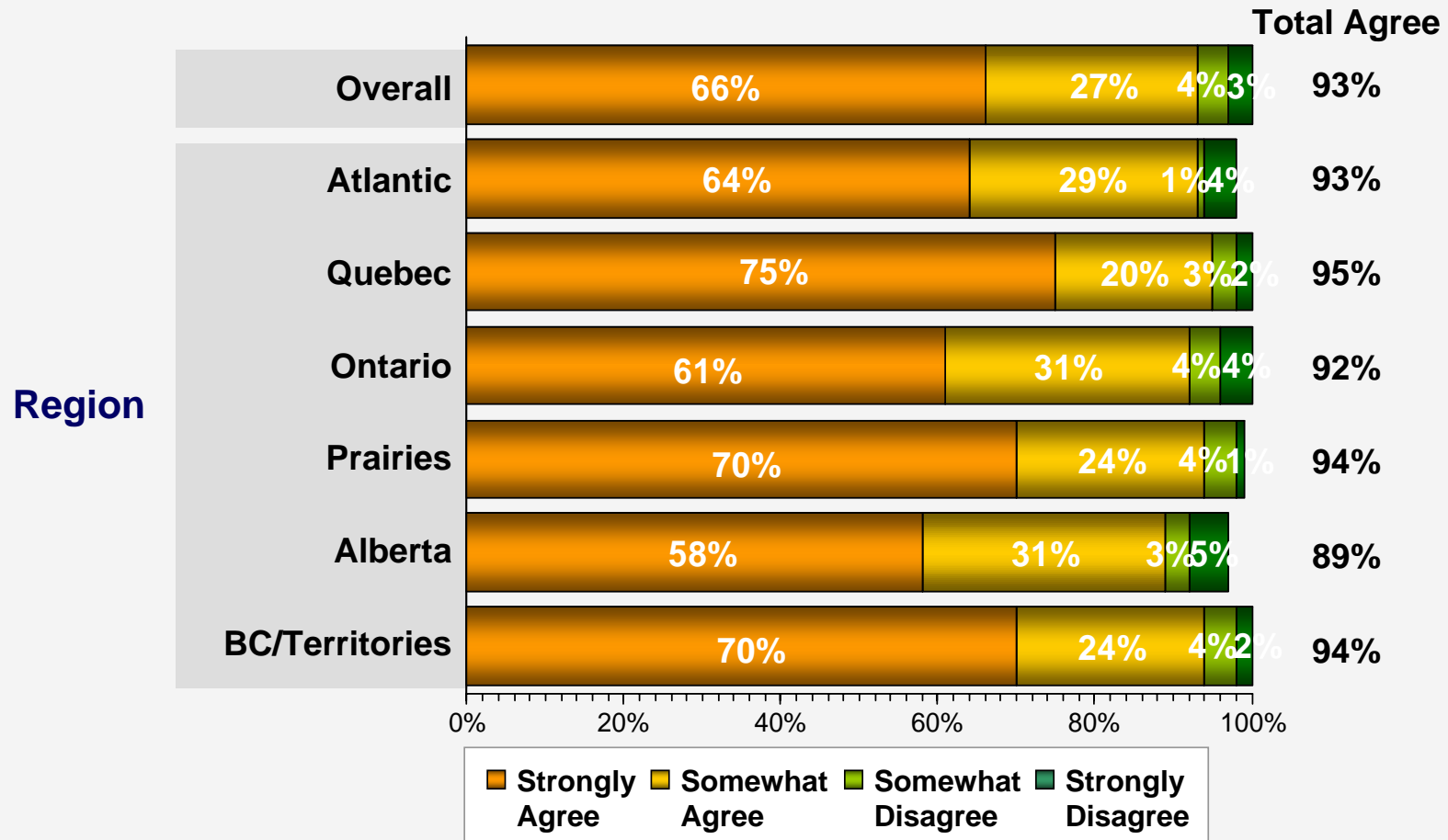
Q6. For each of the following statements, please indicate to what extent you agree or disagree with the following statements? Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree? (ROTATE)
 It is the responsibility of every Canadian to take care of their own health through prevention of illnesses and injuries, and by leading a healthy lifestyle.

Personal Health and Disease Prevention, by Health Status



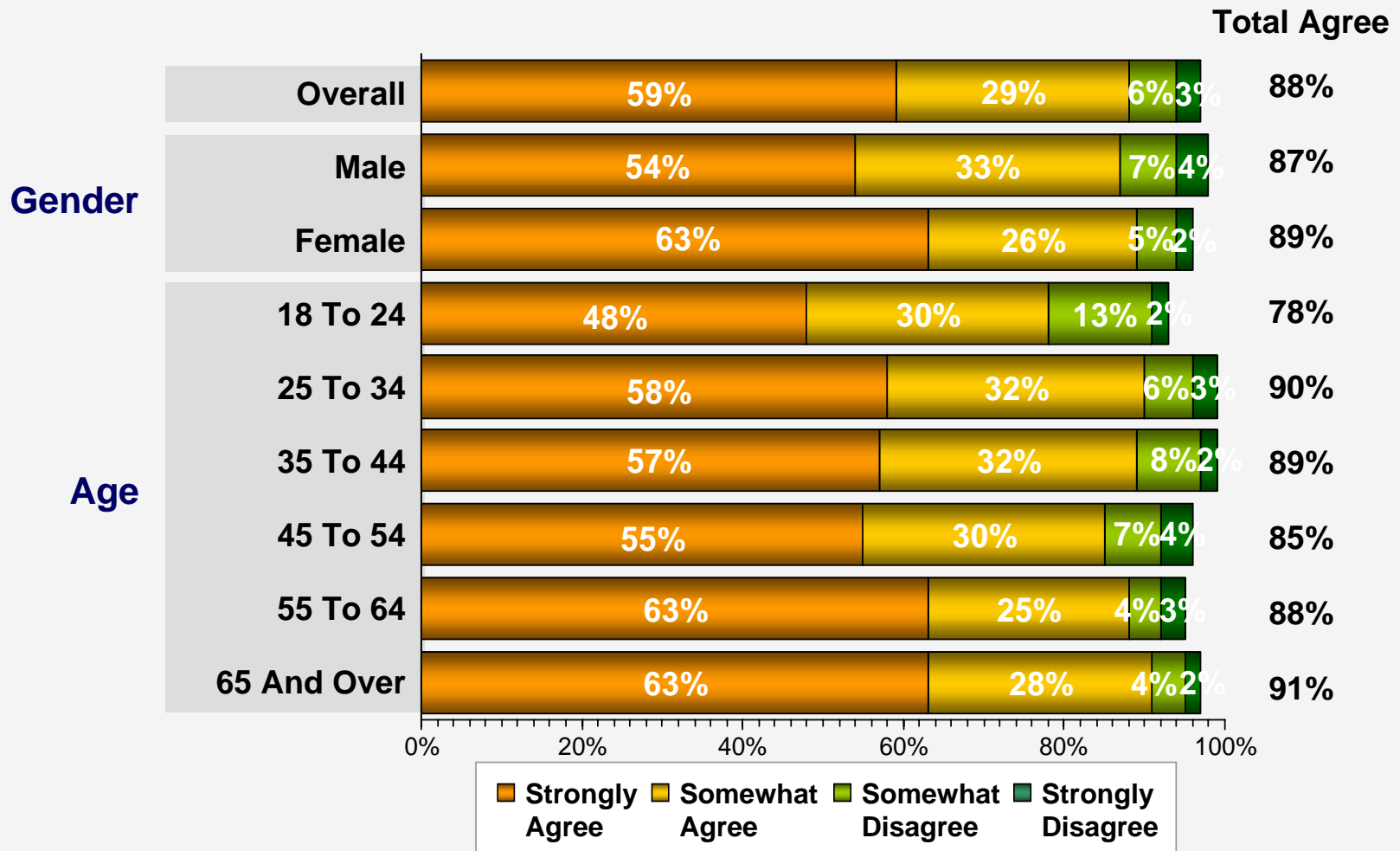
Q6. For each of the following statements, please indicate to what extent you agree or disagree with the following statements? Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree? (ROTATE)
 It is the responsibility of every Canadian to take care of their own health through prevention of illnesses and injuries, and by leading a healthy lifestyle.

Personal Health and Disease Prevention, by Region



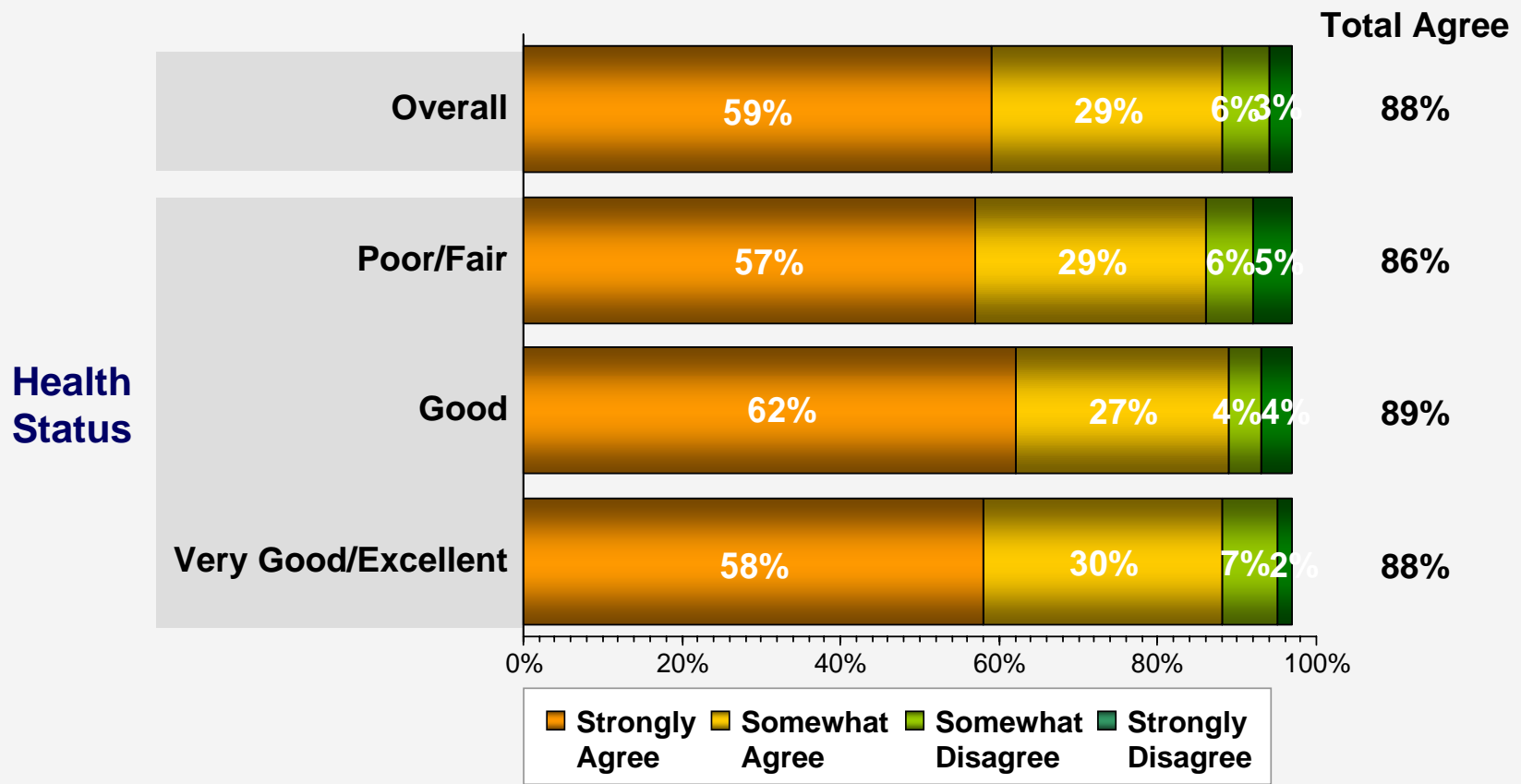
Q6. For each of the following statements, please indicate to what extent you agree or disagree with the following statements? Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree? (ROTATE)
 It is the responsibility of every Canadian to take care of their own health through prevention of illnesses and injuries, and by leading a healthy lifestyle.

Healthcare Partnership Between Canadians and Health Care Providers, by Gender and Age



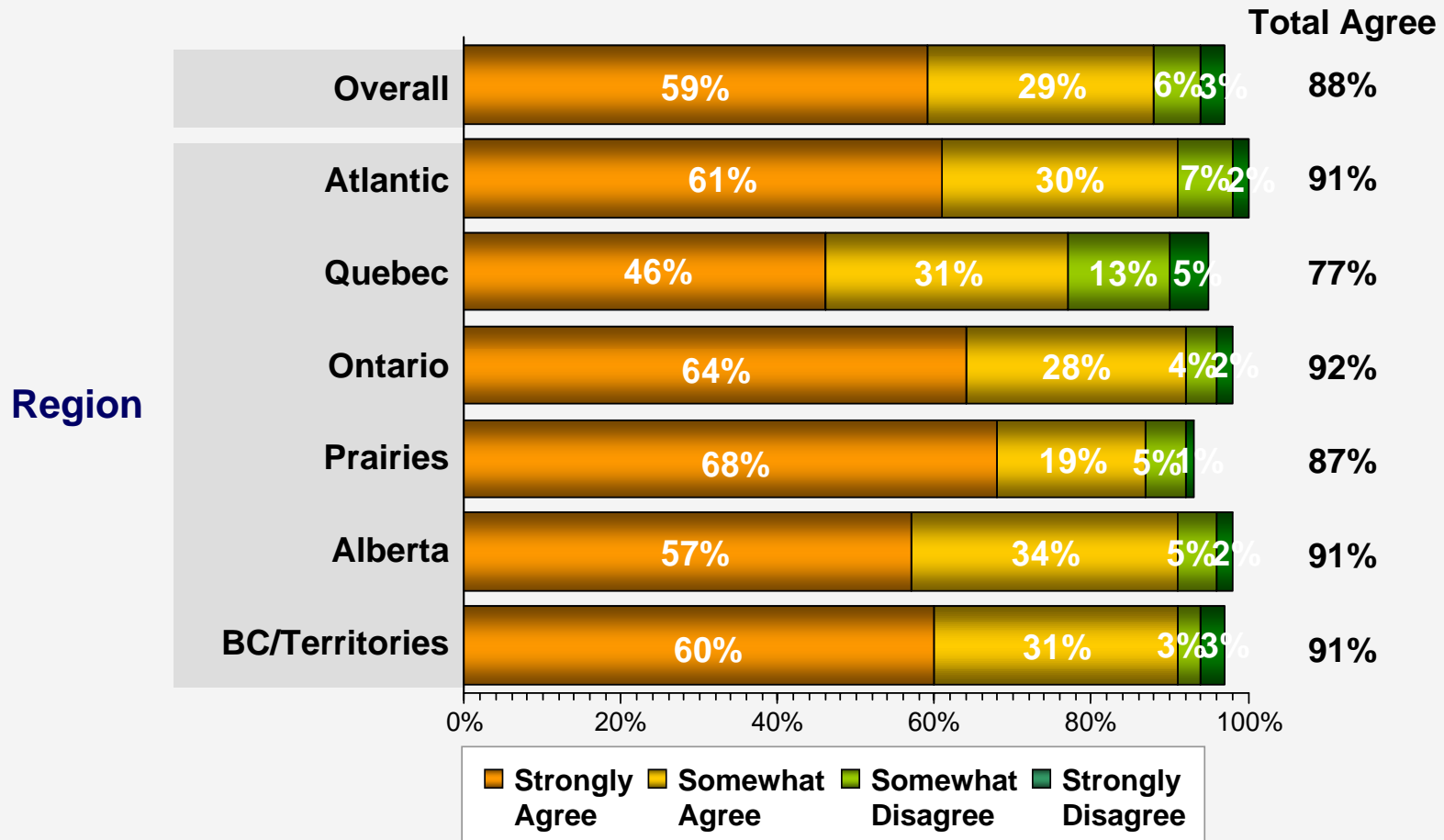
Q7. For each of the following statements, please indicate to what extent you agree or disagree with the following statements? Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree? (ROTATE)
 It is the responsibility of every Canadian to work in partnership with healthcare providers and participate in managing their health care.

Healthcare Partnership Between Canadians and Health Care Providers, by Health Status



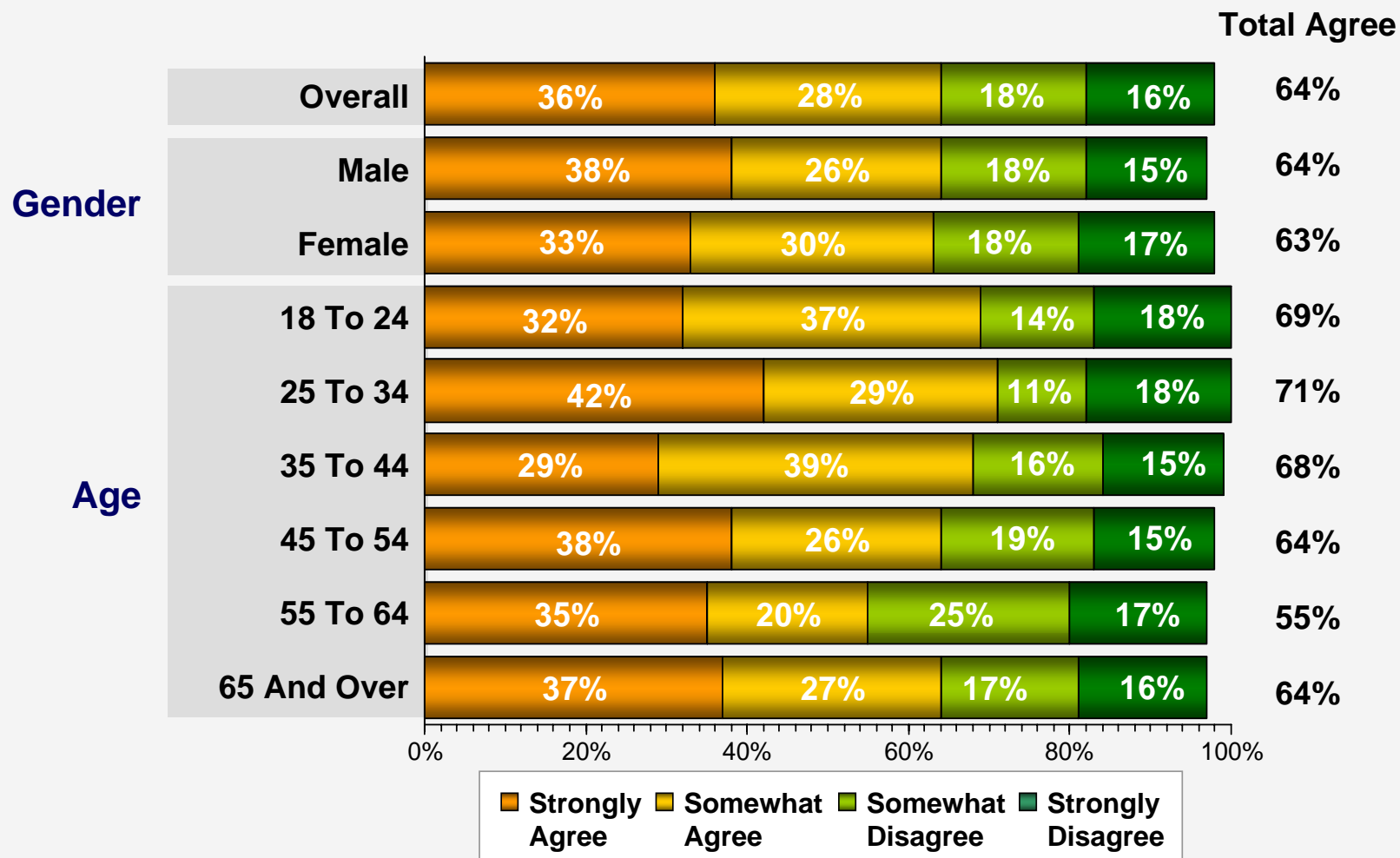
Q7. For each of the following statements, please indicate to what extent you agree or disagree with the following statements? Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree? (ROTATE)
 It is the responsibility of every Canadian to work in partnership with healthcare providers and participate in managing their health care.

Healthcare Partnership Between Canadians and Health Care Providers, by Region



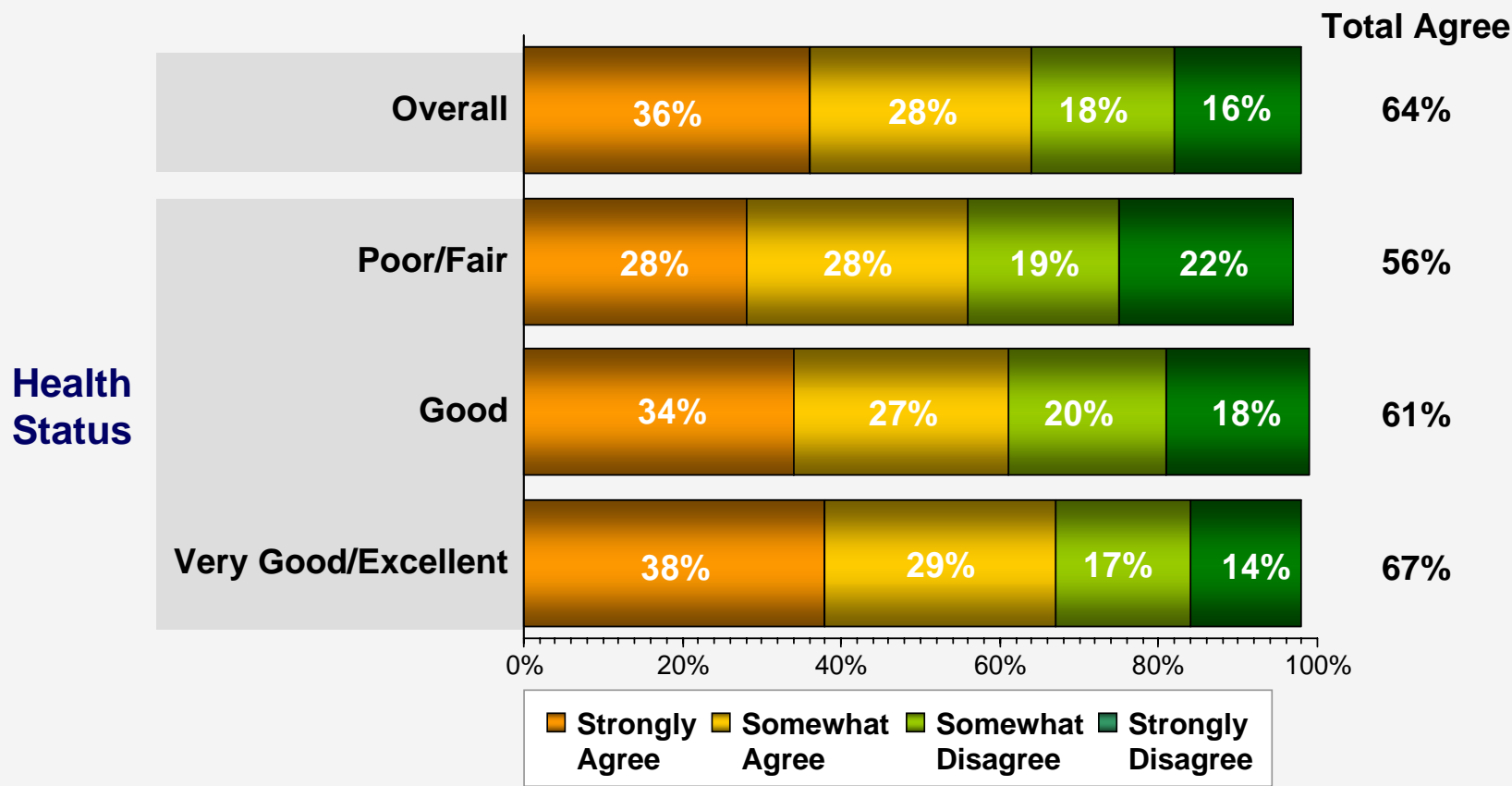
Q7. For each of the following statements, please indicate to what extent you agree or disagree with the following statements? Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree? (ROTATE)
 It is the responsibility of every Canadian to work in partnership with healthcare providers and participate in managing their health care.

Rewards for Healthy Living, by Gender and Age



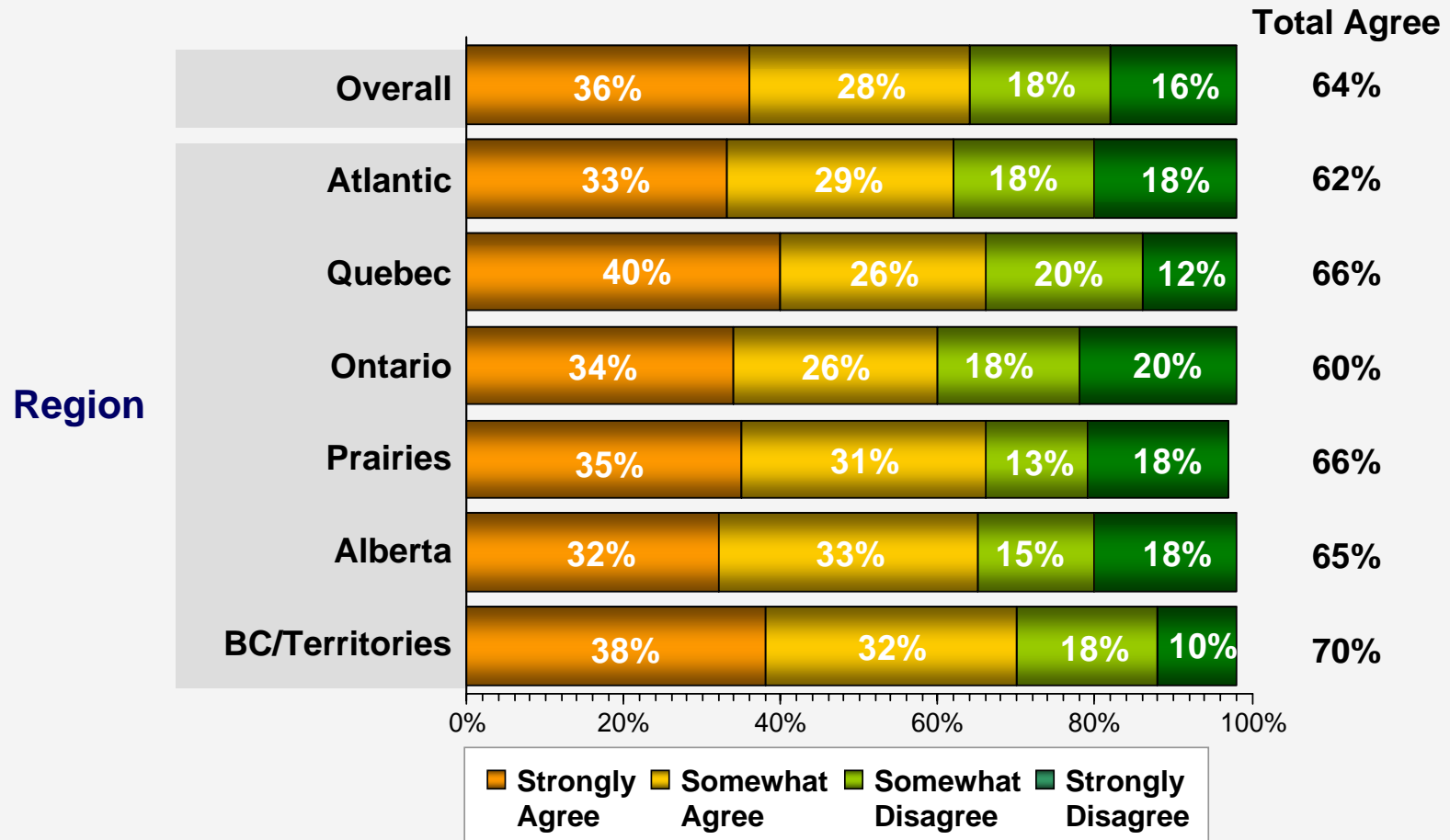
Q8. For each of the following statements, please indicate to what extent you agree or disagree with the following statements? Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree? (ROTATE)
 Canadians who exercise regularly, have a healthy diet, do not smoke, etc, should be rewarded in some way (for example, tax incentives).

Rewards for Healthy Living, by Health Status



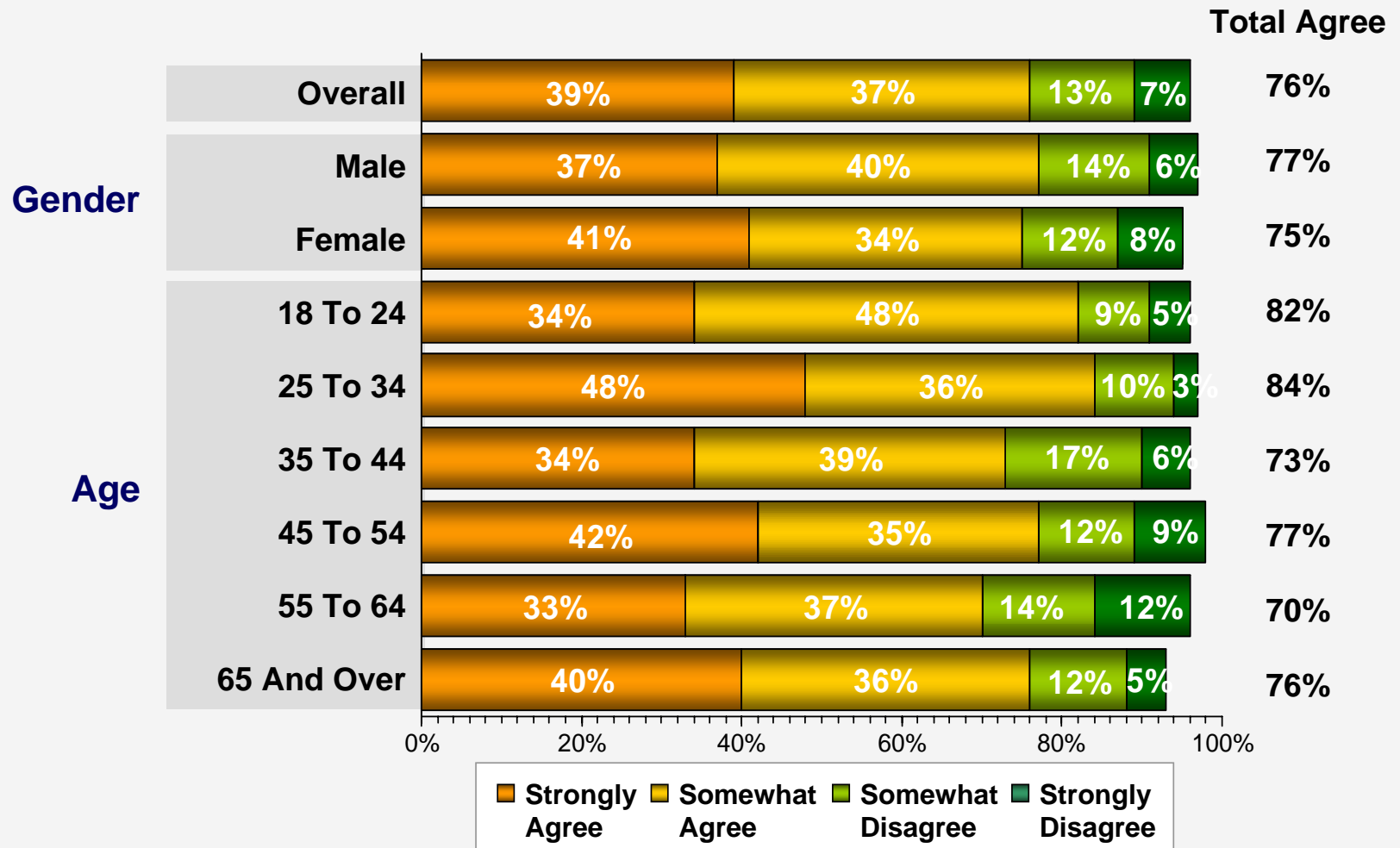
Q8. For each of the following statements, please indicate to what extent you agree or disagree with the following statements? Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree? (ROTATE)
 Canadians who exercise regularly, have a healthy diet, do not smoke, etc, should be rewarded in some way (for example, tax incentives).

Rewards for Healthy Living, by Region



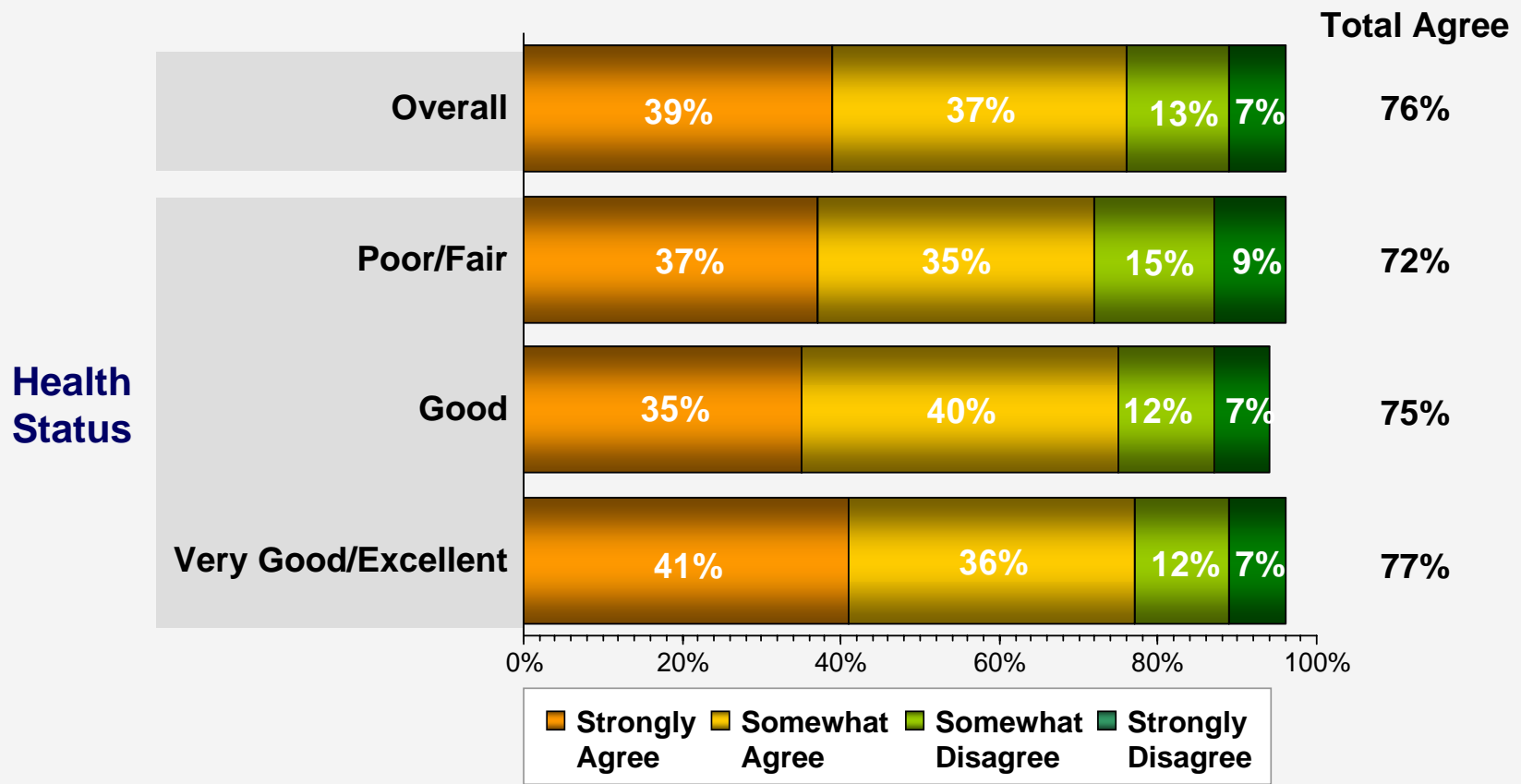
Q8. For each of the following statements, please indicate to what extent you agree or disagree with the following statements? Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree? (ROTATE)
 Canadians who exercise regularly, have a healthy diet, do not smoke, etc, should be rewarded in some way (for example, tax incentives).

Government Investments in Health Care Result in a Productive Society, by Gender and Age



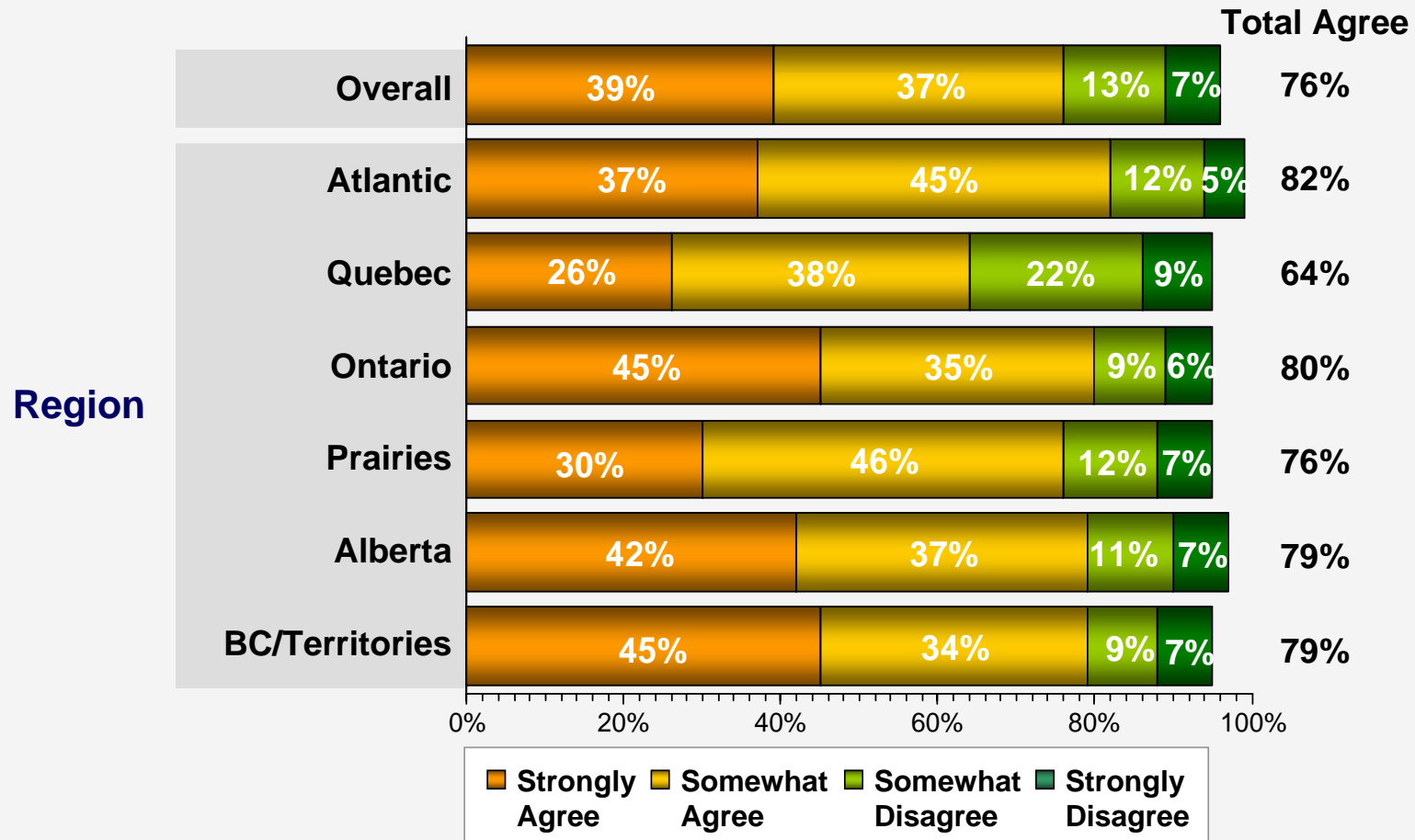
Q9. For each of the following statements, please indicate to what extent you agree or disagree with the following statements? Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree? (ROTATE)
 Governments investments in health care result in a healthy productive society.

Government Investments in Health Care Result in a Productive Society, by Health Status



Q9. 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)
 Governments investments in health care result in a healthy productive society.

Government Investments in Health Care Result in a Productive Society, by Region



Q9. 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)
 Governments investments in health care result in a healthy productive society.

Health and the Environment

Health and the Environment

- **Canadians see *air and water pollution* as the greatest threats to their future health;**
- **Canadians with a poor or fair self-reported health status (76%) are most likely to see the health threat from *water pollution* as becoming more severe compared with those who rate their health as either good (66%) or excellent (63%);**
- **Residents of Quebec are more likely than residents of other provinces to believe that the health impact of *increased greenhouse gases* (69% and 59%, respectively) and *recalled manufactured products* (47% and 39%, respectively) will become more severe over the next few years;**
- **The most common ways Canadians try to do their part to improve the environment include: recycling household waste (87%), using reusable bags and storage containers (79%), reducing the use of air conditioning and heating (73%), buying more energy efficient appliances (71%), driving smaller/more fuel efficient vehicles (56%), composting organic matter (44%) and using public transport (43%).**

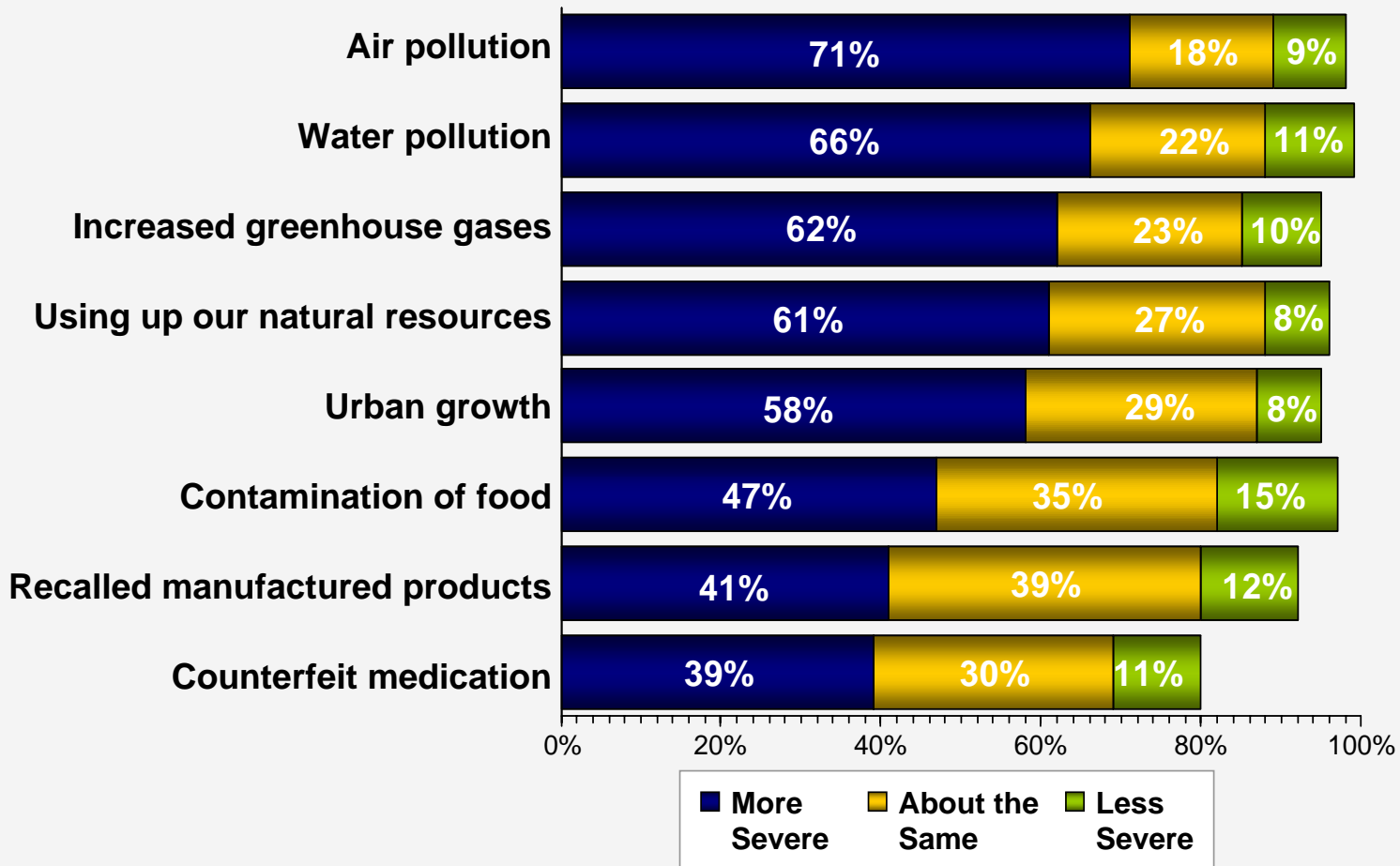
Health and the Environment (cont'd)

- ***Water pollution*** is a greater concern to pharmacists (70%) and nurses (75%) compared with doctors (58%) and managers/ administrators (57%);
- Managers/administrators are less likely than the other health care provider groups to believe that the health impact from *contaminated food* or *counterfeit medication* is likely to become more severe over the next few years;
- Pharmacists in rural areas are less likely than those in urban areas to believe the health impact from the various sources mentioned will become more severe;
- Nurses living in Quebec are more likely to believe that the health effects from most of the sources mentioned is going to become more severe compared with nurses in other provinces.

Health and the Environment (cont'd)

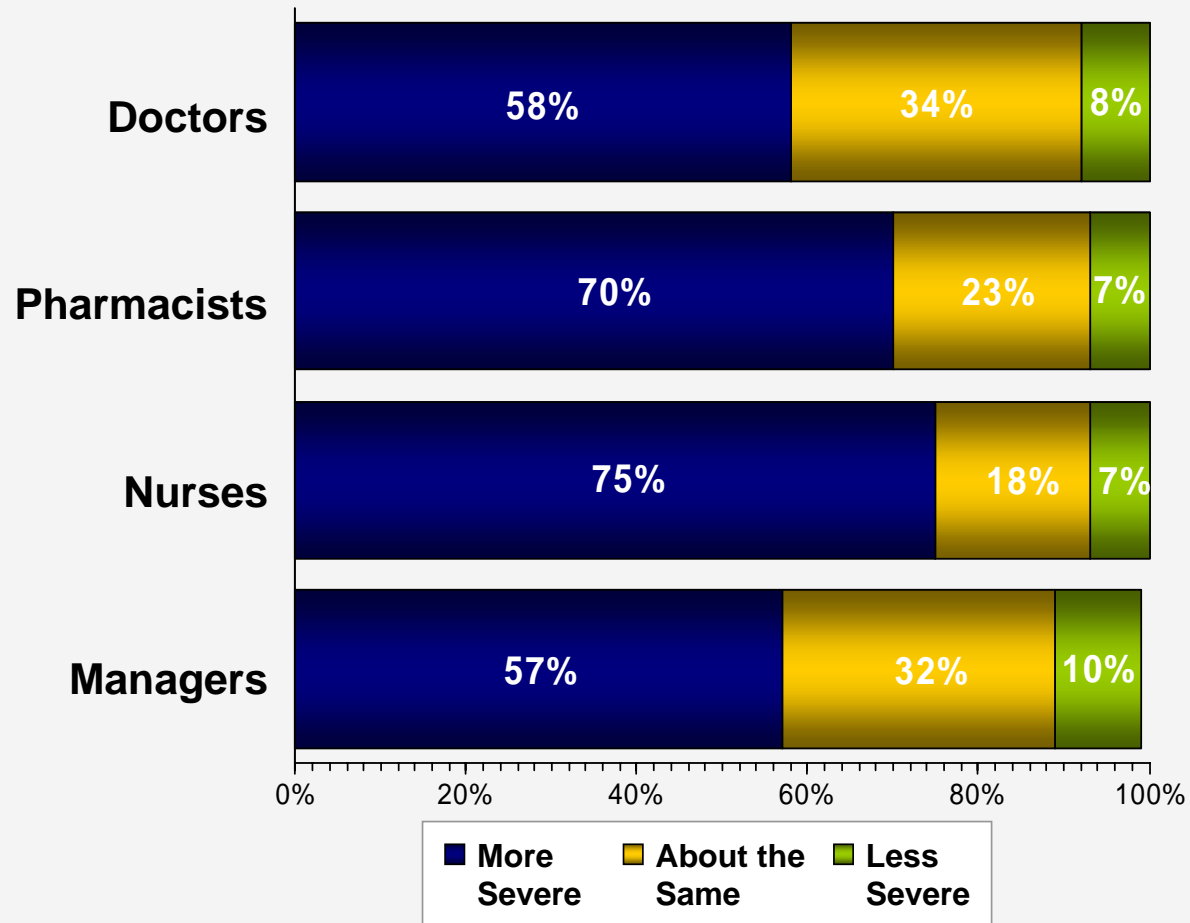
- Pharmacists in Quebec are more likely to believe that the health effects from *water pollution* (77%), *using up natural resources* (70%), *increased greenhouse gases* (77%), *counterfeit medication* (64%) and *recalled manufactured products* (47%) are going to become more severe than pharmacists in other regions (68%, 63%, 66%, 44% and 37%, respectively);
- Pharmacists in Quebec are less likely to believe that the health effects from *contaminated food* (32%) and *urban growth* (62%) will become more severe compared with pharmacists in other provinces (42% and 70%, respectively);
- Doctors in Quebec are more likely to believe that the health effects from *water pollution* (63%), and *recalled manufactured products* (46%) are going to become more severe than doctors in other regions (56% and 38%, respectively);
- Doctors in Quebec are less likely to believe that the health effects from *air pollution* (63%) will become more severe compared with doctors in other provinces (71%) .

Canadian Public's Views on the Future Negative Health Impact From Specific Sources



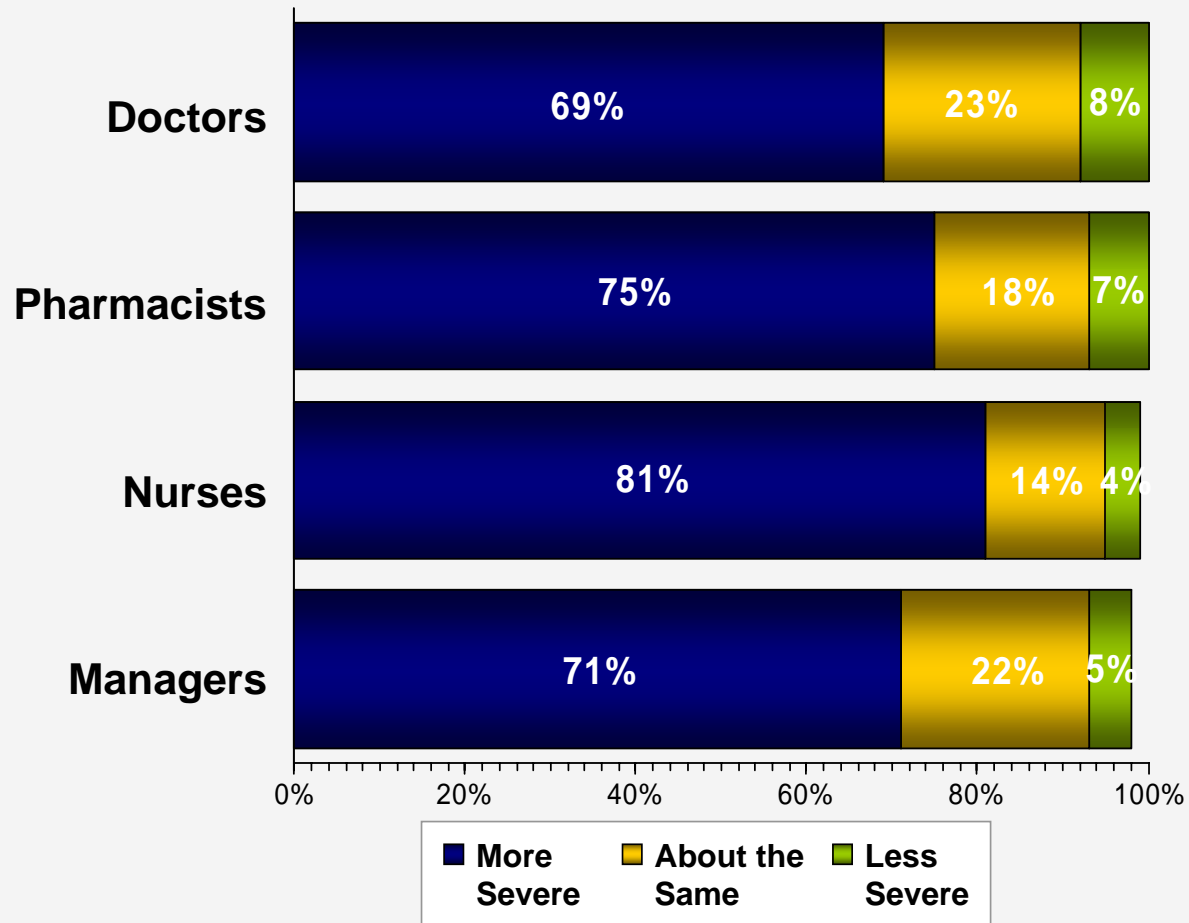
Q10. Do you believe that the negative health impact from the following sources will become more severe, less severe or about the same over the next few years?

Future Negative Health Impact From Water Pollution, by Provider Group



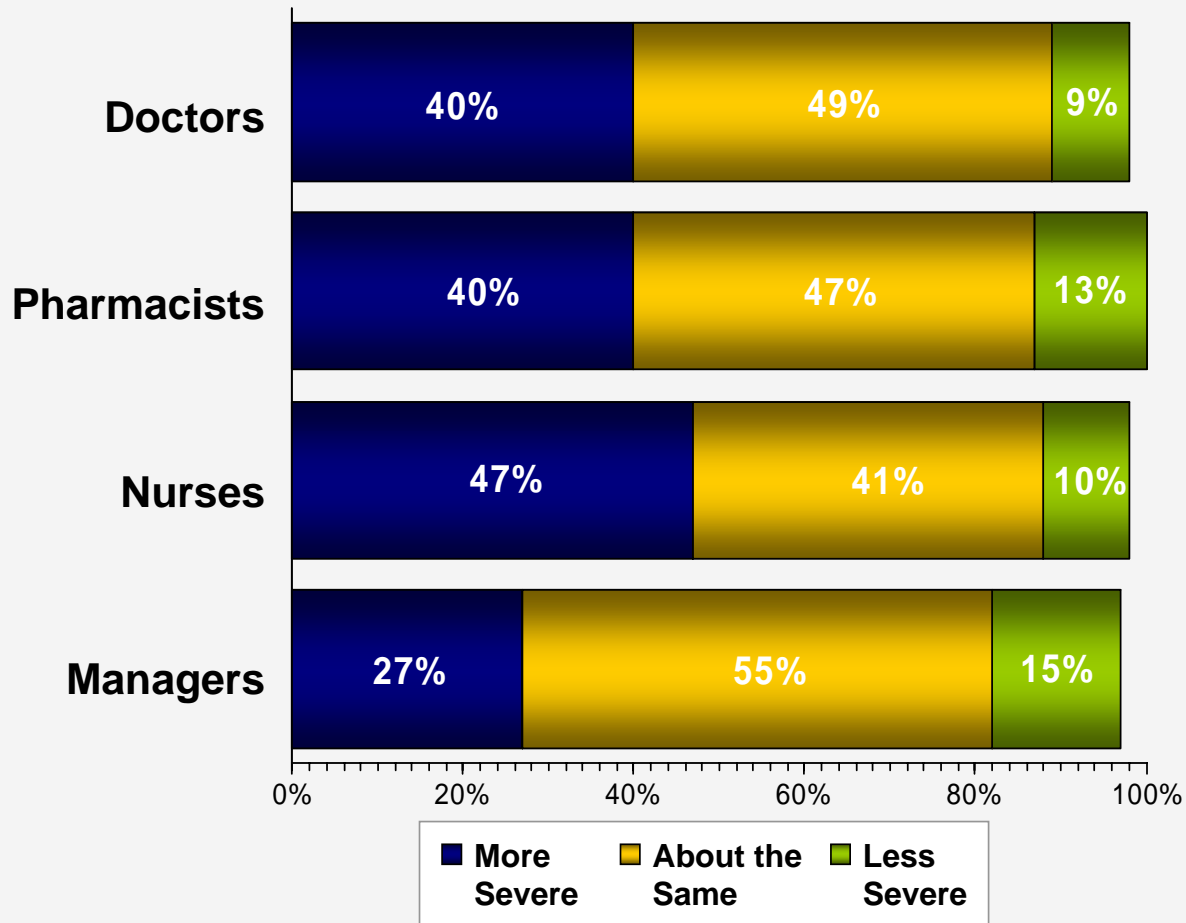
Q6. Do you believe that the negative health impact from the following sources will become more severe, less severe or about the same over the next few years? Water pollution.

Future Negative Health Impact From Air Pollution, by Provider Group



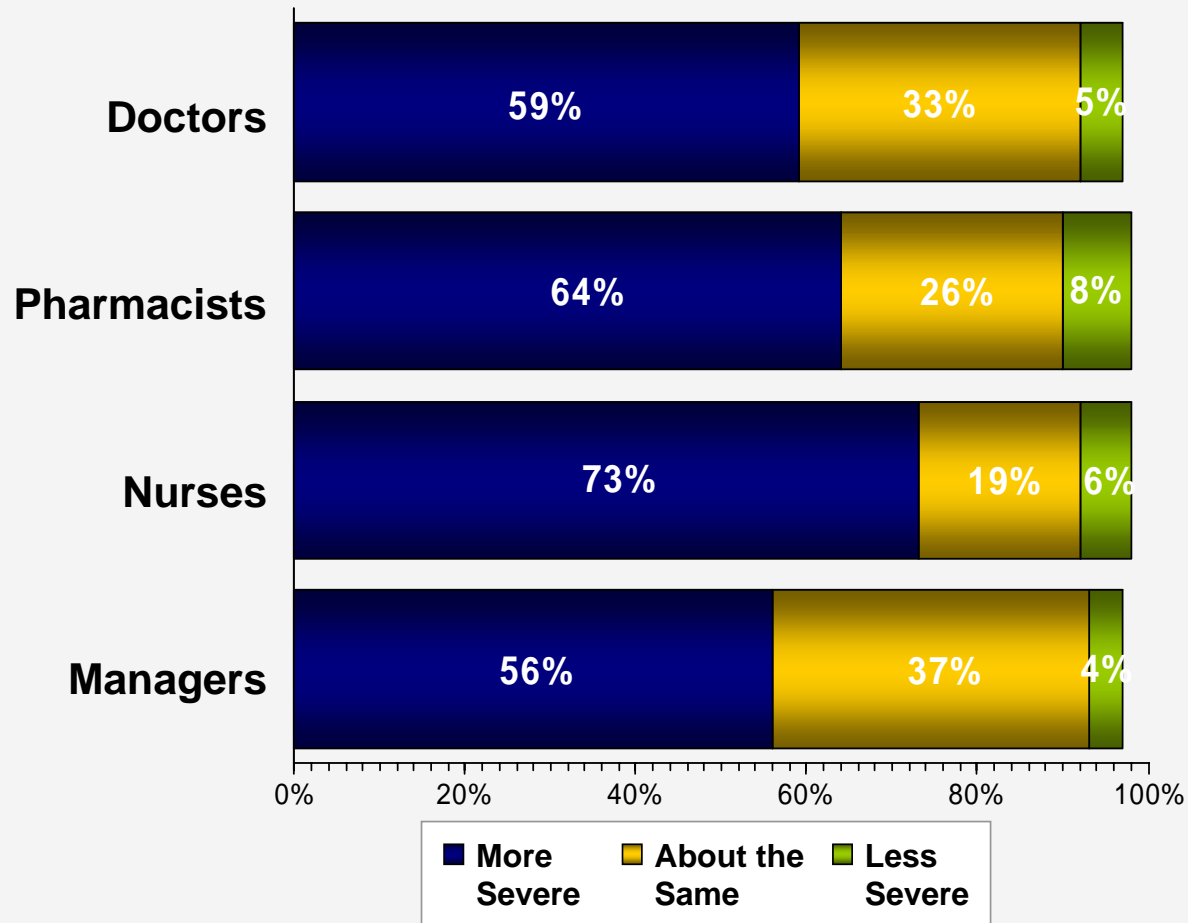
Q6. Do you believe that the negative health impact from the following sources will become more severe, less severe or about the same over the next few years? Air pollution.

Future Negative Health Impact From Contaminated Food, by Provider Group



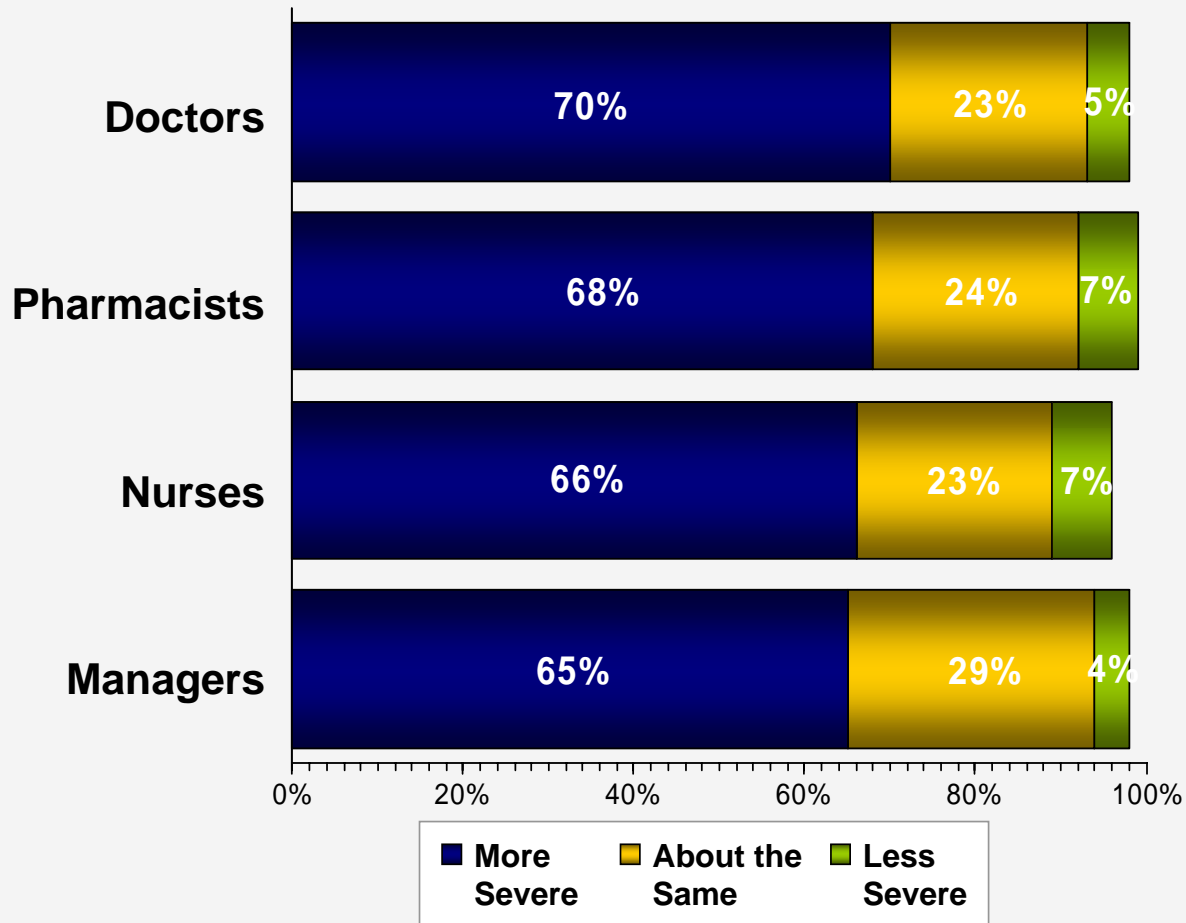
Q6. Do you believe that the negative health impact from the following sources will become more severe, less severe or about the same over the next few years? Contamination of food.

Future Negative Health Impact From Depletion of Natural Resources, by Provider Group



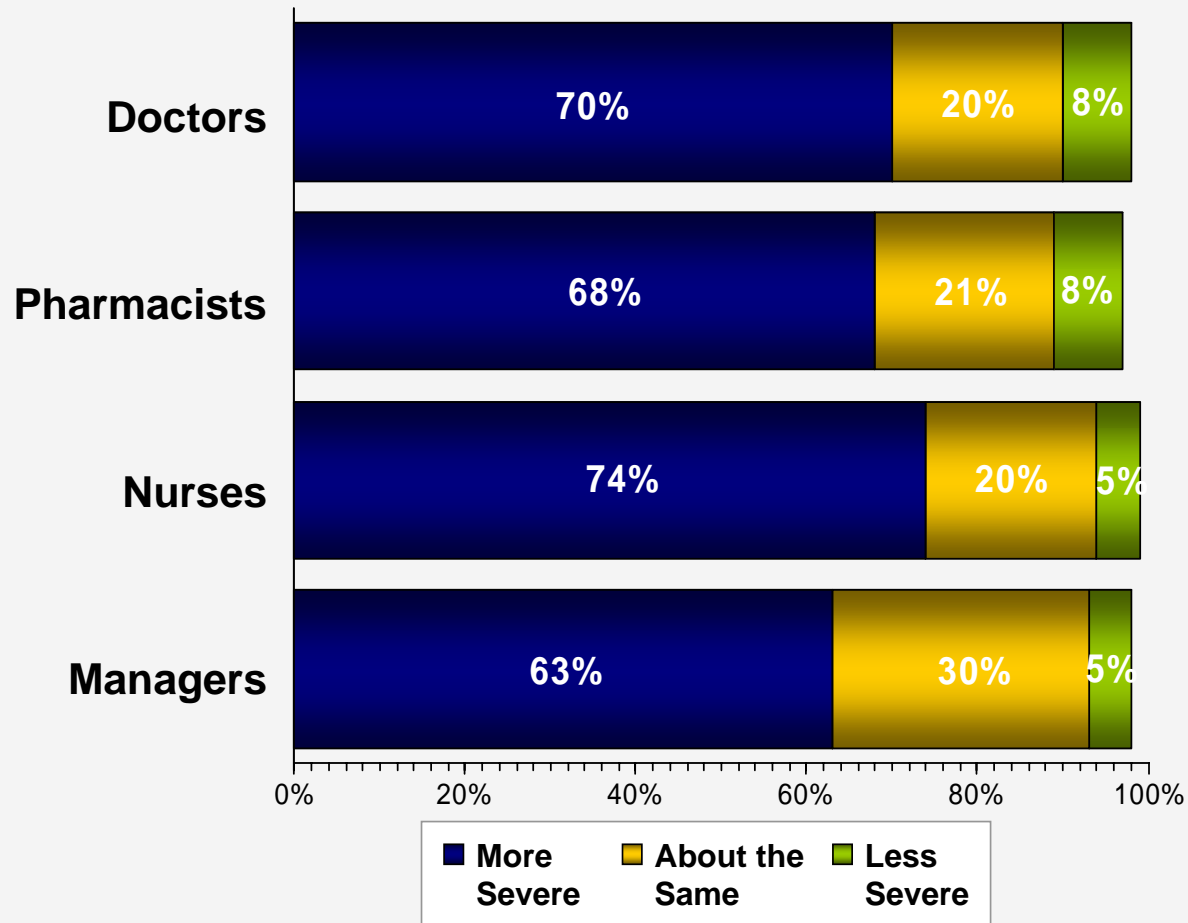
Q6. Do you believe that the negative health impact from the following sources will become more severe, less severe or about the same over the next few years? Using up our natural resources.

Future Negative Health Impact From Urban Growth, by Provider Group



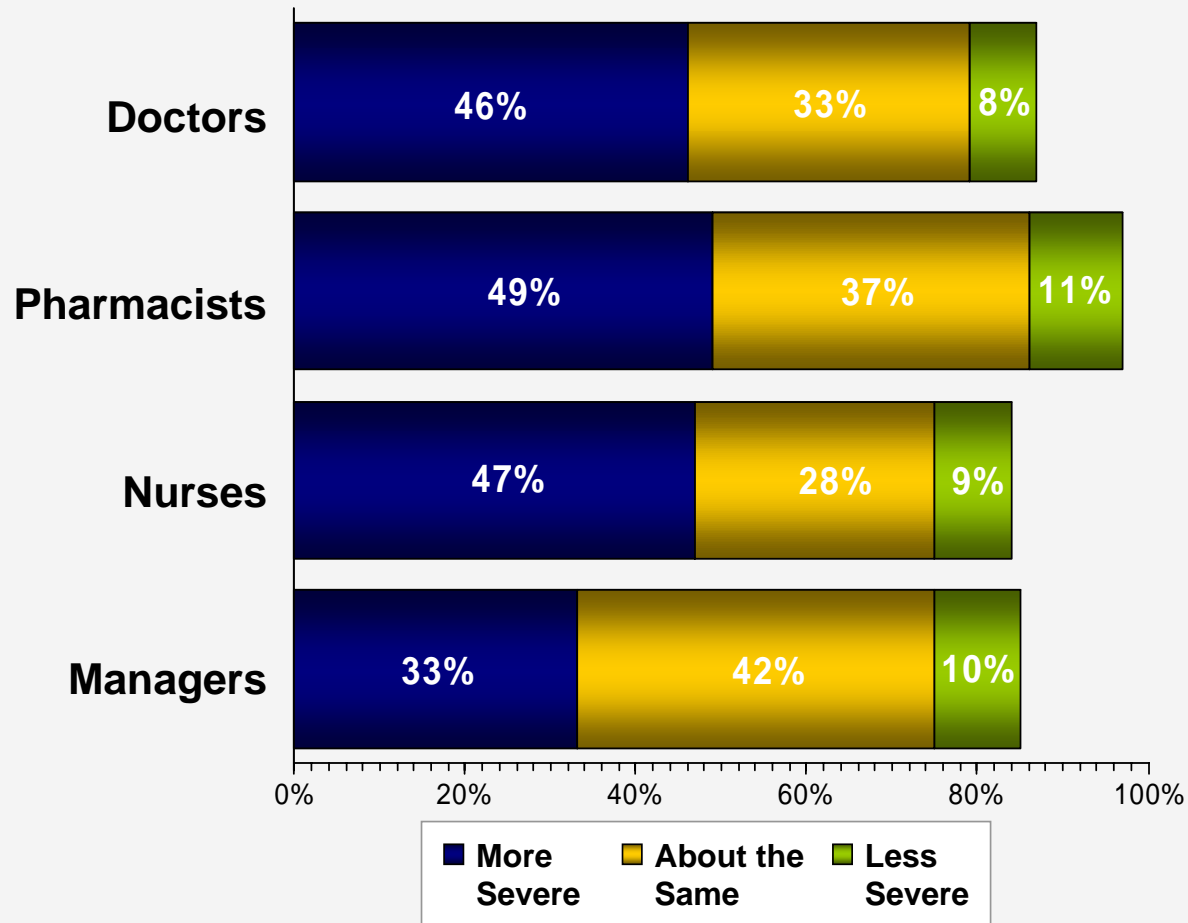
Q6. Do you believe that the negative health impact from the following sources will become more severe, less severe or about the same over the next few years? Urban growth.

Future Negative Health Impact From Greenhouse Gases, by Provider Group



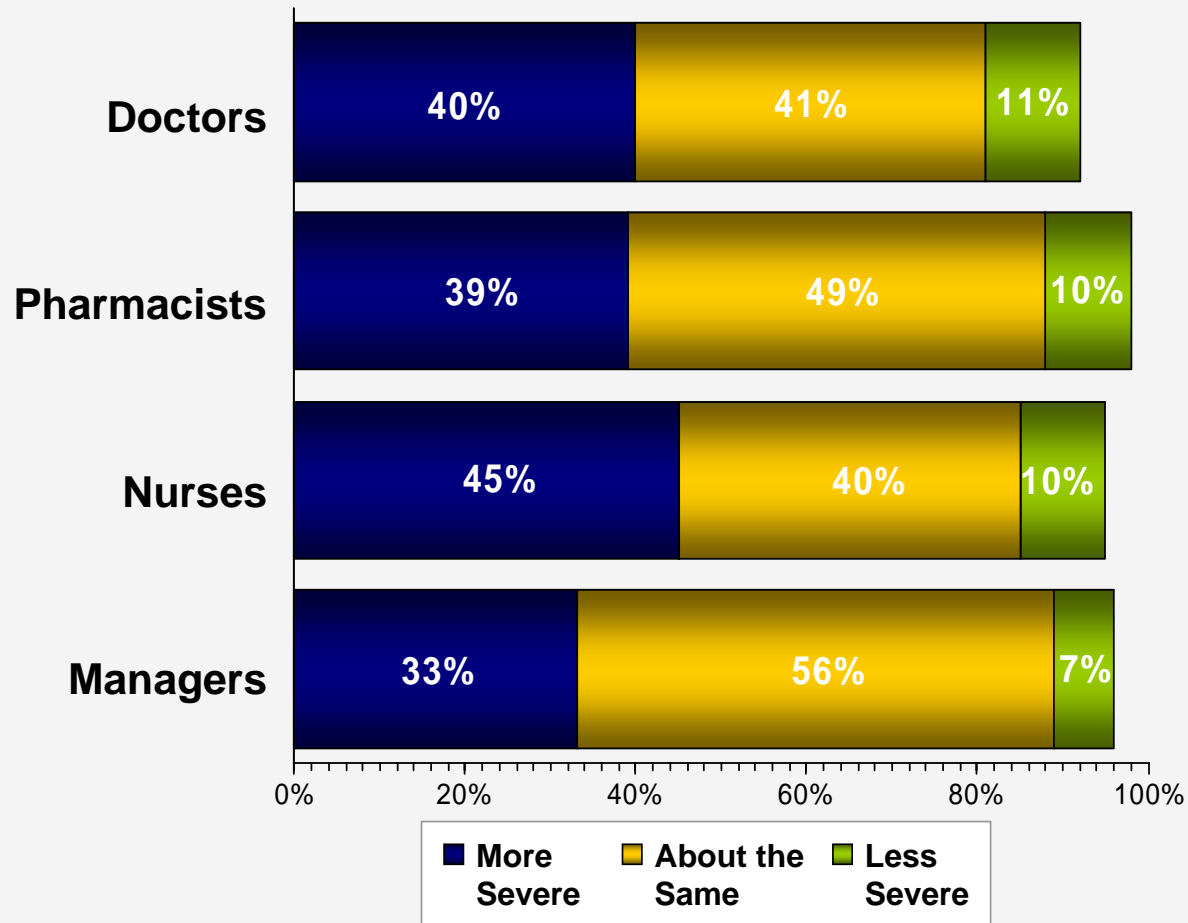
Q6. Do you believe that the negative health impact from the following sources will become more severe, less severe or about the same over the next few years? Greenhouse Gases.

Future Negative Health Impact From Counterfeit Medication, by Provider Group



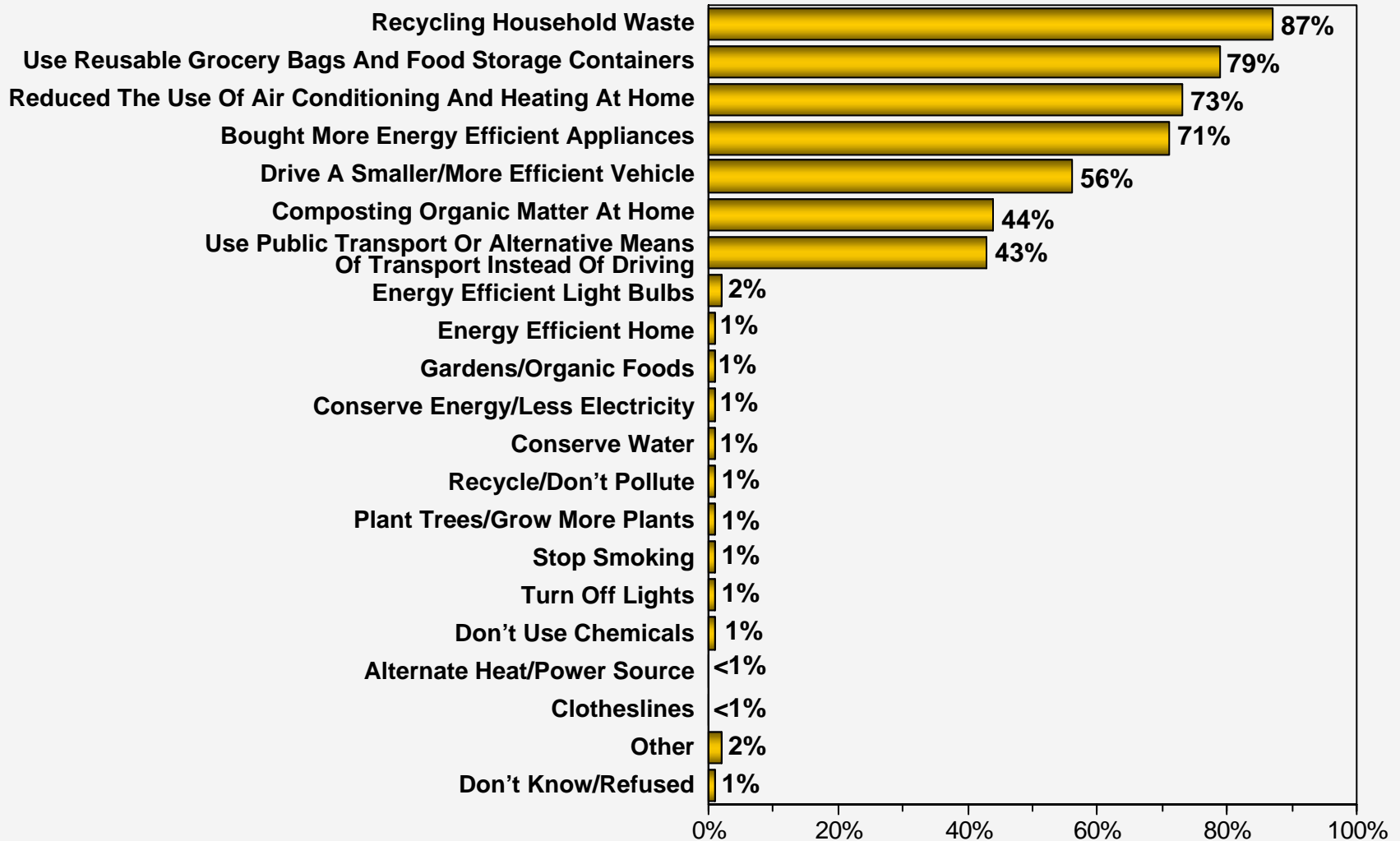
Q6. Do you believe that the negative health impact from the following sources will become more severe, less severe or about the same over the next few years? Counterfeit medication.

Future Negative Health Impact From Recalled Manufactured Products, by Provider Group



Q6. 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? Recalled manufactured products.

Canadians' Efforts to Improve the Environment*



Q11. Which of the following have you done to help improve the Canadian environment? (Public Only) *Includes prompted and unprompted responses.

Access to Health Care and Health Care Professionals

Access to Health Care and Health Care Professionals

- **Canadians are most likely to believe that *access to family doctors* has worsened (49%) and least likely to believe that *access to new medications* (13%) has worsened in the past two years;**
- **Canadians are most likely to believe that *access to new medications* (25%) has improved and least likely to believe that *access to non-urgent surgery* (11%) has gotten better over the past two years;**
- **Atlantic Canadians are most likely to believe that *access to new medications* has remained the same (40%) or worsened (17%) compared with Canadians in other regions;**
- **Canadians living in urban areas (50%) are not significantly more likely than those living in rural areas (47%) to believe that *access to family doctors* has worsened;**
- **There is also no significant difference between the proportion of Canadians living in urban areas (47%) and those living in rural areas (44%) who believe that *access to specialists* has worsened;**

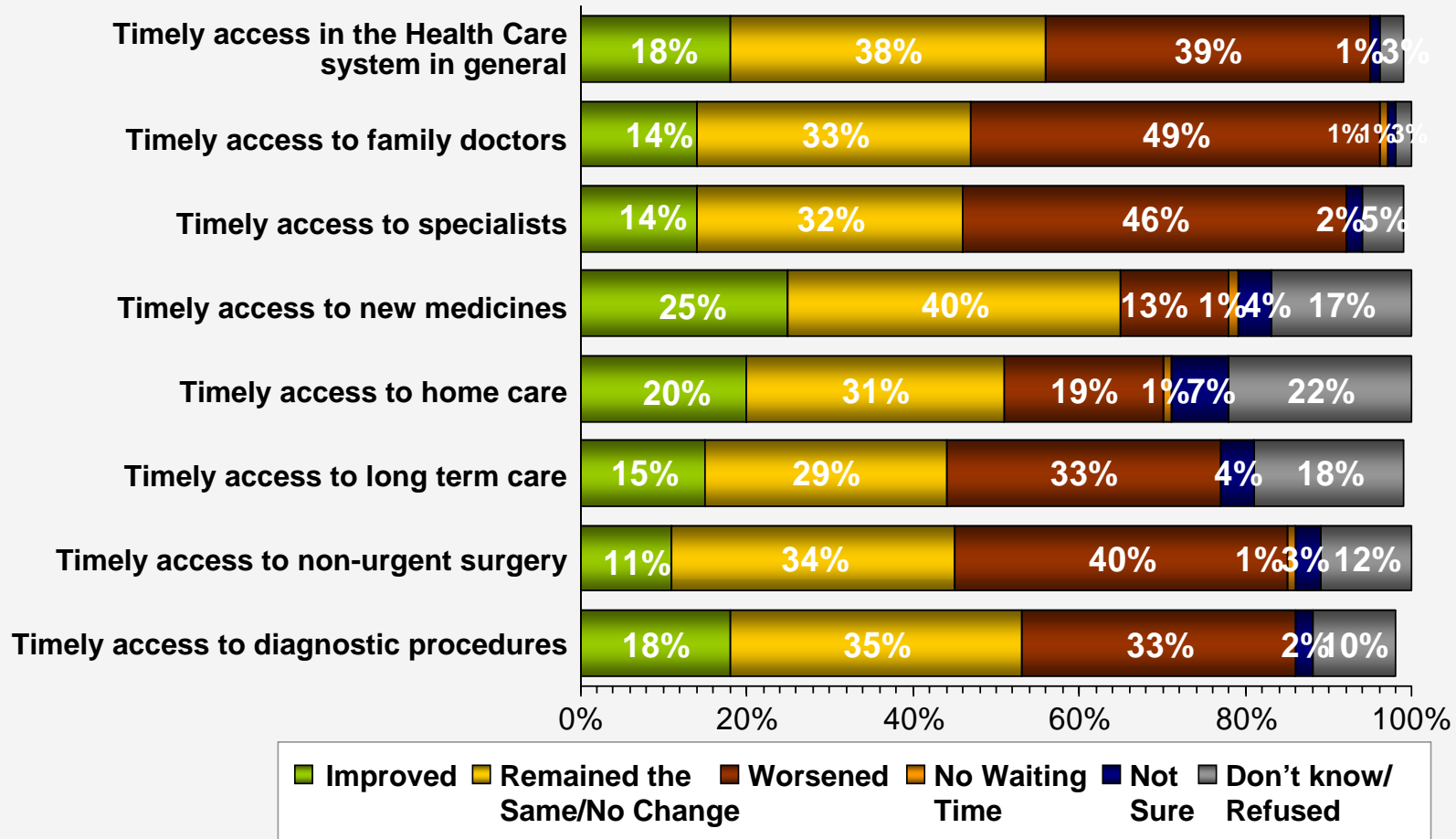
Access to Health Care and Health Care Professionals (cont'd)

- Canadian doctors (15%) are least likely to feel that *access to new medications* has improved compared with the other provider groups. Eight-in-ten (80%) doctors believe that *access to new medications* has either remained the same (52%) or gotten worse (28%) in the past two years.
- Managers/administrators (27%) are more likely to believe that *access to the health system in general* has improved, compared with either doctors (13%), nurses (11%) or pharmacists (8%);
- Managers/administrators (49%) are significantly less likely to feel that *access to specialists* has worsened over the past two years than nurses (72%), pharmacists (65%) and doctors (64%);
- Doctors are less likely (16%) than pharmacists (24%), nurses (27%) and managers/administrators (26%) to believe that *access to home care* has improved.

Access to Health Care and Health Care Professionals (cont'd)

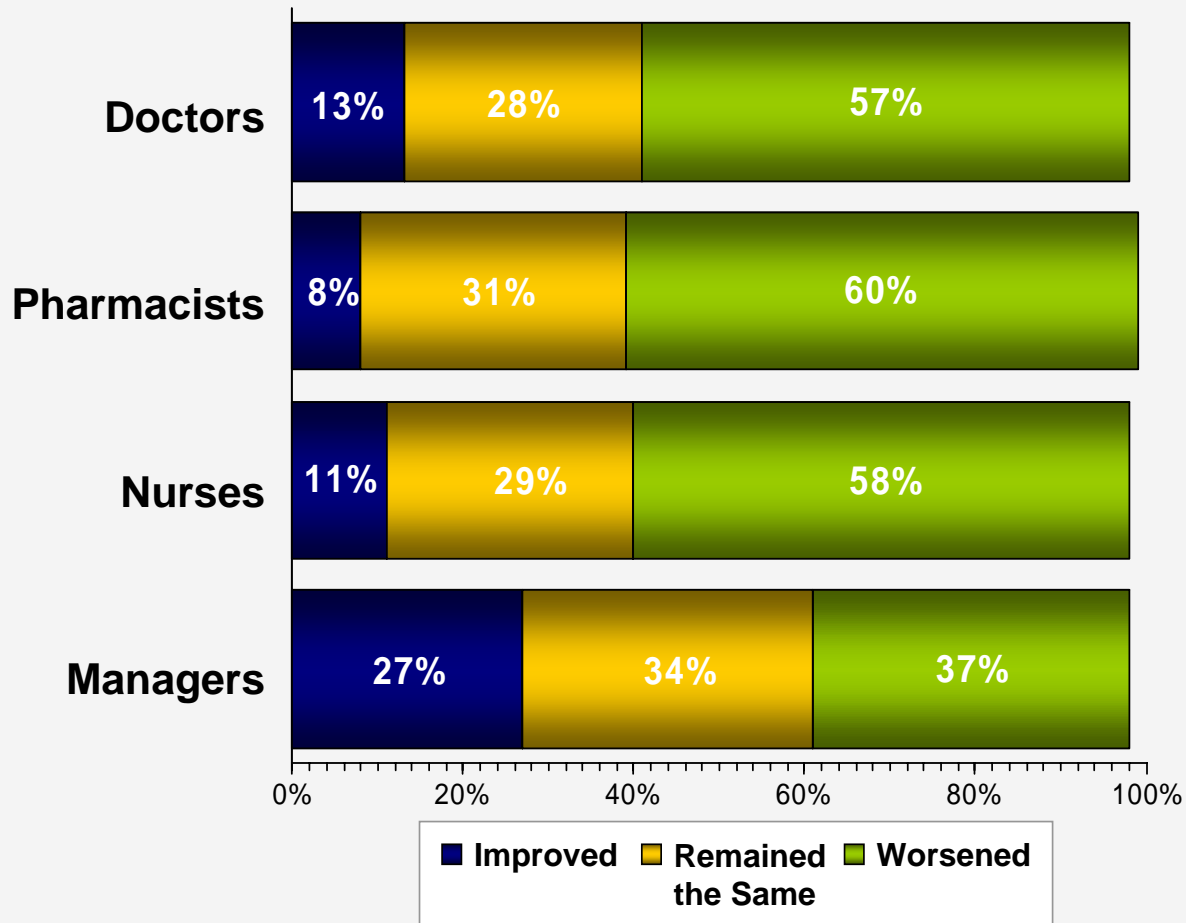
- **Managers/administrators (20%) are more likely than doctors (11%), pharmacists (12%) and nurses (12%) to believe that *access to long term care* has improved;**
- **Nurses (62%) are more likely than the other provider groups (54% - doctors and pharmacists, 52% - managers/administrators) to believe that *access to non-urgent surgery* has worsened;**
- **Managers/administrators (46%) are significantly more likely than doctors (18%), pharmacists (11%) or nurses (19%) to feel that *access to diagnostic procedures* has improved over the past two years;**
- **More nurses in rural areas feel that *access to specialists* (76%), *access to long-term care* (71%) and *access to diagnostic procedures* (54%) has worsened over the past two years compared to nurses in urban areas (68%, 63% and 48% respectively);**
- **More nurses in Quebec believe that *access to new medicines* (29%), *home care* (45%) and *diagnostic procedures* (24%) has improved compared to nurses in other provinces (16%, 22% and 17%, respectively).**

Access to Health Care Over the Past 2 Years



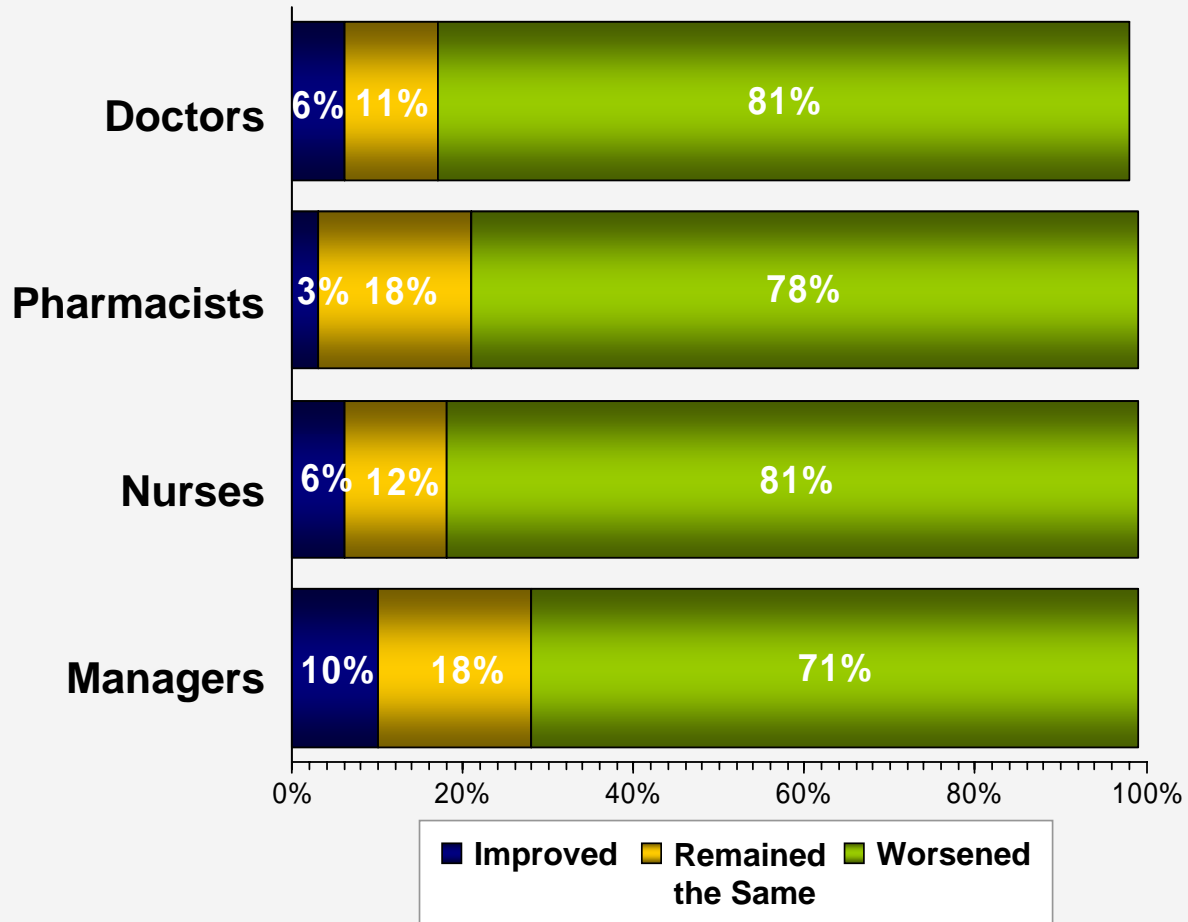
Q12. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same.

Access to Health Care System Over the Past 2 Years, by Provider Group



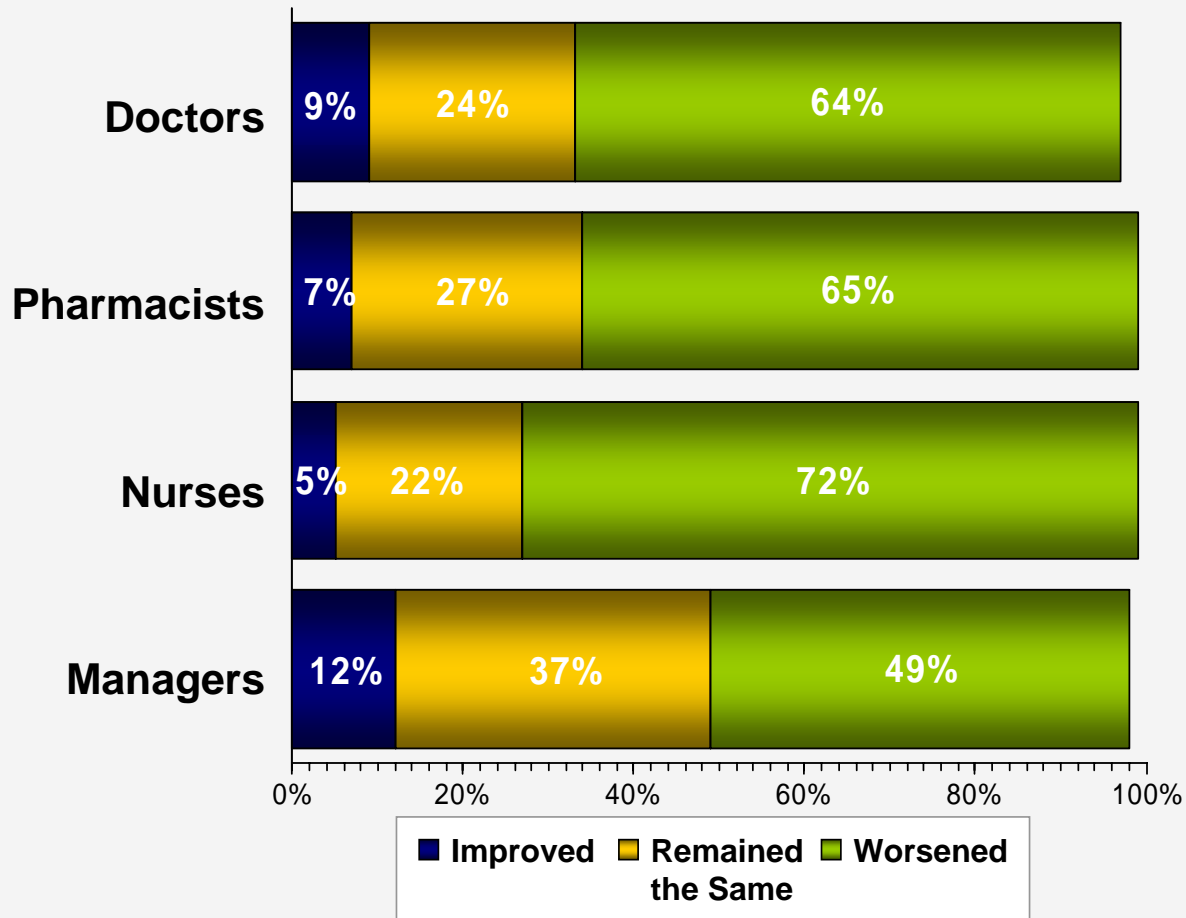
Q7. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same. Health care system in general.

Access to Family Doctors Over the Past Two Years, by Provider Group



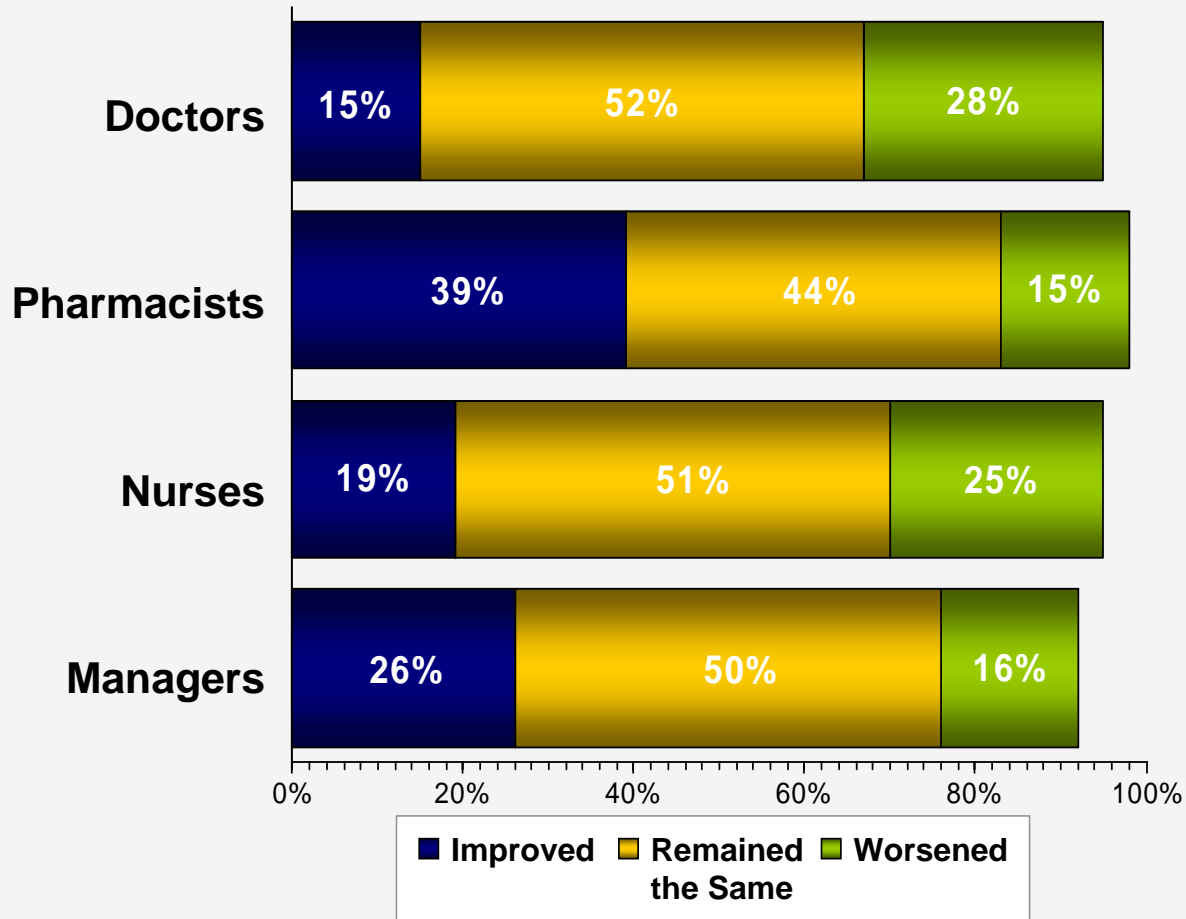
Q7. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same. Family doctors.

Access to Specialists Over the Past Two Years, by Provider Group



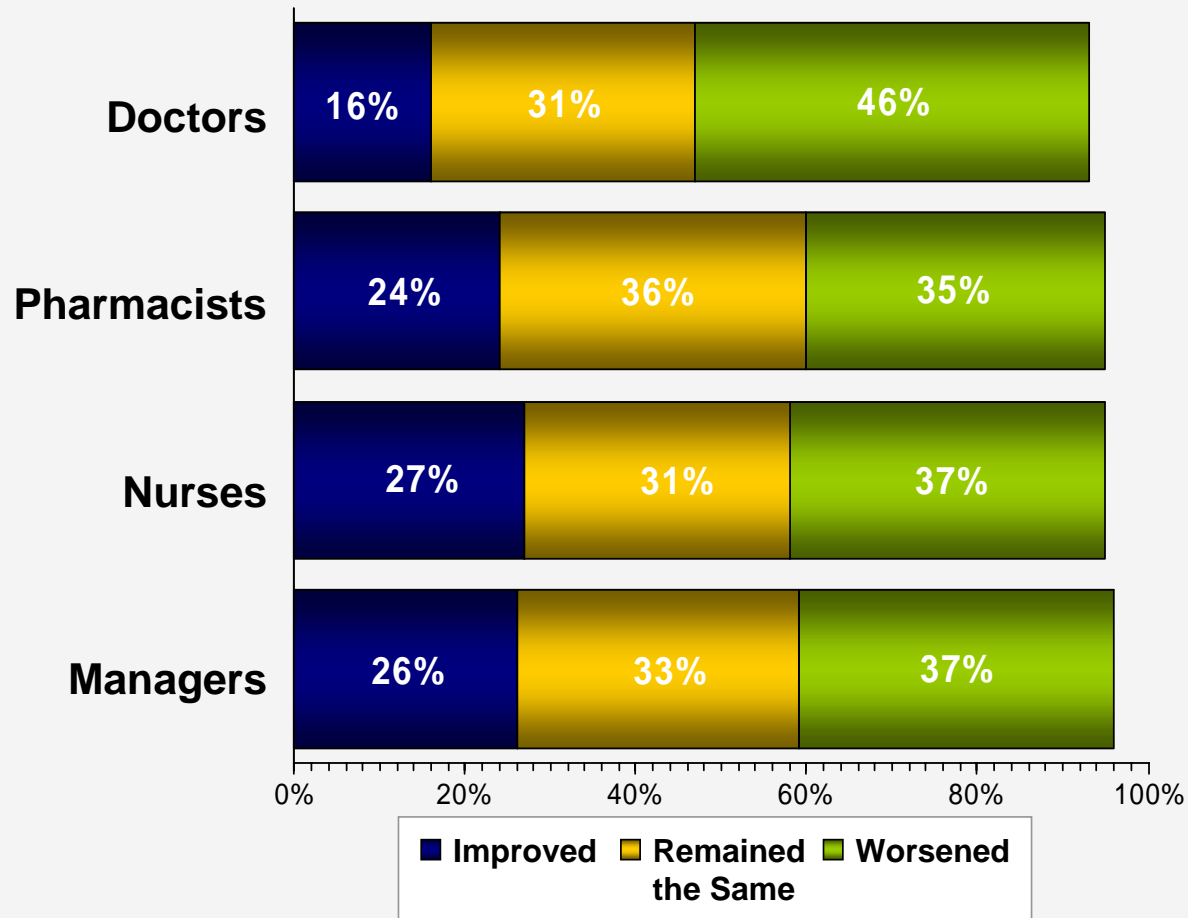
Q7. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same. Specialists.

Access to New Medicines Over the Past Two Years, by Provider Group



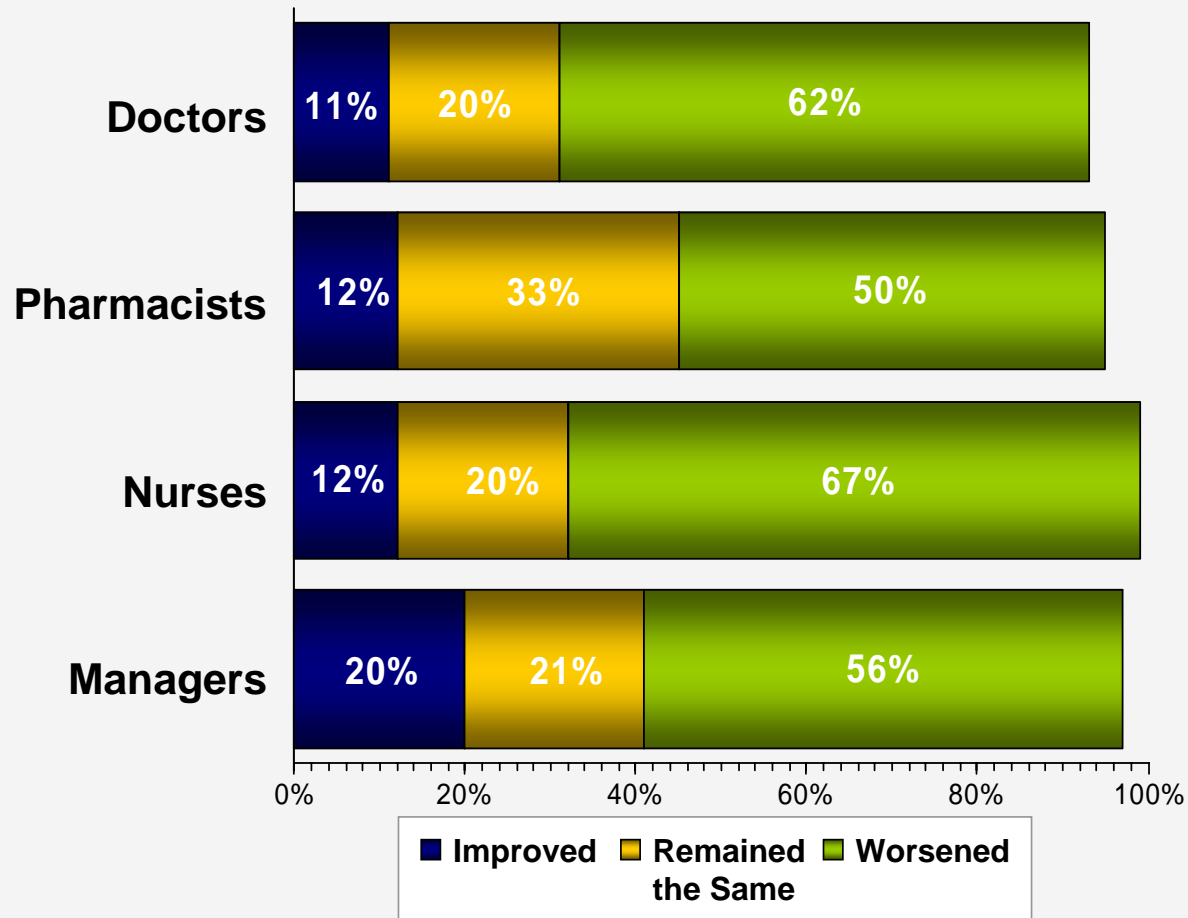
Q7. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same. New medicines.

Access to Home Care Over Past the Two Years, by Provider Group



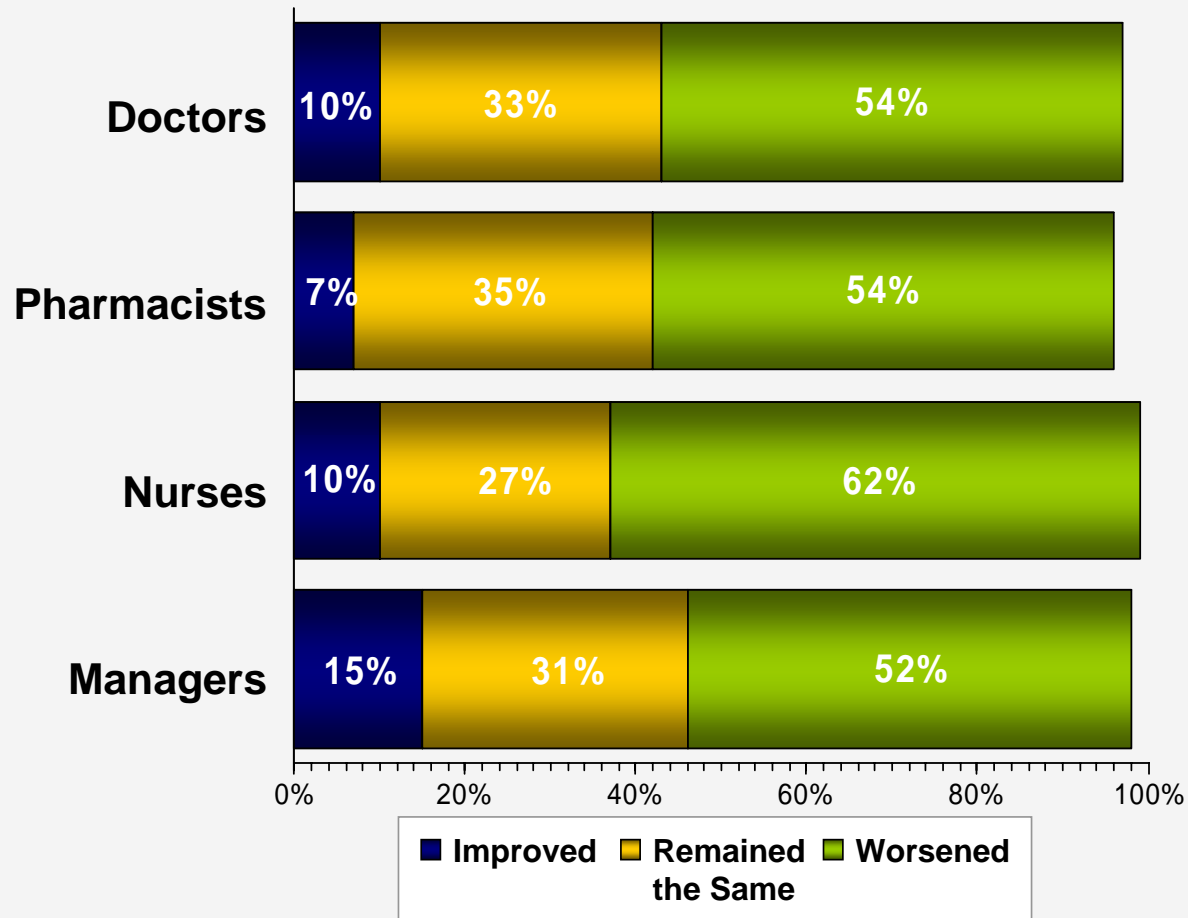
Q7. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same. Home care.

Access to Long Term Care Over the Past Two Years, by Provider Group



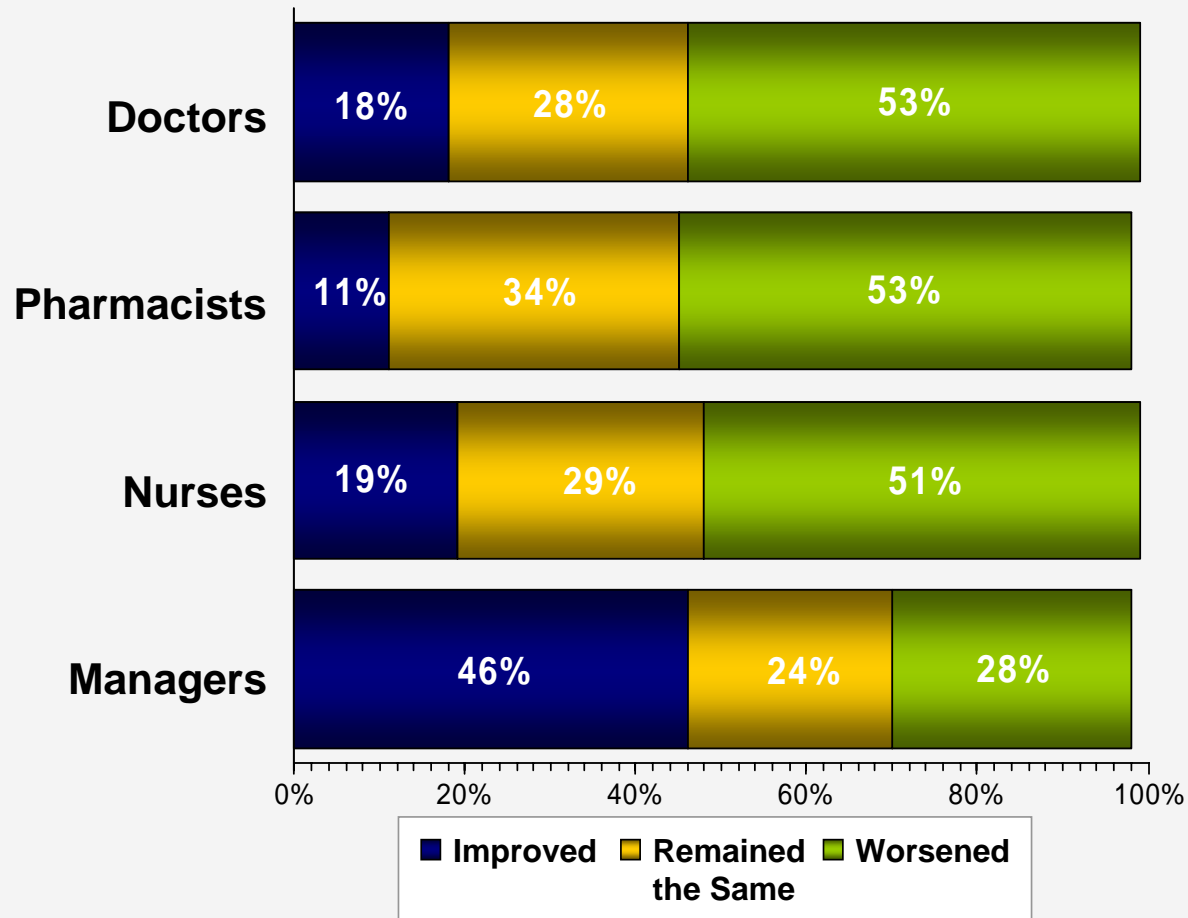
Q7. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same. Long term care.

Access to Non-Urgent Surgery Over the Past Two Years, by Provider Group



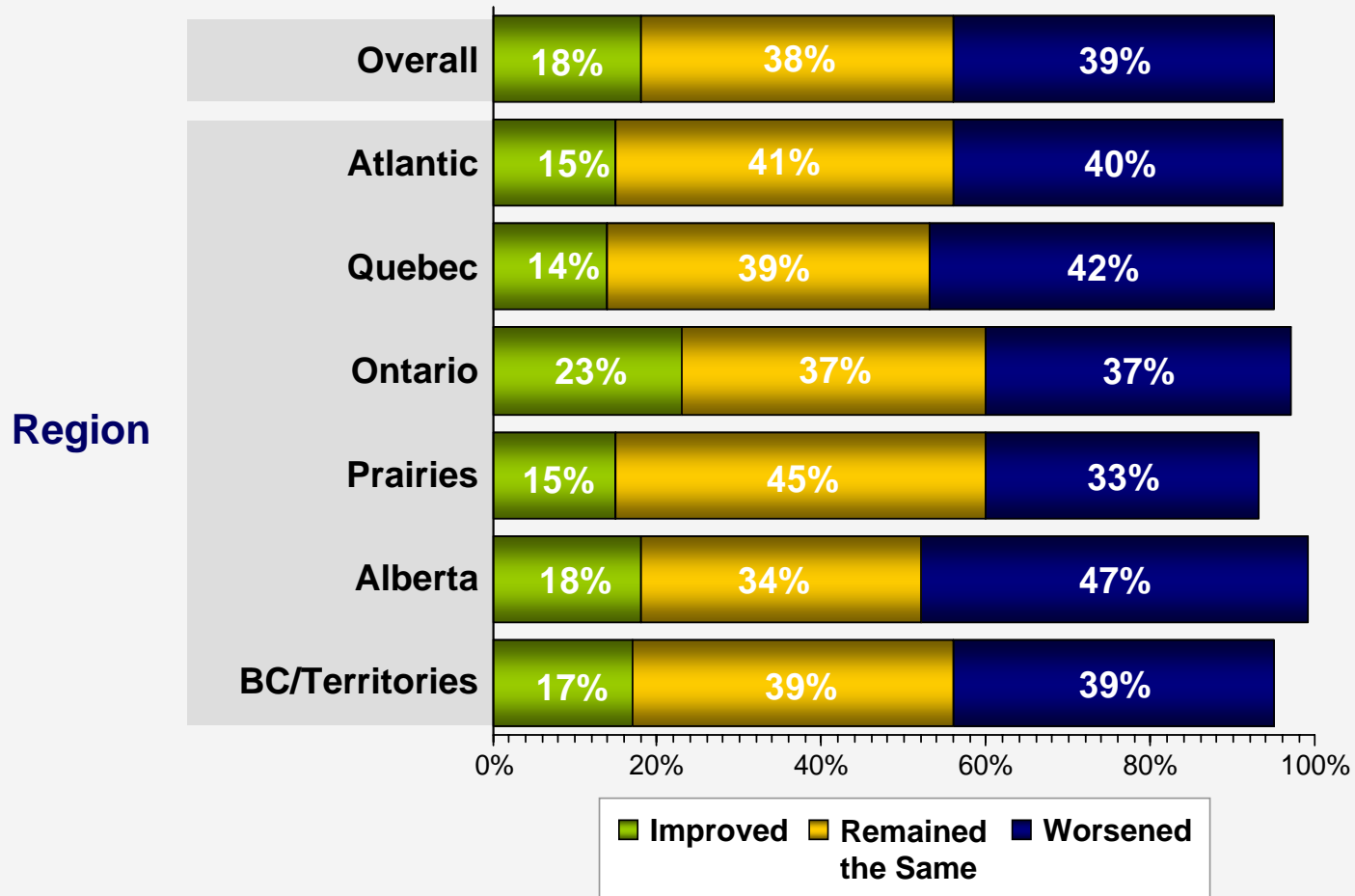
Q7. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same. Non-urgent surgery.

Access to Diagnostic Procedures Over the Past Two Years, by Provider Group



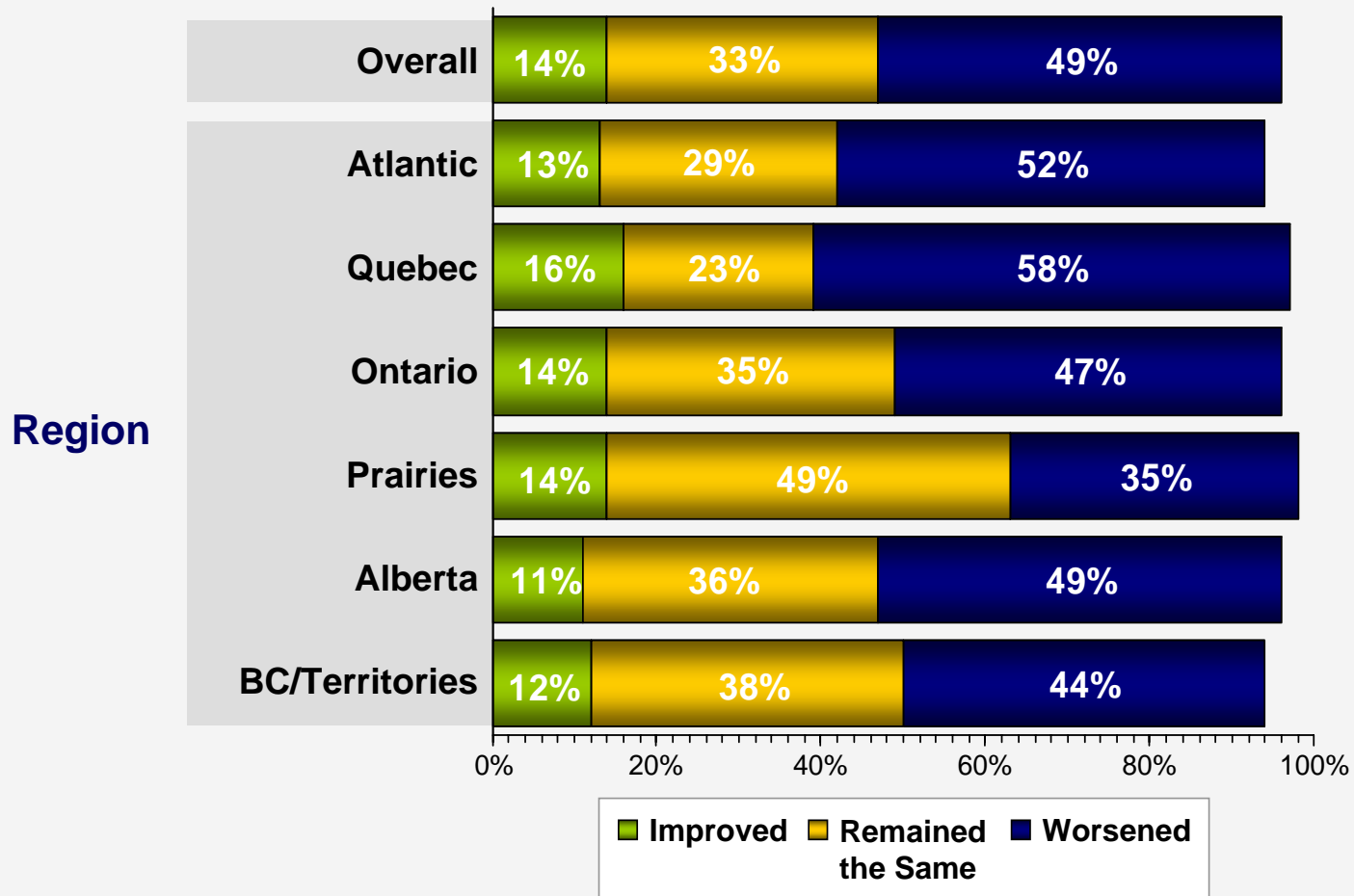
Q7. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same. Diagnostic procedures.

Access to Health Care System Over the Past Two Years, by Region



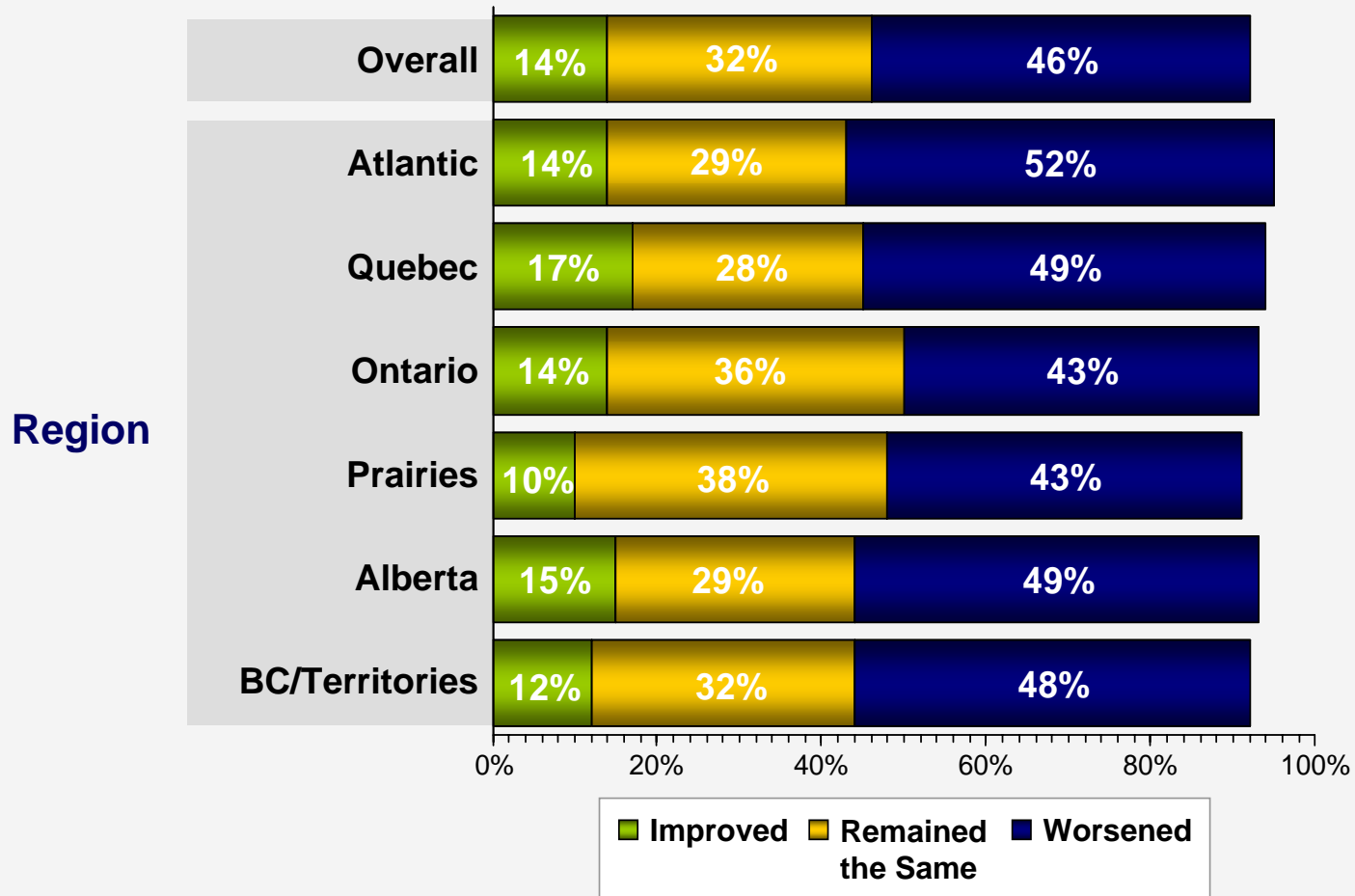
Q12A. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same.
Timely access in the Health Care system in general

Access to Family Doctors Over the Past Two Years, by Region



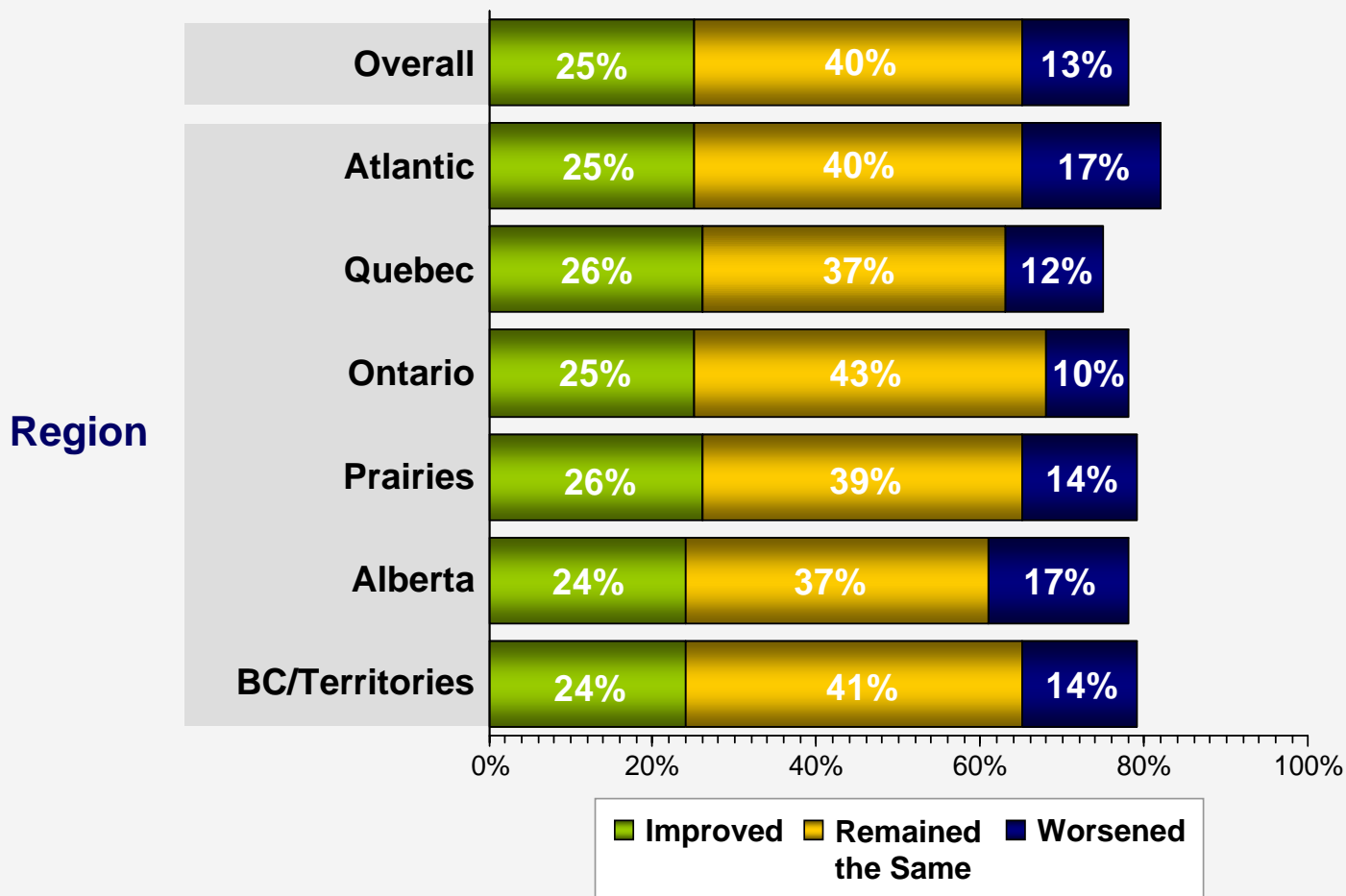
Q12B. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same.
Timely access to family doctors

Access to Specialists Over the Past Two Years, by Region



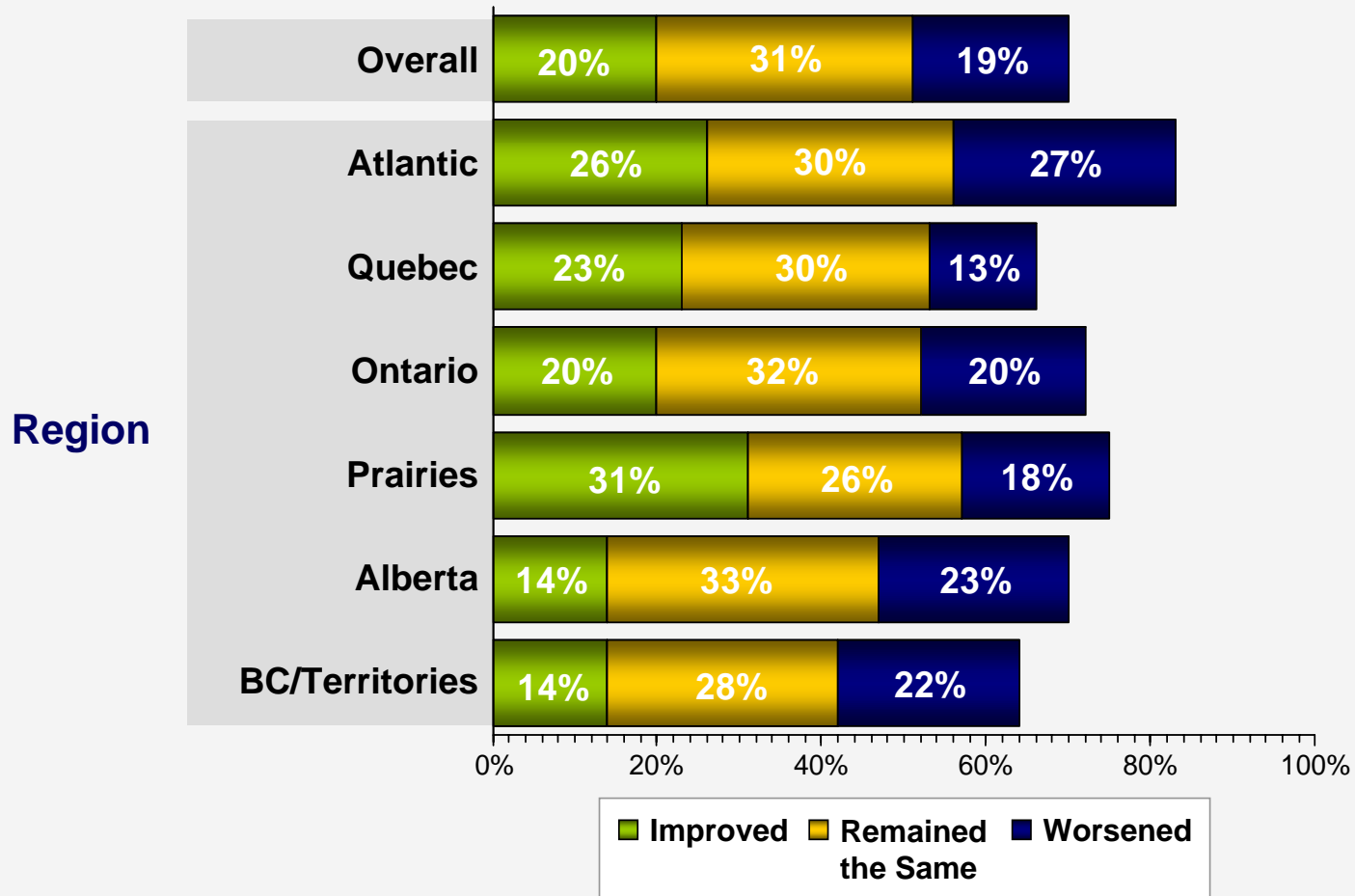
Q12C. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same.
Timely access to specialists

Access to New Medicines Over the Past Two Years, by Region



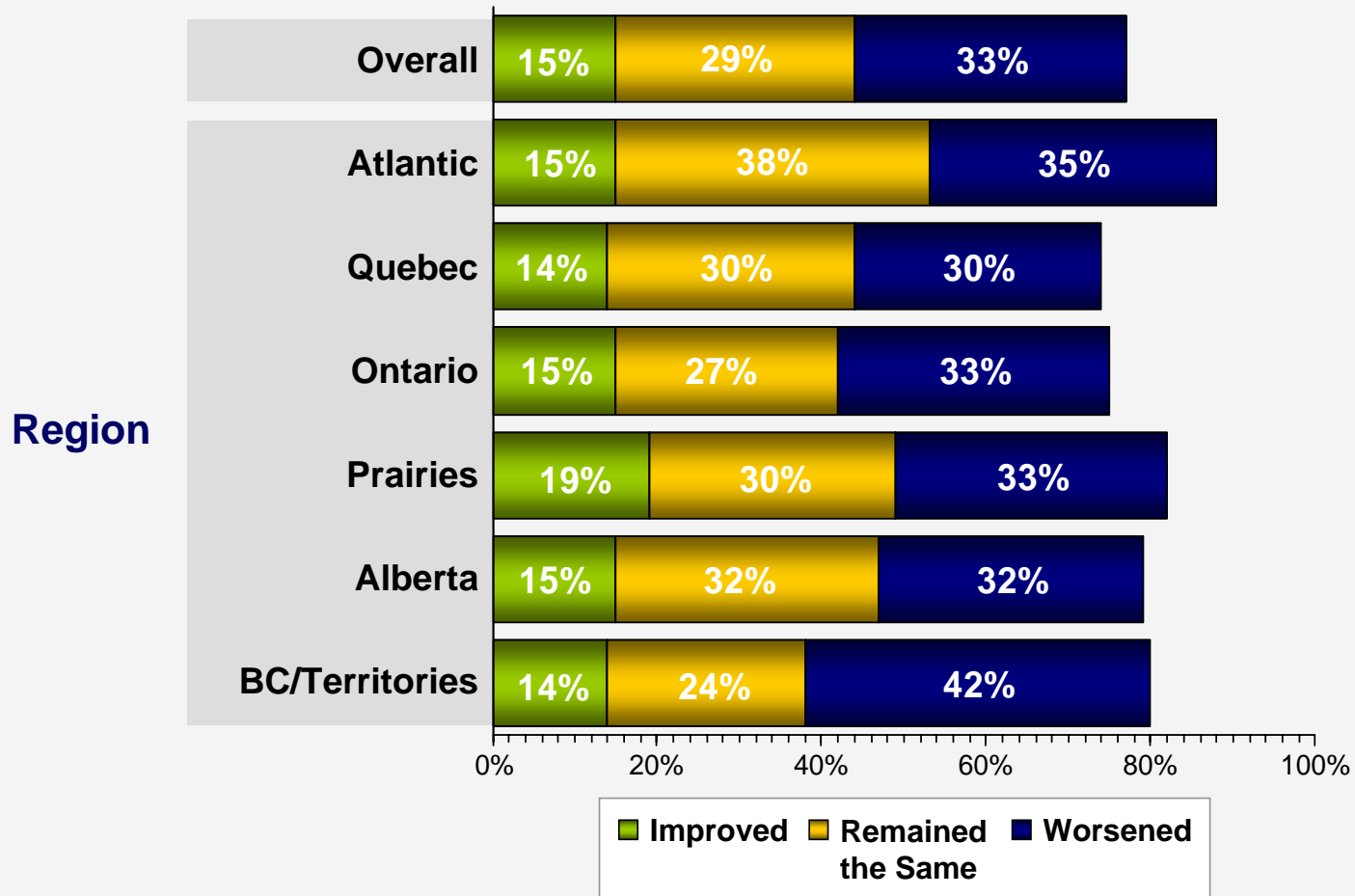
Q12D. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same.
Timely access to new medicines

Access to Home Care Over the Past Two Years, by Region



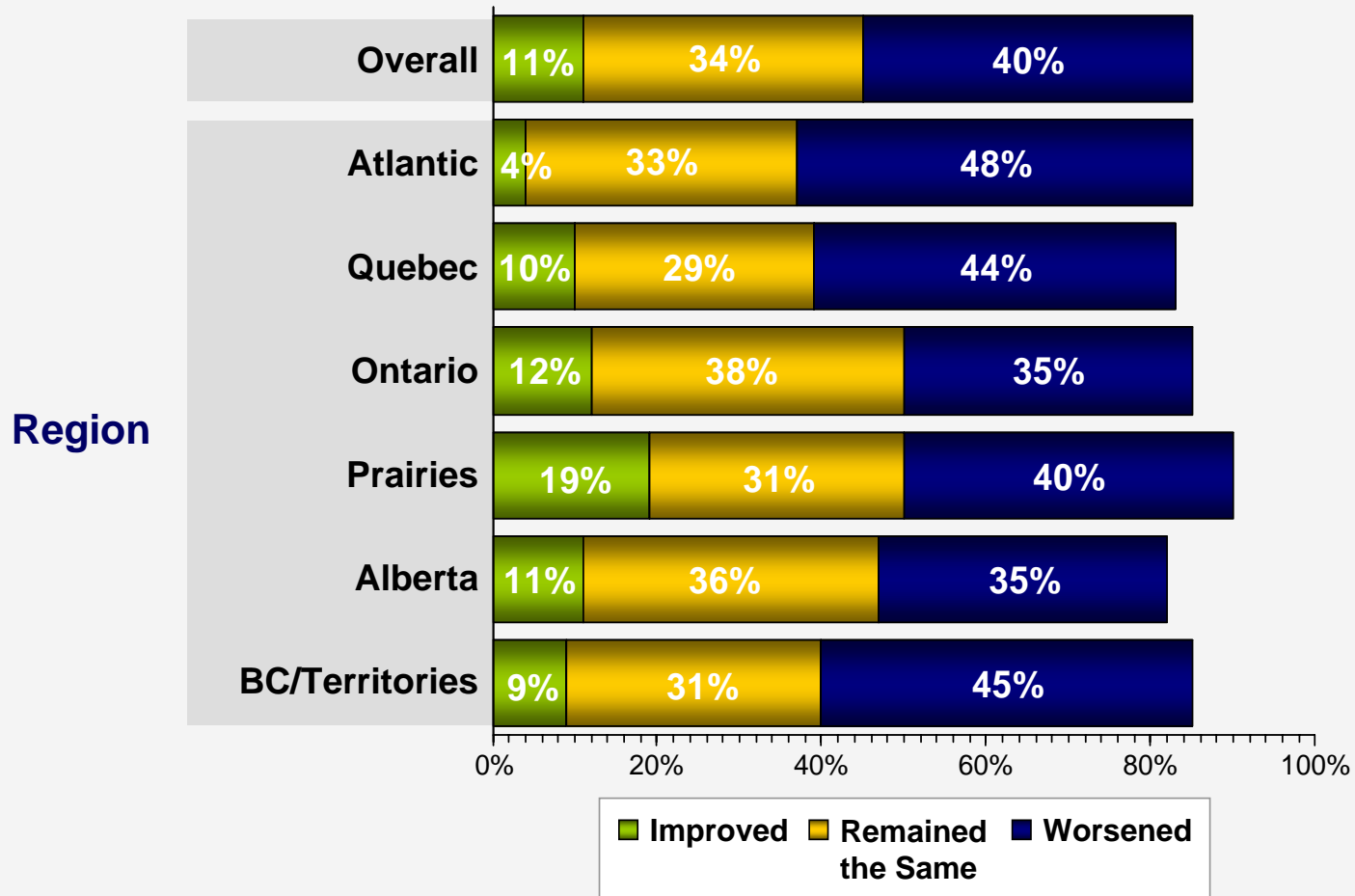
Q12E. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same.
Timely access to home care

Access to Long Term Care Over the Past Two Years, by Region



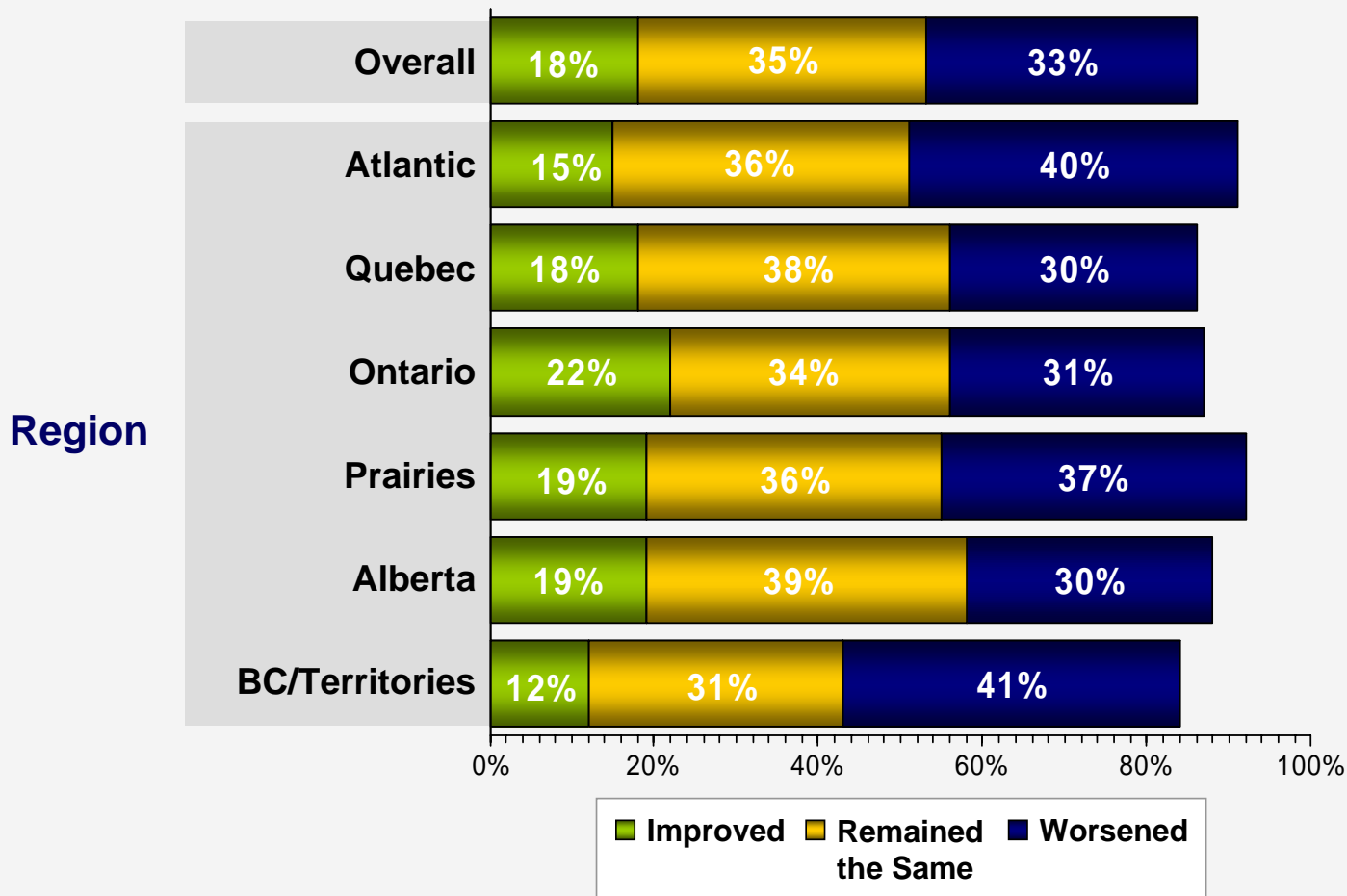
Q12F. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same.
Timely access to long term care

Access to Non-Urgent Surgery Over the Past Two Years, by Region



Q12G. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same.
Timely access to non-urgent surgery

Access to Diagnostic Procedures Over the Past Two Years by Region



Q12H. For each of the following, please indicate whether timely access over the past 2 years has improved, worsened or remained the same.
Timely access to diagnostic procedures

Policies to Increase Access to Health Care and Health Care Professionals

- **More Canadians with a chronic illness (25%) strongly support the notion that *patients should have to register with one family doctor or primary health care provider* than Canadians without a chronic illness (19%);**
- **More women (27%) than men (15%) strongly support implementing a policy where *patients have to register with one primary health care provider*;**
- **More women (44%) than men (32%) also strongly support *requiring health professionals to work in teams*;**
- **Canadians in Quebec (45%) show greater support for *making it easier for foreign trained doctors to practice in Canada* than Canadians living elsewhere (38%);**
- **Women (42%) and Canadians living in rural areas (45%) show greater support for *recruiting health professionals back from the U.S.* than men (36%) and Canadians living in urban areas (38%);**
- **More women (60%) than men (51%) also strongly support *increasing medical and nursing school enrolment levels*.**

Policies to Increase Access to Health Care and Health Care Professionals (cont'd)

- **More nurses (32%) express strong support for *requiring patients to register with one family doctor or primary health care provider* than either managers/administrators (21%), doctors (18%) or pharmacists (19%);**
- **Doctors (23%) are significantly less likely to strongly support *requiring health care providers to work in teams* than managers/ administrators (65%), nurses (61%) or pharmacists (51%);**
- **Similarly, Doctors (5%) are significantly less likely to strongly support *requiring health professionals to work in specific geographic areas* than managers/administrators (12%), nurses (17%) or pharmacists (15%);**
- **Nurses (31%) are most likely to strongly support *making it easier for foreign trained doctors to practice in Canada* while doctors (18%) are least likely to support this policy;**
- **Nurses are more likely than the other provider groups to strongly support both *recruiting health professionals back from the U.S.* (44%) and *increasing medical and nursing school enrolment levels* (73%).**

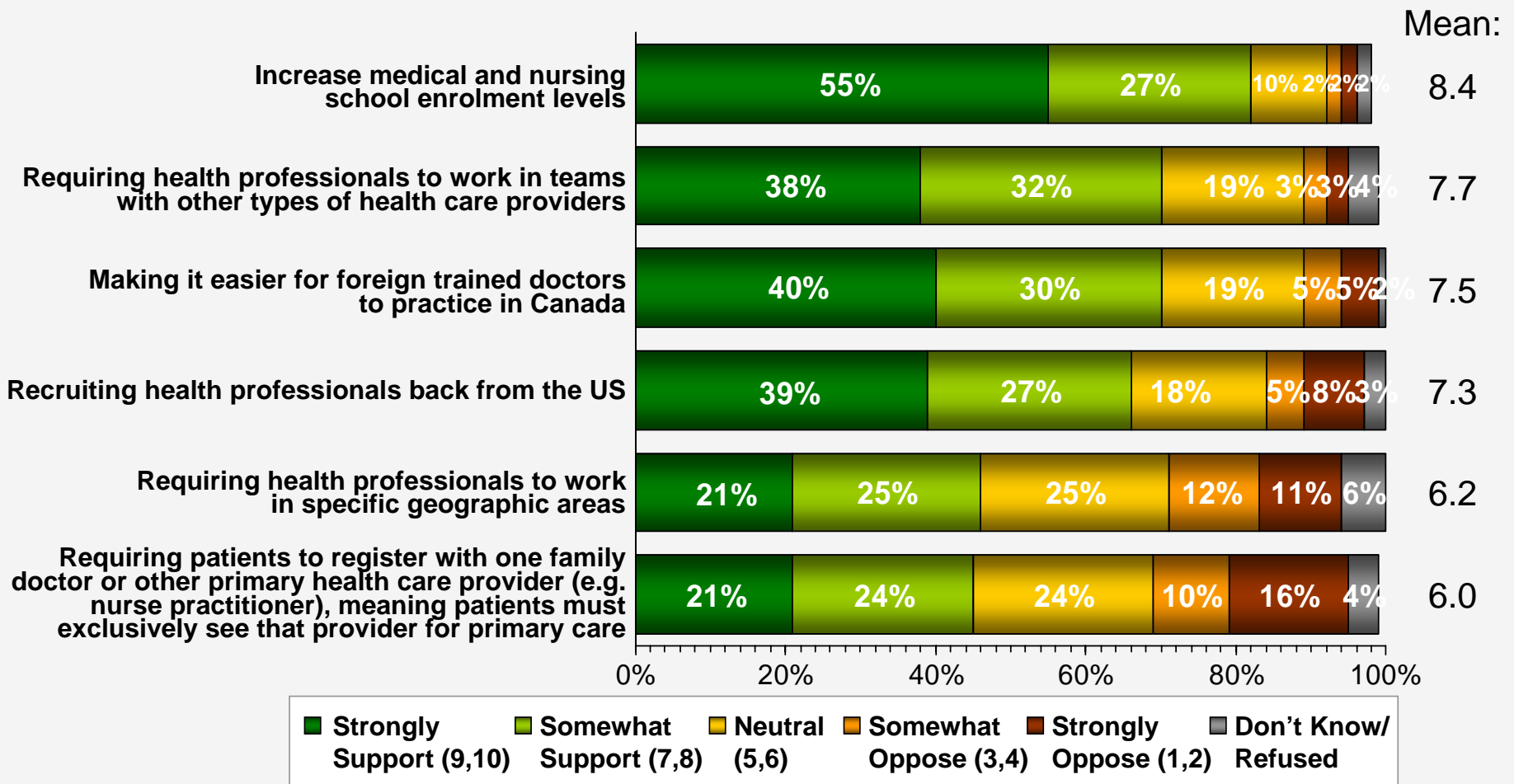
Policies to Increase Access to Health Care and Health Care Professionals (cont'd)

- Fewer nurses in rural areas (27%) strongly support *making it easier for foreign trained doctors to practice in Canada* and than those in urban areas (35%);
- In contrast, more nurses in rural areas (50%) strongly support *recruiting health professionals back from the U.S.* compared to nurses in urban areas (39%);
- Nurses in Quebec (24%) are less likely to strongly support *recruiting health professionals back from the U.S. and increasing enrolment levels in medical and nursing schools* (63%) compared to nurses in other provinces (51% and 76%, respectively).

Policies to Increase Access to Health Care and Health Care Professionals (cont'd)

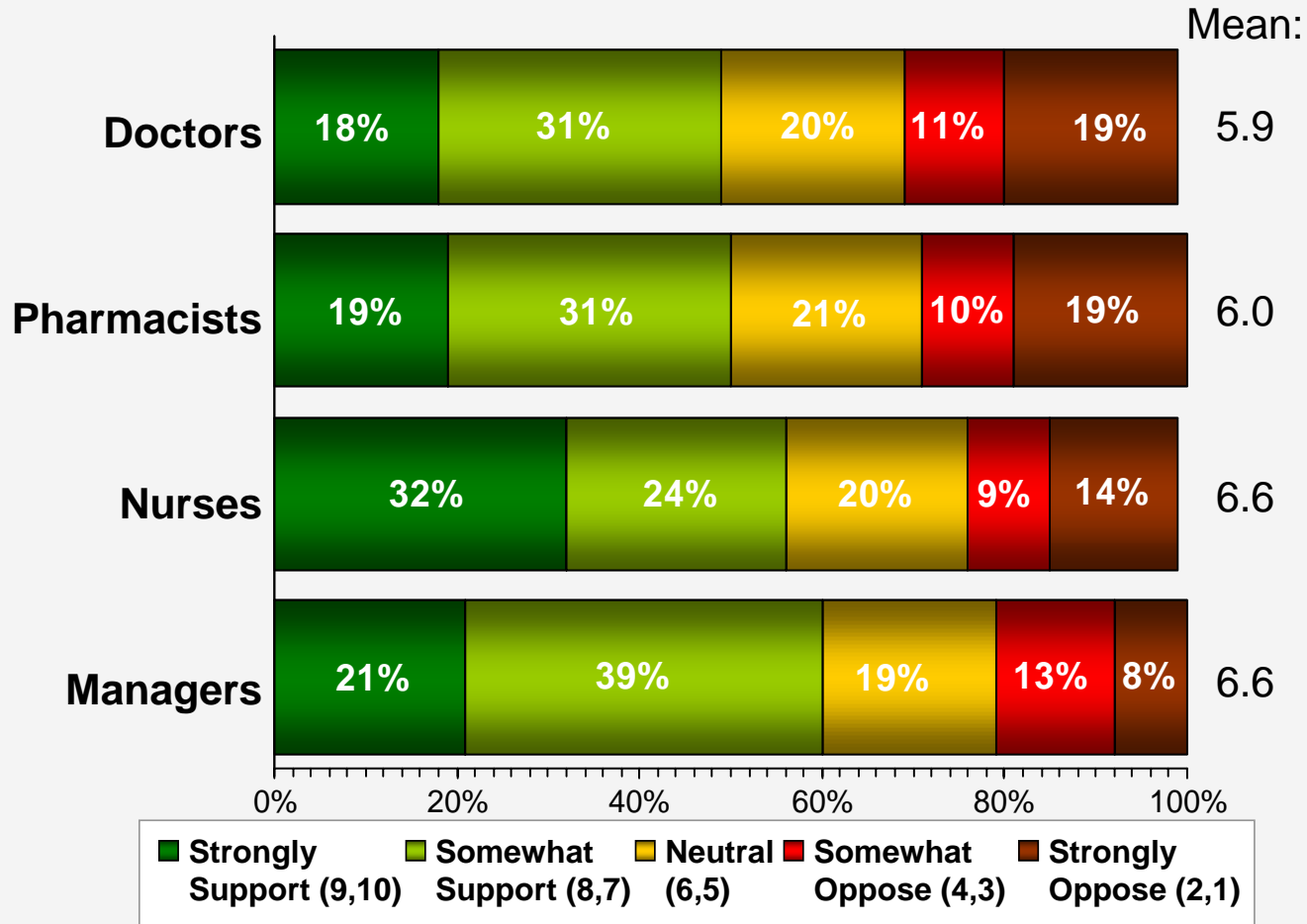
- Pharmacists in Quebec (9%) are less likely to strongly support *requiring patients to register with one family doctor or health care provider* compared to pharmacists in other regions (22%);
- More doctors in Quebec strongly support *requiring patients to register with one primary health provider (27%), health professionals to work in teams (31%), making it easier for foreign trained doctors to practice in Canada (23%), recruiting health professionals back from the U.S. (37%) and increasing medical and nursing school enrolment levels (58%)* compared with doctors in other provinces (15%, 20%, 17%, 25% and 50%, respectively).

Public Support for Various Initiatives to Improve Access to Health Care and Health Professionals



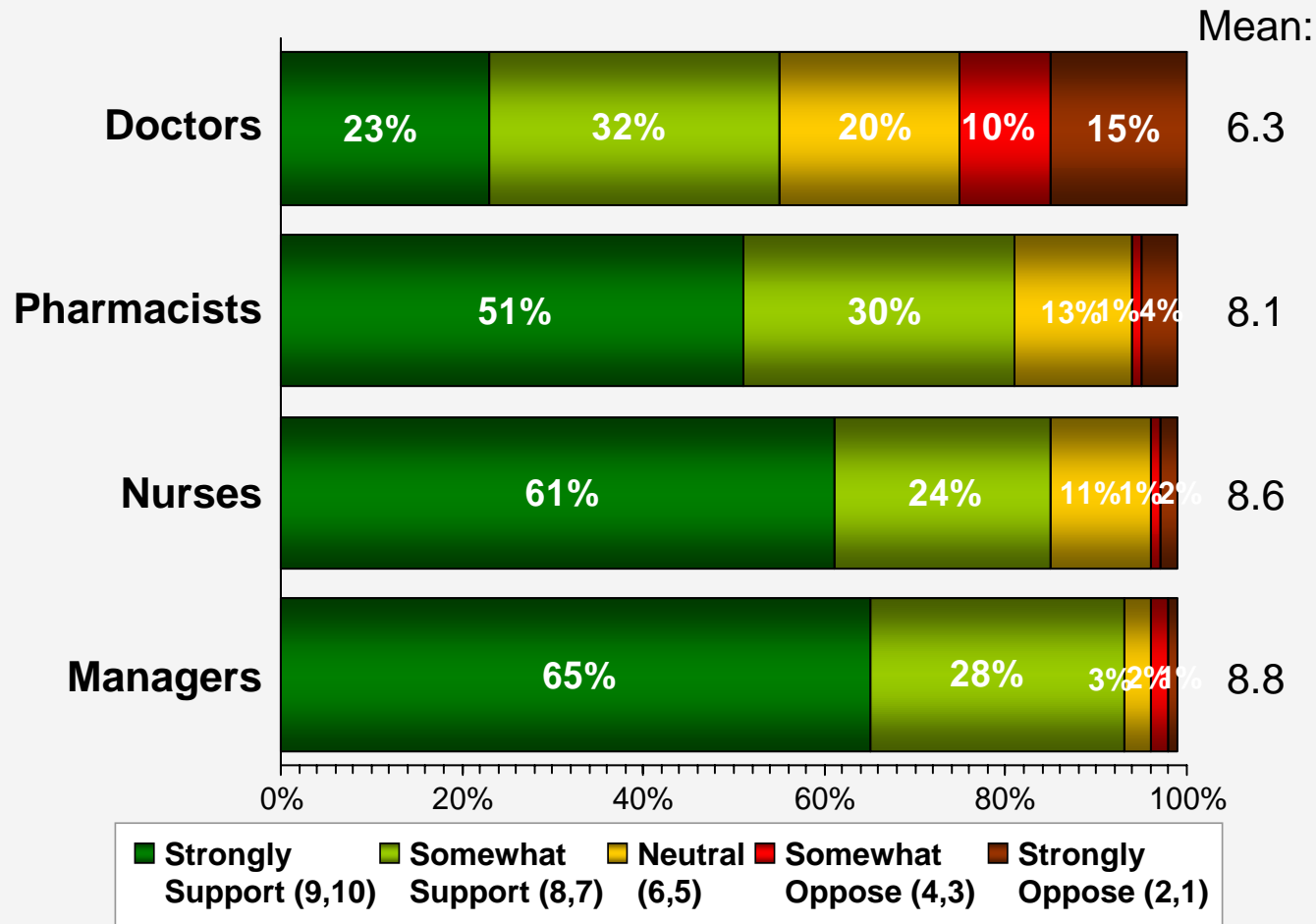
Q13. And to what extent would you support or oppose each of the following policies to increase access to health professionals? Using a 10-point scale where 1 means strongly oppose and 10 means strongly support, how do you rate your support or opposition for: (READ AND ROTATE)

Support for Patient Registration with a Family Doctor or Other Primary Health Care Provider, by Provider Group



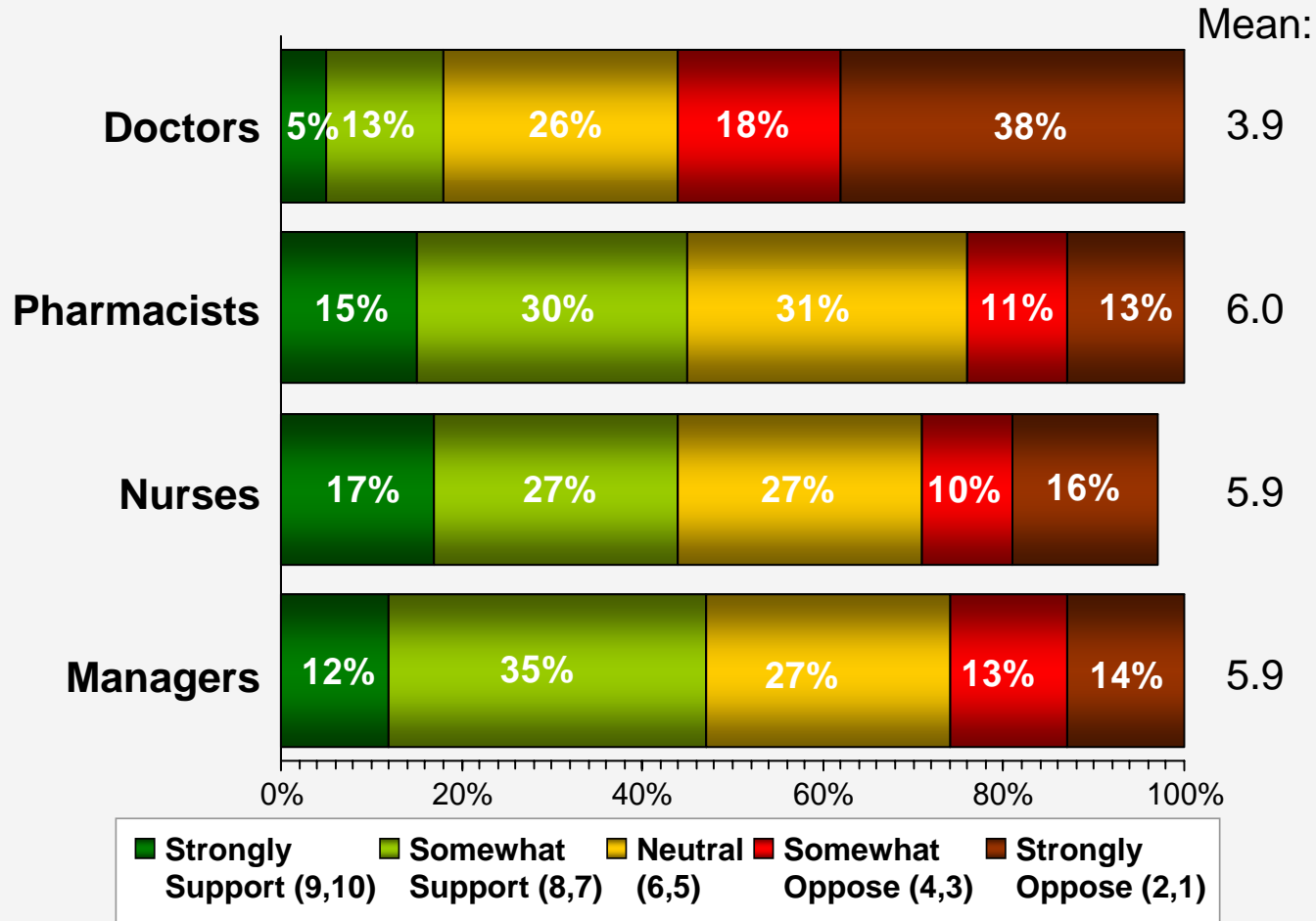
Q8. And to what extent would you support or oppose each of the following policies to increase access to health professionals? Using a 10-point scale where 1 means strongly oppose and 10 means strongly support, how do you rate your support or opposition for: (READ AND ROTATE)
 Requiring patients to register with one family doctor or other primary health care provider

Support for Requiring Health Professionals to Work in Teams, by Provider Group



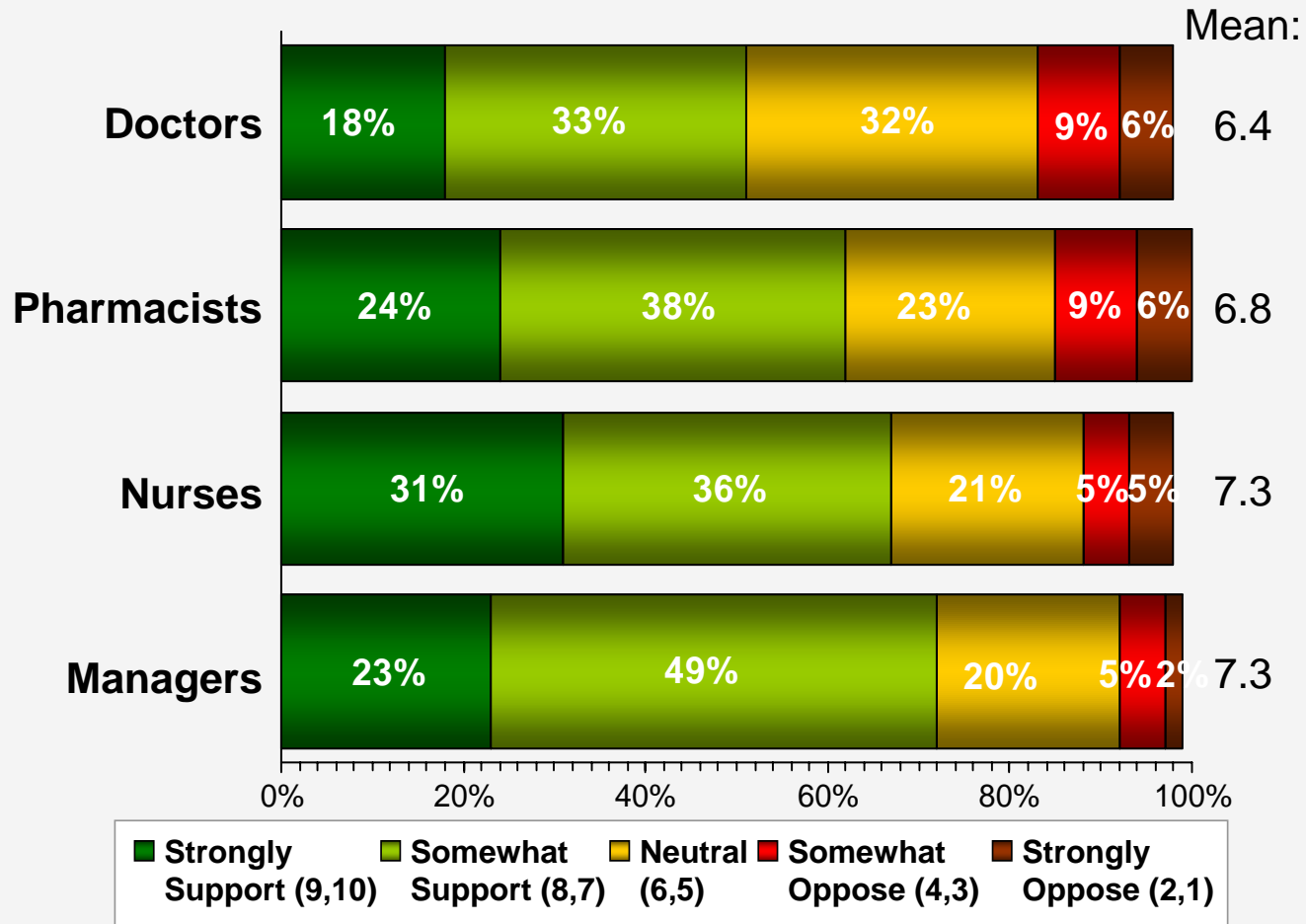
Q8. And to what extent would you support or oppose each of the following policies to increase access to health professionals? Using a 10-point scale where 1 means strongly oppose and 10 means strongly support, how do you rate your support or opposition for: (READ AND ROTATE)
 Requiring health professionals to work in teams with other types of health care providers

Support for Requiring Health Professionals to Work in Specific Geographic Areas, by Provider Group



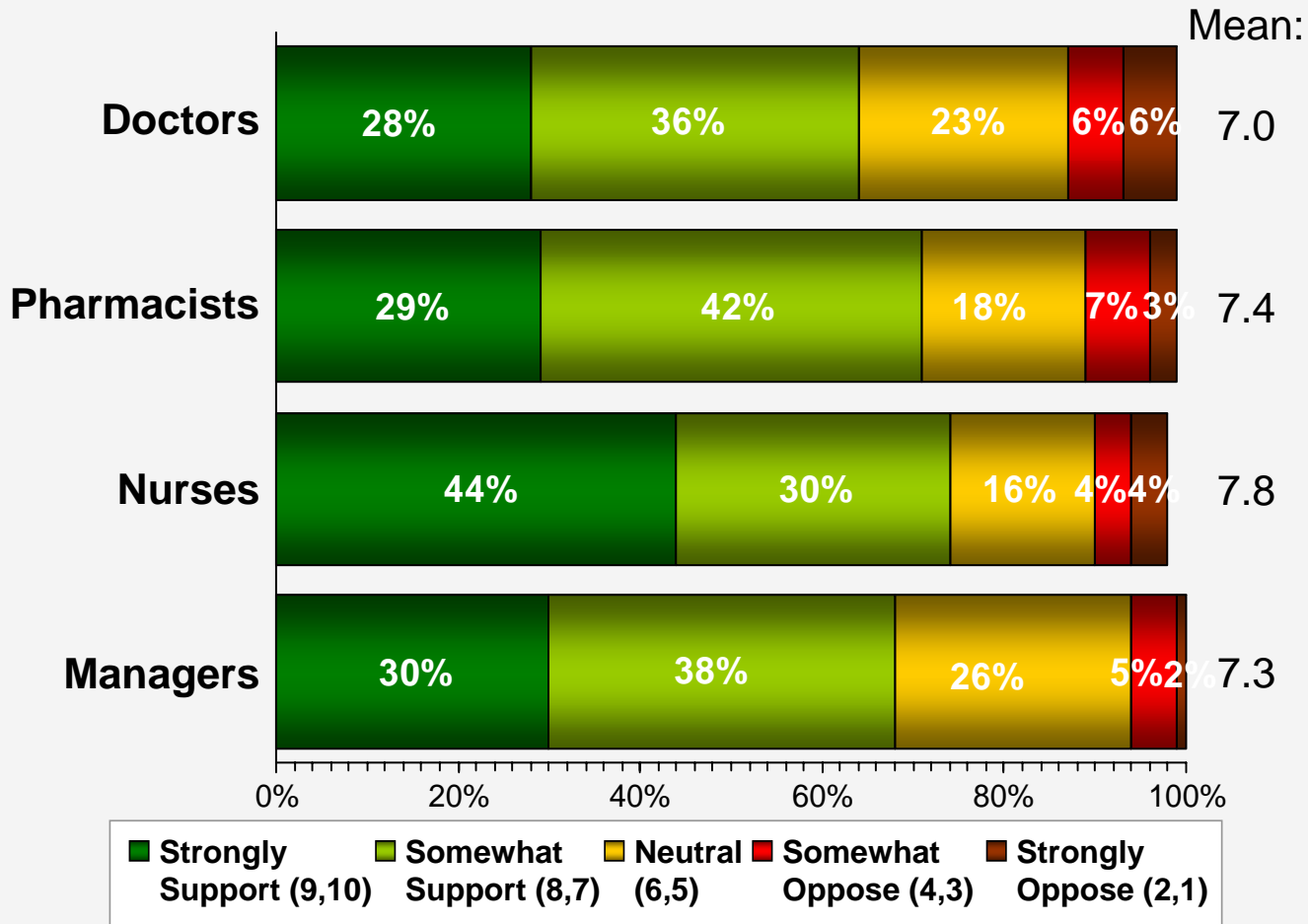
Q8. And to what extent would you support or oppose each of the following policies to increase access to health professionals? Using a 10-point scale where 1 means strongly oppose and 10 means strongly support, how do you rate your support or opposition for: (READ AND ROTATE)
 Requiring health professionals to work in specific geographic areas

Support for Making it Easier for Foreign Trained Doctors to Practice in Canada, by Provider Group



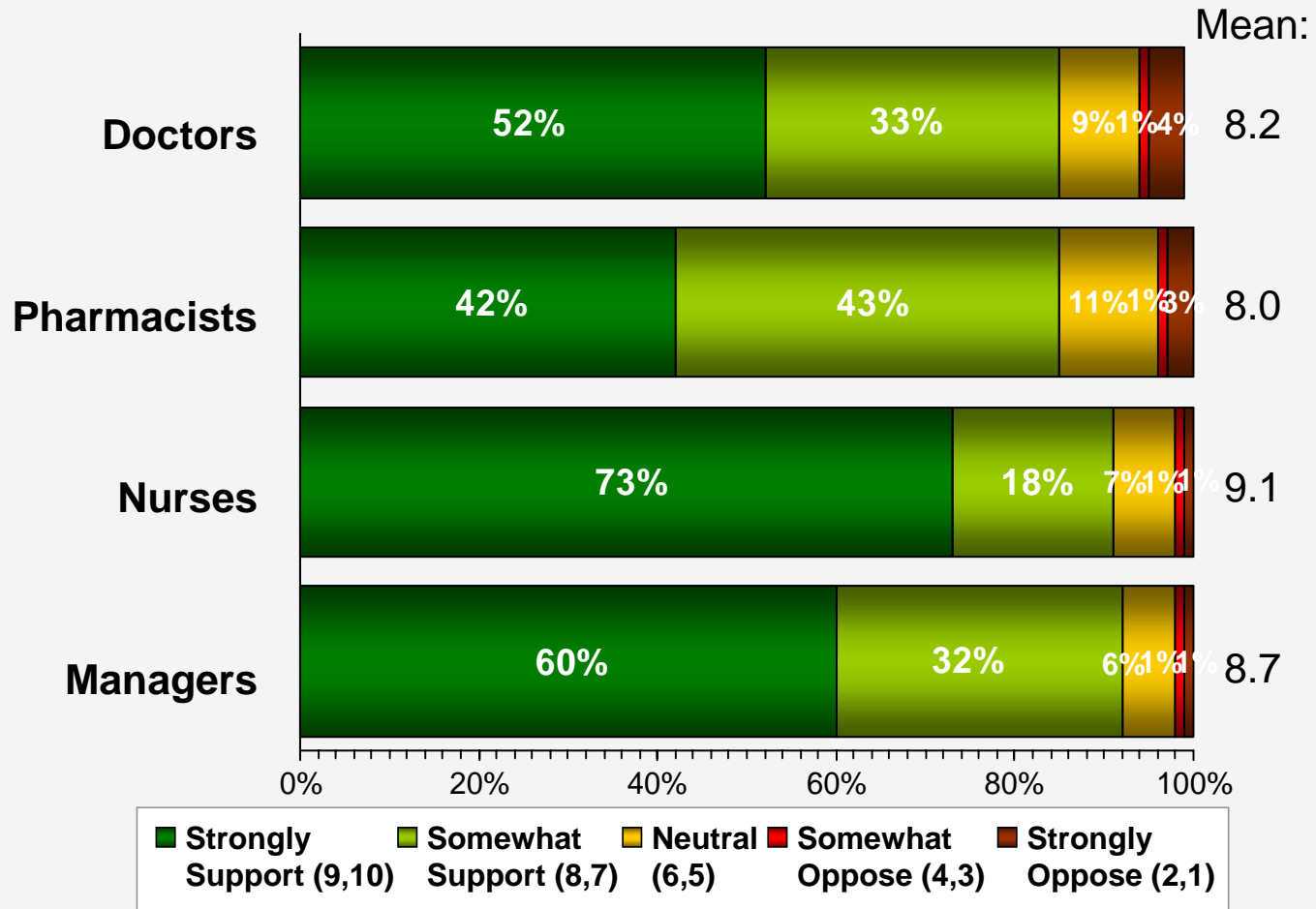
Q8. And to what extent would you support or oppose each of the following policies to increase access to health professionals? Using a 10-point scale where 1 means strongly oppose and 10 means strongly support, how do you rate your support or opposition for: (READ AND ROTATE)
 Making it easier for foreign trained doctors to practice in Canada

Support for Recruiting Health Professionals Back from the U.S., by Provider Group



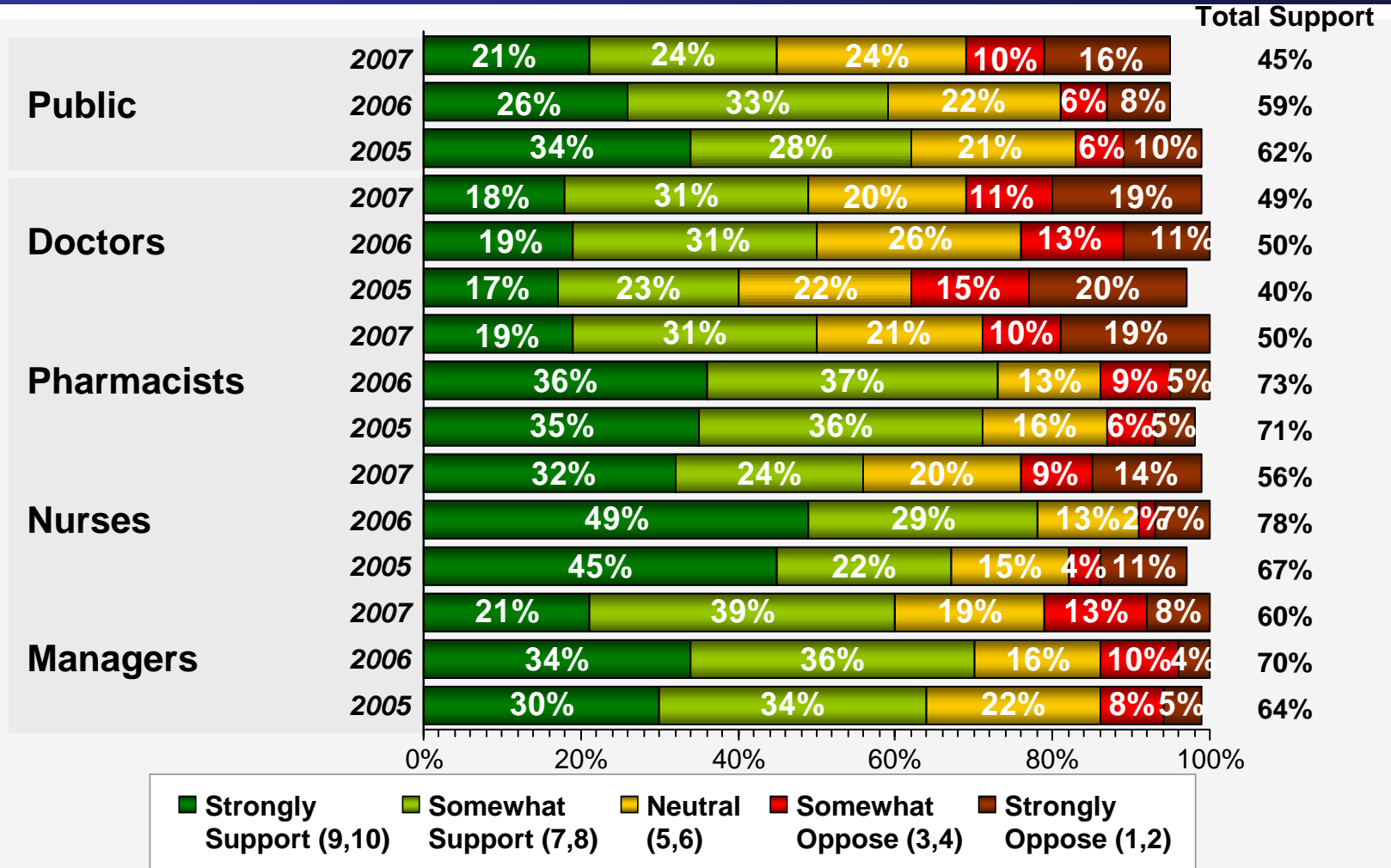
Q8. And to what extent would you support or oppose each of the following policies to increase access to health professionals? Using a 10-point scale where 1 means strongly oppose and 10 means strongly support, how do you rate your support or opposition for: (READ AND ROTATE)
 Recruiting health professionals back from the US.

Support for Increasing Medical and Nursing School Enrolment Levels, by Provider Group



Q8. 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)
Increase medical and nursing school enrolment levels

Support for Patient Registration with a Family Doctor or Other Primary Health Care Provider: Tracking, by Public and Provider Group

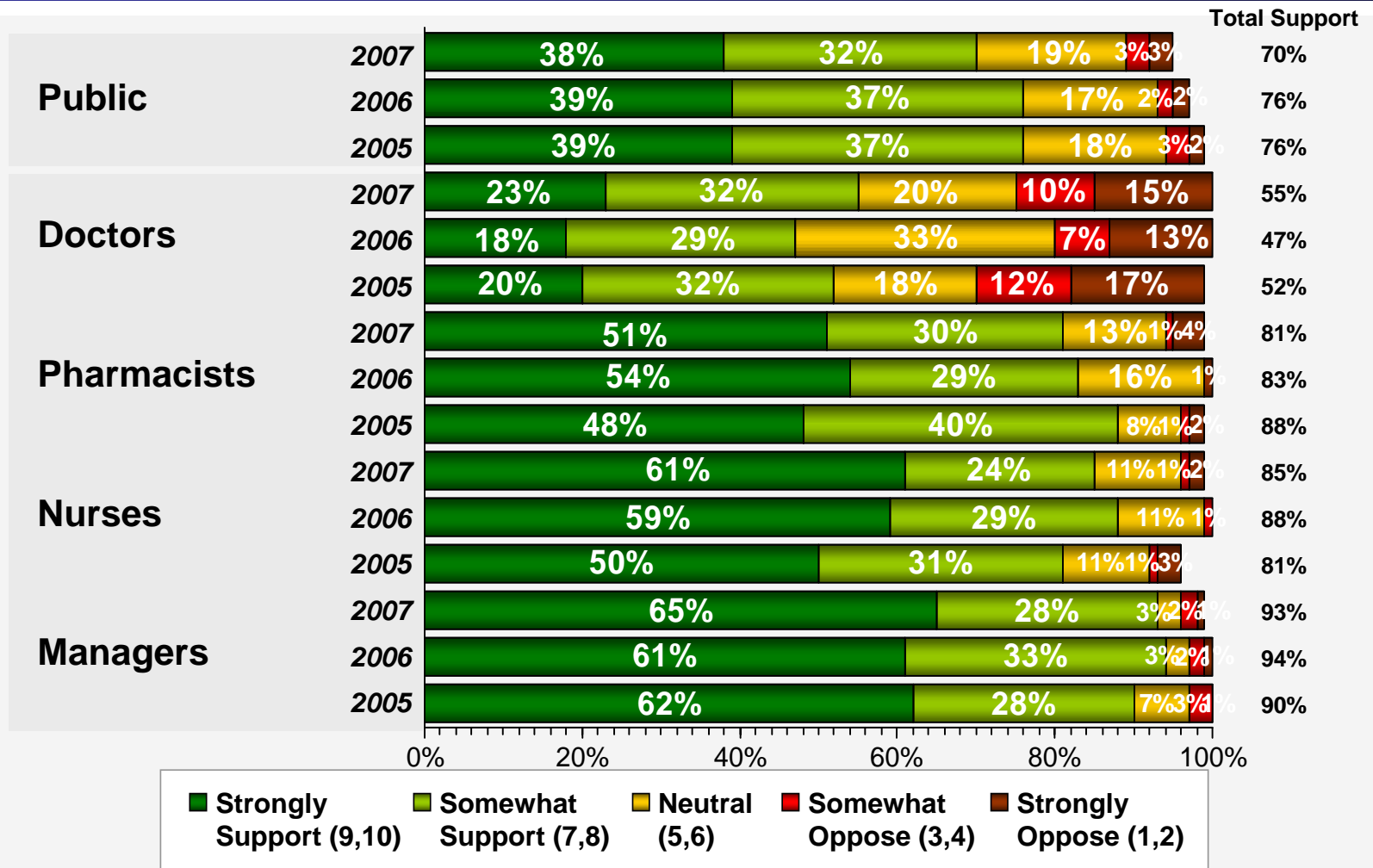


Providers

Q13/8. 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) Requiring patients to register with one family doctor or other primary health care provider.

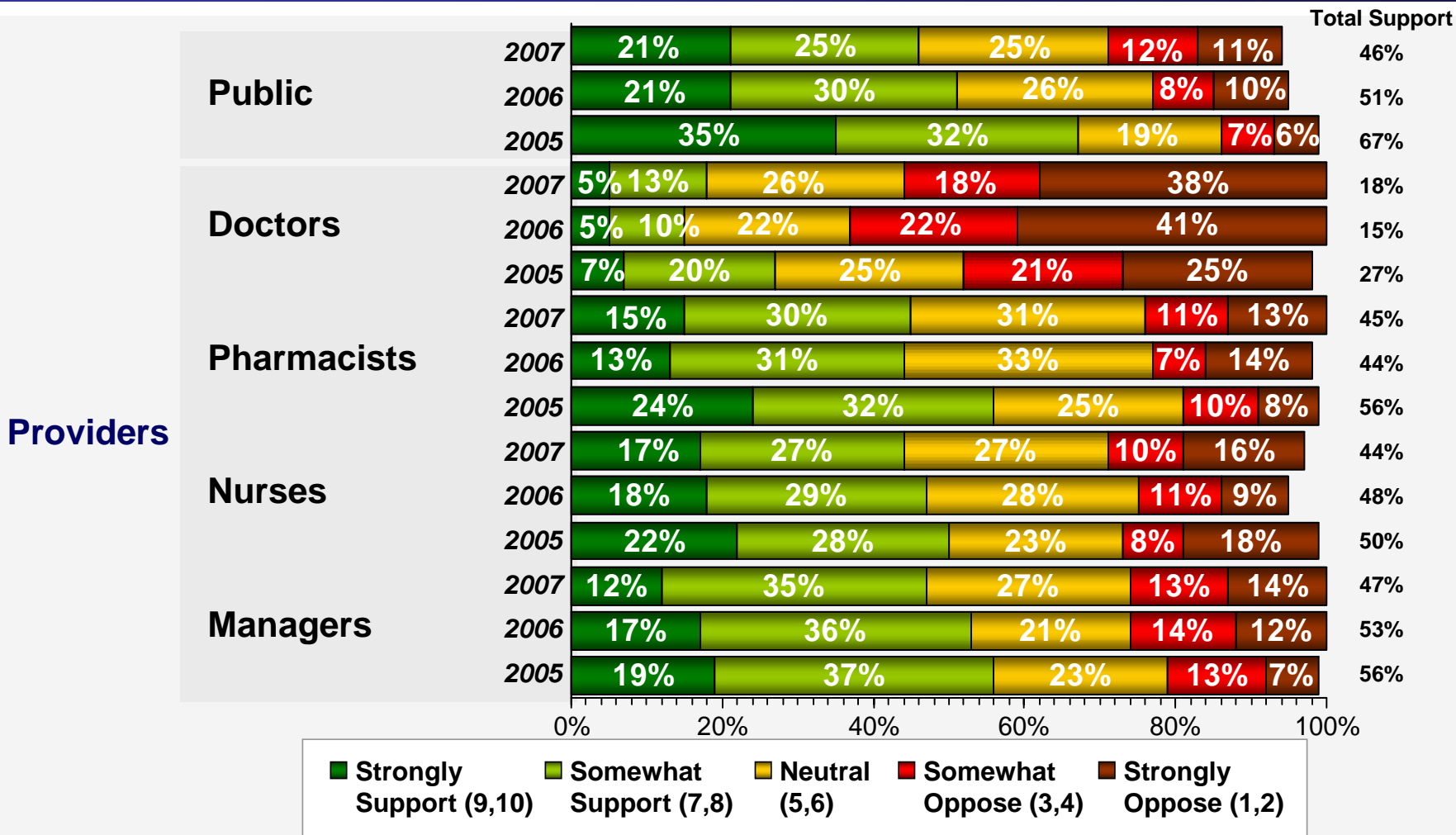
Support for Requiring Health Professionals to Work in Teams: Tracking, by Provider Group

Providers



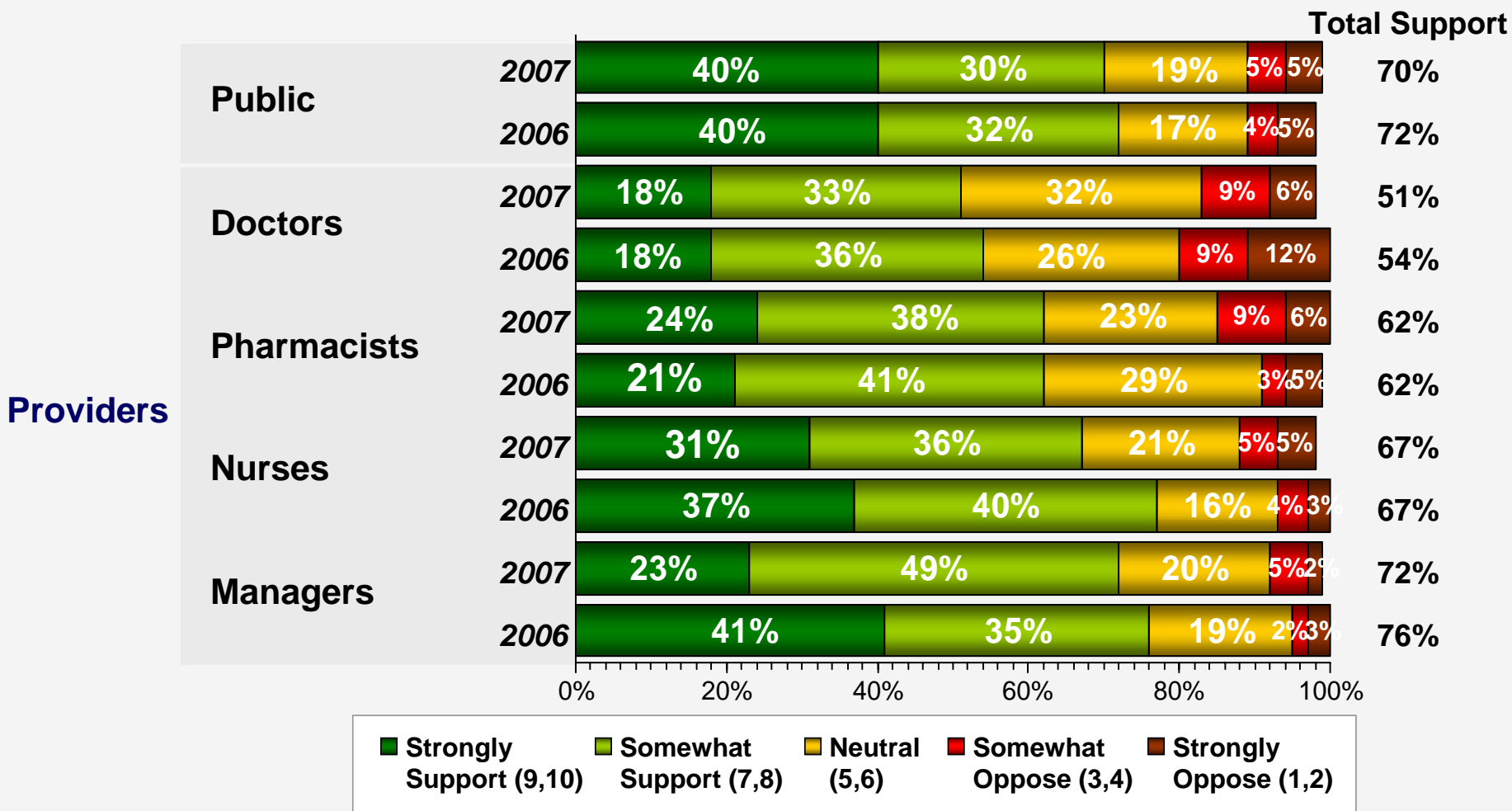
Q13/8. I am going to read you a list of initiatives that may lead to a better health system. Thinking of how effective these might be, I would like you to tell me if you would support or oppose the implementation of any of these, using a 10-point scale where 1 means that you Strongly oppose and 10 means you Strongly support each one. What about... (READ AND ROTATE) Requiring health professionals to work in teams with other types of health care providers

Support for Requiring Health Professionals to Work in Specific Geographic Areas: Tracking, by Provider Group



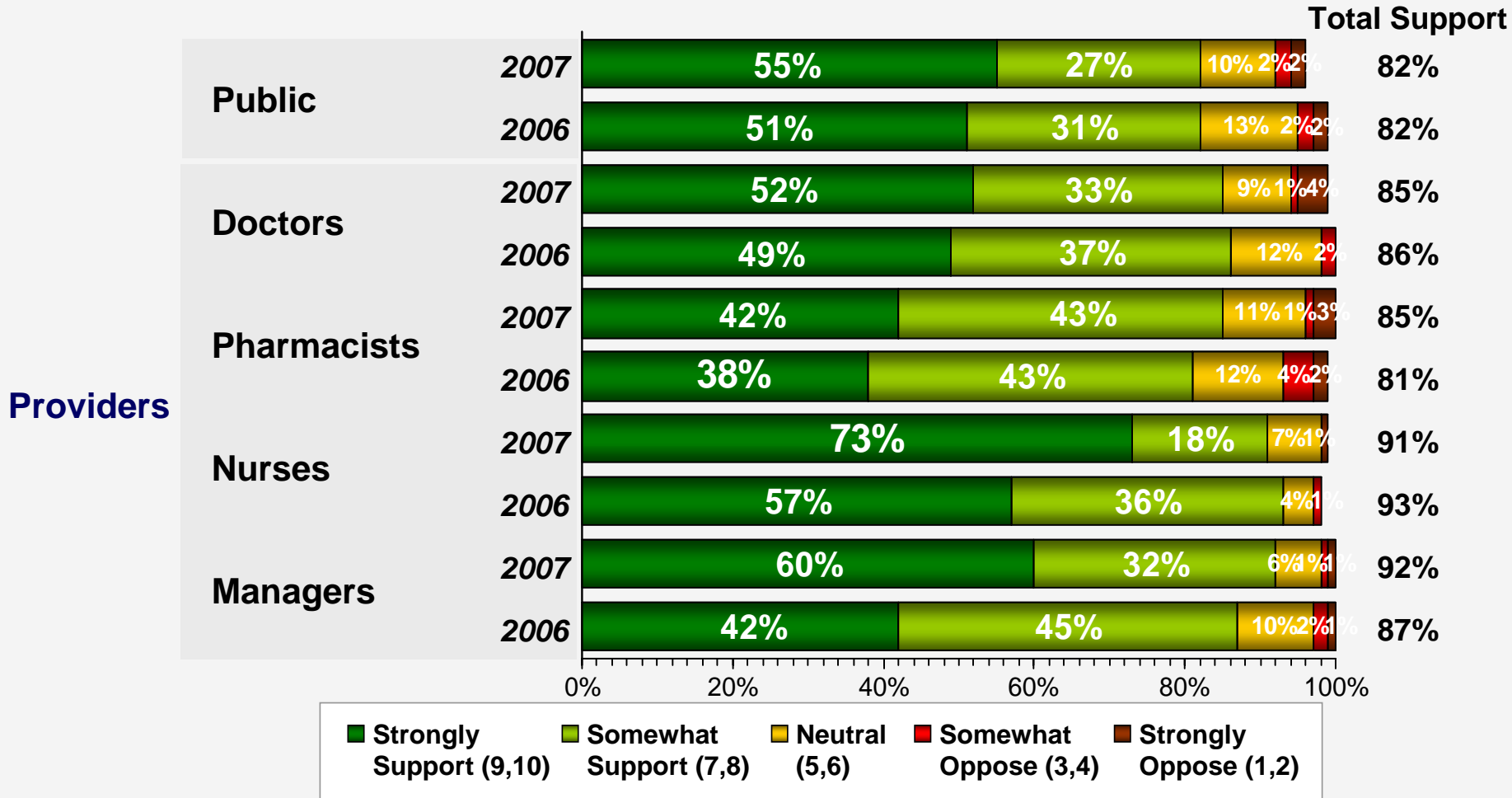
Q13/8. I am going to read you a list of initiatives that may lead to a better health system. Thinking of how effective these might be, I would like you to tell me if you would support or oppose the implementation of any of these, using a 10-point scale where 1 means that you Strongly oppose and 10 means you Strongly support each one. What about... (READ AND ROTATE) Requiring health professionals to work in specific geographic areas.

Support for Making it Easier for Foreign Trained Doctors to Practice in Canada: Tracking, by Provider Group



Q13/8. 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) Making it easier for foreign trained doctors to practice in Canada.

Support for Increasing Enrolment Levels in Medical and Nursing Schools: Tracking, by Provider Group



Q13/8. 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) Increasing enrolment levels in medical and nursing schools.

Chronic Conditions (Public Only)

*** New to 2007 ***

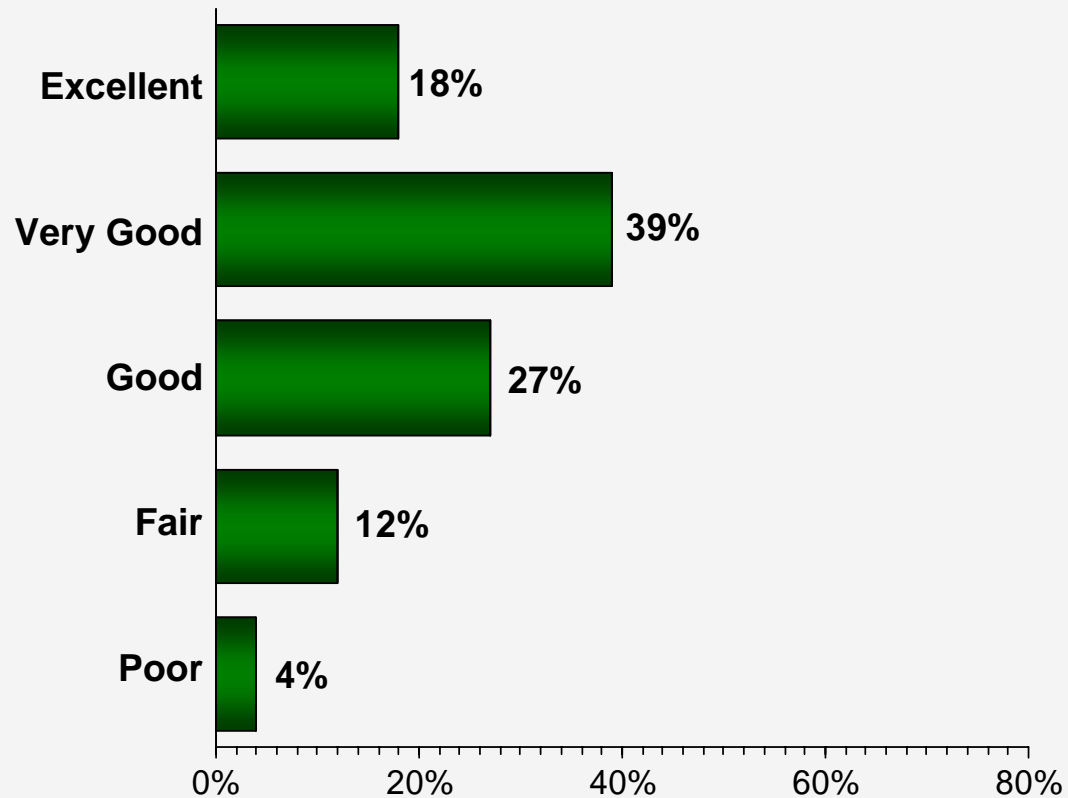
Chronic Conditions

- **More than one half (57%) of Canadians rate their health as either very good (39%) or excellent (18%);**
- **Slightly fewer Canadians in Quebec (51%) rate their health as very good or excellent compared with Canadians in other regions (58%);**
- **Over one-third (37%) of Canadians have been diagnosed with a chronic illness;**
- **Canadians in rural communities (41%) are slightly more likely to have a chronic illness diagnosis than Canadians in urban areas (36%);**
- **Canadians in Quebec (32%) are slightly less likely to have a chronic illness diagnosis compared with Canadians living elsewhere (39%);**
- **Among Canadians with a chronic illness, 15% work with a health care team while another 10% work with both a family doctor and a health care team to manage their condition;**
- **Canadians with a chronic illness who rate their health as poor or fair (22%) are more likely to be working with a health care team than those who rate their health as either good (10%) or excellent (14%).**

Chronic Conditions (cont'd)

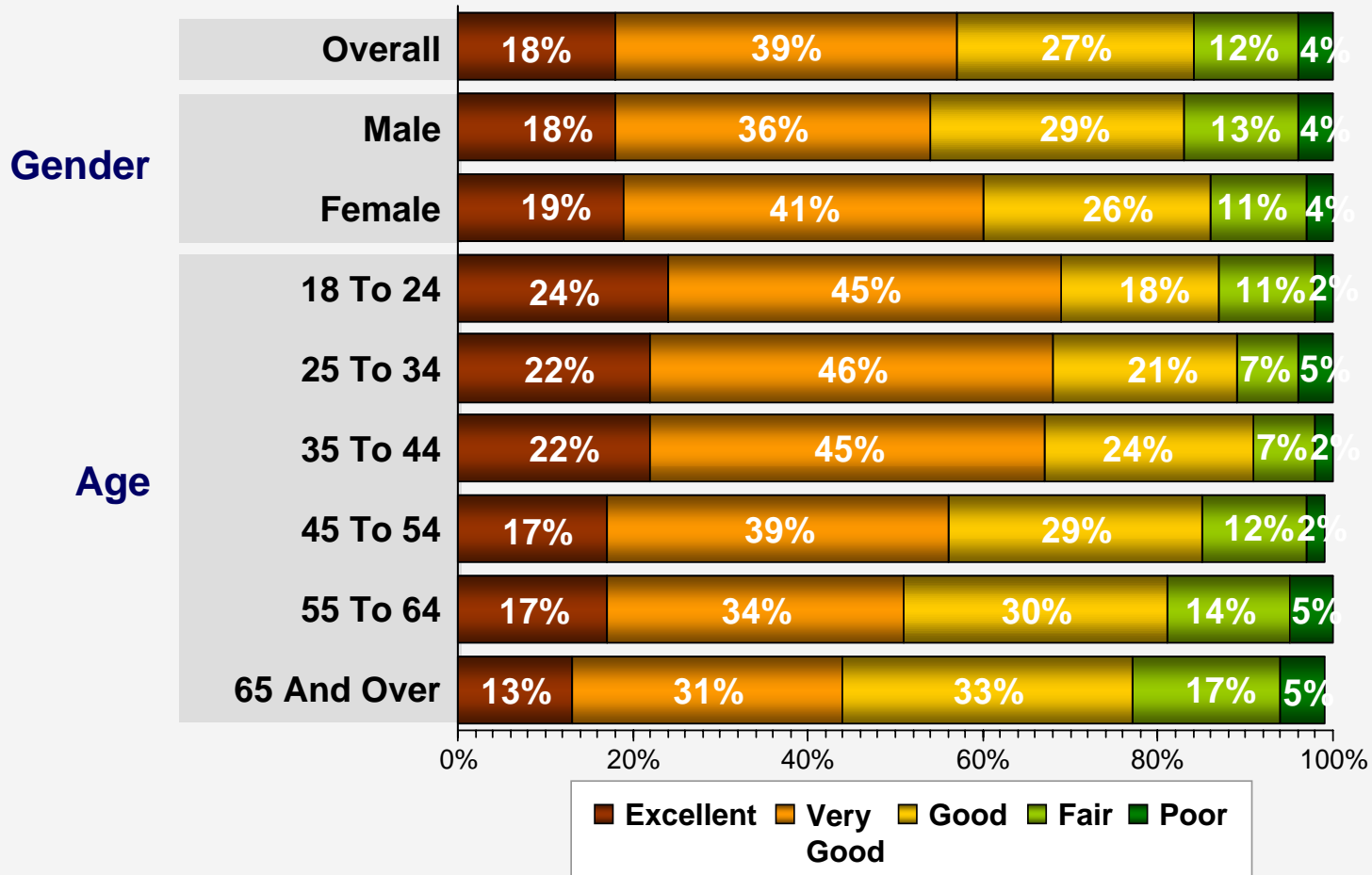
- **Over eight-in-ten (88%) Canadians with a chronic illness feel that they *have access to the information they need in order to manage their condition*;**
- **Women (91%) are slightly more likely than men (85%) to feel that they *have access to adequate information*;**
- **Over eight-in-ten (85%) Canadians also feel that they *have adequate support from health professionals to help them manage their condition*;**
- **Canadians with a chronic illness who rate their health as poor or fair (75%) are less likely than Canadians who rate their health as good, very good or excellent (89%) to feel that they *have adequate support from health professionals*.**

Self-reported Health Status of Canadians



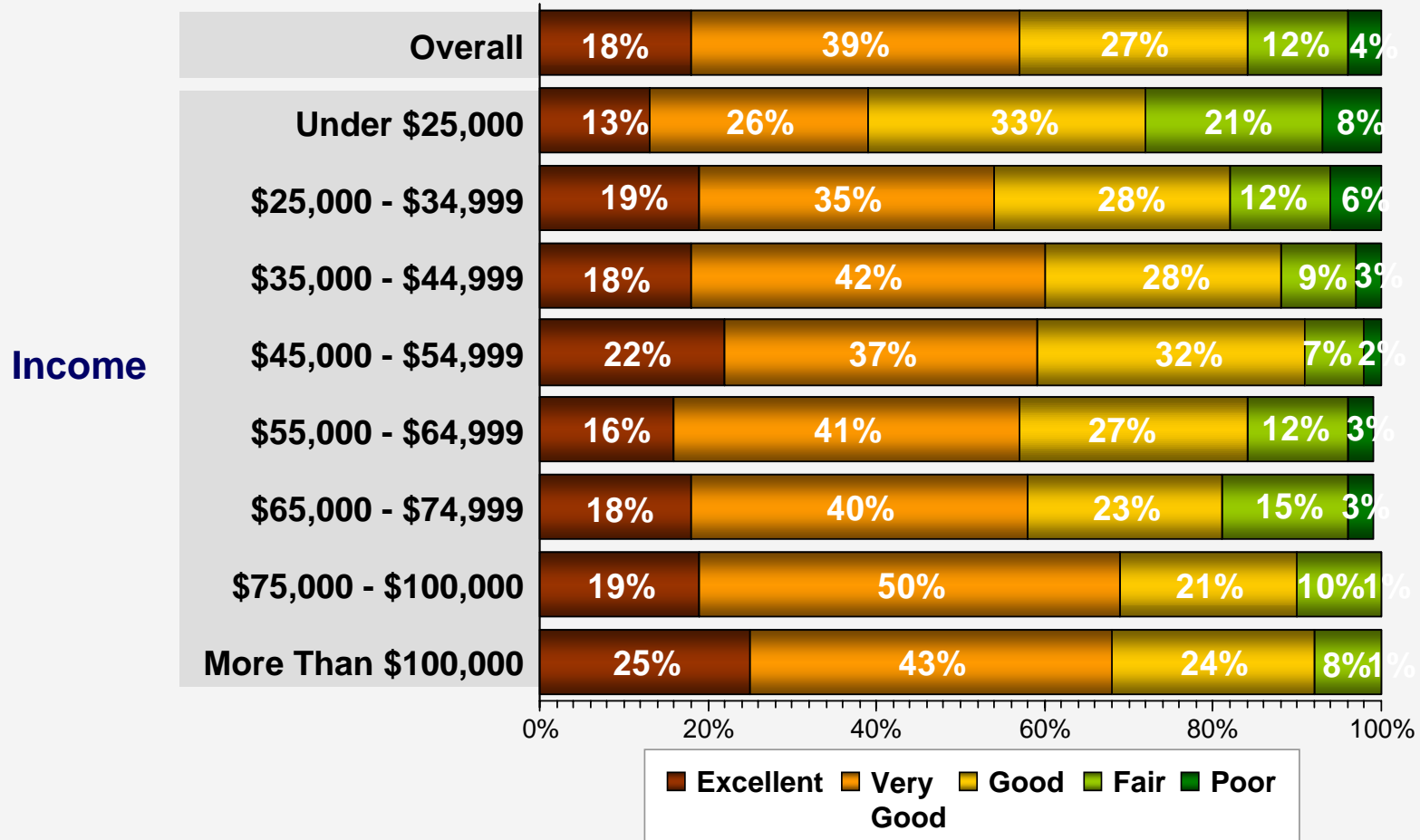
Q14. In general, how would you rate your health? Would you say it is:

Self-reported Health Status, by Gender and Age



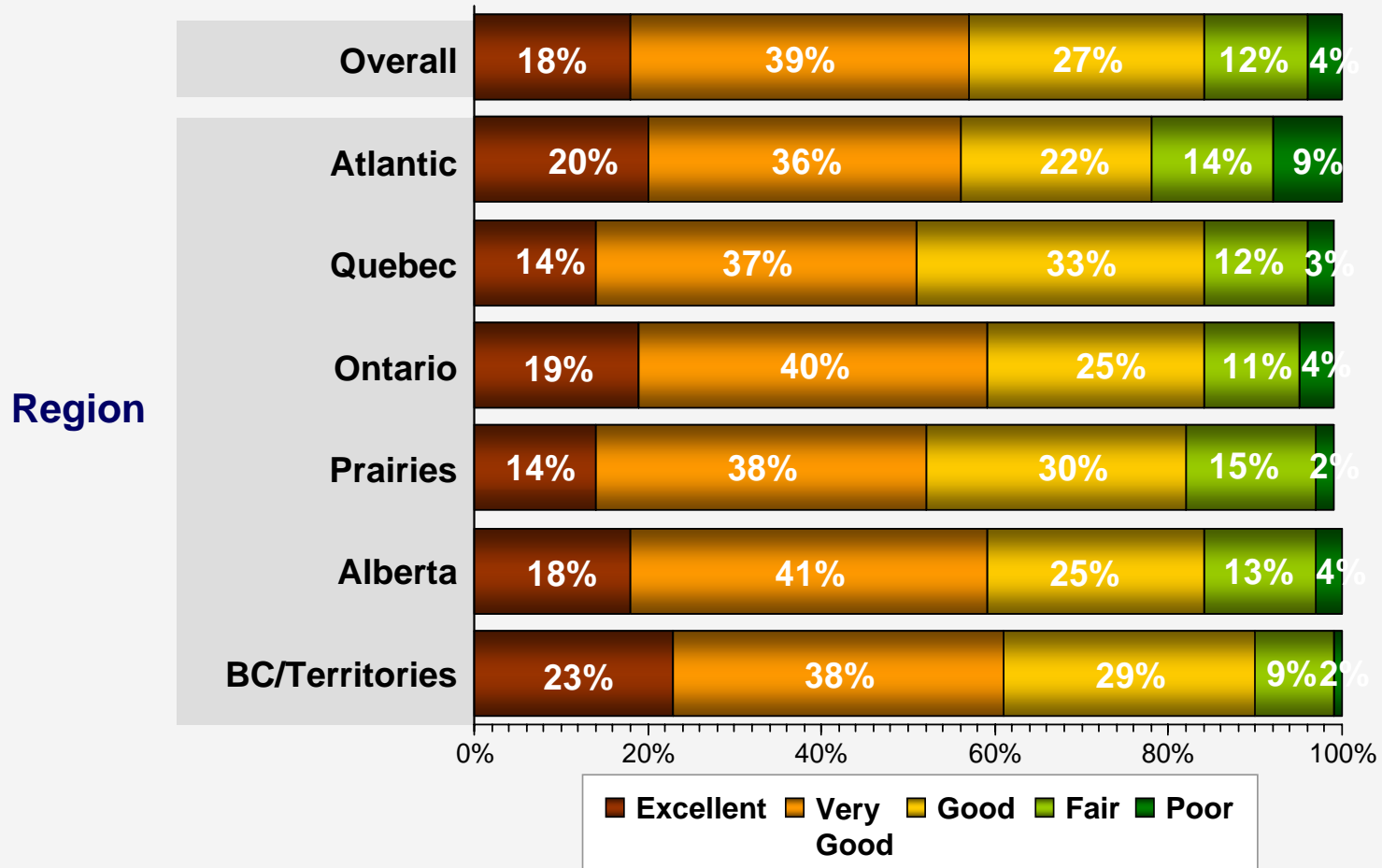
Q14. In general, how would you rate your health? Would you say it is:

Self-reported Health Status, by Income



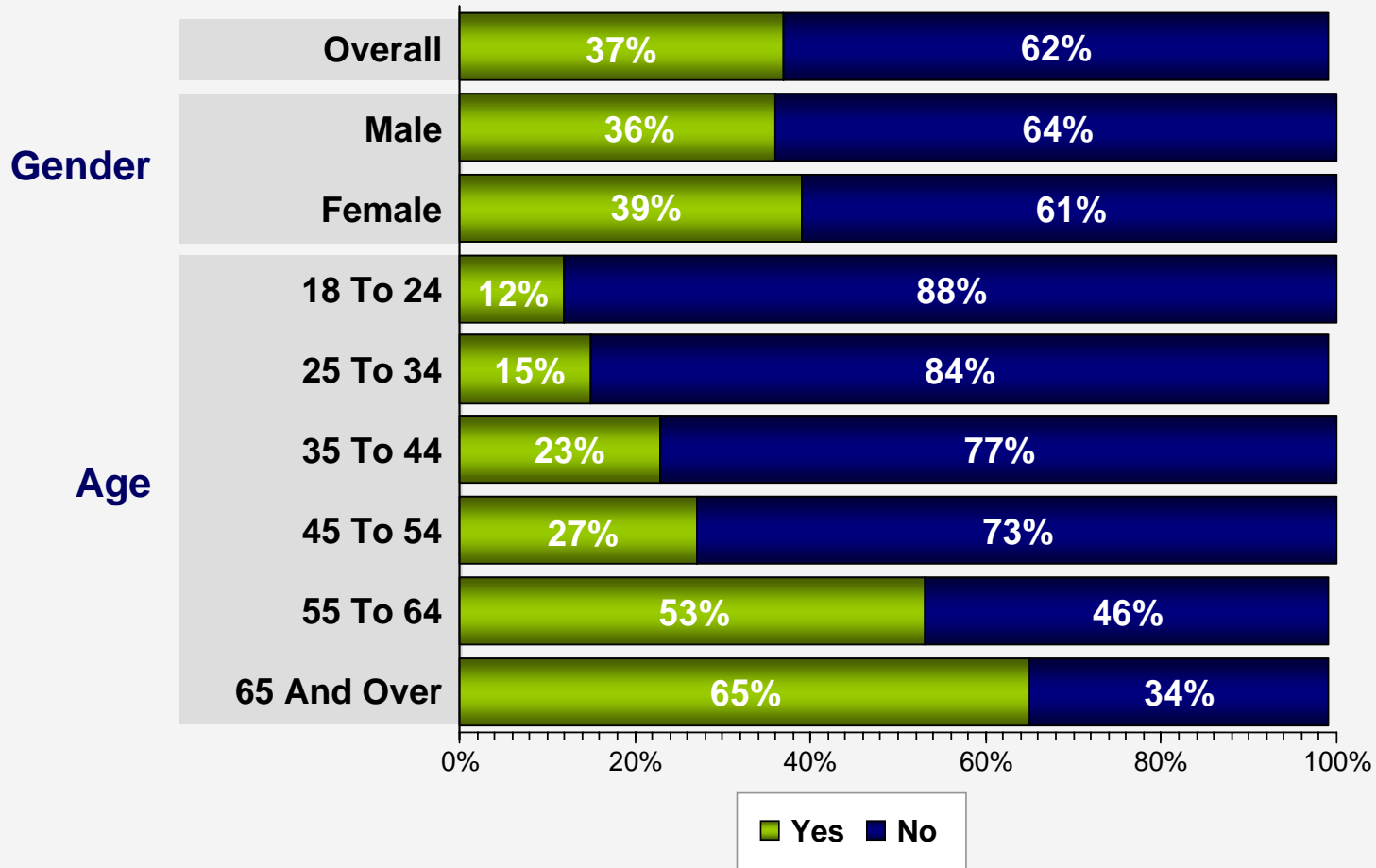
Q14. In general, how would you rate your health? Would you say it is:

Self-reported Health Status, by Region



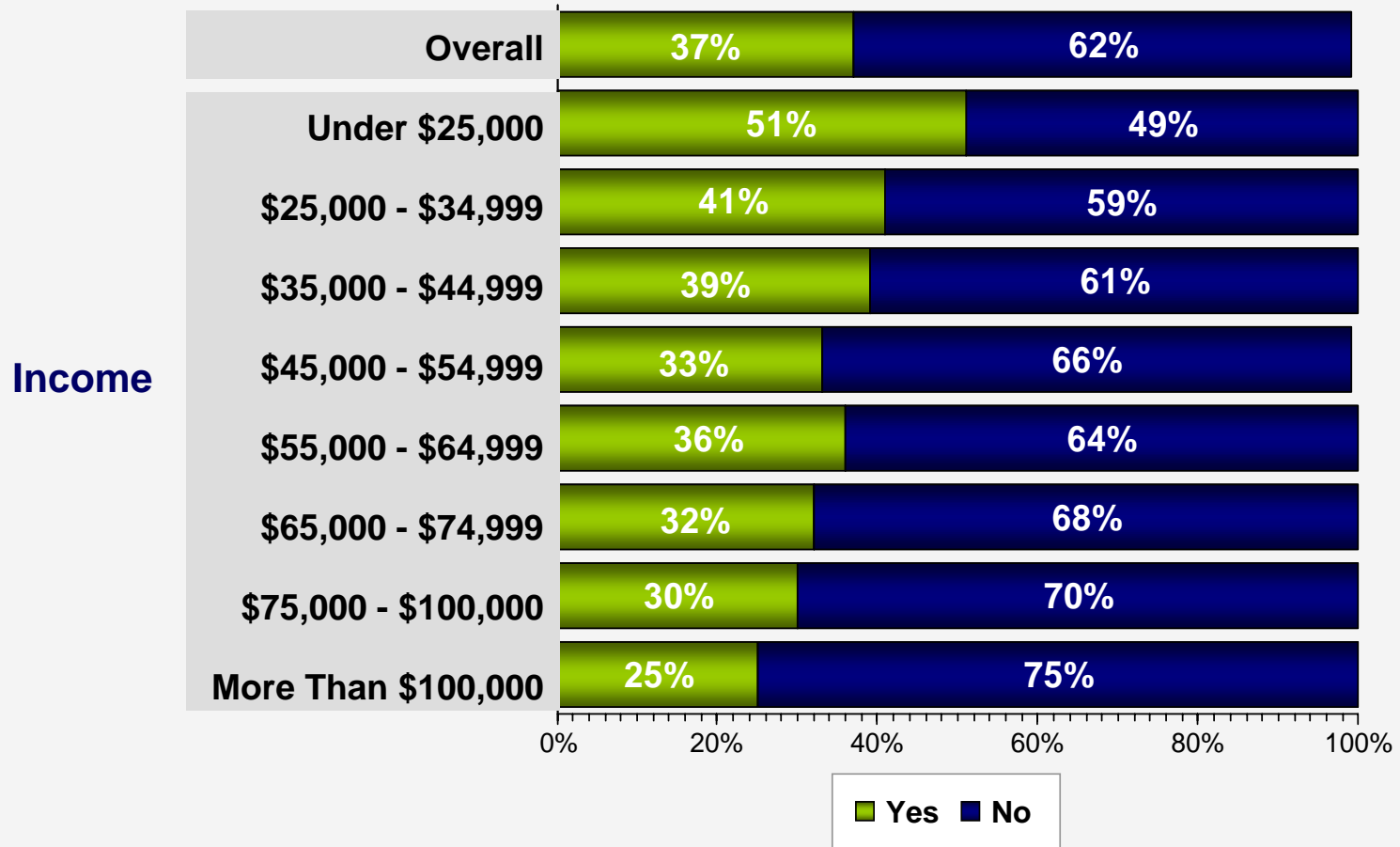
Q14. In general, how would you rate your health? Would you say it is:

Chronic Health Condition, by Gender and Age



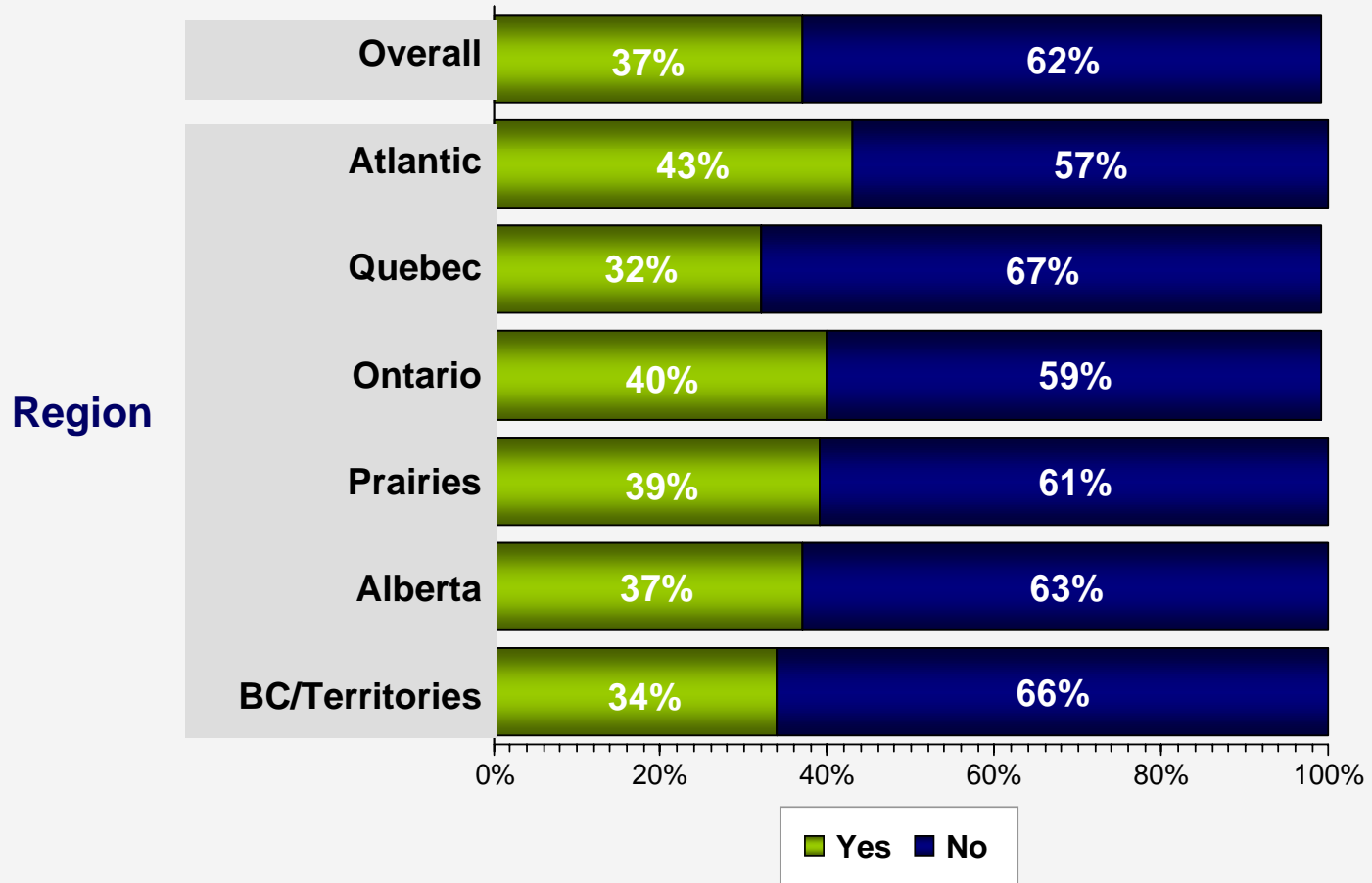
Q15. Have you been diagnosed by a physician with any chronic conditions or illnesses such as asthma, arthritis, diabetes, heart failure, osteoporosis or high blood pressure?

Chronic Health Condition, by Income



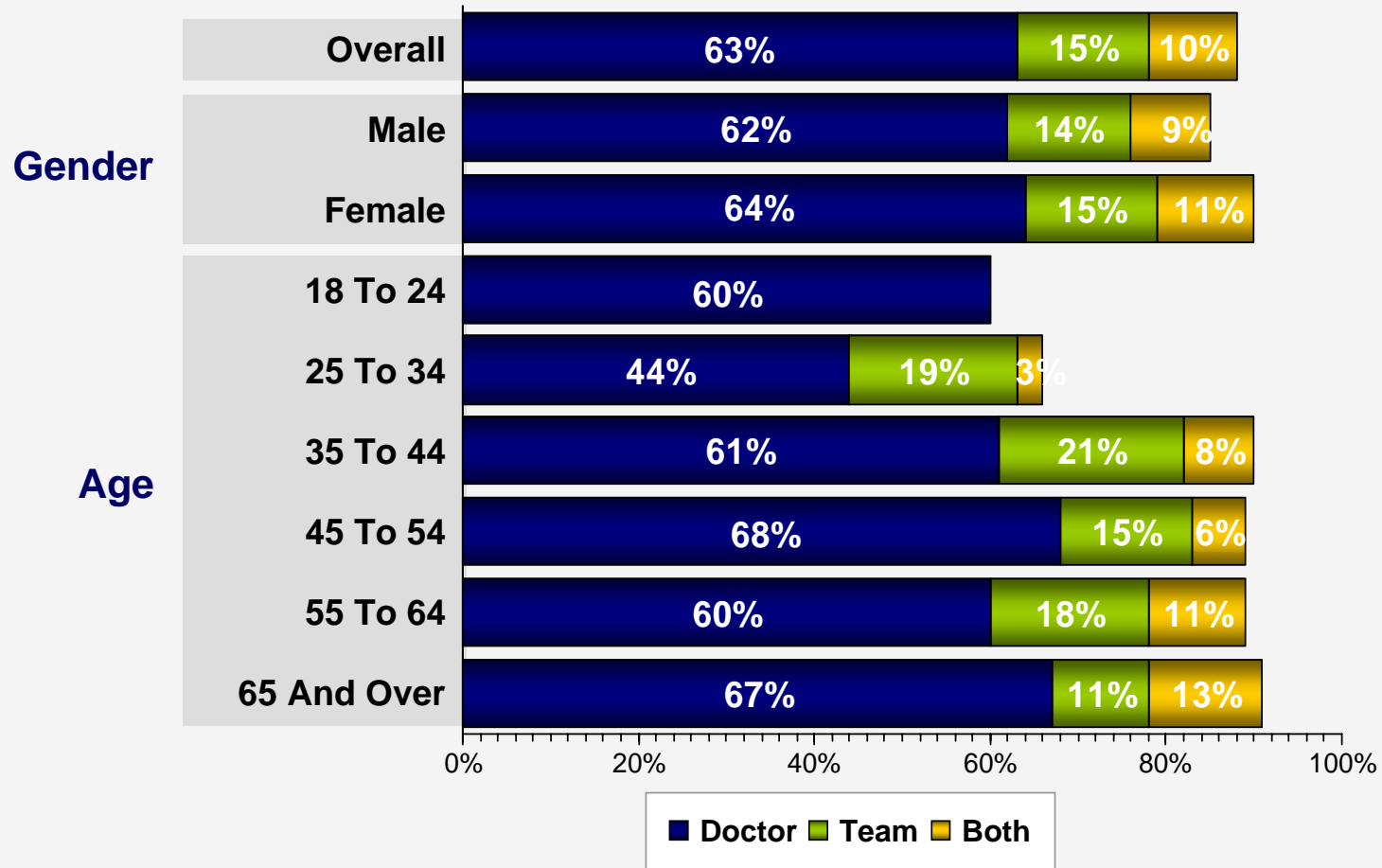
Q15. Have you been diagnosed by a physician with any chronic conditions or illnesses such as asthma, arthritis, diabetes, heart failure, osteoporosis or high blood pressure?

Chronic Health Condition, by Region



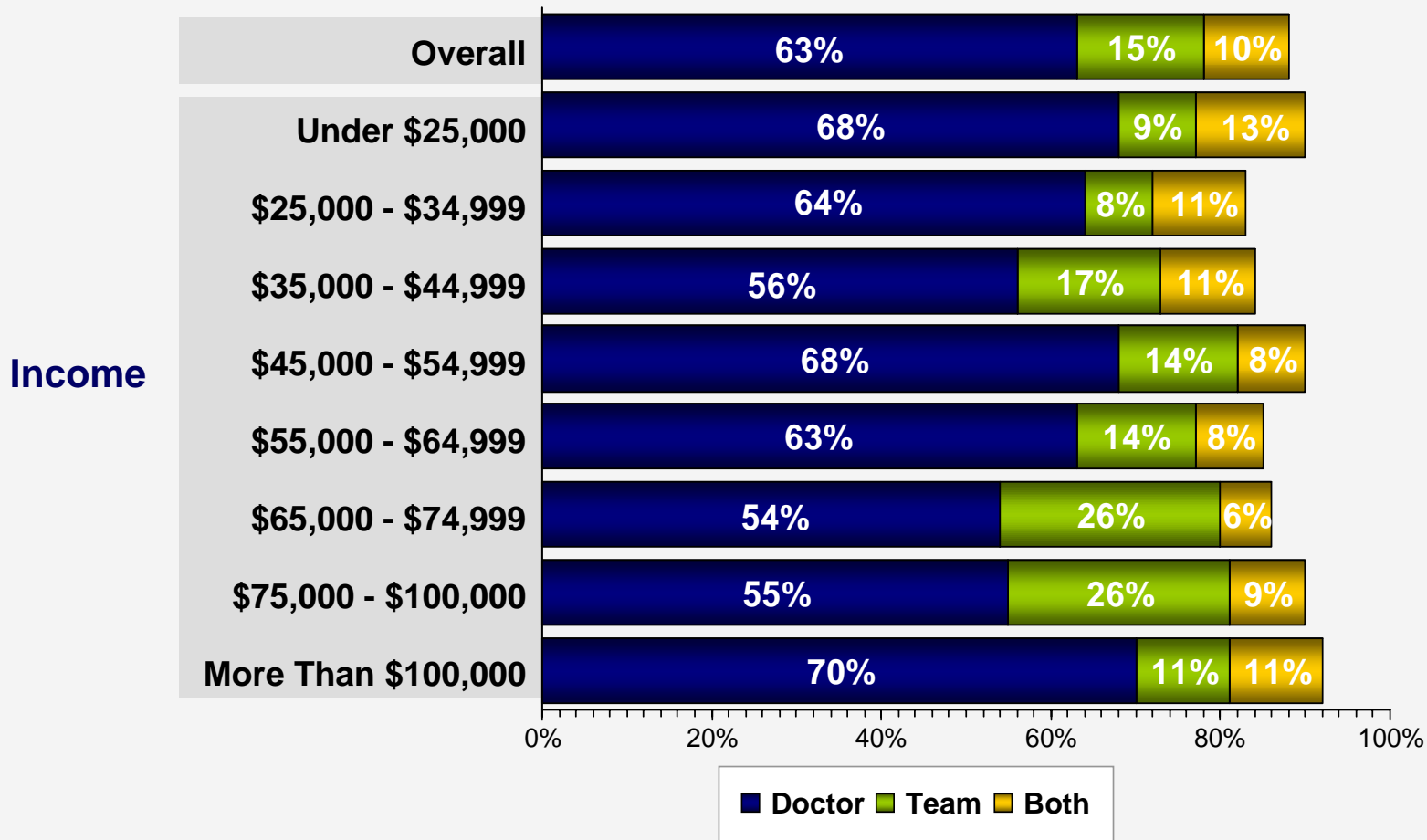
Q15. Have you been diagnosed by a physician with any chronic conditions or illnesses such as asthma, arthritis, diabetes, heart failure, osteoporosis or high blood pressure?

Work With Health Care Team, by Gender and Age



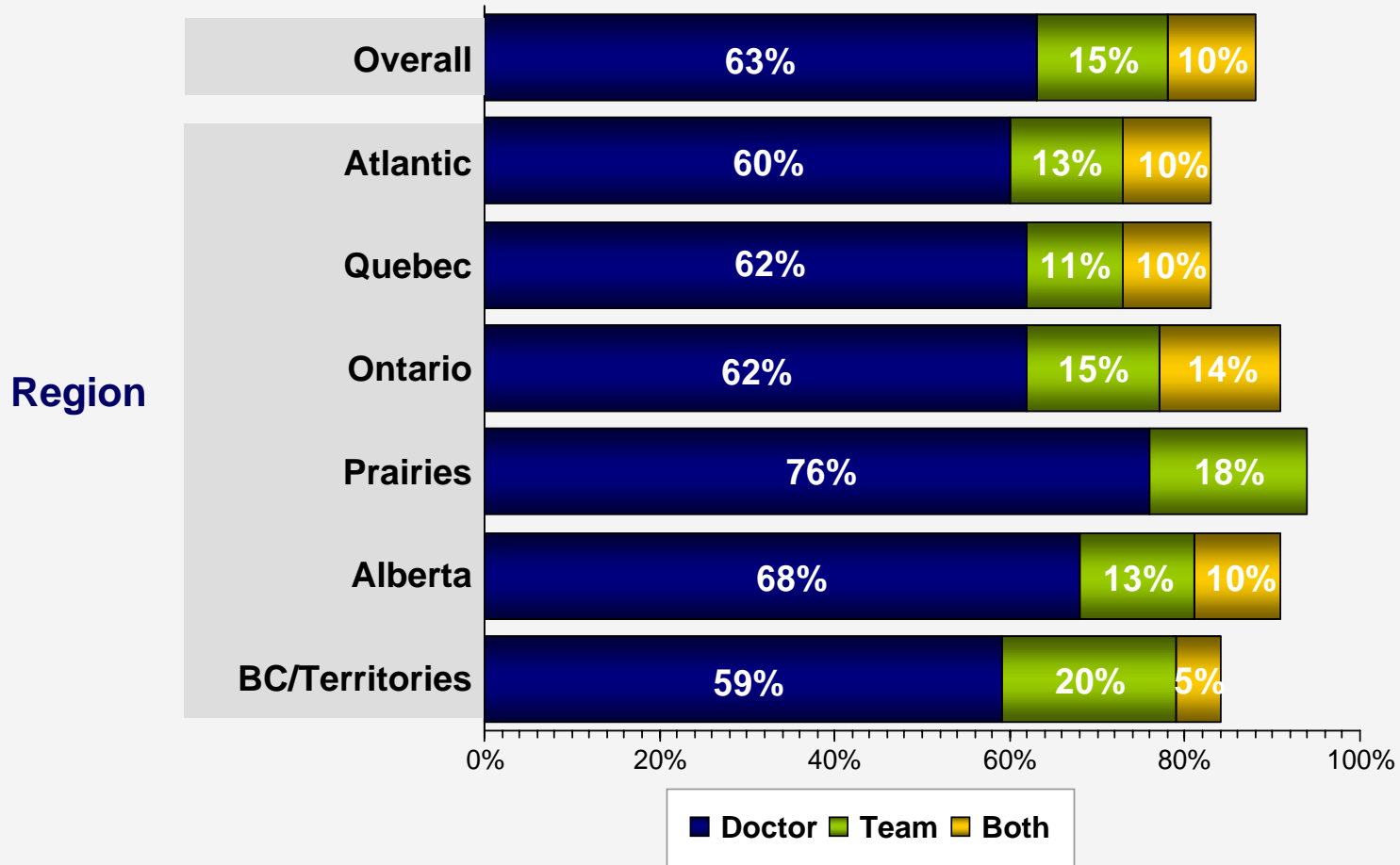
Q15A. Do you work with a doctor or a team of health care professionals to manage your condition? (Asked of respondents with a chronic disease only, N=458)

Work With Health Care Team, by Income



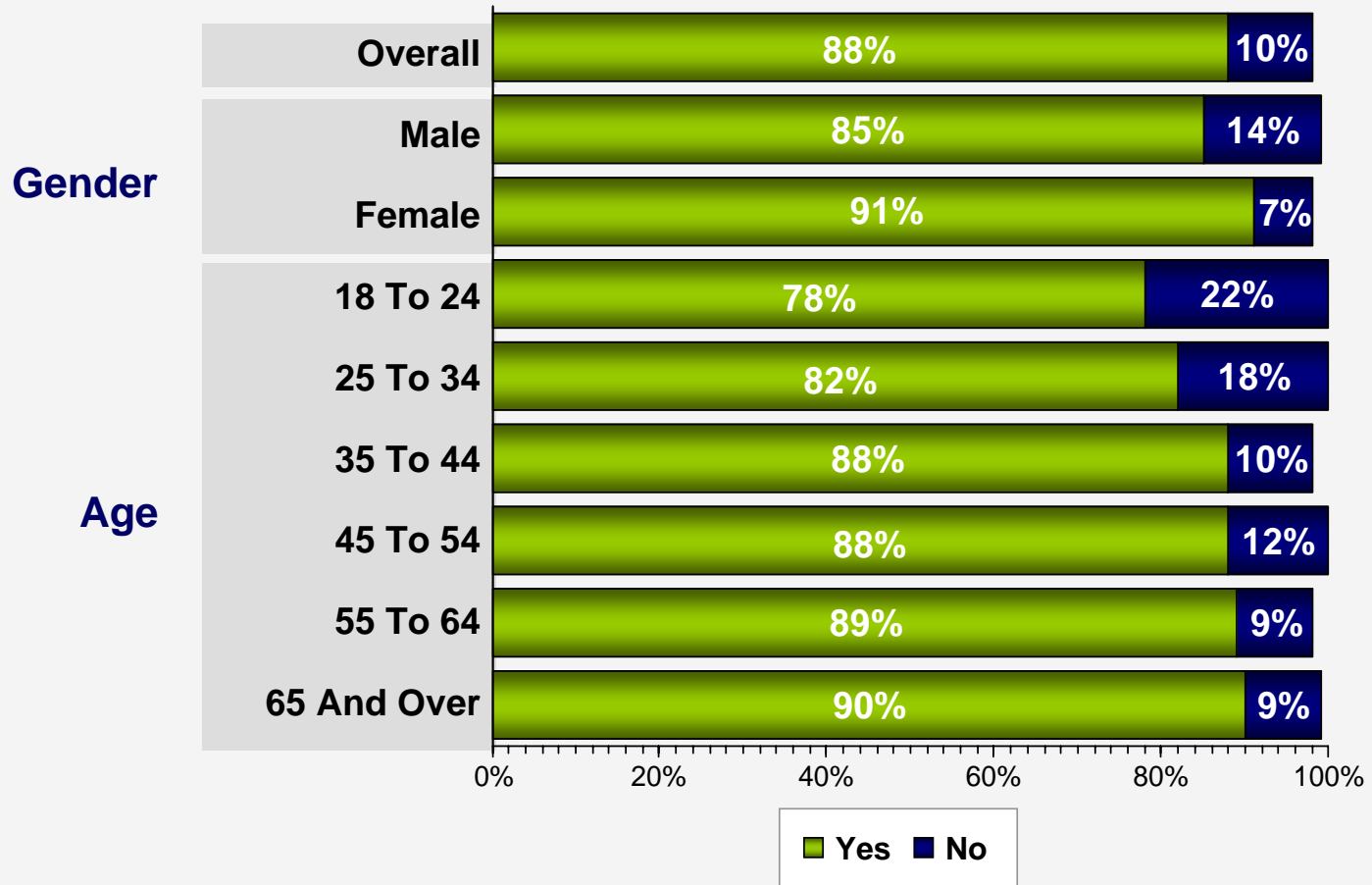
Q15A. Do you work with a doctor or a team of health care professionals to manage your condition? (Asked of respondents with a chronic disease only, N=458)

Work With Health Care Team, by Region



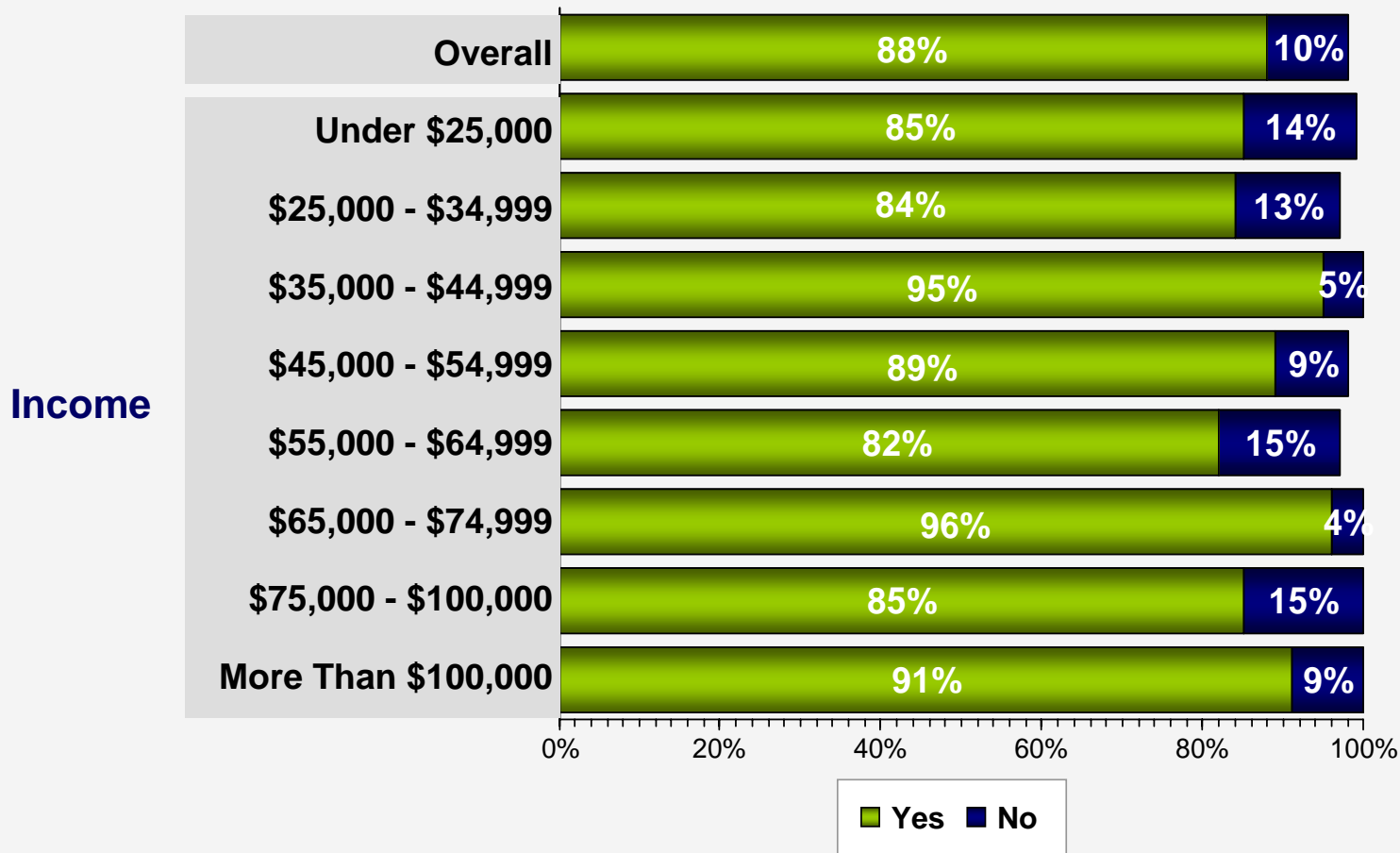
Q15A. Do you work with a doctor or a team of health care professionals to manage your condition? (Asked of respondents with a chronic disease only, N=458)

Adequate Access to Information to Manage Condition, by Gender and Age



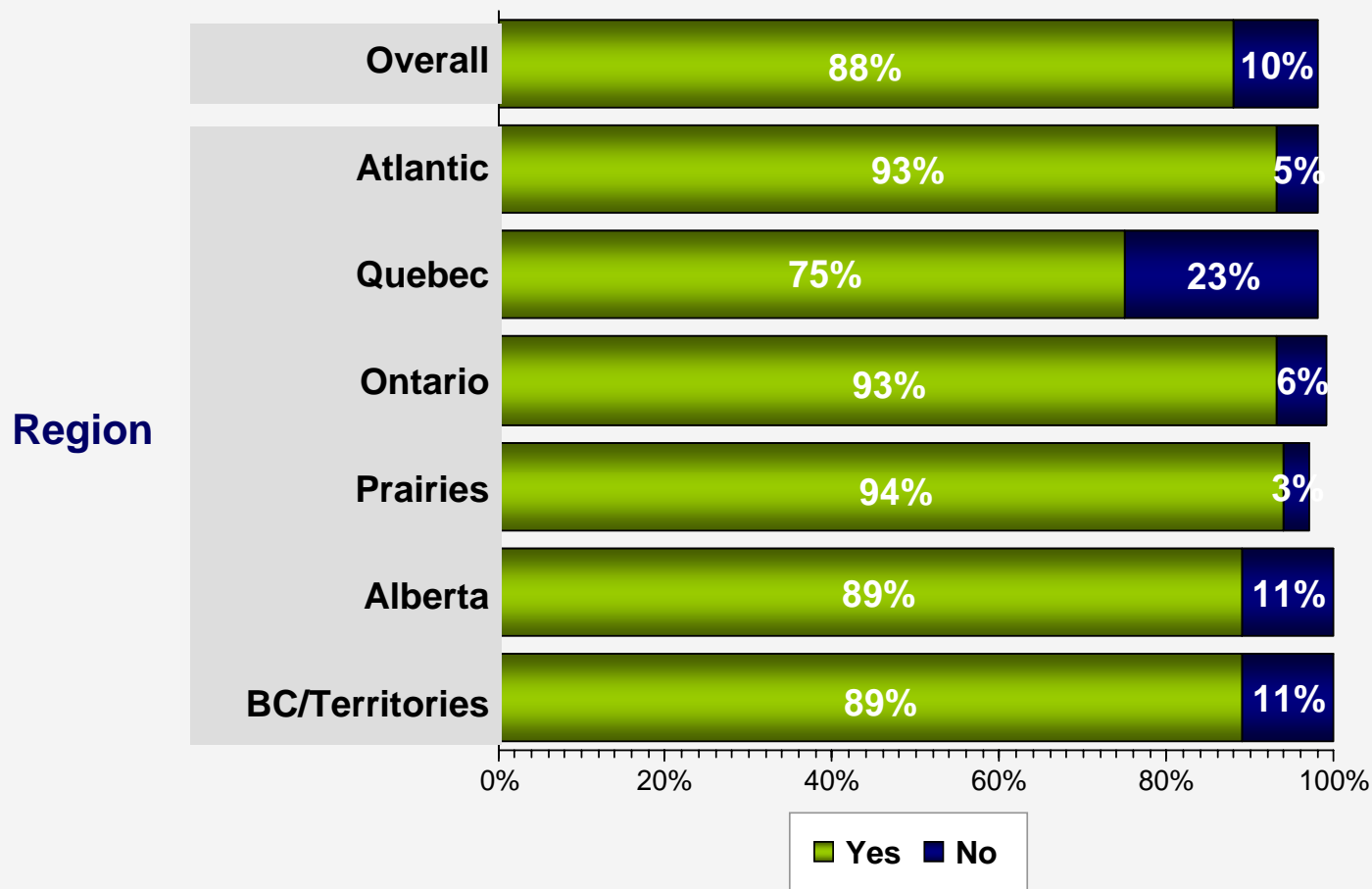
Q15B. Do you have access to the information you need to manage your condition? (Asked of respondents with a chronic disease only, N=458)

Adequate Access to Information to Manage Condition, by Income



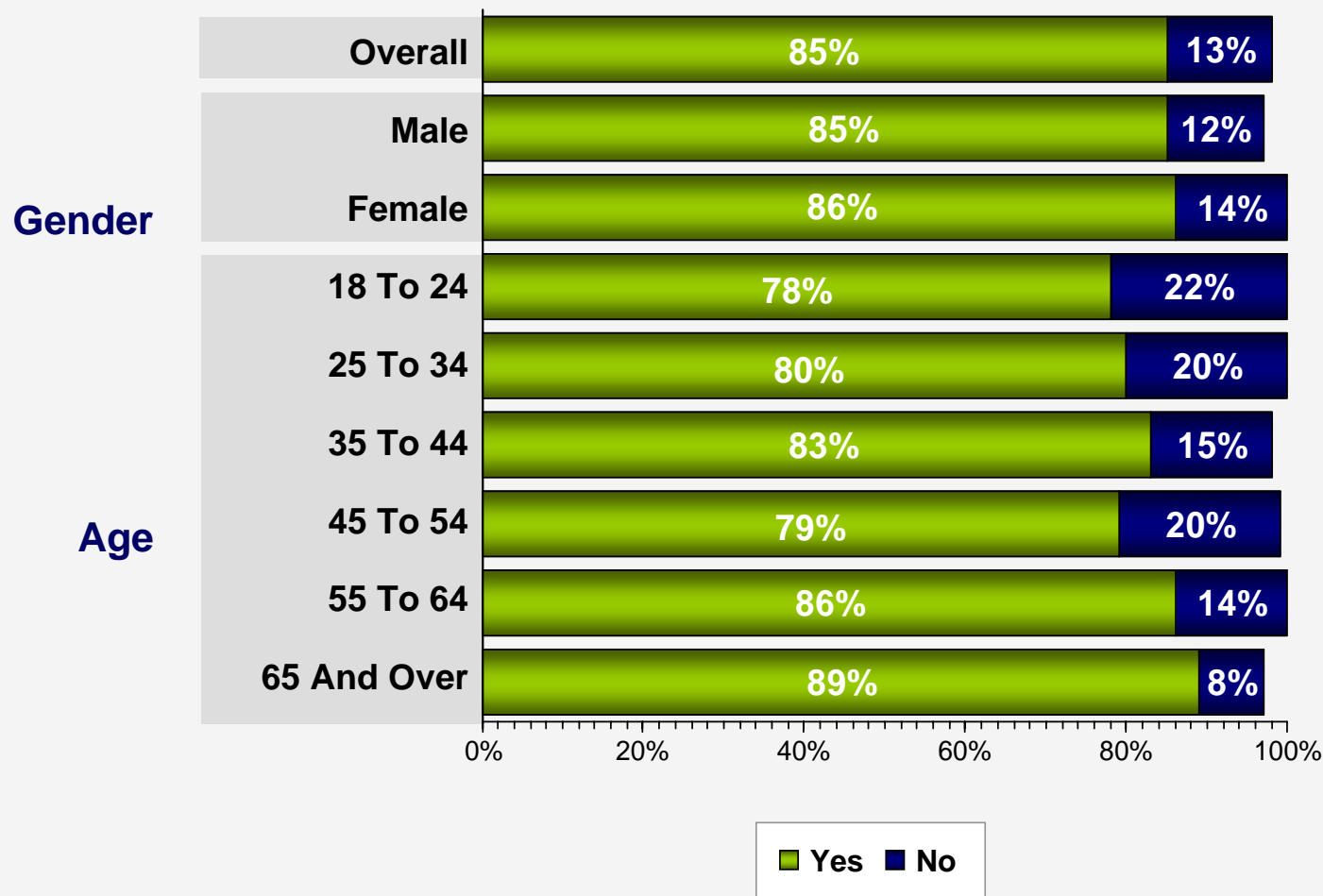
Q15B. Do you have access to the information you need to manage your condition? (Asked of respondents with a chronic disease only, N=458)

Adequate Access to Information to Manage Condition, by Region



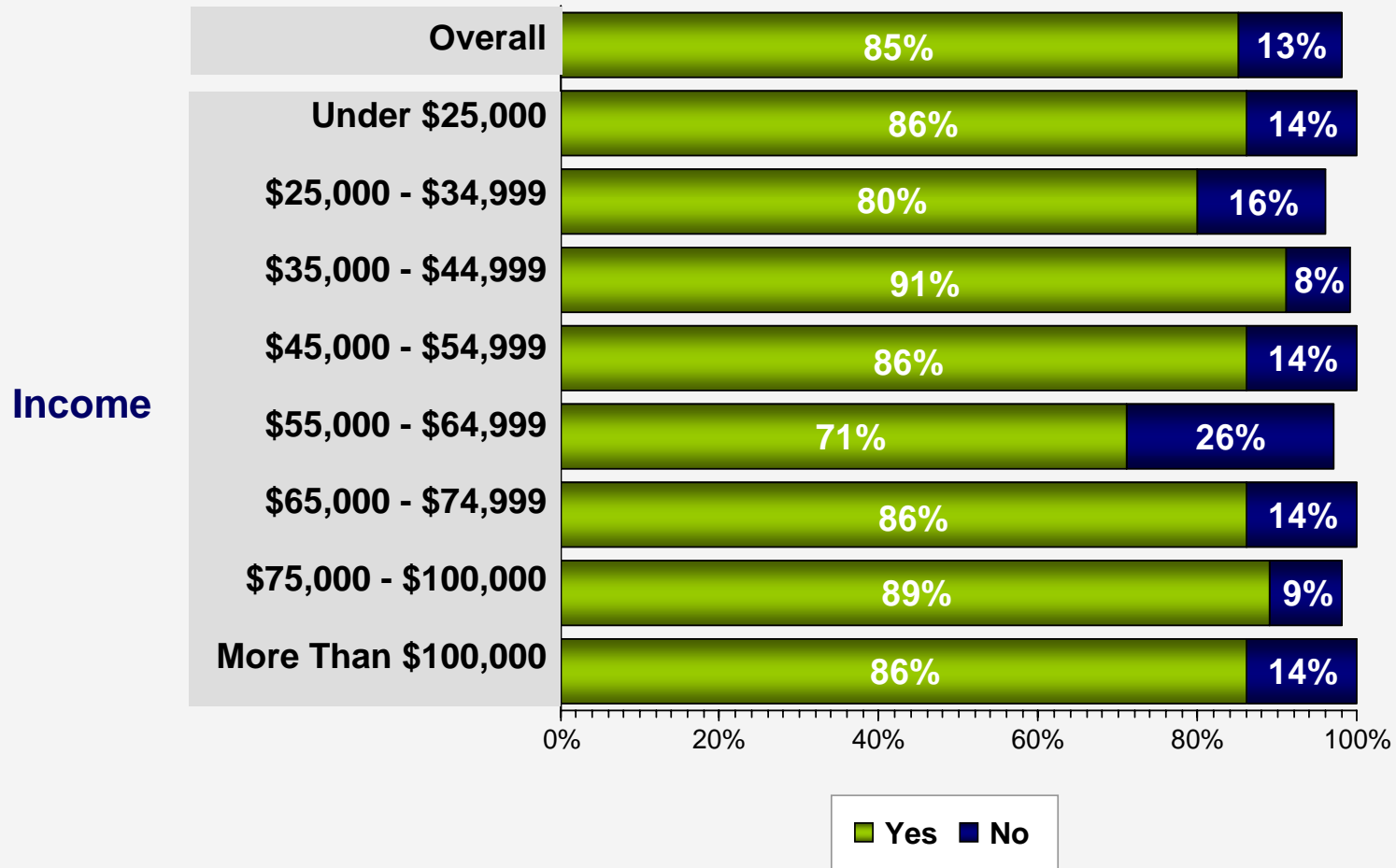
Q15B. Do you have access to the information you need to manage your condition? (Asked of respondents with a chronic disease only, N=458)

Have Adequate Support From Health Care Professionals to Manage Condition, by Gender and Age



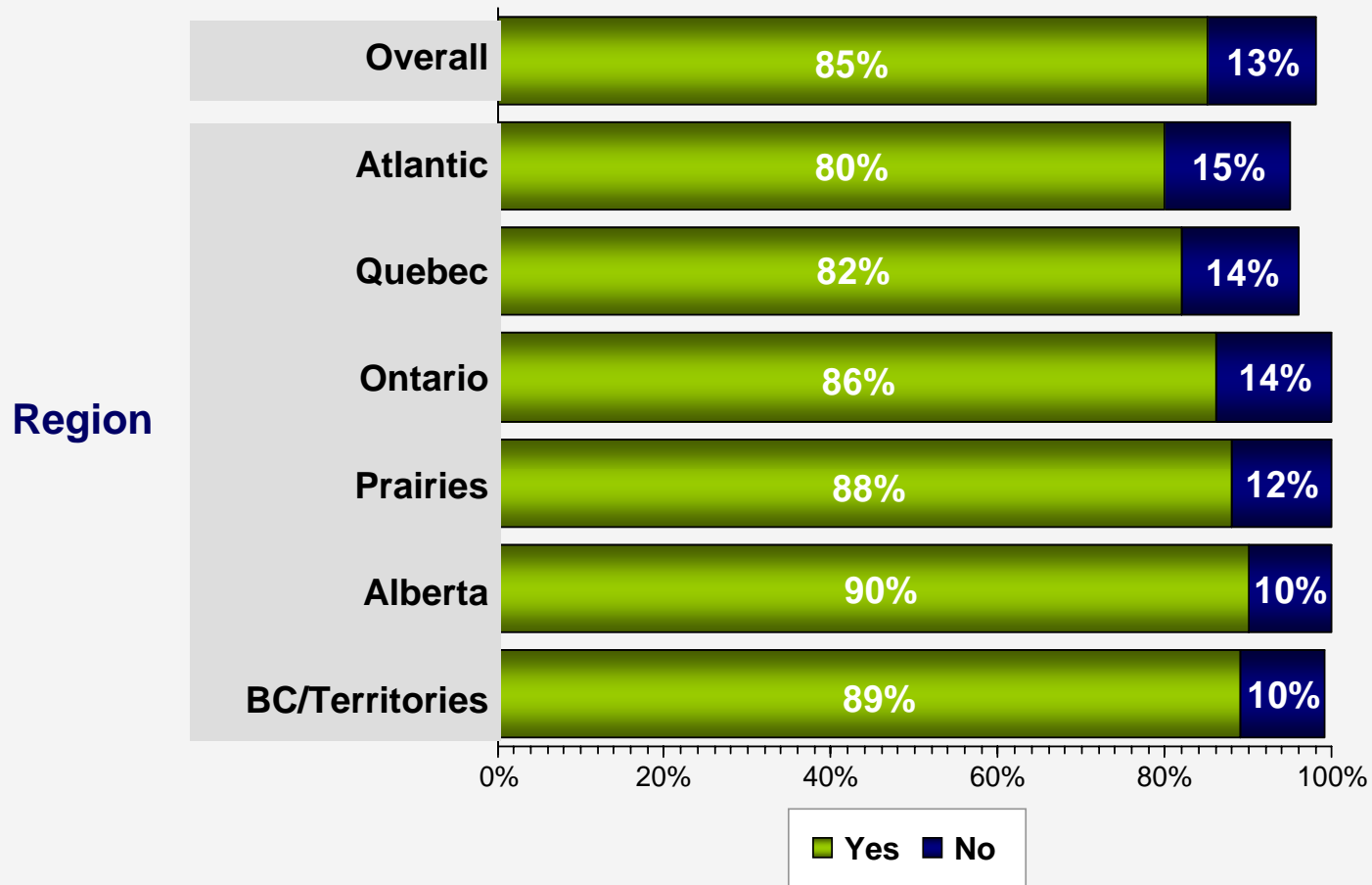
Q15C. Do you have the adequate support that you need from health professionals to help you manage your condition? (Asked of respondents with a chronic disease only, N=458)

Have Adequate Support From Health Care Professionals to Manage Condition, by Income



Q15C. Do you have the adequate support that you need from health professionals to help you manage your condition? (Asked of respondents with a chronic disease only, N=458)

Have Adequate Support From Health Care Professionals to Manage Condition, by Region

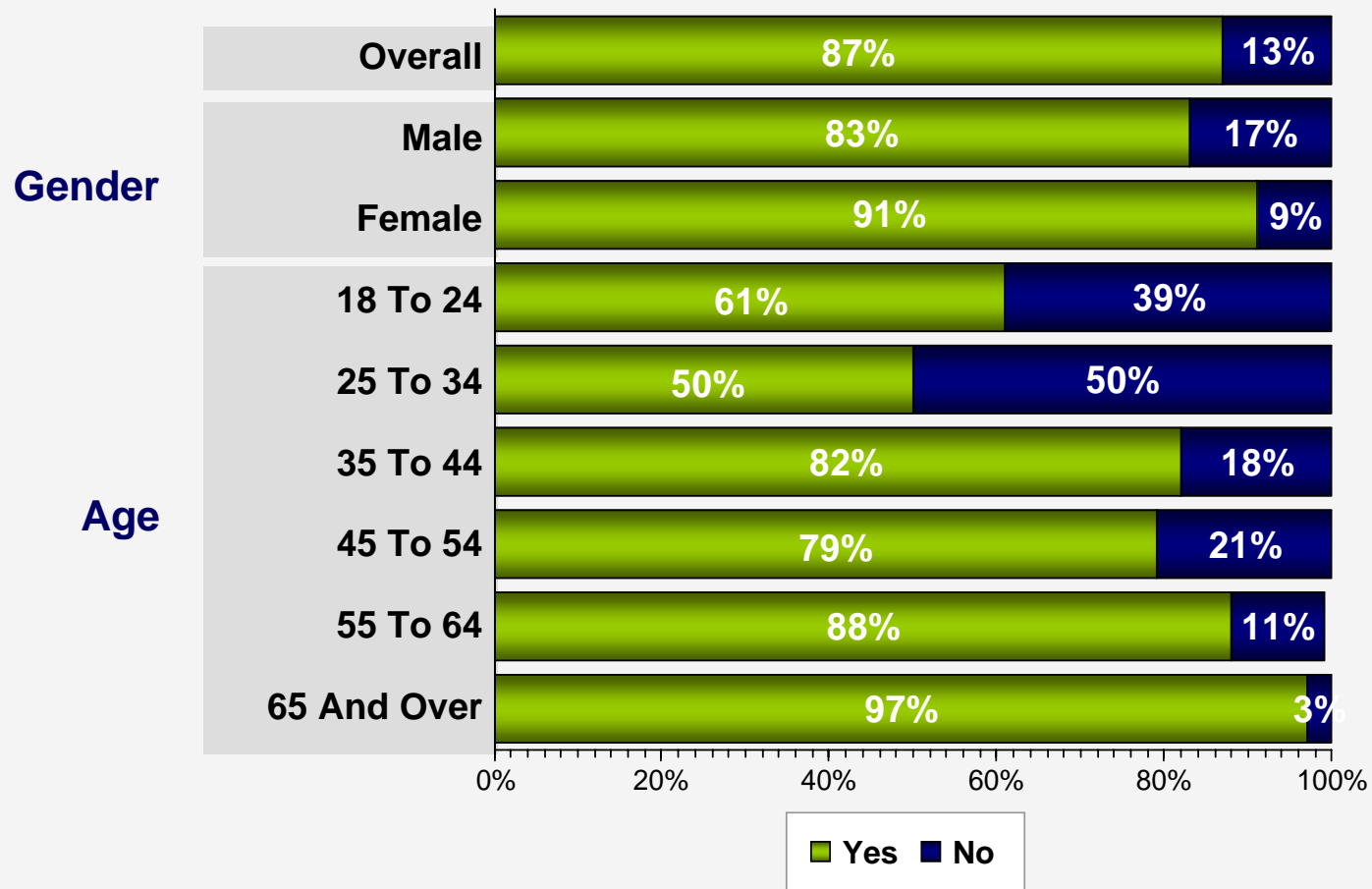


Q15C. Do you have the adequate support that you need from health professionals to help you manage your condition? (Asked of respondents with a chronic disease only, N=458)

Adherence to Prescription Medications Among Canadians with a Chronic Illness

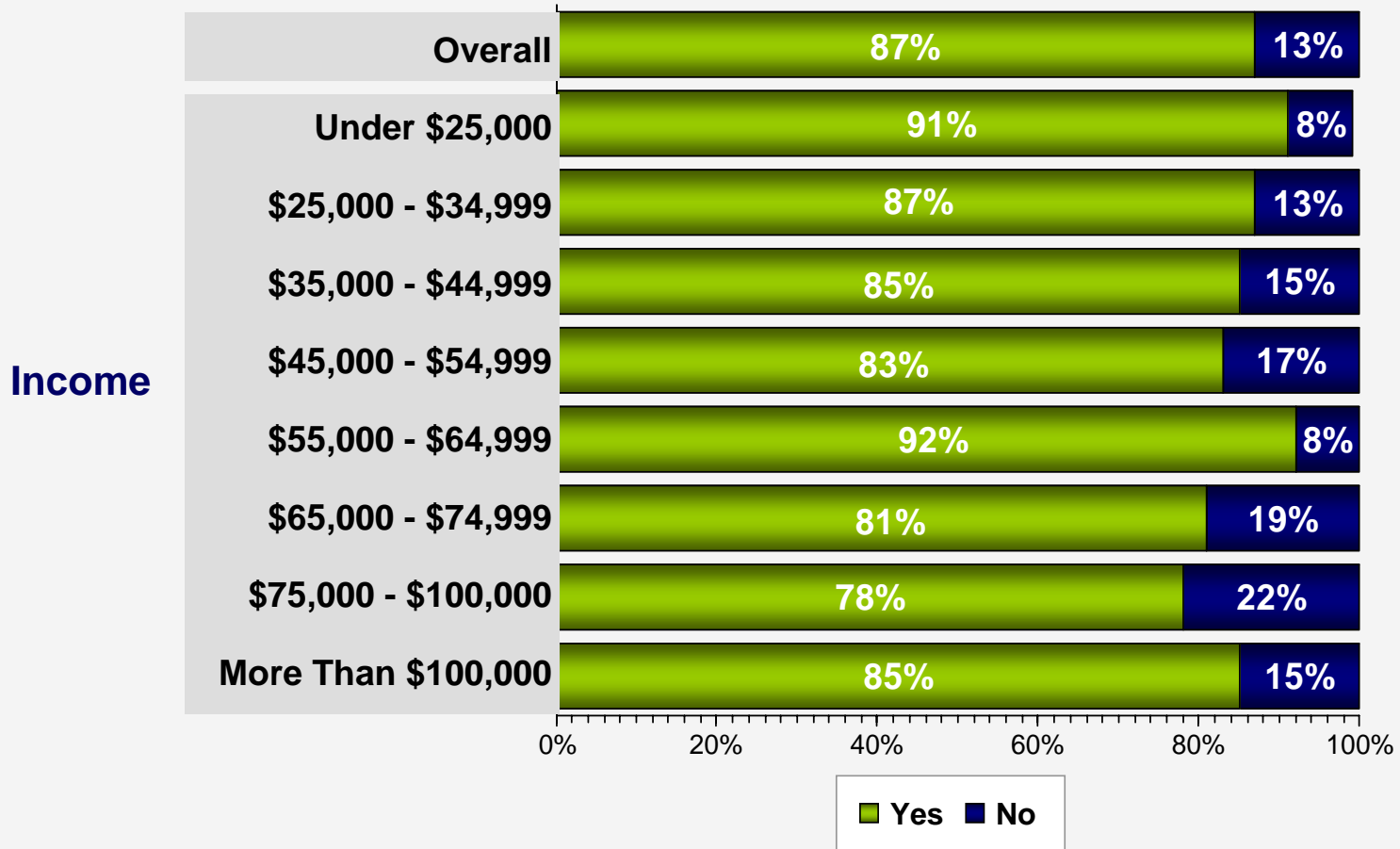
- **Over eight-in-ten (87%) Canadians with a chronic illness take at least one regularly prescribed medication;**
- **More women (91%) than men (83%) are on at least one prescription medication for their condition;**
- **On average, Canadians with a chronic illness are on 3.8 prescription medications;**
- **Only 3% admit taking their medication more frequently than prescribed;**
- **Sixteen percent (16%) admit taking their medication less frequently than prescribed. Women (20%) and those living in rural areas (23%) are more likely to do so, compared to men (12%) and those in urban areas (14%);**
- **Just 2% of Canadians admit taking a higher dosage of their medication than prescribed while 9% say they take a lower dosage of their medication than prescribed. English-speaking Canadians (9%) are slightly more likely than French-speaking Canadians (5%) to do so.**

Take Any Prescription Medications, by Gender and Age



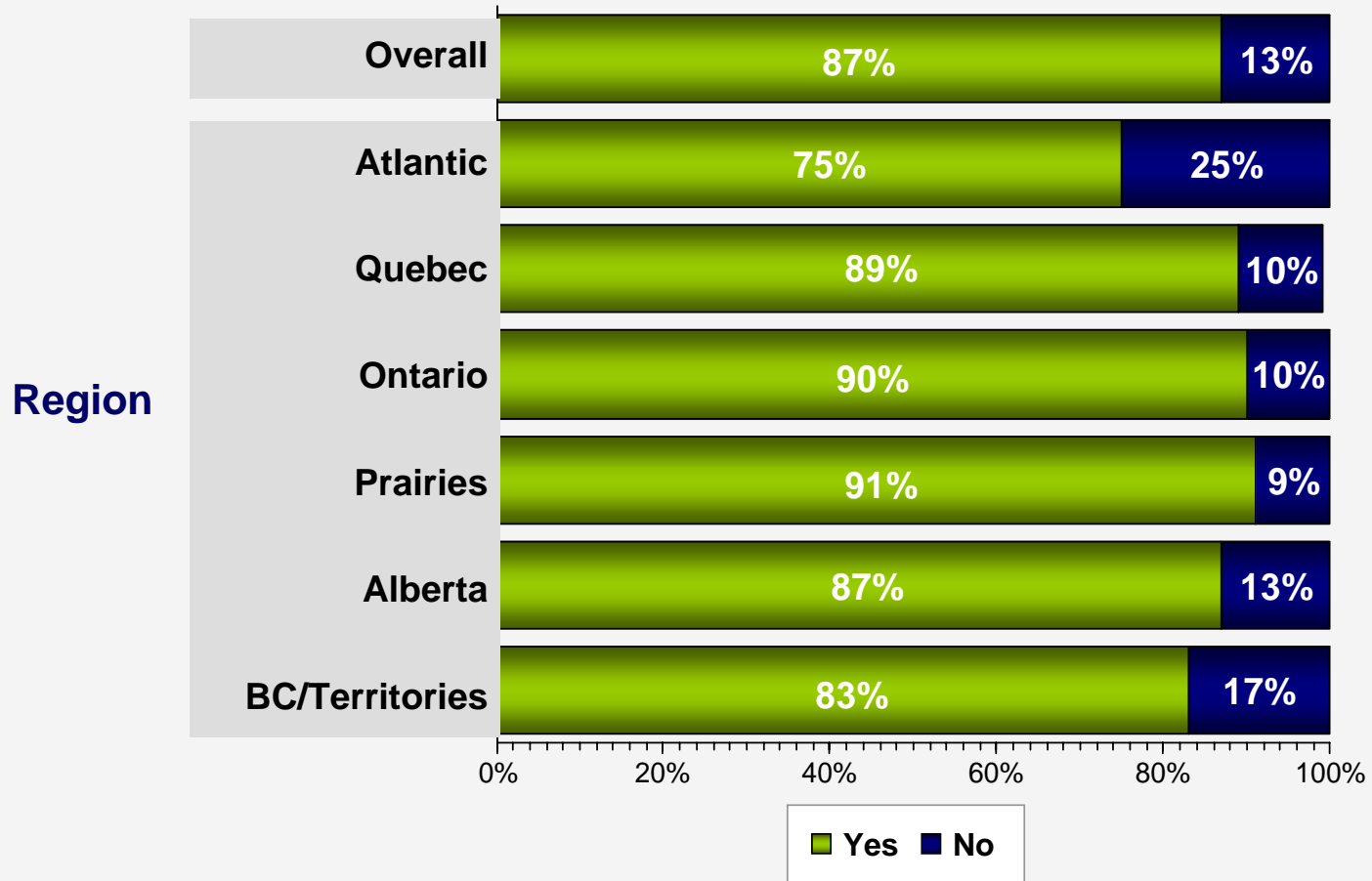
Q16. Do you currently take any prescription medications on a regular basis, so either daily or weekly? (Asked of respondents with a chronic disease only, N=458)

Take Any Prescription Medications, by Income



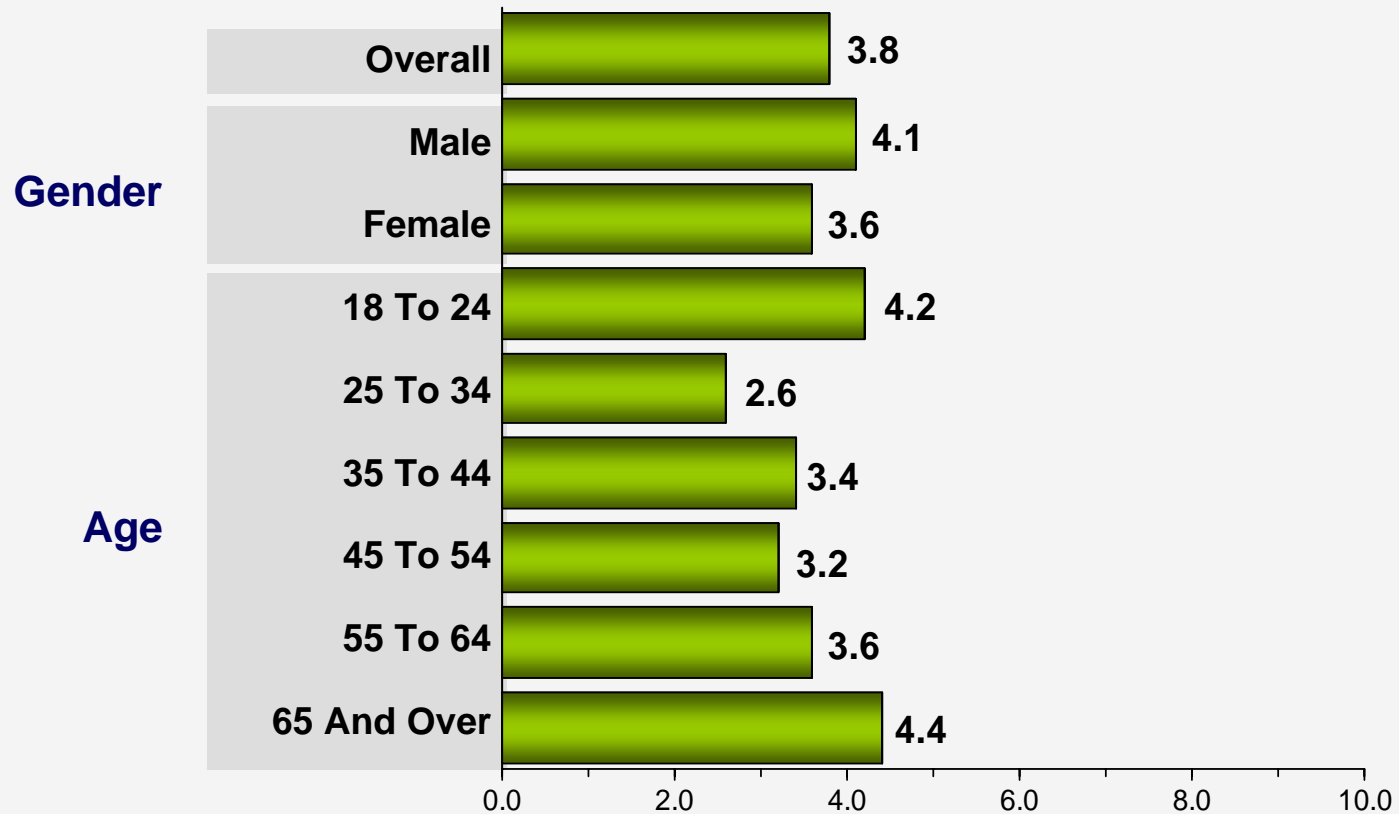
Q16. Do you currently take any prescription medications on a regular basis, so either daily or weekly? (Asked of respondents with a chronic disease only, N=458)

Take Any Prescription Medications, by Region



Q16. Do you currently take any prescription medications on a regular basis, so either daily or weekly? (Asked of respondents with a chronic disease only, N=458)

Number of Prescription Medications Being Taken, by Gender and Age



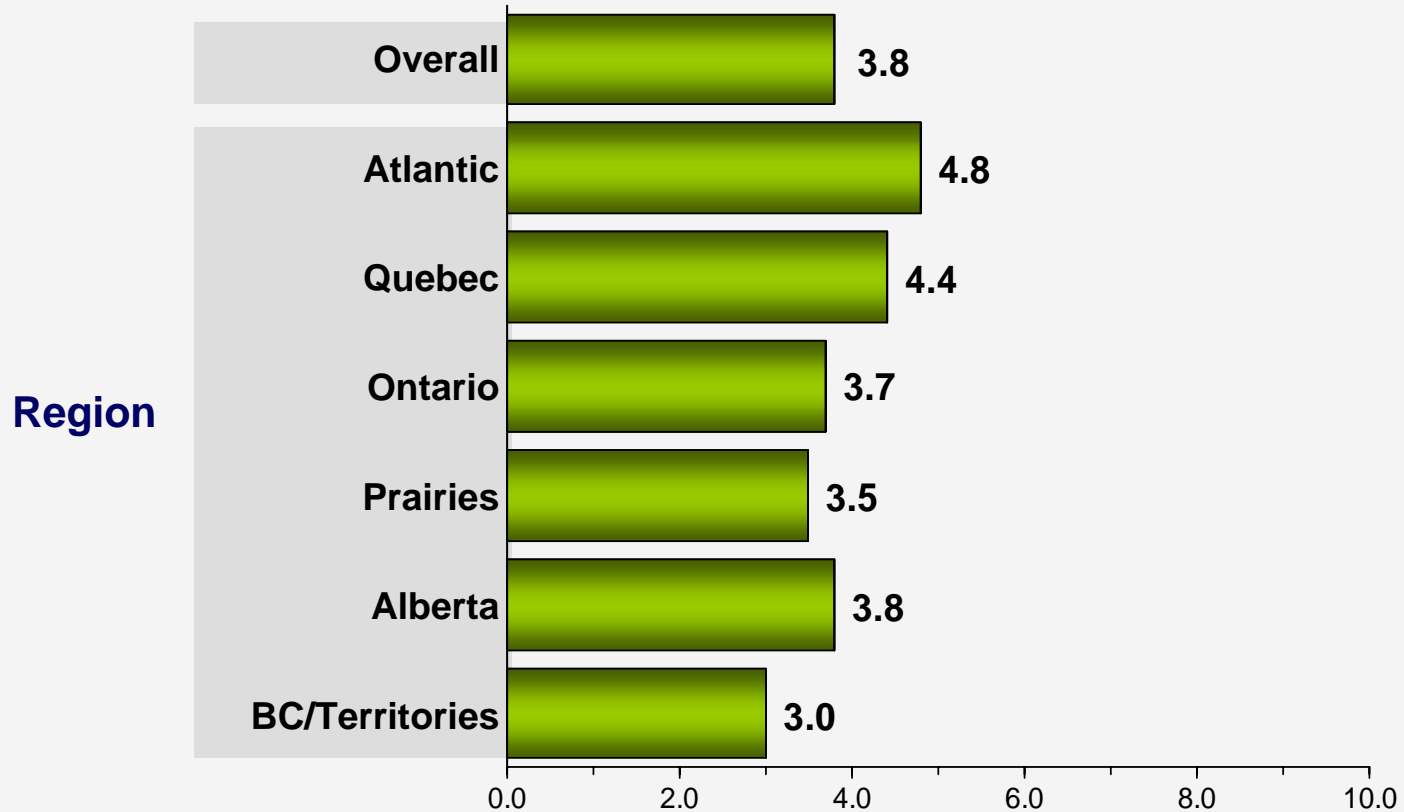
Q16A. How many prescription medications are you currently taking? (Asked of respondents with a chronic disease who take at least one regularly prescribed medication only, N=398)

Number of Prescription Medications Being Taken, by Income



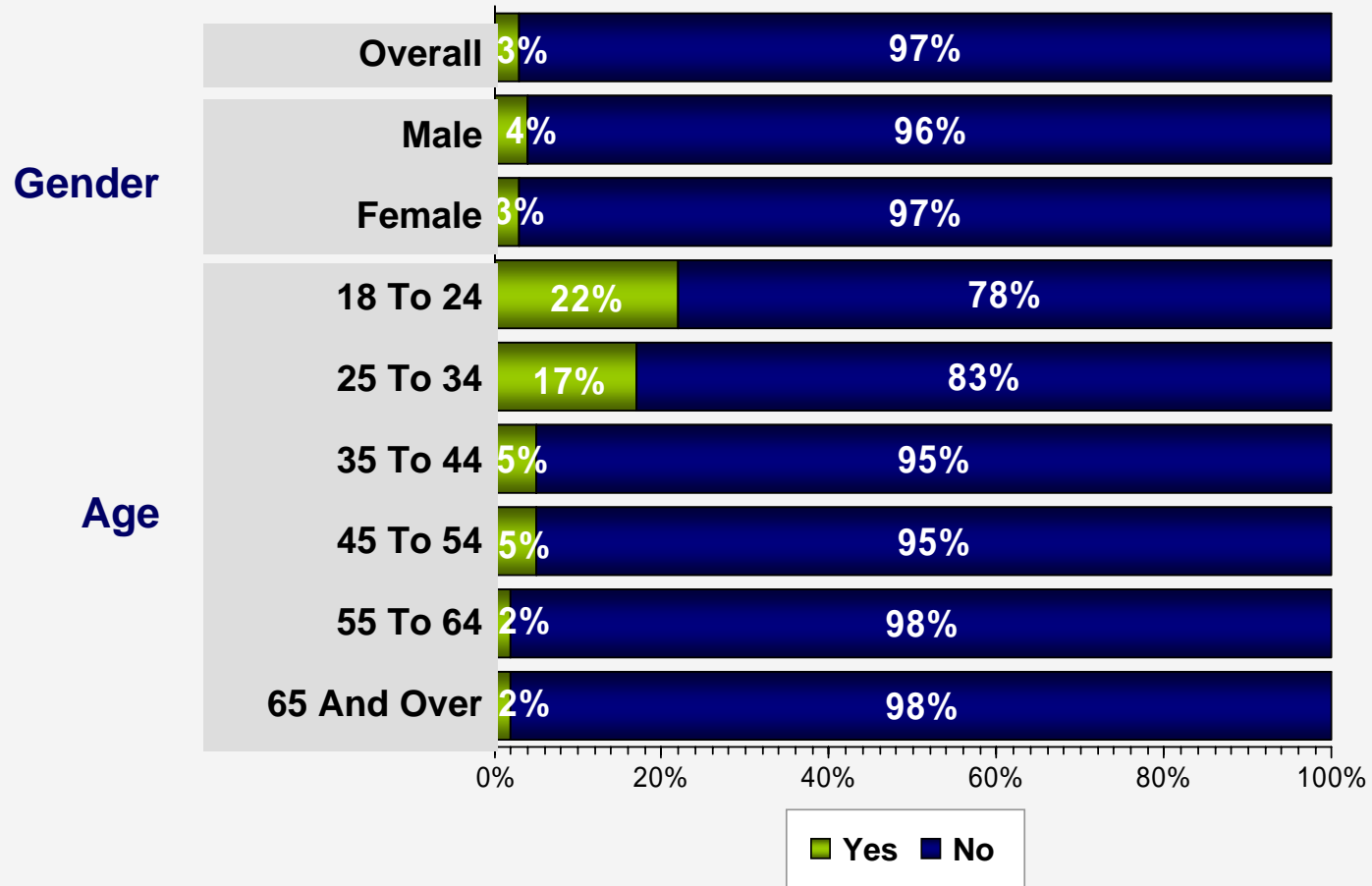
Q16A. How many prescription medications are you currently taking? (Asked of respondents with a chronic disease who take at least one regularly prescribed medication only, N=398)

Number of Prescription Medications Being Taken, by Region



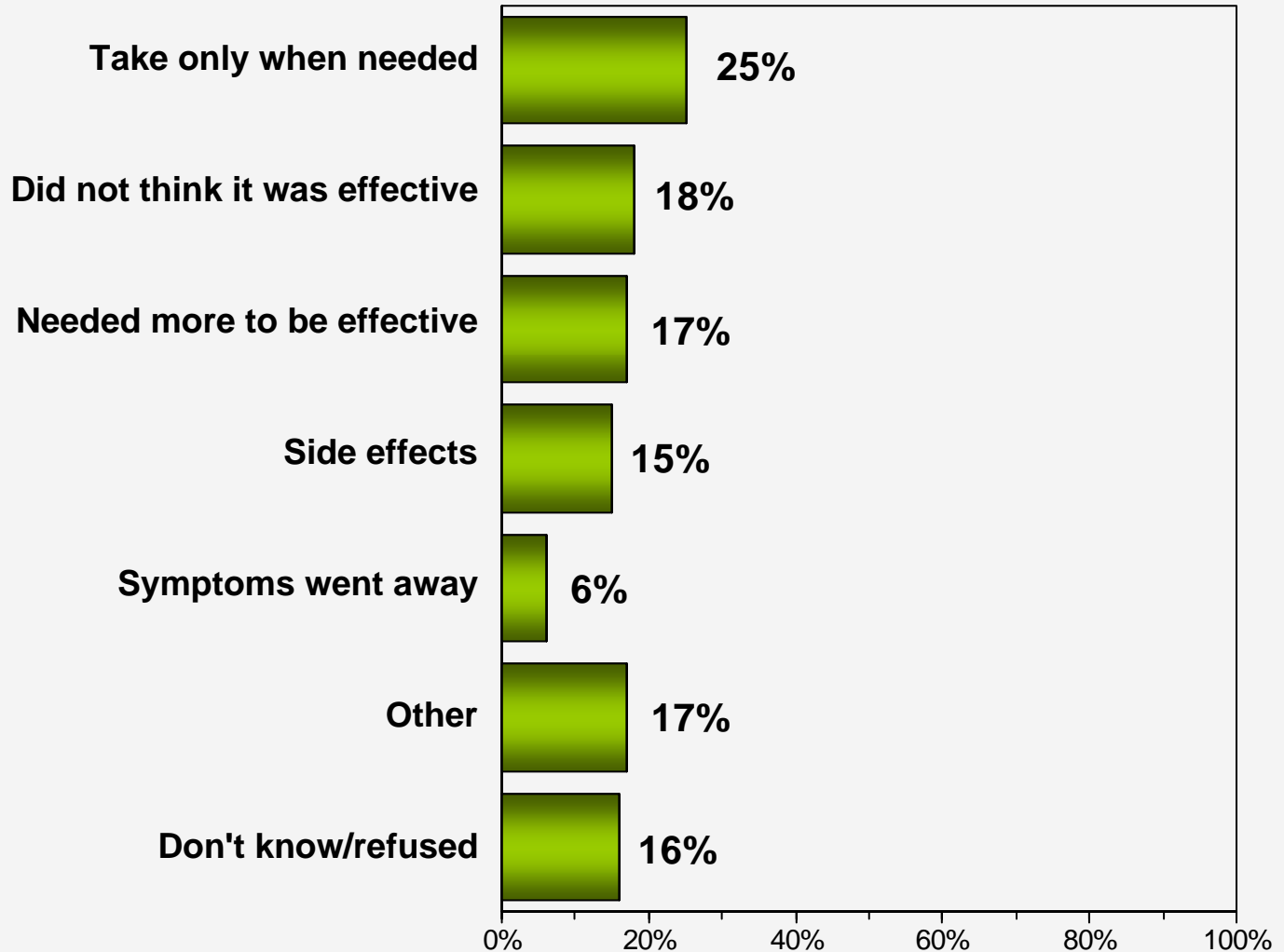
Q16A. How many prescription medications are you currently taking? (Asked of respondents with a chronic disease who take at least one regularly prescribed medication only, N=398)

Medication Adherence – Taking Medication More Frequently Than Prescribed, by Gender and Age



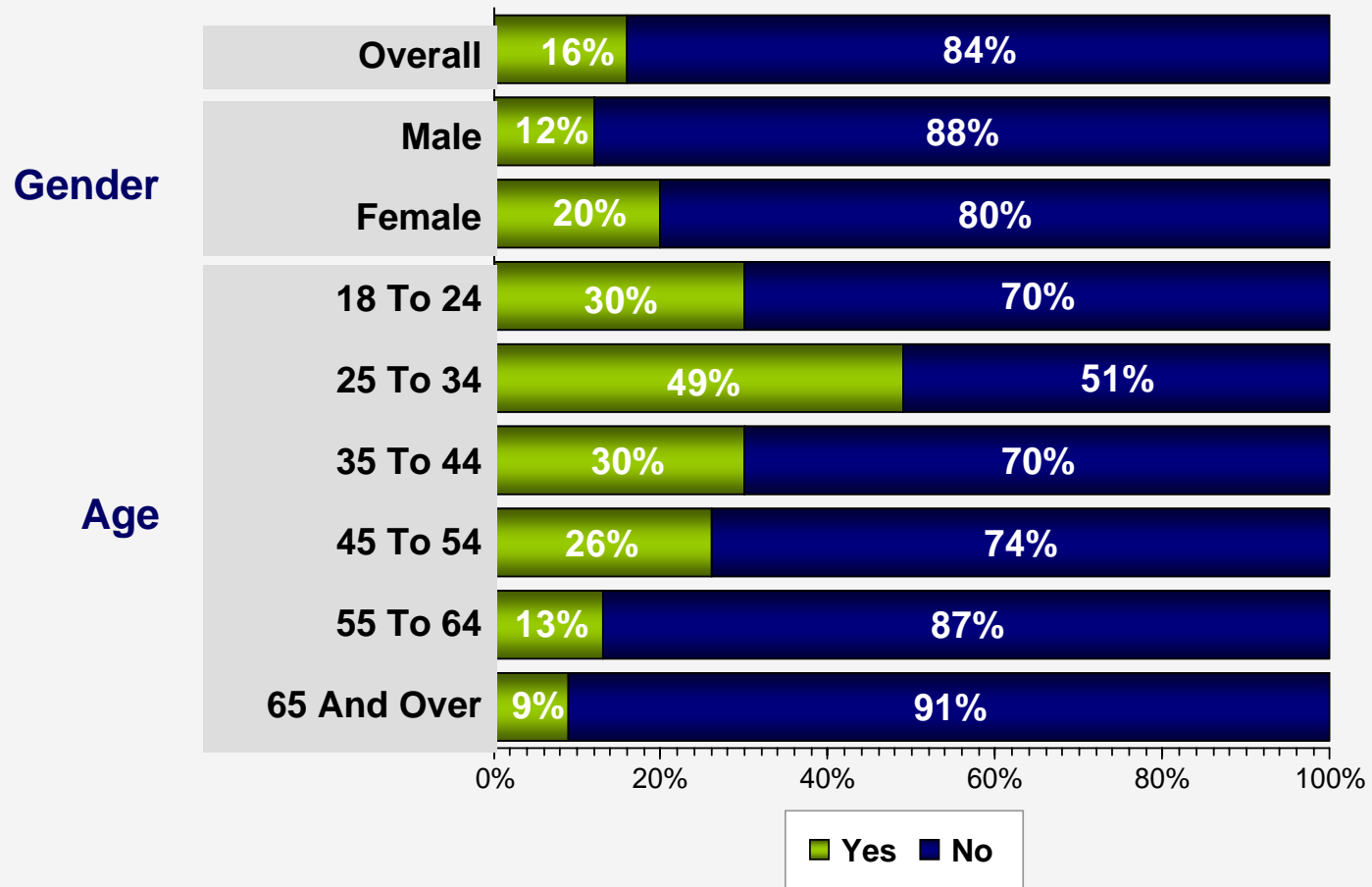
Q17a: Do you: Take any of your medications more frequently than prescribed (ex. 2 times daily instead of once)?
 (Asked of respondents with a chronic disease who take at least one regularly prescribed medication only,
 N=398)

Reasons for Taking Medication More Frequently Than Prescribed



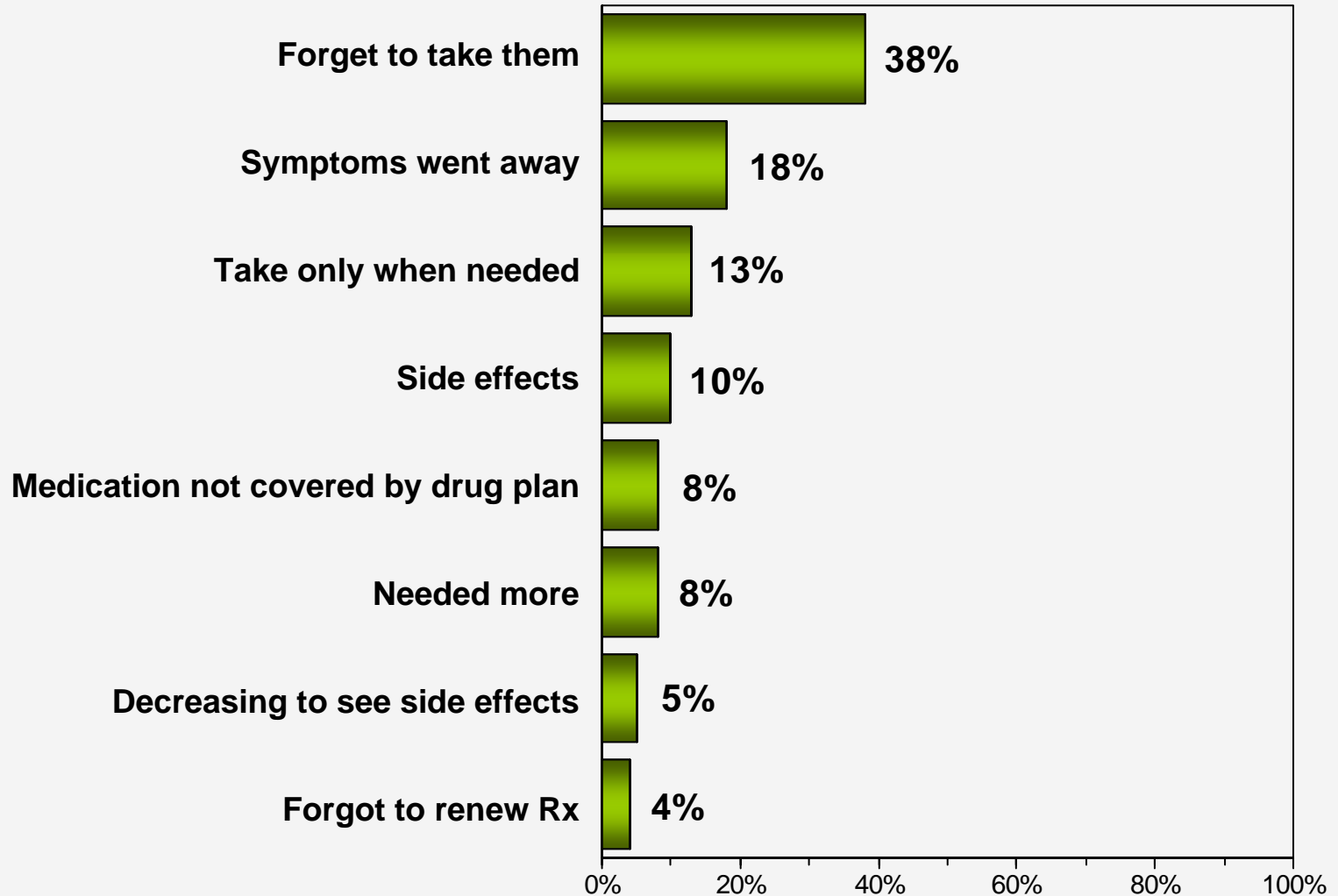
Q17a1: Why (do you take your medication more frequently than prescribed)? (Asked of respondents with a chronic disease who take at least one regularly prescribed medication only and sometimes take more frequently than prescribed, N=13)

Medication Adherence – Taking Medication Less Frequently Than Prescribed, by Gender and Age



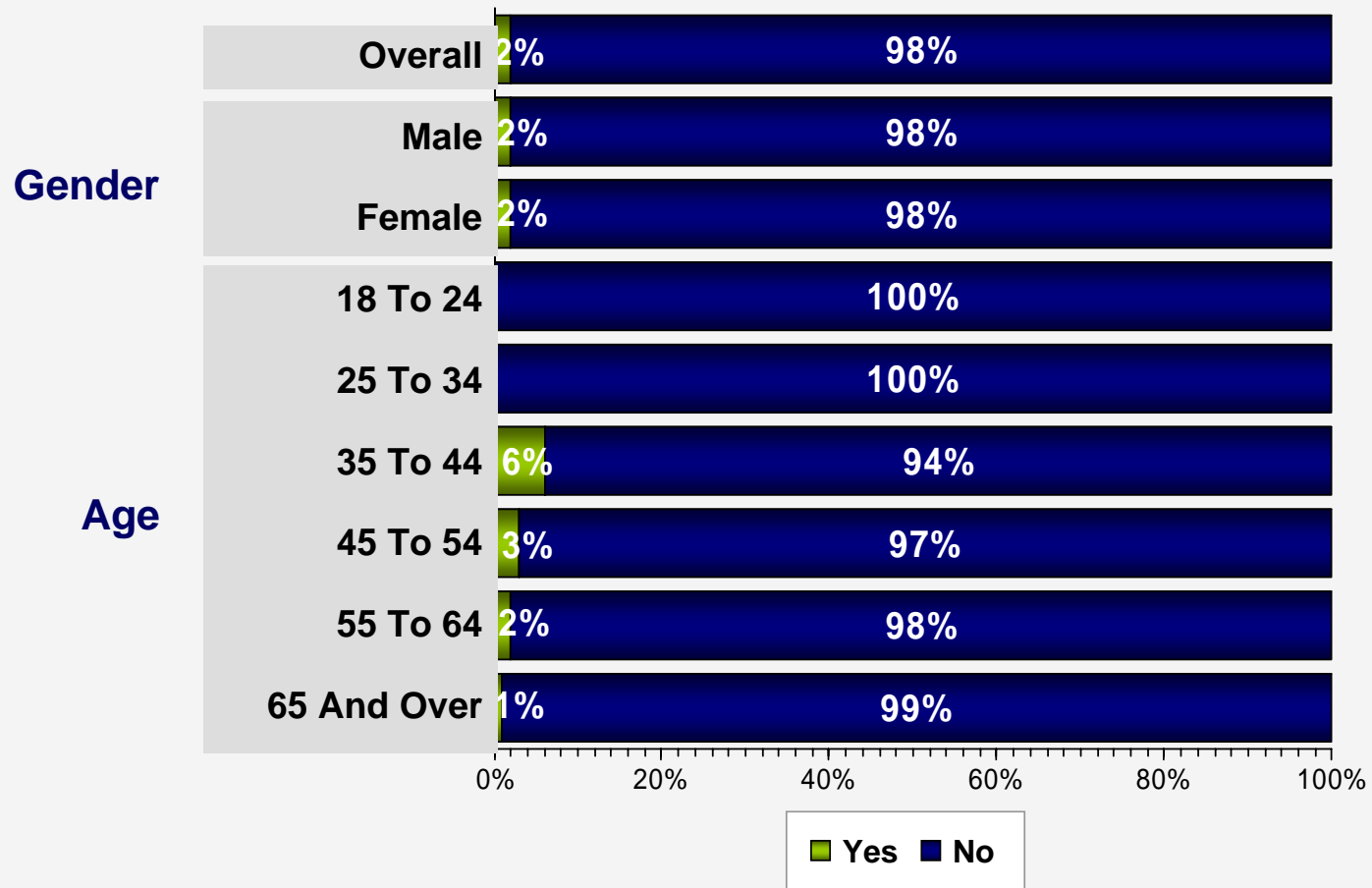
Q17b. Do you: Take any of your medications less frequently than prescribed (ex. 2 times daily instead of three times)?
 (Asked of respondents with a chronic disease who take at least one regularly prescribed medication only,
 N=398)

Reasons for Taking Medication Less Frequently Than Prescribed



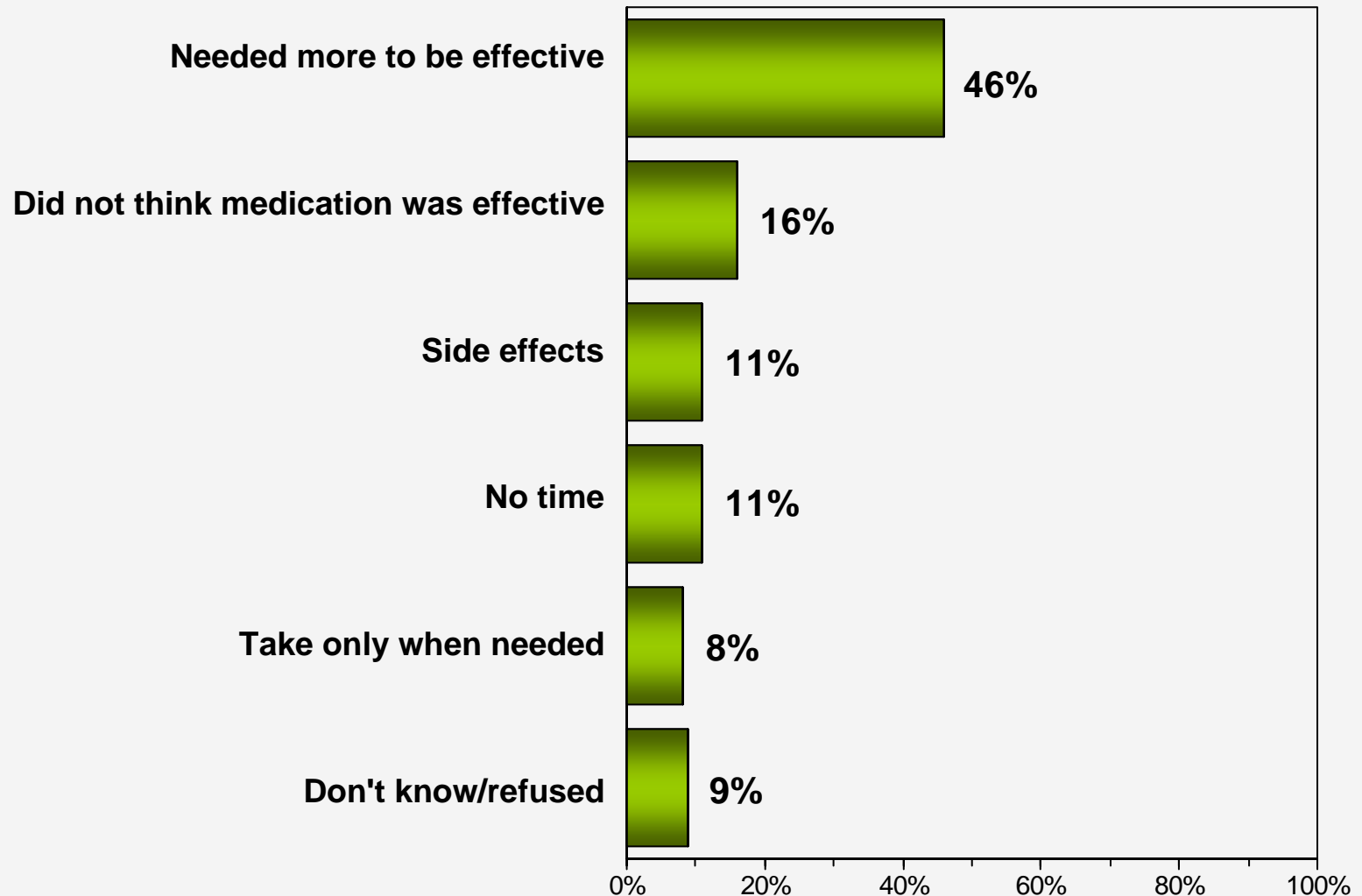
Q17b1: Why (do you take your medication less frequently than prescribed)? (Asked of respondents with a chronic disease who take at least one regularly prescribed medication only and sometimes take less frequently than prescribed, N=66)

Medication Adherence – Taking A Higher Dose of Medication Than Prescribed, by Gender and Age



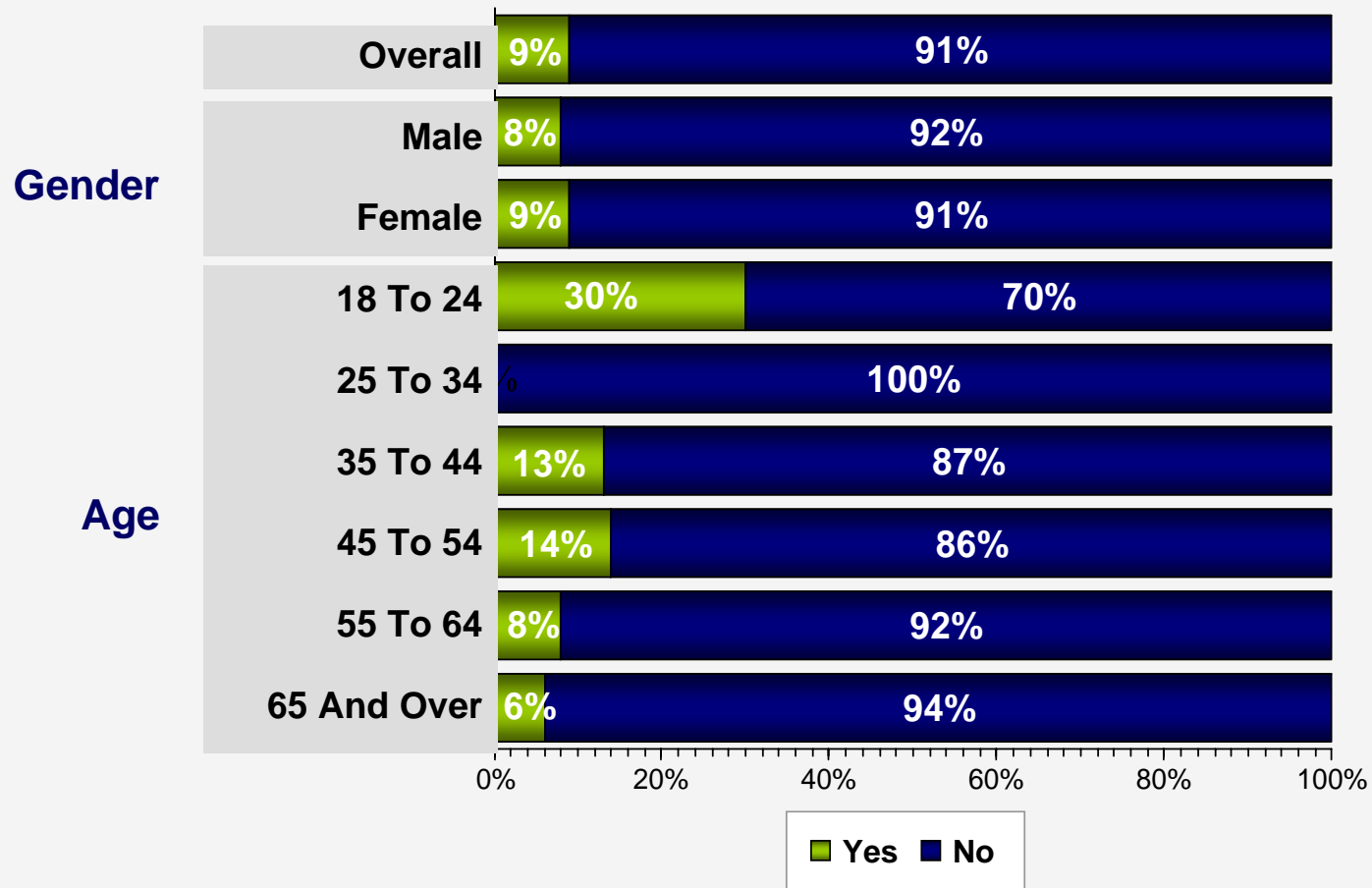
Q17c: Do you: Take a higher dose of any of your medications than prescribed (ex. 2 pills per dosage instead of one)?
(Asked of respondents with a chronic disease who take at least one regularly prescribed medication only,
N=398)

Reasons for Taking A Higher Dose of Medication Than Prescribed



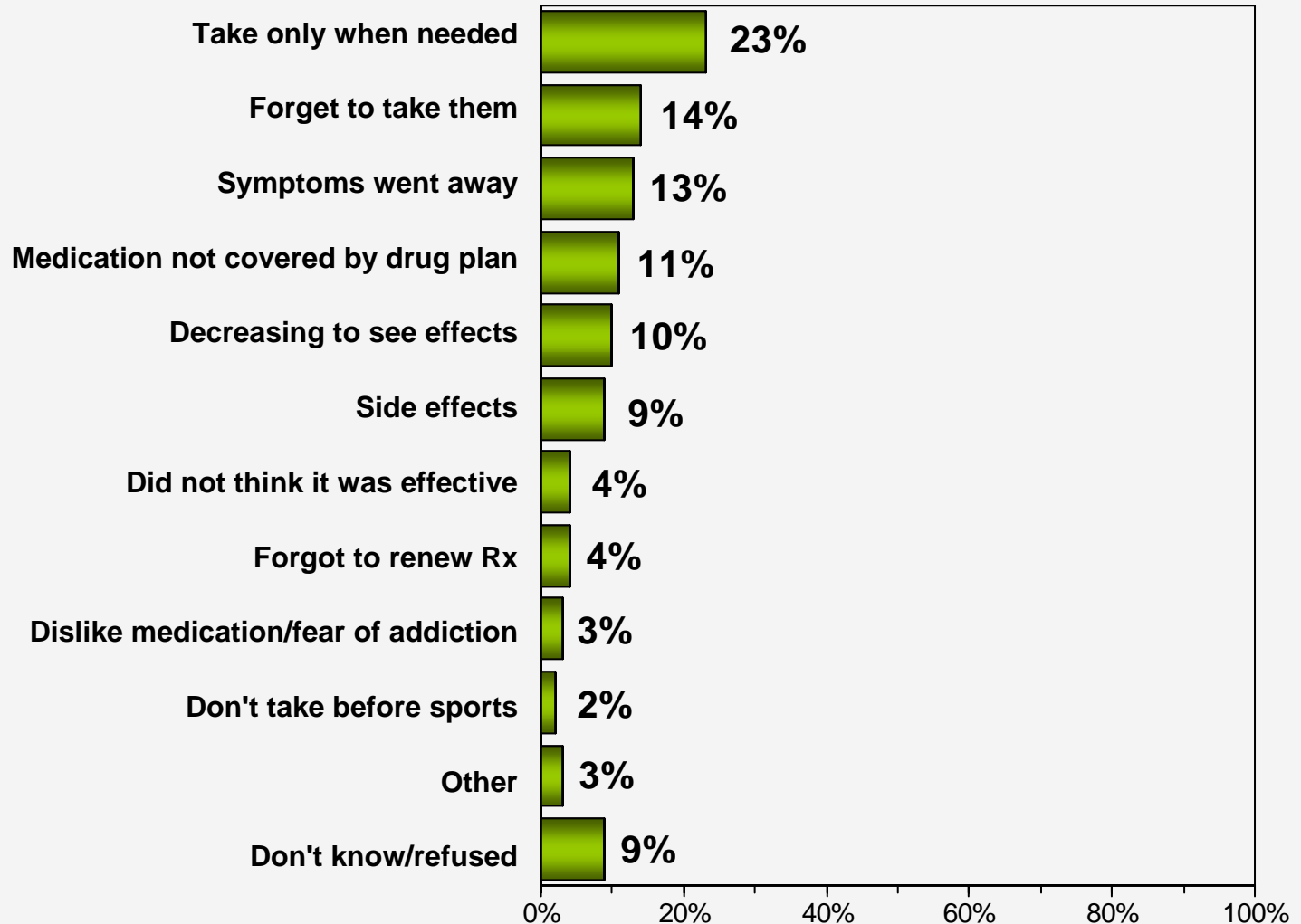
Q17c1: Why (do you take a higher dosage of your medication than prescribed)? (Asked of respondents with a chronic disease who take at least one regularly prescribed medication who sometimes take a higher dosage than prescribed only, N=9)

Medication Adherence – Taking A Lower Dose of Medication Than Prescribed, by Gender and Age



Q17d: Do you: Take a lower dose of any of your medications than prescribed (ex. 2 pills per dosage instead of four)?
 (Asked of respondents with a chronic disease who take at least one regularly prescribed medication only,
 N=398)

Reasons for Taking A Lower Dose of Medication Than Prescribed



Q17d1: Why (do you take a lower dosage of your medication than prescribed)? (Asked of respondents with a chronic disease who take at least one regularly prescribed medication who sometimes take a lower dosage than prescribed only, N=35)



Erica Berman
Senior Research Consultant
POLLARA

101 Yorkville Avenue, Suite 301
Toronto, Canada M5R 1C1
Tel: 416.921.0090 / Fax: 416.921.3903
www.pollara.com