



Public Attitudes Toward Principles to Guide Health Care Transformation in Canada

SURVEY REPORT

Submitted to:

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APPENDIX A: Final Questionnaire (English and French)

1. BACKGROUND AND METHODOLOGY

The Canadian Medical Association (CMA) and the Canadian Nurses Association (CNA) have put forward a number of principles (e.g., enhance the health care experience, improve population health, improve value for money) to guide the transformation of the health care system in Canada toward one that is sustainable and adequately resourced, and provides universal access to quality, patient-centred care delivered along the full continuum of care in a timely and cost-effective manner.

This new approach to Health Care transformation is rooted in a series of interdependent “principles” linked to the IHI’s “Triple Aim Framework” (better care for individuals, better health for populations and lower per capita costs). The interdependent focus is intended to shift attention to the principles for the future and perhaps refocus the national debate away from the narrower fiscal and economic emphasis of the 2014 expiration of the current Health Accord to a more complete, patient centered vision for the future.

The purpose of this research was to examine the public’s views on these proposed principles. This research was conducted in advance of a December 2 Joint CMA/CNA insert in the Globe and Mail (Public Perceptions of Principles to Guide Health Care Transformation). The research was not intended to provide an exhaustive test of public response to the proposed principles. Rather the intent was to design a short and newsy poll to support this insert with some timely and interesting reads of public opinion. The research examined broader views on health care, as well as public response to the concept of a principle based approach, and the perceived need for these principles.

Our approach in conducting this study involved a nationally-representative telephone survey of 1,001 Canadians 18 years of age and older. The margin of error for a sample of 1,001 is +/- 3.1 percentage points, 19 times out of 20. The sample was a true probability sample which represented the entire Canadian adult population (including cell only households and those without internet). The measurement of trends (for tracking questions) relies on proprietary questions drawn from the Rethinking Government series, and we also employed random paired trade-off analysis to test public spending priorities.

2. KEY FINDINGS AND IMPLICATIONS

The key findings and implications from this study are outlined below. The next section of this report describes survey findings in more detail (including differences across regional and demographic sub-groups).

- When paired against a number of other pressing federal government priorities (such as reducing national debt and deficit, reducing crime levels, investing in national defence), health care wins out the majority of the time, underlining the continued importance of the health care system to Canadians. The public hierarchy of priorities is different from the investment priorities being pursued by governments in Canada today, with a clear assignment of health care as the top priority.
- Across a number of indicators, public confidence in the health care system has improved significantly over the past few years (and is dramatically better than was the case earlier this decade). The finding of strengthened confidence in the health care system is a clear and growing trend. This strengthened confidence represents both achievements/success, and a challenge for those assuming that public alarm with the health care system will be a spur for tough actions.
- Canadians are assigning greater importance to the quality of health care services, and lower levels of priority to equality of access to the system. While both are crucial, the increased emphasis on quality may signal a more pragmatic and open approach to reform.
- Despite growing confidence in the health care system, Canadians express very strong support for both the proposed CMA/CNA principles in guiding health care transformation, as well as a national strategy to address the needs of our aging population. Canadians also strongly believe that it is appropriate for the CMA/CNA to put forward these principles.
- Despite being a provincial jurisdiction, the plurality of Canadians feel that the Government of Canada currently is and should be most responsible for improving the health care system. This result, while indicating questionable political literacy on the public's part, does pose a challenge for the federal government as we approach 2014.
- Doctors are seen as being most credible when speaking about providing care for patients; they are seen as less credible in addressing issues involving the costs of the health care system (although Canadians also place a strong emphasis on accountability and improving value for money in the CMA principles).

3. DETAILED SURVEY FINDINGS

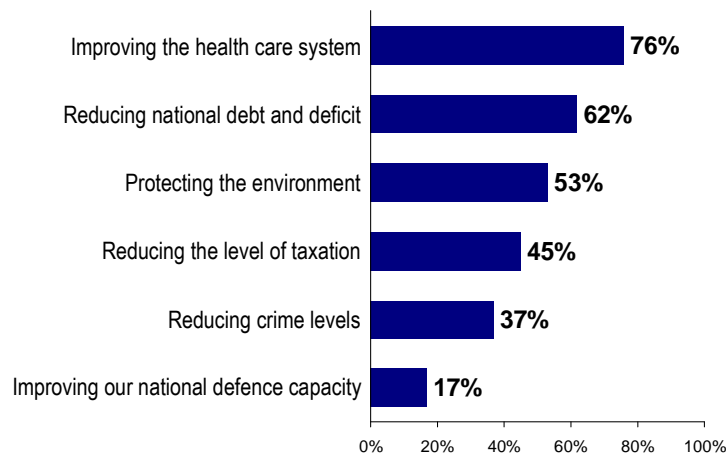
3.1 HIGHEST PRIORITY FOR GOVERNMENT OF CANADA

Respondents were first asked, through a paired choice exercise, which of a range of options should be the highest priority for the Government of Canada. The findings reveal that improving the health care system is selected most often (76 per cent of the time over the other options examined), followed by national debt and deficit (62 per cent), and protecting the environment (53 per cent). Reducing the level of taxation (45 per cent), and reducing crime levels (37 per cent) were selected less than half of the time in this paired choice exercise. At the bottom of the list of tested items was improving our national defence capacity (selected only 17 per cent of the time).

- Improving the health care system is selected most often by Quebec (82 per cent), Alberta (82 per cent), and British Columbia (81 per cent) residents, and women (83 per cent).

Highest Priority for Government of Canada

“Which of the following should be the highest priority for the Government of Canada?” [PAIRED CHOICE, 2 PAIRS PER RESPONDENT]



*Presented in series of random paired choices. Per cent indicates average number of times option is selected over all others.

3.2 CONFIDENCE IN HEALTH CARE SYSTEM

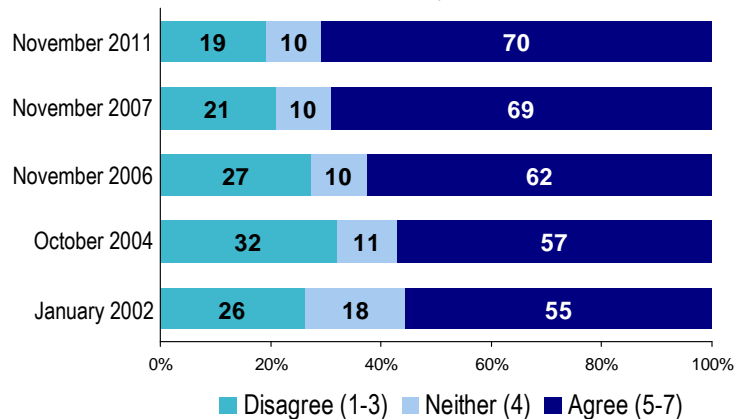
Canadians were then asked a series of more specific questions about the health care system. They were first asked if they were confident that if they or a family member were to become seriously ill, they would be able to access the necessary health care services on a timely basis. Survey results reveal a steady improvement in Canadians' views on this issue over the past few years. Currently, seven in ten Canadians feel that if they or a family member became seriously ill, they would be able to access the necessary health care services (70 per cent, up 15 points since 2002), while only about one in five disagrees with this idea (19 per cent, down seven points over this same timeframe).

- Confidence in the health care system is higher among men (75 per cent), urban residents (72 per cent), those under 25 years of age (81 per cent) and, as well as those 65 years of age and older (78 per cent), those with university education (74 per cent), and those with higher levels of self-rated health (75 per cent).

Confidence in Health Care System

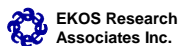
“To what extent do you agree with the following statement?”

I am confident that if I or a family member were to become seriously ill, we would be able to access the necessary health care services *on a timely basis*¹



¹ Please note 2011 question includes "on a timely basis"

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n=1001

CMA Study, 2011

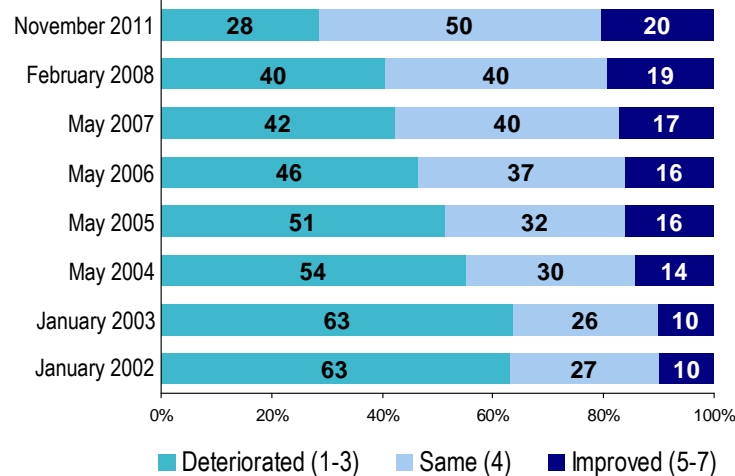
3.3 PERCEPTIONS OF HEALTH CARE QUALITY

Looking at Canadians' perceptions of whether the quality of health care has improved, deteriorated, or stayed the same over the previous two years, Canadians express somewhat mixed views, although there has been significant improvement on this issue over the past decade. Almost three in ten Canadians (28 per cent) feel the quality of health care has deteriorated over the past two years, however, this is down 12 percentage points since February 2008, and down a full 35 points since 2002. Relatively few Canadians feel the quality of health care has improved over the past two years (20 per cent, however, this is up 10 percentage points since 2002). The plurality of Canadians now believe the quality of the system has stabilized (50 per cent feel it is the same as it was two years ago, up 10 points since 2008, and up 23 points since 2002).

- Regionally, residents of Alberta (29 per cent) and Manitoba/Saskatchewan (28 per cent) are most likely to believe health care has improved in the past two years.
- University graduates (24 per cent) and those 65 years of age and older (28 per cent) are more likely to perceive an improvement in the health care system.

Perceptions of Health Care Quality

“Has the quality of health care over the past two years improved, deteriorated, or stayed the same?”



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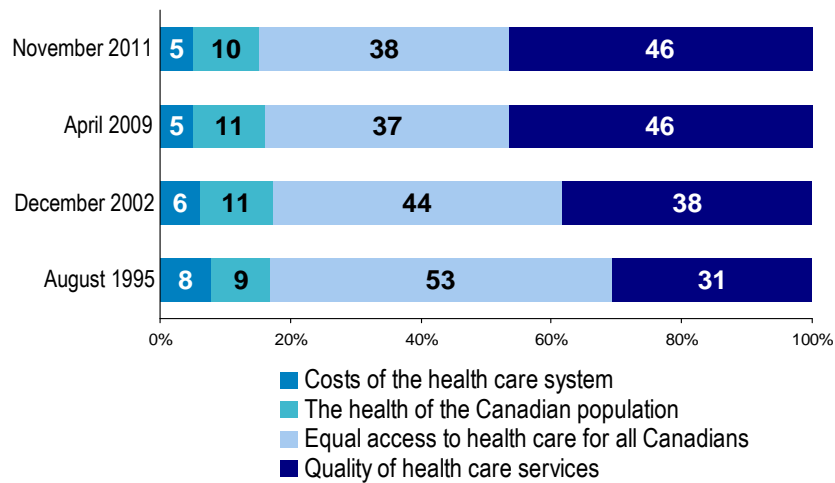
CMA Study, 2011

3.4 MOST IMPORTANT ASPECT OF HEALTH CARE

Respondents were asked which of a number of aspects of health care were most important (i.e., costs of the health care system to the country, the health of the Canadian population, equal access to health care for all Canadians or the quality of health care services). The quality of the health care system remains the most important aspect to Canadians (selected by 46 per cent of respondents), followed by equal access to the system (selected by 38 per cent). Relatively few assign primary importance to the health of the Canadian population (10 per cent), or the costs of the system (five per cent). Tracking reveals that the importance assigned to the quality of the health care system has increased over the past few years, while the importance of equal access has declined over this same timeframe.

Most Important Aspect of Health Care

“Which of the following aspects of health care is of greatest importance to you?”



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n=1001

CMA Study, 2011

3.5 IMPORTANCE OF ADOPTING PRINCIPLES AS PART OF 2014 HEALTH ACCORD

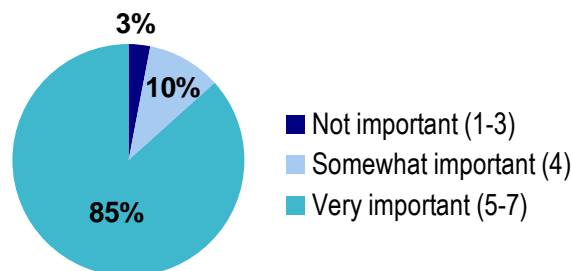
Respondents were informed that the Canadian Medical Association and the Canadian Nurses Association have put forward a number of principles to improve the health care system in Canada (such as enhancing the health care experience for patients, improving population health, improving value for money, and improving accountability in the system). They were then asked how important they thought it is that these principles be adopted as part of federal and provincial government discussions surrounding the 2014 Health Accord. Most Canadians feel the adoption of these principles is of great importance: fully 85 per cent feel it is important that these principles be incorporated as part of the 2014 Health Accord discussions, and only three per cent feel this is of little importance.

- Women (89 per cent) and those earning less than \$20,000 in annual household income (94 per cent) are particularly likely to assign high importance to these principles.

Importance of Adopting Principles as Part of 2014 Health Accord

The Canadian Medical Association and the Canadian Nurses Association (who represent doctors and nurses in Canada) have put forward a number of principles to improve the health care system in Canada (such as enhancing the health care experience for patients, improving population health, improving value for money, and improving accountability in the system)

“How important do you think it is that these principles be adopted as part of federal and provincial government discussions surrounding the 2014 Health Accord?”

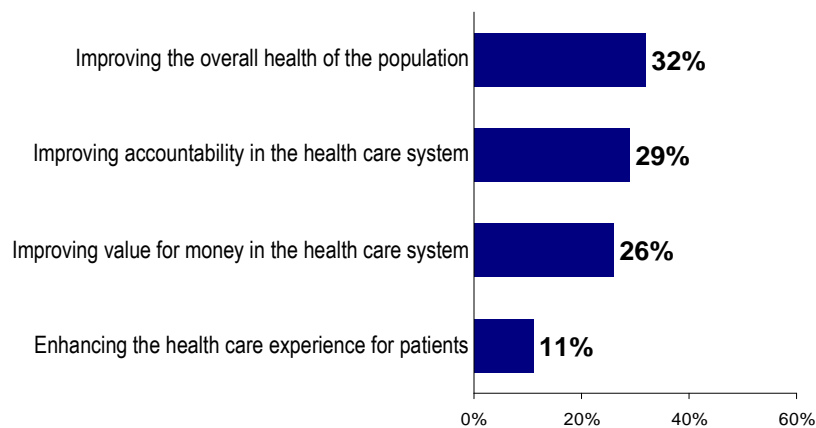


3.6 MOST IMPORTANT PRINCIPLES

Canadians were then asked which of these principles is most important in improving the health care system. Results are fairly split, with roughly equal proportions feeling that improving the overall health of the population (32 per cent), improving accountability in the health care system (29 per cent), and improving value for money in the health care system (26 per cent) are of greatest importance. Interestingly, relatively few (11 per cent) feel that enhancing the patient health care experience is of greatest importance in improving the health care system (among the principles examined).

Most Important Principles

“Which of the following do you think should be the most important principle in improving the health care system?”



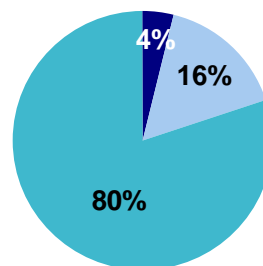
3.7 APPROPRIATENESS OF CMA/CNA PUTTING FORWARD PRINCIPLES

Canadians were also asked how appropriate it is for the Canadian Medical Association and the Canadian Nurses Association to put forward principles to improve the health care system. Most Canadians feel it is very appropriate for the CMA/CNA to be putting forward these principles. Fully eight in ten (80 per cent) feel it is appropriate for the CMA/CNA to be doing this, and only four per cent feel this is inappropriate.

- Ontario residents (84 per cent), urban residents (81 per cent), women (83 per cent), and those with university education (86 per cent) are particularly likely to feel it is appropriate for the CMA/CNA to put forward these principles.

Appropriateness of CMA/CNA Putting Forward Principles

“How appropriate is it for the Canadian Medical Association and the Canadian Nurses Association to put forward principles to improve the health care system?”



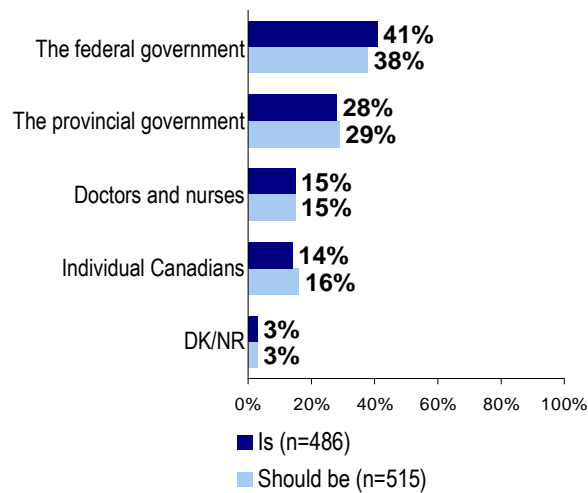
- Not appropriate (1-3)
- Somewhat appropriate (4)
- Very appropriate (5-7)

3.8 RESPONSIBILITY FOR HEALTH CARE

Survey respondents were also asked about primary responsibility for improving the health care system in Canada (half were asked who they thought *is* most responsible, and the other half were asked who *should be* most responsible). The federal government is seen as currently having the greatest responsibility for health care (41 per cent), and is also seen as most appropriate to bear this responsibility (38 per cent). The provincial government places second in terms of current and perceived responsibility for health care, followed by doctors and nurses, and individuals Canadians. This result, while showing questionable political literacy on the public's part, does pose a challenge for the federal government as we approach 2014.

Responsibility for Health Care

“Who do you think (is/should be – split sample) most responsible for improving the health care system in Canada? Is it...?”



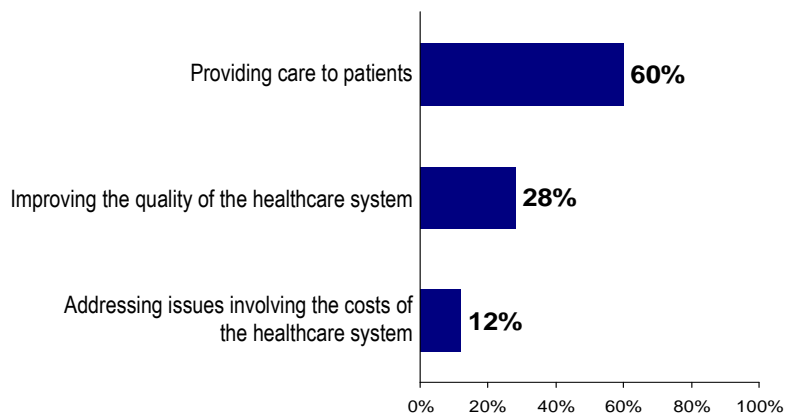
3.9 AREA IN WHICH DOCTORS SEEN AS MOST CREDIBLE

Canadians were also asked in which of three areas of health care they felt that doctors have the greatest credibility (i.e., improving the quality of the healthcare system, providing care to patients, or addressing issues involving the costs of the healthcare system). Results suggest that doctors have the greatest credibility in terms of providing care to patients (ranked first by 60 per cent of respondents). About three in 10 (28 per cent) feel doctors have the greatest credibility in terms of improving the quality of the health care system, and only about one in 10 (12 per cent) feel doctors have most credibility in addressing issues involving the costs of the health care system.

- Manitoba/Saskatchewan (72 per cent) and Ontario (65 per cent) residents, those 25-34 years of age (70 per cent), those earning \$100,000 or more in household income (68 per cent), and those with university education (67 per cent) are particularly likely to feel that providing care to patients is the area in which doctors have the greatest credibility.

Area in Which Doctors Seen as Most Credible

“In which of the following areas of health care do you think doctors have the greatest credibility?”



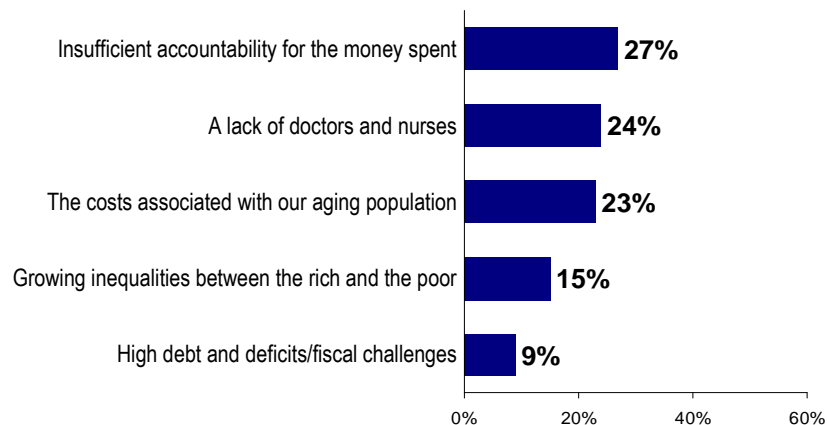
3.10 THREATS TO HEALTH CARE SYSTEM

Canadians were then asked which of five issues posed the greatest threat to the health care system in Canada (i.e., the costs associated with our aging population, high debt and deficits/fiscal challenges, growing inequalities between the rich and the poor, a lack of doctors and nurses, or insufficient accountability for the money spent). Responses are largely split, with about one in four selecting insufficient accountability for the money spent (27 per cent), a lack of doctors and nurses (24 per cent), or the costs associated with the aging population (23 per cent). Growing inequalities between the rich and poor, and debt and deficits/fiscal challenges are seen as somewhat less pressing issues for Canadians (selected by 15 per cent and nine per cent, respectively).

The top position of accountability is mildly surprising and important. Another interesting finding is that growing inequality is correctly seen as a threat to the health care system by a fairly substantial minority of Canadians. Finally the basement position of debt and deficit suggests that Canadians will not accept fiscal challenges as an excuse for disappointment in the health care field.

Threats to Health Care System

“What do you think is the greatest threat to the health care system in Canada? Is it...?”



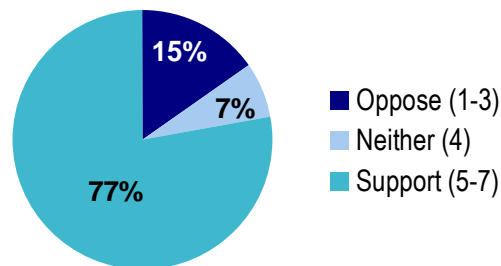
3.11 SUPPORT FOR NATIONAL STRATEGY TO ADDRESS NEEDS OF AGING POPULATION

Finally, Canadians were asked if they would support or oppose a national strategy to address the needs of our aging population (e.g., through increased homecare and long term care), even if this increases our taxes or increases our debt/deficit levels. Results reveal strong support for this idea even when associated with higher taxes or debt. More than three in four (77 per cent) support this idea, and only about one in six (15 per cent) oppose it.

- Support is highest among Ontario residents (81 per cent), women (82 per cent), and those 55 years of age and older (85 per cent).

Support for National Strategy to Address Needs of Aging Population

“Would you say you support or oppose a national strategy to address the needs of our aging population (e.g., through increased homecare and long term care), even if this increases our taxes or increases our debt/deficit levels?”



APPENDIX A
FINAL QUESTIONNAIRE
(ENGLISH AND FRENCH)

PINTRO [0,0]

PHONE INTRO

If... { \$contexte{ip} =~ /192.168.0.?!/ }

Contact info:Name: &&ANAME Gender: &SEX Age Group: &IAGE2 Region: &PRESTRATE Hello, my name is... and I work for EKOS.

We are conducting a survey to obtain the views of 1,000 Canadians on a range of important issues. Can I ask if you are at least 18 years old and a permanent resident of Canada?

FC11

Which of the following should be the highest priority for the Government of Canada?

PAIR11.EQ.1
Improving the health care system..... 1
PAIR11.EQ.2
Improving our national defence capacity 2
PAIR11.EQ.3
Reducing crime levels 3
PAIR11.EQ.4
Reducing national debt and deficit 4
PAIR11.EQ.5
Reducing the level of taxation 5
PAIR11.EQ.6
Protecting the environment..... 6
Don't know / No response..... 99

FC12

Which of the following should be the highest priority for the Government of Canada?

PAIR12.EQ.1
Improving the health care system..... 1
PAIR12.EQ.2
Improving our national defence capacity 2
PAIR12.EQ.3
Reducing crime levels 3
PAIR12.EQ.4
Reducing national debt and deficit 4
PAIR12.EQ.5
Reducing the level of taxation 5
PAIR12.EQ.6
Protecting the environment..... 6
Don't know / No response..... 99

Q2

Please tell me the extent to which you agree or disagree with the following statement, using a 7 point scale where 1 means strongly disagree, 7 means strongly agree, and the mid-point 4 means neither agree nor disagree.

I am confident that if I or a family member were to become seriously ill, we would be able to access the necessary health care services in a timely fashion

| | |
|--|--------|
| Strongly disagree 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| Neither agree nor disagree 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| Strongly agree 7 | 7 |
| (Do not read) Don't know/No response | 99 XBS |

Q3PROP

In your opinion, has the quality of health care in Canada over the past two years deteriorated, improved, or stayed the same? Please respond using a 7-point scale where 1 means greatly deteriorated, 7 means greatly improved, and the mid-point 4 means stayed the same.

| | |
|--|--------|
| Greatly deteriorated 1 | 1 |
| 2 | 2 |
| 3 | 3 |
| Stayed the same 4 | 4 |
| 5 | 5 |
| 6 | 6 |
| Greatly improved 7 | 7 |
| (Do not read) Don't know/No response | 99 XBS |

Q3

If... 1.EQ.0

Has the quality of health care over the past two years improved, deteriorated, or stayed the same?

| | |
|--|-------|
| Improved | 1 |
| Deteriorated | 2 |
| Stayed the same | 3 |
| (Do not read) Don't know/No response | 99 XB |

Q4

Which of the following aspects of health care is of greatest importance to you?

READ LIST

| | |
|--|-------|
| costs of the health care system to the country | 1 |
| the health of the Canadian population | 2 |
| equal access to health care for all Canadians..... | 3 |
| quality of health care services | 4 |
| (Do not read) Don't know/No response | 99 XB |

PREQ5 [0,0]

The Canadian Medical Association and the Canadian Nurses Association (who represent doctors and nurses in Canada) have put forward a number of principles to improve the health care system in Canada (such as enhancing the health care experience for patients, improving population health, improving value for money, and improving accountability in the system)

Q5

How important do you think it is that these principles be adopted as part of federal and provincial government discussions surrounding the 2014 Health Accord? Please use a 7-point scale where 1 means not at all important, 7 means extremely important, and the mid-point 4 means somewhat important.

| | |
|--|--------|
| Not at all important 1 | 1 |
| 2..... | 2 |
| 3..... | 3 |
| Somewhat important 4..... | 4 |
| 5..... | 5 |
| 6..... | 6 |
| Extremely important 7..... | 7 |
| (Do not read) Don't know/No response | 99 XBS |

Q6

Which of the following do you think should be the most important principle in improving the health care system?

READ LIST

| | |
|--|-------|
| Enhancing the health care experience for patients..... | 1 |
| Improving the overall health of the population | 2 |
| Improving value for money in the health care system..... | 3 |
| Improving accountability in the health care system | 4 |
| (Do not read) Don't know/No response | 99 XB |

Q7

How appropriate is it for the Canadian Medical Association and the Canadian Nurses Association to put forward principles to improve the health care system? Please use a 7-point scale where 1 means not at all appropriate, 7 means extremely appropriate, and the mid-point 4 means somewhat appropriate.

| | |
|--|--------|
| Not at all appropriate 1 | 1 |
| 2..... | 2 |
| 3..... | 3 |
| Somewhat appropriate 4..... | 4 |
| 5..... | 5 |
| 6..... | 6 |
| Extremely appropriate 7 | 7 |
| (Do not read) Don't know/No response | 99 XBS |

ROT1

ROT1 = \$ROT1 ? \$ROT1 : random_integer(2)

| | |
|--------|---|
| 1..... | 1 |
| 2..... | 2 |

Q8V1

If... ROT1.EQ.1

Who do you think is most responsible for improving the health care system in Canada? Is it...

| | |
|--|-------|
| The federal government..... | 1 |
| The provincial government..... | 2 |
| Doctors and nurses | 3 |
| Individual Canadians | 4 |
| (Do not read) Don't know/No response | 99 XB |

Q8V2

If... ROT1.EQ.2

Who do you think should be most responsible for improving the health care system in Canada? Is it...

| | |
|--|-------|
| The federal government..... | 1 |
| The provincial government..... | 2 |
| Doctors and nurses | 3 |
| Individual Canadians | 4 |
| (Do not read) Don't know/No response | 99 XB |

PREQ9 [0,0]

In which of the following areas of health care do you think doctors have the greatest credibility? Please rank each of these areas 1, 2 or 3

[Q9CHECK.EQ.2]Please make sure each item has received only 1 rank[ELSE]]

Q9A

- 1
- Improving the quality of the healthcare system..... 1
- Providing care to patients 2
- Addressing issues involving the costs of the healthcare system..... 3

Q9B

- 2
- Improving the quality of the healthcare system..... 1
- Providing care to patients 2
- Addressing issues involving the costs of the healthcare system..... 3

Q9C

- 3
- Improving the quality of the healthcare system..... 1
- Providing care to patients 2
- Addressing issues involving the costs of the healthcare system..... 3

Q9CHECK

- Q9CHECK = ((\$Q9A == \$Q9B) || (\$Q9A == \$Q9C) || (\$Q9B == \$Q9C)) ? 2 : 1
- Continue 1
 - Check selections 2 ->PREQ9

Q10

What do you think is the greatest threat to the health care system in Canada? Is it...

READ LIST

- The costs associated with our aging population 1
- High debt and deficits/fiscal challenges 2
- Growing inequalities between the rich and the poor 3
- A lack of doctors and nurses..... 4
- Insufficient accountability for the money spent 5
- (Do not read) Don't know/No response 99 XB

Q11

Would you say you support or oppose a national strategy to address the needs of our aging population (e.g., through increased homecare and long term care), even if this increases our taxes or increases our debt/deficit levels?

(is that strongly or somewhat)

| | | |
|--|----|----|
| Strongly support | 1 | |
| Somewhat support | 2 | |
| Neither support nor oppose | 3 | |
| Somewhat oppose | 4 | |
| Strongly oppose | 5 | |
| (Do not read) Don't know/No response | 99 | XB |

DEMIN [0,0]

These last few questions will be used for statistical purposes only.

QSEX

Are you ...[ELSE]Please record gender of respondent]

| | |
|--------------|---|
| Male..... | 1 |
| Female | 2 |

QAGEX

In what year were you born?

| | |
|-------------|---|
| Year | 1 |
| Refuse..... | 9 |

QAGEY

If hesitant

If... QAGEX.EQ.9

May we place your age into one of the following general age categories?

| | |
|-------------------------|---|
| Under 25 | 1 |
| 25-34 years | 2 |
| 35-44 years | 3 |
| 45-54 years | 4 |
| 55-64 years | 5 |
| 65-74 years | 6 |
| 75 years or older | 7 |
| Refuse..... | 9 |

RURAL1

Is your primary residence in an area that you consider rural?

| | |
|--------------------------|---|
| Yes..... | 1 |
| No..... | 2 |
| Don't know / Refuse..... | 9 |

LAN

What is the language that you first learned at home in childhood and still understand?

| | | |
|--|----|---|
| English..... | 1 | |
| French..... | 2 | |
| Other (please specify)..... | 77 | |
| Refuse..... | 99 | |
| SPANISH | 3 | I |
| Other Western European (e.g. German, Italian, Dutch) | 4 | I |
| Northern European/Scandinavian (e.g. Finnish, Swedish, Norwegian, Danish) | 5 | I |
| Eastern European (e.g. Polish, Czech, Russian, Solvenian, Romanian, Hungarian, Armenian, Croatian, Serbian, Greek) | 6 | I |
| Middle Eastern (e.g. Turkish, Arabic, Kurdish, Persian, Farsi)..... | 7 | I |
| South Asian (e.g. Hindi, Bengali, Gujarati, Punjabi, Tamil, Urdu)..... | 8 | I |
| Southeast Asian (e.g. Chinese, Thai, Korean, Khmer, Burmese, Vietnamese) | 9 | I |
| Other..... | 97 | I |

EDUC

What is the highest level of schooling that you have completed?

| | |
|---|---|
| Some high school or less | 1 |
| High school graduate | 2 |
| Some college | 3 |
| Community/Technical college or CEGEP graduate | 4 |
| Private college graduate | 5 |
| Some university | 6 |
| Bachelor's degree..... | 7 |
| Graduate degree..... | 8 |
| Don't know / Refuse..... | 9 |

INC20

What is your annual HOUSEHOLD income from all sources before taxes?

| | |
|-------------------------|---|
| Less than \$10,000..... | 1 |
| \$10,000-\$19,999..... | 2 |
| \$20,000-\$29,999..... | 3 |
| \$30,000-\$39,999..... | 4 |
| \$40,000-\$49,999..... | 5 |
| \$50,000-\$59,999..... | 6 |
| \$60,000-\$79,999..... | 7 |
| \$80,000-\$99,999..... | 8 |

| | |
|--------------------------|----|
| \$100,000-\$119,999..... | 9 |
| \$120,000 or more | 10 |
| Don't know / Refuse..... | 99 |

NOTEMINOR

If.. { \$contexte{ip} =~ /192.168.0.?/ }

READ LIST up to 'None of the above'; PROMPT IF NECESSARY: A member of a visible minority by virtue of your race or colour..... 1

MINOR [1,3]

Do you consider yourself to belong to any of the following groups?

&#NOTEMINOR

| | | |
|-------------------------------------|---|---|
| A member of a visible minority..... | 1 | |
| An Aboriginal person | 2 | |
| A person with a disability | 3 | |
| None of the above..... | 8 | X |
| No response | 9 | X |

HEALT

Overall, how would you rate your health?

READ LIST

| | | |
|--|----|----|
| Poor | 1 | |
| Fair | 2 | |
| Good..... | 3 | |
| Very good..... | 4 | |
| Excellent..... | 5 | |
| (Do not read) Don't know/No response | 99 | XB |

D2

What are the first three characters of your postal code?

| | |
|--------------------------|---|
| 1..... | 1 |
| Don't know / Refuse..... | 9 |

THNK [0,0]

Thank you very much for taking the time to complete this survey.

PINTRO [0,0]

PHONE INTRO

If... { \$contexte{ip} =~ /192.168.0.*/ }

Coordonnées :Nom: &&ANAME Sexe: &SEX Groupe d'âges: &IAGE2 Région: &PRESTRATE Bonjour, je m'appelle... et je travaille pour EKOS.

Nous menons actuellement un sondage pour recueillir les points de vue de mille Canadiens sur plusieurs sujets importants. Puis-je vous demander si vous avez au moins dix-huit et si vous avez la résidence permanente au Canada?

FC11

Laquelle des priorités suivantes devrait être la plus importante pour le gouvernement du Canada?

| | |
|---|----|
| PAIR11.EQ.1 | |
| Amélioration du système de soins de santé | 1 |
| PAIR11.EQ.2 | |
| Amélioration de la capacité de notre défense nationale..... | 2 |
| PAIR11.EQ.3 | |
| Réduction du taux de criminalité..... | 3 |
| PAIR11.EQ.4 | |
| Réduction de la dette nationale et du déficit budgétaire..... | 4 |
| PAIR11.EQ.5 | |
| Réduction du taux d'imposition | 5 |
| PAIR11.EQ.6 | |
| Protection de l'environnement..... | 6 |
| Je ne sais pas / Refus de répondre | 99 |

FC12

Laquelle des priorités suivantes devrait être la plus importante pour le gouvernement du Canada?

| | |
|---|----|
| PAIR12.EQ.1 | |
| Amélioration du système de soins de santé | 1 |
| PAIR12.EQ.2 | |
| Amélioration de la capacité de notre défense nationale..... | 2 |
| PAIR12.EQ.3 | |
| Réduction du taux de criminalité..... | 3 |
| PAIR12.EQ.4 | |
| Réduction de la dette nationale et du déficit budgétaire..... | 4 |
| PAIR12.EQ.5 | |
| Réduction du taux d'imposition | 5 |
| PAIR12.EQ.6 | |
| Protection de l'environnement..... | 6 |
| Je ne sais pas / Refus de répondre | 99 |

Q2

Veillez indiquer à quel point vous êtes d'accord ou en désaccord avec l'énoncé suivant en utilisant une échelle de 7 points où 1 signifie que vous êtes fortement en désaccord, 7 que vous êtes tout à fait d'accord et le point milieu, 4, que vous n'êtes ni d'accord ni en désaccord.

Je suis convaincu(e) que si moi ou un membre de ma famille étions gravement malades, nous pourrions avoir accès aux services de soins de santé nécessaires de façon opportune.

| | |
|---|--------|
| Fortement en désaccord 1 | 1 |
| 2..... | 2 |
| 3..... | 3 |
| Ni d'accord, ni en désaccord 4 | 4 |
| 5..... | 5 |
| 6..... | 6 |
| Tout à fait d'accord 7 | 7 |
| (Ne pas lire) Ne sait pas/Pas de réponse..... | 99 XBS |

Q3PROP

Selon vous, est-ce que la qualité des soins de santé au Canada ces deux dernières années s'est détériorée, s'est améliorée ou bien n'a pas changé? Veuillez répondre selon une échelle de 7 points où 1 signifie qu'elle s'est grandement détériorée, 7, qu'elle s'est grandement améliorée et le point milieu, 4, qu'elle n'a pas changé.

| | |
|---|--------|
| Grandement détériorée 1 | 1 |
| 2..... | 2 |
| 3..... | 3 |
| N'a pas changé 4..... | 4 |
| 5..... | 5 |
| 6..... | 6 |
| Grandement améliorée 7..... | 7 |
| (Ne pas lire) Ne sait pas/Pas de réponse..... | 99 XBS |

Q3

If... 1.EQ.0

Est-ce que la qualité des soins de santé au cours des vingt dernières années s'est améliorée, s'est détériorée ou n'a pas changée?

| | |
|---|-------|
| Améliorée | 1 |
| Détériorée | 2 |
| N'a pas changée..... | 3 |
| (Ne pas lire) Ne sait pas/Pas de réponse..... | 99 XB |

Q4

Parmi les aspects suivants des soins de santé, lequel trouvez- vous le plus important?

LIRE LA LISTE

| | | |
|--|----|----|
| Le coût du système de santé pour le pays | 1 | |
| La santé de la population canadienne | 2 | |
| L'égalité d'accès aux soins de santé pour tous les Canadiens | 3 | |
| La qualité des services de santé | 4 | |
| (Ne pas lire) Ne sait pas/Pas de réponse | 99 | XB |

PREQ5 [0,0]

L'Association médicale canadienne et de l'Association des infirmières et infirmiers du Canada (qui représentent les médecins et les infirmiers au Canada) ont élaboré une série de principes visant l'amélioration du système de soins de santé du Canada (comme l'amélioration de l'expérience liée au fait de recevoir des soins de santé pour les patients, l'amélioration de la santé de la population, l'optimisation des ressources et l'amélioration de la responsabilisation dans le système).

Q5

Selon vous, à quel point est-il important que ces principes soient adoptés lors des discussions entre le gouvernement fédéral et les gouvernements provinciaux dans le cadre de l'Accord sur la santé de 2014? Veuillez utiliser une échelle de 7 points où 1 signifie pas important du tout, 7 signifie extrêmement important et le point milieu, 4, signifie plus ou moins important.

| | | |
|--|----|-----|
| Pas du tout important 1 | 1 | |
| 2 | 2 | |
| 3 | 3 | |
| Plus ou moins important 4 | 4 | |
| 5 | 5 | |
| 6 | 6 | |
| Extrêmement important 7 | 7 | |
| (Ne pas lire) Ne sait pas/Pas de réponse | 99 | XBS |

Q6

Selon vous, lequel des principes suivants devrait être le plus important pour l'amélioration du système de soins de santé?

LIRE LA LISTE

| | | |
|--|----|----|
| Amélioration de l'expérience liée au fait de recevoir des soins de santé pour les patients | 1 | |
| Amélioration de la santé de la population | 2 | |
| Optimisation des ressources dans le système de soins de santé | 3 | |
| Amélioration de la responsabilisation dans le système de soins de santé | 4 | |
| (Ne pas lire) Ne sait pas/Pas de réponse | 99 | XB |

Q7

À quel point est-il approprié que l'Association médicale canadienne et l'Association des infirmières et infirmiers du Canada élaborent des principes visant l'amélioration du système de soins de santé? Veuillez utiliser une échelle de 7 points où 1 signifie pas du tout approprié, 7 signifie extrêmement approprié et le point milieu, 4, signifie plus ou moins approprié.

| | | |
|--|----|-----|
| Pas du tout approprié 1 | 1 | |
| 2 | 2 | |
| 3 | 3 | |
| Plus ou moins approprié 4 | 4 | |
| 5 | 5 | |
| 6 | 6 | |
| Extrêmement approprié 7 | 7 | |
| (Ne pas lire) Ne sait pas/Pas de réponse | 99 | XBS |

ROT1

| | |
|---------|---|
| 1 | 1 |
| 2 | 2 |

Q8V1

If... ROT1.EQ.1

Selon vous, qui est le plus responsable d'améliorer le système de soins de santé au Canada? Est-ce...

| | | |
|---|----|----|
| le gouvernement fédéral? | 1 | |
| le gouvernement provincial? le gouvernement provincial? | 2 | |
| les médecins et le personnel infirmier? | 3 | |
| des Canadiens en particulier? | 4 | |
| (Ne pas lire) Ne sait pas/Pas de réponse | 99 | XB |

Q8V2

If... ROT1.EQ.2

Selon vous, qui devrait être le plus responsable d'améliorer le système de soins de santé au Canada? Est-ce...

| | | |
|--|----|----|
| le gouvernement fédéral? | 1 | |
| le gouvernement provincial? | 2 | |
| les médecins et le personnel infirmier? | 3 | |
| des Canadiens en particulier? | 4 | |
| (Ne pas lire) Ne sait pas/Pas de réponse | 99 | XB |

PREQ9 [0,0]

Dans lequel des domaines suivantes des soins de santé croyez-vous que les médecins ont le plus de crédibilité? Veuillez classer chacun de ces rangs en première, deuxième et troisième position.

[Q9CHECK.EQ.2]Please make sure each item has received only 1 rank[ELSE]]

Q9A

- 1
- Amélioration de la qualité du système de soins de santé..... 1
- Prestation de soins aux patients 2
- Règlement de questions relatives aux coûts du système de soins de santé 3

Q9B

- 2
- Amélioration de la qualité du système de soins de santé..... 1
- Prestation de soins aux patients 2
- Règlement de questions relatives aux coûts du système de soins de santé 3

Q9C

- 3
- Amélioration de la qualité du système de soins de santé..... 1
- Prestation de soins aux patients 2
- Règlement de questions relatives aux coûts du système de soins de santé 3

Q9CHECK

- Continuer 1
 - Vérifier les réponses 2
- >PREQ9

Q10

Selon vous, quelle est la plus grande menace qui pèse sur le système de soins de santé au Canada? Est-ce...

LIRE LA LISTE

- les coûts associés à la population vieillissante?..... 1
 - la dette élevé, le déficit budgétaire ou les défis fiscaux?..... 2
 - l'augmentation des inégalités entre riches et pauvres?..... 3
 - le manque de médecins et d'infirmiers? 4
 - la responsabilisation insuffisante par rapport à l'argent dépensé?..... 5
 - (Ne pas lire) Ne sait pas/Pas de réponse..... 99
- XB

Q11

Diriez-vous que vous appuyez ou que vous vous opposez à une stratégie nationale visant à aborder les besoins de notre population vieillissante (p. ex., par le biais d'une augmentation de soins à domicile et des soins de longue durée), même si cela augmente notre dette et notre déficit budgétaire?

(fortement ou un peu?)

| | | |
|---|----|----|
| Appuie fortement..... | 1 | |
| Appuie un peu | 2 | |
| N'appuie pas et ne s'y oppose pas..... | 3 | |
| S'y oppose un peu | 4 | |
| S'y oppose fortement..... | 5 | |
| (Ne pas lire) Ne sait pas/Pas de réponse..... | 99 | XB |

DEMIN [0,0]

Ces dernières questions ne seront utilisées qu'à des fins statistiques.

QSEX

Are you ...[ELSE]Please record gender of respondent]

| | |
|-------------|---|
| Homme | 1 |
| Femme..... | 2 |

QAGEX

En quelle année êtes-vous né(e)?

| | |
|------------------------|---|
| Année | 1 |
| Refus de répondre..... | 9 |

QAGEY

If hesitant

If... QAGEX.EQ.9

Puis-je inscrire votre âge dans l'une des catégories suivante?

| | |
|------------------------|---|
| Moins de 25 ans..... | 1 |
| De 25 à 34 ans | 2 |
| De 35 à 44 ans | 3 |
| De 45 à 54 ans | 4 |
| De 55 à 64 ans | 5 |
| De 65 à 74 ans | 6 |
| 75 ans ou plus | 7 |
| Refus de répondre..... | 9 |

RURAL1

Est-ce que votre principal lieu de résidence se trouve dans un secteur que vous considérez comme rural?

| | |
|--|---|
| Oui | 1 |
| Non | 2 |
| Je ne sais pas / Refus de répondre | 9 |

LAN

Quelle est la langue que vous avez apprise en premier lieu à la maison dans votre enfance et que vous comprenez encore?

| | | |
|--|----|---|
| Anglais | 1 | |
| Français | 2 | |
| Autre (veuillez préciser) | 77 | |
| Refus de répondre | 99 | |
| Espagnol | 3 | I |
| Autre langue d'Europe Occidentale (Allemand, Italien, Néerlandais) | 4 | I |
| Langue d'Europe du Nord/de Scandinavie (Finnois, Suédois, Norvégien, Danois) ... | 5 | I |
| Langue d'Europe Orientale (Polonais, Tchèque, Russe, Slovène, Roumain, Hongrois, Arménien, Croate, Serbe, Grec)..... | 6 | I |
| Langue du Moyen-Orient (Turc, Arabe, Kurde, Persan, Farsi) | 7 | I |
| Langue Sud-Asiatique (Hindi, Bengali, Gujarati, Punjabi, Tamoul, Ourdou)..... | 8 | I |
| Langue de l'Asie du Sud-Est (Chinois, Thaï, Coréen, Khmer, Birman, Vietnamien) | 9 | I |
| 97 | 97 | I |

EDUC

Quel est le plus haut niveau de scolarité que vous avez atteint?

| | |
|--|---|
| Études secondaires partielles ou moins | 1 |
| Diplôme d'études secondaires..... | 2 |
| Études collégiales partielles..... | 3 |
| Diplôme d'un collège communautaire/technique ou d'un cégep | 4 |
| Diplôme d'un collège privé..... | 5 |
| Études universitaires partielles | 6 |
| Baccalauréat | 7 |
| Diplôme d'études supérieures | 8 |
| Je ne sais pas / Refus de répondre | 9 |

INC20

Quel est le revenu annuel de votre MÉNAGE, toutes sources confondues, avant impôts?

| | |
|--------------------------|---|
| Moins de 10 000 \$ | 1 |
| 10 000 \$-19 999 \$..... | 2 |
| 20 000 \$-29 999 \$..... | 3 |
| 30 000 \$-39 999 \$..... | 4 |
| 40 000 \$-49 999 \$..... | 5 |

| | |
|--|----|
| 50 000 \$-59 999 \$..... | 6 |
| 60 000 \$-79 999 \$..... | 7 |
| 80 000 \$-99 999 \$..... | 8 |
| 100 000 \$-119 999 \$..... | 9 |
| 120 000 \$ ou plus | 10 |
| Je ne sais pas / Refus de répondre | 99 |

NOTEMINOR

If... { \$contexte{ip} =~ /192.168.0.?/ }

LIRE LA LISTE jusqu'à « Aucun de ces groupes »; PRÉCISER AU BESOIN:
 Membre d'une minorité visible en raison de votre race ou de la couleur de votre
 peau 1

MINOR [1,3]

Considérez-vous que vous appartenez à l'un ou l'autre des groupes suivants?

| | | |
|------------------------------------|---|---|
| Membre d'une minorité visible..... | 1 | |
| Autochtone | 2 | |
| Personne handicapée | 3 | |
| Aucun de ces groupes | 8 | X |
| Pas de réponse | 9 | X |

HEALT

Dans l'ensemble, comment évaluez-vous votre santé?

LIRE LA LISTE

| | | |
|----------------------------------|----|----|
| Mauvaise | 1 | |
| Assez bonne..... | 2 | |
| Bonne | 3 | |
| Très bonne..... | 4 | |
| Excellente | 5 | |
| Ne sais pas/Pas de réponse | 99 | XB |

D2

Quels sont les trois premiers caractères de votre code postal?

| | |
|--|---|
| 1..... | 1 |
| Je ne sais pas / Refus de répondre | 9 |

THNK [0,0]

Merci beaucoup d'avoir pris le temps de répondre à notre sondage.