

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample size	1512	322	161	70	65	636	172	87	712	801	9	89	1414	2	7	12	77	479	935	4	33	675	6	56	739	270	554	689	445	528	271	268

Regional sample sizes are unweighted. All other sample sizes, including totals, are weighted numbers. Blank cells indicate zero responses were received. Cells containing "0%" are statistically zero, though at least one response was received.

Q1. Have you had orthopedic surgery in the last 10 years?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Yes, once	57%	56%	52%	46%	55%	58%	58%	60%	55%	58%	65%	59%	56%	50%	69%	52%	60%	55%	57%	54%	44%	55%	72%	68%	58%	58%	54%	58%	54%	58%	58%	
Yes, more than once	41%	42%	44%	50%	42%	41%	40%	37%	42%	41%	17%	36%	42%	50%	9%	40%	36%	43%	41%		44%	42%	28%	41%	40%	44%	40%	45%	45%	39%	39%	
No, but I am on a waiting list	2%	2%	4%	4%	3%	2%	2%	3%	4%	1%	18%	5%	2%		23%	8%	4%	2%	2%	46%	12%	3%		1%	2%	2%	2%	1%	2%	3%	2%	

	Total who had at least one surgery	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample size	1479	316	155	67	63	626	169	84	686	794	8	85	1387	2	6	11	74	469	917	2	29	655	6	56	732	264	541	674	439	517	262	262

Q2. Think about the most recent orthopedic surgery procedure you had. Did that procedure deal with just one problem in one part of your body, or multiple problems in multiple parts of your body?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Just one problem	88%	87%	94%	91%	79%	89%	83%	90%	86%	90%	73%	81%	89%	100%	64%	83%	81%	87%	89%	100%	78%	87%	64%	83%	91%	90%	87%	89%	90%	88%	85%	88%
Multiple problems	12%	13%	6%	9%	21%	11%	17%	10%	14%	10%	27%	19%	11%		36%	17%	19%	13%	11%		22%	13%	36%	17%	9%	10%	13%	11%	10%	12%	15%	12%

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample size	1512	322	161	70	65	636	172	87	712	801	9	89	1414	2	7	12	77	479	935	4	33	675	6	56	739	270	554	689	445	528	271	268

Q3/4/13/14. What area(s) of your body were/was/will be operated on?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Foot	7%	5%	6%		9%	8%	8%	7%	4%	10%	18%	13%	7%		23%	21%	11%	11%	5%		10%	4%	30%	14%	9%	7%	7%	7%	6%	7%	8%	8%
Ankle	7%	7%	7%	7%	6%	7%	10%	5%	7%	8%	7%	15%	7%		9%	24%	14%	10%	5%		11%	6%	11%	18%	7%	8%	8%	6%	8%	6%	9%	7%
Knee	49%	48%	45%	41%	57%	50%	48%	46%	54%	44%	60%	34%	50%	100%	50%	8%	38%	47%	51%	100%	38%	54%	35%	31%	45%	47%	51%	47%	45%	49%	49%	55%
Hip	21%	24%	24%	23%	22%	19%	17%	24%	19%	22%	7%	13%	21%		9%	37%	10%	14%	25%		10%	19%	11%	15%	23%	19%	18%	23%	23%	23%	14%	19%
Shoulder	9%	10%	11%	24%	2%	10%	5%	8%	11%	7%		7%	9%		9%	11%	8%				9%	11%		9%	7%	8%	10%	9%	7%	10%	13%	7%
Back	4%	3%	4%	1%	2%	4%	5%	7%	4%	4%	15%	6%	4%		19%		7%	3%	4%		12%	4%	25%	2%	4%	4%	3%	6%	2%	5%	3%	
Neck	1%	1%	1%		1%	1%	2%	2%	1%			3%	1%			5%	3%	2%	1%		3%	2%		3%	1%	2%	1%	2%	1%	1%	1%	1%
Elbow	2%	1%	1%		3%	2%	1%	2%	2%			7%	1%			14%	6%	2%	1%		11%	1%		5%	1%	2%	1%	2%	2%	1%	1%	3%
Wrist/Hand	4%	4%	3%	3%	5%	4%	5%	7%	4%	5%			9%	4%		10%	5%	3%		8%	3%		9%	3%	5%	3%	5%	4%	3%	5%	7%	4%
Other	5%	6%	2%	6%	9%	3%	9%	2%	4%	5%		7%	5%		7%	7%	5%	4%			3%	4%		9%	5%	6%	5%	4%	5%	4%	5%	4%

	Total who had at least one surgery	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample size	1479	316	155	67	63	626	169	84	686	794	8	85	1387	2	6	11	74	469	917	2	29	655	6	56	732	264	541	674	439	517	262	262

Q5.Thinking about this most recent orthopedic surgery you experienced, how would you describe the result of the procedure? Was it:

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
A total success - I'm much better now	56%	54%	55%	61%	56%	58%	54%	52%	55%	57%		41%	57%		19%	45%	48%	62%		22%	56%		51%	58%	55%	52%	59%	55%	56%	53%	60%	
A partial success - I feel better, but still have minor problems	34%	37%	37%	31%	35%	32%	35%	29%	34%	33%	73%	49%	32%	100%	64%	81%	45%	37%	30%	100%	68%	33%	64%	40%	32%	36%	36%	31%	32%	34%	39%	29%
A partial failure - It's a little better than it was, but I still have serious problems	8%	7%	6%	6%	6%	8%	7%	17%	10%	7%	27%	5%	8%		36%	6%	11%	7%		6%	10%	36%	5%	7%	6%	10%	8%	9%	8%	7%	7%	
A total failure - I didn't get better at all/the surgery made things worse	2%	2%	3%	1%	3%	1%	4%	2%	1%	3%		4%	2%			5%	3%	2%		3%	1%		5%	3%	3%	2%	2%	3%	1%	1%	4%	

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample size	1512	322	161	70	65	636	172	87	712	801	9	89	1414	2	7	12	77	479	935	4	33	675	6	56	739	270	554	689	445	528	271	268

Q6/15.And, what was/is your reason for getting this most recent/upcoming orthopedic surgery? Was it:

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
A traumatic injury caused by an accident (car crash, fall, workplace accident, etc.)	27%	28%	23%	27%	20%	23%	34%	33%	27%	27%	22%	48%	25%		27%	34%	50%	35%	20%		46%	26%	36%	49%	25%	30%	29%	24%	31%	25%	24%	25%
A sports-related injury	11%	11%	14%	10%	8%	13%	8%	7%	16%	7%	60%	18%	10%	100%	50%	45%	13%	14%	9%	100%	22%	15%	35%	15%	6%	5%	10%	14%	6%	9%	24%	10%
The result of a chronic condition (e.g. arthritis, diabetes, genetic disorder, etc.)	35%	39%	37%	33%	45%	36%	25%	38%	25%	43%	18%	23%	35%		23%	13%	25%	31%	38%		16%	26%	30%	28%	44%	33%	37%	33%	36%	35%	30%	36%
Age/General wear and tear	28%	22%	25%	30%	28%	28%	34%	22%	32%	24%		11%	29%		8%	12%	19%	34%			16%	33%		8%	25%	31%	25%	29%	26%	31%	22%	28%

Q7/16.Did you expect to pay any of your own money for this most recent/upcoming orthopedic surgery?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Yes, paid the full cost out of pocket	1%	2%				0%	3%		1%	1%			1%					1%	1%			1%			1%	2%	1%	1%	1%	1%	2%	
Yes, paid part of the cost	2%	2%	2%	1%	2%	3%	2%	2%	2%	2%	11%		2%	50%			2%	2%			3%				2%	1%	2%	3%	1%	2%	4%	2%
No, did not pay	96%	95%	98%	99%	98%	96%	95%	98%	96%	96%	89%	97%	96%	50%	100%	78%	100%	96%	96%	100%	95%	96%	83%	98%	96%	96%	97%	96%	97%	96%	96%	
Can't remember	0%	2%				0%	1%		0%	0%		3%	0%		22%		0%	0%			5%	0%		2%	0%	1%	0%	0%	1%	0%	1%	

	Total who had surgery or have a firm date scheduled	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample size	1492	318	157	68	64	631	170	85	696	796	9	85	1398	2	7	11	74	473	925	4	29	663	6	56	735	266	548	679	440	523	264	265

Q8/18.How would you describe the amount of time you spent waiting for your most recent orthopedic surgery? Was it:

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very reasonable - not a long wait at all	35%	25%	31%	28%	27%	36%	49%	28%	35%	36%	79%	36%	35%	50%	87%	25%	38%	36%	35%	73%	24%	35%	83%	42%	35%	38%	33%	36%	36%	34%	40%	33%
Reasonable	42%	41%	39%	51%	44%	46%	31%	52%	42%	42%	21%	40%	43%	50%	13%	64%	36%	41%	43%	27%	60%	42%	17%	30%	43%	46%	41%	42%	43%	45%	37%	41%
Unreasonable	15%	24%	18%	15%	14%	12%	15%	12%	15%	14%		13%	15%		6%	15%	16%	15%			7%	16%		14%	12%	16%	15%	14%	14%	16%	16%	
Very unreasonable - much too long a wait	7%	10%	11%	6%	16%	6%	5%	8%	7%	8%		10%	7%		6%	11%	8%	7%		9%	7%		11%	7%	3%	10%	7%	6%	7%	7%	11%	
Top2Box	78%	66%	71%	79%	70%	82%	80%	80%	77%	78%	100%	76%	78%	100%	100%	89%	74%	76%	78%	100%	84%	77%	100%	72%	78%	85%	74%	78%	79%	78%	77%	74%
Bottom2Box	22%	34%	29%	21%	30%	18%	20%	20%	22%	22%		24%	22%		11%	26%	24%	22%		16%	23%		28%	22%	15%	26%	22%	21%	22%	23%	26%	

	Total who found the wait unreasonable	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Sample size	333	109	46	14	19	112	34	17	159	174	-	20	313	-	-	1	19	111	202	-	5	154	-	16	159	41	142	150	91	113	60	69

Q9/19.You indicated that the amount of time you waited for surgery was "unreasonable." From the time you were told you needed surgery to the time you received it, about how long would you say you were waiting?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Less than a month	4%	2%	2%		5%	7%	3%		3%	5%			4%				3%	5%				3%			5%	8%	4%	2%	5%	2%	2%	5%
1 - 3 months	2%	3%	2%		4%				3%	1%			2%				2%	3%				3%			2%	4%	2%	1%	2%	5%	3%	
4 - 6 months	13%	11%	20%	7%	11%	20%	3%	6%	15%	11%			28%	12%			30%	13%	12%		43%	14%		24%	10%	15%	6%	13%	20%	17%		
7 - 12 months	29%	28%	24%	64%	21%	29%	29%	35%	31%	28%			30%	29%		50%	28%	32%	28%		22%	32%		32%	27%	35%	26%	31%	39%	29%	20%	25%
More than a year, but less than 2 years	34%	38%	22%	21%	37%	32%	53%	12%	30%	37%			21%	35%		50%	19%	36%	34%		35%	30%		17%	39%	31%	33%	36%	31%	37%	42%	26%
Two years or more	17%	18%	30%	7%	26%	8%	12%	47%	18%	17%			21%	17%			22%	14%	19%		18%			27%	11%	18%	19%	18%	16%	12%	24%	

Q10/20.And, in your opinion, what would have been a reasonable amount of time to wait?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer	
Less than a month	19%	16%	20%	7%	11%	25%	12%	24%	22%	15%			10%	19%			10%	19%	20%			23%			13%	15%	24%	16%	20%	15%	19%	23%	18%
1 - 3 months	50%	43%	48%	71%	42%	55%	59%	29%	53%	48%			61%	50%		100%	58%	51%	49%		100%	52%			49%	48%	53%	48%	52%	59%	46%	47%	49%
4 - 6 months	23%	33%	22%	21%	47%	16%	21%	18%	15%	30%			25%	23%			26%	21%	24%			15%			32%	30%	18%	28%	20%	14%	30%	25%	21%
7 - 12 months	7%	7%	7%		4%	9%	29%	9%	5%				5%	7%			9%	6%				9%			6%	5%	4%	7%	9%	10%	5%	4%	11%
A year or more	1%	1%	4%						1%	1%			1%				1%	1%				1%			1%		2%	1%		2%		1%	

	Total who had at least one surgery	Region								Gender		Age			Age_Fine							Age Gender						Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer			
Sample size	1479	316	155	67	63	626	169	84	686	794	8	85	1387	2	6	11	74	469	917	2	29	655	6	56	732	264	541	674	439	517	262	262			

Q11.[Summary of Satisfied]Thinking about your most recent orthopedic surgery, would you say you were satisfied or dissatisfied with each of the following aspects of the process?

	Total	Region								Gender		Age			Age_Fine							Age Gender						Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer			
The outcome of the surgery itself	84%	89%	85%	85%	89%	88%	76%	77%	83%	86%	73%	82%	85%	100%	64%	76%	82%	83%	85%	100%	70%	83%	64%	87%	86%	85%	83%	85%	84%	85%	83%	85%			
The amount of time you waited for surgery	71%	60%	69%	76%	70%	77%	66%	71%	70%	73%	87%	66%	72%	50%	100%	65%	66%	72%	71%	100%	63%	70%	83%	67%	73%	77%	69%	71%	72%	73%	69%	69%			
The surgeon who conducted the procedure	89%	93%	92%	85%	89%	93%	79%	88%	88%	91%	100%	90%	89%	100%	100%	76%	92%	89%	89%	100%	79%	88%	100%	95%	91%	90%	88%	90%	89%	90%	88%	91%			
The hospital/facility where the procedure took place	87%	90%	88%	93%	94%	89%	82%	79%	86%	88%	70%	87%	87%	100%	59%	68%	90%	88%	87%	100%	86%	86%	59%	88%	88%	88%	86%	87%	87%	88%	86%	87%			
The orthopedic surgery process overall	87%	87%	89%	88%	92%	89%	80%	85%	85%	88%	92%	91%	87%	100%	89%	77%	93%	86%	87%	100%	86%	85%	89%	93%	88%	88%	87%	88%	87%	87%	87%	84%			

Q11.[Summary of Dissatisfied]Thinking about your most recent orthopedic surgery, would you say you were satisfied or dissatisfied with each of the following aspects of the process?

	Total	Region								Gender		Age			Age_Fine							Age Gender						Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer			
The outcome of the surgery itself	16%	11%	15%	15%	11%	12%	24%	23%	17%	14%	27%	18%	15%	36%	24%	18%	17%	15%	30%	17%	36%	13%	14%	15%	17%	15%	16%	15%	17%	15%	15%				
The amount of time you waited for surgery	29%	40%	31%	24%	30%	23%	34%	29%	30%	27%	13%	34%	28%	50%	35%	34%	28%	29%	37%	30%	17%	33%	27%	23%	31%	29%	28%	27%	31%	31%	31%				
The surgeon who conducted the procedure	11%	7%	8%	15%	11%	7%	21%	12%	12%	9%	10%	11%	24%	8%	11%	11%	21%	12%	21%	12%	5%	9%	10%	12%	10%	11%	10%	10%	12%	9%	9%				
The hospital/facility where the procedure took place	13%	10%	12%	7%	6%	11%	18%	21%	14%	12%	30%	13%	13%	41%	32%	10%	12%	13%	14%	14%	41%	12%	12%	12%	14%	13%	13%	12%	14%	13%	13%				
The orthopedic surgery process overall	13%	13%	11%	12%	8%	11%	20%	15%	15%	12%	8%	9%	13%	11%	23%	7%	14%	13%	14%	15%	11%	7%	12%	12%	13%	13%	12%	13%	13%	13%	16%				

Q11.[The outcome of the surgery itself]Thinking about your most recent orthopedic surgery, would you say you were satisfied or dissatisfied with each of the following aspects of the process?

	Total	Region								Gender		Age			Age_Fine							Age Gender						Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer			
Very satisfied	61%	57%	62%	61%	68%	66%	54%	55%	59%	63%	22%	54%	62%	30%	33%	58%	58%	64%	36%	60%	30%	64%	63%	59%	58%	64%	61%	61%	61%	63%					
Moderately satisfied	23%	32%	23%	24%	21%	21%	22%	23%	23%	23%	51%	27%	23%	100%	35%	43%	25%	25%	22%	100%	34%	23%	35%	23%	26%	25%	21%	23%	24%	22%	21%				
Moderately dissatisfied	7%	7%	9%	7%	5%	6%	7%	13%	8%	7%	27%	12%	7%	36%	24%	10%	9%	6%	21%	7%	36%	8%	6%	5%	7%	8%	7%	6%	9%	7%					
Very dissatisfied	8%	5%	6%	7%	6%	6%	17%	10%	9%	8%	6%	9%	7%	7%	8%	9%	9%	9%	9%	9%	9%	5%	8%	9%	10%	7%	9%	8%	8%	9%					
Top2Box	84%	89%	85%	85%	89%	88%	76%	77%	83%	86%	73%	82%	85%	100%	64%	76%	82%	83%	85%	100%	70%	83%	64%	87%	86%	85%	83%	85%	84%	85%	83%	85%			
Bottom2Box	16%	11%	15%	15%	11%	12%	24%	23%	17%	14%	27%	18%	15%	36%	24%	18%	17%	15%	30%	17%	36%	13%	14%	15%	17%	15%	16%	15%	17%	15%					

Q11.[The amount of time you waited for surgery]Thinking about your most recent orthopedic surgery, would you say you were satisfied or dissatisfied with each of the following aspects of the process?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very satisfied	41%	30%	38%	34%	32%	47%	44%	37%	39%	43%	79%	39%	41%	50%	89%	25%	41%	41%	41%	100%	21%	40%	72%	48%	42%	49%	38%	41%	45%	37%	41%	43%
Moderately satisfied	30%	30%	31%	42%	38%	31%	22%	35%	31%	30%	8%	27%	30%		11%	40%	25%	31%	30%		41%	30%	11%	19%	31%	28%	31%	30%	27%	35%	29%	27%
Moderately dissatisfied	11%	17%	12%	7%	13%	9%	11%	12%	11%	11%	13%	10%	11%	50%		21%	9%	11%	18%		19%	11%	17%	6%	12%	12%	10%	10%	10%	12%	12%	
Very dissatisfied	18%	23%	19%	16%	17%	23%	17%	19%	16%			24%	17%			14%	25%	17%	18%		18%	19%		27%	16%	11%	19%	19%	18%	16%	19%	
Top2Box	71%	60%	69%	76%	70%	77%	66%	71%	70%	73%	87%	66%	72%	50%	100%	65%	66%	72%	71%	100%	63%	70%	83%	67%	73%	77%	69%	71%	72%	73%	69%	
Bottom2Box	29%	40%	31%	24%	30%	23%	34%	29%	30%	27%	13%	34%	28%	50%		35%	34%	28%	29%		37%	30%	17%	33%	27%	23%	31%	29%	28%	27%	31%	

Q11.[The surgeon who conducted the procedure]Thinking about your most recent orthopedic surgery, would you say you were satisfied or dissatisfied with each of the following aspects of the process?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very satisfied	80%	78%	82%	79%	83%	84%	70%	81%	78%	81%	79%	76%	80%	50%	89%	68%	78%	76%	82%	100%	67%	78%	72%	81%	81%	81%	77%	81%	80%	79%	80%	81%
Moderately satisfied	10%	15%	10%	6%	9%	9%	7%	10%	10%	21%	13%	9%	50%	11%	9%	14%	13%	8%	10%		13%	10%	28%	14%	9%	8%	11%	9%	9%	11%	8%	10%
Moderately dissatisfied	3%	1%	3%	10%	3%	2%	5%		3%	2%		4%	3%			15%	2%	4%	2%		12%	3%		2%	3%	4%	2%	4%	2%	3%	2%	
Very dissatisfied	8%	5%	5%	4%	8%	5%	16%	12%	9%	7%		6%	8%			9%	6%	7%	9%		9%	9%		5%	7%	7%	8%	8%	8%	9%	7%	
Top2Box	89%	93%	92%	85%	89%	93%	79%	88%	88%	91%	100%	90%	89%	100%	100%	76%	92%	89%	89%	100%	79%	88%	100%	95%	91%	90%	88%	90%	89%	90%	88%	
Bottom2Box	11%	7%	8%	15%	11%	7%	21%	12%	12%	9%		10%	11%			24%	8%	11%	11%		21%	12%		5%	9%	10%	12%	10%	11%	10%	12%	

Q11.[The hospital/facility where the procedure took place]Thinking about your most recent orthopedic surgery, would you say you were satisfied or dissatisfied with each of the following aspects of the process?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very satisfied	66%	64%	66%	66%	67%	67%	65%	64%	68%	64%	51%	58%	66%	100%	35%	22%	63%	68%	66%	100%	55%	69%	35%	59%	64%	67%	64%	67%	65%	68%	66%	62%
Moderately satisfied	21%	27%	22%	27%	27%	22%	17%	14%	18%	24%	18%	30%	21%		25%	47%	27%	20%	21%		30%	17%	25%	29%	24%	21%	22%	21%	22%	20%	19%	
Moderately dissatisfied	6%	6%	8%	1%	5%	4%	12%	6%	5%	30%	5%	6%			41%	23%	3%	6%	6%		6%	6%	41%	5%	5%	5%	6%	6%	4%	5%	6%	
Very dissatisfied	7%	4%	5%	6%	2%	5%	15%	10%	8%	6%		7%	7%			9%	7%	6%	8%		9%	8%		7%	7%	8%	7%	9%	6%	9%	4%	
Top2Box	87%	90%	88%	93%	94%	89%	82%	79%	86%	88%	70%	87%	87%	100%	59%	68%	90%	88%	87%	100%	86%	86%	59%	88%	88%	88%	86%	87%	87%	88%	86%	87%
Bottom2Box	13%	10%	12%	7%	6%	11%	18%	21%	14%	12%	30%	13%	13%		41%	32%	10%	12%	13%		14%	14%	41%	12%	12%	14%	13%	13%	12%	14%	13%	

Q11.[The orthopedic surgery process overall]Thinking about your most recent orthopedic surgery, would you say you were satisfied or dissatisfied with each of the following aspects of the process?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income			
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer
Very satisfied	64%	59%	65%	61%	65%	66%	63%	57%	61%	66%	35%	58%	64%		47%	30%	62%	62%	65%	50%	35%	62%	30%	70%	66%	69%	62%	63%	66%	63%	61%	62%
Moderately satisfied	23%	28%	24%	27%	27%	23%	17%	27%	25%	22%	57%	33%	23%	100%	42%	47%	31%	25%	21%	50%	50%	24%	59%	24%	21%	19%	25%	24%	22%	24%	26%	23%
Moderately dissatisfied	6%	8%	6%	9%	5%	5%	7%	6%	5%		3%	6%			14%	1%	7%	5%		6%	6%		2%	5%	5%	6%	6%	3%	6%	5%	10%	
Very dissatisfied	7%	5%	5%	3%	3%	6%	15%	8%	8%	7%	8%	6%	8%		11%	9%	6%	7%	8%		9%	8%	11%	5%	7%	7%	8%	8%	9%	7%	8%	6%
Top2Box	87%	87%	89%	88%	92%	89%	80%	85%	88%	92%	91%	87%	100%	89%	77%	93%	86%	87%	100%	86%	85%	89%	93%	88%	88%	87%	87%	88%	87%	87%	84%	
Bottom2Box	13%	13%	11%	12%	8%	11%	20%	15%	15%	12%	8%	9%	13%		11%	23%	7%	14%	13%		14%	15%	11%	7%	12%	12%	13%	13%	12%	13%	13%	

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer	
Sample size	1512	322	161	70	65	636	172	87	712	801	9	89	1414	2	7	12	77	479	935	4	33	675	6	56	739	270	554	689	445	528	271	268	

Q21. Suppose you needed orthopedic surgery again, and had the option to speed up the process considerably by paying for it out of pocket. What amount would you be willing to pay in order to get your surgery done more quickly? Would you pay:

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer	
Nothing - I would not pay to speed up my surgery	72%	61%	63%	67%	72%	73%	83%	77%	69%	75%	79%	84%	71%	100%	73%	87%	83%	72%	71%	46%	86%	68%	100%	83%	74%	80%	73%	68%	83%	70%	58%	73%	
Less than \$1,000	12%	14%	17%	11%	15%	14%	8%	7%	14%	11%	21%	10%	13%		27%	13%	10%	13%	12%	54%	6%	14%		13%	11%	10%	12%	14%	9%	16%	15%	10%	
\$1,000 - \$1,999	6%	10%	7%	9%	9%	6%	4%	6%	7%	6%		2%	7%			2%	7%	7%				7%	3%	6%	5%	6%	8%	4%	5%	11%	8%		
\$2,000 - \$2,999	3%	6%	4%	3%	2%	3%	2%	6%	4%	3%			4%				3%	4%				4%		4%	1%	3%	4%	1%	4%	6%	4%		
\$3,000 - \$4,999	2%	4%	2%	4%		2%	2%		2%	2%			2%				2%	2%				2%		3%	1%	2%	2%	2%	2%	2%	3%		
\$5,000 - \$9,999	2%	4%	3%	3%	2%	1%	1%	2%	2%	1%		1%	2%			1%	2%	2%				3%		1%	1%	2%	2%	1%	2%	4%	2%		
More than \$10,000	2%	2%	4%	3%		1%	1%	2%	3%	1%		3%	1%			3%	2%	1%			8%	2%		1%	2%	1%	2%	0%	2%	4%	1%		

Q22. Some say private clinics are good because they relieve stress on the public system. Others say they're bad because they contribute to a two-tiered system and give rich people an unfair advantage. Which of these is closer to your view?

	Total	Region							Gender		Age			Age_Fine						Age Gender						Education			Income				
		BC	AB	SK	MB	ON	QC	ATL	Male	Female	18-34	35-54	55+	18-24	25-34	35-44	45-54	55-64	65+	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	HS or less	College/ Tech school	Univ+	<\$50K	\$50-99K	\$100K+	No Answer	
Private clinics are a good thing, overall	49%	53%	53%	53%	43%	43%	59%	45%	52%	47%	50%	57%	49%	100%	36%	50%	58%	45%	50%	27%	63%	51%	64%	54%	46%	53%	49%	48%	45%	51%	56%	46%	
Private clinics are a bad thing, overall	51%	47%	47%	47%	57%	57%	41%	55%	48%	53%	50%	43%	51%		64%	50%	42%	55%	50%	73%	37%	49%	36%	46%	54%	47%	51%	52%	55%	49%	44%	54%	