

2015 Election -- Issue #2: Health Care  
Final Questionnaire  
(September 3)

**Issues/Voting Intentions**

Today, we're talking to Canadians about some different issues in the federal election campaign leading up to voting day on October 19th.

1. What do you feel are the most important issues facing Canada today? (Please pick your top two issues from the following list.)

[MULTI RESPONSE – CAN SELECT UP TO 2 RESPONSES – RANDOMIZE LIST]

Crime /Public safety  
Economy  
Education /Training  
Energy / Natural resources  
Environment /Pollution  
Ethics / Accountability  
Health Care  
National Unity (Quebec separation)  
Income inequality  
Taxes  
Terrorism/security  
Jobs/unemployment  
First Nations issues/Aboriginal Affairs  
The Senate  
The Deficit/Government spending  
International Affairs/Canada's place in the world  
Other (specify) [FIX POSITION]

2. As you know, we are currently in a federal election campaign and Canadians will be going to the polls on October 19th. How certain are you about which party's candidate you will support in this upcoming federal election?

Very Certain – I know exactly who I will support

Somewhat Certain – I know who I am leaning towards but I could change my mind

Uncertain – I really don't know who I will support

3. Based on how you feel right now, which party's candidate in your own riding will you be most likely to support in the federal election next month?

[RANDOMIZE ORDER OF FIRST THREE PARTIES IN ROC AND FIRST FOUR PARTIES IN QC. OTHERS LIST AS BELOW]

Conservative Party  
Liberal Party  
New Democratic Party (NDP)  
Bloc Quebecois [QUEBEC ONLY]  
Green Party  
Other Party  
Not sure/Can't say

[IF NOT SURE/CAN'T SAY]

4. Is there any party you are leaning towards?  
[SAME ORDER AS Q3.]

Conservative Party  
Liberal Party  
New Democratic Party (NDP)  
Bloc Quebecois [OPTION IN QUEBEC ONLY]  
Green Party  
Other Party  
Not sure/Can't say

### **Health Care Deep Dive**

And now let's turn our attention to health care.

Please note: For these next questions, we are asking about medical visits for yourself, not your children or other family members.

1. Do you personally have a regular family doctor or general practitioner?

Yes  
No

2. [IF YES, HAVE A FAMILY DOCTOR, ASK:]

a. How often do you typically see your family doctor/GP (for yourself)?

Once a month or more  
A few times a year  
Once a year or so  
Every couple of years  
Less often than every couple years

b. If something comes up, how easy or difficult is it to get an appointment to see your family doctor/GP (other than booking ahead for an annual checkup or something similar)?

Easy – I can get in within a day or two

Usually have to wait at least a few days but sooner if I need to

Difficult – Usually takes at least a week or more to get an appointment

c. In the past year, have you gone to a walk-in clinic or an Emergency Room (ER) for something you would have seen your GP for but you could not get an appointment with them quickly enough? If so, how often have you done that in the past year?

[COLUMNS]

Walk-in clinic

Hospital ER

[ROWS]

No, have not

Once

2- 3 times

4 – 5 times

6 or more times this year

3. [IF NO, DO NOT HAVE A FAMILY DOCTOR, ASK:]

a. Have you been looking for a family doctor and, if so, for how long?

Yes I've been looking, for less than 6 months

Yes I've been looking, for 6 months to a year

Yes I've been looking, for more than a year

No, not looking, don't need/want a GP

No, not looking, gave up looking for now

b. In the past year, have you gone to a walk-in clinic or an Emergency Room (ER) for something you **would have** seen a family doctor or GP for but you couldn't because you don't have one? If so, how often have you done that in the past year?

[COLUMNS]

Walk-in clinic

Hospital ER

[ROWS]

No, have not

Once

2- 3 times

4 – 5 times

6 or more times

4. Now, we have a few questions about people's recent experiences with medical specialists -- that is, a doctor who specializes in one specific area of medicine.

In the past year, did you see **or try to see** a medical specialist?

Yes, one

Yes, more than one

No

5. [IF YES, SAW OR TRIED TO SEE A SPECIALIST, CONTINUE. OTHERS SKIP TO Q6]

a. Which type of specialist was it? (Select all that apply from this list)

[keep in alphabetical order]

Cancer specialist/oncologist

Cardiologist/Heart specialist

Dermatologist/Skin

Ear/Nose/Throat specialist

Eye specialist/ophthalmologist

Internal Medicine

Obstetrician/Gynecologist

Orthopedic specialist/Bones

Psychiatrist

Respirologist/Lungs

Other type of specialist [specify:]

[IF MORE THAN ONE SPECIALIZATION SOUGHT]

b. Which of those medical specializations do you consider most important to you and your health this past year? (Please choose one only from the list below)

re-list specializations selected above

[FOLLOWING SERIES IS FOR SPECIALIST ATTEMPTED/MOST IMPORTANT IN PAST YEAR]

c. Just a few questions about your experience regarding the [Insert Specialist].

Did you end up actually seeing that specialist this past year?

Yes, for the first time

Yes and have seen them before

No, but have a firm appointment

No, have not seen yet but hope to  
No, no longer want/need to

[IF YES, SAW SPECIALIST, ASK D AND E]

d. Did you have to pay out of your pocket to see that specialist or was it covered through medicare?

Yes, had to pay  
No, covered by medicare

e. Overall, how did you feel about your visit to this specialist (or most recent visit if you saw them more than once) in terms of:

The amount of time it took to get the appointment to see the specialist  
The quality of care provided by the specialist  
Your specialist visit overall

Extremely dissatisfied  
Very dissatisfied  
Somewhat dissatisfied  
Somewhat satisfied  
Very satisfied  
Extremely satisfied

[IF NO, DID NOT SEE SPECIALIST, ASK F]

f. You tried to see a specialist in the past year but did not end up seeing one (at least so far). What are your feelings about the process and the length of time involved in getting in to see this specialist? Would you say for you it has been:

Unacceptably difficult -- taking way too long  
Difficult, should be easier/faster  
Inconvenient but understandable  
Okay for you, no complaints

6. In the past year which, if any, of the following did you personally experience:  
(Select all that apply)

Visited a family doctor or GP (general practitioner)  
Visited a walk-in clinic to see a doctor  
Stayed at a hospital for one or more nights  
Visited a hospital emergency room

Had an advanced diagnostic test such as a MRI, CT Scan or angiography (non-emergency)  
None of the above

[IF YES, VISITED AN ER]

6b. Just to clarify, when you visited an emergency room was it for:

The visit was for myself

I accompanied a family member/friend

[FOR EACH ITEM YES IN Q6, ASK Q7.]

7. How did you feel about your last visit to each of the following?  
(Select one response per row)

[COLUMNS]

Extremely dissatisfied

Very dissatisfied

Somewhat dissatisfied

Somewhat satisfied

Very satisfied

Extremely satisfied

[ROWS]

A family doctor or GP (general practitioner)

A walk-in clinic

A hospital stay of one or more nights

A hospital emergency room

An advanced diagnostic test such as a MRI, CT Scan or angiography (non-emergency)

[IF YES TO GP VISIT IN PAST YEAR AT Q6:]

Q8a. How long did you spend with the family doctor/GP during your last visit?

(Write in either number of minutes or hours below)

# minutes

# hours

[ASK 1ST 5 ITEMS (a-e) IF YES TO GP IN Q6;

ASK NEXT 2 ITEMS (f and g) IF YES TO DIAGNOSTIC TEST IN Q6;

ASK LAST ITEM H IF YES TO WALK-IN CLINIC AT Q6]

Q9. Thinking about your last visit, how did you feel about:

[COLUMNS]

Extremely dissatisfied

Very dissatisfied

Somewhat dissatisfied

Somewhat satisfied

Very satisfied

Extremely satisfied

[ROWS]

Thinking about your last visit to the GP, how did you feel about:

(SAW GP)

The quality of care provided by the GP

The friendliness of your GP

The GP's openness to answer your questions

The length of time the GP spent with you

The respect shown to you by the GP

[HAD DIAGNOSTIC TEST]

Thinking about your last test, how did you feel about:

The time it took to get an appointment for the diagnostic test

Amount of time waiting at the clinic for your diagnostic test

[VISITED A WALK-IN]

Thinking about your last visit, to the walk-in clinic, how did you feel about:

The quality of care you received at the walk-in clinic

Q10a. In the past year, did a medical professional make any errors in your care?

Yes

No

Q11. Do you feel your health has improved, stayed the same or gotten worse as a result of your contact with the health care system in the past year? (Select one)

Improved

Stayed the same

Gotten worse

Q12. Do you personally care for or make decisions about health care for any of the following members of your family:

Child(ren) under 18 years of age

A spouse or partner

A parent/ in-laws

Yes  
No

[ASK FOLLOWING SERIES FOR EACH YES AT Q12]

[IF CHILD CHOSEN AT Q10 DISPLAY:] If you personally care for or make decisions about health care for **more than one child** under 18 years of age then please think of the child with the next birthday when answering the next few questions.

[IF PARENT/ IN-LAW CHOSEN AT Q10 DISPLAY:] If you personally care for or make decisions about health care for **more than one parent or in-law** then please think of the parent/ in-law with the next birthday when answering the next few questions.

13a. Does your [child, spouse/partner, parent/ in law] have a regular family doctor or general practitioner?

Child  
Spouse/partner  
Parent/In-law

Yes  
No

13b In the past year, did your [child, spouse/partner, parent/in-law] visit a family doctor or GP (general practitioner)?

Child  
Spouse/partner  
Parent/In-law

Yes  
No

[FOR EACH GP VISIT, ASK:]

13c. How did you feel about your [child, spouse/partner, parent/ in-law]'s last visit to a family doctor or GP?

Child  
Spouse/partner  
Parent/In-law

Extremely dissatisfied  
Very dissatisfied  
Somewhat dissatisfied  
Somewhat satisfied

Very satisfied  
Extremely satisfied  
Don't know

**Overall Ratings of HC -- additions for 2015 election poll. (T)=tracking**

Now, some broader questions about health care here in Canada.....

14. (T). Thinking about Canada's health care system and the quality of medical services it provides, how would you describe it overall?

Excellent  
Very good  
Only fair  
Poor  
Very Poor

15. (T). Over the past 10 to 15 years or so, would you say the overall quality of health care in Canada has?

Improved  
Stayed the same  
Deteriorated

16. How satisfied are you with the overall performance of your provincial government and the federal government when it comes to health care?

[ROWS]

Provincial government  
Federal government

[COLUMNS]

Very dissatisfied  
Moderately dissatisfied  
Moderately satisfied  
Very satisfied

17. Thinking of the public money that goes to funding health care in Canada -- overall, would you say we as a country are spending:

- Too much on health care
- About the right amount
- Not enough on health care

**Election/Political Context**

And now returning for a moment to the current federal election campaign ....

18. Based on what you've seen and heard in the campaign so far, would you say health care has been receiving:

- Too much attention in this election
- The right amount of attention
- Not enough attention in this election

19. Thinking generally about issues concerning health care in Canada, we'd like to know what you think of each of the main national party leaders when it comes to how they would handle health care if they win the election and form the next government.

- Thomas Mulcair -- NDP
- Stephen Harper -- Conservative
- Justin Trudeau -- Liberal

- Could be trusted to protect the best principles of medicare into the future
- Would provide sound federal oversight of health care in Canada
- Would work with the provinces towards improving health care delivery

- Strongly agree
- Moderately agree
- Moderately disagree
- Strongly disagree
- Don't know

20. And how much will healthcare issues be a factor for you in this federal election? (Please use the 1 to 10 scale below; you can choose any number that best reflects how much of a factor this is for you.)

[1-10 Scale]

Left hand label = 1 – Not a factor at all

Right hand label = 10 – It's the deciding factor

21. Thinking about Election Day on October 19th, suppose the top issue on your mind is health care. If that were the case, which party's candidate in your riding would you yourself be most likely to vote for?

[SAME ORDER AS Q3/4]

Conservative Party

Liberal Party

New Democratic Party (NDP)

Bloc Quebecois [OPTION IN QUEBEC ONLY]

Green Party

Other Party

Not Sure/Can't say