

**SURVEY OF HEALTH AND HEALTH SYSTEMS
CATI HEALTH QUESTIONNAIRE - DRAFT 2-FINAL
PN4859**

INTRODUCTION

Hello, my name is _____ of Environics Research Group Ltd. We are conducting a survey for the United Nations on Canada's health care system as part of a world-wide survey about health care systems. Please be assured that we are not selling nor soliciting anything. Your answers will be kept strictly confidential and your participation is important if the results of the Canadian survey are to be accurate.

We choose telephone numbers at random, then select one person from a household to be interviewed.

- A. May I please speak to the person in your household who is 18 years of age or older, and has had the most recent birthday.

#01 Yes

#02 Not Available **SCHEDULE CALL-BACK**

#03 Refused **DISCONTINUE & THANK**

- B. Do you or does anyone in your household work for an advertising or market research firm or the media?

1 - Yes **THANK AND TERMINATE**

2 - No **CONTINUE TO MAIN QUESTIONNAIRE**

- C. **(READ IF NECESSARY)** Are you male or female?

1 - Male

2 - Female

- D. Language of survey

1 - English

2 - French

OVERALL HEALTH

1. In general, how would you rate your health today?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very bad
- 6 - DK/NA

2. Overall in the last 30 days, how much difficulty did you have with moving around?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

3. Overall in the last 30 days, how much difficulty did you have with self-care, such as washing or dressing yourself?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

4. Overall in the last 30 days, how much difficulty did you have with work or household activities?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

5. Overall in the last 30 days, how much pain or discomfort did you have?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

6. Overall in the last 30 days, how much distress, sadness or worry did you experience?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

7. Overall in the last 30 days, how much difficulty did you have with concentrating or remembering things?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

8. Overall in the last 30 days how much difficulty did you have with personal relationships or participation in the community ?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

9. In the last 30 days, how many days were you completely unable to:
(NOTE TO INTERVIEWER: Refers to inabilities because of health situation.)
READ

a) Do any household work?

- 1 - _____ Days
2 - DK/NA

b) Go to work?

- 1 - _____ Days
2 - Not applicable
3 - DK/NA

10. Considering different aspects of your own health today as you just described it, where would you place yourself on a scale from 0 to 100 where 0 would indicate death and 100 would be the best state of health imaginable?

| | | |
|--|--|--|
| | | |
|--|--|--|

2 - DK/NA

HEALTH STATES

Here are some situations for you to consider.

ROTATE SECTIONS A, B, C, D - EACH RESPONDENT GETS ONE VERSION.

SECTION A

11. John cannot wash, groom or dress himself without personal help. He has no problems with eating.
How would you rate his difficulty with self-care?

READ

- 1 - None
2 - Mild
3 - Moderate
4 - Severe, or
5 - Extreme
6 - DK/NA

12. Mark has joint pains that are present almost all the time. They are at their worst in the first half of the day. Taking medication reduces the pain though it does not go away completely. The pain makes moving around, holding and lifting things, quite uncomfortable. How would you rate how much pain or discomfort he has?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

13. Peter can wash his face and comb his hair, but cannot wash his whole body without help. He needs assistance with putting clothes on over his head, but can put garments on the lower half of his body. He has no problems with eating. How would you rate his difficulty with self-care?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

14. Phil has pain in the hip that causes discomfort while going to sleep. The pain is there throughout the day but does not stop him from walking around. How would you rate how much pain or discomfort he has?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

15. Rachel feels pain and discomfort while washing, and in combing her hair. As a result, she neglects her personal appearance. She needs assistance with putting on and taking off clothes. She has no problems with eating.
How would you rate her difficulty with self-care?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

16. Helena keeps herself neat and tidy. She requires no assistance with cleanliness, dressing and eating.

How would you rate her difficulty with self-care?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

17. Jim has back pain that makes changes in body position very uncomfortable. He is unable to stand or sit for more than half an hour. Medicines decrease the pain a little, but it is there all the time and interferes with his ability to carry out even day to day tasks.
How would you rate how much pain or discomfort he has?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

18. Anne takes twice as long as others to put on and take off clothes, but needs no help with this. She is able to bathe and groom herself, though that requires effort and leads to her bathing half as often as before. She has no problems with eating.
How would you rate her difficulty with self-care?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

19. Laura has a headache once a month that is relieved one hour after taking a pill. During the headache she can carry on with her day to day affairs.
How would you rate how much pain or discomfort she has?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

20. Sue requires the constant help of a person to wash and groom herself and has to be dressed and fed.
How would you rate her difficulty with self-care?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

21. Tom has a toothache for about 10 minutes, several times a day. The pain is so intense that Tom finds it difficult to concentrate on work.
How would you rate how much pain or discomfort he has?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

22. Paul has no problems with cleanliness, dressing and eating. However, he has to wear clothes with special fasteners because joint problems prevent him from buttoning and unbuttoning clothes.

How would you rate his difficulty with self-care?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

23. Patricia has a headache once a week that is relieved 3 to 4 hours after taking a pill. During the headache she has to lie down and cannot do any other tasks.

How would you rate how much pain or discomfort she has?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

24. Steve has excruciating pain in the neck radiating to the arms that is very minimally relieved by any medicines or other treatment. The pain is sharp at all times and often wakes him from sleep. It has necessitated complete confinement to the bed and often makes him think of ending his life.

How would you rate how much pain or discomfort he has?

READ

- 1 - None
- 2 - Mild
- 3 - Moderate
- 4 - Severe, or
- 5 - Extreme
- 6 - DK/NA

ABOUT YOU

ASK ALL

Here are some questions about yourself.

| ~~25-27.~~ How old are you?

_____ Years
2 - DK/NA

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| ~~26-28.~~ CODE

- 1 - Female
- 2 - Male
- 3 - DK/NA

Formatted: Bullets and Numbering

| ~~27-29.~~ Were you born in this country?

- 1 - Yes
- 2 - No
- 3 - DK/NA

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| ~~28-30.~~ Were both your parents born in this country?

- 1 - Yes
- 2 - No
- 3 - DK/NA

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31. How many years of formal education have you successfully completed (including primary, secondary (high school) and post-secondary (e.g., university, technical schools) levels)?

_____ Years
2 - DK/NA

32. Into which of the following categories would you put the total annual income in 2000 of all the members of your household, including yourself, before taxes and deductions?

READ

- 1 - \$20,000 or less
- 2 - \$20,001 to \$40,000
- 3 - \$40,001 to \$60,000
- 4 - \$60,001 to \$80,000
- 5 - more than \$80,000
- 6 - DK/NA

|

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| ~~34-33.~~ How many times have you gone to each of the following in the last 30 days for your personal medical care?

READ AND ROTATE (a) - (k)

a) General Practitioners or family doctor

- 1 - _____times
- 2 - DK/NA

b) Dentists

c) Specialists

d) Physiotherapists

e) Chiropractors

f) Traditional healers

g) Clinic (operating separately from a hospital)

h) Hospital outpatient unit

i) Hospital inpatient services

j) Pharmacy (where you talked to someone about your care and did not just purchase medicine)

k) Home health care services

l) Other (specify)_____

| ~~32-34.~~ Are you covered by any public or private health insurance for visits to doctors or other health care providers?

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- 1 - Yes
- 2 - No
- 3 - DK/NA

| ~~33-35.~~ Are you covered by any public or private health insurance for hospital care?

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- 1 - Yes
- 2 - No
- 3 - DK/NA

RELATIVE IMPORTANCE OF HEALTH SYSTEM GOALS

READ

36. There are three possible goals for health care in Canada. I am going to describe each one and then I want to ask you how important you think each one is.

First, improving the health of the population, which means that all people live longer with less illness and there is more equality in people's health, their illnesses and how long they live.

Second, improving how people are dealt with when they receive health care, which means that people's rights to be treated with dignity, confidentially and clear communications are respected and the health system provides basic amenities, social support and allows people to choose their health care provider, and treats people equally in these ways.

Third, CHARGE PEOPLE WHAT THEY CAN AFFORD, which means that everyone pays their fair share of health care costs, so healthy people share costs for those who are ill and higher-income people pay for some of the health care costs for lower-income people.

Which of these three should be the most important goal for the health care system in Canada? Which should be the next most important goal? Which should be the least important goal?

| | (a) Most <u>Important</u> | (b) Next <u>Important</u> | (c) Least <u>Important</u> |
|-------------------------------------|--|--|---|
| Improving health of population | 1 | 1 | 1 |
| Improving how people are dealt with | 2 | 2 | 2 |
| Charge people what they can afford | 3 | 3 | 3 |
| DK/NA | 4 | 4 | 4 |

37. Suppose you could tell this country's health care system and governments how much emphasis should be placed on each of these goals. What percentage of importance would you give to each goal, where the total would equal 100 percent?

NOTE TO INTERVIEWER: TOTAL MUST ADD TO 100%

- | | |
|--|---------|
| a) What percentage would you give to (answer from Q.36a) | _____ % |
| b) What percentage would you give to (answer from Q.36b) | _____ % |
| c) What percentage would you give to (answer from Q.36c) | _____ % |
| | 100% |
| d) DK/NA | |

38. Now, think about two goals - improving the average level of health in this country and improving the equality of health and health care in this country. What percentage of importance would you give to each where the total would equal 100 percent?

NOTE TO INTERVIEWER: TOTAL MUST ADD TO 100%

- a) Improving level of health _____ %
- b) Improving equality of health _____ %
- _____
- c) DK/NA 100%

39. Now finally think about these two goals - improving the average level of people's rights for dignity, confidentiality and the right to choose their own health care provider, and improving the equality of people's rights for dignity, confidentiality and the right to choose their own health care provider. What percentage of importance would you give to each where the total would equal 100 percent?

NOTE TO INTERVIEWER: TOTAL MUST ADD TO 100%

- a) Improving the level of rights _____ %
- b) Improving the equality of rights _____ %
- _____
- c) DK/NA 100%

FINAL QUESTIONS

ASK ALL

- x. Now finally I have a question about the composition of your household. Not including yourself, how many other people live in your household?

| | |
|--|--|
| | |
|--|--|

2 - DK/NA

IF NO OTHER PEOPLE, THANK AND CLOSE.

y. For each of these other people, please describe their relationship to you. How about ...

| | CODE | | CODE |
|-----------------|------|-----------------|------|
| Other Person 1? | | Other Person 6? | |
| Other Person 2? | | Other Person 7? | |
| Other Person 3? | | Other Person 8? | |
| Other Person 4? | | Other Person 9? | |
| Other Person 5? | | | |

- | | | | |
|----|-------------------------|----|----------------------|
| 01 | yourself (DO NOT USE) | 08 | brother or sister |
| 02 | wife or husband/partner | 09 | DO NOT USE |
| 03 | son or daughter | 10 | adopted/foster child |
| 04 | son or daughter-in-law | 11 | other relative |
| 05 | grandchild | 12 | not related |
| 06 | parent | 13 | Don't know (DK) |
| 07 | parent-in-law | | |

THANK AND CLOSE.