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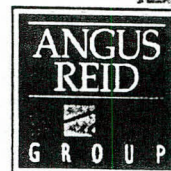
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HEALTHCARE FOCUS GROUPS

Summary of Findings



Submitted to:

Canada Information Office

September 2000

TABLE OF CONTENTS

METHODOLOGY	1
OVERALL FINDINGS	2
Current Views on Healthcare.....	4
Federal/Provincial Discussions.....	5
Views on Specific Initiatives	6
APPENDIX I – SCREENER	8
APPENDIX II – MODERATOR’S GUIDE	11

METHODOLOGY

- ◆ Four focus groups were held in Brampton, Ontario (2 groups) and Edmonton, Alberta (2 groups) on August 31st. In each city, the groups were segmented as follows:
 - ◆ Group One (30 to 45 years old, 50% parents, a 50/50 gender split, moderately or very concerned about the future of healthcare in Canada)
 - ◆ Group Two (46 to 65 years old, a 50/50 gender split, moderately or very concerned about the future of healthcare in Canada)

OVERALL FINDINGS

- ◆ Focus group participants want to see some progress on the healthcare file. Specifically, they want to know that there is a plan in place to restore their confidence in the healthcare system, to address their immediate concerns, and to ensure the healthcare system remains strong and intact over the long term.
- ◆ For the most part, the views of participants in the Alberta and Ontario groups are very consistent.
- ◆ Alberta participants are, however, more likely to question the source of possible healthcare funding, and want assurances that any spending on healthcare will not lead to increased taxes or deficits. As well, Alberta participants are more concerned with the potential for privatization of the healthcare system.
- ◆ Most participants feel that they will be able to judge improvements to the healthcare system because they'll see shorter waiting times, less ER crowding, more healthcare professionals, and "no more horror stories" in the media. However, participants do not expect to see these improvements overnight. Even with a significant investment in the healthcare system, most participants believe it will take a year or longer before they actually see improvements.
- ◆ While participants would very much like to see a federal/provincial agreement and a plan (with substantial funding) for healthcare, they remain very pessimistic and cynical, and do not feel that a federal/provincial agreement is likely. Reasons for this cynicism are "the governments rarely agree on anything" and "the federal government doesn't have enough money to improve the system".
- ◆ Most participants favour a balanced approach to improving the healthcare system: one that combines a clear plan (an agreement for strengthening healthcare), a list of specific initiatives (the most popular initiatives involve "new technologies/equipment"), and federal funding to assist the provinces in implementing the initiatives.
- ◆ Participants do not believe that a federal/provincial agreement will solve the country's healthcare problems. Instead, they are more likely to characterize any agreement of reinvestment as a good starting point.

- ◆ When asked who is a credible and believable spokesperson on the subject of healthcare, participants were quick to say that front-line nurses and their personal doctors are the people they would listen to most. However, low levels of credibility should not be confused with low levels of interest. This is the most important issue for Canadians: They want it to be addressed at the highest level of government, and they want to hear what their governments are doing.

CURRENT VIEWS ON HEALTHCARE

- ◆ Most of the participants do not feel that the healthcare system in Canada is broken. For the most part, they feel that the current coverage level is adequate and that quality of healthcare is still available in Canada. However, they do feel that the system is in decline, and the public's confidence in the system and the ability of governments at all levels to improve the system is very low.
- ◆ Most of the participants' views are not based on first-hand experiences, but instead on what is heard through the media, through health experts, etc. In fact, most of those who have used the healthcare system feel that they have received quality and timely services.
- ◆ Participants' concern over healthcare is twofold. First, they want to know how we can shore up the current problems, and they see the answer to this question as one of sufficient funding to make up for past budget cuts. Second, they want to know how we can ensure the long-term sustainability of the system, and they see the answer to this question as the need for a long-term plan.
- ◆ When asked what the biggest/most immediate problems facing healthcare were, the lack of sufficient human resources in the medical profession (more RNs, GPs, and specialists) tended to top the list. Other pressing issues include:
 - waiting times
 - emergency room overcrowding
 - ineffective management/waste in the system
 - patient misuse/lack of education
 - the threat of a two-tier/privatized system (Alberta's Bill 11 is seen as the thin edge of privatization)
- ◆ When asked what the biggest sources of pride in the current healthcare system were, *equal access*, *quality*, and *the notion that it is "free"* topped the list of positive attributes.

FEDERAL/PROVINCIAL DISCUSSIONS

- ◆ There is a strong pessimism on the healthcare file. Most participants are unaware of any discussions going on between the federal and provincial governments, and they are very sceptical that neither a short- or long-term solution will be found.
- ◆ However, participants remain hopeful that their elected leaders will address an issue that is so important to them and to their community.
- ◆ There are very low expectations that a federal/provincial agreement on healthcare will occur. The common perception is that the provinces can't agree and the federal government will not come forward with sufficient funds.
- ◆ These lower expectations are countered by a deep concern and a high level of hope/anticipation that something can be done/must be done.
- ◆ There is a high level of cynicism surrounding the file (e.g., *any agreement will be driven by election timing, these are the same governments whose cutbacks caused this in the first place*, etc.), but not so much that a federal/provincial agreement would not be viewed positively.
- ◆ Canadians see the solution to Canada's healthcare problems as twofold: First, the need for financial resources: On this front, they have little understanding of the scope of the problem or how much money is required. Their views are primarily driven by what they hear the "experts" say. Second, the need for an agreed-upon plan to ensure the future of healthcare: There is a real sense that past cuts were made without a plan/direction, and that any new investment without a plan could be just as bad in the long run.

VIEWS ON SPECIFIC INITIATIVES

- ◆ Most participants view the range of initiatives positively. Many participants commented that the initiatives seemed to fit together logically, and combined, would improve the healthcare system in Canada.

- ◆ *New Medical Equipment/Technologies*: a fund to help hospitals and clinics acquire new technologies and new medical equipment.
 - This was viewed by far as the most positive initiative. It has tangible/real benefits, and everyone could agree that clinics and hospitals require new technologies.
 - Participants were quick to point out that this initiative requires an accompanying Human Resources strategy to recruit/train new technicians.

- ◆ *Primary Care Reform*: a fund to help communities organize/develop clinics (as opposed to single doctors' offices) that would provide increased hours and a broader range of services to their patients.
 - This was viewed as the second most positive initiative, with people liking the 24-hours/7-days-per-week service aspect, as well as the potential for one-stop shopping.
 - Some participants felt that this was already the case in their community, and they said that it has reduced the pressure on emergency rooms.
 - Participants wanted to ensure that this money goes to communities to tailor the kind of clinics they need, based on demographics, needs, etc.

- ◆ *Healthcare Reporting*: a plan for the governments to report back to their constituents on the progress they have made and how they have improved the healthcare system.
 - The most positive benefits seem to be *accountability* (where the dollars are spent) and ability to learn from other jurisdictions (best practices), with less perceived value in the *score care/report card* aspect and *measuring their region or province against each other*
 - Many assumed that this is obvious, and should have been happening all along.
 - Few participants trust governments to report on their own progress, and suggested an independent third party to report on healthcare.

- ◆ *Electronic Medical Records*: technology that would allow authorized health professionals to access a patient's medical history faster and with more accuracy than in the past.
 - Privacy concerns seem to be somewhat offset by the ability to improve patient service and better control/management of the healthcare system.

APPENDIX I – SCREENER

Recruitment Screener Attitudes toward the Health Care System

Good morning/afternoon/evening, my name is _____ and I am calling from the Angus Reid Group, a national marketing research organization. We are a professional public opinion research firm that gathers opinions from people. From time to time, we solicit opinions by sitting down and talking with a group of people. We are having one of these discussion sessions and are calling to see if you would be willing to participate. This discussion session will take about two hours and those who qualify and attend will receive **\$50** as a token of our appreciation.

1. Would you be interested in participating in one of these groups which would be held at a location in _____ on _____, 2000

Yes **CONTINUE**

No **THANK AND TERMINATE**

Now, I would like to ask you a few questions to see if you qualify to attend

2. "Are you 30 years of age or older?"

Yes **CONTINUE**

No **THANK AND TERMINATE**

(INTERVIEWER RECORD GENDER, DO NOT ASK, PLEASE SEE QUOTAS FOR MISSISSAUGA AND MONTREAL)

Male

Female

3. "Do you or does anyone in your household work in any of the following areas?" (**READ LIST**)

In advertising agency IF "YES" TO ANY - THANK AND TERMINATE

A market research company

The media, that is for TV,

Radio or a newspaper

Government of Canada

Your Provincial Government

Healthcare

4. Have you attended a group discussion or in-depth interview in the past year?
 Yes -- **THANK AND TERMINATE**
 No -- **CONTINUE**
5. Thinking generally about health care issues in Canada today, I would like you to tell me how concerned you are about the future of health care in Canada. Please respond using a scale of 0 to 10 where 0 means that you are not at all concerned and 10 means that you are very concerned about the future of health care in Canada.
 0,1,2,3,4 (Not at all/Not very concerned) -- **THANK AND TERMINATE**
 5,6,7,8,9,10 (Moderately/Very Concerned) – **CONTINUE – INVITE**
6. Do you have any children?
 YES -- (ENSURE 50% OF 30 TO 45 AGE GROUP ARE PARENTS)
 NO – Continue
7. Could you tell me which of the following age ranges you fall into?
 30 – 45 Years – INVITE TO 8PM GROUP (ENSURE A GOOD MIX)
 46 - 65 Years -- INVITE TO 6PM GROUP (ENSURE A GOOD MIX)
 Over 65 Years -- THANK AND TERMINATE

Thank you as part of the discussion you may need to read some printed materials if you wear glasses for reading can you please remember to bring them to the group so that you can read the materials.

Thank you. You qualify to attend the discussion group. As I mentioned earlier, the group will last about one hour and you will receive **\$50.00** as a token of our appreciation. As well, sandwiches and refreshments will be served. The session will start at:

Schedule and Composition of Groups

Location/Tentative Timing	Composition
Brampton – August 31 – 6 pm	30 to 45 years old min. 50% parents min. 70% women
Brampton – August 31 – 8 pm	46 to 65 years old
Edmonton – August 31 – 5:30 pm	30 to 45 years old min. 50% parents
Edmonton – August 31 – 7:30 pm	46 to 65 years old

We are reserving a special place for you at this session. There will only be about 10 people attending, so if for any reason you cannot attend, please call **(READ FIELD SUPERVISOR NUMBER, XXXPHONENUMBER)** as soon as possible so that we can select someone else to take your place.

Also, someone from our office will be calling you back to confirm these arrangements. Could I please have your name and phone number where we can reach you during the evening and during the day?

NAME: _____

DAYTIME PHONE NUMBER: _____

EVENING PHONE NUMBER: _____

THANK YOU VERY MUCH!

RECRUITED BY: _____

CONFIRMED BY: _____

APPENDIX II – MODERATOR'S GUIDE

<p style="text-align: center;">Healthcare Focus Groups DRAFT.01 MODERATOR'S GUIDE August 29, 2000</p>
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INTRODUCTION (5 MINUTES)

Explain to participants:

- Angus Reid Group
- the length of session (2 hours)
- taping of the discussion
- one-way mirror and colleagues viewing in back room
- groups sponsored by the government of Canada
- results are confidential and reported in aggregate/individuals are not identified/participation is voluntary/
- the role of moderator is to ask questions, timekeeper, objective/no vested interest
- role of participants: not expected to be experts, no need to reach consensus, speak openly and frankly about opinions, no right/wrong answers

Get participants to introduce themselves and their occupation/hobbies etc...

WARM UP (10 MINUTES)

I would like to start by asking you to tell me what you think are the biggest challenges facing Canada today?

Thinking about Healthcare/Medicare specifically: what do you think are the biggest problems?

What are the positive things about Canada's Healthcare system?

AWARENESS/INITIAL REACTIONS (20 MINUTES)

Has the Healthcare system in Canada declined in recent years?

When did the system start to decline? Why did it start to decline? If there had been no cuts in funding to the system would everything be OK now?

When was the last time you felt confident that you/your family had good access to quality healthcare issues?

What do you think is need to make you/other Canadians feel confident in the healthcare system again? Prompt: More money? New technologies? Restructuring?

Have you heard, seen or read anything about what the Federal and Provincial governments are doing to solve the Healthcare problems? What have you heard?

Are the Federal and Provincial governments working together to find solutions? Who do you think is most likely to represent your interests? Why?

As you may or may not know the federal and provincial governments have been having on-going discussions to try to come to an agreement on how to reshape and reinvest in the health care system.

What do you think will come out of these discussions? Are you optimistic/pessimistic that they will lead to a stronger healthcare system in Canada? What are the main issues to be resolved?

If you were told that the Government of Canada was going to modernize or fix Canada's health care system/Medicare what do you think they would do?

What do you think should be the Government of Canada's role in modernizing or fixing Canada's health care system/Medicare?

Some people say that the Government of Canada should just put more money into the system others have said that modernizing the health system is about a lot more and there needs to be some real changes. What do you think? Is money alone the solution?

SHORT TERM SOLUTIONS (20 MINUTES)

I now want to shift the discussion to focus on some of the short term or immediate problems facing the healthcare system.

What do you think are the most pressing needs? What are the things that need to be done to get the system back to where it was?

LONG TERM SOLUTIONS (20 MINUTES)

Now thinking about the long-term issues and the future of the health care system. What do you think needs to be done to ensure its viability/sustainability for the foreseeable future?

RED/GREEN PENCIL TEST – MOCK NEWSPAPER ARTICLE (20 MINUTES)

I am now going to give you a newspaper article to read. I would like you to read the article and then go through using the markers I gave you and for all of the parts of the article that you like or if you read something that is a good idea circle or underline them with the green marker. For all of the parts of the article that you don't like or for the things that you think are a bad idea circle or underline the section in red marker. Then we will discuss what you liked and what you disliked and why.

Article # – “Federal Government to put more money into Healthcare System”

The Federal Government today announced that it has reached an agreement with the Provinces to rebuild Canada's healthcare system. It plans to invest \$4 billion in the system in each of the next 5 years for a total of \$20 billion in new healthcare spending.

The investment is part of a broader strategy to modernize health care in Canada. The Government of Canada is investing this money so that the provinces can address some immediate public concerns about quality and access. It will be used by the Provinces to improve waiting times and emergency services and to increase the number of doctors and nurses.

In addition to the investment, the federal government and provincial governments have agreed on a plan to improve healthcare over the long term. This agreement includes:

- *New plans for the Provinces to report back to their constituents on the progress they have made and how they have improved the healthcare system.*
- *A new fund to help hospitals and clinics acquire new technologies and new medical equipment.*
- *A new fund to help doctors organize themselves into clinics (as opposed to single offices) that would provide increased hours and a broader range of services to their patients.*
- *New electronic medical records technology that would allow authorized health professionals to access a patient's medical history faster and with more accuracy than in the past.*

The main goal of these new investments and these changes is to improve health care service for Canadians. This plan will ensure a strong healthcare system for tomorrow.

Following discussion of the article prompt for discussion of the following if it does not come up unaided.

PRIMARY CARE REFORM (5 MINUTES)

- A new fund to help doctors organize themselves into clinics (as opposed to single offices) that would provide increased hours and a broader range of services to their patients.

What are the most positive aspects of this initiative? Are there any negatives?

HEALTH CARE REPORTING (5 MINUTES)

- New plans for the Provinces to report back to their constituents on the progress they have made and how they have improved the healthcare system.
 - What are some meaningful indicators that the system is improving? (e.g. more doctors/nurses, shorter waiting times, better access to specialists?)
 - Should these reports be standardized (for comparison across provinces)?
 - Who do you trust to report this information?

What are the most positive aspects of this initiative? Are there any negatives?

NEW MEDICAL EQUIPMENT/TECHNOLOGIES (5 MINUTES)

- A new fund to help hospitals and clinics acquire new technologies and new medical equipment.

What are the most positive aspects of this initiative? Are there any negatives?

NEW ELECTRONIC MEDICAL RECORDS (5 MINUTES)

- New electronic medical records technology that would allow authorized health professionals to access a patients medical history faster and with more accuracy than in the past.

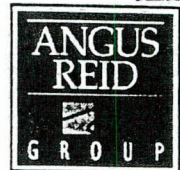
What are the most positive aspects of this initiative? Are there any negatives?

RANKING: Which of the previous initiatives do you think is most positive? That is if the federal and provincial governments only decided to do one of the above which would it be and why?

Do you have any final comments regarding what we've discussed this evening?

HEALTHCARE FOCUS GROUPS

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METHODOLOGY

- ◆ Four focus groups were held in Brampton, Ontario (2 groups) and Edmonton, Alberta (2 groups) on August 31st. In each city, the groups were segmented as follows:
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OVERALL FINDINGS

- ◆ Focus group participants want to see some progress on the healthcare file. Specifically, they want to know that there is a plan in place to restore their confidence in the healthcare system, to address their immediate concerns, and to ensure the healthcare system remains strong and intact over the long term.
- ◆ For the most part, the views of participants in the Alberta and Ontario groups are very consistent.
- ◆ Alberta participants are, however, more likely to question the source of possible healthcare funding, and want assurances that any spending on healthcare will not lead to increased taxes or deficits. As well, Alberta participants are more concerned with the potential for privatization of the healthcare system.
- ◆ Most participants feel that they will be able to judge improvements to the healthcare system because they'll see shorter waiting times, less ER crowding, more healthcare professionals, and "no more horror stories" in the media. However, participants do not expect to see these improvements overnight. Even with a significant investment in the healthcare system, most participants believe it will take a year or longer before they actually see improvements.
- ◆ While participants would very much like to see a federal/provincial agreement and a plan (with substantial funding) for healthcare, they remain very pessimistic and cynical, and do not feel that a federal/provincial agreement is likely. Reasons for this cynicism are "the governments rarely agree on anything" and "the federal government doesn't have enough money to improve the system".
- ◆ Most participants favour a balanced approach to improving the healthcare system: one that combines a clear plan (an agreement for strengthening healthcare), a list of specific initiatives (the most popular initiatives involve "new technologies/equipment"), and federal funding to assist the provinces in implementing the initiatives.
- ◆ Participants do not believe that a federal/provincial agreement will solve the country's healthcare problems. Instead, they are more likely to characterize any agreement of reinvestment as a good starting point.

- ◆ When asked who is a credible and believable spokesperson on the subject of healthcare, participants were quick to say that front-line nurses and their personal doctors are the people they would listen to most. However, low levels of credibility should not be confused with low levels of interest. This is the most important issue for Canadians: They want it to be addressed at the highest level of government, and they want to hear what their governments are doing.

CURRENT VIEWS ON HEALTHCARE

- ◆ Most of the participants do not feel that the healthcare system in Canada is broken. For the most part, they feel that the current coverage level is adequate and that quality of healthcare is still available in Canada. However, they do feel that the system is in decline, and the public's confidence in the system and the ability of governments at all levels to improve the system is very low.
- ◆ Most of the participants' views are not based on first-hand experiences, but instead on what is heard through the media, through health experts, etc. In fact, most of those who have used the healthcare system feel that they have received quality and timely services.
- ◆ Participants' concern over healthcare is twofold. First, they want to know how we can shore up the current problems, and they see the answer to this question as one of sufficient funding to make up for past budget cuts. Second, they want to know how we can ensure the long-term sustainability of the system, and they see the answer to this question as the need for a long-term plan.
- ◆ When asked what the biggest/most immediate problems facing healthcare were, the lack of sufficient human resources in the medical profession (more RNs, GPs, and specialists) tended to top the list. Other pressing issues include:
 - waiting times
 - emergency room overcrowding
 - ineffective management/waste in the system
 - patient misuse/lack of education
 - the threat of a two-tier/privatized system (Alberta's Bill 11 is seen as the thin edge of privatization)
- ◆ When asked what the biggest sources of pride in the current healthcare system were, *equal access, quality, and the notion that it is "free"* topped the list of positive attributes.

FEDERAL/PROVINCIAL DISCUSSIONS

- ◆ There is a strong pessimism on the healthcare file. Most participants are unaware of any discussions going on between the federal and provincial governments, and they are very sceptical that neither a short- or long-term solution will be found.
- ◆ However, participants remain hopeful that their elected leaders will address an issue that is so important to them and to their community.
- ◆ There are very low expectations that a federal/provincial agreement on healthcare will occur. The common perception is that the provinces can't agree and the federal government will not come forward with sufficient funds.
- ◆ These lower expectations are countered by a deep concern and a high level of hope/anticipation that something can be done/must be done.
- ◆ There is a high level of cynicism surrounding the file (e.g., *any agreement will be driven by election timing, these are the same governments whose cutbacks caused this in the first place*, etc.), but not so much that a federal/provincial agreement would not be viewed positively.
- ◆ Canadians see the solution to Canada's healthcare problems as twofold: First, the need for financial resources: On this front, they have little understanding of the scope of the problem or how much money is required. Their views are primarily driven by what they hear the "experts" say. Second, the need for an agreed-upon plan to ensure the future of healthcare: There is a real sense that past cuts were made without a plan/direction, and that any new investment without a plan could be just as bad in the long run.

VIEWS ON SPECIFIC INITIATIVES

- ◆ Most participants view the range of initiatives positively. Many participants commented that the initiatives seemed to fit together logically, and combined, would improve the healthcare system in Canada.

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 - This was viewed by far as the most positive initiative. It has tangible/real benefits, and everyone could agree that clinics and hospitals require new technologies.
 - Participants were quick to point out that this initiative requires an accompanying Human Resources strategy to recruit/train new technicians.

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 - Many assumed that this is obvious, and should have been happening all along.
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APPENDIX I – SCREENER

Recruitment Screener Attitudes toward the Health Care System

Good morning/afternoon/evening, my name is _____ and I am calling from the Angus Reid Group, a national marketing research organization. We are a professional public opinion research firm that gathers opinions from people. From time to time, we solicit opinions by sitting down and talking with a group of people. We are having one of these discussion sessions and are calling to see if you would be willing to participate. This discussion session will take about two hours and those who qualify and attend will receive **\$50** as a token of our appreciation.

1. Would you be interested in participating in one of these groups which would be held at a location in _____ on _____, 2000

Yes **CONTINUE**

No **THANK AND TERMINATE**

Now, I would like to ask you a few questions to see if you qualify to attend

2. "Are you 30 years of age or older?"

Yes **CONTINUE**

No **THANK AND TERMINATE**

(INTERVIEWER RECORD GENDER, DO NOT ASK, PLEASE SEE QUOTAS FOR MISSISSAUGA AND MONTREAL)

Male

Female

3. "Do you or does anyone in your household work in any of the following areas?" (**READ LIST**)

In advertising agency IF "YES" TO ANY - THANK AND TERMINATE

A market research company

The media, that is for TV,

Radio or a newspaper

Government of Canada

Your Provincial Government

Healthcare

4. Have you attended a group discussion or in-depth interview in the past year?
 Yes -- **THANK AND TERMINATE**
 No -- **CONTINUE**
5. Thinking generally about health care issues in Canada today, I would like you to tell me how concerned you are about the future of health care in Canada. Please respond using a scale of 0 to 10 where 0 means that you are not at all concerned and 10 means that you are very concerned about the future of health care in Canada.
 0,1,2,3,4 (Not at all/Not very concerned) -- **THANK AND TERMINATE**
 5,6,7,8,9,10 (Moderately/Very Concerned) – **CONTINUE – INVITE**
6. Do you have any children?
 YES -- (ENSURE 50% OF 30 TO 45 AGE GROUP ARE PARENTS)
 NO – Continue
7. Could you tell me which of the following age ranges you fall into?
 30 – 45 Years – INVITE TO 8PM GROUP (ENSURE A GOOD MIX)
 46 - 65 Years -- INVITE TO 6PM GROUP (ENSURE A GOOD MIX)
 Over 65 Years -- THANK AND TERMINATE

Thank you as part of the discussion you may need to read some printed materials if you wear glasses for reading can you please remember to bring them to the group so that you can read the materials.

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Schedule and Composition of Groups

Location/Tentative Timing	Composition
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Also, someone from our office will be calling you back to confirm these arrangements. Could I please have your name and phone number where we can reach you during the evening and during the day?

NAME: _____

DAYTIME PHONE NUMBER: _____

EVENING PHONE NUMBER: _____

THANK YOU VERY MUCH!

RECRUITED BY: _____

CONFIRMED BY: _____

APPENDIX II – MODERATOR’S GUIDE

<p style="text-align: center;">Healthcare Focus Groups DRAFT.01 MODERATOR'S GUIDE August 29, 2000</p>
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INTRODUCTION (5 MINUTES)

Explain to participants:

- Angus Reid Group
- the length of session (2 hours)
- taping of the discussion
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- results are confidential and reported in aggregate/individuals are not identified/participation is voluntary/
- the role of moderator is to ask questions, timekeeper, objective/no vested interest
- role of participants: not expected to be experts, no need to reach consensus, speak openly and frankly about opinions, no right/wrong answers

Get participants to introduce themselves and their occupation/hobbies etc...

WARM UP (10 MINUTES)

- 1 I would like to start by asking you to tell me what you think are the biggest challenges facing Canada today?
- 2 Thinking about Healthcare/Medicare specifically: what do you think are the biggest problems?
- 3 What are the positive things about Canada's Healthcare system?

AWARENESS/INITIAL REACTIONS (20 MINUTES)

4 Has the Healthcare system in Canada declined in recent years?

5 When did the system start to decline? Why did it start to decline? If there had been no cuts in funding to the system would everything be OK now? ^{3a} ^{3b} 5c

6 When was the last time you felt confident that you/your family had good access to quality healthcare issues?

7a → d What do you think is need to make you/other Canadians feel confident in the healthcare system again? Prompt: More money? New technologies? Restructuring? ^{7a} ^{7b} ^{7c} ^{7d}

8ab Have you heard, seen or read anything about what the Federal and Provincial governments are doing to solve the Healthcare problems? What have you heard? ^{8a} ^{8b}

9a → c Are the Federal and Provincial governments working together to find solutions? Who do you think is most likely to represent your interests? Why? ^{9a} ^{9b} ^{9c}

As you may or may not know the federal and provincial governments have been having on-going discussions to try to come to an agreement on how to reshape and reinvest in the health care system.

10a → c What do you think will come out of these discussions? Are you optimistic/pessimistic that they will lead to a stronger healthcare system in Canada? What are the main issues to be resolved? ^{10a} ^{10b} ^{10c}

11 If you were told that the Government of Canada was going to modernize or fix Canada's health care system/Medicare what do you think they would do?

12 What do you think should be the Government of Canada's role in modernizing or fixing Canada's health care system/Medicare?

13ab Some people say that the Government of Canada should just put more money into the system others have said that modernizing the health system is about a lot more and there needs to be some real changes. What do you think? Is money alone the solution? ^{13a} ^{13b}

SHORT TERM SOLUTIONS (20 MINUTES)

I now want to shift the discussion to focus on some of the short term or immediate problems facing the healthcare system.

14ab What do you think are the most pressing needs? What are the things that need to be done to get the system back to where it was? ^{14a} ^{14b}

LONG TERM SOLUTIONS (20 MINUTES)

15

Now thinking about the long-term issues and the future of the health care system. What do you think needs to be done to ensure its viability/sustainability for the foreseeable future?

RED/GREEN PENCIL TEST – MOCK NEWSPAPER ARTICLE (20 MINUTES)

I am now going to give you a newspaper article to read. I would like you to read the article and then go through using the markers I gave you and for all of the parts of the article that you like or if you read something that is a good idea circle or underline them with the green marker. For all of the parts of the article that you don't like or for the things that you think are a bad idea circle or underline the section in red marker. Then we will discuss what you liked and what you disliked and why.

16a bc

16a

16b | 16c

Article # – “Federal Government to put more money into Healthcare System”

The Federal Government today announced that it has reached an agreement with the Provinces to rebuild Canada's healthcare system. It plans to invest \$4 billion in the system in each of the next 5 years for a total of \$20 billion in new healthcare spending.

The investment is part of a broader strategy to modernize health care in Canada. The Government of Canada is investing this money so that the provinces can address some immediate public concerns about quality and access. It will be used by the Provinces to improve waiting times and emergency services and to increase the number of doctors and nurses.

In addition to the investment, the federal government and provincial governments have agreed on a plan to improve healthcare over the long term. This agreement includes:

- *New plans for the Provinces to report back to their constituents on the progress they have made and how they have improved the healthcare system.*
- *A new fund to help hospitals and clinics acquire new technologies and new medical equipment.*
- *A new fund to help doctors organize themselves into clinics (as opposed to single offices) that would provide increased hours and a broader range of services to their patients.*
- *New electronic medical records technology that would allow authorized health professionals to access a patient's medical history faster and with more accuracy than in the past.*

The main goal of these new investments and these changes is to improve health care service for Canadians. This plan will ensure a strong healthcare system for tomorrow.

Following discussion of the article prompt for discussion of the following if it does not come up unaided.

PRIMARY CARE REFORM (5 MINUTES)

- A new fund to help doctors organize themselves into clinics (as opposed to single offices) that would provide increased hours and a broader range of services to their patients.

17ab - 17a What are the most positive aspects of this initiative? Are there any negatives? 17b

HEALTH CARE REPORTING (5 MINUTES)

- New plans for the Provinces to report back to their constituents on the progress they have made and how they have improved the healthcare system.

- 18a → f - What are some meaningful indicators that the system is improving? (e.g. more doctors/nurses, shorter waiting times, better access to specialists?) 18a 18b
- Should these reports be standardized (for comparison across provinces)? 18c
- Who do you trust to report this information? 18d

What are the most positive aspects of this initiative? 18e Are there any negatives? 18f

NEW MEDICAL EQUIPMENT/TECHNOLOGIES (5 MINUTES)

- A new fund to help hospitals and clinics acquire new technologies and new medical equipment.

19ab What are the most positive aspects of this initiative? 19a Are there any negatives? 19b

NEW ELECTRONIC MEDICAL RECORDS (5 MINUTES)

- New electronic medical records technology that would allow authorized health professionals to access a patients medical history faster and with more accuracy than in the past.

20ab What are the most positive aspects of this initiative? 20a Are there any negatives? 20b

21ab RANKING: Which of the previous initiatives do you think is most positive? 21a That is if the federal and provincial governments only decided to do one of the above which would it be and why? 21b

22 - Do you have any final comments regarding what we've discussed this evening?