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Health*Insider*

Health Care Quality Dimensions
POR-02-64-S
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Health System Quality

Background

Despite their loyalty to the underpinnings of the health care system, Canadians have historically been very vocal about any improvements to the system they feel are required. There are indicators that Canadians are worried about their health care system, particularly with respect to quality and access. For example, the Romanow Commission's report entitled a chapter "Improving Access, Ensuring Quality" and indicates that Canadians' expectations related to receiving timely access to high quality care are often not met and thus, their faith in the health care system undermined. The report recommended a new Diagnostic Services Fund to shorten waiting times for these services, the implementation of better methods for managing waiting lists, the measurement and reporting on the performance of the health care system, and that the system respond to the diverse and unique needs of Canadians.¹

Nonetheless, overall satisfaction with their care and confidence that the system can provide them with care when needed has typically been favourable.² Indeed, high rates of satisfaction related to recent health care encounters have been found in the HealthInsider surveys over the past few years.³

Findings

Evaluation of the Quality of the Canadian Health Care System

Specifically related to health care quality, more than three-quarters (76%) of survey respondents reported that the quality of the Canadian health care system was good to excellent; 21% indicated that the system was fair; and only 3% said the quality was poor (Fig 1).

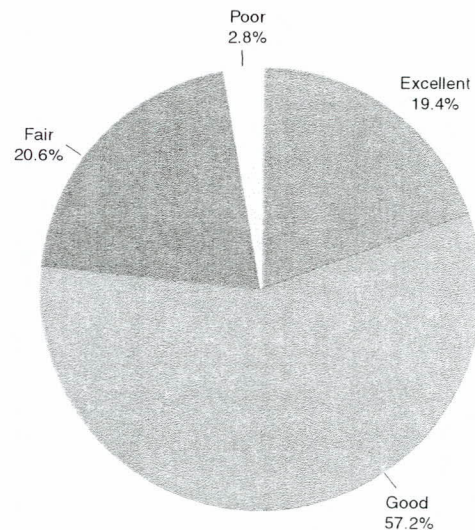


Figure 1. Rating on health care quality in the Canadian health care system

The youngest group of Canadians (15-24) was most satisfied with health care quality in the system, with more than one in five saying that the quality was excellent. However, those aged 25 to 44 had the greatest levels of criticism regarding the quality; 27% rated it fair or poor. Males (78%) also indicated greater contentment with the quality of the system than females (75%). In addition, those Canadians who reported poor health status also reported higher degrees of dissatisfaction with the quality of the system.

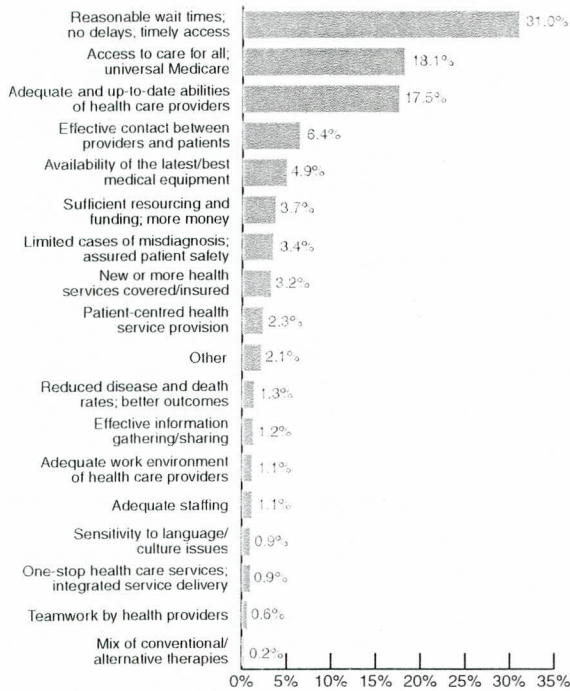


Figure 5. Identified characteristics of a quality health care system

Canadians between the ages of 25 and 44 (21%) put greater emphasis on adequate and up-to-date abilities of health care providers than the rest of the population (11%). Canadians living in areas with populations of less than 5,000 and those living with chronic conditions were more likely to identify the abilities of health care providers as a characteristic of health care quality. As well, those Canadians in the lowest income group (less than \$20,000) and those with poor health status identified effective contact between providers and patients as one of the top characteristics of a quality health care system (10%).

Canadians with less than a secondary education reported different components of quality than those with higher levels of education. More than 40% of those with less than a secondary education reported that timely access to health care services characterized a quality health care system, compared to about 30% of the rest of the population. In addition, substantially more respondents with less than a secondary education described an integrated service delivery system as part of quality health care than the abilities of health care providers (Table 1).

Across all provinces, the top three components of a quality health care system identified by respondents included: timely access, the abilities of the health care providers and universal Medicare. Canadians in all provinces identified reasonable wait times, no delays and timely access as the number one component of a quality health care system. A higher proportion of Alberta and Quebec residents put emphasis on access to universal care, compared to respondents in the rest of the provinces (Table 2).

Table 1. Top characteristics of a quality health care system identified by education level

	Less than Secondary	Secondary	Post-secondary
Reasonable wait times; no delays; timely access	42.4%	30.7%	30.4%
Access to care for all; universal Medicare	8.2%	14.4%	21.7%
Adequate and up-to-date abilities of health care providers	5.9%	18.1%	17.9%
One-stop health care services; integrated service delivery	8.2%	0.3%	0.8%

needed. However, people with less than a secondary education put more emphasis on improved communication between providers and patients than the other groups (Fig 8).

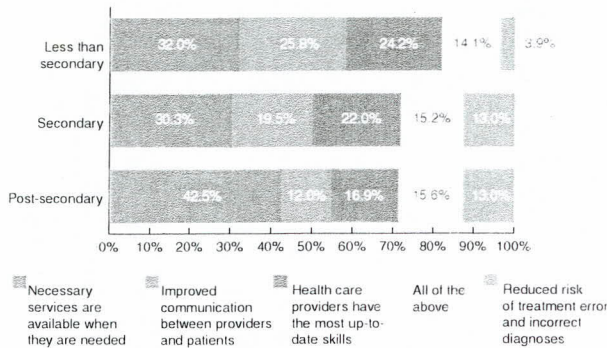


Figure 8. Issues identified as most important for improving health care quality by education level

Across the provinces, people's opinions about the most important quality improvement strategies differed as well. More than 40% of those living in British Columbia and Manitoba felt that improving access to necessary services was most important. Those living in Saskatchewan and the Atlantic provinces put relatively more emphasis on health care providers having the most up-to-date skills than the rest of the provinces (Table 3).

Closing Comments

More than three-quarters (76%) of Canadians believe that the quality of the country's health care system is good or excellent, with almost one in five rating it as excellent. However, there are pockets of the population who feel that health care quality is less than satisfactory. This includes people with less than a secondary education, in poor health and those in the 25 to 44 age bracket. Across the provinces there is evidence of varying opinions on the level of health care quality, with those living in British Columbia and Quebec reporting the lowest ratings of quality of their health care system.

Improving the quality of health care in the system remains a challenge. However, Canadians are clear that to have a quality health care system, reasonable and/or timely access to health services when needed must be ensured. Canadians also highly value universal health care and skilled providers as fundamental components of a quality system.

¹ Commission on the Future of Health Care in Canada. (Romanow, R., Commissioner) Building on Values: The Future of Health Care in Canada – Final Report. November 2002

² Conference Board of Canada – Canadians' Values and Attitudes on Canada's Health Care System. A synthesis of survey results by Stephen Vail. www.conferenceboard.ca/health/documents/307-00df.pdf.

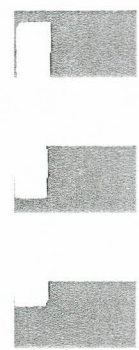
³ IBM Business Consulting Services, HealthInsider Nos. 2, 3 and 4, 1999 and 2000.

Table 3. Canadians' opinions on the most important quality improvements to the health care system by province

	B.C.	Alberta	Sask.	Manitoba	Ontario	Quebec	Atlantic
Necessary services are available when they are needed	41.7%	34.6%	28.6%	43.5%	39.5%	30.7%	33.6%
Health care providers have the most up-to-date skills	22.1%	21.4%	24.1%	16.1%	16.4%	19.6%	26.4%
Reduced risk of treatment error and incorrect diagnoses	13.1%	12.3%	16.2%	10.4%	11.6%	13.9%	13.6%
All of the above	12.5%	14.5%	17.8%	17.0%	15.2%	18.7%	10.8%
Improved communication between providers and patients	10.6%	17.3%	13.3%	12.9%	17.3%	17.1%	15.7%

Appendix A

Methodology



Methodology

Interviewing Dates, Sample Size and Margin of Error

The HealthInsider survey was carried out by IBM Business Consulting Services' National Survey Centre in Ottawa, Canada. The results are based on a probability sample of 2,667 Canadians, 15 years of age and older. The survey was conducted by telephone between Wednesday October 16, 2002 and Saturday, November 2, 2002.

The national margin of error for this research is plus or minus 1.9 percentage points in 19 samples out of 20. The margins of error are correspondingly higher for regional (i.e., provincial), demographic and other subgroups.

Questionnaire Design

IBM Business Consulting Services prepared the questionnaire. The instrument was pre-tested among 23 respondents. The final questionnaire required, on average, 26.5 minutes to administer. Respondents were interviewed in their official language of choice, with both French and English surveys available simultaneously on the Computer Assisted Telephone Interviewing (CATI) system.

Telephone Interviewing

Experienced, professional telephone interviewers administered this survey. Prior to the field work, each interviewer was briefed thoroughly about the nature of the study. Field supervisors were present at all times to ensure accurate and consistent interviewing and recording of responses. All responses obtained during the conduct of interviews were entered directly into the CATI system, which is programmed to automatically check responses for appropriateness of range and logical consistency at the time of data entry.

Upon completion, each interview was checked for any possible interviewer error. This procedure is equivalent to 100% keypunch verification when traditional paper and pencil methods are employed.

In addition, more than 10% of each interviewer's work was unobtrusively monitored in accordance with the verification standards of the Canadian Association of Marketing Research Organizations (CAMRO). Field operation super-

visors monitored the interview over a one-way telephone while watching a terminal that showed the interviewer's keystrokes.

Sample Design

Table 1 shows the sample design for HealthInsider No. 8.

Table 1 Sample design by province

Code	Province	Percentage of Canadian population	Sample size	MOE (95% CI, 70% Prop)
10	Newfoundland	1.92%	85	9.8%
11	Prince Edward Island	0.47%	85	9.8%
12	Nova Scotia	3.16%	213	6.2%
13	New Brunswick	2.57%	213	6.2%
24	Quebec	24.83%	328	5.0%
35	Ontario	37.40%	428	4.7%
46	Manitoba	3.87%	328	5.0%
47	Saskatchewan	3.44%	328	5.0%
48	Alberta	9.38%	328	5.0%
59	British Columbia	12.95%	328	5.0%

Sample Selection

The sample for HealthInsider was generated using a stratified two-stage random sampling technique. Each of the ten provinces in Canada was allocated a quota. This quota was treated independently in the sampling process of the survey.

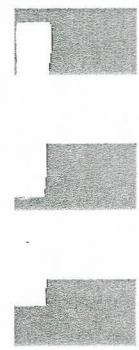
Each of the provinces was stratified into five community sizes:

- 100,000 to 999,999 residents
- 30,000 to 99,999 residents
- 10,000 to 29,999 residents
- 5,000 to 9,999 residents
- less than 5,000 residents

The provincial quota was then distributed among community strata according to their contributions to the provincial

Appendix B

Questions



183: HC1

HC1: Thinking specifically about health care quality, would you rate our health care system: Excellent, Good, Fair or Poor?

Excellent	1
Good	2
Fair	3
Poor	4
Refused	7
Don't know	8

184: HC2

2 DO NOT READ - SELECT ONE ONLY

HC2: What first comes to mind when I ask you to describe the characteristics of quality health care?

Reasonable wait times; no delays; timely access to health care services when needed.	01
Adequate and up-to-date abilities/knowledge of health care providers; effective treatment, consultation and advice.	02
Limited cases of mis-diagnosis/mistreatment/error; assure patient safety or the most appropriate or correct treatment.	03
Reduced disease and death rates (morbidity and mortality); better outcomes; improved quality of life.	04
Sufficient resourcing and funding/more money	05
Effective communication/personal contact between health care providers and patients; courteous, respectful providers and support staff.	06
Availability of the latest/best medical equipment and technology.	07
One-stop health care services/integrated service delivery or treatment plan.	08
Teamwork by health providers.	09
Adequate work environment of health care providers.	10
New or more health services covered/insured; necessary services are covered/insured.	11
Access to care for all/universal Medicare.	12
Effective, comprehensive, ongoing patient information gathering and sharing; effective charting of patient records; computerize health care.	13
Mix of conventional/alternative therapies; holistic approach to health and health care.	14
Patient-centred health service provision.	15
Sensitivity to language/culture issues/appropriateness of services.	16
Other specify	17
Adequate staffing.	18
Refused	77
Don't know	88

3 185: HC3

READ LIST - SELECT ONE ONLY

HC3: What do you think is MOST important for improving health care quality in Canada?

Improved communication between health care providers and patients.	1
Reduced risk of treatment error and incorrect diagnoses.	2
Necessary services - such as health providers, procedures and tests - are available when they are needed.	3
Health care providers have the most up-to-date skills and training.	4
DO NOT READ: VOL. All of the above	5
Refused	7
Don't know	8

Appendix C

Data Output



Frequencies

Statistics

		HC1:How would rate our health care system?	HC2:Describe the characteristics of quality health care?	HC3:MOST important for improving health care quality ?
N	Valid	2678	2091	2567
	Missing	13	600	124

Frequency Table

HC1:How would rate our health care system?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	519	19.3	19.4	19.4
	Good	1533	57.0	57.2	76.6
	Fair	551	20.5	20.6	97.2
	Poor	75	2.8	2.8	100.0
	Total	2678	99.5	100.0	
Missing	Don't know	13	.5		
Total		2691	100.0		

HC2: Describe the characteristics of quality health care?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Reasonable wait times; no delays; timely access.	649	24.1	31.0	31.0
	Adequate and up-to-date abilities of health care providers.	366	13.6	17.5	48.5
	Limited cases of mis-diagnosis; assure patient safety.	71	2.6	3.4	51.9
	Reduced disease and death rates; better outcomes.	27	1.0	1.3	53.2
	Sufficient resourcing and funding/more money.	78	2.9	3.7	56.9
	Effective contact between providers & patients.	133	4.9	6.4	63.3
	Availability of the latest/best medical equipment.	103	3.8	4.9	68.2
	One-stop health care services/integrated service delivery.	18	.7	.9	69.1
	Teamwork by health providers.	13	.5	.6	69.7
	Adequate work environment of health care providers.	24	.9	1.1	70.8

		Frequency	Percent	Valid Percent	Cumulative Percent
	New or more health services covered/insured.	67	2.5	3.2	74.0
	Access to care for all/universal medicare.	379	14.1	18.1	92.2
	Effective info gathering/sharing.	26	.9	1.2	93.4
	Mix of conventional/alternative therapies.	4	.2	.2	93.6
	Patient-centred health service provision.	48	1.8	2.3	95.9
	Sensitivity to language/culture issues.	20	.7	.9	96.8
	Other specify	44	1.6	2.1	98.9
	Adequate staffing	22	.8	1.1	100.0
	Total	2091	77.7	100.0	
Missing	Refused	50	1.8		
	Don't know	551	20.5		
	Total	600	22.3		
Total		2691	100.0		

Crosstabs

HC1:How would rate our health care system? * What is the population of your community?

			What is the population of your community?			Total
			100, 000 and over	5, 000 to 99, 999	Less than 5, 000	
HC1:How would rate our health care system?	Excellent	Count	373	93	53	519
		% within What is the population of your community?	20.3%	18.4%	15.6%	19.4%
	Good	Count	1023	300	210	1533
		% within What is the population of your community?	55.8%	59.3%	61.9%	57.2%
	Fair	Count	386	103	62	551
		% within What is the population of your community?	21.1%	20.4%	18.3%	20.6%
	Poor	Count	51	10	14	75
		% within What is the population of your community?	2.8%	2.0%	4.1%	2.8%
Total		Count	1833	506	339	2678
		% within What is the population of your community?	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.391(a)	6	.109
Likelihood Ratio	10.422	6	.108
Linear-by-Linear Association	.816	1	.366
N of Valid Cases	2678		

N of Valid Cases	2679		
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a 0 cells (.0%) have expected count less than 5. The minimum expected count is 36.68.

HC1:How would rate our health care system? * What is the highest level of education that you have completed?

			What is the highest level of education that you have completed?			Total
			Less than secondary	Secondary	Post-secondary	
HC1:How would rate our health care system?	Excellent	Count	21	263	232	516
		% within What is the highest level of education that you have completed?	15.2%	22.0%	17.4%	19.4%
	Good	Count	60	668	794	1522
		% within What is the highest level of education that you have completed?	43.5%	55.9%	59.7%	57.2%
	Fair	Count	46	224	279	549
		% within What is the highest level of education that you have completed?	33.3%	18.8%	21.0%	20.6%
	Poor	Count	11	39	25	75
		% within What is the highest level of education that you have completed?	8.0%	3.3%	1.9%	2.8%
Total		Count	138	1194	1330	2662
		% within What is the highest level of education that you have completed?	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	45.360(a)	6	.000
Likelihood Ratio	40.269	6	.000
Linear-by-Linear Association	2.149	1	.143
N of Valid Cases	2662		

a 1 cells (8.3%) have expected count less than 5. The minimum expected count is 3.89.

HC1:How would rate our health care system? * Which one of the following categories best describes your total household income, before taxes, for 1999?

			Which one of the following categories best describes your total household income, before taxes, for 1999?			Total
			Less than 20,000	20,000 to 49,999	50,000 and over	
HC1:How would rate our health care system?	Excellent	Count	108	139	162	409
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	22.8%	16.4%	19.2%	18.9%
	Good	Count	252	506	497	1255
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	53.3%	59.9%	58.8%	58.0%
	Fair	Count	101	176	174	451
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	21.4%	20.8%	20.6%	20.9%
	Poor	Count	12	24	12	48
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	2.5%	2.8%	1.4%	2.2%
Total		Count	473	845	845	2163
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.216(a)	6	.040
Likelihood Ratio	13.375	6	.037
Linear-by-Linear Association	.037	1	.847
N of Valid Cases	2163		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 10.50.

HC1:How would rate our health care system? * Any chronic illness

			Any chronic illness		Total
			No	Yes	
HC1:How would rate our health care system?	Excellent	Count	296	217	513
		% within Any chronic illness	20.2%	18.1%	19.2%
	Good	Count	847	684	1531
		% within Any chronic illness	57.9%	56.9%	57.4%
	Fair	Count	280	266	546
		% within Any chronic illness	19.1%	22.1%	20.5%
	Poor	Count	41	35	76
		% within Any chronic illness	2.8%	2.9%	2.9%
Total		Count	1464	1202	2666

	% within Any chronic illness	100.0%	100.0%	100.0%
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Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.649(a)	3	.199
Likelihood Ratio	4.645	3	.200
Linear-by-Linear Association	3.788	1	.052
N of Valid Cases	2666		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 34.27.

HC2:Describe the characteristics of quality health care? * What is the population of your community?

			What is the population of your community?			Total
			100, 000 and over	5, 000 to 99, 999	Less than 5, 000	
HC2:Describe the characteristics of quality health care?	Reasonable wait times; no delays; timely access.	Count	443	117	89	649
		% within What is the population of your community?	29.9%	32.8%	35.0%	31.0%
	Adequate and up-to-date abilities of health care providers.	Count	267	49	50	366
		% within What is the population of your community?	18.0%	13.7%	19.7%	17.5%
	Limited cases of mis-diagnosis; assure patient safety.	Count	49	18	4	71

			What is the population of your community?			Total
		% within What is the population of your community?	3.3%	5.0%	1.6%	3.4%
	Reduced disease and death rates; better outcomes.	Count	22	3	2	27
		% within What is the population of your community?	1.5%	.8%	.8%	1.3%
	Sufficient resourcing and funding/more money.	Count	64	9	5	78
		% within What is the population of your community?	4.3%	2.5%	2.0%	3.7%
	Effective contact between providers & patients.	Count	95	23	15	133
		% within What is the population of your community?	6.4%	6.4%	5.9%	6.4%
	Availability of the latest/best medical equipment.	Count	74	21	8	103
		% within What is the population of your community?	5.0%	5.9%	3.1%	4.9%
	One-stop health care services/integrated service delivery.	Count	13	3	2	18
		% within What is the population of your community?	.9%	.8%	.8%	.9%

			What is the population of your community?			Total
	Teamwork by health providers.	Count	11	0	2	13
		% within What is the population of your community?	.7%	.0%	.8%	.6%
	Adequate work environment of health care providers.	Count	19	0	5	24
		% within What is the population of your community?	1.3%	.0%	2.0%	1.1%
	New or more health services covered/insured.	Count	50	8	9	67
		% within What is the population of your community?	3.4%	2.2%	3.5%	3.2%
	Access to care for all/universal medicare.	Count	270	69	40	379
		% within What is the population of your community?	18.2%	19.3%	15.7%	18.1%
	Effective info gathering/sharing.	Count	17	4	5	26
		% within What is the population of your community?	1.1%	1.1%	2.0%	1.2%
	Mix of conventional/alternative therapies.	Count	1	3	1	5
		% within What is the population of your community?	.1%	.8%	.4%	.2%
	Patient-centred health service provision.	Count	34	11	3	48

			What is the population of your community?			Total
		% within What is the population of your community?	2.3%	3.1%	1.2%	2.3%
	Sensitivity to language/culture issues.	Count	11	7	1	19
		% within What is the population of your community?	.7%	2.0%	.4%	.9%
	Other specify	Count	30	8	6	44
		% within What is the population of your community?	2.0%	2.2%	2.4%	2.1%
	Adequate staffing	Count	11	4	7	22
		% within What is the population of your community?	.7%	1.1%	2.8%	1.1%
Total		Count	1481	357	254	2092
		% within What is the population of your community?	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	56.253(a)	34	.010
Likelihood Ratio	59.391	34	.005
Linear-by-Linear Association	.000	1	.993
N of Valid Cases	2092		

a 17 cells (31.5%) have expected count less than 5. The minimum expected count is .61.

HC2:Describe the characteristics of quality health care? * In which age category do you belong?

			In which age category do you belong?				Total
			24 and under	25 to 44	45 to 64	65 and over	
HC2:Describe the characteristics of quality health care?	Reasonable wait times; no delays; timely access.	Count	197	230	149	73	649
		% within In which age category do you belong?	30.4%	31.9%	30.3%	32.0%	31.1%
	Adequate and up-to-date abilities of health care providers.	Count	105	153	73	35	366
		% within In which age category do you belong?	16.2%	21.2%	14.9%	15.4%	17.5%
	Limited cases of misdiagnosis; assure patient safety.	Count	30	18	16	7	71
		% within In which age category do you belong?	4.6%	2.5%	3.3%	3.1%	3.4%
	Reduced disease and death rates; better outcomes.	Count	14	3	6	4	27
		% within In which age category do you belong?	2.2%	.4%	1.2%	1.8%	1.3%
	Sufficient resourcing and funding/more money.	Count	21	21	20	15	77
		% within In which age category do you belong?	3.2%	2.9%	4.1%	6.6%	3.7%
	Effective contact between providers & patients.	Count	57	43	22	12	134
		% within In which age category do you belong?	8.8%	6.0%	4.5%	5.3%	6.4%
	Availability of the latest/best medical equipment.	Count	32	29	28	13	102
		% within In which age category do you belong?	4.9%	4.0%	5.7%	5.7%	4.9%
	One-stop health care services/integrated service delivery.	Count	4	7	3	4	18
		% within In which age category do you belong?	.6%	1.0%	.6%	1.8%	.9%

		In which age category do you belong?				Total
		24 and under	25 to 44	45 to 64	65 and over	
Teamwork by health providers.	Count	5	4	3	1	13
	% within In which age category do you belong?	.8%	.6%	.6%	.4%	.6%
Adequate work environment of health care providers.	Count	0	13	8	2	23
	% within In which age category do you belong?	.0%	1.8%	1.6%	.9%	1.1%
New or more health services covered/insured.	Count	36	13	15	3	67
	% within In which age category do you belong?	5.6%	1.8%	3.1%	1.3%	3.2%
Access to care for all/universal medicare.	Count	109	124	107	38	378
	% within In which age category do you belong?	16.8%	17.2%	21.8%	16.7%	18.1%
Effective info gathering/sharing.	Count	3	17	5	0	25
	% within In which age category do you belong?	.5%	2.4%	1.0%	.0%	1.2%
Mix of conventional/alternative therapies.	Count	0	1	1	2	4
	% within In which age category do you belong?	.0%	.1%	.2%	.9%	.2%
Patient-centred health service provision.	Count	19	11	10	8	48
	% within In which age category do you belong?	2.9%	1.5%	2.0%	3.5%	2.3%
Sensitivity to language/culture issues.	Count	4	8	5	2	19
	% within In which age category do you belong?	.6%	1.1%	1.0%	.9%	.9%
Other specify	Count	9	13	15	7	44

		In which age category do you belong?				Total	
		24 and under	25 to 44	45 to 64	65 and over		
Total		% within In which age category do you belong?	1.4%	1.8%	3.1%	3.1%	2.1%
	Adequate staffing	Count	3	13	5	2	23
		% within In which age category do you belong?	.5%	1.8%	1.0%	.9%	1.1%
		Count	648	721	491	228	2088
		% within In which age category do you belong?	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	116.014(a)	51	.000
Likelihood Ratio	121.392	51	.000
Linear-by-Linear Association	2.021	1	.155
N of Valid Cases	2088		

a 17 cells (23.6%) have expected count less than 5. The minimum expected count is .44.

HC2:Describe the characteristics of quality health care? * What is your gender?

			What is your gender?		Total
			Female	Male	
HC2:Describe the characteristics of quality health care?	Reasonable wait times; no delays; timely access.	Count	319	330	649
		% within What is your gender?	30.4%	31.6%	31.0%
	Adequate and up-to-date abilities of health care providers.	Count	171	195	366
		% within What is your gender?	16.3%	18.7%	17.5%
	Limited cases of mis-diagnosis; assure patient safety.	Count	38	33	71
		% within What is your gender?	3.6%	3.2%	3.4%
	Reduced disease and death rates; better outcomes.	Count	16	12	28
		% within What is your gender?	1.5%	1.1%	1.3%
	Sufficient resourcing and funding/more money.	Count	25	53	78
		% within What is your gender?	2.4%	5.1%	3.7%
	Effective contact between providers & patients.	Count	81	53	134
		% within What is your gender?	7.7%	5.1%	6.4%
	Availability of the latest/best medical equipment.	Count	55	48	103
		% within What is your gender?	5.2%	4.6%	4.9%
	One-stop health care services/integrated service delivery.	Count	10	8	18

			What is your gender?		Total
			Female	Male	
		% within What is your gender?	1.0%	.8%	.9%
	Teamwork by health providers.	Count	4	8	12
		% within What is your gender?	.4%	.8%	.6%
	Adequate work environment of health care providers.	Count	12	12	24
		% within What is your gender?	1.1%	1.1%	1.1%
	New or more health services covered/insured.	Count	36	31	67
		% within What is your gender?	3.4%	3.0%	3.2%
	Access to care for all/universal medicare.	Count	187	193	380
		% within What is your gender?	17.8%	18.5%	18.1%
	Effective info gathering/sharing.	Count	18	8	26
		% within What is your gender?	1.7%	.8%	1.2%
	Mix of conventional/alternative therapies.	Count	2	3	5
		% within What is your gender?	.2%	.3%	.2%
	Patient-centred health service provision.	Count	18	29	47
		% within What is your gender?	1.7%	2.8%	2.2%
	Sensitivity to language/culture issues.	Count	17	3	20
		% within What is your gender?	1.6%	.3%	1.0%
	Other specify	Count	28	16	44

			What is your gender?		Total
			Female	Male	
		% within What is your gender?	2.7%	1.5%	2.1%
	Adequate staffing	Count	13	9	22
		% within What is your gender?	1.2%	.9%	1.1%
Total		Count	1050	1044	2094
		% within What is your gender?	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	41.489(a)	17	.001
Likelihood Ratio	42.980	17	.000
Linear-by-Linear Association	3.360	1	.067
N of Valid Cases	2094		

a. 2 cells (5.6%) have expected count less than 5. The minimum expected count is 2.49.

HC2:Describe the characteristics of quality health care? * What is the highest level of education that you have completed?

			What is the highest level of education that you have completed?			Total
			Less than secondary	Secondary	Post-secondary	
HC2:Describe the characteristics of quality health care?	Reasonable wait times; no delays; timely access.	Count	36	264	344	644
		% within What is the highest level of education that you have completed?	42.4%	30.7%	30.4%	31.0%
	Adequate and up-to-date abilities of health care providers.	Count	5	156	203	364
		% within What is the highest level of education that you have completed?	5.9%	18.1%	17.9%	17.5%
	Limited cases of mis-diagnosis; assure patient safety.	Count	3	27	40	70
		% within What is the highest level of education that you have completed?	3.5%	3.1%	3.5%	3.4%
	Reduced disease and death rates; better outcomes.	Count	1	18	8	27
		% within What is the highest level of education that you have completed?	.12%	2.1%	.7%	1.3%
	Sufficient resourcing and funding/more money.	Count	5	28	44	77
		% within What is the highest level of education that you have completed?	5.9%	3.3%	3.9%	3.7%
	Effective contact between providers & patients.	Count	3	64	66	133
		% within What is the highest level of education that you have completed?	3.5%	7.4%	5.8%	6.4%

			What is the highest level of education that you have completed?			Total
			Less than secondary	Secondary	Post-secondary	
	Availability of the latest/best medical equipment.	Count	3	38	61	102
		% within What is the highest level of education that you have completed?	3.5%	4.4%	5.4%	4.9%
	One-stop health care services/integrated service delivery.	Count	7	3	9	19
		% within What is the highest level of education that you have completed?	8.2%	.3%	.8%	.9%
	Teamwork by health providers.	Count	2	11	0	13
		% within What is the highest level of education that you have completed?	2.4%	1.3%	.0%	.6%
	Adequate work environment of health care providers.	Count	4	10	10	24
		% within What is the highest level of education that you have completed?	4.7%	1.2%	.9%	1.2%
	New or more health services covered/insured.	Count	1	38	28	67
		% within What is the highest level of education that you have completed?	1.2%	4.4%	2.5%	3.2%
	Access to care for all/universal medicare.	Count	7	124	246	377
		% within What is the highest level of education that you have completed?	8.2%	14.4%	21.7%	18.1%
	Effective info gathering/sharing.	Count	0	14	11	25
		% within What is the highest level of education that you have completed?	.0%	1.6%	1.0%	1.2%

			What is the highest level of education that you have completed?			Total
			Less than secondary	Secondary	Post-secondary	
	Mix of conventional/alternative therapies.	Count	2	1	1	4
		% within What is the highest level of education that you have completed?	2.4%	.1%	.1%	.2%
	Patient-centred health service provision.	Count	6	28	12	46
		% within What is the highest level of education that you have completed?	7.1%	3.3%	1.1%	2.2%
	Sensitivity to language/culture issues.	Count	0	10	10	20
		% within What is the highest level of education that you have completed?	.0%	1.2%	.9%	1.0%
	Other specify	Count	0	17	27	44
		% within What is the highest level of education that you have completed?	.0%	2.0%	2.4%	2.1%
	Adequate staffing	Count	0	9	13	22
		% within What is the highest level of education that you have completed?	.0%	1.0%	1.1%	1.1%
Total		Count	85	860	1133	2078
		% within What is the highest level of education that you have completed?	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	179.055(a)	34	.000
Likelihood Ratio	139.915	34	.000

Linear-by-Linear Association	.794	1	.373
N of Valid Cases	2078		

a 16 cells (29.6%) have expected count less than 5. The minimum expected count is .16.

HC2:Describe the characteristics of quality health care? * Which one of the following categories best describes your total household income, before taxes, for 1999?

			Which one of the following categories best describes your total household income, before taxes, for 1999?			Total
			Less than 20,000	20,000 to 49,999	50,000 and over	
HC2:Describe the characteristics of quality health care?	Reasonable wait times; no delays; timely access.	Count	90	211	247	548
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	28.0%	31.2%	32.5%	31.2%
	Adequate and up-to-date abilities of health care providers.	Count	59	117	137	313
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	18.3%	17.3%	18.1%	17.8%
	Limited cases of mis-diagnosis; assure patient safety.	Count	7	21	18	46
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	2.2%	3.1%	2.4%	2.6%
	Reduced disease and death rates; better outcomes.	Count	2	14	9	25

			Which one of the following categories best describes your total household income, before taxes, for 1999?			Total
			Less than 20,000	20,000 to 49,999	50,000 and over	
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	.6%	2.1%	1.2%	1.4%
	Sufficient resourcing and funding/more money.	Count	10	31	25	66
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	3.1%	4.6%	3.3%	3.8%
	Effective contact between providers & patients.	Count	32	37	39	108
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	9.9%	5.5%	5.1%	6.1%
	Availability of the latest/best medical equipment.	Count	17	24	44	85
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	5.3%	3.5%	5.8%	4.8%
	One-stop health care services/integrated service delivery.	Count	4	9	6	19
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	1.2%	1.3%	.8%	1.1%
	Teamwork by health providers.	Count	2	10	1	13

			Which one of the following categories best describes your total household income, before taxes, for 1999?			Total
			Less than 20,000	20,000 to 49,999	50,000 and over	
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	.6%	1.5%	.1%	.7%
	Adequate work environment of health care providers.	Count	1	11	7	19
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	.3%	1.6%	.9%	1.1%
	New or more health services covered/insured.	Count	13	14	24	51
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	4.0%	2.1%	3.2%	2.9%
	Access to care for all/universal medicare.	Count	50	109	168	327
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	15.5%	16.1%	22.1%	18.6%
	Effective info gathering/sharing.	Count	5	11	5	21
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	1.6%	1.6%	.7%	1.2%
	Mix of conventional/alternative therapies.	Count	0	3	1	4
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	.0%	.4%	.1%	.2%

			Which one of the following categories best describes your total household income, before taxes, for 1999?			Total
			Less than 20,000	20,000 to 49,999	50,000 and over	
	Patient-centred health service provision.	Count	18	18	9	45
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	5.6%	2.7%	1.2%	2.6%
	Sensitivity to language/culture issues.	Count	4	11	1	16
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	1.2%	1.6%	.1%	.9%
	Other specify	Count	6	14	12	32
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	1.9%	2.1%	1.6%	1.8%
	Adequate staffing	Count	2	12	6	20
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	.6%	1.8%	.8%	1.1%
Total		Count	322	677	759	1758
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)

Pearson Chi-Square	84.111(a)	34	.000
Likelihood Ratio	85.767	34	.000
Linear-by-Linear Association	1.896	1	.169
N of Valid Cases	1758		

a 10 cells (18.5%) have expected count less than 5. The minimum expected count is .73.

HC2:Describe the characteristics of quality health care? * Any chronic illness

			Any chronic illness		Total
			No	Yes	
HC2:Describe the characteristics of quality health care?	Reasonable wait times; no delays; timely access.	Count	342	299	641
		% within Any chronic illness	30.3%	31.4%	30.8%
	Adequate and up-to-date abilities of health care providers.	Count	201	165	366
		% within Any chronic illness	17.8%	17.3%	17.6%
	Limited cases of mis-diagnosis; assure patient safety.	Count	31	40	71
		% within Any chronic illness	2.8%	4.2%	3.4%
	Reduced disease and death rates; better outcomes.	Count	15	12	27
		% within Any chronic illness	1.3%	1.3%	1.3%
	Sufficient resourcing and funding/more money.	Count	44	33	77
		% within Any chronic illness	3.9%	3.5%	3.7%
	Effective contact between providers & patients.	Count	72	61	133
		% within Any chronic illness	6.4%	6.4%	6.4%
	Availability of the latest/best medical equipment.	Count	46	58	104
		% within Any chronic illness	4.1%	6.1%	5.0%
	One-stop health care services/integrated service delivery.	Count	9	10	19

			Any chronic illness		Total
			No	Yes	
		% within Any chronic illness	.8%	1.1%	.9%
	Teamwork by health providers.	Count	9	3	12
		% within Any chronic illness	.8%	.3%	.6%
	Adequate work environment of health care providers.	Count	11	13	24
		% within Any chronic illness	1.0%	1.4%	1.2%
	New or more health services covered/insured.	Count	47	19	66
		% within Any chronic illness	4.2%	2.0%	3.2%
	Access to care for all/universal medicare.	Count	215	162	377
		% within Any chronic illness	19.1%	17.0%	18.1%
	Effective info gathering/sharing.	Count	17	9	26
		% within Any chronic illness	1.5%	.9%	1.3%
	Mix of conventional/alternative therapies.	Count	2	2	4
		% within Any chronic illness	.2%	.2%	.2%
	Patient-centred health service provision.	Count	22	25	47
		% within Any chronic illness	2.0%	2.6%	2.3%
	Sensitivity to language/culture issues.	Count	9	10	19
		% within Any chronic illness	.8%	1.1%	.9%

			Any chronic illness		Total
			No	Yes	
	Other specify	Count	24	20	44
		% within Any chronic illness	2.1%	2.1%	2.1%
	Adequate staffing	Count	11	11	22
		% within Any chronic illness	1.0%	1.2%	1.1%
Total		Count	1127	952	2079
		% within Any chronic illness	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	22.815(a)	17	.155
Likelihood Ratio	23.247	17	.141
Linear-by-Linear Association	.868	1	.351
N of Valid Cases	2079		

a 2 cells (5.6%) have expected count less than 5. The minimum expected count is 1.83.

HC3:MOST important for improving health care quality ? * What is the population of your community?

			What is the population of your community?			Total
			100, 000 and over	5, 000 to 99, 999	Less than 5, 000	
HC3:MOST important for improving health care quality ?	Improved communication between providers & patients.	Count	277	84	49	410
		% within What is the population of your community?	15.7%	17.8%	14.7%	16.0%
	Reduced risk of treatment error and incorrect diagnoses.	Count	233	52	41	326
		% within What is the population of your community?	13.2%	11.0%	12.3%	12.7%
	Necessary services are available when they are needed.	Count	663	163	109	935
		% within What is the population of your community?	37.6%	34.5%	32.7%	36.4%
	Health care providers have the most up-to-date skills.	Count	316	95	89	500
		% within What is the population of your community?	17.9%	20.1%	26.7%	19.5%
	VOL. All of the above	Count	274	78	45	397
		% within What is the population of your community?	15.5%	16.5%	13.5%	15.5%
	Total	Count	1763	472	333	2568
		% within What is the population of your community?	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	17.683(a)	8	.024
Likelihood Ratio	16.885	8	.031
Linear-by-Linear Association	1.007	1	.316
N of Valid Cases	2568		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 42.27.

HC3: MOST important for improving health care quality ? * In which age category do you belong?

			In which age category do you belong?				Total
			24 and under	25 to 44	45 to 64	65 and over	
HC3: MOST important for improving health care quality ?	Improved communication between providers & patients.	Count	193	105	68	43	409
		% within In which age category do you belong?	21.8%	12.5%	12.3%	15.4%	15.9%
	Reduced risk of treatment error and incorrect diagnoses.	Count	128	112	68	17	325
		% within In which age category do you belong?	14.4%	13.3%	12.3%	6.1%	12.7%
	Necessary services are available when they are needed.	Count	261	336	234	105	936
		% within In which age category do you belong?	29.4%	39.9%	42.2%	37.5%	36.5%

			In which age category do you belong?				Total
			24 and under	25 to 44	45 to 64	65 and over	
	Health care providers have the most up-to-date skills.	Count	184	165	91	59	499
		% within In which age category do you belong?	20.7%	19.6%	16.4%	21.1%	19.5%
	VOL. All of the above	Count	121	125	94	56	396
		% within In which age category do you belong?	13.6%	14.8%	16.9%	20.0%	15.4%
Total		Count	887	843	555	280	2565
		% within In which age category do you belong?	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	72.340(a)	12	.000
Likelihood Ratio	73.976	12	.000
Linear-by-Linear Association	20.425	1	.000
N of Valid Cases	2565		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 35.48.

HC3: MOST important for improving health care quality ? * What is your gender?

			What is your gender?		Total
			Female	Male	
HC3: MOST important for improving health care quality ?	Improved communication between providers & patients.	Count	179	231	410
		% within What is your gender?	14.3%	17.6%	16.0%
	Reduced risk of treatment error and incorrect diagnoses.	Count	158	167	325
		% within What is your gender?	12.6%	12.7%	12.7%
	Necessary services are available when they are needed.	Count	479	457	936
		% within What is your gender?	38.2%	34.8%	36.4%
	Health care providers have the most up-to-date skills.	Count	211	289	500
		% within What is your gender?	16.8%	22.0%	19.5%
	VOL. All of the above	Count	226	171	397
		% within What is your gender?	18.0%	13.0%	15.5%
Total		Count	1253	1315	2568
		% within What is your gender?	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	25.667(a)	4	.000
Likelihood Ratio	25.744	4	.000
Linear-by-Linear Association	5.461	1	.019
N of Valid Cases	2568		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 158.58.

HC3:MOST important for improving health care quality ? * What is the highest level of education that you have completed?

			What is the highest level of education that you have completed?			Total
			Less than secondary	Secondary	Post-secondary	
HC3:MOST important for improving health care quality ?	Improved communication between providers & patients.	Count	33	223	153	409
		% within What is the highest level of education that you have completed?	25.8%	19.5%	12.0%	16.0%
	Reduced risk of treatment error and incorrect diagnoses.	Count	5	149	166	320
		% within What is the highest level of education that you have completed?	3.9%	13.0%	13.0%	12.5%
	Necessary services are available when they are needed.	Count	41	347	543	931
		% within What is the highest level of education that you have completed?	32.0%	30.3%	42.5%	36.5%
	Health care providers	Count	31	252	216	499
		% within What is the highest level of education that you have completed?				

		What is the highest level of education that you have completed?			Total	
		Less than secondary	Secondary	Post-secondary		
Total	have the most up-to-date skills.	% within What is the highest level of education that you have completed?	24.2%	22.0%	16.9%	19.6%
	VOL. All of the above	Count	18	174	199	391
		% within What is the highest level of education that you have completed?	14.1%	15.2%	15.6%	15.3%
		Count	128	1145	1277	2550
		% within What is the highest level of education that you have completed?	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	72.250(a)	8	.000
Likelihood Ratio	74.745	8	.000
Linear-by-Linear Association	4.765	1	.029
N of Valid Cases	2550		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 16.06.

HC3:MOST important for improving health care quality ? * Which one of the following categories best describes your total household income, before taxes, for 1999?

			Which one of the following categories best describes your total household income, before taxes, for 1999?			Total
			Less than 20,000	20,000 to 49,999	50,000 and over	
HC3:MOST important for improving health care quality ?	Improved communication between providers & patients.	Count	76	131	109	316
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	17.3%	15.8%	13.4%	15.2%
	Reduced risk of treatment error and incorrect diagnoses.	Count	70	112	91	273
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	15.9%	13.5%	11.2%	13.1%
	Necessary services are available when they are needed.	Count	134	297	357	788
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	30.5%	35.8%	44.0%	37.9%
	Health care providers have the most up-to-date skills.	Count	80	163	151	394
		% within Which one of the following categories best describes your total household income, before taxes, for 1999?	18.2%	19.7%	18.6%	18.9%

		Which one of the following categories best describes your total household income, before taxes, for 1999?			Total
		Less than 20,000	20,000 to 49,999	50,000 and over	
VOL. All of the above	Count	80	126	104	310
	% within Which one of the following categories best describes your total household income, before taxes, for 1999?	18.2%	15.2%	12.8%	14.9%
Total	Count	440	829	812	2081
	% within Which one of the following categories best describes your total household income, before taxes, for 1999?	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	29.402(a)	8	.000
Likelihood Ratio	29.353	8	.000
Linear-by-Linear Association	.087	1	.768
N of Valid Cases	2081		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 57.72.

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	110.685(a)	18	.000
Likelihood Ratio	105.214	18	.000
Linear-by-Linear Association	3.553	1	.059
N of Valid Cases	2675		

a 0 cells (.0%) have expected count less than 5. The minimum expected count is 7.78.

HC2: Describe the characteristics of quality health care? * What province do you live in?

			What province do you live in?							Total
			British Columbia	Alberta	Saskatchewan	Manitoba	Ontario	Quebec	Atlantic	
HC2: Describe the characteristics of quality health care?	Reasonable wait times; no delays; timely access.	Count	73	77	68	83	94	97	141	633
		% within What province do you live in?	28.0%	28.2%	27.1%	34.9%	28.1%	37.5%	31.1%	30.6%
	Adequate and up-to-date abilities of health care providers.	Count	48	65	48	44	55	43	68	371
		% within What province do you live in?	18.4%	23.8%	19.1%	18.5%	16.4%	16.6%	15.0%	17.9%
	Limited cases of misdiagnosis; assure patient safety.	Count	6	7	6	4	14	9	12	58
		% within What province do you live in?	2.3%	2.6%	2.4%	1.7%	4.2%	3.5%	2.6%	2.8%
	Reduced disease and death rates; better outcomes.	Count	0	1	1	0	4	9	1	16
		% within What province do you live in?	.0%	.4%	.4%	.0%	1.2%	3.5%	.2%	.8%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	63.375(a)	24	.000
Likelihood Ratio	64.213	24	.000
Linear-by-Linear Association	1.353	1	.245
N of Valid Cases	2568		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 40.58.