

**2011 NBHC Primary Health Survey Questionnaire – Final**

INTRODUCTION

Q1. Would you prefer to conduct this interview in English or in French?

- 1 English
- 2 French

Q2. GENDER (By observation)

- 1 Male
- 2 Female

Q3. To begin, could you please provide your 6-digit postal code?

\_\_\_\_\_

Q3b. **[IF RESPONDENT REFUSES FIRST 3 DIGITS OR IF SECOND CHARACTER=0]**

Would you mind sharing the name of the community where you live?

\_\_\_\_\_

**9998 REFUSE**

**[TERMINATE IF REFUSE]**

Q4. What is your year of birth?

\_\_\_\_\_ **[RANGE: 1900-1993, 9997, 9998] [TERMINATE IF 1994 OR LATER, UNDER 18]**

**9998 FOR REFUSAL - GO TO Q4b**

**9997 Answered with AGE (instead of year of birth) - CONTINUE**

**[IF NECESSARY: This will be used for research purposes only, and will not be used to identify you personally.]**

Q4age. ENTER AGE

\_\_\_\_\_ **AGE**

Q4NEWYOB. Just to Confirm that your year of birth is **[INSERT CALCULATED YEAR: 2011-Q4age]**?

- 1) Yes           **GO TO Q5**
- 2) No           **RETURN TO Q4**

Q4b. **[Q4=9997 - IF REFUSE YEAR OF BIRTH]** In which age category do you fall... are you: **[READ EACH]**

- 1) 17 or younger
- 2) 18 to 24
- 3) 25 to 34
- 4) 35 to 44
- 5) 45 to 54
- 6) 55 to 64
- 7) 65 to 74,
- 8) 75 or older
- 9) **[VOL]** Refuse

**CONTINUE FOR REFUSAL**

BLOCK 1: Self-rated health
----------------------------

Q5. In general, how would you rate your health? **[READ EACH]**

- 1) Excellent
- 2) Very Good
- 3) Good
- 4) Fair
- 5) Poor
- 9) **[VOL]** Don't know/Do not remember
- 8) **[VOL]** Refused

<b>BLOCK 2: Health care model most often used when sick or in need of care</b>
--

Q8. Which one of the following BEST describes what you do when you are sick or need care from a doctor, nurse or other health professional? Do you most often... **[READ EACH]**

- 1) Go to your personal family doctor at his/her office
- 2) Go to an after-hours clinic or a walk-in clinic for non-emergency health care needs
- 3) Go to a community health centre where you can see different health care professionals
- 4) Go to a hospital emergency department
- 5) Go to a nurse practitioner
- 6) Go to an alternative practitioner, like a chiropractor, homeopath, or massage therapist
- 7) Call Tele-Care (811)
- 8) Go to some other place of care [Specify: \_\_\_\_\_]
- 997) **[VOLUNTEER]** You rarely use health care services
- 999) **[VOL]** Don't know
- 998) **[VOL]** Refused

<b>BLOCK 3: Visits to a personal family doctor</b>
--

The following questions are about health care services you may have used in the past. If I ask you about something that does not apply to your situation, you always have the option to answer with 'does not apply'.

Q9. Do you have a personal family doctor? **[DO NOT READ]**

**[IF NECESSARY:** A personal family doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. This does not include specialists or doctors you would see at an after-hours clinic or a walk-in clinic.]

- |               |                  |
|---------------|------------------|
| 1) Yes        |                  |
| 2) No         | <b>Go to Q27</b> |
| 9) Don't know | <b>Go to Q28</b> |
| 8) Refused    | <b>Go to Q28</b> |

Q10. **[Q9=1 - Respondents who have a personal family doctor]** How long have you been seeing or going to your personal family doctor? **[READ EACH]**

- 1) Less than 1 year
- 2) 1 to 2 years
- 3) 3 to 4 years
- 4) 5 to 7 years
- 5) More than 7 years
- 6) **[VOL]** Have not seen my doctor yet **Go to Q16b**
- 9) **[VOL]** Do not remember
- 8) **[VOL]** Refused

Q11. **[Q9=1 AND Q10=1-5,8,9 - Respondents who have a personal family doctor and have seen the doctor before]** Is there a nurse working with your personal family doctor who is regularly involved in your health care? **[DO NOT READ]**

**[NOTE: NOT ASKING IF THERE IS A NURSE, BUT IF THERE IS A NURSE WHO IS REGULARLY INVOLVED]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q12. **[Q9=1 AND Q10=1-5,8,9 - Respondents who have a personal family doctor and have seen the doctor before]** Are there other health professionals like dietitians, social workers, physiotherapists, or others working in the same office as your personal family doctor, not including other doctors or nurses? **[DO NOT READ]** **[NOTE: 'same office' also refers to 'same building']**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

- Q13. **[Q9=1 AND Q10=1-5,8,9 - Respondents who have a personal family doctor and have seen the doctor before]** Does your personal family doctor have an after-hour arrangement for you to see or talk to another doctor or nurse when his/her office is closed? This does not include referrals to Tele-Care (811). **[DO NOT READ]**
- 1) Yes
  - 2) No
  - 9) Do not know / Do not remember
  - 8) Refused
- Q14. **[Q9=1 AND Q10=1-5,8,9 - Respondents who have a personal family doctor and have seen the doctor before]** How easy or difficult is it to call your personal family doctor's office during regular practice hours to get health information or make an appointment? **[READ EACH]**
- 1) Very easy
  - 2) Somewhat easy
  - 3) Somewhat difficult
  - 4) Very difficult
  - 7) **[VOL]** Does not apply because never tried to contact doctor's office by phone
  - 9) **[VOL]** Do not know / Do not remember
  - 8) **[VOL]** Refused
- Q15. **[Q9=1 and Q10=1-5,8,9 - Respondents who have a personal family doctor and have seen the doctor before]** Thinking of the last time you were sick or needed medical attention, how quickly could you get an appointment to see your personal family doctor? Did you get an appointment... **[READ EACH, CODE ONE] [IF NECESSARY: This includes all medical needs, including regular checkups and exams.]**
- 1) On the same day
  - 2) The next day
  - 3) In 2 to 5 days
  - 4) In 6 to 7 days
  - 5) In 8 to 14 days
  - 6) After more than 2 weeks
  - 96) **[VOL]** Does not apply to the last time I was sick or needed medical attention
  - 97) **[VOL]** Never able to get an appointment
  - 99) **[VOL]** Do not know / Do not remember
  - 98) **[VOL]** Refused

Q16. **[Q9=1 and Q10=1-5,8,9 - Respondents who have a personal family doctor and have seen the doctor before]** In the last 12 months, how many times did you visit your personal family doctor? **[RECORD NUMBER]**

**IF DON'T KNOW PROBE FOR BEST ESTIMATE.**

**Enter '0' FOR NONE**

\_\_\_\_ Capture: # of times, **RANGE 0-100,998, 999**

**GO TO Q17 IF Q16=1-100, 998, 999**

**999 Don't Know/Don't remember**

**998 Refused**

Q16b. **[IF Q16=0 OR Q10=6]** What is the main reason you have not visited your family doctor?

\_\_\_\_\_ **Go to Q28**

**999 Don't Know/Don't remember**

**998 Refused**

Q17. **[Q9=1 and Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the last 12 months, how often did your personal family doctor explain your test results in a way that you could understand? **[IF NEC: This includes all test results like blood tests, x-rays, cancer tests or biopsies]** **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never, or

7) Does not apply because you did not talk to your doctor about any test results in the last 12 months

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

Q18. **[Q9=1 and Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the past 12 months, how often did your personal family doctor involve you in decisions about your health care? **[READ EACH, CODE ONE]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q19. **[Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the past 12 months, how often have test results or medical records **NOT** been available to your personal family doctor at the time of your visit? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) This does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q20. **[Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the last 12 months, how often has your personal family doctor given you enough time to discuss your feelings, fears and concerns about your health? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply because you did not need to talk to your doctor about your feelings, fears or concerns in the last 12 months
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q21. **[Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the last 12 months, how often did your personal family doctor help you coordinate the care from other healthcare providers and places when you needed it? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, OR
- 6) Does not apply because you never needed to have care coordinated in the last 12 months
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q22. **[Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]** Thinking of visits to your personal family doctor in the last 12 months, how satisfied are you with the amount of time from booking the appointment to actually seeing your doctor? **[READ EACH, CODE ONE]**

- 1) Very satisfied
- 2) Somewhat satisfied
- 3) Neither satisfied nor dissatisfied
- 4) Somewhat dissatisfied
- 5) Very dissatisfied
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q23. **[Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]** In the past 12 months, have you been a patient overnight in a hospital, health facility, or received services at home through the New Brunswick Extra-Mural Program? **[DO NOT READ]**

- 1) Yes
- 2) No **Go to Q25**
- 9) Do not know / Do not remember **Go to Q25**
- 8) Refused **Go to Q25**



Q24a. **[Q9=1 AND Q16=1-100 AND Q23=1 - Respondents who had at least one visit with their personal family doctor in the last 12 months and who were a patient overnight in a hospital/health facility or received health care services at home in the last 12 months]** Did you see your personal family doctor anytime after you left the hospital or health facility, or after receiving services at home? **[DO NOT READ]**

- 1) Yes
- 2) No **Go to Q25**
- 9) Do not know / Do not remember **Go to Q25**
- 8) Refused **Go to Q25**

Q24. **[Q9=1 AND Q16=1-100 AND Q23=1 and Q24a=1 - Respondents who had at least one visit with their personal family doctor in the last 12 months, who were a patient overnight in a hospital/health facility or received health care services at home in the last 12 months and who saw their family doctor afterwards]** Did your personal family doctor seem informed and up-to-date about the plan for follow-up care? **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q25. **[Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]** Sometimes a personal family doctor's office is located at a health clinic or health centre where doctors share patients. A personal family doctor can also be on vacation or out sick and another doctor takes care of patients in his/her absence. In the last 12 months, how often were you taken care of by the same doctor each time? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q26. **[Q9=1 AND Q16=1-100 - Respondents who have a personal family doctor and had at least one visit in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from your personal family doctor in the last 12 months? **[DO NOT READ]**

0) 0 Worst health care possible

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Best health care possible

99) Don't know/Do not remember

98) Refused

**ALL GO TO Q28**

BLOCK 4: Respondents who do not have a personal family doctor
---

Q27. **[Respondents who do NOT have a personal family doctor]** Why do you not have a personal family doctor? **[DO NOT READ, CODE ALL THAT APPLY, PROBE IF NECESESARY: Can you provide a little more details on this?]**

1) Family doctors in the area are not taking new patients

2) No family doctors available in the area

3) Had a family doctor who left, retired or passed away

4) Have not tried to contact one

5) In good health, do not need a doctor

888) Other [Specify: \_\_\_\_\_ ]

999) Don't know/Do not remember

**ALL CONTINUE TO Q28**

## BLOCK 5: Visits to a hospital emergency department

Q28. How many times have you personally used a hospital emergency department in the past 12 months?

**IF DON'T KNOW, PROBE FOR BEST ESTIMATE**

**Enter '0' FOR NONE**

\_\_\_\_ Capture: # of times, **RANGE 0-100,998, 999**

**GO TO Q32 IF Q28=0, 998 or 999**

**999 Don't Know/Don't remember**

**998 Refused**

Q29. **[Q28 > 0 - Respondents who have used a hospital emergency department in the last 12 months]** Thinking of the most recent time, what was the main reason you chose to go to the emergency department. Was it because.... **[RANDOMIZE LIST 1-9 - READ LIST, CODE ONE ONLY]**

**[NOTE: IF MORE THAN ONE ANSWER APPLIES: Think of the most important reason.]**

1) YOU FELT IT WAS AN EMERGENCY

2) YOU DID NOT KNOW IF IT WAS AN EMERGENCY – (I didn't know if my health condition was an emergency)

3) YOUR FAMILY DOCTOR WAS NOT AVAILABLE – (I did not have access to my personal family doctor)

4) YOU WERE WAITING TO SEE A SPECIALIST BUT YOUR HEALTH WAS GETTING WORSE

5) YOU WANTED A TEST OR PROCEDURE DONE SOONER – (I was waiting for a test or procedure and wanted it done sooner)

6) TELE-CARE ADVISED YOU TO GO THERE

7) THE DR'S OFFICE ADVISED YOU TO GO THERE

8) IT WAS THE ONLY PLACE TO GO

9) YOU GO THERE FOR ALL HEALTH CARE NEEDS – (I go to the emergency department whenever I need care for all my health concerns)

888) ANOTHER REASON - Other [Specify: \_\_\_\_\_]

999) **[VOL]** Don't know/Do not remember

998) **[VOL]** Refused

Q30. **[Q28 > 0 - Respondents who have used a hospital emergency department in the last 12 months]** The last time you went to the hospital emergency department, how long did you wait from the time you came in to the time you were treated by the doctor? **[DO NOT READ, CODE ONE]**

- 1) Less than 1 hour
- 2) 1 to less than 2 hours
- 3) 2 to less than 4 hours
- 4) 4 to less than 8 hours
- 5) 8 hours or longer
- 6) I left without being seen [Specify: \_\_\_\_\_]
- 9) Do not know / Do not remember
- 8) Refused

Q31. **[Q28 > 0 - Respondents who have used a hospital emergency department in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the emergency department in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 97) Does not apply
- 99) Do not know / Do not remember
- 98) Refused

BLOCK 6: Visits to a specialist
---------------------------------

Q32. In the last 12 months, did you see a specialist? **[IF NECESSARY:** Specialists are doctors like surgeons, cardiologists (or heart doctors), allergy doctors, skin doctors, oncologists (or cancer doctors), and other doctors who specialize in one area of health care.] **[DO NOT READ] [NOTE:** If asked, we are only referring to services received in New Brunswick].

- 1) Yes
- 2) No **Go to Q40**
- 9) Do not know / Do not remember **Go to Q40**
- 8) Refused **Go to Q40**

Q33. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months, how often did the specialist explain things in a way that you could understand? **[READ EACH]**

**NOTE IF NECESSARY:** If "specialist seen most often" does not apply, then think of specialist at the most recent visit.

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q34. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months, how often did the specialist involve you in decisions about your health care? **[READ EACH] NOTE IF NECESSARY:** If "specialist seen most often" does not apply, then think of specialist at the most recent visit.

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q35. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months, how often have test results or medical records NOT been available to the specialist at the time of your visit? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, OR
- 6) Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q36. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months, how often has the specialist given you enough time to discuss your feelings, fears and concerns about your health? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply because you did not need to talk to a specialist about your feelings, fears or concerns in the last 12 months
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q37. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months, how often did the specialist help you coordinate tests or follow-ups for care? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, OR
- 6) Does not apply because you never needed to have care coordinated in the last 12 months
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q38. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months, how satisfied are you with the amount of time from booking the appointment to actually seeing the specialist? **[READ EACH]**

- 1) Very satisfied
- 2) Somewhat satisfied
- 3) Neither satisfied nor dissatisfied
- 4) Somewhat dissatisfied
- 5) Very dissatisfied
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q39. **[Q32 = 1 - Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most often in the last 12 months and using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from the specialist in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 99) Don't know/Do not remember
- 98) Refused

## BLOCK 7: Visits to an after-hours clinic or a walk-in clinic

Q40. In the last 12 months, did you visit an after-hours clinic or a walk-in clinic? **[DO NOT READ]**

**[IF NECESSARY:** These are usually non-hospital based clinics for non-emergency health care needs, where patients may or may not make an appointment, and services can be provided either during the day or in the evenings.]

- 1) Yes
- 2) No **Go to Q44**
- 9) Do not know / Do not remember **Go to Q44**
- 8) Refused **Go to Q44**

Q41. **[Q40 = 1 - Respondents who have been to an after-hours clinic or a walk-in clinic in the last 12 months]** Thinking of your most recent visit, what was the main reason you chose to go to the after-hours clinic or the walk-in clinic? Was it because... **[RANDOMIZE 1-10, READ EACH, CODE ONE ONLY]**

**[NOTE: IF MORE THAN ONE ANSWER APPLIES:** Think of the most important one.]

- 1) YOU DID NOT HAVE A FAMILY DOCTOR (I did not have a personal family doctor)
- 2) IT TAKES TOO LONG TO SEE YOUR FAMILY DOCTOR - (I have a personal family doctor but it takes too much time to get an appointment)
- 3) YOU NEEDED CARE RIGHT AWAY - (I felt I could not wait for an appointment and needed service quicker)
- 4) YOUR DOCTOR'S OFFICE WAS CLOSED
- 5) YOU DIDN'T KNOW WHERE ELSE TO GO
- 6) IT WAS THE EASIEST CHOICE
- 7) TELE-CARE ADVISED YOU TO GO THERE
- 8) THE DR'S OFFICE ADVISED YOU TO GO THERE
- 9) IT WAS THE ONLY PLACE TO GO
- 10) IT WAS THE BEST PLACE FOR WHAT YOU NEEDED – (I felt it was the best place to receive the health care I needed)
- 888) OTHER REASON [Specify: \_\_\_\_\_]
- 999) **[VOL]** Don't know/don't remember
- 998) **[VOL]** Refused



Q42. **[Q40 = 1 - Respondents who have been to an after-hours clinic or a walk-in clinic in the last 12 months]** Thinking of your most recent visit to the after-hours clinic or the walk-in clinic, how long did you wait from the time you came in to the time you were seen by a health professional? **[DO NOT READ]**

- 1) Less than 15 minutes
- 2) Between 15 to less than 30 minutes
- 3) Between 30 minutes to less than 1 hour
- 4) Between 1 to less than 2 hours
- 5) 2 hours or longer
- 6) I left without being seen
- 9) Don't know/Do not remember
- 8) Refused

Q43. **[Q40 = 1 - Respondents who have been to an after-hours clinic or a walk-in clinic in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the after hours clinic or the walk-in clinic in the last 12 months? **[DO NOT READ]**

**[IF NECESSARY: On average, think of services received in the last 12 months from all clinics.]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 99) Don't know/Do not remember
- 98) Refused

## BLOCK 8: Visits to the community health centre

Q44. In the last 12 months, did you visit a community health centre? A community health centre is a place where you can see many different health professionals under one roof. **[DO NOT READ]**

**[IF NECESSARY:** Such as a doctor, nurse practitioner, nurse, physiotherapist, or dietitian. Does not include specialist offices such as surgeons, cardiologists (or heart doctors), allergy doctors, skin doctors, oncologists (or cancer doctors) and other doctors who specialize in one area of health care.]

- 1) Yes
- 2) No **Go to Q53**
- 9) Do not know / Do not remember **Go to Q53**
- 8) Refused **Go to Q53**

Q45. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** In the last 12 months, how often did the health professionals at the community health centre involve you in decisions about your health care? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q46. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** In the last 12 months, how often have the health professionals at the community health centre given you enough time to discuss your feelings, fears and concerns about your health? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply because you did not need to talk to anyone at the community health centre about your feelings, fears or concerns in the last 12 months
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q47. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** In the last 12 months, how often did the health professionals at the community health centre help you coordinate the care from other healthcare providers and places when you needed it? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply because you never needed to have care coordinated in the last 12 months
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q48. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** Thinking of your most recent visit to the community health centre, how long did you wait from the time you came in to the time you were seen by a health professional? **[DO NOT READ]**

- 1) Less than 15 minutes
- 2) Between 15 to less than 30 minutes
- 3) Between 30 minutes to less than 1 hour
- 4) Between 1 hour to less than 2 hours
- 5) 2 hours or longer
- 6) I left without being seen
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q49. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** Is there a nurse working at the community health centre who is regularly involved in your health care? **[DO NOT READ]**

**[NOTE: NOT ASKING IF THERE IS A NURSE, BUT IF THERE IS A NURSE WHO IS REGULARLY INVOLVED]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q50. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** Are there health professionals like dietitians, social workers, physiotherapists, or others working in the same community health centre, not including doctors or nurses? **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q51. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** Does the community health centre have an after-hour arrangement for you to see or talk to another health care provider when the centre is closed? This does not include referrals to Tele-Care (811). **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q52. **[Q44 = 1 - Respondents who went to a community health centre in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received at the community health centre in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 99) Don't know/Do not remember
- 98) Refused

BLOCK 9: Visits to a nurse practitioner
---

Q53. In the last 12 months, did you visit a nurse practitioner? **[DO NOT READ]**

**[IF NECESSARY:** Nurse practitioners can diagnose and treat common acute and chronic illnesses, and they have the authority to order diagnostic tests and prescribe medications. Nurse practitioners are employed in a variety of settings, including community health centres, nursing homes, family practice clinics, emergency rooms, outpatient clinics and public health agencies.]

1) Yes

2) No

**Go to Q71**

9) Do not know / Do not remember

**Go to Q71**

8) Refused

**Go to Q71**

Q54. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** How long have you been seeing or going to a nurse practitioner? **[READ EACH – 1-4]**

1) Less than 1 year

2) 1 to 2 years

3) 3 to 4 years

4) 5 years or more

9) **[VOL]** Do not remember

8) **[VOL]** Refused

Q55. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** Is a nurse practitioner regularly involved in your health care? **[DO NOT READ]**

1) Yes

2) No

9) Do not know / Do not remember

8) Refused

Q56. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** Are there other health professionals like dietitians, social workers, physiotherapists, or others working in the same place as the nurse practitioner, not including other doctors or nurses? **[DO NOT READ]**

1) Yes

2) No

9) Do not know / Do not remember

8) Refused

- Q57. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** Does the nurse practitioner have an after-hour arrangement for you to see or talk to another nurse or doctor when his/her office is closed? This does not include referrals to Tele-Care (811). **[DO NOT READ]**
- 1) Yes
  - 2) No
  - 9) Do not know / Do not remember
  - 8) Refused
- Q58. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** How easy or difficult is it to call the nurse practitioner's office during regular practice hours to get health information or make an appointment? **[READ EACH]**
- 1) Very easy
  - 2) Somewhat easy
  - 3) Somewhat difficult
  - 4) Very difficult
  - 5) **[VOL]** Does not apply because you never tried to contact the nurse practitioner's office by phone
  - 9) **[VOL]** Do not know / Do not remember
  - 8) **[VOL]** Refused
- Q59. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** Thinking of the last time you were sick or needed medical attention, how quickly could you get an appointment to see the nurse practitioner? Did you get an appointment... **[READ EACH, CODE ONE]**
- 1) On the same day
  - 2) The next day
  - 3) In 2 to 5 days
  - 4) In 6 to 7 days
  - 5) In 8 to 14 days
  - 6) After more than 2 weeks
  - 96) **[VOL]** Does not apply to the last time I was sick or needed medical attention
  - 97) **[VOL]** Never able to get an appointment
  - 99) **[VOL]** Do not know / Do not remember
  - 98) **[VOL]** Refused

- Q60. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the last 12 months, how many times did you visit a nurse practitioner?

**CANNOT ENTER ZERO, ALREADY MENTIONED VISITED IN PAST 12 MONTHS**

\_\_\_\_\_ Capture: # of times **[RANGE: 1-100,998, 999]**

**999 Don't know/Do not remember**

**998 Refused**

- Q61. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did the nurse practitioner explain your test results in a way that you could understand? **[IF NEC: This includes all test results like blood tests, x-rays, cancer tests or biopsies?]** **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never, or

6) Does not apply because you did not talk to the nurse practitioner about test results in the last 12 months

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

- Q62. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did the nurse practitioner involve you in decisions about your health care? **[READ EACH]**

1) Always

2) Usually

3) Sometimes

4) Rarely

5) Never

6) **[VOL]** Does not apply

9) **[VOL]** Do not know / Do not remember

8) **[VOL]** Refused

Q63. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often have test results or medical records NOT been available to the nurse practitioner at the time of your visit? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q64. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often has the nurse practitioner given you enough time to discuss your feelings, fears and concerns about your health? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply because you did not need to talk to the nurse practitioner about your feelings, fears or concerns in the last 12 months
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q65. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did the nurse practitioner help you coordinate the care from other healthcare providers and places when you needed it? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply because you never needed to have care coordinated in the last 12 months
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused



Q66. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** Thinking of visits to a nurse practitioner in the last 12 months, how satisfied are you with the amount of time from booking the appointment to actually seeing the nurse practitioner? **[READ EACH]**

- 1) Very satisfied
- 2) Somewhat satisfied
- 3) Neither satisfied nor dissatisfied
- 4) Somewhat dissatisfied
- 5) Very dissatisfied
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q67. **[Q53 = 1 - Respondents who have visited a NP in the last 12 months]** In the past 12 months, have you been a patient overnight in a hospital, health facility, or received services at home through the New Brunswick Extra-Mural Program? **[DO NOT READ]**

- 1) Yes
- 2) No **Go to Q69**
- 9) Do not know / Do not remember **Go to Q69**
- 8) Refused **Go to Q69**

Q68a. **[Q53=1 and Q67=1 - Respondents who have visited a NP in the last 12 months and who were a patient overnight in a hospital/health facility or received health care services at home in the last 12 months]** Have you visited the nurse practitioner any time after you left the hospital or health facility, or after receiving services at home? **[DO NOT READ]**

- 1) Yes
- 2) No **Go to Q69**
- 9) Do not know / Do not remember **Go to Q69**
- 8) Refused **Go to Q69**

Q68. **[Q53=1 and Q67=1 and Q68a=1 - Respondents who have visited a NP in the last 12 months and who were a patient overnight in a hospital/health facility or received health care services at home in the last 12 months and who saw their NP after]** Did the nurse practitioner seem informed and up-to-date about the plan for follow-up care? **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q69. **[Q53=1 - Respondents who have visited a NP in the last 12 months]** Sometimes a nurse practitioner's office is located at a health clinic or health centre where doctors and nurse practitioners share patients. A nurse practitioner can also be on vacation or out sick, and another nurse practitioner or doctor takes care of patients in his/her absence. In the last 12 months, how often were you taken care of by the same nurse practitioner each time? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q70. **[Q53=1 - Respondents who have visited a NP in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from the nurse practitioner in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 99) Don't know/Do not remember
- 98) Refused

<b>BLOCK 10: Visits to an alternative practitioner</b>
--

Q71. In the past 12 months, did you visit an alternative practitioner, such as a chiropractor, naturopath, homeopath, acupuncturist or massage therapist? **[DO NOT READ]**

- 1) Yes
- 2) No **Go to Q73**
- 9) Do not know / Do not remember **Go to Q73**
- 8) Refused **Go to Q73**

Q72. **[Q71=1 - Respondents who have seen an alternative practitioner in the last 12 months]**  
Thinking of the alternative practitioner you saw most often in the last 12 months and using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from the alternative practitioner in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 99) Don't know/Do not remember
- 98) Refused

<b>BLOCK 11: Using Tele-Care</b>
----------------------------------

Q73. In the past 12 months, have you called Tele-Care (811) or any of the other information lines about poison, gambling, sexually transmitted infections or 'My Choices – My Health'.

**[IF NECESSARY: Tele-Care (or 811) is a free and confidential telephone line to get medical information or health advice from a registered nurse.] [DO NOT READ]**

- 1) Yes
- 2) No **Go to Q75**
- 9) Do not know / Do not remember **Go to Q75**
- 8) Refused **Go to Q75**

Q74. **[Q73=1 - Respondents who have called Tele-Care in the last 12 months]** How helpful was the information or advice given on the telephone information line? **[READ EACH]**

- 1) Very helpful
- 2) Somewhat helpful
- 3) Not at all helpful
- 9) **[VOL]** Do not know / Do not remember
- 6) **[VOL]** I hung up before talking to someone
- 8) **[VOL]** Refused

BLOCK 12: Using ambulance services
------------------------------------

Q75. Have you used ambulance services in the past 12 months? **[DO NOT READ]**

- 1) Yes
- 2) No **Go to Q77**
- 9) Do not know / Do not remember **Go to Q77**
- 8) Refused **Go to Q77**

Q76. **[Q75=1 - Respondents who have used ambulance services in the last 12 months]** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the health care service you received from ambulance services in the last 12 months? **[DO NOT READ]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 99) Do not know / Do not remember
- 98) Refused

<b>BLOCK 13: Chronic conditions</b>
-------------------------------------

Just a few more questions before we get to the end.

Q77J. Has any health professional ever diagnosed you with or treated you for any of the following chronic health conditions? **[IF NECESSARY: Remember all your answers are confidential, this will be used for research purposes only, and will not be used to identify you personally.] [READ EACH – CODE AS YES/NO] [RANDOMIZE LIST]**

	YES	NO	DK	REF.
a. Arthritis	1	2	9	8
b. Asthma	1	2	9	8
c. Chronic pain	1	2	9	8
d. Emphysema or COPD (chronic obstructive pulmonary disease)	1	2	9	8
e. Cancer	1	2	9	8
f. Diabetes	1	2	9	8
g. Depression	1	2	9	8
h. A mood disorder other than depression, such as bipolar disorder, mania, manic depression, or dysthymia	1	2	9	8
i. Heart disease	1	2	9	8
j. Stroke	1	2	9	8
k. High blood pressure or hypertension	1	2	9	8
l. Gastric Reflux (GERD)	1	2	9	8
Q77m. Other [Specify: _____]	888	997	999	998

Q78A. In the past 12 months, did you get the following tests or measurements: **[READ EACH, CODE AS YES/NO – RANDOMIZE LIST]**

	YES	NO	DK	REF
a. Blood pressure measurement	1	2	9	8
b. Cholesterol measurement	1	2	9	8
c. Body weight measurement	1	2	9	8
d. Blood sugar measurement	1	2	9	8

**[If respondent has NOT been diagnosed with any of the chronic health conditions in Q77 GO TO PAGE Q.FILTER]**

Q79. **[Q77J\_a=1 OR Q77J\_b=1 OR ... OR Q77J\_m=1 - Respondents who have been diagnosed with any of the chronic health conditions in Q77]** How confident are you that you can control and manage your health condition? **[READ EACH]**

- 1) Very confident
- 2) Confident
- 3) Not very confident
- 4) Not at all confident
- 9) **[VOL]** Do not know
- 8) **[VOL]** Refused

Q80. **[Q77J\_a=1 OR Q77J\_b=1 OR ... OR Q77J\_m=1 - Respondents who have been diagnosed with any of the chronic health conditions in Q77]** How many different prescription medications are you taking on a regular or ongoing basis? **[READ ONLY IF NECESSARY]**

- 1) None **Go to Q82**
- 2) 1
- 3) 2
- 4) 3 to 5
- 5) 6 to 8
- 6) More than 8
- 9) Do not know / Do not remember
- 8) Refused **Go to Q82**

Q81. **[Q77J\_a=1 OR Q77J\_b=1 OR ... OR Q77J\_m=1 AND Q80=2-6,8,9 - Respondents who have been diagnosed with any of the chronic health conditions in Q77 and take prescription medications on a regular basis]** After I read the following statement, please tell me if you strongly agree, agree, disagree or strongly disagree. **[DO NOT READ]**

I know what each of my prescribed medications do.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly disagree
- 9) Do not know
- 8) Refused

Q82. **[Q77J\_a=1 OR Q77J\_b=1 OR ... OR Q77J\_m=1 - Respondents who have been diagnosed with any of the chronic health conditions in Q77]** After I read the following statement, please tell me if you strongly agree, agree, disagree or strongly disagree. **[DO NOT READ]**

I know how to try to help prevent further problems with my health condition

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly disagree
- 9) Do not know
- 8) Refused

Q.Filter. [THIS IS A PAGE TO PROGRAM FURTHER SKIPS – NOT A QUESTION. MOVE ON TO NEXT PAGE]

**Did respondent receive any health care services in the last 12 months? If respondent answered "No" or "None" or "zero" to all questions Q16, Q28, Q32, Q40, Q44, Q53, Q71, Q73, and Q75, then Go To Q91. If answered something other than 'no', "none" or '0' to any question, continue.**

BLOCK 14: Overall care experiences: safety, equity, communication, wellness/prevention and mental health

Q83. **[Respondents who received health care services in the last 12 months]** In the past 12 months, not counting if you stayed overnight in a hospital, how often did you talk with a doctor, nurse, or other health professional about things you could do to improve your health or prevent illness like stop smoking, drink less alcohol, eat better, and exercise? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q84. **[Respondents who received health care services in the last 12 months]** Not counting if you stayed overnight in a hospital, in the past 12 months, have you seen or talked to a doctor, nurse, or other health professional about your mental or emotional health? **[DO NOT READ] [IF NECESSARY: This includes things in your life that worry you or cause stress.]**

- 1) Yes
- 2) No **Go to Q86**
- 9) Do not know / Do not remember **Go to Q86**
- 8) Refused **Go to Q86**

Q85. **[ASK IF Q84=1 - Respondents who received health care services in the last 12 months and who have seen or talked to a health professional about their mental or emotional health in the last 12 months]** How helpful was the information or advice given by the doctor, nurse, or other health professional about your mental or emotional health? Was it... **[READ EACH]**

- 1) Very helpful
- 2) Somewhat helpful
- 3) Not at all helpful
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q86. **[Respondents who received health care services in the last 12 months]** Not counting if you stayed overnight in a hospital, do you or your family members believe that you were harmed because of a medical error or mistake as a result of health care services you received in the last 12 months? **[DO NOT READ]**

**[IF NECESSARY: Includes experiences with a personal family doctor, specialist, nurse practitioner, and also includes services received at a community health centre, after-hours clinic, walk-in clinic, in the emergency department, through ambulance services, and through Extra-Mural services.]**

- 1) Yes
- 2) No **Go to Q88**
- 9) Do not know / Do not remember **Go to Q88**
- 8) Refused **Go to Q88**



- Q87. **[Q86=1 - Respondents who received health care services in the last 12 months AND believed that they were harmed because of a medical error]** Please provide additional details on why you or your family members believe that you were harmed because of a medical error or mistake as a result of health care services you received in the last 12 months.

---

**999 Don't know/Do not remember**

**998 Refused**

- Q88. **[Respondents who received health care services in the last 12 months]** In the last 12 months, how often have you received conflicting or different information from different health care professionals? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never, or
- 6) Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

- Q89. **[Respondents who received health care services in the last 12 months]** Under the Official Languages Act, you have the right to be served in either English or French. Of these two languages, which is your preference? **[DO NOT READ]**

- 1) English
- 2) French
- 9) Don't know
- 8) Refused

- Q90. **[Respondents who received health care services in the last 12 months]** In the last 12 months, not counting if you stayed overnight in a hospital, how often did you receive the health care service you needed in the official language (English or French) of your choice? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q91. In the last 12 months, have you tried to get more information about any of your health concerns or your health condition using a computer to look on the internet? **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q91b. Do you have a computer with internet access at home? **[DO NOT READ]**

- 1) Yes
- 2) No
- 9) Do not know / Do not remember
- 8) Refused

Q92. How often is it hard to understand written information when you want to learn about a medical condition or a prescription? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply because you have never had to learn about a medical condition or prescription
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

Q93. When learning about a medical condition or a prescription, how often was it verbally explained to you in a way that you could understand? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never
- 6) **[VOL]** Does not apply because you have never had to learn about a medical condition or prescription
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Refused

BLOCK 15: Personal responsibility and overall rating of health care services
--

Q6A. Do you strongly agree, agree, disagree or strongly disagree with the following statements:

**[RANDOMIZE LIST a-c] [REPEAT SCALE IF NECESSARY]**

- a) My health largely depends on how well I take care of myself.
- b) I think staying healthy is a matter of luck more than anything else.
- c) I leave it to doctors or other health professionals to make the right decisions about my health.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly disagree
- 9) **[VOL]** Don't know/Do not remember
- 8) **[VOL]** Refused

Q94. Not counting if you stayed overnight in a hospital or health facility, using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate overall the health care services you have received in New Brunswick? **[DO NOT READ] [IF NECESSARY: think of all health care services you have received ever, not just in the last 12 months.]**

- 0) 0 Worst health care possible
- 1) 1
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) 8
- 9) 9
- 10) 10 Best health care possible
- 97) Does not apply because you rarely use health care services
- 99) Don't know/Do not remember
- 98) Refused

## BLOCK 16: Understanding the difficulties in getting health care

Q95C. Not counting if you stayed overnight in a hospital, think of any difficulties you may have ever experienced in getting the health care you needed, have you ever.... **[READ EACH, RANDOMIZE a-n]**

**[IF NECESSARY: Not just in the last 12 months.]**

	YES	NO	DK	REF
a) Experienced difficulties getting the health care you needed because you did not have a personal family doctor	1	2	9	8
b) Waited too long to get an appointment	1	2	9	8
c) Waited too long at the office while waiting for your appointment	1	2	9	8
d) needed health care services, but it was not available at the time you needed it	1	2	9	8
e) needed health care services, but it was not available in your area	1	2	9	8
f) Had transportation problems	1	2	9	8
g) Had a language problem with your health care provider	1	2	9	8
h) Found the cost for medication too high	1	2	9	8
i) Found the cost for treatments or procedures too high	1	2	9	8
j) Found the cost for ambulance services too high	1	2	9	8
k) Not known who to call or where to go to get health care	1	2	9	8
l) Been unable to leave the house because of a health problem	1	2	9	8
m) Had trouble finding your way around the health care system	1	2	9	8
n) Not understood the information that was given by the doctor, nurse, or other health care professional	1	2	9	8
Q95o) Had any other issues (Specify: _____)	888	997	999	998

Q96. Thinking of the health care services you received in the last 12 months, using any number from 0 to 10, where 0 is very difficult and 10 is very easy, what number would you use to rate how difficult or how easy it is to understand where to go when you need health care? **[DO NOT READ]**

**[IF NECESSARY:** For example, which health conditions are better treated at the walk-in clinic, after hours clinic, community health centre, doctor's office or emergency department?]

0) 0 Very difficult to understand where to go when I need health care

1) 1

2) 2

3) 3

4) 4

5) 5

6) 6

7) 7

8) 8

9) 9

10) 10 Very easy to understand where to go when I need health care

14) Does not apply because you did not use health care services in the last 12 months

99) Don't know/Do not remember

98) Refused

Q97. Do you have any suggestions on how the health care system can help citizens like you better understand where to go when you need health care?

---

**997 No suggestions**

**999 Don't know**

**998 Refused**

BLOCK 17: Demographics
------------------------

Now as we end, just a few background questions about you that will help us analyze the results of this survey.

Q98. What is the highest grade or level of school that you have completed? **[READ, CODE ONE]**

- 1) 8th grade or less
- 2) Some high school, but did not graduate
- 3) High school or GED
- 4) College, trade, or technical school diploma/certificate
- 5) Undergraduate degree
- 6) Post university/graduate level education
- 8) **[VOL]** Prefer not to answer

Q99. What language do you mainly speak at home? **[DO NOT READ]**

- 1) English
- 2) French
- 3) First Nation, Indian, Métis, or Inuit
- 888) Other [specify: \_\_\_\_\_]
- 998) Prefer not to answer

Q100. Are you an Aboriginal person, that is, North American Indian, Métis, or Inuit? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8) Prefer not to answer

Q101. Which of the following best describes your employment status? Are you... **[READ EACH]**

- 1) Employed full-time, that is 30 hours per week or more; **[IF NECESSARY: including self-employed or on a work training program]**
- 2) Employed part-time, that is less than 30 hours per week; **[IF NECESSARY: including self-employed or on a work training program]**
- 3) Unemployed
- 4) At school or in full-time education
- 5) Unable to work due to long-term sickness or disability
- 6) Looking after your home/family
- 7) Retired
- 888) Other (specify: *probe on # of hours:* \_\_\_\_\_)
- 998) **[VOL]** Prefer not to answer

Q102. We will not ask you to give us your salary or income, but could you tell us in which of the following three categories was your total household income before taxes in 2010: **[READ EACH]**

- 1) Less than \$25,000
- 2) \$25,000 to less than \$60,000
- 3) \$60,000 or more
- 9) **[VOL]** Do not know / Do not remember
- 8) **[VOL]** Prefer not to answer

N\_Q103. Would you be willing to please provide your Medicare number so that information from this survey can be linked with existing provincial health information? This would include information such as visits to emergency rooms or doctor's offices. No one studying the data would be able to identify you.

- 888) Yes (enter Medicare number) \_\_\_\_\_
- 997) No – prefer not to share
- 996) Respondent does not have a Medicare number
- 999) Don't know

**If respondents ask why we want this information, the interviewers provide this response:**

*The New Brunswick Health Council is interested in the relationship between people's health and other aspects of their lives.*

*Researchers use the Medicare card number to link the survey information to respondent's health records. This allows for better research to be undertaken and the development of the best possible health policies for New Brunswick.*

Q104. The New Brunswick Health Council would like to have your permission to share the information collected in this survey with the New Brunswick Department of Health. All information will be kept strictly confidential and used only for research purposes. Do you agree to share the information provided?

- 1) Yes
- 2) No
- 9) Do not know

BLOCK 18: Final comments or feedback
--------------------------------------

Q103. Is there anything else you would like to tell us about the health care services you have received in New Brunswick or do you have any suggestions for changes that may have improved your experiences?

---

**997 Nothing**

**999 Don't know/No answer**

**998 Refused**