

2014 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

Q3a. 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?

9999 REFUSE

[CONTINUE FOR REFUSAL]

Q4a. What is your year of birth?

_____ **[RANGE: 1900-1996, 7777, 8888] [TERMINATE IF 1997 OR LATER, UNDER 18] – GO TO Q5**

9999 REFUSAL - GO TO Q4b

5555 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**

Q4yob. Just to Confirm that your year of birth is **[INSERT CALCULATED YEAR: 2013-Q4age]**?

- 1) Yes **GO TO Q5**
- 2) No **RETURN TO Q4a**

Q4b. **[Q4a=9999 - IF REFUSE YEAR OF BIRTH]** In which age category do you fall... are you: **[READ EACH]**

1) 17 or younger **TERMINATE**

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

9999) **[VOL]** Refuse

CONTINUE FOR REFUSAL

Q5. Before you accepted to participate in this survey, have you ever heard of the New Brunswick Health Council?

1) Yes

2) No

8888) **[VOL]** Do not know / Do not remember

BLOCK 1: Self-rated health

Q6. In general, how would you rate your health? **[READ EACH]**

1) Excellent

2) Very Good

3) Good

4) Fair

5) Poor

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q7. In general, how would you rate your overall mental or emotional health? **[READ EACH]**

- 1) Excellent
- 2) Very Good
- 3) Good
- 4) Fair
- 5) Poor
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Persons with disabilities include those who have a long term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full participation in society on an equal basis with others.

Q7a. Are you limited in the kinds or amount of activity you can do at home, work or otherwise because of a physical or mental condition, or a health problem? **[READ EACH]**

- 1) Yes, often
- 2) Yes, sometimes
- 3) No
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

BLOCK 2: Health care model most often used when sick or in need of care
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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 your community pharmacist
- 9) Go to some other place of care [Specify: _____]
- 7777) **[VOL]** You rarely use health care services
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

BLOCK 3: Visits to a personal family doctor

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

Go to Q27a

8888) Do not know / Do not remember

Go to Q28

9999) Refused

Go to Q28

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

7777) **[VOL]** Have not seen my doctor yet (e.g. new doctor)

Go to Q28

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q11. **[Q9=1 AND Q10=1-5,8888,9999: 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

8888) Do not know / Do not remember

9999) Refused

Q12. **[Q9=1 AND Q10=1-5,8888,9999: 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
- 8888) Do not know / Do not remember
- 9999) Refused

Q13a. **[Q9=1 AND Q10=1-5,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** Are there any days during the week when your personal family doctor has extended office hours, such as after 5pm on a weekday or sometime during the weekend? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

Q13b. **[Q9=1 AND Q10=1-5,8888,9999: 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
- 8888) Do not know / Do not remember
- 9999) Refused

Q13c. **[Q9=1 AND Q10=1-5,8888,9999: Respondents who have a personal family doctor and have seen the doctor before]** Does your personal family doctor make home visits? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

Q14. **[Q9=1 AND Q10=1-5,8888,9999: 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

7777) **[VOL]** Does not apply because never tried to contact doctor's office by phone

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q15. **[Q9=1 and Q10=1-5,8888,9999: 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

6666) **[VOL]** Does not apply to the last time I was sick or needed medical attention

7777) **[VOL]** Never able to get an appointment

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q16a. **[Q9=1 and Q10=1-5,8888,9999: 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 0-100,8888,9999**

8888 Do not know / Do not remember

9999 Refused

GO TO Q17 IF Q16a=1-100

ELSE GO TO Q28 if Q16a=0,8888,9999

Q17. **[Q9=1 and Q16a=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 things in a way that you could understand? **[READ EACH]**

- 1) Always
- 2) Usually
- 3) Sometimes
- 4) Rarely
- 5) Never,
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[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
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[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
- 7777) Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[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

7777) Does not apply because you did not need to talk to your doctor about your feelings, fears or concerns in the last 12 months

8888) **[VOL]** Do not know / Do not remember

9999) **[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

7777) Does not apply because you never needed to have care coordinated in the last 12 months

8888) **[VOL]** Do not know / Do not remember

9999) **[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]**

If necessary: The Extra-Mural Program provides health services to people in their homes. This program is publicly funded and includes clinical or medical services that can be provided by a health professional.

- 1) Yes
- 2) No **Go to Q25**
- 8888) Do not know / Do not remember **Go to Q25**
- 9999) 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

8888) Do not know / Do not remember **Go to Q25**

9999) Refused

Go to Q25

Q24b. **[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

8888) Do not know / Do not remember

9999) 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

7777) **[VOL]** Does not apply

8888) **[VOL]** Do not know / Do not remember

9999) **[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

8888) Do not know / Do not remember

9999) Refused

ALL GO TO Q28

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

Q27a. **[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

6) Other [Specify: _____]

8888) Do not know / Do not remember

9999) Refused

Q27b. **[Respondents who do NOT have a personal family doctor]** Is your name on a waiting list to have a personal family doctor, or have you registered with Patient Connect NB? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

If the respondent asks how he/she can put their name on a list:

*Patient Connect NB is a provincially managed, bilingual patient registry for New Brunswickers without a family doctor. You can call **Tele-Care 811** to register for Patient Connect NB or to get more information.*

BLOCK 5: Visits to a hospital emergency department
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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 0-100,8888,9999** **GO TO Q32 IF Q28=0,8888,9999**
 8888 Do not know / Do not remember
 9999 Refused

Q30. **[Q28=1-100: 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
- 7777) I left without being seen [Specify: _____]
- 8888) Do not know / Do not remember
- 9999) Refused

Q31. **[Q28=1-100: 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

8888) Do not know / Do not remember

9999) Refused

BLOCK 6: Visits to a specialist
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Q32. In the last 12 months, have you seen any of the following specialists?

NOTE: If asked, we are only referring to services received in New Brunswick.

DO NOT RANDOMIZE LIST	Yes	No	DK	REF
a) Surgeon	1	2	8888	9999
b) Psychiatrist	1	2	8888	9999
c) Obstetrician or Gynecologist	1	2	8888	9999
d) Ophthalmologist (or eye doctor)	1	2	8888	9999
e) Cardiologist (or heart doctor)	1	2	8888	9999
f) Oncologist (or cancer doctor)	1	2	8888	9999
g) Urologist (for treating bladder problems)	1	2	8888	9999
h) Otolaryngologist (for treating problems with the ears, nose or throat)	1	2	8888	9999
i) Gastroenterologist (for treating problems with the digestive system)	1	2	8888	9999
j) Nephrologist (or kidney doctor)	1	2	8888	9999
k) Neurologist (for treating stroke, seizures, epilepsy, dementia, or Alzheimer's)	1	2	8888	9999
l) Respiratory physician or pulmonologist (for treating pneumonia, asthma, emphysema, or COPD)	1	2	8888	9999
m) Geriatrician or geriatric physician (caring for elderly people)	1	2	8888	9999
n) Dermatologist (or skin doctor)				
o) Rheumatologist (for treating arthritis or the immune system)	1	2	8888	9999
p) Hematologist (or blood doctor)	1	2	8888	9999
q) Other: _____				

Q38a. **[If any of Q32a-q = 1: Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most recently in the last 12 months, how long did you have to wait from booking the appointment to actually see the specialist? **[DO NOT READ]**

- 1) Less than one week
 - 2) From one week to less than one month (1W,2W,3W)
 - 3) From one month to less than 3 months (1M,1M½,2M,2M½,4W-11W)
 - 4) From 3 months to less than 6 months (3M,4M,5M)
 - 5) 6 months or more
- 8888) Do not know / Do not remember
9999) Refused

Q38b. **[If any of Q32a-q = 1: Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most recently in the last 12 months, how satisfied are you with the amount of time from booking the appointment to actually see the specialist? **[READ EACH]**

- 1) Very satisfied
- 2) Somewhat satisfied
- 3) Neither satisfied nor dissatisfied
- 4) Somewhat dissatisfied
- 5) Very dissatisfied
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q39. **[If any of Q32a-q = 1: Respondents who have seen a specialist in the last 12 months]** Thinking of the specialist you saw most recently 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
- 8888) Do not know / Do not remember
- 9999) 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.

IF NECESSARY: *This does not include visits when the care or services received is for another family member.*

1) Yes

2) No

Go to Q44a

8888) Do not know / Do not remember

Go to Q44a

9999) Refused

Go to Q44a

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 (811) ADVISED YOU TO GO THERE

8) THE DOCTOR'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)

11) OTHER REASON [Specify: _____]

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** 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

8888) Do not know / Do not remember

9999) Refused

BLOCK 8a: Visits to the community health centre

Q44a. 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 Q52a

8888) Do not know / Do not remember **Go to Q52a**

9999) Refused

Go to Q52a

- Q45. **[Q44a = 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
- 7777) **[VOL]** Does not apply
8888) **[VOL]** Do not know / Do not remember
9999) **[VOL]** Refused
- Q46. **[Q44a = 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
- 7777) 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
8888) **[VOL]** Do not know / Do not remember
9999) **[VOL]** Refused
- Q47. **[Q44a=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
- 7777) Does not apply because you never needed to have care coordinated in the last 12 months
8888) **[VOL]** Do not know / Do not remember
9999) **[VOL]** Refused

Q51. **[Q44a =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

8888) Do not know / Do not remember

9999) Refused

Q52. **[Q44a=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

8888) Do not know / Do not remember

9999) Refused

BLOCK 8b: Visits to allied health professionals at a private clinic

Q52a. Have you visited any of the following health professionals at a private clinic or centre in the last 12 months?

	Yes	No	DK	REF
a) Physiotherapist (If necessary: <i>A physiotherapist helps evaluate, restore or improve physical function and independence.</i>)	1	2	8888	9999
b) Occupational therapist (If necessary: <i>An occupational therapist, or OT, helps people improve their ability to perform tasks in their daily living and working environments.</i>)	1	2	8888	9999
c) Dietitian	1	2	8888	9999
d) Social worker (If necessary: <i>A social worker helps people adjust to difficult situations through counseling and evaluating their needs.</i>)	1	2	8888	9999
e) Psychologist (If necessary: <i>A psychologist provides mental health care by evaluating and treating patients through consultation services and therapy.</i>)	1	2	8888	9999
f) Other: _____				

Q52b. **[if any of Q52a-f = 1]** Thinking of the health professional you saw most often in the last 12 months at the private clinic or centre, 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 this health professional 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
- 8888) Do not know / Do not remember
- 9999) 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

8888) Do not know / Do not remember

Go to Q71

9999) Refused

Go to Q71

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

8888) Do not know / Do not remember

9999) Refused

Q57a. **[Q53=1: Respondents who have visited a NP in the last 12 months]** Are there any days during the week when your nurse practitioner has extended office hours, such as after 5pm on a weekday or sometime during the weekend? **[DO NOT READ]**

1) Yes

2) No

8888) Do not know / Do not remember

9999) Refused

Q57b. **[Q53=1: Respondents who have visited a NP in the last 12 months]** Does your 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

8888) Do not know / Do not remember

9999) 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 your 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
- 6666) **[VOL]** Does not apply to the last time I was sick or needed medical attention
7777) **[VOL]** Never able to get an appointment
8888) **[VOL]** Do not know / Do not remember
9999) **[VOL]** Refused

Q61. **[Q53 = 1: Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did your nurse practitioner explain things in a way that you could understand? **[READ EACH]**

- 1) Always
 - 2) Usually
 - 3) Sometimes
 - 4) Rarely
 - 5) Never
- 8888) **[VOL]** Do not know / Do not remember
9999) **[VOL]** Refused

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

- 1) Always
 - 2) Usually
 - 3) Sometimes
 - 4) Rarely
 - 5) Never
- 7777) **[VOL]** Does not apply
8888) **[VOL]** Do not know / Do not remember
9999) **[VOL]** Refused

Q64. **[Q53 = 1: Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often has your 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

7777) 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

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q65. **[Q53=1: Respondents who have visited a NP in the last 12 months]** In the last 12 months, how often did your 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

7777) Does not apply because you never needed to have care coordinated in the last 12 months

8888) **[VOL]** Do not know / Do not remember

9999) **[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 your 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
- 8888) Don't know/Do not remember
- 9999) Refused

BLOCK 10: Visits to an alternative practitioner

Q71. In the past 12 months, did you visit any of the following alternative practitioners? **[READ EACH]**

	YES	NO	DK	REF
a) Chiropractor (if necessary: <i>manual therapy, including manipulation of the spine, joints and tissues</i>)	1	2	8888	9999
b) Naturopath (if necessary: <i>treatments using special diets, herbs, vitamins, lifestyle advice and counseling</i>)	1	2	8888	9999
c) Homeopath (if necessary: <i>treatment that uses small doses of natural substances to stimulate the body's immune system</i>)	1	2	8888	9999
d) Osteopath (if necessary: <i>manual therapy, such as moving, stretching and massaging muscles and joints</i>)	1	2	8888	9999
e) Acupuncturist (if necessary: <i>application of heat, pressure, laser or thin needles on the skin</i>)	1	2	8888	9999
f) Massage therapist	1	2	8888	9999
g) Other: _____				

Q72. **[If any of Q71a-g = 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 this 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
- 8888) Do not know / Do not remember
- 9999) Refused

BLOCK 11: Using Tele-Care

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**
- 8888) Do not know / Do not remember **Go to Q75**
- 9999) 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
- 7777) **[VOL]** I hung up before talking to someone
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[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

8888) Do not know / Do not remember

Go to Q77

9999) 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

8888) Do not know / Do not remember

9999) Refused

BLOCK 13: Chronic conditions , tests /measurements, flu shot, height and weight

Now we will move to questions about your health. Remember all your answers are confidential; this will be used for research purposes only, and will not be used to identify you personally.

Q77. Has any health professional ever diagnosed you with or treated you for any of the following chronic health conditions? **[READ EACH – CODE AS YES/NO] [RANDOMIZE LIST]**

	YES	NO	DK	REF
a. Arthritis	1	2	8888	9999
b. Asthma	1	2	8888	9999
c. Chronic pain	1	2	8888	9999
d. Emphysema or COPD (chronic obstructive pulmonary disease)	1	2	8888	9999
e. Cancer	1	2	8888	9999
f. Diabetes	1	2	8888	9999
g. Depression	1	2	8888	9999
h. A mood disorder other than depression, such as bipolar disorder, mania, manic depression, or dysthymia	1	2	8888	9999
i. Heart disease	1	2	8888	9999
j. Stroke	1	2	8888	9999
k. High blood pressure or hypertension	1	2	8888	9999
l. Gastric Reflux (GERD)	1	2	8888	9999

Q77A. Do you or anyone in your household have problems with memory loss? **[DO NOT READ]**

- | | |
|-------------------------------------|-------------------|
| 1) Yes | |
| 2) No | Go to Q77D |
| 8888) Do not know / Do not remember | Go to Q77D |
| 9999) Refused | Go to Q77D |

Q77B. **[if Q77A=1]** Has there been a diagnosis made by a health professional? **[DO NOT READ]**

- 1) Yes, Alzheimer's
 - 2) Yes, dementia
 - 3) Yes, other: please specify: _____
 - 4) No
- 8888) Do not know / Do not remember
9999) Refused

Q77C. **[if Q77A=1]** Has this memory loss interfered at all with any day to day function, such as paying bills, preparing meals, or taking medications? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

Q77D. Has any health professional ever diagnosed you with or treated you for any other chronic health condition? **[DO NOT READ]**

- 1) Yes: please specify _____
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

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.

If respondent has been diagnosed with any chronic health conditions: [if (any Q77a to Q77l = yes) OR (Q77A=1 and Q77B=1) OR (Q77A=1 and Q77B=2 and Q77C=1) OR (Q77D=1)] then continue with Q77E, else GO TO Q78A

Q77E. **[Respondents who have been diagnosed with any chronic health condition]** 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
- 8888) **[VOL]** Do not know
- 9999) **[VOL]** Refused

Q77F. **[Respondents who have been diagnosed with any chronic health condition]** How many different prescription medications are you taking on a regular or ongoing basis?

[READ ONLY IF NECESSARY]

- 1) None **Go to Q77I**
- 2) 1
- 3) 2
- 4) 3 to 5
- 5) 6 to 8
- 6) More than 8
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused **Go to Q77I**

Q77G. **[Respondents who have been diagnosed with any chronic health condition 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
- 8888) Do not know / Do not remember
- 9999) Refused

Q77H. **[Respondents who have been diagnosed with any chronic health condition and take prescription medications on a regular basis]** If you need help in understanding how to take your medications, who helps you the most? **[READ EACH]**

- 1) I do not need help in understanding how to take my medications
- 2) Your family or friends
- 3) Your personal family doctor or nurse practitioner
- 4) Pharmacist
- 5) Nurse at your doctor's office
- 6) I get the information I need from the internet
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q77I. **[Respondents who have been diagnosed with any chronic health condition]** 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
- 8888) Do not know / Do not remember
- 9999) Refused

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	8888	9999
b. Cholesterol measurement	1	2	8888	9999
c. Body weight measurement	1	2	8888	9999
d. Blood sugar measurement	1	2	8888	9999

Q78B. In the past 12 months, have you had a flu shot? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

Q78C. **[if female and 18<age<50]**: It is important to know when analyzing health whether or not the person is pregnant. Are you pregnant? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) Refused

Q78D. The next questions are about height and weight. How tall are you without your shoes on?

***If necessary:** We are asking about height and weight to better understand and measure the health of the population and to allow for the planning of services in the future.*

- 1) Less than 4 feet (less than 120.7cm)
- 2) Between 4 feet and 4 feet 11 inches (120.7cm to 151.0cm)
- 3) Between 5 feet and 5 feet 11 inches (151.1cm to 181.5cm)
- 4) 6 feet or more (181.6cm or more)
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q78E_2. **[if Q78D=1]** interviewer to enter the exact height: _____

Q78E_2B. [if Q78D=1] interviewer to enter if height is given in Q78E_2 is in feet/inches or centimeters:

- 1) feet/inches
- 2) centimeters

Q78G. [if Q78D=2]: interviewer to select the height, prompt if necessary to get exact height

- 1) 4'0" (120.7cm to 123.1cm)
- 2) 4'1" (123.2cm to 125.6cm)
- 3) 4'2" (125.7cm to 128.2cm)
- 4) 4'3" (128.3cm to 130.7cm)
- 5) 4'4" (130.8cm to 133.3cm)
- 6) 4'5" (133.4cm to 135.8cm)
- 7) 4'6" (135.9cm to 138.3cm)
- 8) 4'7" (138.4cm to 140.9cm)
- 9) 4'8" (141.0cm to 143.4cm)
- 10) 4'9" (143.5cm to 146.0cm)
- 11) 4'10" (146.1cm to 148.5cm)
- 12) 4'11" (148.6cm to 151.0cm)

Q78H. [if Q78D=3]: interviewer to select the height, prompt if necessary to get exact height

- 1) 5'0" (151.1cm to 153.6cm)
- 2) 5'1" (153.7cm to 156.1cm)
- 3) 5'2" (156.2cm to 158.7cm)
- 4) 5'3" (158.8cm to 161.2cm)
- 5) 5'4" (161.3cm to 163.7cm)
- 6) 5'5" (163.8cm to 166.3cm)
- 7) 5'6" (166.4cm to 168.8cm)
- 8) 5'7" (168.9cm to 171.4cm)
- 9) 5'8" (171.5cm to 173.9cm)
- 10) 5'9" (174.0cm to 176.4cm)
- 11) 5'10" (176.5cm to 179.0cm)
- 12) 5'11" (179.1cm to 181.5cm)

Q78I. [if Q78D=4]: interviewer to select the height, prompt if necessary to get exact height

- 1) 6'0" (181.6cm to 184.1cm)
- 2) 6'1" (184.2cm to 186.6cm)
- 3) 6'2" (186.7cm to 189.1cm)
- 4) 6'3" (189.2cm to 191.7cm)
- 5) 6'4" (191.8cm to 194.2cm)
- 6) 6'5" (194.3cm to 196.8cm)
- 7) 6'6" (196.9cm to 199.3cm)
- 8) 6'7" (199.4cm to 201.8cm)
- 9) 6'8" (201.9cm to 204.4cm)
- 10) 6'9" (204.5cm to 206.9cm)
- 11) 6'10" (207.0cm to 209.5cm)
- 12) 6'11" (209.6cm to 212.0cm)

Q78J. How much do you weigh?

If necessary: We are asking about weight to better understand and measure the health of the population and to allow for the planning of services in the future.

8888) Do not know / Do not remember

9999) Refused

Q78K. Interviewer to enter if weight given in Q78J is in pounds or kilograms:

- 1) Pounds
- 2) Kilograms

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

Q83a. In the past 12 months, 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
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q83b. What is your current smoking behavior? **[READ EACH]**

***If necessary:** This includes any tobacco product.*

- 1) Daily smoker ***[if necessary: at least one cigarette per day]***
- 2) Occasional smoker ***[if necessary: an occasional smoker is someone who smokes, but not every day]***
- 3) Non-smoker
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q83c. Moderate and vigorous physical activities are activities that increase your heart rate and make you get out of breath and sweat. Thinking about the past month, what best describes your typical physical activity level? **[READ EACH]**

***If necessary:** Examples of moderate or vigorous physical activity include brisk walking, skating, bike riding, jogging, basketball, soccer, cross-country skiing*

- 1) I take part in moderate or vigorous physical activity at least 2½ hours per week
- 2) I take part in moderate or vigorous physical activity at least 1 hour but less than 2½ hours per week
- 3) I take part in moderate or vigorous physical activity at least ½ an hour but less than 1 hour per week
- 4) I take part in less than ½ an hour of moderate or vigorous physical activity per week
- 5) I don't take part in any moderate or vigorous physical activity
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q83d. How many servings of fruit, of any sort, do you eat on a typical day?

INSERT NUMBER: _____

8888) [VOL] Do not know / Do not remember

9999) [VOL] Refused

If necessary: A serving of fruit is about the size of your fist, or a baseball. Fruit juice is included if it was at least a glass (or ½ a cup) of fresh or 100% juice in a day. Each additional serving of fruit juice counts as an additional fruit serving. This also includes fruit smoothies.

83e. How many servings of vegetables, of any sort, do you eat on a typical day?

INSERT NUMBER: _____

8888) [VOL] Do not know / Do not remember

9999) [VOL] Refused

If necessary: A serving of vegetables is about the size of your fist, or a baseball. Vegetable juice is included if it was at least a glass (or ½ a cup) in a day. Each additional serving of vegetable juice counts as an additional vegetable serving.

Q84a. Thinking about stress in your day-to-day life within the last 12 months, please tell me if the following things have contributed a lot to feelings of stress you may have?

	YES	NO	DK	REF
a. Time pressures / not enough time	1	2	8888	9999
b. Your own physical health problem or condition	1	2	8888	9999
c. Your own emotional or mental health problem or condition	1	2	8888	9999
d. Your financial situation (ex: not enough money, or debt)	1	2	8888	9999
e. Your own work situation (ex: hours of work, or working conditions)	1	2	8888	9999
f. School, college or university	1	2	8888	9999
g. Employment status (ex: unemployment)	1	2	8888	9999
h. Caring for your own children	1	2	8888	9999
i. Caring for others (parents, family or friends)	1	2	8888	9999
j. Other personal or family responsibilities	1	2	8888	9999
k. Your personal relationships	1	2	8888	9999
l. Discrimination	1	2	8888	9999
m. Your personal safety or your family's safety	1	2	8888	9999
n. Health of family members	1	2	8888	9999
l. Other: _____				

Q84b. 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

8888) **[VOL]** Do not know / Do not remember

Go to Q86

9999) **[VOL]** Refused

Go to Q86

Q85. **[Q84=1: Respondents 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

8888) **[VOL]** Do not know / Do not remember

9999) **[VOL]** Refused

Q86. Not counting if you stayed overnight in a hospital, do you 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 Q89

8888) Do not know / Do not remember

Go to Q89

9999) Refused

Go to Q89

Q87. **[Q86=1: Respondents who believed that they were harmed because of a medical error]** Please provide additional details on why you 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.

8888 Do not know / Do not remember

9999 Refused

Q89. 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
- 3) No preference
- 8888) Do not know
- 9999) Refused

Q90. In the last 12 months, 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
- 7777) **[VOL]** Does not apply
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q91a. Do you have internet access at home? **[DO NOT READ]**

- 1) Yes
- 2) No
- 8888) Do not know / Do not remember
- 9999) 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
- 7777) **[VOL]** Does not apply because you have never had to learn about a medical condition or prescription
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[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

7777) **[VOL]** Does not apply because you have never had to learn about a medical condition or prescription

8888) **[VOL]** Do not know / Do not remember

9999) **[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:

[DO NOT READ] [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

8888) Do not know / Do not remember

9999) Refused

Q94. 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 health care services you have received 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

7777) Does not apply because you rarely use health care services

8888) Don't know/Do not remember

9999) Refused

BLOCK 16: Understanding the difficulties in getting health care

Q95C. Now think of any difficulties you may have experienced in getting the health care you needed, have you ever.... **[READ EACH, RANDOMIZE a-n a-i]**

IF NECESSARY: Think of difficulties you may have experienced in the last 12 months.

	YES	NO	DK	REF
a) needed health care services, but it was not available in your area at the time you needed it	1	2	8888	9999
b) Had transportation problems	1	2	8888	9999
c) Had a language problem with your health care provider	1	2	8888	9999
d) Found the cost for medication too high	1	2	8888	9999
e) Found the cost for treatments or procedures too high	1	2	8888	9999
f) Found the cost for ambulance services too high	1	2	8888	9999
g) Been unable to leave the house because of a health problem	1	2	8888	9999
h) Had trouble finding your way around the health care system	1	2	8888	9999
i) Had any other issues (Specify: _____)				

Q95D. Do you have insurance that covers all or part of the cost of prescription medications?

[READ EACH]

If necessary: This includes insurance coverage under your spouse or partner.

- 1) No, I do not have an insurance plan for prescription medications
- 2) Yes, it is a plan sponsored by the government
- 3) Yes, it is a plan sponsored by my employer
- 4) Yes, it is a private plan
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q95E. Do you have insurance that covers all or part of the cost of dental expenses? **[READ EACH]**

If necessary: This includes insurance coverage under your spouse or partner.

- 1) No, I do not have an insurance plan for dental expenses
- 2) Yes, it is a plan sponsored by the government
- 3) Yes, it is a plan sponsored by my employer
- 4) Yes, it is a private plan
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

Q95F. Do you have insurance that covers all or part of the cost of eye glasses or contact lenses?

[READ EACH]

If necessary: This includes insurance coverage under your spouse or partner.

- 1) No, I do not have an insurance plan for eye glasses or contact lenses
- 2) Yes, it is a plan sponsored by the government
- 3) Yes, it is a plan sponsored by my employer
- 4) Yes, it is a private plan
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Refused

BLOCK 17: Demographics

Now as we end, just a few 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
- 8888) **[VOL]** Do not know / Do not remember
9999) **[VOL]** Prefer not to answer / Refused

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

- 1) English
 - 2) French
 - 3) Both English and French equally
 - 4) Other [specify: _____]
- 8888) **[VOL]** Do not know / Do not remember
9999) **[VOL]** Prefer not to answer / Refused

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

- 1) Yes
 - 2) No
- 8888) **[VOL]** Do not know / Do not remember
9999) **[VOL]** Prefer not to answer / Refused

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
- 8) Other (specify: *probe on # of hours: _____*)
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Prefer not to answer / Refused

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 2013: **[READ EACH]**

- 1) Less than \$25,000
- 2) \$25,000 to less than \$60,000
- 3) \$60,000 or more
- 8888) **[VOL]** Do not know / Do not remember
- 9999) **[VOL]** Prefer not to answer / Refused

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?
