

1. In the past six months, have you or a member of your immediate family been to a hospital emergency room for treatment?

		Region						Age			Gender	
	Total	BC	Alberta	Sask/ Man	Ontario	Quebec	Atlantic	18 to 34	35 to 54	55+	Male	Female
Base: All respondents	1500	200	135	120	525	400	120	399	688	403	675	825
Weighted	1500	195	135	104	567	377	121	503	582	406	734	766
Yes, myself	15%	14%	17%	16%	16%	16%	7%	17%	13%	15%	16%	14%
Yes, family member	26%	24%	19%	25%	29%	23%	28%	27%	31%	17%	22%	30%
Yes, myself and family member	4%	3%	4%	4%	4%	4%	11%	6%	4%	2%	4%	5%
No, no one	55%	59%	59%	54%	51%	57%	54%	49%	51%	66%	58%	51%
(DK/NS)	0	-	1%	-	-	-	-	-	0	-	0	-

2. Thinking about the last time that you/they went to a hospital emergency room for treatment, how satisfied were you, overall, with the service that you/they received in the hospital emergency room?

		Region						Age			Gender	
	Total	BC	Alberta	Sask/ Man	Ontario	Quebec	Atlantic	18 to 34	35 to 54	55+	Male	Female
Base: Family member has been to emergency room	685	80	56	55	255	181	58	209	337	138	287	398
Weighted	680	80	54	48	280	164	55	257	284	139	307	373
Very satisfied	32%	31%	38%	44%	32%	28%	36%	21%	37%	45%	33%	32%
Somewhat satisfied	37%	41%	38%	36%	39%	34%	24%	41%	33%	36%	37%	36%
Not very satisfied	15%	15%	7%	11%	15%	15%	23%	21%	14%	6%	14%	16%
Not at all satisfied	15%	13%	14%	9%	13%	23%	17%	16%	16%	12%	15%	15%
(DK/NS)	1%	-	4%	-	1%	1%	-	1%	-	2%	1%	0
Top2Box (Satisfied)	69%	72%	76%	80%	71%	62%	60%	62%	70%	81%	70%	69%
Low2Box (Dissatisfied)	30%	28%	21%	20%	28%	38%	40%	37%	30%	18%	29%	31%

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3. Would you say that this visit to the emergency room could have been handled at a walk-in clinic or through a visit to a family doctor if they had been available to you/them?

		Region						Age			Gender	
	Total	BC	Alberta	Sask/ Man	Ontario	Quebec	Atlantic	18 to 34	35 to 54	55+	Male	Female
Base: Family member has been to emergency room	685	80	56	55	255	181	58	209	337	138	287	398
Weighted	680	80	54	48	280	164	55	257	284	139	307	373
Yes	42%	40%	35%	48%	39%	45%	57%	45%	43%	37%	44%	41%
No	57%	60%	65%	52%	61%	55%	43%	55%	57%	63%	56%	59%
(DK/NS)	0	-	-	-	-	0	-	0	-	-	-	0

4. As you may know, many hospital emergency rooms in Canada have been experiencing some difficulties. Which of the following two possible factors do you think is MAINLY to blame for our emergency room difficulties?

		Region						Age			Gender	
	Total	BC	Alberta	Sask/ Man	Ontario	Quebec	Atlantic	18 to 34	35 to 54	55+	Male	Female
Base: All respondents	1500	200	135	120	525	400	120	399	688	403	675	825
Weighted	1500	195	135	104	567	377	121	503	582	406	734	766
People who go to the emergency room for minor medical problems that do NOT require urgent attention	39%	26%	45%	42%	42%	36%	43%	38%	35%	46%	40%	38%
The federal and provincial governments who have made funding cutbacks to health-care services	59%	67%	54%	57%	56%	62%	55%	61%	63%	50%	57%	60%
(DK/NS)	3%	8%	1%	2%	1%	3%	2%	2%	2%	4%	3%	2%

5. *Now, how effective do you think each of the following measures would be in improving the situation in hospital emergency rooms*
a) Increase government funding for emergency room services.

	Total	Region						Age			Gender	
		BC	Alberta	Sask/ Man	Ontario	Quebec	Atlantic	18 to 34	35 to 54	55+	Male	Female
Base: All respondents	1500	200	135	120	525	400	120	399	688	403	675	825
Weighted	1500	195	135	104	567	377	121	503	582	406	734	766
Very effective	53%	53%	50%	52%	55%	48%	59%	54%	54%	49%	46%	59%
Somewhat effective	36%	37%	43%	41%	35%	35%	34%	36%	36%	38%	40%	33%
Not very effective	7%	8%	4%	6%	5%	11%	4%	9%	6%	6%	9%	5%
Not at all effective	3%	2%	2%	1%	4%	4%	3%	2%	3%	5%	5%	2%
(DK/NS)	1%	1%	1%	-	1%	1%	-	1%	0	2%	1%	1%
Top2Box (Effective)	89%	90%	93%	93%	90%	83%	93%	89%	90%	87%	86%	92%
Low2Box (Not effective)	10%	10%	6%	7%	9%	15%	7%	10%	9%	11%	13%	7%

6. *Now, how effective do you think each of the following measures would be in improving the situation in hospital emergency rooms*
b) Encourage medical walk-in clinics to stay open with longer business hours.

	Total	Region						Age			Gender	
		BC	Alberta	Sask/ Man	Ontario	Quebec	Atlantic	18 to 34	35 to 54	55+	Male	Female
Base: All respondents	1500	200	135	120	525	400	120	399	688	403	675	825
Weighted	1500	195	135	104	567	377	121	503	582	406	734	766
Very effective	57%	49%	53%	45%	62%	56%	61%	59%	58%	51%	52%	61%
Somewhat effective	33%	34%	36%	38%	31%	31%	31%	31%	33%	35%	36%	29%
Not very effective	7%	10%	6%	13%	4%	8%	4%	8%	6%	6%	8%	6%
Not at all effective	3%	4%	4%	2%	2%	4%	3%	1%	2%	5%	3%	2%
(DK/NS)	1%	3%	1%	2%	1%	1%	2%	-	1%	3%	1%	1%
Top2Box (Effective)	89%	84%	89%	83%	93%	88%	92%	90%	91%	86%	88%	91%
Low2Box (Not effective)	9%	14%	10%	15%	6%	12%	7%	10%	8%	11%	11%	8%

detailed tables

7. Now, how effective do you think each of the following measures would be in improving the situation in hospital emergency rooms?
c) Discourage people from going to emergency rooms for only minor medical problems.

	Total	Region						Age			Gender	
		BC	Alberta	Sask/ Man	Ontario	Quebec	Atlantic	18 to 34	35 to 54	55+	Male	Female
Base: All respondents	1500	200	135	120	525	400	120	399	688	403	675	825
Weighted	1500	195	135	104	567	377	121	503	582	406	734	766
Very effective	48%	42%	54%	46%	49%	46%	45%	44%	48%	52%	47%	48%
Somewhat effective	33%	37%	33%	35%	35%	28%	29%	36%	31%	30%	33%	33%
Not very effective	12%	11%	5%	10%	9%	17%	14%	13%	12%	9%	11%	12%
Not at all effective	7%	7%	6%	9%	5%	8%	10%	5%	8%	7%	7%	6%
(DK/NS)	1%	2%	1%	-	1%	1%	2%	1%	1%	2%	2%	1%
Top2Box (Effective)	80%	79%	87%	81%	84%	74%	75%	80%	79%	82%	80%	81%
Low2Box (Not effective)	18%	19%	11%	19%	14%	25%	24%	19%	20%	16%	19%	18%

8. Now, how effective do you think each of the following measures would be in improving the situation in hospital emergency rooms?
d) Provide FREE flu shots for anyone who wants one.

	Total	Region						Age			Gender	
		BC	Alberta	Sask/ Man	Ontario	Quebec	Atlantic	18 to 34	35 to 54	55+	Male	Female
Base: All respondents	1500	200	135	120	525	400	120	399	688	403	675	825
Weighted	1500	195	135	104	567	377	121	503	582	406	734	766
Very effective	36%	33%	39%	36%	34%	37%	39%	34%	33%	42%	35%	36%
Somewhat effective	38%	34%	41%	41%	39%	35%	35%	42%	37%	33%	38%	37%
Not very effective	18%	22%	11%	16%	19%	19%	16%	18%	20%	16%	19%	17%
Not at all effective	7%	9%	8%	7%	6%	7%	10%	6%	8%	8%	7%	7%
(DK/NS)	1%	2%	1%	-	1%	2%	-	1%	1%	2%	0	2%
Top2Box (Effective)	73%	67%	80%	77%	74%	72%	74%	76%	71%	74%	74%	73%
Low2Box (Not effective)	25%	31%	19%	23%	25%	26%	26%	24%	28%	24%	26%	25%

9. Now, how effective do you think each of the following measures would be in improving the situation in hospital emergency rooms?
e) Provide provincial funding for prescription medications to treat the flu.

	Total	Region						Age			Gender	
		BC	Alberta	Sask/ Man	Ontario	Quebec	Atlantic	18 to 34	35 to 54	55+	Male	Female
Base: All respondents	1500	200	135	120	525	400	120	399	688	403	675	825
Weighted	1500	195	135	104	567	377	121	503	582	406	734	766
Very effective	23%	16%	25%	24%	22%	26%	28%	23%	21%	26%	22%	24%
Somewhat effective	44%	45%	44%	48%	47%	40%	43%	49%	42%	43%	45%	44%
Not very effective	21%	25%	17%	20%	21%	21%	24%	20%	24%	19%	22%	21%
Not at all effective	10%	10%	12%	8%	9%	12%	5%	7%	11%	10%	10%	10%
(DK/NS)	1%	4%	3%	-	1%	1%	-	1%	2%	2%	2%	1%
Top2Box (Effective)	67%	61%	68%	72%	69%	66%	72%	72%	63%	68%	67%	68%
Low2Box (Not effective)	31%	35%	29%	28%	30%	33%	28%	27%	35%	29%	32%	30%

10. Please tell me if you agree or disagree with the following
g) Provincial health insurance plans should pay for the cost of recently approved prescription medications to treat the flu.

	Total	ADMITTED TO HOSPITAL FOR ONE NIGHT				ADMITTED TO EMERGENCY ROOM			
		Yes, myself	Yes, family member	Yes, myself and family member	No, no one	Yes, myself	Yes, family member	Yes, myself and family member	No, no one
Base: All respondents	1500	217	497	48	738	222	396	67	814
Weighted	1500	218	510	49	724	226	388	66	819
Strongly agree	39%	42%	43%	40%	36%	38%	40%	43%	39%
Somewhat agree	28%	25%	26%	26%	30%	28%	30%	32%	27%
Somewhat disagree	19%	21%	17%	28%	19%	22%	17%	12%	19%
Strongly disagree	13%	11%	14%	6%	14%	12%	13%	12%	14%
(DK/NS)	1%	1%	1%	-	1%	-	1%	1%	1%
Top2Box (Agree)	67%	67%	69%	66%	66%	66%	70%	75%	65%
Low2Box (Disagree)	32%	32%	31%	34%	33%	34%	29%	24%	33%

detailed tables

11. Please tell me if you agree or disagree with the following
 f) I think that emergency room overcrowding will disappear when flu season ends.

	Total	ADMITTED TO HOSPITAL FOR ONE NIGHT				ADMITTED TO EMERGENCY ROOM			
		Yes, myself	Yes, family member	Yes, myself and family member	No, no one	Yes, myself	Yes, family member	Yes, myself and family member	No, no one
Base: All respondents	1500	217	497	48	738	222	396	67	814
Weighted	1500	218	510	49	724	226	388	66	819
Strongly agree	12%	15%	12%	5%	11%	11%	12%	14%	12%
Somewhat agree	22%	18%	22%	16%	23%	18%	19%	17%	24%
Somewhat disagree	27%	24%	26%	30%	28%	24%	29%	27%	27%
Strongly disagree	38%	41%	39%	48%	36%	46%	40%	43%	35%
(DK/NS)	1%	1%	1%	-	1%	1%	0	-	2%
Top2Box (Agree)	34%	34%	34%	22%	34%	29%	31%	31%	36%
Low2Box (Disagree)	65%	65%	65%	78%	64%	70%	69%	69%	62%

12. Please tell me if you agree or disagree with the following
 d) Provincial health insurance plans should pay for the cost of getting a flu shot.

	Total	ADMITTED TO HOSPITAL FOR ONE NIGHT				ADMITTED TO EMERGENCY ROOM			
		Yes, myself	Yes, family member	Yes, myself and family member	No, no one	Yes, myself	Yes, family member	Yes, myself and family member	No, no one
Base: All respondents	1500	217	497	48	738	222	396	67	814
Weighted	1500	218	510	49	724	226	388	66	819
Strongly agree	49%	47%	54%	50%	45%	48%	55%	56%	45%
Somewhat agree	26%	24%	23%	25%	30%	26%	21%	19%	30%
Somewhat disagree	15%	19%	13%	19%	14%	13%	15%	16%	15%
Strongly disagree	10%	9%	10%	7%	10%	12%	9%	10%	9%
(DK/NS)	1%	1%	-	-	1%	-	0	-	1%
Top2Box (Agree)	75%	71%	77%	74%	75%	75%	76%	74%	75%
Low2Box (Disagree)	24%	28%	23%	26%	24%	25%	24%	26%	24%

13. Please tell me if you agree or disagree with the following

c) My local hospital emergency room provides services in a reasonable amount of time.

	Total	ADMITTED TO HOSPITAL FOR ONE NIGHT				ADMITTED TO EMERGENCY ROOM			
		Yes, myself	Yes, family member	Yes, myself and family member	No, no one	Yes, myself	Yes, family member	Yes, myself and family member	No, no one
Base: All respondents	1500	217	497	48	738	222	396	67	814
Weighted	1500	218	510	49	724	226	388	66	819
Strongly agree	18%	26%	18%	19%	15%	23%	19%	16%	16%
Somewhat agree	30%	29%	26%	19%	33%	23%	28%	27%	32%
Somewhat disagree	18%	12%	19%	30%	19%	17%	16%	14%	20%
Strongly disagree	30%	30%	33%	33%	27%	36%	36%	43%	24%
(DK/NS)	5%	3%	3%	-	7%	1%	2%	-	8%
Top2Box (Agree)	47%	55%	44%	37%	47%	46%	47%	44%	48%
Low2Box (Disagree)	48%	42%	52%	63%	46%	53%	51%	56%	44%